

Minutes of the  
Combined Meeting of the  
**INTERLABORATORY COMMITTEE ON EDITING AND PUBLISHING**

18-20 October 1994

Naval Air Weapons Station, Point Mugu, CA

**INTRODUCTIONS - *Cindy Hall***

The combined Interlaboratory Committee on Editing and Publishing (ILCEP) convened at 0830, 18 October 94, at the Naval Air Weapons Station, Point Mugu, CA. Chairperson was Tim Calderwood, Naval Research Laboratory, Washington, DC. Byron Butler, Naval Air Warfare Center Weapons Division, China Lake, CA was the host; Harry Lee, Naval Air Warfare Center Weapons Division, Point Mugu, CA assisted.

CAPT Roger K. Hull, USN, Vice Commander, Naval Air Warfare Center Weapons Division made the opening remarks. He addressed the role of a publications staff in tomorrow's Navy. He feels that there will always be a requirement for technical editors/publishers to be on site; they are essential contributors to the Navy. The multimedia presentations that are tailored to a specific audience can affect funding decisions and can sway the day when making decisions on programs. Writers improve the quality of a Command's documentation and, thus, improve the reputation of the Command.

CAPT Hull emphasized that writers will always be essential in all scientific/technical arenas, because there will always be a requirement to document research programs. The talent/expertise of writers/editors will continue to be in demand in the emerging information technology fields in government. The talent to write/compose/think—to take "stuff" and make it look good should continue to offer tremendous career opportunities. Recruiting efforts for publications personnel need to be improved.

Members introduced themselves and told the group what their job title was, what work they really did at their activities, and what their expectations were (what they wanted to gain from the ILCEP meeting).

To conclude the opening of the meeting three editorial changes to the charter were approved, the minutes of the last meeting were approved, updates to the directory were made, and arrangements for meals were discussed.

**THE NAVY STIP - *Karen Brown***

Tim Calderwood opened the discussion by informing everyone of two new instructions on STIP: SECNAVINST 3900.43A and ONRINST 3900.36. Each attendee received a copy of these instructions in their meeting package. The ILCEP liaison at ONR, Dave Woods, retired this past year, and Katherine Drew took over his responsibilities. Tim had called Katherine to invite her to the meeting but she indicated that she was unable to attend. She offered Nancy Groves (ONR-36) as a future point of contact. Though Tim sent Katherine information on ILCEP and the upcoming meeting, he received

no response. There is a concern that ONR may not offer as much support to ILCEP as they have in the past, nor be willing to enforce the regulations that go along with STIP.

Brenda Crooks said she had been designated the STINFO Officer for her command. One of her duties is to coordinate the process of how DTIC submissions are handled.

Dolores Pieper felt that the STINFO issue was being ignored by many commands. She indicated that when an engineer or scientist begins any R&D work, the SecNav instruction requires them to search both DTIC data bases (Work Unit and Technical Report) to ensure they do not duplicate work already accomplished. She said the Work Unit data base is not complete and up to date because of some commands not enforcing the regulations surrounding STINFO that require no less than annual input of all data. She provided each represented command present with a listing of their TRs and Work Units at DTIC. ILCEP members who did not attend may call Dolores for their command's listing by AD number and activity report number. She also stated that a draft Work Unit Information System (WUIS) manual and a draft PC WUIS User Guide are available from DTIC-OCP, (703) 274-4409

Dolores also provided a pamphlet with the schedule for Sharon Serzan's (DTIC-BLN (703) 274-7791) usually 3-day STINFO Managers Course, taught both at DTIC and at various sites around the country. The course is free of charge and the student is given a very comprehensive set of all DoD/Army/Navy/ Air Force documents on STIP.

Karen Brown has arranged for Sharon Serzan to teach a one-day course to Patuxent River scientists, engineers, report reviewers, and editors. The session will cover DTIC's role in Navy STIP, the WUIS, NTIS services, DROLS, how the new STIP instructions will affect the Pax River community, and technical reporting requirements with particular emphasis on choosing a distribution statement and properly marking STI. The course is scheduled for 20 December, and Karen offered to provide a videotape of the course to ILCEP members who send her a request after 1 January.

