Red Hat
Enterprise Linux

The world of Technical Writing

Shweta Jalgaonkar
Principal Technical Writer

Vendula Ferschmannova
Associate Manager

Matej Timar
Intern

Red Hat

Who we are

- Currently studying Applied Informatics in Brno
- Almost 3 months at Red Hat
- Currently working remotely from Brno for Red Hat Brno
- Attention to detail

Matej Timar
Intern, CCS

- Studied Chemistry in India
- More than 12 years in techcomm
- Currently working remotely from Prague for Red Hat Brno
- Cross-functional collaboration

Shweta Jalgaonkar
Principal Technical Writer

- Studied Archeology in Pilsen
- More than 15 years in techcomm
- Currently working remotely from Pilsen for Red Hat Brno
- Minimalism

Vendula Ferschmannova
Technical Writing Manager

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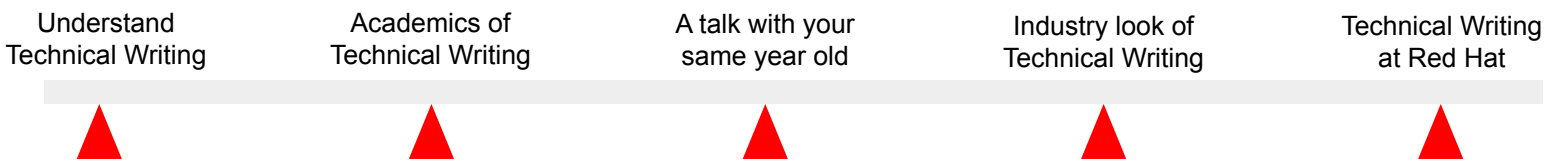
What will we talk about today



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What documents are these

IMPORTANT

READ THIS INSTRUCTION MANUAL CAREFULLY before attempting to operate the transceiver.

SAVE THIS INSTRUCTION MANUAL. This manual contains important safety and operating instructions for the IC-7200.

FOREWORD

We understand that you have a choice of many different radios in the market place. We want to take a couple of moments of your time to thank you for making the IC-7200 your radio of choice, and hope you agree with Icom's philosophy of "technology first." Many hours of research and development went into the design of your IC-7200.

◇ *FEATURES*

- ❍ *IF DSP features*
- ❍ *Digital Twin PBT*
- ❍ *Manual notch function*
- ❍ *±0.5 ppm of high frequency stability*
- ❍ *Simple operation*
- ❍ *Tough and compact body*
- ❍ *Standard voice synthesizer*

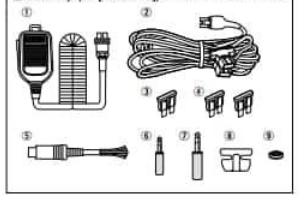
EXPLICIT DEFINITIONS

WORD	DEFINITION
⚠WARNING	Personal injury, fire hazard or electric shock may occur.
CAUTION	Equipment damage may occur.
NOTE	If disregarded, inconvenience only. No risk of personal injury, fire or electric shock.

SUPPLIED ACCESSORIES

The transceiver comes with the following accessories.

	Qty.
① Hand microphone (HM-36)	1
② DC power cable (OPC-1457)	1
③ Spare fuse (ATC 5 A)	1
④ Spare fuse (ATC 30 A)	2
⑤ ACC cable	1
⑥ 3.5 (d) mm plug	1
⑦ 6.3 (d) mm Electronic keyer plug	1
⑧ Microphone hanger	1
⑨ Jack cap (for [PHONES])	1



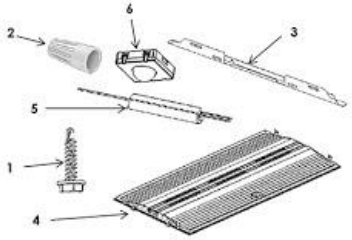
FCC INFORMATION

• FOR CLASS B UNINTENTIONAL RADIATORS:
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

(A)

Components

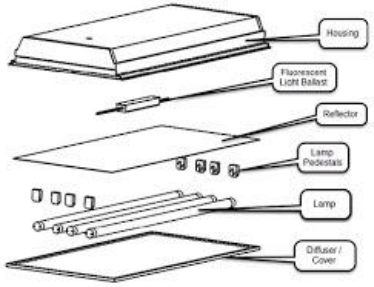
1. Self-Drilling / taping Screw
2. Wire Nuts
3. Side Brackets
4. Light Fixture
5. Power Supply
6. CDS Sensor



Installation Instructions

The replacement light fixture is pre-assembled at the factory. Some components need to be mounted to the existing 4 foot light housing before the fixture can be installed into its operating position.

1. To reduce the risk of electrical shock, turn off the power at the circuit breaker panel.
2. Remove all the components of the fluorescent light fixture, including diffuser / cover, lamp, lamp pedestals, wiring, reflector and fluorescent light ballast. All that should remain is the bare 4 foot housing with the incoming power wiring.



(B)

Restraint System Mounting Zones (Side View)

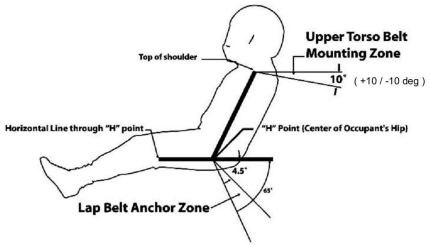


Figure 1: Shoulder and Lap Belt Mounting Zones – Upright Seating Position

The Lap Belts should be mounted off the center of the drivers' hip at an angle of 45 to 65 degrees down from the horizontal. (see Figure 1) All seat belt mounts need to be as close to the seat system as possible. In some cases, it is advantageous to mount the belts inside the seat. The lap belts should be mounted with a double shear type mount and the lap anchor should be allowed to rotate freely.

It is advantageous to have the Pull Up style adjuster on the lap belt inside the seat, just on top of the leg radius. Custom size anchors can be ordered to facilitate this. In some cases, this may not be a viable option because of driver size. If this is the case, the adjuster must be mounted outside the seat with a short pull up mount.

The path that the lap belt takes from the anchor to the buckle must be free of obstruction. If the belt routes through a seat opening, it must allow for the belt to rotate forward by at least 30 degrees without being cut or frayed.

The lap belt mount needs to have a secure anchor to the chassis or frame of the vehicle. The mount should be capable of withstanding a 3500 lb shock load.

