Is DITA right for me?

Am I meeting the needs of my customers?

Where could my development processes be improved?

How can I do more for less?

How will the increasing use of social media and mobile devices affect my documentation and training content?

How can my team be more agile?

How does my content compare to industry standards and best practices?

What is involved in defining a content management strategy?

How can I make my content more accessible?

How do I justify a change in approach?

COMTech

We have answers...

Content Strategy & Information Modeling

An Information Model defines your organization's information architecture and development strategies. Comtech's information architects help develop a comprehensive Information Model that defines your information types and elements used within them, establishes a metadata model, suggests authoring guidelines and standards, and reviews mapping, linking, and reuse strategies.

Taxonomy Development

In today's continually expanding information glut, it can be difficult for users to find the content they need. Comtech consultants methodically guide your team through a rigorous design and categorization process to establish a comprehensive taxonomy focused on improving information accessibility.

Process Maturity

To achieve maximum benefit from your resources, your organization needs mature and effective information- and product-development processes. Using the Information Process Maturity Model (IPMM), Comtech assesses your organization's readiness for the work ahead. We evaluate the level of refinement or maturity of your processes and recommend critical strategies and tactics for improving your organization's effectiveness.

DITA Implementation

A successful DITA implementation requires balancing a variety of activities. Comtech provides the services you need, including:
- Business case / strategic planning
- Content assessment and information modeling
- Tool requirements and selection
- Tool optimization (constraints, specializations, schematron, and subject scheme)
- Transforms and stylesheets
- Pilot project coaching

User Studies

Knowing and understanding your customers is key to your company's success. Comtech consultants facilitate customer site visits, customer partnering, and focus groups, and use tools such as questionnaires, individual interviews, group discussions, and on-site observations to gather the customer information you need.

Competitve Analysis & Benchmarking Studies

Comtech's benchmark studies enable you to discover industry innovations and learn best practices from other information development professionals both within and outside of your specific market.

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Training

Advanced Reuse Strategies

A deep-dive exploration of all DITA reuse mechanisms, including conditional processing, conref, conref range, and conref push, keyref and conkeyref, branch filtering, and scoped keys.

Applying Agile Management to Information Development

Practical advice for shifting your thinking about resource management, task allocation, and completeness of technical information and adopting the Agile project management approach.

Creating an Effective Information Taxonomy

A structured approach to making technical information more accessible by it according to the categories and terminology important to your users.

Developing a User-Centric Content Strategy

Techniques for learning about your users, their goals, and their work, and creating personas that will serve as a decision-making tool throughout the life-cycle of your project or product.

Developing a Web and Mobile Content Strategy

Guidelines for transforming technical content to be accessible, easy to read, attractive, and responsive on the web as well as on mobile devices, while still fully supporting user goals.

Developing Your Content Strategy

A systematic approach to defining the management, creation, production, delivery, and assessment of content, while balancing the considerations of organizational goals and capabilities with user needs and expectations.

DITA Basics

An introduction to the DITA standard and hands-on practice creating topics, assembling topics into maps, applying metadata, and publishing final deliverables.

DITA Boot Camp

An all-inclusive, intensive week of minimalism, structured authoring, and DITA training designed to equip and prepare authors for producing technical content using DITA topics and maps.

DITA for Learning and Training

An introduction to the DITA standard and hands-on practice specifically for creating training content, including training plans, student materials, instructor guides, and learning assessments.

Editing Essentials for Writers and Editors

Work through the five levels of editing and gain strategies and tips for creating cleaner content.

Information Modeling for Topic-Based Authoring

A strategy for defining the architecture of your technical content, including the information types required, the elements they contain, and metadata, mapping, linking, and reuse strategies.

Minimalism: Creating Content People Really Need

Practical application of the four principles of minimalism to select appropriate content for your users, structure it consistently, author it for easy understanding, and make it readily accessible.

Optimizing the DITA Authoring Experience

Design guidelines for making it as simple as possible for your authors to create and publish content that conforms to your information model and authoring guidelines.

Precision Content Structured Authoring

Learn and practice planning techniques and research-based writing methods to write clear, concise, well-structured business and technical content.

Publishing for DITA

A hands-on walk-through of the essential DITA fundamentals, programming skills, and DITA Open Toolkit configurations required to style and publish DITA XML source.

All Comtech workshops are offered publicly and in-house. For a schedule of upcoming workshops and detailed course descriptions, visit https://comtech-serv.com/training