



Astoria Review

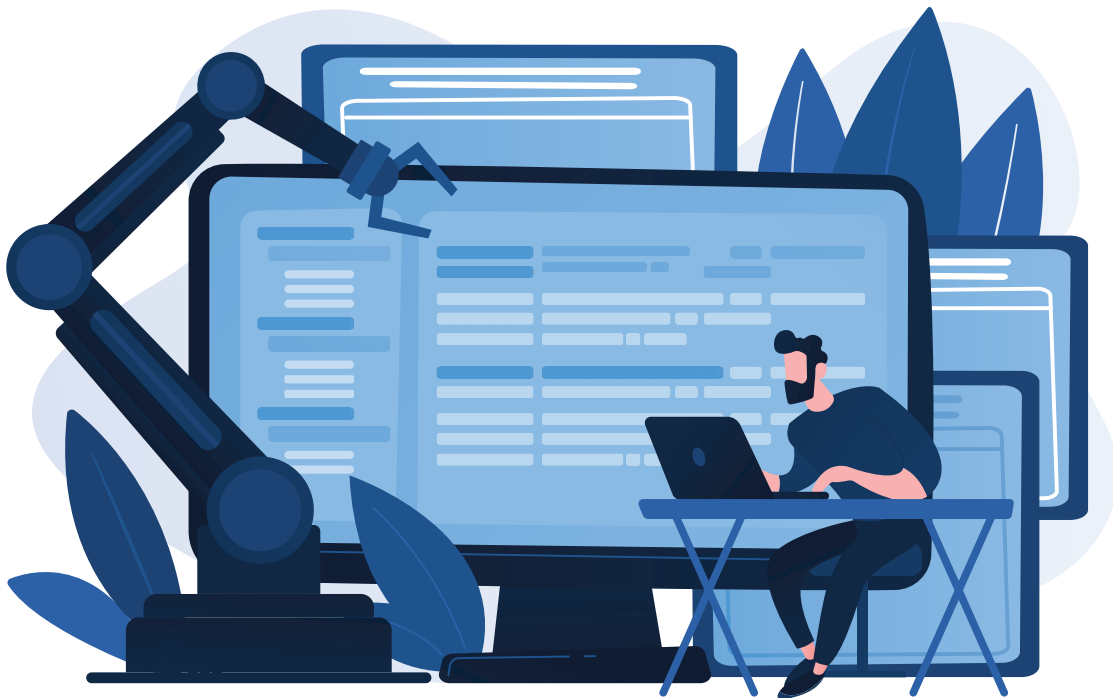
YOUR KEY TO DEVELOPING
QUALITY CONTENT

Astoria Review is a centralized, browser-based approach to reviewing, authoring, and managing content in the GlobalLink Astoria Component Content Management System (CCMS). Astoria Review's easy-to-learn interface ensures an optimal review experience. It shortens turnaround times for reviewing and approving content by using the best features of PDF-based review—but it runs in a browser. Additionally, Astoria Review omits tedium and risk of error that reduce the efficiency of review processes.

Astoria Review works with the most popular web browsers, so it can run on any operating system platform and on any tablet, laptop, or desktop device. The system collects data that supports stringent audit-trail reporting on changes made to documents, paragraphs, and even sentences. These capabilities ensure that content reviews and approvals may be completed by any user in your organization working on almost any device your organization might provide.

Astoria Review may operate under the control of process automation or in ad hoc scenarios. Astoria's process automation features ensure that each review follows a sequence of your design and supports the way you want to have content approved for distribution. Astoria Review also allows for informal reviews that arise from time to time.

This paper explains the concepts behind Astoria Review and how they play a part in your content development process.



What is Review?

Core Concepts

The principal concept of Astoria Review is that all reviews occur within the context of the GlobalLink Astoria CCMS. That means that users must log in to Astoria to review content.

A secondary concept of Astoria Review is a focus on content accuracy, not content presentation. The Astoria Review user interface (UI) presents content with just enough styling to identify basic structure (i.e., headings, bulleted items, etc.) and material referenced from other files. Content under review bears no resemblance to its final, published appearance. This UI design helps the reviewer focus on the accuracy of the subject matter without the distraction of content formatting.

