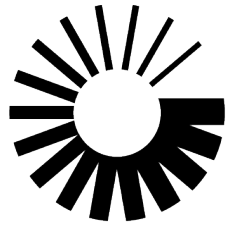




S1000D USER FORUM 2025



**Pratt & Whitney**  
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# Scaling a S1000D Implementation

A Practical Approach and Maturity Model  
for Success

October 7, 2025

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# Agenda

Practical Approach to  
S1000D Adoption

What is a Maturity  
Model for S1000D

Understanding the  
Maturity Model  
Framework

Six Levels of S1000D  
Implementation

Real-World Application  
and Success Strategies

Actionable Insights for  
Your Organization

# Overview

This presentation explores how the S1000D maturity model can enhance the implementation and management of S1000D technical documentation. By aligning structured process improvement with modular data standards, organizations can achieve greater consistency, quality, and collaboration across complex projects. We'll highlight key benefits, practical examples, and strategies for leveraging both frameworks to drive operational excellence.

# Why a Maturity Model?



Often businesses show symptoms of a sub-optimized systems environment

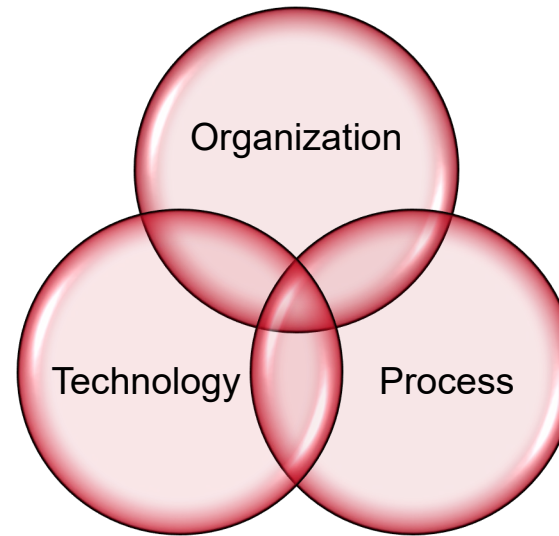
Examples of these symptoms include:

- misaligned processes
- manual data entry
- non-value-added steps
- poor customer service
- lack of visibility of the value-chain
- lack of key performance measurements
- lack of standardization of processes

Several factors contribute to this:

- hurried implementation
- lack of vision
- retirement of experienced staff
- poor system support
- lack of knowledge of system features
- poorly defined processes
- or poor quality of data

