

TeamWorks18.1

Help Video Plan

May 2018

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About This Plan

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This document outlines the help-video production process that Information Development and Localization Services will follow for the TeamWorks 18.1 product release.

Feedback

While reviewing this document, please use the User Comments feature at the bottom of each page of the online documentation.

Document Location

For the most recent version of this guide, visit the [TeamWorks Documentation website \(http://wwwtest.provo.novell.com/documentation/teamworks-18/z_tw-help-video-plan/data/bookinfo.html\)](http://wwwtest.provo.novell.com/documentation/teamworks-18/z_tw-help-video-plan/data/bookinfo.html)

1 Overview

The following overviews are for orientation and information only. Implementation steps and processes begin in [Chapter 2, “Requirements,”](#) on page 11.

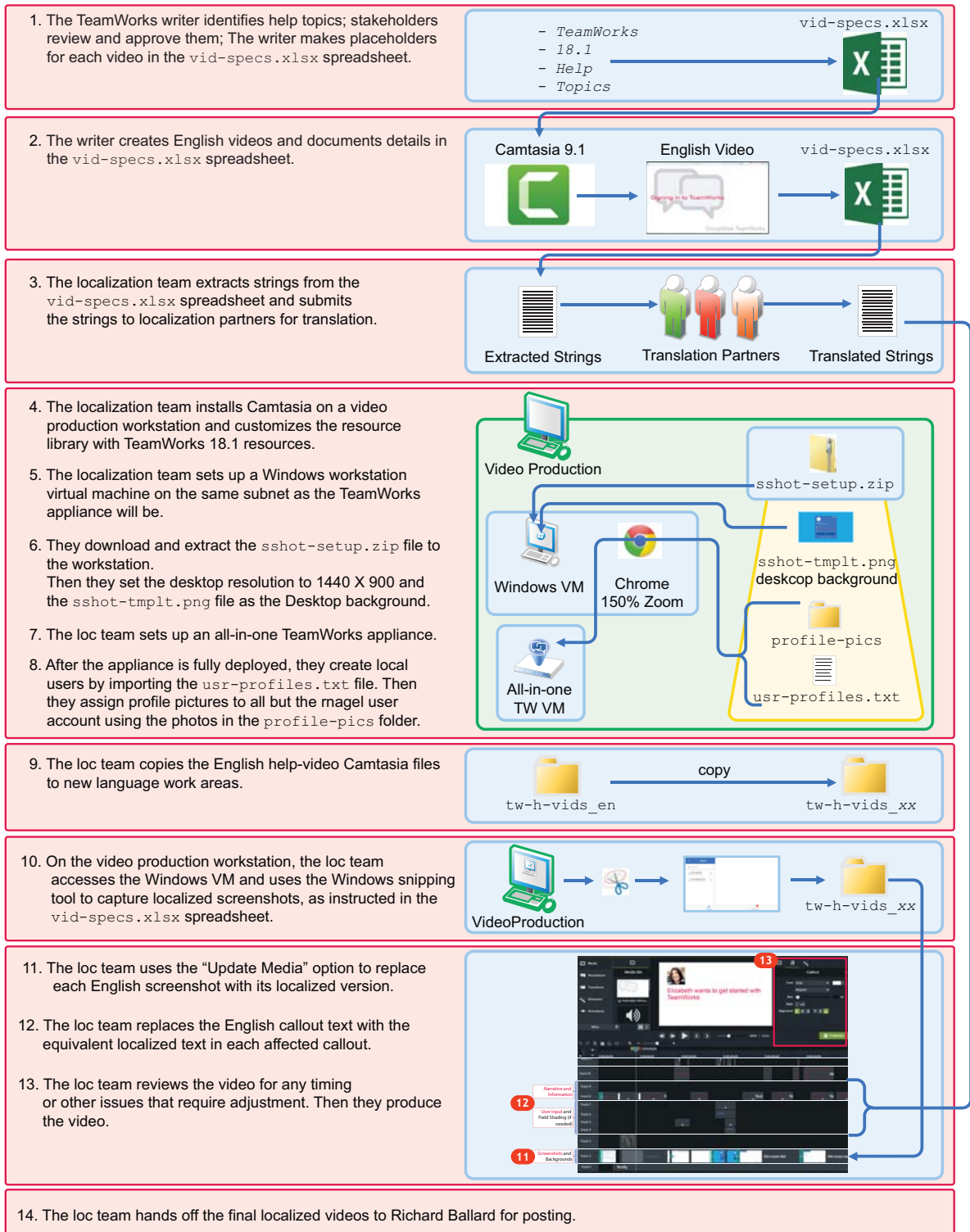
- ♦ [“The Video Production Process”](#) on page 7
- ♦ [“Timing and Other Standards”](#) on page 9
- ♦ [“Track Placement”](#) on page 9

The Video Production Process

[Figure 1-1 on page 8](#) illustrates the entire TeamWorks 18.1 help video production and localization processes. Segments of the illustration are repeated in the sections that follow to aid in tracking process flow.

IMPORTANT: This is only a process overview. It doesn't replace the instructions in this guide and the [vid-specs.xlsx spreadsheet](#).

Figure 1-1 Creating and Localizing TeamWorks Help Videos



Timing and Other Standards

In order for the videos to feel as natural as possible, actions and their accompanying sounds must happen with a natural pacing and flow. For example,

- ♦ Mouse clicks sound when screenshots are replaced as cube rotation sequences begin.
- ♦ Cube rotations are used to indicate action flowing from one screenshot to another.
- ♦ Callout text remains about .5 seconds after completely displaying before the next action begins to allow the reader to catch up and comprehend. If localized text takes longer to display, the timeline needs to be extended to account for this.
- ♦ Information panes are separated by a .5 to 1 second white screen.
- ♦ Borders around buttons and other options are 10 pts.
- ♦ Text margins are indented 40 pixels. (Full text frames measure 1200 X 640.)

