IX New Hire Training Logbook

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| ***Module 1: The Adventure of Technical Communication***  ***L1: Mapping the journey***  ***L2: Defining Technical Communication***  ***L3: Audience, Audience, Audience***  ***L4: The language of technical writing***  ***L5: The Role of the Technical Writer at VMware*** | **Start date:**  **15th November 2021**  **16th November 2021**  **16th November 2021**  **17th November 2021**  **17th November 2021** | **Completion date:**  **15th November 2021**  **16th November 2021**  **16th November 2021**  **17th November 2021**  **17th November 2021** |

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| **Date:** | **Progress notes:** | **Outstanding questions/issues:** |
| **15th November 2021** | Completed L1.  I got introduced to my training program and reviewed my training curriculum.  **Main challenge of the day:**  It took me time to get accustomed to my responsibilities since it was my first day at work.  **Highlight of the day:**  I got really excited to embark on this journey, work on my skills and learn more about technical writing. |  |
| **16th November 2021** | Completed L2.  This lesson gave me a better understanding of what technical communication is. It gave me an insight into the vast world of this field – there are so many professions that are connected to it.  **Main challenge of the day:**  The Treasure Hunt Exercise that I had at the end of the lesson challenged me to find new resources to boost my knowledge.  **Highlight of the day:**  My research on technical communication blogs, books and conferences broadens my horizons and motivates me more for my future work as a technical writer. I cannot wait to learn more about different technologies I can use. |  |
| **16th November 2021** | Completed L3. It was an interesting lesson that made me think about the target audience of VMware. I read more about user stories – how they are created and whom they cater to. Some questions popped up in my mind.  **Main challenge of the day:**  It is not easy to write concisely.  **Highlights of the day:**  I realized that you need to understand your audience well to create information products that cater to them. | Is there something specific about the target audience of VMware?  How do you write a good user story? |
| **17th November 2021** | Completed L4.  It took me some time to comprehend all the concepts, principles, and standards from this lesson. Some of them such as minimalism, structured content and content lifecycle were new to me.  **Main challenge of the day:**  It will take some time to grasp information on all these terms.  **Highlights of the day:**  I gained a lot of knowledge that will be crucial for my career. |  |
| **17th November 2021** | Completed L5.  I have completed the first module. I learned a lot of things about technical communication, the responsibilities that a technical writer faces and the technical ladder at VMware in terms of this position. |  |

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| ***Module 2: The Craft of Writing for a Technical Audience***  ***L1: Technical information 101***  ***L2: DITA 101***  ***L3: The IX toolchain 101***  ***L4: DITA 102***  ***L5: Authoring in the IX Toolchain***  ***L6: The IX toolchain 102*** | **Start date:**  **18th November 2021**  **22nd November 2021**  **24th November 2021**  **26th November 2021**  **26th November 2021**  **30th November 2021** | **Completion date:**  **22nd November 2021**  **24th November 2021**  **25th November 2021**  **29th November 2021**  **30th November 2021**  **1st December 2021** |