# Maturity Model Defined



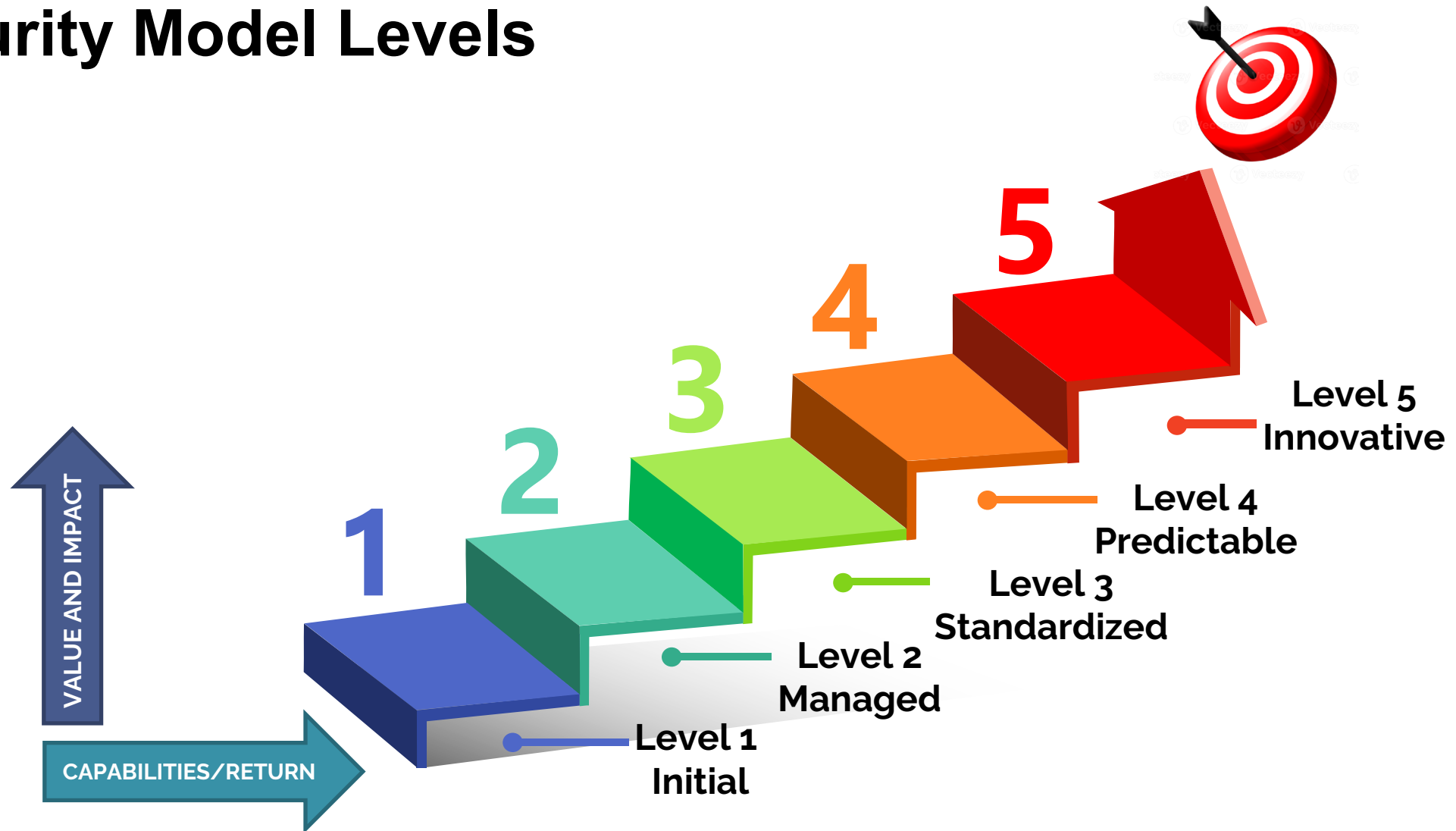
## What is a Maturity Model?

A maturity model is a tool that helps people assess the current effectiveness of a person or group and supports figuring out what capabilities they need to acquire next to improve their performance.