Basic Review

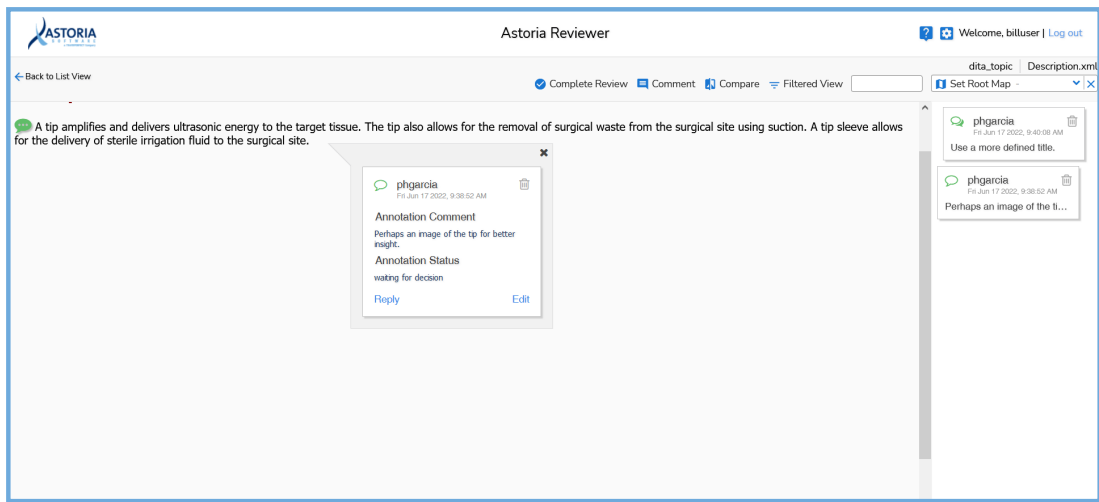
Basic Review allows reviewers to annotate, but not edit, the content. Under Basic Review, a reviewer receives a notification with a link to the file to be reviewed, logs into Astoria, and commences with the review process. The reviewer adds comments (called Astoria Annotations) to any displayed item and responds to comments made by other reviewers. The reviewer completes a Basic Review with the click of a button.

Annotations are more than just places to make comments. Annotations can be configured to have selectable data values too. Also, annotations allow “threading” so that input by multiple reviewers on existing annotations are kept together.

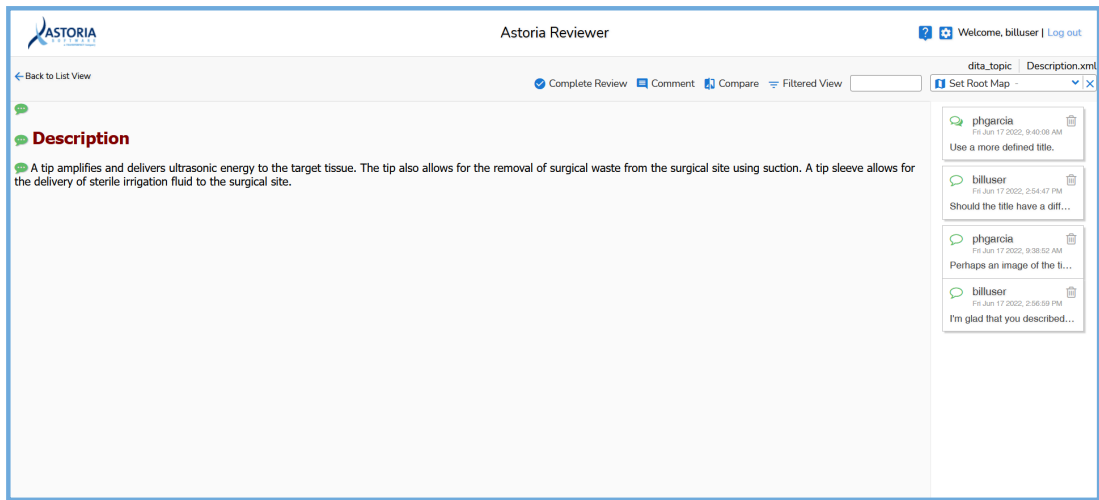
Astoria is preconfigured with different types of annotations. Using the Acknowledgment annotation, you can e-sign comments and reviews. The Content Review Annotation allows you to select different status values pertaining to the comment, such as “waiting for a decision” or “change request approved/denied.” The Legal Review annotation follows a similar structure of selections and indicators.

The screenshot displays the 'Astoria Reviewer' interface. At the top, there's a navigation bar with the 'ASTORIA' logo and a 'Back to List View' button. Below this, a toolbar contains buttons for 'Complete Review', 'Comment', 'Compare', and 'Filtered View'. The main content area is titled 'Description' and shows a snippet of text: 'A... allows for the delivery of sterile irrigation fluid to the surgic...'. A modal form is overlaid on the text, titled 'Annotation'. The form includes a 'Type' dropdown menu set to 'Content Review', an 'Annotation Comment' text box containing 'Adjusting Details', an 'Annotation Status' dropdown menu set to 'waiting for decision', and an 'Annotation Status Comment' text box. At the bottom of the form are 'Cancel' and 'Save' buttons.

