



>>> PleaseReview assists in keeping the focus on the content of the document rather than the process or tool.

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We believe that there are many and varied uses for PleaseReview in the Department of Defense due to the diversity and disparate locations of individuals and groups tasked to review and update required documentation.

*Robert Pastusek, President & CEO, Holmes-Tucker International*

### Business overview

Holmes-Tucker International, Inc. (H-T) provides advanced information technology and engineering services for both military and commercial organizations in the US and international arena. Headquartered out of Lexington Park, Maryland, USA, Holmes-Tucker works with clients to develop and implement customized solutions to improve existing workflow processes such as requirements development, system specification development and operational testing as well as developing specific information management applications. With clients including major international & US government and defense organizations, each project requires expert advice, excellent customer service and a toolset of state of the art, customizable software.

### The challenge

Working with various government departments, H-T recognized that, with their reliance on large amounts of accurate, detailed documentation, access to authoring and review software would save significant amounts of time and effort as well as help produce better quality documents.

An example of a common workaround process used by clients before being introduced to PleaseReview involved sharing documents as an email attachment or through a shared drive, then waiting for each reviewer to use the track changes functionality available in Microsoft Word to make their changes. An individual would then be assigned the task of capturing the inputs, determining the best responses and incorporating these into the final document.

H-T was all too aware that this process caused enormous frustration as it was fraught with issues, including the reliance on one individual to capture and integrate proposed changes, organize the many inputs received, adjudicate when more than one individual suggested changes to the same paragraph or sentence and manage configuration control (i.e. determining which changes had already been incorporated, receiving contributions late in the process that potentially conflict with changes already incorporated, etc.).

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One customer indicated that the document comment adjudication sessions were reduced from 2 weeks to three days using PleaseReview.

*Ken Thetford, Chief Operations Officer, Holmes-Tucker International*



We remain convinced that PleaseReview is the best available product to meet the requirements collaboration and coordination needs of our customers.

*Ken Thetford, Chief Operations Officer, Holmes-Tucker*

## The solution

PleaseReview is currently used internally at H-T to review and update employee handbooks and policy manuals, and has been recommended to various government organizations as a way to gather and review comments on aircraft maintenance manuals, capturing recommendations for changes to aircraft repair manuals and developing and updating capability documents created to capture user requirements for new weapon systems. These generally require the collaboration of several groups within one military service as well as actual system users.

PleaseReview has also been used by the engineering services of the US Department of the Navy, to capture, review and analyze proposed requirements for a Tactical Unmanned Air Vehicle and to review and update training requirements documentation for a current weapons system.

When working with the US Department of Defense on major weapons systems development projects, PleaseReview has also played a part. Whilst the government uses a specific requirements and traceability system called IBM® Rational® DOORS®, by using PleaseReview in conjunction with DOORS®, its ability to document all activity on a review, including who suggested what change and why, provides a historical perspective on how and why a program arrived at a given set of requirements. This is particularly useful as many of these projects take several years to complete, outlasting subsequent changes of personnel. Clients appreciate the benefits provided by PleaseReview. These include:

- ◆ The ability to initiate a review across diverse disciplines and locations with little to no tool training time means the process is simple, yet effective;
- ◆ Reminder emails help keep the focus on the review end date;
- ◆ The ability to review comments as they occur and adjudicate them online helps in providing feedback to reviewers on the status and accompanying rationale;
- ◆ Since a new review can be initiated as quickly as an old one is closed (many documents require several iterations), PleaseReview drastically alters the time between making a proposed change and seeing the results in a new document.

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Reviewers also appreciate seeing how their comments and changes were adjudicated and why. The ease of use, web access, the ability to see other users' contributions to the review and the quick turnaround from one review cycle to the next, all help focus users on the document content rather than the process or tool.

With PleaseReview a part of their toolset, H-T is further able improve productivity for both themselves and the customer. The ability to quickly turn documents from a completed review into a ready to publish Word document also allows them to quote shorter timelines and meet deadlines with less stress.

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