Jill Thonssen

Writing Portfolio

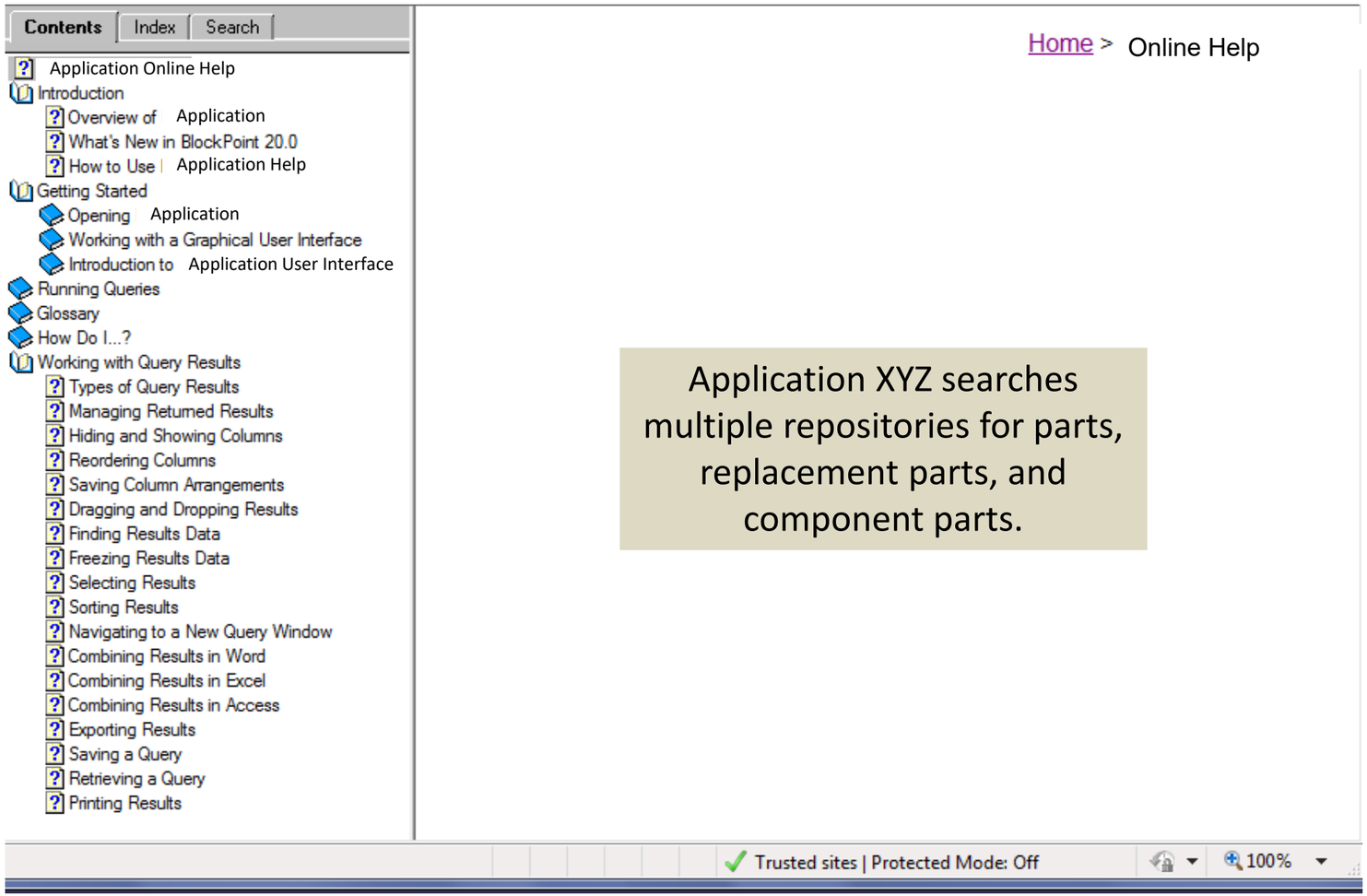
Web-based Online Help for repository system providing user information about aircraft engineering parts.

Purpose and expectations. This is a web-based Help system. It needed to answer questions for all application users regardless of their familiarity or experience with the application. It is critical that it provides real-time information.

Role. I evaluated an existing help system and recommended significant improvements to improve usability and accuracy. I gathered requirements and reviewed all changes to the application to determine what content to include in the help system. Content included explanations of all application functionality, detailed explanation of 19 queries including input and output parameters of each query. Also included were 16 "How Do I…" tip sheets that I developed to cover common or complicated tasks.