## **NAVY REORGANIZATION ISSUES - *Lionel Wyld***

**Reorganizations within the R&D Community** - Everyone seemed to think that more reorganization, more consolidation, is in the wind. Constraints, restrictions, worsening economic conditions will continue to adversely affect all requirements, including TID functions.

**Reorganizations of In-House R&D Publishing** - An enthusiastic and sometimes spirited discussion led to the conclusion that the TID functions were organized in as many ways as there were activities represented—some centralized, some decentralized, a few even having gone “full circle” from one to the another mode, but the particular form probably does not matter all that much. The common problems remain: diminished staff, continued workload, few new or replacement billets, and (too often) little real recognition for the support provided.

A few members noted that workload had dropped (NRL-Calderwood, NSWC Indian Head-Murphy, NCCOSC-Climenson, e.g.). Ernie Climenson seemed to sum up the feeling of the group that, regardless of how we organize or try to cope, “It's not a pretty picture.”

## **DTIC UPDATE - *Dolores Pieper***

Dolores Pieper, from the DTIC Western Regional Office at Los Angeles, gave a brief overview of DTIC's mission as a depository for DoD scientific and technical information and how that DTIC is

expanding to include administrative and management type information.

She reminded us we can reference any of our documents we do not want sent to DTIC by submitting only the SF298; just be sure to indicate on the SF298 if there is any availability restrictions on the document. She explained how information is input into DTIC's database from remote sites as well as from within DTIC. She briefly explained that DTIC's TR database contains citations about the documents and shows who can get them. She recommended that we coordinate with our Library Staffs to ensure that all items created by or for our activities are deposited into our libraries and appropriately cataloged to reflect the AD number issued by DTIC. She pointed out the need for thoroughness in preparing SF298s so all information relative to the report will be entered into the DTIC citation about that report.

The Work Unit database was briefly explained.

DoD Directives are now entered into DTIC so we can go there if regular channels are too slow.

She suggested we request a printout from DTIC of the citation on our report after it has been submitted to DTIC to ensure it is accurate and complete, notifying DTIC if anything needs corrected.

She provided a listing of the DTIC Accession Numbers for all reports in the DTIC TR database that were authored at or for each of the activities represented at this ILCEP meeting. She also provided a list of all DTIC Accession Numbers for all Work Units where our activity was the Responsible Organization or where we were the Performing Organization. She encouraged us to get the Work Unit Numbers, Contract Numbers, Program Element Numbers, etc. from our report authors to put onto the SF298s so the reports will be appropriately connected to those items.

She explained how DTIC is encouraging input of reports in nonprint media. The question arose on how to input a document electronically versus hard copy. She provided copies of the DTIC Contributor's Handbook and gave us DTIC's Acquisition Group's phone number: DSN: 284-4408 or (703) 274-4408. The question arose on how a person can get hard copy of a nonprint item. Answer: Some nonprint items include hard copy or provide the AD number of the hard copy if it is available as a separate item. Some nonprint items can be converted to hard copy by the recipient. Some items have no hard copy; i.e., videos, etc. The citation on the nonprint item should tell if a hard copy exists and is available.

Dolores recommended that editors use DTIC's Thesaurus to assist authors in choosing key words and identifiers for the SF298. This Thesaurus is available from DTIC as AD-A268 855. Another useful DTIC document for use in providing keywords is AD-A172 650, Subject Categorization Guide, which is used in registering DTIC users in those areas of their mission/tasks.

## **PERSONNEL ISSUES - Basil Hubiak**

These Personnel items are excerpted from a combined discussion of Personnel Issues and Management Issues, undertaken in the interest of time constraints.

**Underutilized People** - Underutilized and/or unfunded people were noted as good potential if they could be elevated to areas where they can be used in the publications arena.

**Training** - Supervisors do want publications people to be more trained, and appear to be fully behind the new organizational philosophy of a well-trained staff. It is also incumbent to track what training is

provided to ensure an organized and disciplined training program.

**Bulletin Boards** - Personnel would be well advised to be aware of the training and personnel development efforts afforded by bulletin boards, specialized network news, and advantages of professional organizations such as Society for Technical Communication.

