



Jumpstart New Hire Guide

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NMTG Documentation Group

<http://wwwin-nm.cisco.com/ops-updater/index.cfm?ID=183>

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Objective v

Document Organization vi

Getting Started 1-1

Working with Your Mentor 1-2

Obtaining Your Access Badge 1-2

Getting General Payroll Information 1-3

Understanding Emergency Procedures and Security Information (Dial x 51111) 1-3

Touring the Buildings 1-4

Meeting Co-workers 1-4

Enrolling in Training 1-4

Securing Your Workspace 1-4

Configuring Your Cube 1-5

Obtaining Reference Material 1-5

Getting Connected 1-6

Adding Yourself to Email Aliases 1-6

Bookmarking Important URLs 1-6

Familiarizing Yourself with the Desktop 1-6

Tools & Resources 2-1

Communication Tools 2-2

Microsoft Outlook 2-2

Meeting Maker 2-3

Netscape Communicator and Internet Explorer 2-3

Documentation Tools 2-3

ClearCase 2-4

Distributed Defect Tracking System 2-4

Document Publishing Center 2-4

Documentation Schedule Database 2-4

Documentum/CCIM 2-4

Engineering Document Control System 2-5

FrameMaker 2-5

WebWorks 2-5

WinZip 2-5

[Documentation Process](#) 3-1

[Cisco Survival Tips](#) 4-1

[Important Cisco Acronyms](#) A-1



Before You Begin



Use this guide as a starting point and a reference point to help you become familiar with Cisco Systems, Inc. and the Network Management Technology Group (NMTG) documentation organization, processes, and procedures.



Objective




The *Jumpstart New Hire Guide* is intended to help new hires become familiar with Cisco and, more specifically, with the NMTG documentation group. It's also intended as a reference tool for anyone requiring a centralized information source regarding NMTG processes, procedures, and resource tools.




This guide is only one of the components that constitute the NMTG Mentoring Program. Other components include:

- The Mentor—A valuable resource assigned by your manager to help you transition to Cisco methods and style, to help you navigate Cisco's information repositories, to provide guidance, and to serve as a role model
- Jumpstart Quick Reference—A quick reference card with checklists and at-a-glance resource tables your mentor uses to navigate and gauge the mentoring progress
- Mentoring Program Delivery Process—The implementation of the Mentoring Program, which includes assigning a mentor, mentoring the new hire, following the Jumpstart Quick Reference to-do checklists, and establishing an “end” point



Document Organization

The *Jumpstart New Hire Guide* is organized as follows: 

- Chapter 1: [Getting Started](#)—Describes the tasks required to ramp up.  
- Chapter 2: [Tools & Resources](#)—Provides lists and descriptions of the tools you'll use.
- Chapter 3: [Cisco Survival Tips](#)—Provides helpful hints. 
- Appendix A: [Important Cisco Acronyms](#)—Provides lists and definitions of frequently-used acronyms.



Getting Started

Getting started in the NMTG Documentation Group involves completing various tasks. Table 3-1 outlines a process for managing these tasks and provides a functional, chronological approach to help you complete these initial tasks.

More information is included in the following sections:

- [Working with Your Mentor](#)
- [Securing Your Workspace](#)
- [Getting Connected](#)

Use Table 3-1 as a checklist to gauge your progress.

Table 1-1 Accomplishments Checklist

First Week	
Attend New Hire Orientation.	<input type="checkbox"/>
Obtain your access badge.	<input type="checkbox"/>
Identify your Human Resources payroll and benefits contact online.	<input type="checkbox"/>
Review emergency procedures and security issues.	<input type="checkbox"/>
Tour the buildings.	<input type="checkbox"/>
Meet your co-workers.	<input type="checkbox"/>
Define your training objectives with your manager.	<input type="checkbox"/>
Configure your cube.	<input type="checkbox"/>
Set up your phone with voice mail.	<input type="checkbox"/>
Collect your office supplies.	<input type="checkbox"/>
Obtain reference material.	<input type="checkbox"/>
Configure Eudora Pro Email.	<input type="checkbox"/>
Explore Meeting Maker.	<input type="checkbox"/>
Configure Netscape Communicator and Internet Explorer.	<input type="checkbox"/>
Add important bookmarks (Netscape and Internet Explorer) and familiarize yourself with them.	<input type="checkbox"/>
Familiarize yourself with the NT desktop.	<input type="checkbox"/>
Meet with your manager to discuss expectations and goals.	<input type="checkbox"/>