Track Placement

Tracks organize the different kinds of video elements (screen shots, sound effects, etc.) on a timeline that represents the video from beginning to end. They are stacked in the same order (bottom to top) for all videos, but the number of tracks required in each video varies.

For example, the music track is always on the bottom track, screenshots and callouts begin with the next track, and so on, as illustrated in [Figure 1-2](#).

Figure 1-2 Track Placement Camtasia

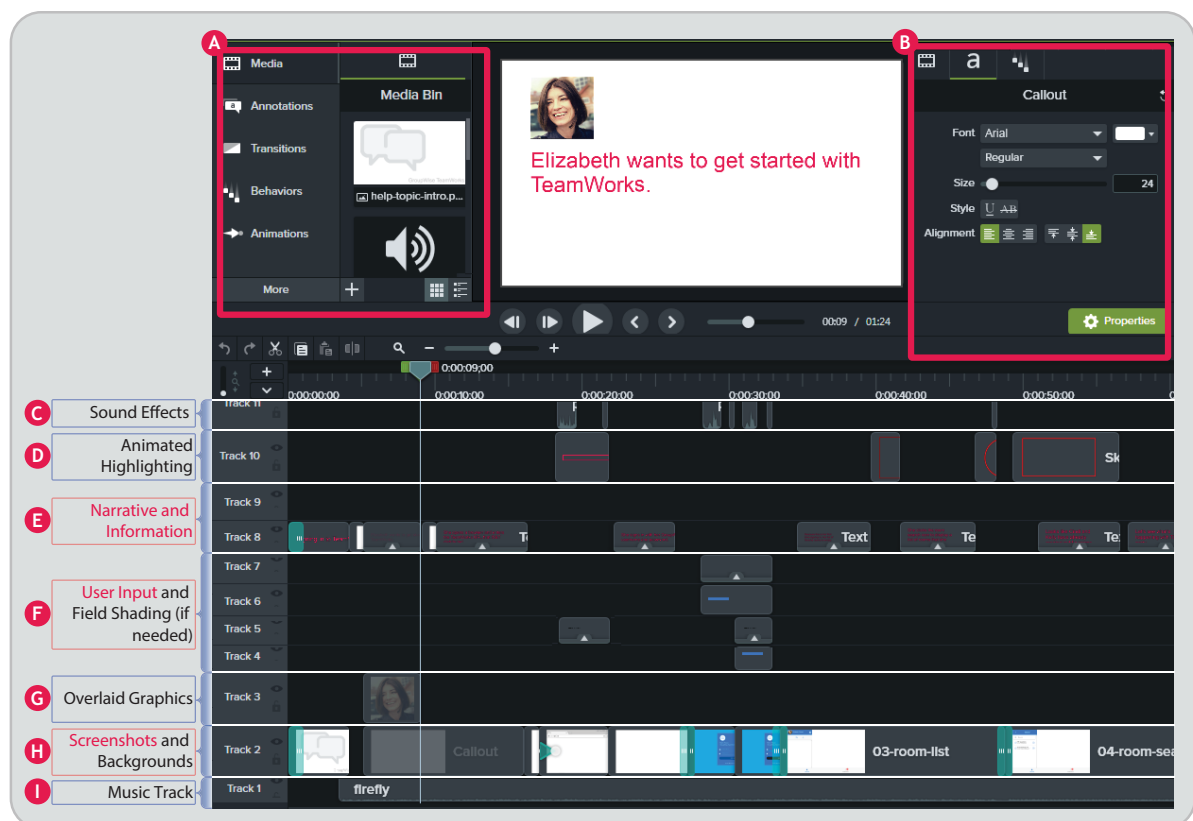


Table 1-1

Letter	Localization Handling
--------	-----------------------

- | | |
|---|--|
| A | <p>These are the assets (screenshots, callouts, etc.) and behaviors (movements, fade-in/out, etc.) used in the video.</p> <p>The Library stores common “template” elements, such as Red-text-full-screen. The text in the library element is replaced with English strings or their translated equivalents, meaning that the library elements themselves only supply structure, behavior, etc. and don't require localization.</p> <p>Elements that require translation, such as screenshots, are not stored in the library.</p> <p>Video creators/producers must refresh the localized equivalents (screenshots) so that they display instead of the original English elements.</p> |
| B | <p>Adjustments to these settings should not normally be required.</p> |
| C | <p>If translated callout text requires longer to display than the English, these sounds need to be moved to be kept in sync.</p> |
| D | <p>These animated highlights need to be kept in sync the same as the sound effects.</p> |
| E | <p>Since all of this text requires localization, translated text must be copied to replace the original English.</p> |
| F | <p>Not all of this text requires localization.</p> <p>For example, in the Sign In video (shown), the URL, Username and Password strings don't require localization. That said, however, the majority of strings that appear in these tracks require localization and must be swapped in to replace the English.</p> <p>In all cases, disposition is indicated in the spreadsheet.</p> |
| G | <p>These need to be kept in sync with other video elements.</p> |
| H | <p>The majority of the screenshots must be redone “in language.” Each step is explained in the spreadsheet, including translated text placement prior to capturing screens.</p> |
| I | <p>The music track should require little if any adjustment on the timeline.</p> |
-

2 Requirements

- ♦ [“Prerequisites” on page 11](#)
- ♦ [“Instructions and Other Files” on page 11](#)

Prerequisites

The Provo team uses the following to produce the videos:

- ♦ A Windows 7 video production workstation with the following:
 - ♦ Camtasia 9.1 installed.
 - ♦ A customized Camtasia Resource Library that is synchronized in SVN. (See the next section, [“Configuring the Camtasia Resource Library.”](#))
 - ♦ The VMware vSphere client installed on the workstation
- ♦ An ESXi VMware host server that hosts the following VMs:
 - ♦ A Windows 7 client workstation.
 - ♦ An all-in-one TeamWorks 18.1 appliance.
- ♦ The [sshot-setup.zip](#) archive downloaded to the Windows 7 client workstation.