**No-Cost Options** - Be on the lookout for training that is of no-cost to the government; also lunch presentations available at agencies which promote employees taking charge of selected chapters of a software training manual, and alternately training others on practical use of the software.

**Cross-Training** - Use of cross-training employees in areas of their interest or special capabilities fits in with the Competency Acquired Organization concept as well as capitalizes on other skills in the personnel pool.

**Empowerment** - Supervisors allowing their personnel to expand to the full extent of their imaginative ideas empower them to come up with creative and cost effective ways of improving productivity.

**Team Sharing with Customers** - Working with customers in a team-type concept allows publications people to improve the quality of the publications product by subtly directing the customer, at his own expense and time, to improve the manuscript input.

At times a customer's budget may not allow a writer and graphic personnel to work full time on a project, once a common practice. One or the other then must take the lead in being on the customer's team and provide the other's skills on an "as-needed" basis only.

## **MANAGEMENT ISSUES - *Janice Kaspersen***

**Total Quality Management** - Several people shared examples of successful and unsuccessful TQM efforts in their organizations.

**OPTEVFOR:** A process action team (PAT) was used during revision of a Test Directors' manual. Test Directors had not been providing necessary information and rewrites, so the PAT was intended to help Test Directors and editors work more closely.

**NAWCAD:** A PAT consisting of a TID representative, a military leader, a member of the Board of Inspection and Survey, and several engineers and pilots examined problems with the reporting process. The 9-month effort resulted in a new instruction and a revision of the report-writing process.

**NUWC Detachment Norfolk:** The editorial group had done all integrated logistics support (ILS) documentation. Rather than giving the editorial group money for new equipment, the ILS group bought its own software and equipment. A PAT was formed to try to consolidate resources but was not successful.

**NRL Washington** - Tim became a certified facilitator for Stephen Covey's Seven Habits of Highly Effective People Program this past year. He conducted sessions for approximately 75 people in TID. They are using the Seven Habits principles in a marketing task force to see how they can generate more work in TID. In another project Tim is leading a PAT on how to improve the review and approval process of publications. As a result, the NRL MIS staff is programming an electronic tracking systems that will run on the Lab-wide network.

**Costs: How To Manage Them** - Participants compared hourly rates for writer/editors at the different activities.

Indian Head: \$85/hour (set by the Station; includes space, utilities, etc.)

NRL: \$65/hour (operates as a cost center; actual cost is now about \$66 for publications and will soon be \$70 for photography)

NUWC Detachment Norfolk: \$53/hour

NRaD: \$53/hour for a GS 11-13 writer/editor

NAWCWPNS Point Mugu: Overhead rate is \$35/hour; project or direct rate is \$70/hour.

NAWCWPNS China Lake: Overhead rate is \$34/hour; project or direct rates vary (depending on grade of the staff member), ranging from \$54/hour to \$73/hour.

Many TID customers in the technical codes have their own contract support and, therefore, have a choice whether to use TID or a contractor. The contractor might be less expensive, or the technical code might have to pay the contractor anyway and, therefore, wants to keep the contractor busy. Maria Banker (NRL Stennis) estimated that when engineers do their own publications work, it costs 50% more than when TID does it. However, the work is often given to unfunded employees outside the publications area.

Indian Head: Some customers type their own jobs to save money; TID does the editing and design.

NUWC Detachment Norfolk: Contractors ("Beltway Bandits") do publications work for the technical codes but ask TID for advice.

NRaD: When customers supply material electronically, TID has to weigh the cost of converting it or redrawing it. TID has to use most of it as it is given to them, or just make minor fixes, because it is too costly to redo it.

NRL: Customers are asked what platform, software, and version were used to create a graphic. TID may not have all of them. TID has discussed becoming a clearinghouse ("If you can't beat 'em, join 'em") by publishing a newsletter giving advice and information about different software packages and versions.

### **Productivity Improvements**

NRL: TID has created a user's group for customers who use TeX. User's groups are one way to get the customer involved and on the same team as TID. Tim noted that customers generally want support organizations to succeed. Take advantage of customers' egos by allowing them to help find solutions and giving them credit.