Lap Belt Mounting for a Reclined Seating Position (Less than 65 Degrees of back angle) For Lap Belt mounts in a reclined seating position it is necessary to change the lap belt mounting zone to 0 degrees, vertical, +/- 10 degrees. This is because of the lower angle of the pelvis. The belt should route over the flats on your pelvis on both sides.
The Shoulder Belts should be mounted at an angle of 0 to 20 degrees down from the top of the shoulder.(see Figure 1) The shoulder belts need to be mounted as close to the driver as possible. They may also angle

(C)

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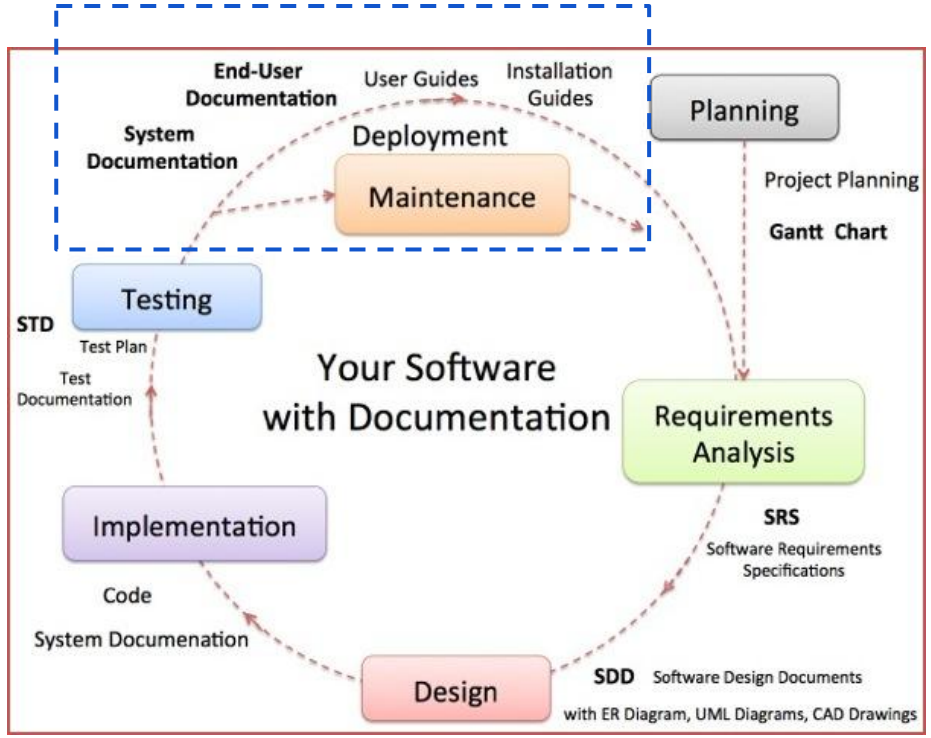
The software documentation



- Release notes
- Installation guide
- Administrator's guide
- Configuration guide
- Online help

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What is technical writing

- Process of defining, creating and delivering information
- A broader field that includes any form of communication
- Predominant in the software industry, but also includes communicating about medical procedures, or environmental regulations and so on.
- Communicating by using technology, such as web pages, help files, or social media sites.
- Providing instructions about how to do something, regardless of how technical the task.

Source: https://www.technical-communication.org/
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Who are technical writers

- Bridge between users and software developers
- Storytellers who understand and explain technical concepts in simple words
- Creative minds who understand the user requirements and translate the software features as offerings
- Presenters who present the information in user-friendly format

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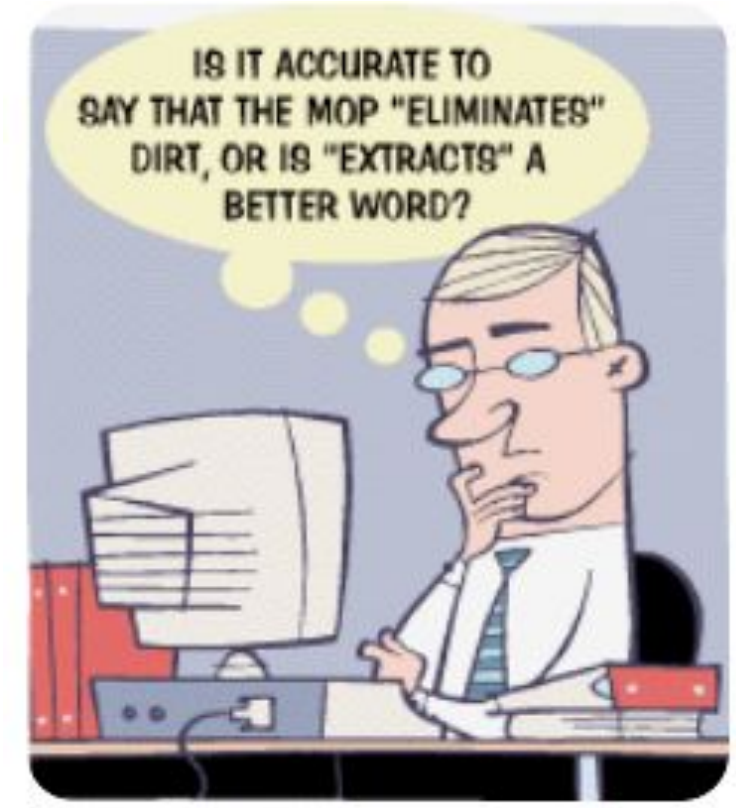
Why do we need writers



- Focussed on user's perspective
- Ability to express complex things easily
- Simplified English and Grammar
- Information flow
- Minimalism principles
- Authoring languages
- Publishing toolchain
- Analytics
- Single sourcing
- Findability
- User experience
- Microcopy
- Translation

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Academics of Technical Writing

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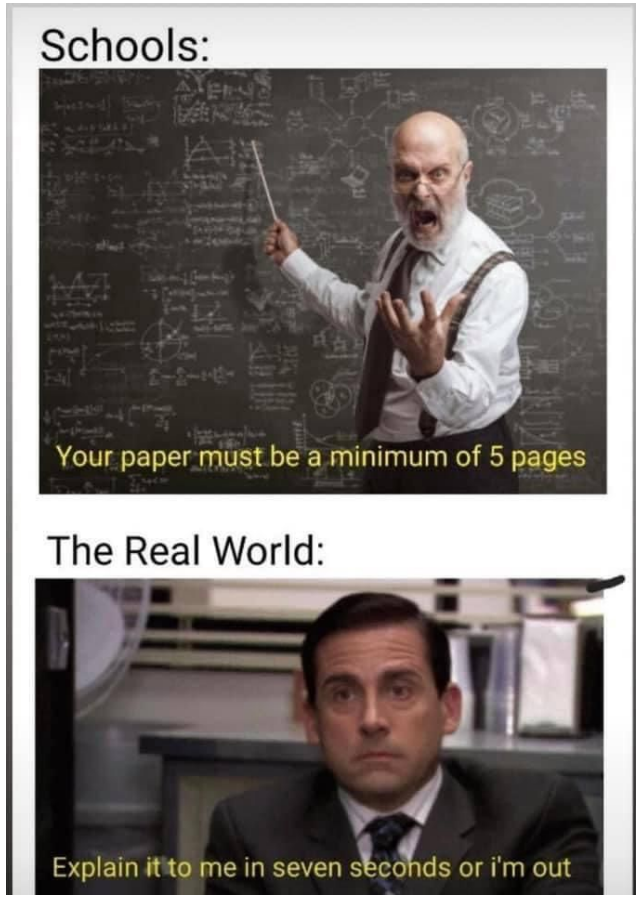
Technical writing means simplifying the complex



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Why do we need to simplify the complex?