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| **Date:** | **Progress notes:** | **Outstanding questions/issues:** |
| **18th November 2021** | Started L1.  I have read articles about Minimalism in documentation and Topic-Based Writing and book snippet that covers Topic-Based Writing in DITA. I will need some practice in separating content by type and avoiding redundant information.  **Main challenge of the day:**  I have a lot of recourses to read from. I hope that I will be given more examples.  **Highlights of the day:** |  |
| **19th November 2021** | Continued L1.  The videos about information quality were very well made. There were a lot of examples which I could benefit from.  **Main challenge of the day:**  I hope I will be able to follow the practices I learned about today in the future.  **Highlights of the day:**  Technical writing follows a lot of guidelines. I am grateful that I am given time to develop my skills. |  |
| **22nd November 2021** | Completed L1.  I have submitted all exercises. I am waiting for feedback from my mentor. The IX editorial guidelines are an immense help.  **Main challenge of the day:**  It is hard to point out what is wrong with a sentence when there are no obvious grammar mistakes.  **Highlights of the day:**  I will have to go through my work after I finish it when I start writing more. |  |
| **23rd November 2021** | Continued L2.  I received feedback from my mentor on the first exercise from L1. I did the second exercise. I am now learning more about DITA.  **Main challenge of the day:**  The questions from the exercise were tricky.  **Highlights of the day:**  I had an interesting discussion with my manager and mentor about markup languages and DITA. |  |
| **24th November 2021** | Completed L2.  This lesson gave me insight into what DITA is and how it is used.  **Main challenge of the day:**  There are a lot of aspects about technical writing – writing concisely and clearly, following guidelines, applying the right tag. |  |
| **24th November 2021** | Started L3.  I have successfully installed Publication Manager and oXygen. I still do not know how to use them properly.  **Highlights of the day:**  I am expecting it will take time to learn how to use these tools. |  |
| **25th November 2021** | Continued L3.  I had a beneficial meeting with my mentor. We talked about tagging and the IX toolchain. He did a little demo of Publication Manager and oXygen.  **Main challenge of the day:**  There is a problem with my user rights so I could not try out the tools myself.  **Highlights of the day:**  I am glad I am making progress in my training. |  |
| **26th November 2021** | Started L4.  I now have access to the Training folder from the Publication Manager. I created some topics and a map. I have learned to put tags on different types of topics.  **Main challenge of the day:**  These tools were new to me so it will take time to get accustomed.  **Highlights of the day:**  I am now putting things into practice, there is less theory now. |  |
| **29th November 2021** | Finished L4.  Continued L5.  I had a meeting with my mentor and another one with my mentor and manager. We discussed the material I learned about reusing content.  **Main challenge of the day:**  There are thingsthat I must pay attention to when I finish my training (using variables and conditions for example). |  |
| **30th November 2021** | Completed L5.  Watched two CMS (Content Management System) Basics videos. I had a few questions which I discussed with my mentor and manager.  **Highlights of the day:**  I worked a little bit with Docs Dash and viewed some of my colleagues' publications. |  |
| **30th November 2021** | Started L6.  I have already reviewed the materials about release notes. Me and my mentor have arranged meetings for tomorrow to discuss any difficulties I have. |  |
| **1st December 2021** | Finished L6.  I had meetings with my manager and mentor. I am still learning how to work with variables and conditions.  **Highlights of the day:**  I have managed to create and insert a variable in a topic and to set some conditions. |  |

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| ***Module 3: The art of getting the Information you need***  ***L1: The release process @VMware*** ***L2: Sources of Project-Specific Information***  ***L3: Playing on the x-Functional team***  ***L4: Release calls 101*** | **Start date:**  **2nd December 2021**  **3rd December 2021**  **3rd December 2021**  **3rd December 2021** | **Completion date:**  **2nd December 2021**  **6th December 2021**  **6th December 2021**  **6th December 2021** |

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| **2nd December 2021** | Completed L1.  I have read about the release process @VMware. I was not very sure of the role of the IX team in the entire process. However, my mentor and manager helped me out.  **Main challenge of the day:**  There were a lot of abbreviations in the documents I reviewed.  **Highlights of the day:**  I have a better understanding of the process and the responsibilities of the IX team. | What is the role of the IX team in the release process? (Discussed with my mentor and manager) |
| **3rd December 2021** | Started L2, L3 and L4.  I conducted an interview with a technical writer from a different business unit. I read about the R&D tools for collaboration. I will have another interview on Monday which I am looking forward to. I also have a few questions left to fill in from the tests.  **Main challenge of the day:**  Even though I understand the release process better, I still get lost from time to time.  **Highlights of the day:**  The technical writer I interviewed provided me with good advice and interesting experiences that I will never forget. |  |
| **6th December 2021** | Finished L2, L3 and L4.  I conducted an interview with another technical writer from a different business unit. I submitted the exercises from L2 and L3. I had very insightful meetings with my mentor and manager. I learned a lot of valuable information today around product and release management and R&D collaboration tools. The pieces of advice I was given are valuable.  **Main challenge of the day:**  Some of the questions in the exercises were a little bit tricky.  **Highlights of the day:**  I now know where I can find a summary of a release, where I can find information about a current or a future release. |  |