Users have the ability to create their own types of annotations with any number of fields. Each field in a user-defined annotation may be one of four data types: data, enumerated, numeric, or text. The customization goes even further with the ability to trigger actions implemented in JavaScript.



One additional feature of Basic Review is “simultaneous” or collaborative review. Since the reviewer is not editing the file, any number of Basic Review sessions may occur at the same time on the same file. Reviewers can collaborate simply by refreshing the screen in order to see the work of other participants.



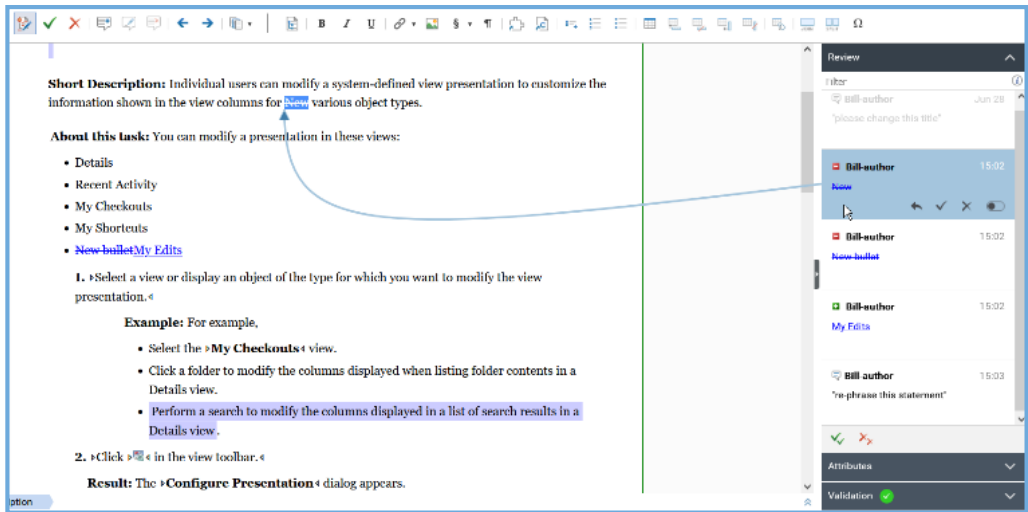
Basic Review is excellent for situations where there may be a lot of potential reviewers to make comments, but limit who can tamper with the content. Another use case is when there are reviewers in upper management, as it does not require downloading any review tools.

Dynamic Review

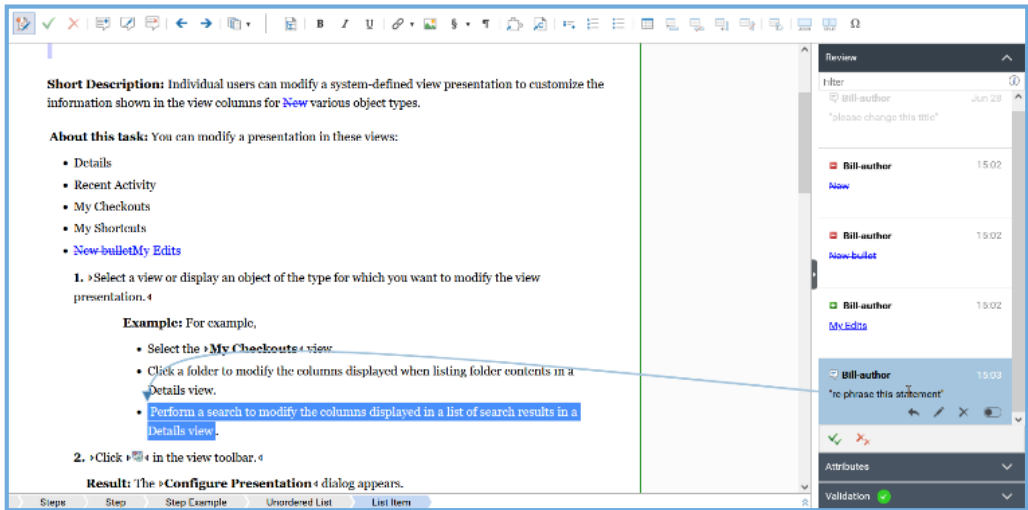
Dynamic Review allows reviewers to edit the content. Under Dynamic Review, a reviewer receives a notification with a link to the file to be reviewed, logs into Astoria, and commences with the review process. The reviewer is allowed to edit the content with change-tracking activated. In other words, the reviewer sees what has been deleted and what has been added, and the changes can be reversed. The reviewer completes a Dynamic Review session by checking in the file.

In addition to tracking changes, Dynamic Review allows reviewers to make comments too. The change-tracking information and the comments are stored inside the reviewed file so that other reviewers and editors can collaborate with the person when it's their turn to review the file.