- Customers don’t have time
- Customers don’t want to feel stupid
- We want to present our products as simple and easy to use as possible
- What is not published on the Internet does not exist

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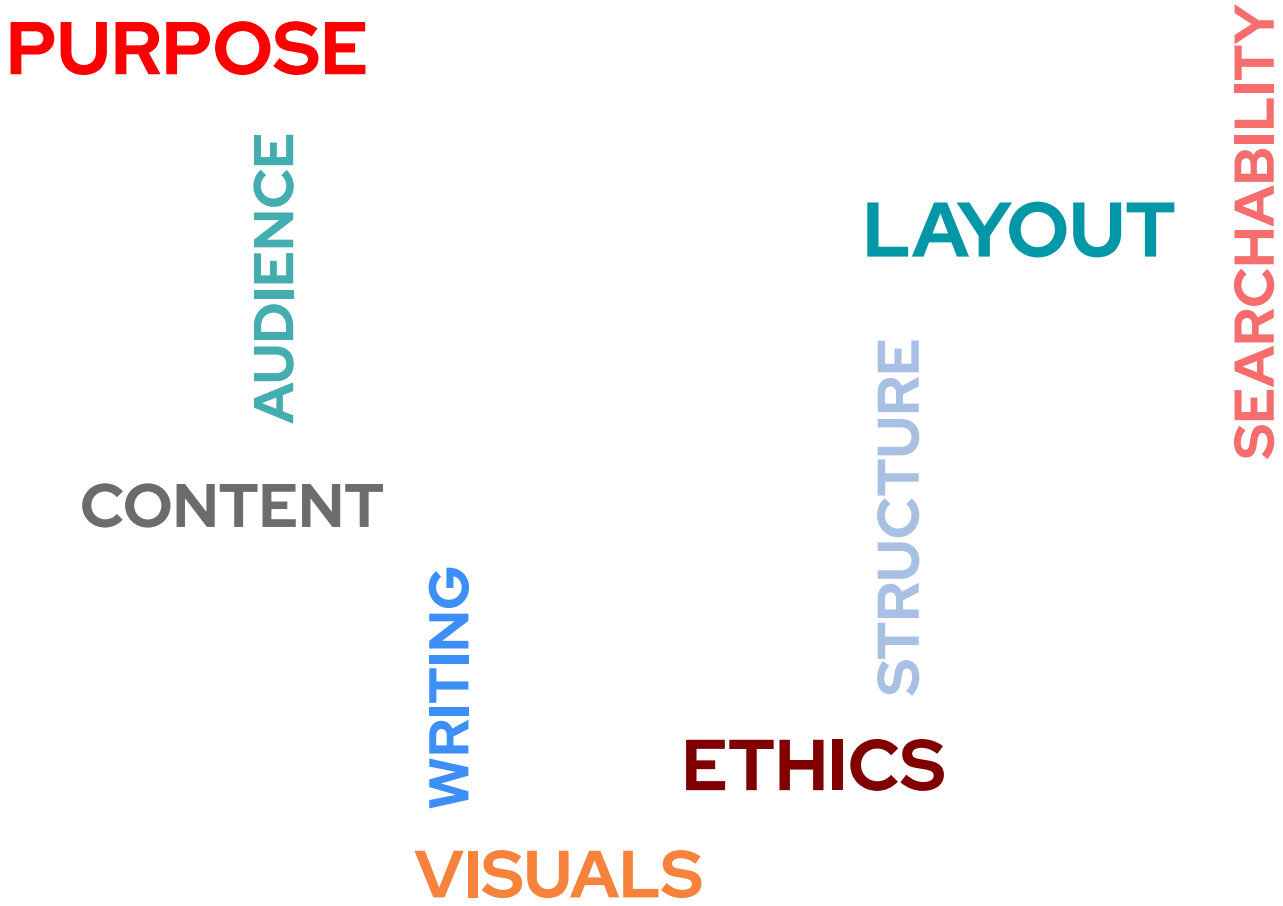
Principles of technical writing



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How to make a message simple

- Small chunks of text
- Structure
- Procedures
- Screenshots
- Consistent vocabulary
- Simplified English

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All about structure

Structure allows me to reduce words:

- Bulleted list vs. Numbered list

Bulleted list:

- Apples
- Pears
- Water melons
- Strawberries

Numbered list:

- Open a book.
- See page 37.
- Read the content.
- Close the book.

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All about structure

Structure allows me to reduce words:

- Bulleted list vs. Ordered list
- Consistent highlighting
- No bricks of text
- Blank space
- Admonitions: Note, Warning, Example, Tip
- Color

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English
Multi-page HTML

Managing systems using the Cockpit web interface
Preface
This is a beta version!
Providing feedback on Red Hat documentation
1. Getting started with Cockpit
1.1. Prerequisites
1.2. What is Cockpit?
1.3. Installing Cockpit
1.4. Logging in to Cockpit
1.5. Adding remote systems
2. Managing user accounts in Cockpit
2.1. Prerequisites
2.2. System user accounts managed in Cockpit
2.3. Adding new accounts in Cockpit
2.4. Enforcing password expiration in Cockpit

Feedback

1.3. Installing Cockpit

Red Hat Enterprise Linux 8 includes Cockpit installed by default in many installation variants. If this is not the case on your system, install the `Cockpit` package and set up the `cockpit.socket` service to enable the Cockpit interface.

Procedure

1. Install the `cockpit` package:

```
$ sudo yum install cockpit
```

2. Optionally, enable and start the cockpit.socket service, which runs a web server. This step is necessary, if you need to connect to the system through the web interface.

```
$ sudo systemctl enable --now cockpit.socket
```

To verify the previous installation and configuration, you can open the web interface.

If you are using a custom firewall profile, you need to add the `cockpit` service to `firewalld` to open port 9090 in the firewall:

```
$ sudo firewall-cmd --add-service=cockpit --permanent
$ firewall-cmd --reload
```

Procedures

- Prerequisites
- Steps
- Order
- Result

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English

Multi-page HTML

Managing systems using the Cockpit web interface

Preface

This is a beta version!

Providing feedback on Red Hat documentation

1. Getting started with Cockpit

1.1. Prerequisites

1.2. What is Cockpit?

1.3. Installing Cockpit

1.4. Logging in to Cockpit

1.5. Adding remote systems

2. Managing user accounts in Cockpit

2.1. Prerequisites

2.2. System user accounts managed in Cockpit

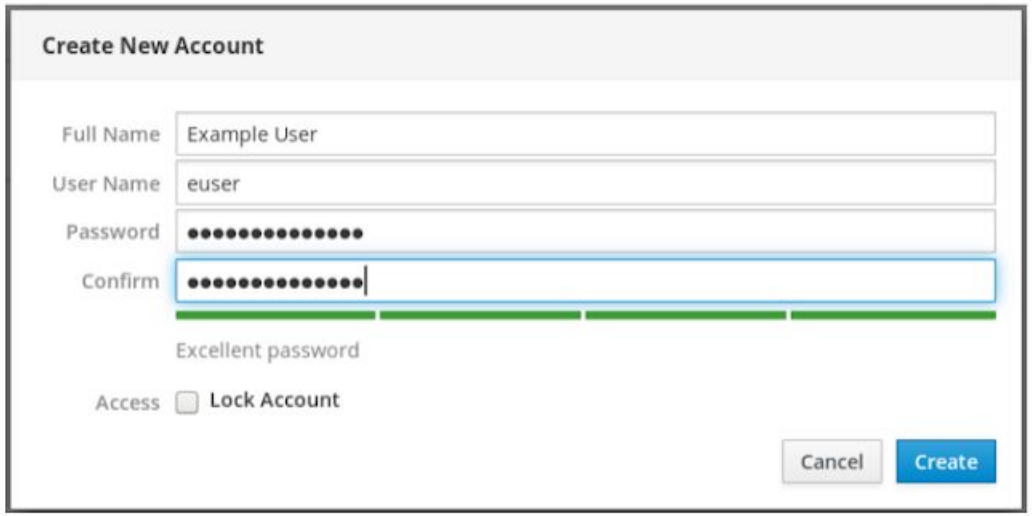
2.3. Adding new accounts in Cockpit

2.4. Enforcing password expiration in Cockpit

1. Log in to the **Cockpit** interface.
2. Click **Accounts**.
3. Click **Create New Account**.
4. In the **Full Name** field, enter the full name of the user.