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| ***Module 4: The discipline of product research***  ***L1: You do not need a CS degree to learn a VMware product***  ***L2: Learning by testing***  ***L3: Learning from others*** | **Start date:**  **7th December 2021**  **9th December 2021**  **10th December 2021** | **Completion date:**  **8th December 2021**  **5th January 2022**  **10th December 2021** |

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| **7th December 2021** | Started L1.  I watched the Learning a New Product or Technology Video, which again emphasized the importance of putting yourself in the customer’s shoes and reviewed the Product Information sources cheat sheet.  **Highlights of the day:**  I am excited for my first product research experience. |  |
| **8th December 2021** | Finished L1.  I watched a demo from a product development team. I had an interesting discussion about the philosophy of technical writing with my mentor and manager.  **Main challenge of the day:**  I have been working on the exercise from the first lesson and that requires a lot of research about the products that our teams work on.  **Highlights of the day:**  My mentor and manager gave me a particularly good piece of advice – to write to achieve a goal. |  |
| **9th December 2021** | Started L2.  I reviewed different platforms to do product testing. I tried out hands-on-labs. I am working on the exercises from L1 and L2.  **Highlights of the day:**  I feel like many people do not realize how much a technical writer acts as a customer advocate. They really need to put themselves in the customer’s shoes. |  |
| **10th December 2021** | Finished L3. Continued L2.  I read two articles that shed some light on the communication between SME and writers. I am also doing some labs about Virtualization and Cloud Foundation SDDC Manager Operations.  **Main challenge of the day:**  It is a little hard to memorize the information from these labs.  **Highlights of the day:**  I understand the importance of good communication with engineers as this is needed to improve the quality of the documentation. |  |
| **13th December 2021** | I am doing labs on Cloud Foundation SDDC Manager Operations and VMware vSAN. I am testing the functionalities of these products.  **Main challenge of the day:**  There is a lot of information, and I am trying to make some notes.  **Highlights of the day:**  I feel like I am developing a better understanding of VMware’s products. |  |
| **14th December 2021** | I finished the vSAN and NSX-T labs. I have started the vRealize Automation lab.  **Main challenge of the day:**  I had to do a little revision of some technical terms and definitions. |  |
| **15th December 2021** | I finished the vRealize Automation lab. I am working on the vROps - Optimize vSphere Environment lab. |  |
| **16th December 2021** | I finished the vROps - Optimize vSphere Environment lab. |  |
| **17th December 2021** | I finished the VMware Troubleshooting with vRealize Log Insight lab. I had a virtual meetup with my colleagues from Sofia. It is time to relax a little for the holidays 😊 |  |
| **4th January 2022** | I am back at work. I am doing the exercise from L2 - deploying the vCenter Server Appliance by Using vTaaS and building Web Product Builds.  **Main challenge of the day:**  I have difficulties following the procedures – I get errors while deploying the environment. If I do not manage to do this task by the end of the day I will consult with my mentor. |  |

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| ***Module 5: The Magic of Managing Your Own Documentation Project***  ***L1: Documentation Project Management***  ***L2: Documentation Project Workflow***  ***L3: Mini Documentation Project*** | **Start date:**  **5th January 2022**  **6th January 2022**  **10th January 2022** | **Completion date:**  **6th January 2022**  **7th January 2022**  **24th Feb 2022** |