Indian Head: In monthly staff meetings, editors share information on how to use software, glitches they've discovered, etc. Sharing solutions avoids duplication of effort. The staff is now learning WordPerfect; each person studies one chapter of the manual and explains and demonstrates the techniques in that chapter to everyone else.

NAWCWPNS China Lake: During the BRAC 95 effort, editors used QuickMail to pass information

quickly to everyone on the team and to get quick agreement on formatting issues. QuickMail is being used across sites; all NAWC sites are eventually supposed to be connected. Documents (Microsoft Word, WordPerfect, etc.) can be enclosed with a QuickMail message, but the system can overload if there is too much message traffic or if large files are enclosed. Similar software exists for DOS-based machines (CC Mail and others).

OPTEVFOR: Information that affects all publications staff is posted to an electronic bulletin board.

### **Restructuring the Technical Information Function**

We cannot expect to operate with the same organization we had a few years ago. We must find out what the customers want and need and then be creative in providing it. Part of that creativity is how we structure our own organizations. Sometimes we have no choice. We need to emphasize that what we do adds value.

NAWCWPNS: Under the new Competency Aligned Organization, TID appears at the fourth level of the organization chart, under the Research and Technology Division. The TID department head is now an associate division head. TID has lost its identity and some visibility which will make it more difficult to publicize and market capabilities.

OPTEVFOR: During a reorganization, all editorial employees were moved to a new division called Operational Test and Evaluation. The new division head did not understand why editors were employed there at all (editors at this site are the only ones in the command who review an entire document before publication; even the writers may not have read all the sections). The editorial staff is now back under the policy group as it was before.

Indian Head: The main TID product line had been manuals, technical reports, and SOPs. Because of a declining workload, TID has also started producing Navy training plans and teaching writer/editors to do new types of work (manipulating databases, working with interactive courseware, etc.). Response from customers has been good. TID is retraining and cross-training as much as possible; less off-site training is available. TID is also trying to maintain state-of-the-art equipment.

Pax River: TID is picking up work from outside the organization (DOD, NAVAIR) through word of mouth and eventually may advertise outside the organization.

NUWC Newport: TID is picking up new types of work, including the Command History. The Command History is a mandated Public Affairs Office function, but the PAO no longer has the personnel to do it. TID has added an "Administrative Report" category for the first time to accommodate reports for the TQL office. TID also publishes quarterly and annual bibliographies of all documents and articles that have been published; these bibliographies have created competition among the departments and among individual scientists and engineers, resulting in more work for TID as people compete to publish more.

NUWD Detachment Norfolk: The publishing function has been dispersed. Some editors are considering adding specifications to their workload.

NRaD San Diego: In addition to regular work, TID has been doing technology transfer brochures and fliers for trade shows and is starting to create multimedia presentations for marketing.

NAWCWPNS China Lake: TID has picked up work for technology transfer and environmental programs.

NAWCWPNS Point Mugu: Multimedia is being used to create interactive presentations.

Port Hueneme: The Logistics Directorate is reorganizing along project lines, and the publications people are dispersing into teams to support the new organization. One person will oversee the teams to ensure that processes are done consistently. Much of the publications work is coming from manuals related to foreign military sales; separate changes are made to a manual for each country. New storage options for the manuals are being considered.

NRL Washington: Because of declining workload, six senior TID people left through the buyout process. The Graphics Services Branch is being disestablished; its remaining five people are being transferred to the Publications and Photography branches. The overall policy is to reorganize along functional and/or product lines.

## **TECHNOLOGY ISSUES - John Biagioni**

Discussions were held on various hardware/software configurations in use or available on the market. The major computer platforms are PCs, MACs, servers/workstations. It was agreed that the more RAM you have the better (a minimum of 4-8MB to run Windows 3.1, 16MB if you can afford it). Monitors should be 26 dpi (dots per inch) or better, the screen size should be 17 inches or bigger (non-interlaced, Super VGA (SVGA)), local bus video is preferred for PCs. The major operating systems are DOS 6.2 and Windows 3.1 (as well as OS/2) for PCs, System 7 for MACs, and UNIX for workstations.