The files in this are used for

- ♦ Importing and setting up user accounts on TeamWorks.
- ♦ Setting up the desktop for capturing localized replacement screenshots.
- ♦ Setting up a couple of the screenshots for capturing.

IMPORTANT: As the localization team develops and refines their production environment and methods, changes and additions that they discover and develop should be reported through documentation comments, so that they can be noted in this guide for future reference.

Instructions and Other Files

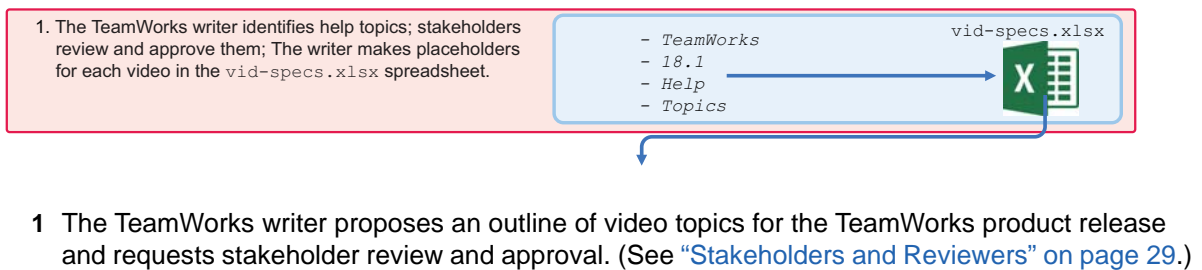
In addition to this guide, the localization team needs the following:

- ♦ The [sshot-setup.zip](#) archive contains the browser-sizing template file for the Windows VM desktop and files needed to import user accounts and set up screenshots on the VM desktop.
- ♦ The [vid-specs.xlsx spreadsheet](#) contains video creation detail, most importantly, the text strings that need to be translated for localized video production.
- ♦ The [tw-h-vids_en directory](#) contains placeholders for all of the Camtasia videos currently planned.
- ♦ The [Sign-in video](#) functions as the initial example for this guide.

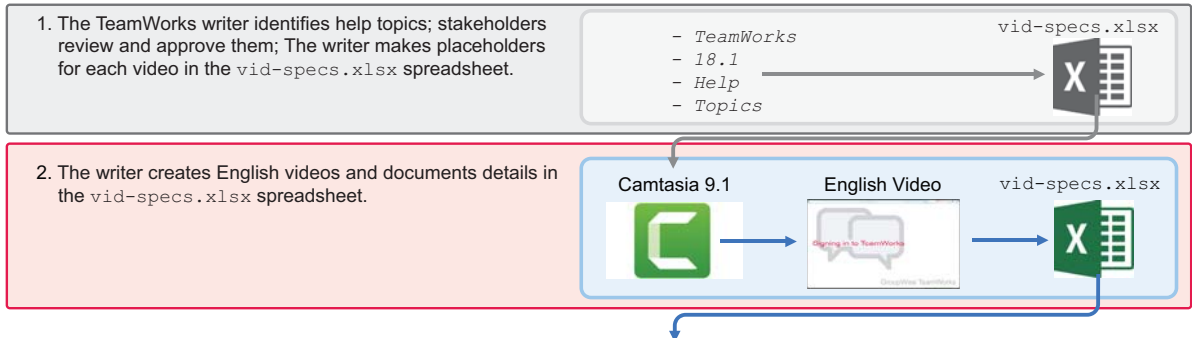
3 Creating the Videos; Extracting Text Strings

- “Identifying the Help Topics” on page 13
- “Constructing a Video” on page 13
- “Extracting Text for Translation” on page 14

Identifying the Help Topics



Constructing a Video



- 1 After approval, the TeamWorks writer produces a storyboard outline for each video in the `vid-specs.xlsx` spreadsheet.
- 2 The writer then implements the storyboard outline, fleshing it out and updating the spreadsheet as the video evolves.
- 3 When the video is ready for review, the writer sends a link to the QA tester for review.
- 4 When a video passes review, the writer produces a “final version” with the option **MP4 with smart player (up to 1080 p)** and informs the localization team.

IMPORTANT: Because the videos are inter-related, it is likely that a later-produced video might affect the content of an earlier-produced one.

Therefore, final localization of the videos should only happen when they are finished as a set.