   Cockpit automatically suggests a user name from the full name and fills it in the **User Name** field. If you do not want to use the original naming convention consisting of the first letter of the first name and the whole surname, update the suggestion.

5. In the **Password/Confirm** fields, enter the password and retype it for verification that your password is correct. The color bar placed below the fields shows you security level of the entered password.



6. Click **Create** to save the settings and close the dialog box.
7. Select the newly created account.

Simplified English

Simplified English is a set of approved words and writing rules. Its makers made it to help engineers write manuals (instruction books) so that people all over the world can read them.

- Restricted grammar (simple present tense, imperative, active voice)
- Restricted vocabulary
- Reusing the same words again and again
- No fluff

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Tenses

- Simple present tense (Subject+verb+object.)
  - Cockpit loads a certificate.
- Use imperative
  - Open the web interface.
  - Click **System**.
  - Select **Restart**.
- Use infinitive
  - To verify the previous configuration, open the web interface.

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Remove fluff

- Adjectives
  - Small, huge, traditional, beautiful, gorgeous, ...
- Adverbs
  - Always, often, a lot, very, enough, ...
- Conjunctions
  - Because, although, since, unless, while, ...

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Remove fluff

Connect **traditional** enterprise systems and **disruptive** technologies on a single platform with XYZ Cloud Integration. Create personalized, differentiated customer experiences, understand customers in context and meet their **evolving** needs. Recognize and react to market shifts as they happen and get a **holistic** view of your organization and the people in it.

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Exercise

The richness and variety in written texts offers benefits for language teaching/learning. This structure of texts lead to learning opportunities. Scientific texts play a role in educational settings. This study analyzes four different scientific texts. It uses descriptive pattern to determine the effectiveness of texts in foreign language teaching environments. The model for this analysis is based on scientific text analysis through text linguistic approach offered by Şenöz-Ayata(2004): the relatedness with the research field; the contribution of the study to scientific field; the introduction of the study (aim and method); the summary of the study;the research results; and assessment of the study. This sample analysis model is expected to be contributing to students‟ foreign language learning process,for candidate teachers while planning to conduct academic research and studies, for teachers of English while selecting and interpreting the content of the texts that they would use in their classes.

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My (still voluminous) result

The study tries to show benefits of the richness and variety in texts in education base on four scientific texts:

The study uses the Şenöz-Ayata(2004) model for analysis:

- the relatedness with the research field;
- the contribution of the study to scientific field;
- the introduction of the study (aim and method);
- the summary of the study;
- the research results;
- and assessment of the study.

This sample analysis can help:

- to students‟ foreign language learning process,
- for candidate teachers while planning to conduct academic research and studies,
- for teachers of English while selecting and interpreting the content of the texts that they use in their classes.

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Technical writing through the eyes of Matej

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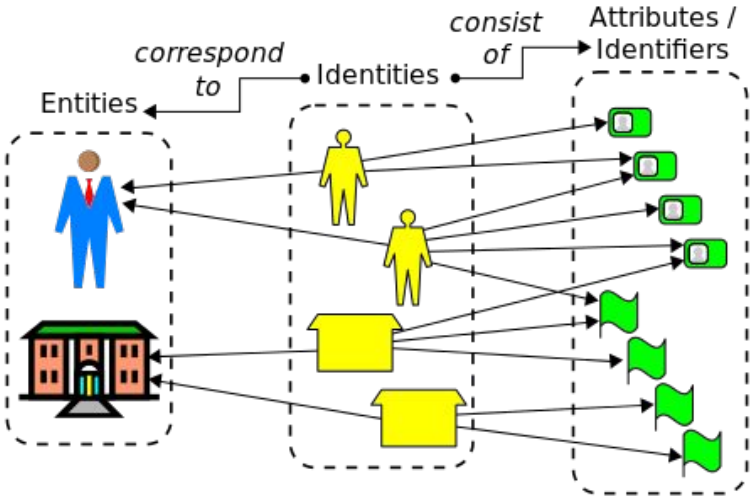
Who am I



- **6th semester, 3rd year student of Applied Informatics**
- **Technical writer intern - Identity management**

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What is the position about (afaik)

Editing text

Print out those cheat sheets

Learning

You don't know what you don't know

Writing (...emails mostly)

English is a must

Asking

"Avoid dumb mistakes by asking dumb questions" - Abraham Lincoln or maybe Ghandi idk

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My timeline

Day one
Bootcamps, meeting my work "buddy", setting things up

1.2.2021

14.2.2021

2 weeks in
Just loads of new information, getting familiar with tools and system of work

First bug
Simple typo fix

16.2.2021

19.2.2021

Assigned to first bigger project
Convert a guide from book-style into modular style

Finished the guide
In the interim i took a few peer reviews and one or two small fixes.

20.3.2021

xx.3.2021

And the show goes on...
We are here now

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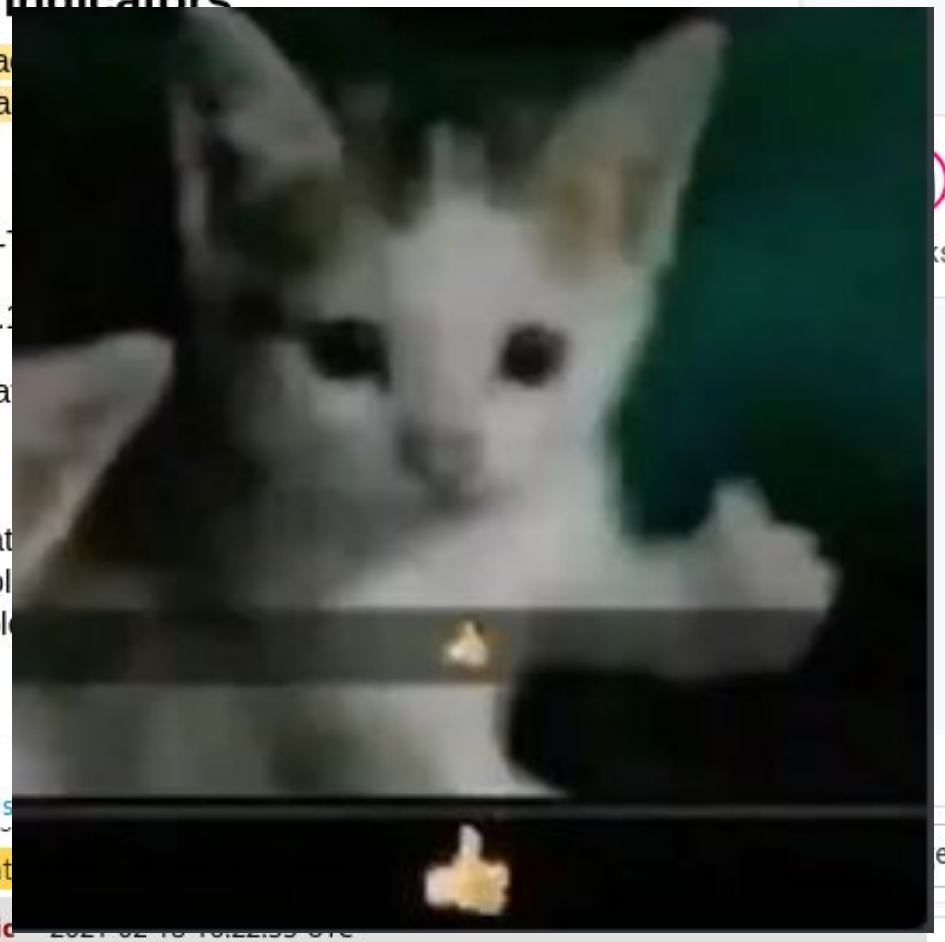
Bug No. 1