Challenges. Initial Help system was created in JAVA and embedded within the application. This made any updates complicated and did not allow for any graphics or hyperlinks. I presented research on the benefits on converting to a web-based system. The Business Partners accepted my recommendation and implemented the new approach.

The final result. The approved Online Help is viewable/usable via web or application. Provides both index and search capabilities. Easy to tailor to various user groups (i.e., subsidiaries who don't have access to all the functionality) . The Online Help system is fairly stable and requires minimal maintenance, typically only when application functionality changes.



Manufacturing & Engineering Metrics | Excel charts & HTML web content

Create & maintain metrics and web content for viewing by multiple audiences.

Purpose and expectations. These charts and web content are used to display various performance and quality metrics related to the two applications and Service Level Agreement (SLA) compliance. This content must be updated monthly.

Role. I evaluated the current metrics information and discovered inconsistencies in the data display. I consulted with subject matter experts and determined the authoritative source for each metric. I created spreadsheets and easy to understand charts for each metric. I developed web page content that fulfilled the Business Partner requirements.

Challenges. One of the challenges was determining the authoritative source for accurate metrics. Another challenge was the range of different audiences using the information. For example, executive reviewers needed a snapshot view, while day-to-day team members required more detailed information. I designed the charts and web page content to allow various audiences to select the level of information they needed.

The final result. Created a web page content for each application to provide a one-stop place for all audiences to review the various metrics. Provided for each metrics an easy-to-read charts plus link to the detailed spreadsheet. The web content was so well received that other groups within the customer organization were given the web pages as the standard to follow. And, Business Partner management uses the web page in monthly Pool reviews. Monthly updates are relatively simple.

BIDS System Metrics

Below is a listing of various BIDS system metrics
available BIDS system or application metrics. Rat
shopping" link for those metrics of interest to ma
larger listing of available metrics, refer to the las
listing of BIDS SOW/Quality Performance metrics

NOTE: All the metrics charts are updated on a M

Performance

Relate to how well BIDS is meeting various perfo

- PQR SLA Success Rate (PDF charts)
- Message Processing Time (PDF charts)
- Excel spreadsheets (with details)

Scaleability/Availability

Tracks/displays the planned and unplanned outa
chart which displays the number of minutes the

- System Availability (PDF chart)
- Excel spreadsheets (with details)

Tickets

Displays the number of tickets opened against B
Request for Service, and Request for Informatior

- PDF chart
- Excel spreadsheets (with details)

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SOW/Quality Performance Metrics

Below is a listing of BIDS metrics based on the SOW/Quality Performance. To view BIDS System Metrics, follow this link.

NOTE: All the metrics charts are updated on a MONTHLY basis.

Stoplight	Title & Link to Chart	Description	R/Y/G Criteria
G Current: 100%	System Availability	System availability is measured using automated ITOC monitors.	Green: > or = 99.9% Yellow: 94.91% - 99.89% Red: < or = 94.90%
G Current: 3min & 3sec	Data Latency	Data Latency measured in minutes Metric measures the latency of hte fastest 90%. (This excludes special events.)	Green: < 20 min Yellow: 20-30 min Red: > 30 min
G Current:	Report Performance	XYZ maintains separate timeliness standards for each report. (Most require 2 min response time.) The applicaiton is instrumented to collect report performance	Green: >90% Yellow: 85% - 90%

Process Builders Handbook was created to provide process definition standards, guidelines, and templates for use by an entire organization in response to Capability Maturity Model Integration (CMMI) requirements.

Purpose and expectations. This particular organization did not have baseline documentation of their work processes. The purpose of this handbook was to provide detailed instructions to a high number of employees on how to draft, create, "think through" and submit a process to the website for use as part of a CMMI effort. The intent was to make process creation as easy as possible and for all the processes to have the same look and feel regardless of the author.

Role. I interviewed employees to determine the various levels of process aptitude. Using the interview notes I documented a baseline process which was incorporated in the Process Builders Handbook. The handbook included all aspects of process creation including descriptions , "thinking through" a process, guidelines & standards, templates, and a request to release the process to the web site. I briefed the organization on the handbook's various content and intent, provided informal training, and assisted individual writers in developing process content.

Challenges. One of the challenges was writing a handbook that would explain every facet of writing a process to an audience that had never written a process before. Also, the processes were submitted for approval and posting to the web site so the use of templates and a common look and feel was mandatory.
I resolved this by creating simple and easy to follow instructions and templates; a process flow diagram template in VISIO and a process text template in MS Word.

The final result. Approved handbook used by the organization to pass the CMMI audit review. The Process Builders Handbook was also adopted by other groups within the organization to use in their CMMI efforts.

Table of Contents