

## **INTERACTIVE ELECTRONIC TECHNICAL MANUALS (IETMs)**

The recent acquisition of PBM Associates, Inc. supports the area of Interactive Electronic Technical Manuals (IETMs). We can provide support in all aspects of IETMs, from planning and acquisition support to the actual development of IETMs based on Department of Defense (DoD) and industry standards.

IETMs are designed as tools that lead the maintenance technician to the correct solution when troubleshooting and repairing complex equipment. IETM solutions can include functionality such as software-driven diagnostics where the IETM system identifies the problem area. Once the technician verifies the fault, the IETM viewer software will present information such as safety issues, a list of tools necessary to invoke the repair and restoration, and a list of parts necessary for the repair. The IETM viewer then presents step-by-step repair procedures complete with diagrams and detailed instructions.

IETMs are designed for electronic screen display to an end user and have the following characteristics:

- The information is designed and formatted for screen presentation to enhance comprehension.
- The elements of technical data making up the technical manual are interrelated. A user's access to required information is possible by a variety of paths.
- The computer-controlled technical manual display device functions interactively to provide procedural guidance, navigational directions and supplemental information.

The IETMs allow a user to locate required information faster and more easily than is possible with traditional paper technical manuals. The IETMs are designed for easier comprehension, more specifically matched to the system configuration under diagnosis and are available in a form that requires much less physical storage than paper. Powerful interactive troubleshooting procedures are available using the intelligent features that can be integrated with the IETM system.

The IETM systems can be designed to provide dialogue driven interaction with the user, guided diagnostic troubleshooting & fault isolation, and integration with training and other logistics support functions.