Input media include (1) CD-ROM drives which require a SCSI (Small Computer System Interface) interface adapter card, (2) Fax modems and PC faxes, scanners for text and images (600 dpi minimum resolution with OCR software as well a graphic manipulation software such as Adobe Photoshop or PhotoFinish).

Memory management can be a major problem on PCs because programs must run in the lower 640K of RAM. Memory management programs and diagnostic programs are very helpful such as QEMM386, 386MAX, and CheckIt. DOS 6.2 and Windows 3.1 have built in memory managers, although they are not as effective as the separate memory managers.

Hard drives should be at least 100MB in size. The cost per MB has dropped drastically over the past few years. Ideally, you should get the biggest and fastest hard drive you can afford. There are inexpensive hard drives available in the 300-500MB size. Random access time should be around 11ms or lower to ensure your drive transfers data quickly. Hard drives come in either IDE or SCSI interface formats. Bernoulli drives have removable disk cartridges that hold 90-150MB. PCMCIA format is another type that is used with laptops. Tape drives are very useful for backups of hard drives, especially the larger ones.

In the area of laser printers, the Hewlett-Packard LaserJet III and 4 models are the norm. The III prints at 300 dpi while the 4 prints at 600 dpi. The Select Press 600 prints 11x17 paper and bleeds to the edge. QMS and Tektronix are recommended for color printers and the Canon color copiers provide an multi-functional alternative. (Hewlett-Packard, Tektronix, and Xerox are coming out with color laser printers in the affordable price range.)

Network systems include Ethernet, AppleTalk, Novell, Token Ring, and Direct Link.

Good commercial periodicals for keeping up to date in the computer arena include: PC Today, PC

Novice, Windows, PC Computing, MacWorld, InfoWorld\*, PC Magazine, PC World, LAN Times, Government Computing News\*. (\*Usually available free to qualified individuals.)

Jim Pierce uses the Key File System which scans documents to provide electronic filing. It is used for work flow and document review. He has a problem finding a monitor large enough and with the appropriate drivers capable of concurrent display of different pages and to simultaneously display TIFF files.

Steve Bishop commented on the value of old systems and methods for some applications. We should use the appropriate technology for the task at hand and do not overly rely on the latest technology for all solutions.

Ernie Climenson volunteered to run a review of WordPerfect 6.0a, MS Word 6.0, and FrameMaker 4.0 for redline and comment capabilities.

### **DEFENSE PRINTING SERVICE UPDATE - *Steve Bishop***

Mack Strouss, DPS Washington, noted by way of introduction that the focus of DPS services has changed from "traditional printing" to "document automation." The former will be left mostly to "outside companies who are good at it," while DPS will be applying advancing technologies in the evolution of the electronic information age.

After describing DPS history, organization, and mission, Strouss discussed the present DPS capabilities and plans for future automation and products. He stated that where customers identify needs for automation services, DPS would work to procure necessary systems, thereafter, billing customers for use (rather than the initial equipment investment).

DPS foresees converting entire collections from a site into digital format printable on demand—already implemented for certain manuals, forms, standards, and specifications—to save personnel, space, and handling costs associated with paper copy warehousing. Such automation would be at one location as a local service, with expansion to other areas to follow one step at a time.

DPS services can expand or shrink as needed, modular fashion, to meet needs of customers in individual locales. Note well, however, that responsibility for quality assurance rests with the authoring command, not the servicing DPS component.

Despite the refocus, Strouss stated, all existing Navy, DoD, and Government regulations regarding "printing" remain in force.

Some larger plants retain "traditional printing" equipment (e.g., cameras, presses, binderies, etc.), but emphasis now is on electronic printing (e.g., DocuTech). More is being done with the latter to allow direct electronic transfer of customers' repro-ready disks into the EP equipment.

Joe Stewart, Publications Manager for DPS, San Diego, also contributed to this presentation and discussion.

(For additional information, see the handout package distributed by speaker to all meeting attendees.)

