
Why is IHS Markit transitioning from Standards Expert to Engineering Workbench?

Standards Expert has been in the market for more than 10 years. It is a robust solution used more than 30,000 times a day by engineers around the world. However, while IHS Markit has updated Standards Expert regularly and added many new capabilities over the years, the technology at the heart of Standards Expert has not kept up with modern requirements of an advanced web-based solution.

IHS Markit has invested in the development of the Engineering Workbench solution to ensure that we can continue to provide our customers with the most advanced capabilities for finding, using and managing standards and other technical reference. Built to modern standards using the latest "cloud" technology, Engineering Workbench also incorporates proprietary IHS Markit search technology that allows engineers to more quickly and precisely find the information they need to support their daily workflows.

By moving to Engineering Workbench, IHS Markit will enable our user community to work better, make decisions faster, and deliver better value to their organizations.

What is Engineering Workbench?

Engineering Workbench is the next-generation IHS Markit solution for accessing technical reference information (standards, eBooks, journals, internal documents, and so on) and the replacement for Standards Expert.

Engineering Workbench has been in use by subscribers to IHS Knowledge Collections (eBook collections) since 2015. As of Version 2.0, released May 1, 2017, Engineering Workbench provides all the same standards management capabilities as Standards Expert, and in nearly all cases, users are able to do everything in Engineering Workbench that they previously did in Standards Expert. (See below for more information.)

In addition, Engineering Workbench offers a variety of new capabilities that make it easier for engineers and others to find, use and manage standards to get their jobs done.

When will the upgrade from Standards Expert to Engineering Workbench take place?

The formal switchover process from Standards Expert to Engineering Workbench began in April 2017 and will continue in different phases for different groups of customers during the second half of 2017. Throughout a customer's switchover process, the company will continue to have access to both platforms. More information on this switchover process will be provided to your organization as it approaches your final switchover date.

Where can I get more information about the upgrade to Engineering Workbench?

If you are a Standards Expert user: Please contact your organization's Standards Expert Administrator. They will have information on the timing of your transition. For benefit, training or functionality information, please visit the Engineering Workbench Resource Center: <https://www.ihs.com/Info/engineering-workbench-resource-center/home.html>

If you are a Standards Expert Administrator: Please contact your IHS Markit Account Executive or Customer Care representative for information on your organization's switchover. We are happy to work through a detailed switchover plan for you and your organization. Contact IHS Markit Customer Care: <https://www.ihs.com/Info/engineering->

[workbench-resource-center/contact-us.html](https://www.ihs.com/Info/engineering-workbench-resource-center/home.html). For benefit, training or functionality information, please visit the Engineering Workbench Resource Center: <https://www.ihs.com/Info/engineering-workbench-resource-center/home.html>

What is the switchover process?

The switchover process is the final step in customer migration to the Engineering Workbench solution. This process involves moving all Standards Expert users onto the new solution. This process will take place in different phases for different groups of customers during the second half of 2017. IHS Markit will provide your organization's administrator with additional information on exact timing, training resources, and communication updates. We also will send email notifications at 90, 60, 30, 7, and 1 business day prior to your final switchover day.

On the evening prior to the final switchover, your personal Favorites and Watch Lists will be transferred from Standards Expert to the new platform automatically. You do not need to recreate Favorites or Watch Lists in the new solution. Additionally, any bookmarks, annotations, or Watch Lists you create today in Engineering Workbench will remain after the upgrade is complete. (See more information on Favorites and Watch Lists below.)

Note: Saved Searches and Alerts will not be moved to Engineering Workbench. Review what you have setup today in Standards Expert and create the ones you need in Engineering Workbench.

On your switchover day, the link to Standards Expert will be replaced with the Engineering Workbench link.

How will I know when my switchover will occur?

IHS Markit will send user email notifications at 90, 60, 30, 7, and 1 business day prior to your final switchover day. Additionally, you may receive switchover communications from your organization's account administrator. These internal communications also will include information on switchover dates, training sessions, registration requirements, online resources, etc.

What are the technical requirements for using Engineering Workbench?

Like Standards Expert, Engineering Workbench is cloud-based, and this upgrade does not require any software installation.