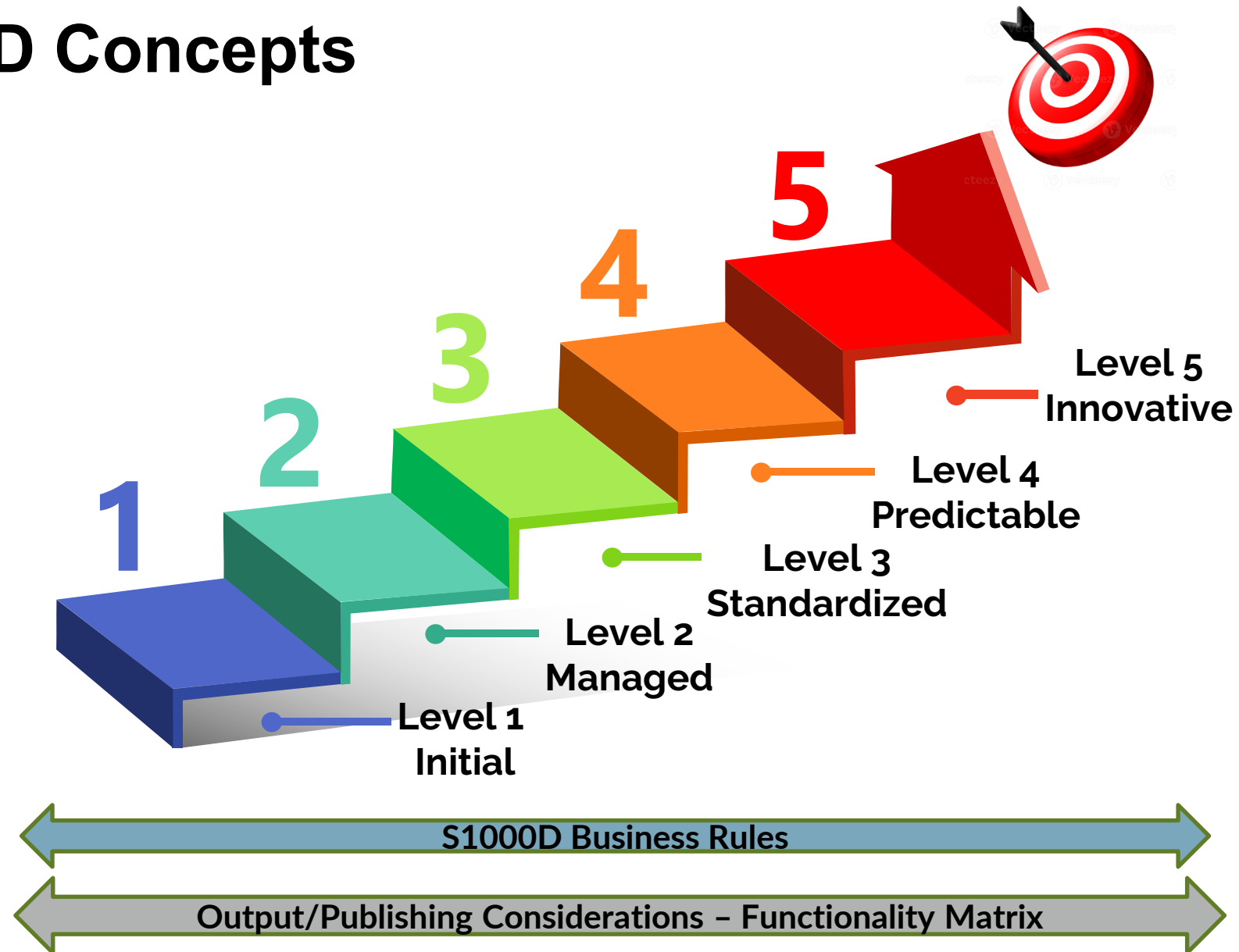
## What does a Maturity Model provide?

A tool for evaluating how the processes, people, and systems that support a product are performing. It provides tiered levels of achievement for objectively assessing the maturity in these areas so you can identify areas for improvement.

# Maturity Model Levels



# Add S1000D Concepts



# Level 1 - Initial

## Definition

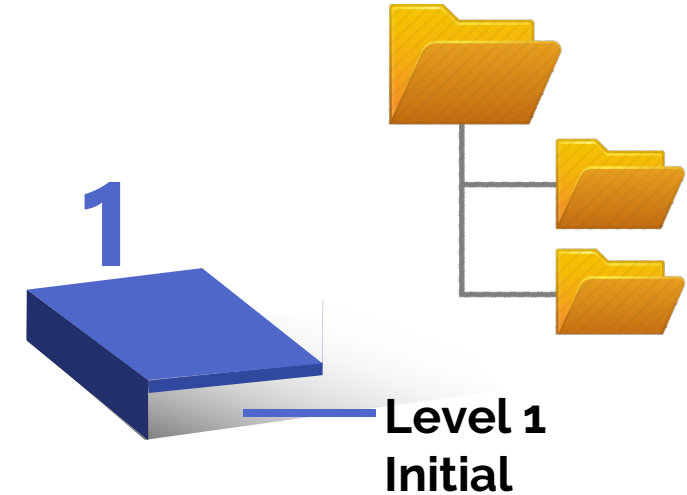
- Use of file system
- Manual Business Processes
- Tribal knowledge

## Investment

- Migration to XML
- Full time S1000D Expertise - Handholding

## Return

- Ability to generate S1000D deliverables
- Savings from elimination of redundant content





# Where do I even start....

## Engineering Data – Where is it stored? How is it stored? Maturity?

- Can it be used in this form? What changes do we need to make?
  - Part Introduction Process? Does it support Tech Pubs?
  - Change Process – Are publications considered?