33.3. Kerberos authentication indicators

The Kerberos Key Distribution Center (KDC) atta
ticket-granting ticket (TGT) based on which pre-a
prove its identity:

otp
two-factor authentication (password + One-
radius
RADIUS authentication (commonly for 802.
pkinit
PKINIT, smart card, or certificate authentica
hardened
hardened passwords (SPAKE or FAST)[1]

The KDC then attaches the authentication indicat
requests that stem from it. The KDC enforces pol
maximum ticket lifetime, and maximum renewabl



Josip Vilicic
5:20 PM Feb 18
ks great

os/rhel-8-docs
client used"
e Kerberos Key
ticket (TGT) b

GitLab
e requests
New merge request

The Kerberos Key Distribution Center
granting ticket (TGT) based on which pre-authenticat
prove its identity:

google doc:
https://docs

Josip Vilicic

Thanks for fixing this so quickly, Matej. The change looks great!

9651 passed for 929dd67c on 1949121

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The industry look of technical writing

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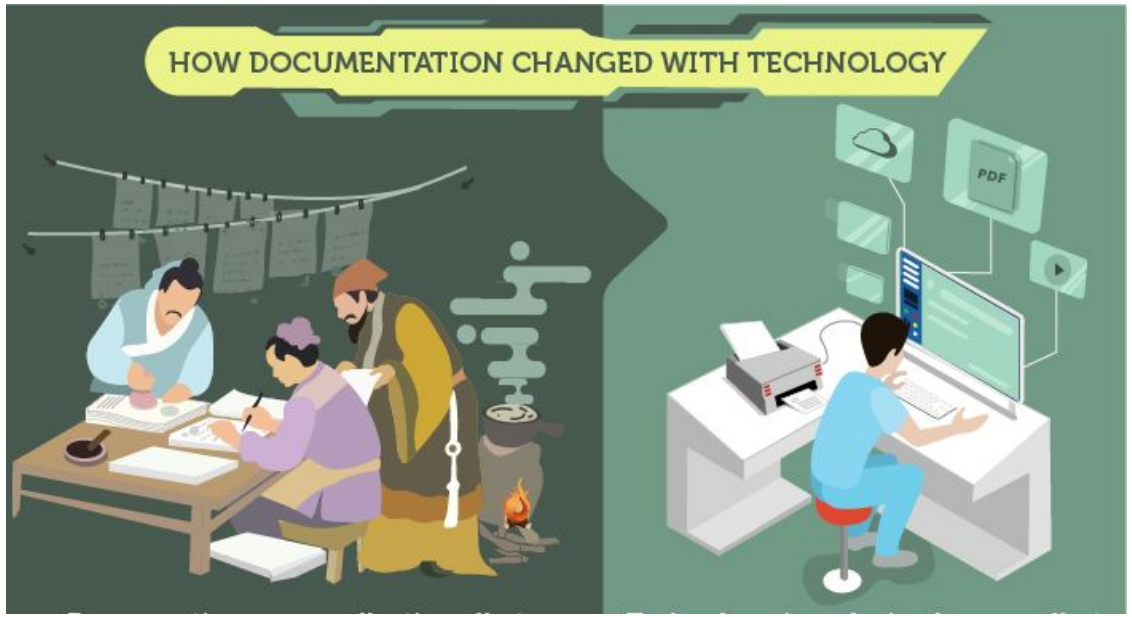
How has technical writing evolved over years



- Early involvement
- User stories
- Cross-functional coordination
- UX writing
- Scrum masters
- Tooling experts
- User advocates
- Documentation Program Managers
- Content Strategists

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How does a technical writer's day look like

- Meetings
- Planning
- Coordinating
- Learning
- Writing
- Improving
- Reviewing

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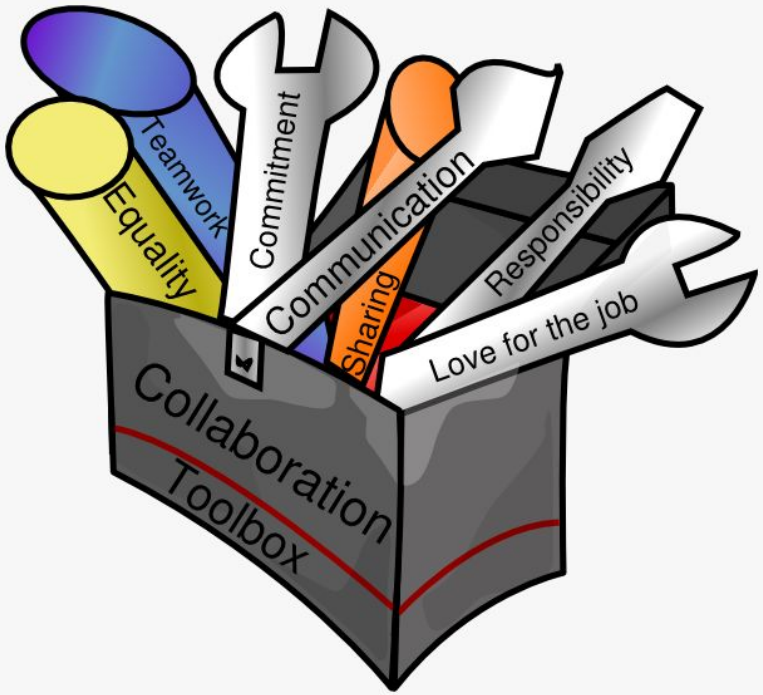
What makes a good technical writer



- Simple and concise writing
- Attention to detail
- User's perspective
- Continuous learning
- Collaboration

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Technical writing- tools and languages

- DITA
- Markdown
- HTML
- Text Editor
- AsciiDoc
- DocBook

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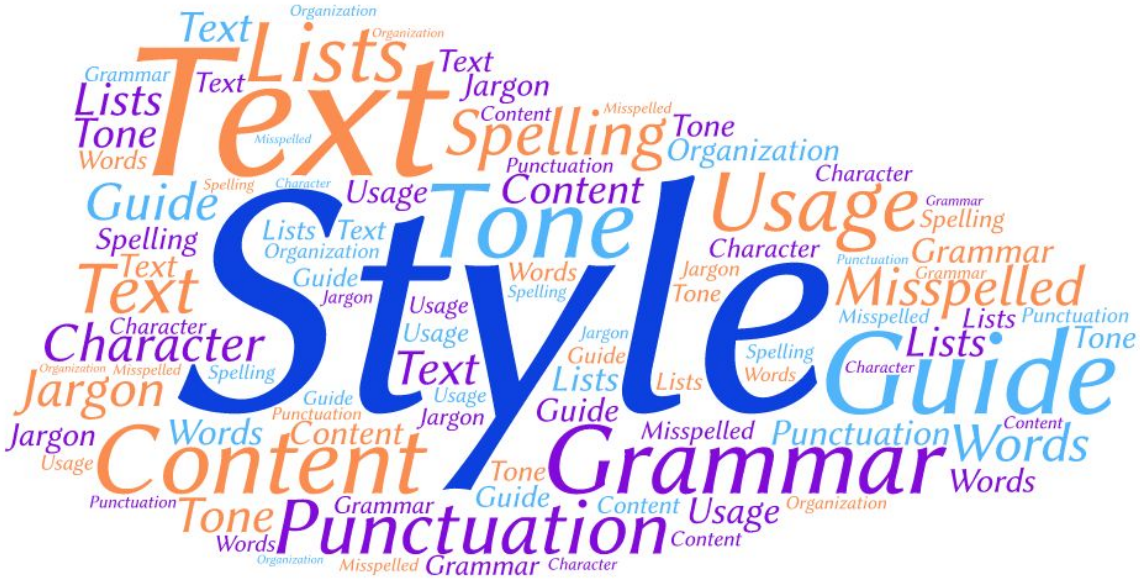
Style guides