**TECHNICAL MANUALS BREAKOUT SESSION - Ernie Climenson****Participants:**

Ernest Climenson  
Dorothy Murphy  
Jane Crow  
John Biagioni  
Jim Pierce  
Bob Flora  
Troy Sutton

**New DoD Purchasing Practices** - On 29 June 1994, the Secretary of Defense released a plan to streamline DoD purchasing practices which promises to have far reaching effects on TM acquisition. The plan in effect does away with military specifications and standards. Navy implementation of the plan was outlined in an Assistant Secretary of the Navy (Research, Development, and Acquisition—Nora Slatkin) memo on 27 July 1994. This memo outlines the very restrictive conditions under which MILSPECS may be used. The Systems Commands are attempting to secure waivers for continued use of TM MILSPECS.

**Adobe Acrobat** - Adobe is trying to establish its Portable Document Format (PDF) as a standard Page Description Language (PDL). A free viewer known as Acrobat is available. PDF is produced from a PostScript file using the rather expensive Acrobat Distiller.

**Electronic Technical Manuals** - Electronic Technical Manuals (ETMs) and Interactive ETMs (IETMs) are now hot topics. Definitions of five ETM classes downloaded from NSWC Carderock were analyzed. Generally, IETMs are characterized as a class 3 ETM or higher. ETM/IETM development efforts identified included the following:

- NUWC Newport is developing class 2 through class 4 ETMs/IETMs for the Tomahawk program.
- PHD NSWC is producing ETMs/IETMs classes 1 through 4.
- NAVWEPSTA Yorktown is known to be planning a class 4 IETM.

**Authoring Programs** - Authoring programs were briefly discussed. NUWC Detachment Norfolk uses InfoAccess to develop ETMs. Hughes Aircraft has developed an application known as AIMSS. The Army has made its IADS available to the public; however, this program cannot accept alternate Document Type Definitions (DTDs).

**Other** - Also discussed were Joint CALS (JCALS), Standard Generalized Markup Language (SGML), Formatted Output Specification Instances (FOSIs), and new technology in general.

**TECHNICAL REPORTS BREAKOUT SESSION - Steve Bishop**

Most TIDs reported fewer jobs incoming, mainly because former customers are getting their own high-tech production equipment and saving TID costs by "doing it themselves", but a couple of TIDs reported the same or increased workloads. These latter are actively seeking outside facility-support jobs that heretofore might not have been strictly within the TID bailiwick. The skills of editors,

writers, designers, etc. are still needed to ensure a quality product, however; and many customers who still appreciate this fact use TIDs.

Outsiders publishing poses control problems: required reviews, document numbers, and bibliographic records, non-Navy printing, and format/content. Strong support of TID by laboratory management, backed by management-imposed mandates (rules) requiring originators to pass all their documents through TID—at least for numbering and review, if not for full production processing—probably is the primary solution to the control problem. TID should encourage this management awareness and support.

TIDs should stay visible—especially if consolidations remove independence or eliminate a slot on the organization chart, by absorption into a larger office. TIDs should do self-promotion and actively seek work.

The trend is toward fewer heavyweight “formal” reports, more journal articles, proceedings papers, more “quick” reports like tech memos and tech notes. The formals require more time and review; journal articles and proceedings papers attract more widespread attention from colleagues, professional enhancement, and “quick” reports get out faster/easier while still being listed in the activity bibliography.

TID personnel are generally down in numbers. Shops are “doing more with less.” Buyouts, RIFs, consolidations, transfers, etc. have taken their toll. Some TIDs are using contractors to fill in, especially on large projects requiring long lead times.

Electronic publishing is coming. Working on going direct from magnetic disks to Defense Printing Service (DPS) printing (e.g., DocuTech). Also EP products on-line: “the challenge is to make it so users can get at it.” Standards should be established for EP-related software/hardware systems so that originators and users can input and retrieve electronically published materials with greater ease and with near-original fidelity. Currently, so many different ways and means...with a standardized approach, a universal system for all.

DPS services to local TIDs to meet customers’ needs was discussed, particularly in light of the presentation immediately preceding the technical reports session. Some good TID experiences, some not so good, varies locally. It was agreed that DPS consolidations, cutbacks, and personnel transfers caused problems for TIDs in job-to-job DPS continuity. Several TIDs reported poor or no communication with the printer when DPS went out to Government Printing Office (GPO) and GPO in turn contracted out to the private sector. There should be an allowance in the regulations to let the TID customer talk directly with the printer that is doing the job.