## How will I use this data to author technical documentation?

- Internal standards development
- Style Guide, Implementation Guide, Authoring Guides
  - Organizations Technical Publications Process
    - Author, approve, and release



**Your process needs to be defined before you decide on software solutions**

# Level 2 - Managed

## Definition

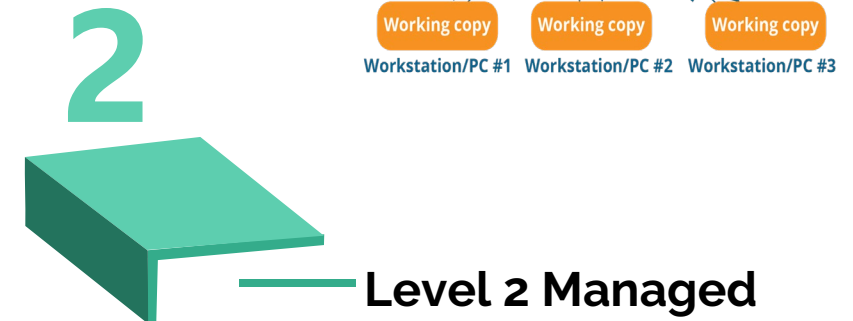
- Use of version control system
- Partial Manual Business Processes
- Tribal knowledge still necessary

## Investment

- Purchase of version control software
- Full time S1000D Expertise - Handholding
- Version control software expertise

## Return

- Create S1000D information architecture for reuse, metadata, and user access
- Content control with role-based permissions



# I have a process...now what?!

- Define outputs – PDF, HTML, IETM
- Where will I store this? Digital Thread



***Data that is accessible and actionable***

- Resource Requirements – Internal? External?
- Approval Workflow
- Roles and Responsibilities



**Defines our tooling/software requirements**



# Level 3 - Standardized

## Definition

- Use of a common source database [CSDB]
- S1000D Only System

## Investment

- Purchase of S1000D CSDB software
- Full-time S1000D Expertise
- CSDB software expertise

## Return

- CSDB Software will take more of the S1000D responsibility [built-in]
- More automation, less manual intervention



# I have a process, software...ok...and now??

- Data Module Requirement List (DMRL)
- Defining Architecture
- Implementation into the CSDB



**Coordination with the product support team is critical**

- Alignment with maintenance data (MSG-3)
- Customer Requirements
- Who owns the design data?



# Level 4 - Predictable

## Definition

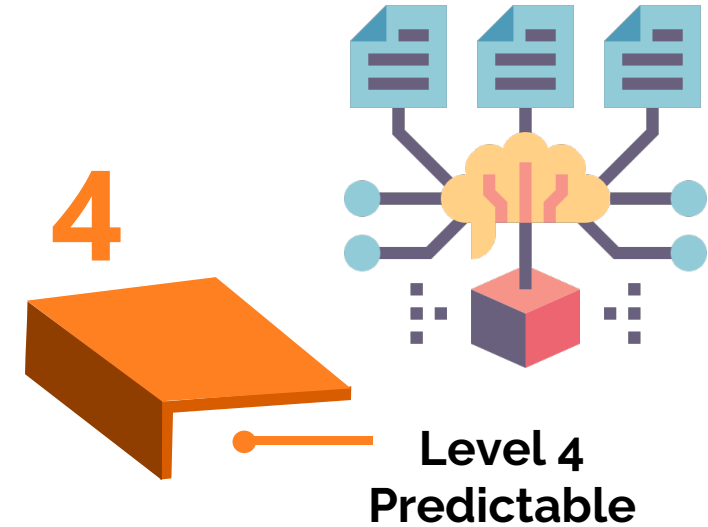
- Utilize Logistics [S3000L, S4000P, GEIA-0007]
- Materials Data [S2000M]
- Training and S6000T

