

From: Breayona Reed
To: Dr. Dave Roberts
Subject: ENGL 487 Progress Report
Date: June 22, 2017

I have now been at Danfoss for five weeks and am really enjoying it. It took me a little while to get used to working a 40 hours week, but it is going well now. I am really enjoying the work that I am doing and the intern events that I have attended. I had a check-in meeting with Ted yesterday and he says I am doing really well. He also said he is struggling to keep work in front of me because I am completing it so quickly.

What I have worked on so far

I started working on datasheets at the end of my first week and by the end of my fourth week I finished all of the datasheets that Ted had for me to work on. I completed 35 of them. Last week Ted gave me a project that was not originally on my agenda I got to help test out a new type of document.

The technical writing team usually creates installation guides with InDesign, but they would like to create all of their documents in DITA CMS. I took the content from existing installation guides and created it in the CMS. Then I used the new output transform to generate the installation guide in the CMS. Next, I printed out the document and went through to make edits on the formatting. I gave my feedback to Ted so he can fix the transform.

This week, I have started working on some of the clean-up tasks. I am removing DITA XML attributes (i.e. height, width, and scale), that are not in the standard of work guidelines, from topics and fixing anything that becomes an issue because of it. This is mostly resizing pictures, formatting information, and fixing issues with logic. Fixing logic issues involves editing grammar and making sure the text makes sense.

I also got to work on an assignment for an engineer from Denmark. There was an installation guide with information that needed to be updated, as well as information that needed to be changed or removed. This was also a

document that did not already exist in the CMS. So this assignment was my first experience working with someone in a different time zone. It was a fairly simple edit and I finished it in less than a day.

What is going well

I feel like everything is going really well so far. Ted has been very helpful when I have questions and he explains all of the new tasks to me. The other technical writers have also been extremely helpful when I have questions and Ted is busy. I caught on to DITA XML and using DITA CMS really quickly and was able to start on projects sooner than expected. Ted has been keeping me busy and it has been a lot of fun.

What is not going well

I do not think anything is not going well at this point. Everyone is really helpful and I enjoy the work I am doing. I am learning a lot.

Outlook on internship

I enjoyed doing the datasheet assignments the most because I got to have the most amount of freedom in what I was doing. I also got to learn a lot about DITA CMS, DITA XML, Adobe Photoshop and Adobe Illustrator through this task. I really enjoy learning new skills.

The clean-up tasks are kind of repetitive and tedious. I can see that it is necessary work and will save time in the future, however, it is very boring work. This is my least favorite task that I have done so far.

Through my internship so far, I think I could be successful in doing this kind of work professionally. Ted said that I am getting the work done quickly, efficiently, and well. This gives me confidence that I could do this job. I am really enjoying the work that I am doing, which also makes me believe that I would be successful at this job.

Although I am doing well at this job, I do not think this is what I want to do for my career. I could be successful, but I think this kind of work would get tedious to me after a while. It might help if I was more familiar with the subject matter that I am working with. Overall, I am really enjoying my internship. I am learning a lot of new skills and gaining invaluable experiences through my work.