There was a brief discussion on style guides. NUWC, Newport that is putting both its *1994 Technical Publications and Presentations Guide* and an acronyms update on the system for all hands. NAWCAD, Pax River, is about to try putting them on-line. It was noted that style guides would be handy for outside originators to have guidance and page formats at their fingertips. On the other hand, would that take all control out of TIDs’ hands? Printed copies of guides remain the standard for now.

### **CUSTOMER SUPPORT - *Maria Banker***

Customers generating their own work was discussed. NRL at Washington will give a customer two estimates—one is for TID doing all the work and the other is for the customer doing most of the work. Some TIDs hand out report templates to their customers and then all that’s required is for that customer to “fill in the blanks” (so to speak). This saves the customer even more time as they do not

have to worry about any type of formatting, just the content. Still other TIDs go around to their customers and instruct them on how to generate their own formal documents.

Tim presented a book that was passed around titled *Delivering Knock Your Socks Off Service*. The general consensus was that we should always put ourselves in the customer's shoes. When our shops are visited, what greets them? How do you treat a customer when they walk in? A topic discussed in this area was: Are the customers willing to pay more to get better quality products and faster, more personal service? Most everyone agreed that they definitely would be ready to pay more for quality and service.

Doing a customer service survey site-wide was discussed. This way you can find out all the good and bad points about your own TID and the customers then can state the things they require the most. Most customers would "say what they think" a lot easier if they filled out a questionnaire anonymously. Then they can really say anything without feeling threatened, and you can REALLY find out just how your TID stands in the scientific community.

It is better to overestimate a job and have a customer find out the job actually cost less than was anticipated than to underestimate and say "Hey, this came out to cost you more money than we thought it would. You owe us \$2,000 more on that job!" The customer would be much happier to find out the job cost \$2,000 less than the estimate.

Another way of beating delays in getting publications out is to assign deadline dates to things that have to go out for signature approvals. That way, you can get them back and get them published a lot faster.

### **ILCEP BUSINESS - Tim Calderwood**

**Status of Mission Statement** - Tim presented the revised mission statement for formal adoption by the membership. A motion to accept the modifications was made, seconded, and passed.

**Criteria for Membership** - After a brief discussion about having members from other DoD services, it was agreed that any that were interested could attend the meetings as associate members for the time being. If this became an issue later, it could be discussed at that time.

**Status of Logo** - No changes were proposed. Barbara Ritza has the original in electronic form.

**Status of Monographs** - No work is currently being done on any monographs.

**Next Chairperson** - Byron Butler was selected to chair the next ILCEP meeting.

**Next Meeting** - The next meeting will be held at Naval Air Warfare Center, Patuxent River. Karen Brown and Sandy Biehler will be hosting the meeting.

### **JCALs AND JEDMICS TOUR AT PORT HUENEME - Troy Sutton**

The ILCEP members were given a tour of the Port Hueneme Division Naval Surface Warfare Center's (PHD NSWC) Technical Data Department facilities. The tour included demonstrations of Joint Engineering Data Management Information and Control System (JEDMICS), Joint Computer-aided Acquisition and Logistics Support (JCAIS), and PHD NSWC's Integrated Data Management System (IDMS).

JEDMICS is designed to be the DoD CALS compliant engineering repository for drawings and related technical data. Using open-systems applications (ANSI C, Oracle, SQL), client-server architecture, CALS file formats, and C-2 security certification, JEDMICS is an open system solution for providing electronic access to digital data for DOD customers in order to streamline business processes and reduce operating costs.

Input options for JEDMICS include paper drawings, text pages, aperture cards, CAD files, optical platters, magnetic tape, and other network-connected systems. File formats used by JEDMICS include; raster, ASCII, SGML, IGES, and CGM. Output options include; external systems, magnetic tape, optical platters, CAD files, aperture cards, paper drawings, and text pages.