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| **5th January 2022** | Started L1. I read two materials about project management and the main stages in documentation product management.  **Highlights of the day:**  The technical writer must tackle different responsibilities and it is really an adventure. |  |
| **6th January 2022** | Finished L1. I completed a multiple-choice test which helped me identify the knowledge gaps I need to fill.  **Main challenge of the day:**  Some of the questions had multiple correct options which confused me. |  |
| **6th January 2022** | Started L2. I watched a video about the documentation project workflow and got acquainted with a major release checklist.  **Highlights of the day:**  There is a lot of precision in the work of a technical writer. |  |
| **7th January 2022** | Completed L2. I did a strenuous use case exercise in which I had to answer questions on tricky situations technical writers face.  **Main challenge of the day:**  There are a lot of difficulties that can arise during the process of creating documentation and it is difficult to tell how you can tackle them without being in these situations. |  |
| **10th January 2022** | Started L3. I had a discussion over my results from my previous exercises with my mentor. I am now working on a mini documentation project on my own.  **Main challenge of the day:**  It is hard to find the right documentation and sentence structure when you are doing it on your own.  **Highlights of the day:**  I received feedback that was beneficial to me. |  |
| **11th January 2022** | I am working on my mini documentation project. I am gathering resources on the RNA user guide that I am working on and writing topics.  **Main challenge of the day:**  As a technical writer, I must be looking out for various aspects of my job – delivering accurate technical information, which is following the IX guidelines, is grammatically correct and understandable for the customers. |  |
| **12th January 2022** | I finished writing the topics and structured my documentation project.  **Main challenge of the day:**  I have forgotten how to insert conrefs within a task topic. |  |
| **13th January 2022** | I got feedback from my mentor on part of my documentation project, and I am working on it. I had my weekly meeting with my manager where we discussed my progress.  **Highlights of the day:**  I am learning new things every day which I hope will help me in the future. |  |
| **14th January 2022** | I worked again on my documentation project. I restructured the content and added a topic. I also read a little bit about OKR like I discussed with my manager. |  |
| **17th January 2022** | I got more feedback on my mini documentation project which I tried to address.  **Main challenge of the day:**  It takes me a lot of time to address the feedback.  **Highlights of the day:**  I hope the work I do improves my skills. |  |
| **19th January 2022** | I did some work on my mini documentation project. I have more things to address. |  |
| **20th January 2022** | I created new topics for my mini documentation project. I will discuss the work I did these days with my mentor. |  |
| **31st January 2022** | I restructured my publication and added new topics. I addressed most of the feedback. |  |

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| ***Module 6: A Journey of Constant Learning***  ***L1: Growing Up***  ***L2: Saying “No” - When and How***  ***L3: Escalating Issues***  ***L4: Best Practices for Difficult Days***  ***L5: The Journey Continues*** | **Start date:**  **18th January 2022**  **21st January 2022**  **25th January 2022**  **26th January 2022**  **28th January 2022** | **Completion date:**  **21st January 2022**  **24th January 2022**  **25th January 2022**  **27th January 2022**  **28th January 2022** |

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| **18th January 2022** | Started L1.  I reviewed the Best Practices for Working with Senior Members of the IX Team presentation and finished two online training courses - Becoming a better Listener and How to be a Great Mentee.  **Main challenge of the day:**  The two online training courses took some time. However, there were some good pieces of advice. I will put them into practice. |  |
| **21st January 2022** | Completed L1.  I have set three goals for myself in the next months – to practice writing minimalistic content and working with the toolchain and to develop a better understanding of the target audience. |  |
| **21st January 2022** | Started L2.  I read an article about saying no to requests.  **Main challenge of the day:**  I feel like this is going to be hard for me, at least in the beginning. |  |
| **24th January 2022** | Completed L2.  I read the DARE, The power of a Graceful “No” chapter from a book by Greg McKeown. I also worked again on my documentation project. |  |
| **25th January 2022** | Completed L3.  I broadened my knowledge about escalations. The articles I read provided good examples on that topic.  **Main challenge of the day:**  Escalations seem very tricky, and you must understand when they are needed. |  |
| **26th January 2022** | Started L4.  I started reading the Competencies Best Practices. I have to make an auto-assessment of myself. |  |
| **27th January 2022** | Completed L4.  I made the auto-assessment from the Competencies Best Practices PDF file.  **Main challenge of the day:**  It is different when you put everything you have learned into practice, I hope I get better in time. |  |
| **28th January 2022** | Completed L5.  I watched the video on visual effectiveness and reviewed the presentation on writing emails. I read some good practices on writing SaaS services.  **Highlights of the day:**  I did not know that you could write EOM (end of message) in the subject line of an email so that the receiver of the email will not have to go through the email and will get all the needed information from the subject line. |  |
| **2nd February 2022** | I had a talk with my manager and learned more about setting goals. I got acquainted with the SMART goals concept. |  |