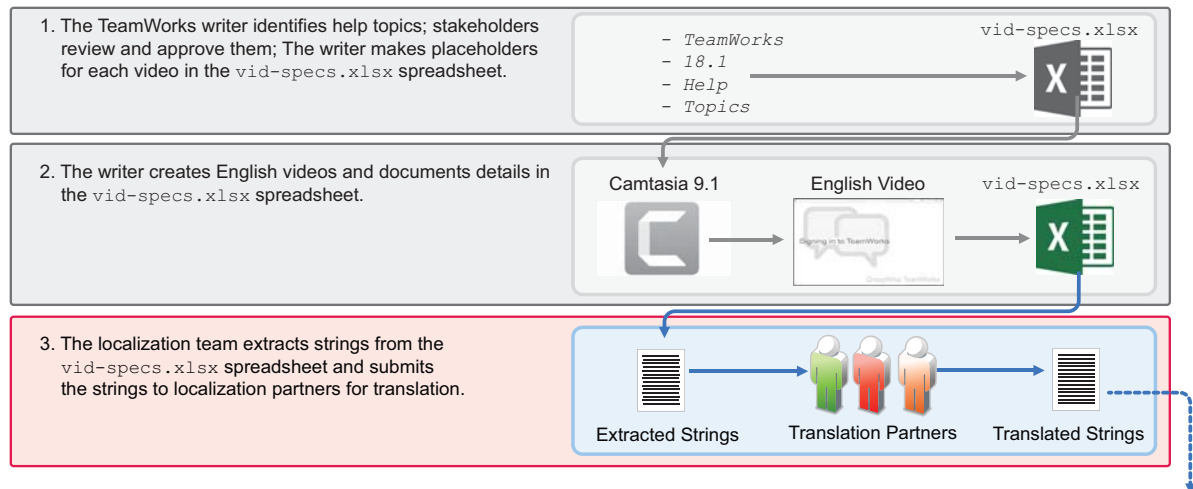
Extracting Text for Translation

Three Types of Localized Text

Table 3-1 Handling Three Types of Localized Text

Type	English Source	Handling
Standard UI	Included in Engineering string handoffs.	Nothing required. Inherent part of viewing in language.
Camtasia Callout Text	In the vid-specs.xlsx spreadsheet > Callout Text column (highlighted in green).	<ol style="list-style-type: none"> 1. Extract from spreadsheet. 2. Localize. 3. Overwrite the English equivalent directly in Camtasia
"User-entered" Text	In the vid-specs.xlsx spreadsheet > "User-entered" Text column (highlighted in green).	<ol style="list-style-type: none"> 1. Extract from spreadsheet. 2. Localize. 3. Copy into TeamWorks before taking the affected screenshots.

Extract Text from the Spreadsheet



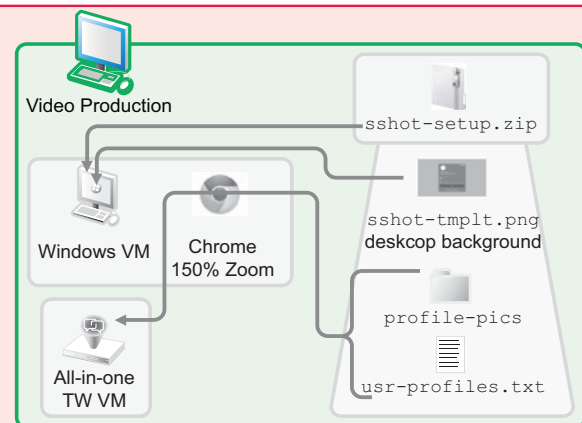
1 <The extraction method determined by the localization team should be documented here.>

4 Preparing to Capture Screenshots

- ♦ “Setting Up the Video Production Workstation” on page 15
- ♦ “Setting Up the Windows Client VM” on page 16
- ♦ “Setting Up the TeamWorks Appliance VM” on page 18
- ♦ “Importing Users and Adding User Profile Pictures” on page 18

Setting Up the Video Production Workstation

4. The localization team installs Camtasia on a video production workstation and customizes the resource library with TeamWorks 18.1 resources.
5. The localization team sets up a Windows workstation virtual machine on the same subnet as the TeamWorks appliance will be.
6. They download and extract the `sshot-setup.zip` file to the workstation. Then they set the desktop resolution to 1440 X 900 and the `sshot-tmpl.t.png` file as the Desktop background.
7. The loc team sets up an all-in-one TeamWorks appliance.
8. After the appliance is fully deployed, they create local users by importing the `usr-profiles.txt` file. Then they assign profile pictures to all but the `magel` user account using the photos in the `profile-pics` folder.



The TeamWorks 18.1 writer uses a Windows 7 64-bit workstation with Camtasia 9.1 and the VMware vSphere Client v6.0.0 installed.

Installing Camtasia 9.1

Install Camtasia 9.1 on the production workstation using the installation defaults.

Configuring the Camtasia Resource Library

Stock video components, such as callout placeholders, are stored in a Camtasia library for use across multiple videos.

By default, Camtasia libraries apply to only one Camtasia installation. There is no native Camtasia provision for sharing a library among team members.

However, in order for TeamWorks information developers and the localization team to work with the same Camtasia file base, their Camtasia installations must be able to share a common library.

To accomplish this, each team member must link or copy the TeamWorks video library that is stored in SVN to their local Camtasia installation by doing the following:

- 1 After installing Camtasia 9.1 on your Production workstation, open Windows Explorer and navigate to C:\ProgramData\TechSmith\Camtasia Studio.
- 2 In the Camtasia Studio folder, rename the Library 3.0 folder to Library 3.0.original.
- 3 Download the TeamWorks video library folder from <https://svn.provo.novell.com/svn/documentation/teamworks/tw-18/Camtasia-Library-3.0> to the Camtasia Studio folder, then rename the downloaded folder to Library 3.0.