## Investment

- Purchase of logistics and training software
- Full-time logistics, parts, training expertise
- Part-time enterprise and information architect expertise

## Return

- Efficiency through automated processes
- Reduced manual processing
- Savings by reusing data across teams
- Established single source of truth



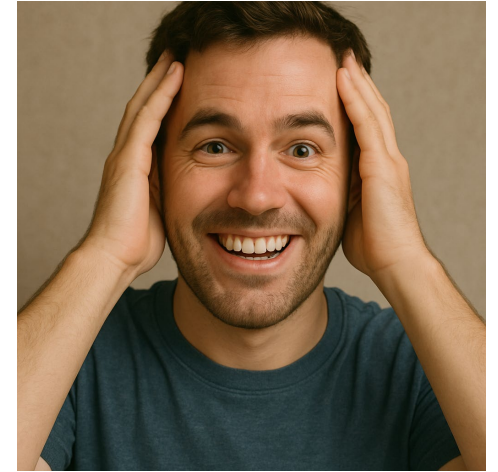
# I think I'm ready to start writing...



- Train authoring teams
- If external – writer assignment per product breakdown
- Authoring Templates



- Set the expectation for deliveries



# Level 5 - Innovative

## Definition

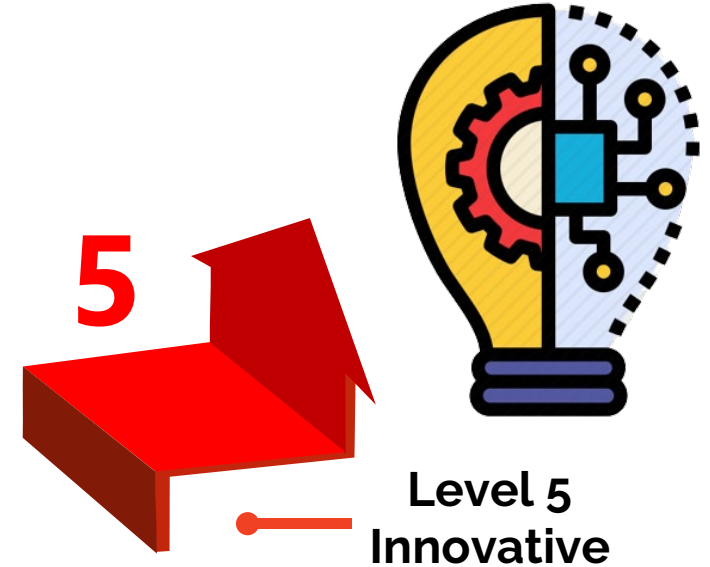
- Utilize PLM
- Reuse of 3D models
- Utilize Model Based Engineering methods

## Investment

- Integration of PLM software
- Part-time MBE expertise
- Full-time enterprise and information architect expertise
- PLM software expertise

## Return

- Establishing digital thread
- More automation
- Integrated content from engineering to customer
- Digital transformation





# We're actually doing it!!?!



**Must be able to articulate the value**



**For some products, the publications are:**

- The only deliverable the customer truly engages with or sees
- The only mechanism to help ensure safe operation and maintainability
- The direct link between design intent and operational success

# Optimized

## Definition

- Complete utilization of S-Series specifications
- Full execution of IPS SX000i data model
- Fully integrated enterprise architecture framework

## Investment

- Purchase remaining S-Series software
- Full-time MBE expertise
- All data domain experts on enterprise architect team

## Return

- Fully integrated digital thread
- Adaptable network of integrated applications
- OEM → Subcontractors → Customers
- Closed Loop - Integrated content and data from engineering to customer and back
- No more data domain silos

Optimized



# Thank You & Questions



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Jeff Deskins

**e: [Jeffrey.deskins@prattwhitney.com](mailto:Jeffrey.deskins@prattwhitney.com)**

**m: 805-674-3460**

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John Waters

**e: [jwaters@airlines.org](mailto:jwaters@airlines.org)**

**m: 202.626.4236**