- Chicago Manual of Style
- IBM style guide
- Microsoft Manual of Style

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Technical writing at Red Hat

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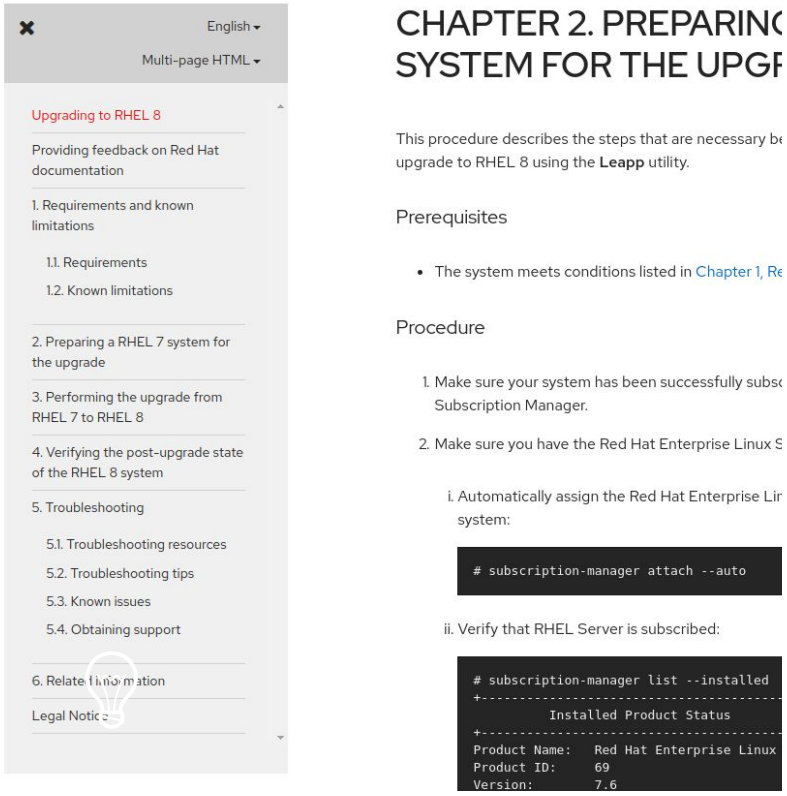
What does a typical documentation guide look like:



Based on a user story

Rather than describing a particular component, documentation gives you specific instructions for all tools that are needed to accomplish the reader's goal.

Task oriented documentation

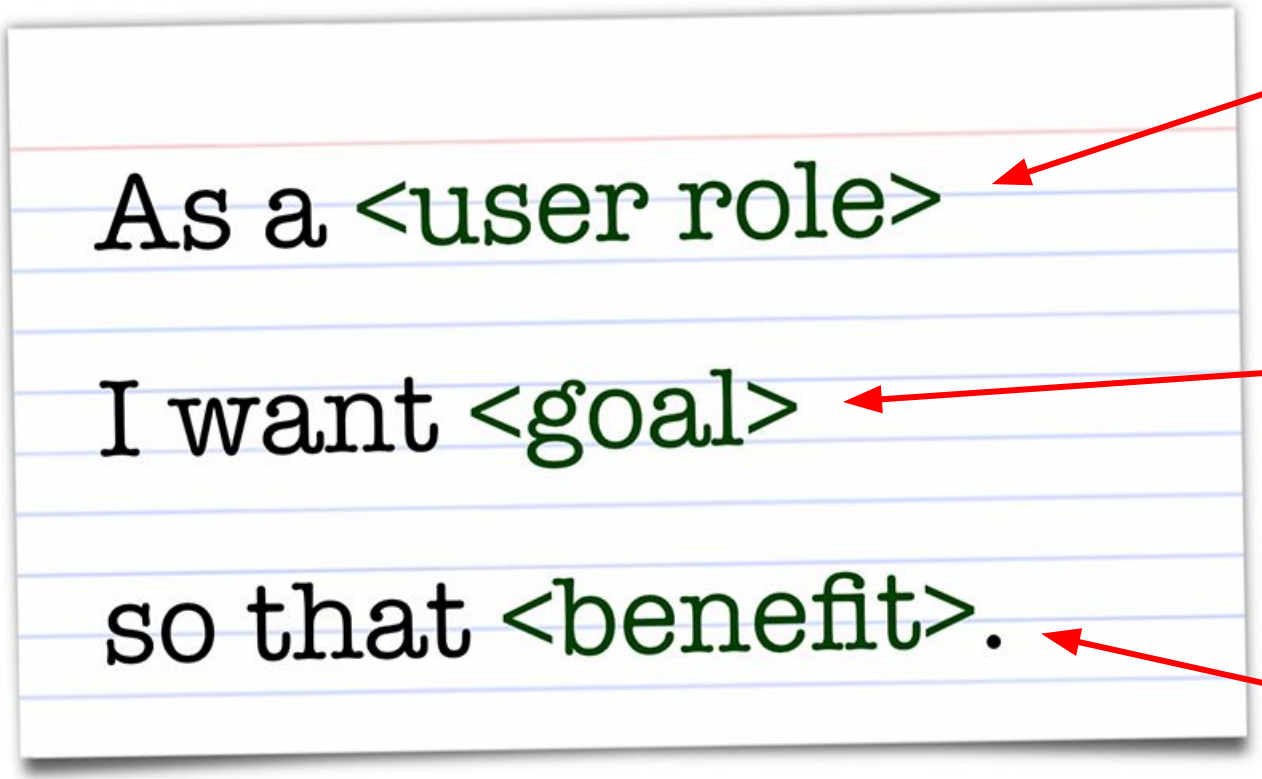
Focus is on performing a particular task with a single validated method and clearly defined prerequisites. Explanations of concepts are limited to what is needed for understanding of the task and are tailored for a particular experience level.

Short, focused titles

Many titles have less than 50 pages of content, some have less than 20.

Source:
https://access.redhat.com/documentation/en-us/red_hat_enterprise_linux/8/html/upgrading_to_rhel_8/index
https://docs.google.com/presentation/d/1rfOFqA826bcGDGN8BO1ZUGcA9gILOd1CRkyRkCa7_sc/edit#slide=id.g51131178c4_0_93

What makes a good user story?



Audience - level of information

Procedure - what needs to be done

“The why” - what problem is being solved

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Pitfalls

What is the why?