However, since Dynamic Review involves editing content, only one Dynamic Review session at a time may occur on the same file.



Dynamic Review's UI is simplified to the most basic functions. It requires no knowledge of XML or structured authoring. By default, the change-tracking feature is active. Dynamic Review uses Oxygen XML Web Author, so Astoria users working with Oxygen XML Author (or Editor) may accept or reject any changes and comments made through Dynamic Review.



Dynamic Review works best when subject-matter experts (SMEs) must make changes to content but cannot (or will not) be trained in XML-based authoring. Dynamic Review allows teams of highly skilled, technical individuals to write and clarify important details in content but leave the tedium of choosing XML elements to trained writers.

Dynamic Review with PDF

For companies accustomed to PDF-based review, Astoria Review offers Dynamic Review with PDF. In this mode, users in Astoria build a PDF of an XML document, and the PDF is sent for review using Acrobat Review or even regular email. When reviewers open the PDF, they see an edit link next to each topic. Clicking on the link opens the topic in Astoria's Dynamic Review interface. Reviewers may then make updates to the source content as described in the preceding Dynamic Review section. Dynamic Review with PDF offers the benefits of stylized output, which some reviewers require, with the advantages of Dynamic Review, which incorporates change-tracking and audit trails. Organizations operating in regulated business environments find Dynamic Review with PDF to be the most efficient way to review content.

Ad Hoc Review Session

Ad hoc review refers to informal review sessions initiated outside of the control of Astoria Workflow. Instead, a user initiates an ad hoc review from within the Astoria Workbench interface by first selecting the content to be reviewed and invoking the "View Link" operation and selecting "Email" as the destination. The Astoria Workbench invokes the email application installed on the user's computer and creates an email message containing a link to the file to be reviewed. The user then simply chooses which people will receive the message.

With ad hoc review, you can issue your own instructions for the review session. There is no formal change to the state of the reviewed file. You decide when the review period is over, and how to follow up with participants who haven't completed their reviews. Ad hoc review is suitable for situations where content needs to be created and published more quickly and with less traceability than is possible with reviews under the control of Astoria Workflow.

Workflow-Driven Review Session

Workflow-driven reviews are under the control of Astoria Workflow. Document status conditions are configured in a task sequence document, which controls the various operations of Astoria Workflow. When Astoria Workflow assigns a file to a specific status condition, it also creates a job ticket that links to the file and then sends an email to each member of the audience configured to receive such notices of that condition. A member of the audience claims the job ticket, finds the linked document, and begins the review session. When the user completes the review, Astoria Workflow determines the next status condition for the file and repeats the ticketing and notification process. The reviewer's interface does not change between an ad hoc review and a workflow-driven review. However, a review session under the control of Astoria Workflow is very different from an ad hoc revision session. Astoria Workflow keeps track of how long a participant has been reviewing a file. If the review takes too long, escalation and reassignment procedures may be initiated.

Furthermore, Astoria Workflow may require a participant to provide an electronic signature at the conclusion of the review session, a permanent record of the reviewer's actions, and approval or rejection of the file.

Benefits of Astoria Review

Astoria Review functions with the idea of prompting user engagement. At the end of the content development cycle, whether Dynamic or Basic Review is used, the content can be sent for approval to authors, reviewers, editors, and approvers, all of whom may be engaged in the decision to send the content for localization and publishing. Astoria Review ensures that content is not forgotten or published with errors.

Astoria Review liberates content from tool-based silos. For example, PDF-based review tools keep all comments and approvals in the PDF itself; manual effort is required to make changes to the actual source content. In this way, external review engines create content silos and, therefore, multiple sources of truth. Organizations must expend significant effort to push comments and proposed changes from one silo to another, raising concerns with regard to the integrity of so-called "approved" content as it is localized or published.

Astoria Review retains all the simplicity of PDF-based review but none of the challenges of content trapped in silos. It's easy to operate, so it invites input from users of varying skill levels; it tracks all comments and changes; it allows for dialog and collaboration between reviewers; and it allows for changes to be reversed. In short, it simplifies and streamlines content development and approval so you can be assured of the quality and accuracy of what is translated and published.

Conclusion

Astoria Review is a flexible, efficient means of ensuring your content is developed according to a standard that suits your business. Astoria Review offers Basic Review and Dynamic Review, both of which run in a browser. Dynamic Review with PDF combines the best parts of PDF-based review but eliminates content silos.

Astoria Review driven by Astoria Workflow ensures that each step of your process is tracked and your users can engage with the content as per their role in an organized structure. The end result is a streamlined process for developing, managing, and publishing quality content. With Astoria Review, you can be assured that your content will be relevant, accurate, and optimized for your organization's needs.