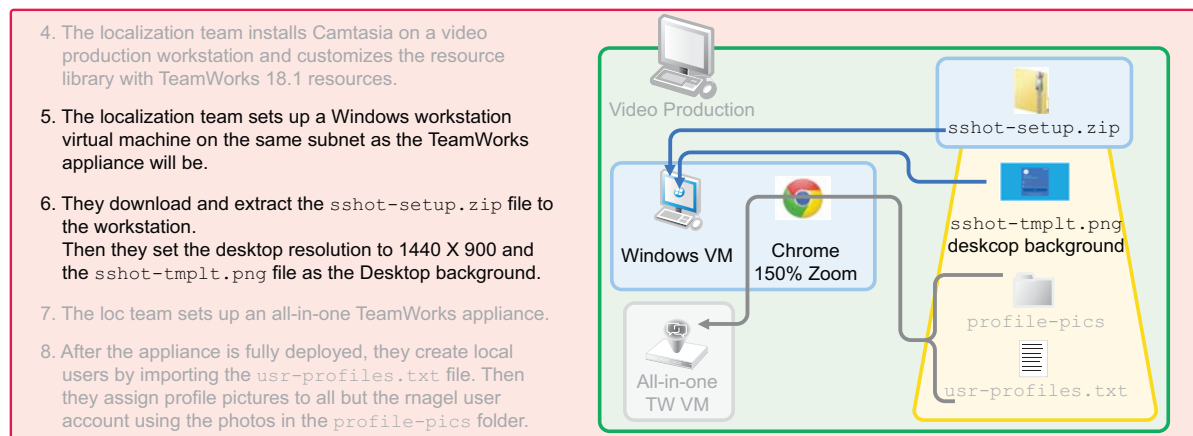
IMPORTANT: The library must be kept current until final video production is completed, either by downloading the latest files from Subversion as instructed above, or by creating an SVN checkout and using the SVN client to keep the files current.

Installing the VMware vSphere Client

The TeamWorks 18.1 writer uses the vSphere client downloaded [here](http://vsphereclient.vmware.com/vsphereclient/5/1/1/2/5/0/8/VMware-viclient-all-6.0.0-5112508.exe) (<http://vsphereclient.vmware.com/vsphereclient/5/1/1/2/5/0/8/VMware-viclient-all-6.0.0-5112508.exe>).

NOTE: The version of VMware used is probably not important as long as the process components and steps described in this guide are followed.

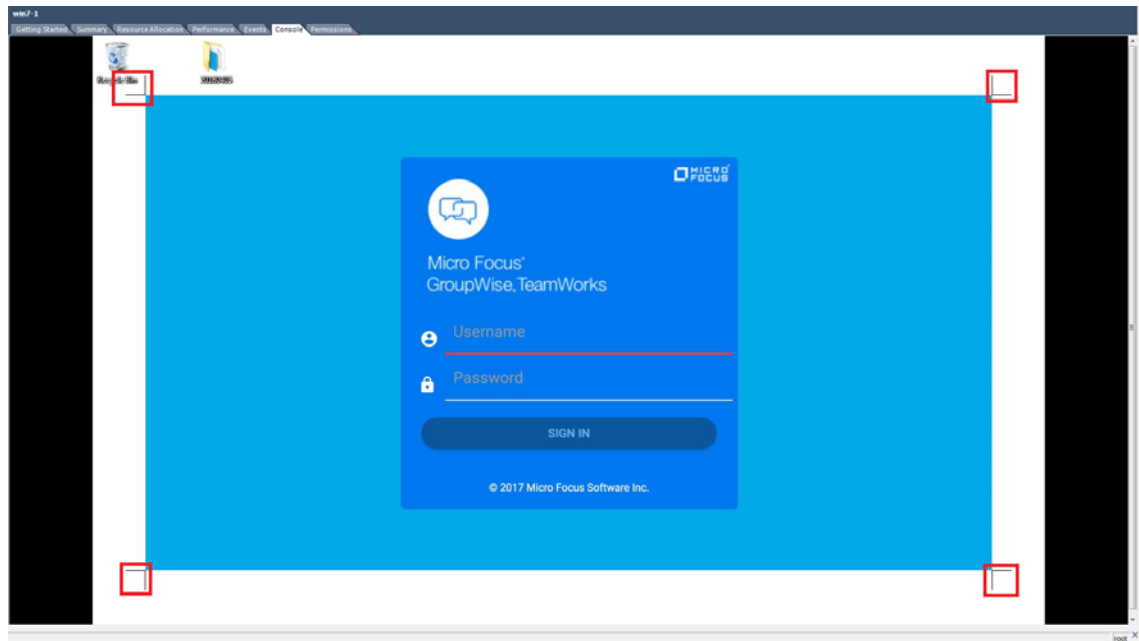
Setting Up the Windows Client VM



Using your Windows production workstation running the VMware vSphere client, set up a Windows client VM on the VMware host server, as follows:

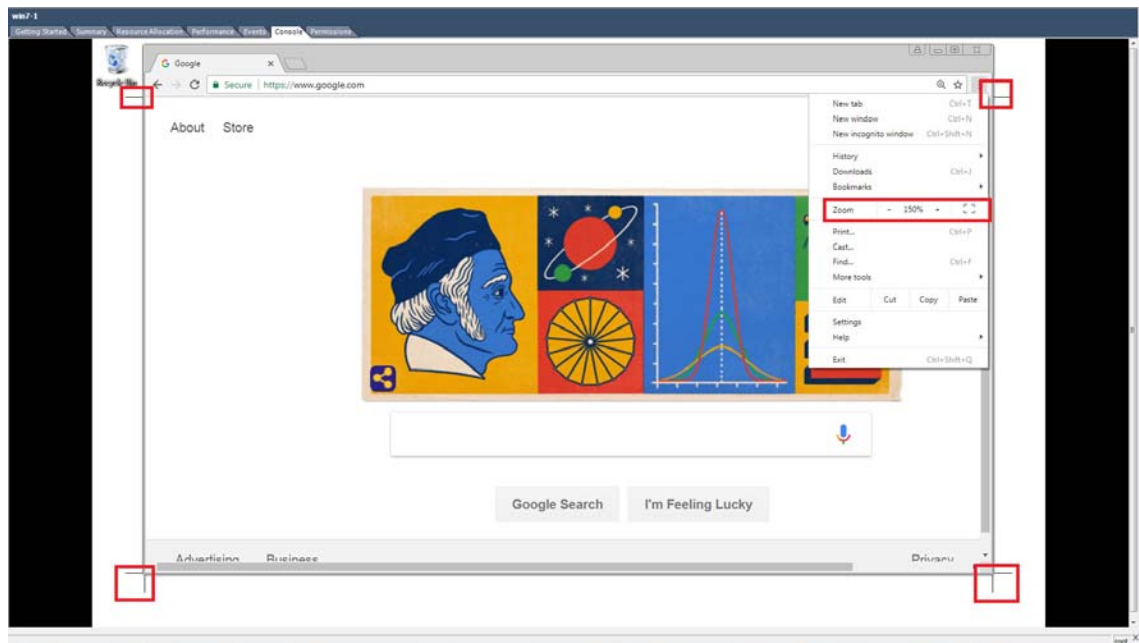
- 1 Install a Windows 7 VM on the same subnet as the appliance will use.
You don't need to use specific hostnames or IP address information because these don't appear in any user-help videos.
- 2 Install the Google Chrome browser on the workstation.
- 3 Download the [sshot-setup.zip](#) file to the Window VM's desktop and extract it.
- 4 Set the Screen Resolution to 1440X900.

- 5 Set the unzipped `sshot-tmpl1t.png` file as the **Desktop Background** image using the **Center** option.

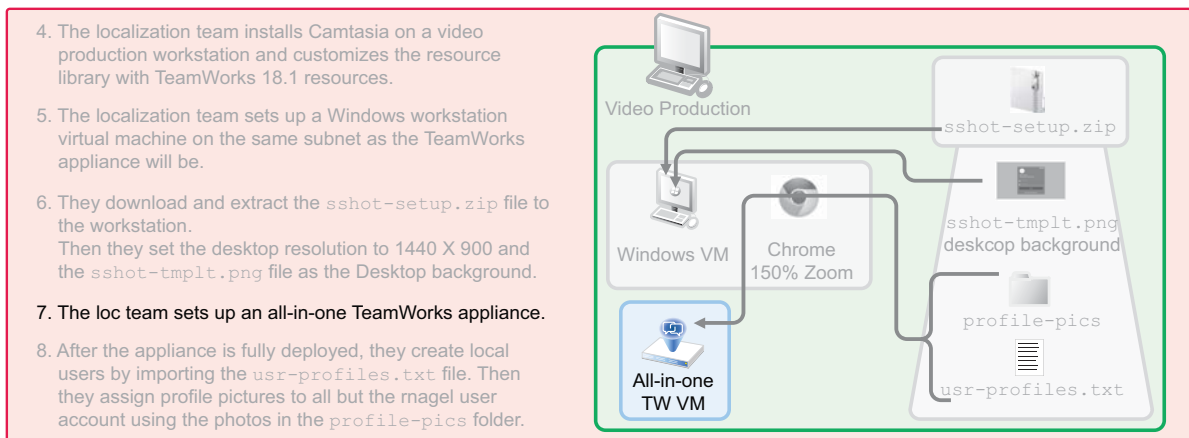


You will use the hash marks (red boxes) to “place and size” the browser window so that the actual screenshot captures are 1280X720.

- 6 Launch the Chrome browser.
- 7 Adjust the browser size so that the main window edges align with the hashmarks included with the desktop background image, then use Ctrl and + or - to adjust the display (text size) to 150%.



Setting Up the TeamWorks Appliance VM



- 1 On the same VMware host server, download and unzip the [TeamWorks appliance software](http://farek.provo.novell.com/install/ESN/18.1.0/appliance/latest/) (<http://farek.provo.novell.com/install/ESN/18.1.0/appliance/latest/>), then deploy an all-in-one TeamWorks 18.1 appliance.

If you need help, refer to the [TeamWorks installation guide](https://www.novell.com/documentation/teamworks-18/tw-inst/data/small-deployment.html) (<https://www.novell.com/documentation/teamworks-18/tw-inst/data/small-deployment.html>).

As with the workstation, the hostname and IP address information that you use aren't important.

- 2 Access the Port 9443 console (https://tw-appliance_ip:9443) as vaadmin with the password that you set during the install.
- 3 Click the Configuration icon.
- 4 Click **Next**.
- 5 Set all the passwords to novell.
- 6 Click **Next > Finish**.
- 7 Wait for service initialization to complete before continuing.