Knowing the problem the customer needs to solve helps us suggest a single best solution instead of a list to choose from.

It's too big!

The story may sound simple, but if there are multiple facets, it can be too big to handle in a timely fashion and there may not be enough information available to even start.

Example: "As a sysadmin, I need to set up IdM so that my users have the proper access."

Who is it for?

A sysadmin is likely to need a different level of technical information than a student or end user.

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Trees

- Tree
- Widely used for organizing data in a structure
- Trees have
  - Root
  - Branches
  - Leaves

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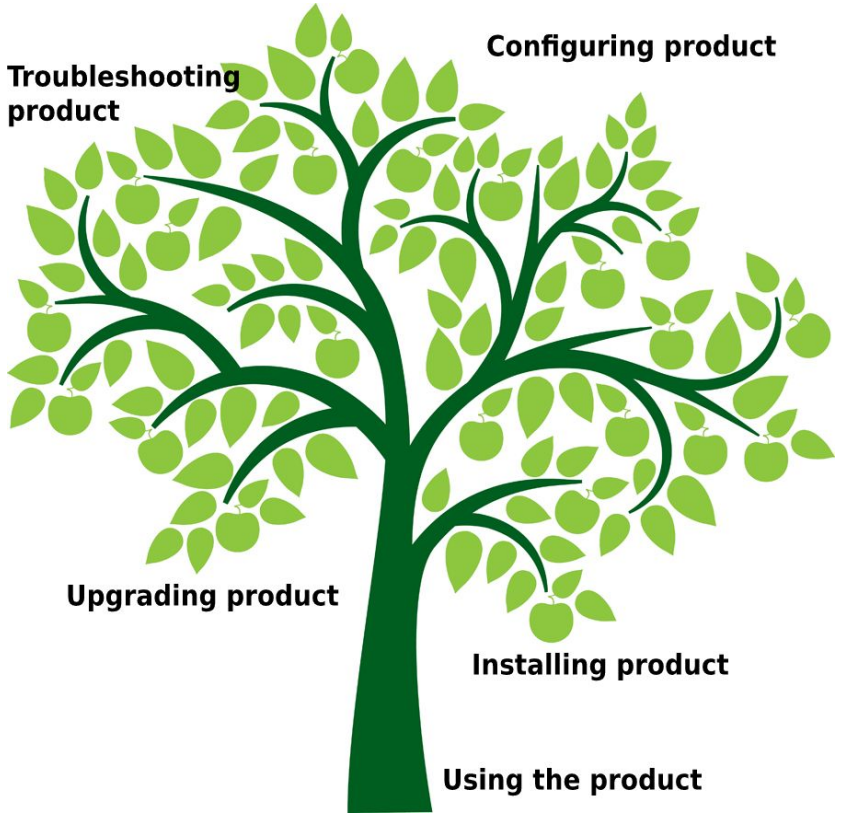
Tree information structure

- Root can be a product documentation
- Branches creates a structure and split information to smaller parts:
  - Planning, if necessary
  - Installation
  - Configuration
  - Upgrade and migration
  - Troubleshooting



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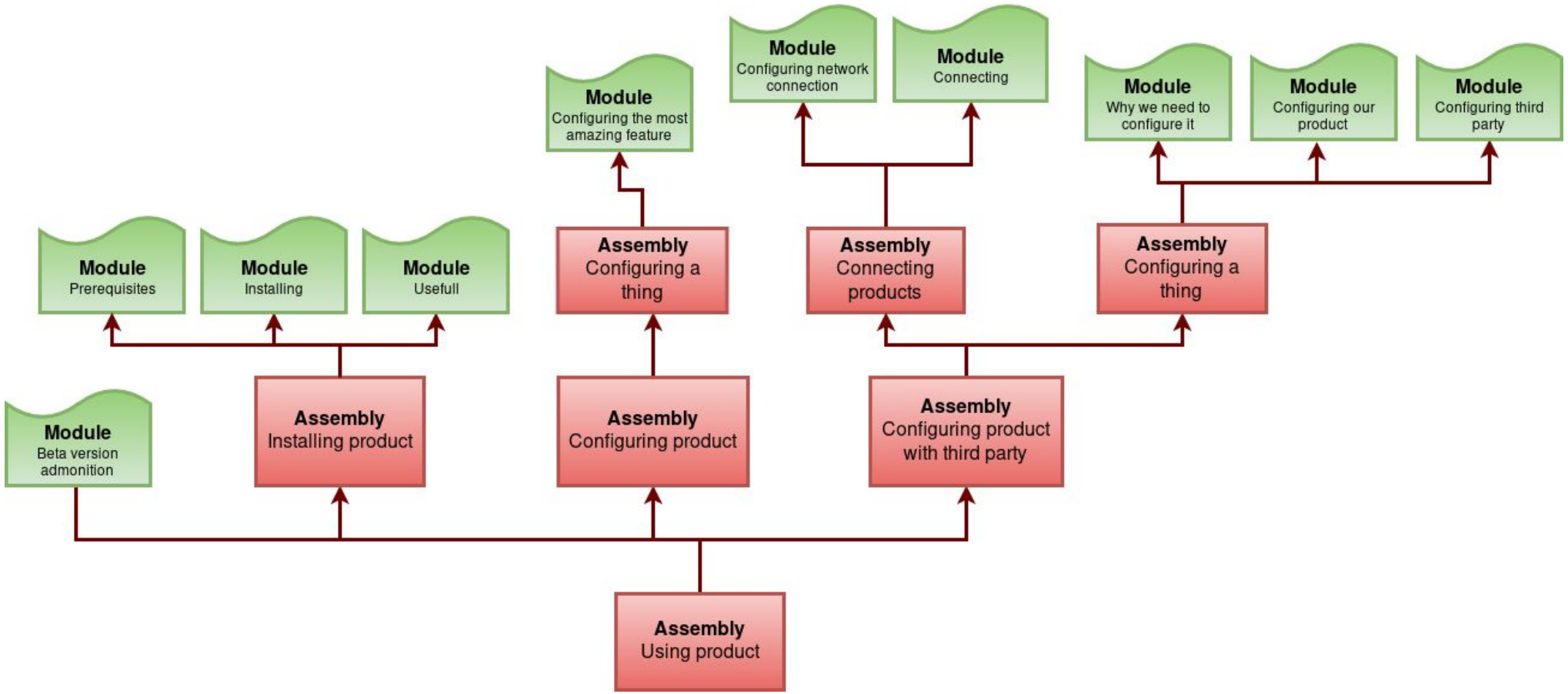
Assemblies and modules