Table 1-1 Accomplishments Checklist (continued)

First Month	
Receive project assignment and meet with your project lead.	<input type="checkbox"/>
Locate your public and private folders on the network.	<input type="checkbox"/>
Add yourself to project and group aliases.	<input type="checkbox"/>
Attend one-on-one meetings with your manager.	<input type="checkbox"/>
Enroll in appropriate training courses.	<input type="checkbox"/>
Review the documentation process.	<input type="checkbox"/>

Working with Your Mentor

Your manager will assign a mentor to help you navigate Cisco's most information repositories and quickly find answers. As a mentoring program participant you'll be brought up to speed quickly on standard tools, and processes used in the group. This mentoring process will "end" when you feel confident to work and learn independently.

Your mentor will help you ramp up by assisting you with some important "getting started" details, such as:

- [Obtaining Your Access Badge](#)
- [Getting General Payroll Information](#)
- [Understanding Emergency Procedures and Security Information \(Dial x 51111\)](#)
- [Touring the Buildings](#)
- [Meeting Co-workers](#)
- [Enrolling in Training](#)

Obtaining Your Access Badge

During the new Hire orientation, access badges are issued to all regular full time and part time employees as well as interns, contractors and temporary employees.

Note the following regarding your badge:

- Wear your badge at all times while on company property.
- Display your badge photo side out on an outer garment (worn somewhere between the shoulder and the waist).
- Use the badge as an electronic card key to access Cisco's facilities.
- If you forget your badge, contact the lobby receptionist to obtain a temporary one (for that particular building only and for one day only).



Timesaver

For more Badge information go to: <http://www.in.cisco.com/wpr/sas/badging/>

Getting General Payroll Information

Payroll and benefits information is specific to the individual (exempt vs. non-exempt). Locate detailed information regarding payroll (payroll calendar), benefits and stocks, performance reviews, purchasing, telecommuting on the New Hire Dashboard web site.

- Pay periods—Employees are paid biweekly on Fridays. There is a one-week time lag between the two weeks worked and the two weeks covered in the paycheck.
 - Exempt employees are automatically paid 80 hours every two weeks.
 - Non-exempt employees are required to complete a timesheet for all hours worked, including any overtime, Paid Time Off (PTO), or holidays during the two-week pay period. Submit your timesheets and PTO requests to Payroll by sending through interoffice mail by 10:00am the Monday before a payday.
- Paid Time Off (PTO)—If you plan to take time off during the pay period, submit a completed, manager-approved, PTO Request Form to Payroll. You can request time off with or without pay.
- Paycheck distribution—Paychecks are sent by U.S. Mail to your home address. To request paycheck distribution to your building, contact Payroll by email and indicate your building location.
- Direct deposit—Employees who choose direct paycheck deposit mail a check stub to their home address. To request direct deposit, send the completed Direct Deposit form to Payroll through interoffice mail or fax. Include a copy of a voided check for electronic routing and account verification.
- Payroll Information—Timesheets, PTO and Direct Deposit forms, and payroll calendars can be found in the forms area of any building or they can be printed directly from the Payroll web site.



Timesaver

For more Payroll information go to: <http://www.in.cisco.com/FinAdm/payroll/uspayroll/>

Understanding Emergency Procedures and Security Information (Dial x 51111)

The safety and health of Cisco employees are first considerations and are a critical part of every operation. Security systems include photo badge card readers, door alarms, motion detectors, and 24-hour monitoring video cameras, as well as a full time on-site (Medical) Emergency Response Team (MERT) and local Security Operation Centers (SOC). Refer to the Safety & Security website at <http://www.in.cisco.com/wpr/sas/> to report safety and security incidents.