Importing Users and Adding User Profile Pictures

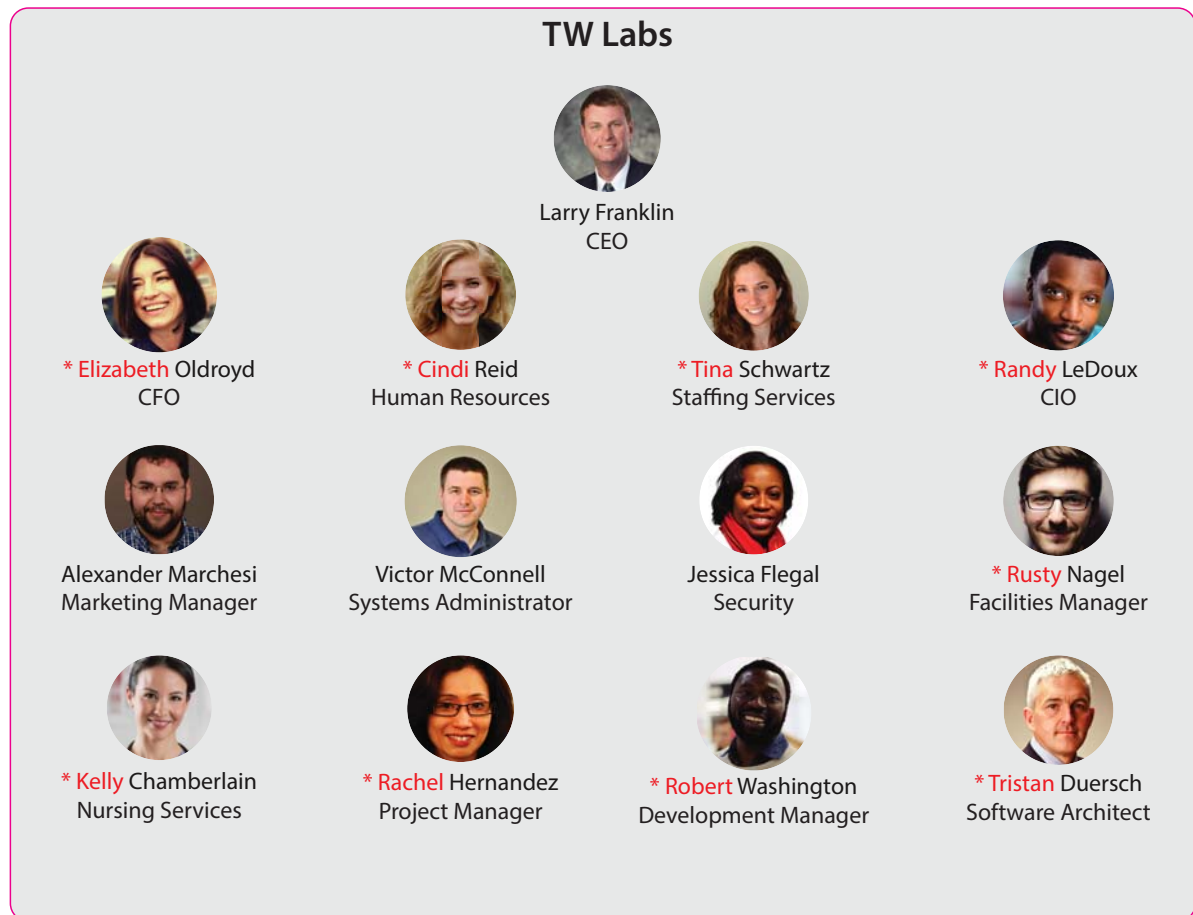
About the Video Users

A fictitious organization named TeamWorks Labs (tw-labs.com) is featured in the videos.

A set of six personas was created by the GroupWise and TeamWorks writers in cooperation with the Product Manager, Mike Bills.

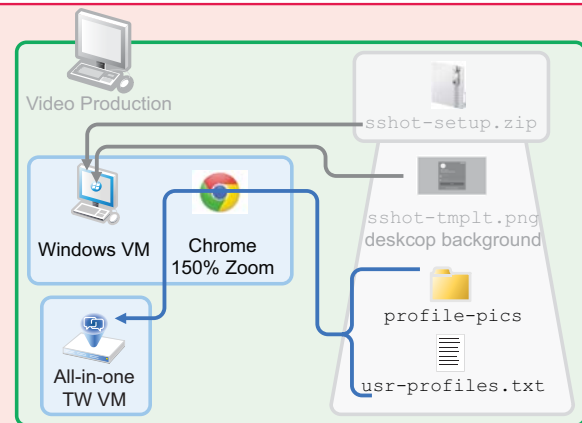
The TeamWorks writer added seven personas to aid in help video scenario development. Eight of the profiles below (marked in red) are used to create the 18.1 videos.

Figure 4-1 *Members of TW Labs TeamWorks Site*



Importing the User Profiles

4. The localization team installs Camtasia on a video production workstation and customizes the resource library with TeamWorks 18.1 resources.
5. The localization team sets up a Windows workstation virtual machine on the same subnet as the TeamWorks appliance will be.
6. They download and extract the `sshot-setup.zip` file to the workstation.
Then they set the desktop resolution to 1440 X 900 and the `sshot-tmpl.t.png` file as the Desktop background.
7. The loc team sets up an all-in-one TeamWorks appliance.
8. After the appliance is fully deployed, they create local users by importing the `usr-profiles.txt` file. Then they assign profile pictures to all but the `rnagl` user account using the photos in the `profile-pics` folder.

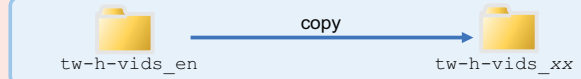


- 1 On the Windows VM access the 8443 console (https://tw-appliance_ip:8443) as `admin`, password `admin`.
- 2 Set and confirm the new password.
- 3 Under **Management**, click **Users**.