As of Engineering Workbench 2.0, browser requirements are as follows:

- Microsoft Internet Explorer: Versions 10 and 11
- Google Chrome: 2 most recent versions
- Mozilla Firefox: 2 most recent versions
- Safari for iOS: Versions 9 and 10

For working with Digital Rights Management (DRM)-protected PDFs, Adobe Reader/Adobe Acrobat 9.0 or later with the FileOpen plug-in is required (requirements for the FileOpen plug-in can be found at <https://plugin.fileopen.com/>). For a better experience when working with DRM-protected PDFs, IHS Markit recommends using Internet Explorer 10 or 11.

Where do I go for training on Engineering Workbench?

IHS Markit takes customer training seriously. Top-notch training resources help ensure that you get comfortable with the new platform and enable you to quickly start enjoying the benefits of Engineering Workbench. Various training options are available to best suit your needs and your schedule:

- **Organizational Training Events:** Your account administrator may be coordinating Engineering Workbench training sessions with IHS Markit Customer Care. These will be dedicated virtual or on-site sessions with our expert trainers.
- **Online Webinars:** You can attend a scheduled Engineering Workbench training webinar at a time convenient for you. Check the schedule of available sessions and sign up at: <http://kingdom.ihs.com/Training/OnlineCourses/CourseDetails.aspx?CourseId=133>
- **Online Tools and Quick Videos:** We provide various on-demand tools that you can access when your schedule permits. Quick start guides, demo videos, release notes and other helpful documents are available 24/7 at the Engineering Workbench Resource Center. <https://www.ihs.com/Info/engineering-workbench-resource-center/home.html>

What is the Engineering Workbench Early Visibility Program?

The Early Visibility Program began in January 2017 and provided Standards Expert customers with Engineering Workbench access. This allows users to become familiar with the new solution's functionality and features prior to and during the switchover phase that will move users from Standards Expert to Engineering Workbench. Standards Expert customers will have access to both Standards Expert and Engineering Workbench during the Early Visibility Phase and majority of the switchover phase.

What is the benefit of starting to use Engineering Workbench in the Early Visibility Program?

By starting to work with Engineering Workbench through the Early Visibility Program, Standards Expert users will be able to:

- Familiarize themselves with the features and capabilities in Engineering Workbench well in advance of their eventual final switchover to the new solution.
- Identify areas of functionality that might require assistance in adopting Engineering Workbench, and work with IHS Markit Customer Care to set up training sessions.
- Take advantage of the enhanced search, personalization, collaboration, and project management capabilities and already start enjoying increased productivity.
- Provide early feedback to IHS Markit on areas for enhancement within the new solution.

What will happen/What will I see on my organization's final switchover day to Engineering Workbench?

On the evening prior to the final switchover day, your personal Favorites and Watch Lists will be transferred from Standards Expert to the new platform automatically. You do not need to recreate Favorites or Watch Lists in the new solution.

- A "Favorites" Watch List will be created with all of your Favorites from Standards Expert.
- Watch Lists will be migrated that meet the following criteria:
 - Contain at least 1 document (no empty Watch Lists will be migrated)
 - Must have been active in the last 3 years.

Additionally, any bookmarks, annotations, or Watch Lists you create today within Engineering Workbench will remain after the upgrade is complete.

Note: Saved Searches and Alerts will not be moved to Engineering Workbench. Review what you have setup today in Standards Expert and create the ones you need in Engineering Workbench.

On your switchover day, the link to Standards Expert will be replaced with the Engineering Workbench link. From your switchover day forward, your organization will use Engineering Workbench to access standards, specifications, and other technical research information.

Will I be able to do everything in Engineering Workbench that I can do in Standards Expert?

As of Version 2.0, released May 1, 2017, Engineering Workbench provides all the same standards management capabilities as Standards Expert, and in nearly all cases, users are able to do everything in Engineering Workbench that they previously did in Standards Expert.