Tip

For faster response, dial **51111** in case of an emergency, not 911.


- MERT—Comprised of Cisco employees who are trained to respond to personal injury, fire, earthquake, explosion, and hazardous material emergencies.
- SOC—Comprised of Cisco security specialists who are available 24 hours a day to provide parking lot escort, theft prevention, access badge assistance, electrical safety, and other security services.



Tip

If you plan to work alone at night or during the weekend, notify your local SOC, safetyandsecurity@cisco.com, and provide them with your phone number, location, and estimated time you plan on leaving. This will alert them to who is in the building should an emergency occur.

Touring the Buildings

Find your way around your  building as well as the surrounding buildings.


Tour your building and locate:

- Rest rooms
- Break rooms
- Office supplies
- Faxes and copiers
- Confidential bins (shredders)
- Printers
- Labs
- Interoffice mailboxes

Tour other buildings and locate:

- Cafeterias
- Mail services
- Showers
- Fitness Centers
- Company Store

Meeting Co-workers


Network, network, network! During the first few s, introduce yourself to other writers, editors, and managers in the group. Once you've been assigned a project, talk with the project lead and determine who else you'll be working with. Introduce yourself to the engineers, managers, and other writers on the project.




Note


Schedule regular one-on-one meetings with your manager immediately.

Enrolling in Training

Cisco Systems Training offers a variety of support s. Take advantage of these baseline courses once you've determined your personal development needs. In most cases, you and your manager will customize a training plan that will include additional courses.

Visit the training site for more information: <http://www.in.cisco.com/learning/> 

Securing Your Workspace

At the start of employment, a cubicle with a phone, computer, chair, and light fixtures is assigned to you. You can alter the current cubicle configuration  to create a more comfortable and functional workspace by requesting Workplace Resources services.

Setting up your workspace includes:

- [Configuring Your Cube](#)
- [Obtaining Reference Material](#)



Tip

For more information go to: <http://www.in.cisco.com/wpr/>.

Configuring Your Cube

Typical cube setups at Cisco are 8x10 and 8x8 with center lines that house all power and data infrastructure with side panels that act as dividers. This set-up allows for easy reconfiguration to meet employees' needs. Refer to Workplace Resources for more information.

Use Table 3-3 as a checklist for verifying basic cubicle components.

Table 1-2 Cubicle Checklist

Chair	<input type="checkbox"/>
Computer / PC, monitor, keyboard, and mouse	<input type="checkbox"/>
Lights	<input type="checkbox"/>
Phone Quick Reference Guide	<input type="checkbox"/>
Recycle basket	<input type="checkbox"/>
Shelving	<input type="checkbox"/>
Wastebasket	<input type="checkbox"/>

Obtaining Reference Material

You'll frequently use various reference tools. Verify that you have these items before beginning your projects.

Use Table 3-4 as a checklist for the reference materials you might use.

Table 1-3 Reference Material

Item Description	
<i>The Chicago Manual of Style</i>	<input type="checkbox"/>
<i>Cisco Systems Corporate Style Guide</i>	<input type="checkbox"/>
<i>Cisco Systems Documentation Template Handbook</i>	<input type="checkbox"/>
Desktop Reference Guide	<input type="checkbox"/>
<i>Internetworking Terms and Acronyms</i>	<input type="checkbox"/>
<i>Merriam-Webster's Collegiate Dictionary</i>	<input type="checkbox"/>

Getting Connected

After you've successfully logged on to your system and your email, take advantage of communication and information tools available to help you stay current and "connected" by:

- [Adding Yourself to Email Aliases](#)
- [Bookmarking Important URLs](#)
- [Familiarizing Yourself with the Desktop](#)

Adding Yourself to Email Aliases

An alias, or mailing list, is a group of email addresses categorized by function. By creating an alias mailing list, you can send messages to a group rather than enter each address separately. Mailing list information, maintenance, and services are provided by Engineering Services (ES). A web interface is available through the Engineering Services Mailer.