JEDMICS is currently installed at the following Navy sites: Louisville NSWC; Portsmouth NSY; Portsmouth SPAWAR; Mechanicsburg SPCC; Philadelphia NATSF; Puget Sound NSY; Norfolk NSY; Pearl Harbor NSY; and Port Hueneme Division NSWC. Navy sites scheduled, or under consideration, for installation include: Orlando NAWC-TSD; Bath Iron Works; Ingalls Shipbuilding; North Island NADEP; Cherry Point NADEP; Jacksonville NADEP; Crane NSWC; Pax River NAWC-AD; and Point Mugu/China Lake NAWC-WD.

Following the JEDMICS demonstration, ILCEP members were provided a tour and demonstration of the Navy's JCALS prototype system. JCALS is designed as an open system architecture with integrated software to provide users with workflow management tools for technical manual (and other data) development. The system operates in a B1 secure environment.

The JCALS prototype effort has been divided into three separate segments: (1) design prototype; (2) development prototype; and (3) testing prototype. The design prototype consisted of five networked X-terminals, a Work Station Server, a data base processor, a tape drive, scanner, and printer. The prototype is currently in the development phase and consists of 16 X-terminals, two Work Station Servers, additional printers, and an optical disk jukebox.

The purpose of the prototype system at PHD NSWC is to assess the capabilities and provide feedback to the contractor in order to have Navy required functionalities incorporated into the deployed system. Technical manual management is the current functionality being prototyped. The JCALS prototype is designed to provide support for technical manual management, acquisition, improvement, publishing, stocking, and distribution.

JCALs can be used for the development of other than technical manual data. It provides a user friendly desktop environment with office automation tools such as word processing, spreadsheets, and graphics. It also has a desktop mail system, to do lists, and reference library where all accessible data files are maintained.

A DISN data communications circuit is installed and ready for use as a wide area network (WAN). Communications are available for users to transfer work packages or files to the other four JCALS sites. Following the prototyping efforts, data transfer will be available between all sites with a deployed JCALS system. All JCALS sites will also be able to access major data bases such as ESTEPS, M-SPECS, EDMICS, TMPODS, etc., as the system develops.

Prototype testing is scheduled to begin in spring of CY95, probably April. Testing of the system's hardware, software, communications, and user functionality will take place on the system outside of the contractor's jurisdiction. Testing will generate additional recommendations to be provided to the contractor for further development of the system. Full deployment is currently scheduled to start in FY96. An estimated 240 JCALS sites will be scheduled for deployment.

All Navy personnel are welcome to visit the JCALS prototype site at PHD NSWC and exercise the system. Comments and feedback to the contractor are important to the development of the system. The point of contact at PHD NSWC is Ms. Judy Larson, (805) 982-2972.

A short demonstration of PHD NSWC's IDMS was provided to interested ILCEP members following the JCALS demonstration. The Integrated Data Management System was developed as a means to maximize the usability of the myriad data bases at PHD NSWC. The system incorporates Interleaf as a production publishing option. Work can be managed via a workflow manager and routed to users for on-line review and comment.

Using Worldview software, IDMS is integrating the various databases in use on station. In the future it is anticipated IDMS will be interfaced to JCALS via an Application Program Interface (API).

## **ADJOURNMENT**

Adjourned Thursday, 20 October 1994 at 3:30 p.m.

## ILCEP 1994 ATTENDEES

Maria Banker	NRL-Stennis
John Biagioni	NUWCDIV-Newport
Sandy Biehler	NAWCAD-Pax River
Steve Bishop	NRL-Monterey
Karen Brown	NAWCAD-Pax River
Byron Butler	NAWCWPNS-China Lake
Tim Calderwood	NRL-Washington
Ernie Climensom	NRaD-San Diego
Brenda Crooks	NAVHLTHRSCHCEN-San Diego
Jane Crow	NAWCWPNS-China Lake
Bob Flora	NUWCDET-Norfolk
Cindy Hall	NSWCDL-Dahlgren
Basil Hubiak	NAWCWPNS-Point Mugu
Janice Kaspersen	NAWCWPNS-China Lake
Harry Lee	NAWCWPNS-Point Mugu
Dorothy Murphy	NSWCIHD-Indian Head
Dolores Pieper	DTIC-Los Angeles
Jim Pierce	OPTEVFOR-Norfolk
Troy Sutton	NSWCPHD-Port Hueneme
Lionel Wyld	NUWCDIV-Newport

Total Attendees: 20

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