- 4 Click **Import Profiles**.
- 5 Browse to, select, and open the unzipped `help-video-user-profiles.txt` file, then click **OK**.
TeamWorks imports 13 TW Labs users that are needed for the screenshots.
- 6 Add a profile picture to each user's profile, *except Rusty Nagel's*.
 - 6a Click a **Full Name**, starting with Alexander Marchesi.
 - 6b Click the **Profile** button.
 - 6c Under **Picture**, click **Choose File**.
 - 6d In the unzipped `profile-pics` folder, browse to and select Alexander's matching profile picture.
 - 6e Click **OK**.
 - 6f Close the dialog and proceed to the next TW Labs user until everyone except Rusty Nagel has a profile picture assigned.

5 Preparing Language Work Directories

9. The loc team copies the English help-video topics to new language work areas.



The English Help Video work directories are located in Subversion - https://svn.provo.novell.com/svn/documentation/teamworks/tw-18/camtasia-tw-18-1/tw-h-vids_en.

Each language requires a separate work directory for all of the videos.

One possibility for preparing in-language work areas is to copy the English help video topic folders to language-specific areas.

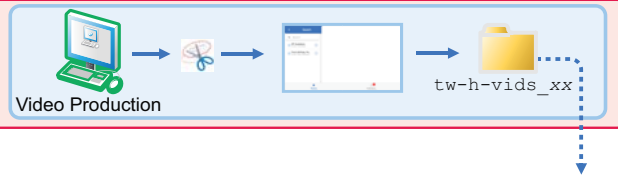
For example:

- ♦ **German:** https://svn.provo.novell.com/svn/documentation/teamworks/tw-18/camtasia-tw-18-1/tw-h-vids_de
- ♦ **French:** https://svn.provo.novell.com/svn/documentation/teamworks/tw-18/camtasia-tw-18-1/tw-h-vids_fr
- ♦ And so on.

<Flesh out this section in consultation with Michael Gilbert.>

6 Capturing the Screenshots

10. On the video production workstation, the loc team accesses the Windows VM and uses the Windows snipping tool to capture localized screenshots, as instructed in the `vid-specs.xlsx` spreadsheet.



- 1 From the production workstation, access the in-language screens described in the `vid-specs.xlsx` spreadsheet.
- 2 Take a screenshot of each screen as instructed.
- 3 Save the screenshots in the appropriate graphics directories for the videos you are working with.
This means that you overwrite the English screenshots with in-language versions of the same name.

<Need to work with Michael to flesh out the details here.>

7 Updating the Media and Localized Text

Translated text strings are manually copied to Camtasis.

In-language screenshots are updated using the "Update Media" option.

11. The loc team uses the "Update Media" option to replace each English screenshot with its localized version.

12. The loc team replaces the English callout text with the equivalent localized text in each affected callout.

13. The loc team reviews the video for any timing or other issues that require adjustment. Then they produce the video.

The screenshot shows the Camtasis interface. Callout 11 points to the 'Screenshots and Backgrounds' section at the bottom. Callout 12 points to the 'Annotations and Callouts' section in the middle. Callout 13 points to a video preview window at the top right showing a person's face and text.

This should be a straightforward process, but the details need to be worked out. Michael's input will be invaluable here.

8 Publishing the Complete Set of Videos

Some thoughts are captured below, but this process will also require development in conjunction with the localization team.

Localizing the Access Pages

- 1 Larry hands off the English online TOC page (HTML).
- 2 Michael and team produce localized versions of the TOC page.

Posting and Verifying Localized Videos and Access Pages

14. The loc team hands off the final localized videos to Richard Ballard for posting.

- 1 Michael hands off the localized deliverables to Richard Ballard.
- 2 Richard posts the localized videos and navigation/access pages.
- 3 Ira verifies that the localized videos and navigation/access pages are working as expected.

A Logistics and Requirements

- ♦ [“Localization Cost Considerations” on page 29](#)
- ♦ [“Stakeholders and Reviewers” on page 29](#)
- ♦ [“Milestones” on page 30](#)
- ♦ [“CVAA” on page 30](#)
- ♦ [“Schedule Notes” on page 30](#)

Localization Cost Considerations

The following methodologies should help keep localization costs lower.

- ♦ **Static vs. Live:** Videos are constructed from static graphics, such as screen shots, and don't require in-language live-capture recording.
- ♦ **Sound Effects vs. Voice Recordings:** The same sounds are used for each language. No voice-over recording is used.

Stakeholders and Reviewers

Name	Role
Brian O'Dwyer	Localization Project Manager
Frank Rovitto	Senior Documentation Manager
Glen Christensen	QA Engineer / Architect
Ira Messenger	QA Senior Tester
Kevin Crutchfield	Product Owner
Larry Tomkinson	Technical Writer IV
Michael Gilbert	Localization Account Project Manager
Mike Bills	Product Manager
Richard Ballard	Documentation Production Specialist
Stephanie Leavitt	Project Manager
Wesley Johnson	EMS Lead Writer

Milestones

Milestone	Date
Help-Video Plan Approved	
Final Localization Handoff	
Localized Video Publication	

CVAA

Question	Answer
Who are the in-house experts regarding CVAA compliance within Micro Focus Inc.?	
Which CVAA requirements are pertinent to the TeamWorks 18.1 help videos?	
How will we meet those requirements	

Schedule Notes

Product FCS is estimated at the end of October. Need to decide whether UI can possibly be frozen in time for Loc sim-ship.

Stage Testing

Videos will be posted on wwwtest for testing and verification.

Final Loc Drop

Need to set date based on negotiations and estimates of completion.