A few alias accounts are automatically created as part of the new hire process, but you'll want to add yourself to project-specific and group-specific aliases. Talk with your manager, mentor, and project lead to ensure that you're a member of all the necessary aliases.

Bookmarking Important URLs

Cisco's intranet is a valuable tool for efficiently accessing resources, information, forms, services, and systems. You'll use these resources frequently.

Familiarizing Yourself with the Desktop

Take time to familiarize yourself with the NT desktop:

- Customize the desktop.
- Create directories and folders.
- Create shortcuts.
- Peruse the bookmarked web sites.
- Configure Eudora Pro and Meeting Maker.



Note

Though not required, you might want to install ConnectOnline PC Backup to do regular backups of your PC data. Ask your system administrator to install it.



Tools & Resources

You'll depend on these communication, documentation, and telecommuting tools on a daily basis, so learn the most important features by enrolling in specific Cisco training, performing the online tutorials, and asking your co-workers for help.

The tools are categorized by function and detailed in the following sections:

- [Communication Tools](#) (see [Table 2-1](#))
- [Documentation Tools](#) (see [Table 2-2](#))

Use the following tables to find training, location, and contact information on the various tools.

Table 2-1 *Communication Tools*

Tools	Information Sources	Local Contact
<i>Microsoft Outlook</i> —Cisco's standard application for reading and sending email	<ul style="list-style-type: none">• Desktop Reference Guide	Sonia Siegmund (sys admin) Email: siegmund@cisco.com Phone: (408) 525-4906
<i>Meeting Maker</i> —Cisco's group scheduling tool	<ul style="list-style-type: none">• Desktop Reference Guide	
<i>Netscape Communicator</i> —Web browser used to access to the Cisco Employee Connection (CEC) and <i>Internet Explorer</i> —Web browser	<ul style="list-style-type: none">• Desktop Reference Guide	

Table 2-2 Documentation Tools

Tools	Information Sources	Local Contact
<i>Distributed Defect Tracking System (DDTS) and CDETS</i>	<ul style="list-style-type: none"> • http://wwwin-dtrp.cisco.com/ • http://wwwin-eng.cisco.com/Eng/IOSTech/DDTs/DTRP-Dev/CDETS-FAQ.pdf 	
<i>Document Publishing Center (DPC)</i>		dpc@cisco.com
<i>Documentation Schedule Database (DSD)</i> —Online project scheduler	<ul style="list-style-type: none"> • http://wwwin.cisco.com/it/cdc/dsd/index.shtml 	
<i>Documentation/CCIM</i> Hard copy document version control tool		
<i>Engineering Document Control System (EDCS)</i>	<ul style="list-style-type: none"> • http://wwwin-eng.cisco.com/Eng/CntlSvcs/InfoFrwk/GblEngWWW/Public/gold-index.html 	Pam Pattullo Email: pamp@cisco.com Phone: (408) 526-5881
<i>FrameMaker</i> —Hard copy documentation authoring tool	<ul style="list-style-type: none"> • Templates are at: http://wwwin.cisco.com/techdoc/doctools/template/index.shtml 	Sonia Siegmund (sys admin) Email: siegmund@cisco.com Phone: (408) 525-4906
<i>WebWorks</i> —Single sourcing tool	<ul style="list-style-type: none"> • Your manager 	
<i>WinZip</i> —File archiving tool	<ul style="list-style-type: none"> • http://wwwin-download.cisco.com/index.htm 	

Communication Tools

You'll use the following communication tools to send and receive email, schedule meetings, and locate other Cisco team members.

