



## **6. IETMS – Coming of Age**

***Track Chair: Joseph Fuller, Naval Surface Warfare Center***

Joseph J. Fuller is the Head, Fleet User-Systems Branch, and the IETM Program Manager at the Carderock Division of the Naval Surface Warfare

Center, the Navy's Lead Laboratory for Technical Manual Automation and CALS. He has over 25 years of research and development experience in technical information and logistics. Mr. Fuller is one of the U.S. pioneers in IETMs, starting with the formulation of IETM concepts in 1976. Mr. Fuller served as the Program Manager of the Navy Technical Information Presentation System program, which developed and tested IETM prototype systems, and for which CDNSWC was awarded the 1992 Federal Leadership Award in Information Systems Technology. Mr. Fuller holds a B.S. in mathematics from Manhattan College and an M.S. in engineering from the Johns Hopkins University.

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The Interactive Electronic Technical Manual (IETM) track will provide an in-depth treatment of a class of Electronic Technical Manuals (ETMs) which are optimally designed for screen presentation to the end user and are fully interactive. More and more military programs are using IETMs to increase the usability of TMs, improve job performance, increase training effectiveness, and reduce the quantity of paper. A more recent trend is the emergence of IETMs in commercial and international applications. This track will describe the current status and strategies for IETM implementations. Also featured will be case studies of IETM applications in the automotive, medical, utility, and transportation industries.

### **Sessions:**

#### **6.1 Status and Issues in Transitioning IETMs**

*Session Chair: Robert Kidwell, Downey (DIS)ManTech, Inc.*

*Tuesday, October 24 • 10:30 am – 12:00 pm • Ballroom B*

This session will provide an overview of IETM status including the discussion of major issues in the acquisition, development, and use of IETMs. The session will address the impact of movement from military specifications to industry standards; interoperability between dissimilar data base authoring systems and presentation systems; and management issues most important to achieving the greatest value, in the shortest time, at most reasonable cost.

**Eric Jorgensen, NSWC Carderock Division • *Maturing, Migrating, Merging, or Mixing? The DoD IETM Specifications and Their Relation to Non-Government Electronic Document Specifications***

**Donna Lynne Hanlon, USA ATCOM • *Why IETMs Need HyTime and MID***

**Scott J. Buehler, Red Oak Knowledge Systems • *Practical Approaches for Digitizing Documents and Adding Intelligence to IETMs***

#### **6.2 Strategies in IETM Development**

*Session Chair: Eric Jorgensen, Naval Surface Warfare Center*

*Tuesday, October 24 • 1:30 pm – 5:00 pm • Ballroom B*

The session will examine strategies for developing new IETMs and converting paper-based documents to IETMs. Strategies will be presented to: include IETMs in computer based training, create the content data for the IETM using LSA information, consider technical and cost implications in conversion projects, apply program requirements in IETM development process, and use commercial software in IETM development.

1:30 p.m. to 3:30 p.m.

**Allen Zeman, Office of the Assistant Secretary of the Navy, Manpower and Reserve Affairs** • *A Vision of Tomorrow's Training*

**Robert Worsham, McDonnell Douglas** • *A Strategy for Automatically Generating IETMs from LSA Data*

**Don Reynolds and Mike Evanoff, ManTech International Corp.** • *Conversion and the TM, ETM, IETM*

3:30 p.m. to 5:00 p.m.

**Dwight Christensen, Canadian DND CALS Office** • *Legacy Data to IETM—A Pilot Project*

**Thomas Patton, Lockheed Martin Defense Systems Co.** • *IETM Implementation on the Trident II Strategic Weapon System*

**Harry Porthouse, Dayton T. Brown, Inc.** • *Using Commercial Software to Develop IETM*

### 6.3 Case Studies — Beyond DoD to Commercial Applications

*Session Chair: Scott Buehler, Red Oak Knowledge Systems*  
*Wednesday, October 25 • 10:30 am – 12:00 pm • Ballroom B*

Over the last ten years, there have been numerous plans and efforts to implement IETMs in the Army, Navy, and Air Force. More recently there has been an increase in commercial applications of IETMs. This session will present some of the commercial applications in the medical, utility, and automotive industries.

**Robert Corona, SUNY Health Science Center** • *Medical Applications for On-Line Documentation and Video Conferencing*

**Michael Prosser, Niagara Mohawk Power Corp.** • *IETMs and Their Use in the Power Utility Industry*

**John Terris and Phil Ewasyshyn, Ford Motor Company** • *Service Bay Diagnostic System*