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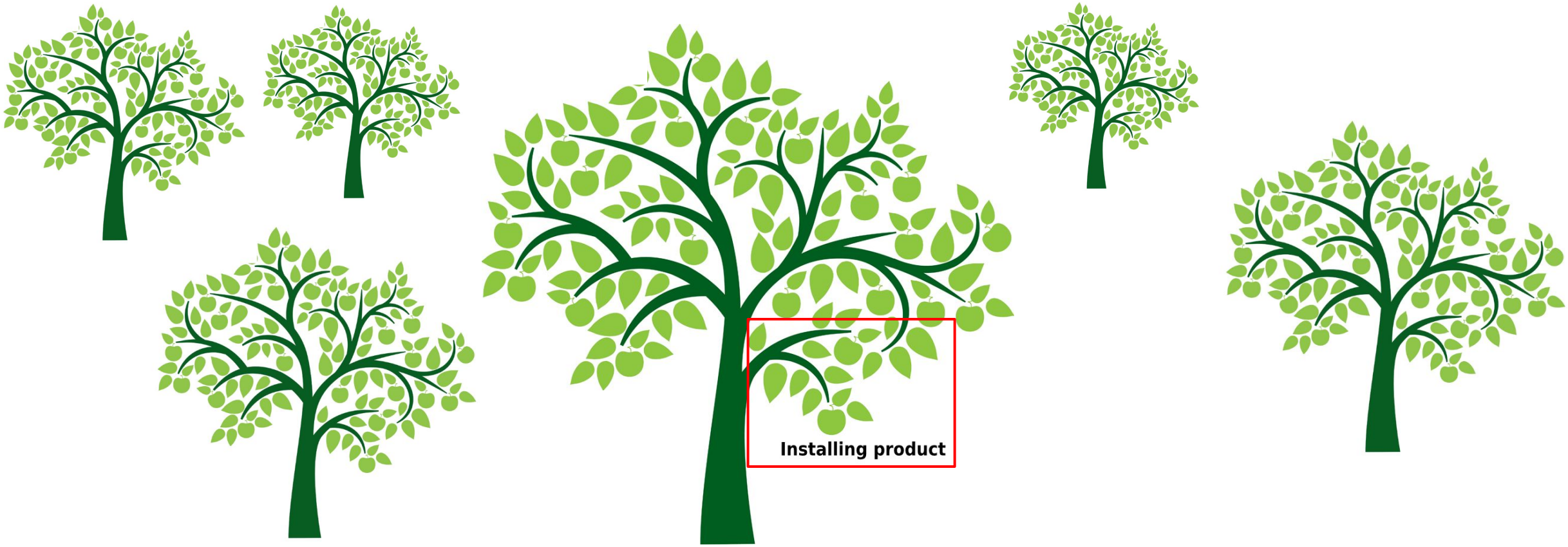
Get the whole forest – or just the branch you need



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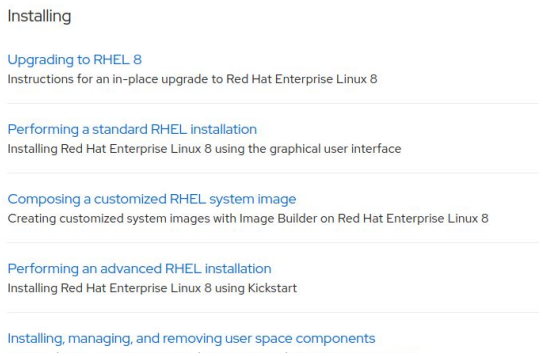
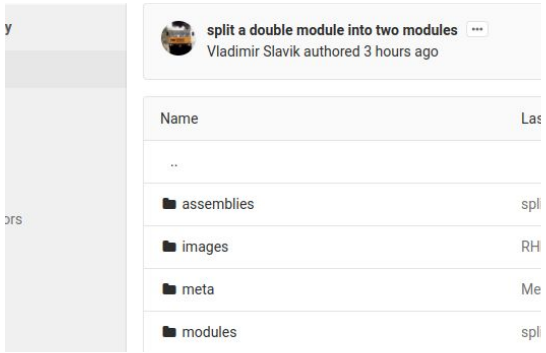
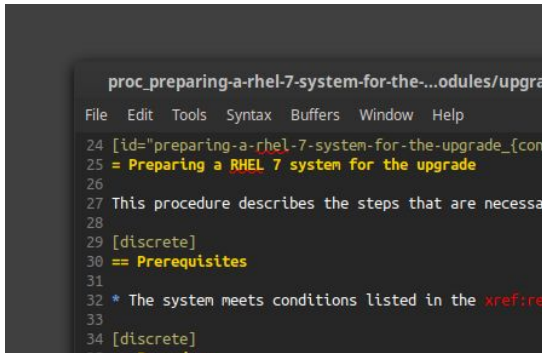
How is documentation authored in Red Hat







Documentation based on user stories

37 titles carefully crafted for discoverability, each written based on a user story with a specific target audience in mind.

Single git repository

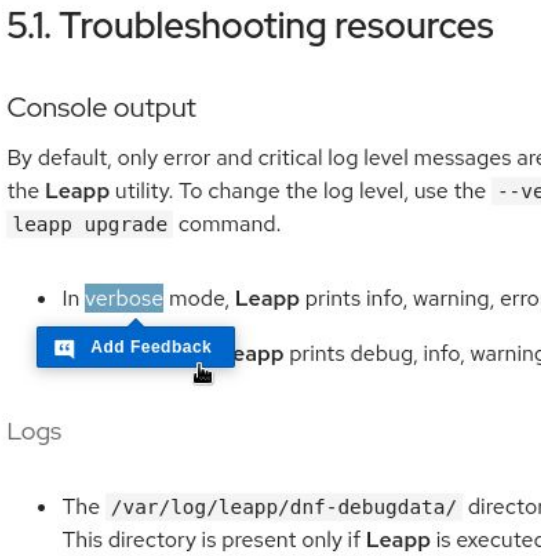
A single git repository written in a modular fashion. Modules are stored separately from assemblies and titles and many are reused.

Written in AsciiDoc

All documentation is written in AsciiDoc, which is easy to understand and edit even without studying it. We receive many more patches from subject matter experts.

Source:
https://access.redhat.com/documentation/en-us/red_hat_enterprise_linux/8/
https://gitlab.cee.redhat.com/red-hat-enterprise-linux-documentation/rhel-8-docs/

We welcome direct feedback



We use Direct Documentation Feedback

This feature is available to all subscribed customers for all RHEL 8 titles **one the multi-page view**. You need to **log in to the Customer Portal** to see this feature.

How it works

Highlight text and click **Add Feedback** to add your own, or click **Feedback** in the top right corner to view existing comments.

Where does the feedback go

Every comment creates a bug for the documentation team.

Source:
https://access.redhat.com/documentation/en-us/red_hat_enterprise_linux/8/html/upgrading_to_rhel_8/index
https://docs.google.com/presentation/d/1rfOFqA826bcGDGN8BO1ZUGcA9gILOd1CRkyRkCa7_sc/edit#slide=id.g51131178c4_0_122

Resources

- Technical writing
  - https://www.technical-communication.org/
  - https://www.stc.org/about-stc/defining-technical-communication/
- AsciiDoc
  - https://asciidoc.org/
- Minimalism
  - https://en.wikipedia.org/wiki/Minimalism_(technical_communication)
- Simplified English
  - https://simple.wikipedia.org/wiki/Simplified_English

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Do you have what takes to be a writer?

If you'd like to know, try our **self-tes**t!

https://forms.gle/UhACyc8UUy963pWv5

OR

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Want to contribute to open source documentation projects?

- Evolution of TC
  - ETC 2021: Technical writing hackathon
- Google open source project
  - https://developers.google.com/season-of-docs
- Write the Docs
  - https://www.writethedocs.org/
- Open source contribution
  - https://opensource.com/article/20/1/write-for-us
  -

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We are hiring

- Contact: Vendula Ferschmannova (vferschm@redhat.com)
- Openings at RH: https://www.redhat.com/en/jobs
- Internship program
  - Twice a year
  - 15-20 hrs/week
  - 1-2 years

Thank you

Red Hat is the world's leading provider of enterprise open source software solutions. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500.

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