- [Microsoft Outlook](#)
- [Meeting Maker](#)
- [Netscape Communicator and Internet Explorer](#)

Microsoft Outlook

[Microsoft Outlook](#)—Cisco's standard application for reading and sending email. Each computer at Cisco comes pre-configured with Outlook. Your email account is created as part of the new hire process and your account information is sent to your manager.

Meeting Maker

Meeting Maker—Cisco's group scheduling tool allows you to maintain your personal calendar, keep a prioritized to-do list, and arrange meetings with other Meeting Maker users on the Cisco network. You'll use Meeting Maker on a daily basis to schedule meetings with others and respond to meeting proposals from others. Your Meeting Maker account is created as part of the new hire process and your account information is sent to your manager.

Netscape Communicator and Internet Explorer

Netscape Communicator—Web browser used to access the Cisco Employee Connection (CEC) and **Internet Explorer**—Web browser are standard Cisco browsers. You'll use either one, or both, to access the Cisco Employee Connection (CEC). The CEC is your starting point for accessing all of Cisco's extensive internal web resources, including the Cisco Directory Quick Search—the Cisco online people search guide for Cisco employees.

Some areas on the intranet require account information. Use your email account username and password.

Documentation Tools

The documentation process requires the use of many tools with many functions, such as documenting, versioning, scheduling, format converting, and publishing. You will determine, with your manager and project lead, which additional tools you might use.

Typically, you'll use the following tools:

- ClearCase
- Distributed Defect Tracking System
- Document Publishing Center
- Documentation Schedule Database
- Documentum/CCIM
- Engineering Document Control System
- FrameMaker
- WebWorks
- WinZip



ClearCase

ClearCase—Online documentation version control tool is a software system that helps automate the tasks required to write, release, and maintain online help documents. You'll use ClearCase to check in online help files.

ClearCase functionality includes:

- Version Control—ClearCase tracks changes to **every** file in your project (source code, documentation, bitmaps, project notes, tools, even directory structures).
- Work Area Management—ClearCase helps you manage the files and directories that you use in day-to-day development work.
- Build Management—ClearCase helps you manage the building of libraries and executables. It enables users across a network to share both the files created by builds and the source files that go into builds.
- Policy Control—ClearCase helps you define and enforce your organization's software development policies and procedures.

Distributed Defect Tracking System

Distributed Defect Tracking System (DDTS) and CDETS is a UNIX software database package that tracks and manages problems and enhancement requests throughout the life of a hardware or software product. You'll use DDTS to track caveats, bugs, in documents, or enter new information (in conjunction with ClearCase). DDTS allows you to enter caveat information into a report.

As of **September, 2003**, NMTG is working with the new tool called CDETS. For more CDETS information, go to:

http://www.in-eng.cisco.com/Eng/IOSTech/DDTs/DTRP-Dev/DTRP_Pilot_User_Support.html

Document Publishing Center

Document Publishing Center (DPC) offers photocopying, binding, binder assembly, laminating transparencies, tabs, color copies. You'll use the DPC to make copies of documents for reviews.

Documentation Schedule Database

Documentation Schedule Database (DSD)—Online project scheduler is the online system used to schedule writing projects. You'll use DSD to create a schedule for your document and alert other departments that are involved with the product.

It's vital that each writer and project lead keep the schedule current since everyone involved with the project and Bill Of Materials (BOM), including the NMTG editors, relies on the schedule for timely shipment.

Documentum/CCIM

Documentum/CCIM—(Cisco Connection InfoManager) Includes Documentum Workspace client and the Documentum web client. You'll use the Workspace software program to store versions of documents in the Documentum database. You'll use the Web-interface to publish your documents to the web.

CCIM functionality includes:

- Document database—Stores documents and their attributes, maintains version control, and ensures that only one person can “check out” and work on a document at one time.



Note

To maintain version control, *never* update a document without “checking” it out first.

- Auto indexing—Documents are “linked” to particular indices within Cisco Connection Online (CCO), the public web site. From the index, an end user can access a document by simply clicking the link.
- Publishing—Documents are published to a web site or to CD-ROM. FrameMaker documents are converted to HTML and PDF if required.