Note:

- An individual user's Favorites and Watch Lists currently in Standards Expert will not be rolled over into Engineering Workbench 2.0. However, Favorites and Watch Lists will be carried over into Engineering Workbench as part of the final switchover from Standards Expert to Engineering Workbench at the conclusion of your organization's switchover phase. In addition, similar features are available in Engineering Workbench and can be replicated in the new solution.
- A limited number of "add-on" capabilities to Standards Expert – such as Reference Linking, My Publications, and 3D models – will appear in subsequent releases of Engineering Workbench throughout 2017.
- AV-Data functionality, content and filters are scheduled to be available in Engineering Workbench in the second half of 2017. In the meantime, please continue to use Standards Expert with AV-Data to access this functionality and content.
- **Language options:** The Engineering Workbench interface (controls, labels, buttons, etc.) is available in Chinese, English, French, German, Japanese, Russian, and Spanish. Localization for Italian, Korean and Portuguese languages is scheduled to be available in the second half of 2017.

Will my current Favorites and/or Watch Lists be available in Engineering Workbench?

On the evening prior to the final switchover day, your personal Favorites and Watch Lists will be transferred from Standards Expert to the new platform automatically. You do not need to recreate Favorites or Watch Lists in the new solution.

- A "Favorites" Watch List will be created with all of your Favorites from Standards Expert.
- Watch Lists will be migrated that meet the following criteria:
 - Contain at least 1 document (no empty Watch Lists will be migrated)
 - Must have been active in the last 3 years.

Additionally, any bookmarks, annotations, or Watch Lists you create today within Engineering Workbench will remain after the upgrade is complete.

Note: Saved Searches and Alerts will not be moved to Engineering Workbench. Review what you have setup today in Standards Expert and create the ones you need in Engineering Workbench.

What will I need to do as a user to prepare for switchover to Engineering Workbench?

Most of the switchover activities will take place behind the scenes. There are a few important steps required of you:

- **Leverage Early Visibility access to Engineering Workbench.** You and your organization have access to Engineering Workbench during the switchover phase. This is a great opportunity to learn the new features and become comfortable with the new solution prior to your organization's final switchover day.
- **Register on Engineering Workbench.** Features like bookmarks, recently viewed documents, project folders, etc. require user identification to function properly. On-time registration ensures your platform personalization is available on Day 1.
- **Review the [User Switchover Checklist](#),** and consider the following actions to ensure a seamless switchover:
 - **Saved Searches & Alerts will not be moved to Engineering Workbench.** Review what you have setup today in Standards Expert and create the ones you need in Engineering Workbench.
 - **Clean up any pending subscription requests.** "Open" requests will not move to Engineering Workbench. If you have an outstanding request, please discuss with your administrator and/or create the request in Engineering Workbench.

Why does Engineering Workbench require user registration?

In order to enable a variety of productivity, compliance and security enhancements for the benefit of our customers, the upcoming switchover to Engineering Workbench requires individual registration. The benefits of individual registration in Engineering Workbench include:

- **Productivity**

- Personalization

- Bookmark a specific section of a document, and save the bookmark to your home screen or to a project folder for easy reference later
 - Create annotations for project notes to preserve knowledge
 - Use My Workspaces to organize saved content
 - Enjoy customizable dashboards
 - Email alerts and notifications

- Establish search result preferences (all sources, relevancy, table/list view)
- Set the language for controls, labels, and buttons

- Collaboration

- Share projects or Watch Lists with colleagues
 - Notify external users when documents in Watch Lists are updated
 - Share documents with colleagues

- Admin Control

- Visibility to individual usage, simos, knowledge bases, and log ins
 - Control and provision user access

- **Compliance**

- Know who downloads documents in order to respect copyright requirements
 - Uphold your obligation to dispose of content if you terminate the agreement

- **Security**

- IHS Markit is transitioning all customers to secure access in 2017
 - Shared accounts and IP-only access are not in line with industry best practice
 - Secure access methods increase peace of mind for our customers and publishing partners

Where can I go for help or more information?

Contact IHS Markit Customer Care using the information below:

IHS Markit Customer Care	
Monday 12:00am (UTC) to Saturday 12:00am (UTC) (Sunday 8:00 PM ET to Friday 8:00 PM ET)	
Phone	Email / Chat
Americas: Toll Free: +1 800 447 2273 Outside US/Canada: +1 303 858 6187	Global Email: CustomerCare@ihsmarkit.com Chat: www.ihsmarkit.com/CustomerCare
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