Engineering Document Control System

Engineering Document Control System (EDCS) is a software infrastructure for storing versions of documents. You can locate all department, project, and process documentation within the EDC framework. You’ll use EDC to obtain your project engineering specs, plans, and requirements.

EDCS is used by engineering as a database for all specs, test plans, program plans, and documentation plans. Writers submit project documentation plans to EDC, but generally use EDC as an information resource.

FrameMaker

FrameMaker—Hard copy documentation authoring tool used to create, write, and distribute documents. You’ll use FrameMaker, along with the Cisco FrameMaker templates, to author hard copy documents.



Note

Use the standard 8.3 naming convention to ensure FrameMaker files map correctly to CCIM.

WebWorks

WebWorks—Single sourcing tool is a software tool that converts FrameMaker files to other formats. You’ll use WebWorks when single-sourcing a project. That is, you’ll create the files in FrameMaker, then use WebWorks to convert FrameMaker files into HTML files.



Note

Ask your manager if you’ll need WebWorks and how to obtain it.




WinZip

WinZip is a tool that simplifies working with Zip and other archive files. Archives are files that contain other files, and Zip files are the most common archive format. The files in an archive are compressed. WinZip uses the term “Add” to mean “compress files and add them to an archive.” “Extract” means

“decompress files in an archive, creating separate files on a disk.” You’ll use WinZip to compress (and extract) large files. “Zipping” large groups of files saves space and makes copying, storing, and distributing documents easier and faster.



Documentation Process

For a copy of the latest NMTG Documentation Process please open    [EDCS-423332](#)



Cisco Survival Tips

Collectively, your co-workers (some with many years experience) have shared their “survival” tips to help you get the most out of your working environment. Use [Table 4-1](#) to “check” your survival skills.

Table 4-1 Survival Tips Checklist

Ramp Up	
Meet with your mentor and discuss the “ramp up” process.	<input type="checkbox"/>
Review your business unit’s organizational chart, goals, and mission.	<input type="checkbox"/>
Develop, with your manager, goals and expectations for your Three-Month Performance Review.	<input type="checkbox"/>
Meet with your manager to develop a personalized training plan.	<input type="checkbox"/>
Participate in the <i>Cisco Networking and Basic</i> courses.	<input type="checkbox"/>
Familiarize yourself with the websites and tools.	<input type="checkbox"/>
Schedule time to meet with your co-workers.	<input type="checkbox"/>
In General	
Meet with your manager regularly.	<input type="checkbox"/>
Actively manage your own career and professional development.	<input type="checkbox"/>
Attend the quarterly company and ELB meetings; it’s a great way to stay current and learn more about key successes and challenges.	<input type="checkbox"/>
Stay organized and manage your time and resources based on priorities and key NMTG directives.	<input type="checkbox"/>
Find and use process documents. If there are none where there should be, create one.	<input type="checkbox"/>
Volunteer for projects that interest you.	<input type="checkbox"/>
Stay current on email. Email is the primary form of communication at Cisco.	<input type="checkbox"/>
Respond to voicemail and email on the same day you receive them.	<input type="checkbox"/>
Backup your work on a regular basis.	<input type="checkbox"/>
Use email filters to save time.	<input type="checkbox"/>
Ask a lot of questions.	<input type="checkbox"/>
Network, network, and network some more.	<input type="checkbox"/>




Important Cisco Acronyms

Table A-1 contains acronyms commonly used at Cisco.



Table A-1 Important Acronyms

Acronym	Meaning
BIO	Business Information Online
BOM	Bill Of Materials
BU	Business Unit
BRC	Business Reply Card
CCIM	Cisco Connection Information Manager
CCO	Cisco Connection Online
CDS	Central Documentation Services
CEC	Cisco Employee Connection
DDTS	Distributed Defect Tracking System
DPC	Document Publishing Center
DSD	Documentation Schedule Database
ECO	Engineering Change Order
ECS	Engineering Computer Services
ELB	Enterprise Line Of Business
EOM	End Of Message
ESPP	Employee Stock Purchase Plan
FRC	Facilities Response Center
GEM	Great Engineering Methodology
NMTG	Network Management Technology Group
NPiE	New Product Introduction Engineer
OTO	Out Of The Office
OSI	Open System Interconnect
PTO	Paid Time Off
PRD	Product Requirements Definition
RCN	Release Change Notice

TAC	Technical Assistance Center
TRC	Technical Response Center
WAC	Working At Cisco 
WAH	Working At Home



A

access badge [1-2](#)

aliases [1-6](#)

B

badge

See access badge

C

cafeterias [1-4](#)

CCIM

See Documentum

CEC [2-3](#)

Cisco Employee Connection (CEC) [2-3](#)

Cisco Systems Corporate Style Guide

See reference material

Cisco Systems Documentation Template Handbook

See reference material

ClearCase

description of [2-4](#)

configuring

cubicle [1-4](#)

cubicle

checklist [1-5](#)

configuring [1-4](#)

D

DDTS

description of [2-4](#)

support [2-2](#)

training [2-2](#)

Desktop Reference Guide

See reference material

dictionary

See reference material

direct deposit [1-3](#)

Distributed Defect Tracking System

See DDTS

Documentation Schedule Database

See DSD

Document Publishing Center (DPC) [2-2, 2-4](#)

Documentum

description of [2-4](#)

downloading [2-2](#)

support [2-2](#)

training [2-2](#)

DSD

description of [2-4](#)

downloading [2-2](#)

support [2-2](#)

training [2-2](#)

E

EDCS

description of [2-5](#)

support [2-2](#)

training [2-2](#)

email

See aliases

emergency [1-3](#)

Engineering Document Control System

See EDCS

Eudora Pro

downloading [2-1](#)
support [2-1](#)
training [2-1](#)

F

fitness center [1-4](#)
FrameMaker
 description of [2-5](#)
 downloading [2-2](#)
 support [2-2](#)
 training [2-2](#)

I

Internet Explorer [2-3](#)
 support [2-1](#)

M

mailer
 See aliases
mail services [1-4](#)
Medical Emergency Response Team (MERT) [1-3](#)
Meeting Maker [2-3](#)
 downloading [2-1](#)
 support [2-1](#)
 training [2-1](#)
mentor
 definition of [v](#)
 program [v](#)

N

Netscape [2-1](#)
Netscape Communicator [2-3](#)
 downloading [2-1](#)
 support [2-1](#)

training [2-1](#)

P

payroll
 direct deposit [1-3](#)
 forms [1-3](#)
 paid time off (PTO) [1-3](#)
 paycheck distribution [1-3](#)
 pay periods [1-3](#)
PTO [1-3](#)

R

reference material
 Chicago Manual of Style [1-5](#)
 Cisco Systems Corporate Style Guide [1-5](#)
 Cisco Systems Documentation Template Handbook [1-5](#)
 Desktop Reference Guide [1-5](#)
 Internetworking Terms and Acronyms [1-5](#)
 Merriam-Webster's Collegiate Dictionary [1-5](#)

S

schedule
 payroll [1-3](#)
security [1-3](#)
Security Operation Centers (SOC) [1-3](#)
style guides
 See reference material
support
 tools [2-1](#)

T

templates
 FrameMaker
 See reference material

timesheets [1-3](#)

tools [2-1](#)

communication

See Internet Explorer

See Meeting Maker

See Netscape Communicator

documentation

See ClearCase

See DDTs

See Documentum

See DPC

See DSD

See EDCS

See FrameMaker

See WebWorks

training

enrollment [1-4](#)

W

WebWorks

description of [2-5](#)

support [2-2](#)

Workplace Resources [1-4](#)

writing

process [3-1](#)

tools

See tools, documentation

