

# **Daniel Baker**

## ***My Approach to Writing and Information Design***

**What I do not generally do:** I do not necessarily wait for an SME to provide me the information on a silver platter. I know that many of them have a problem starting with a blank page. Whereas some do initiate documents efficiently and with clarity, some don't manage to get started well.

Knowing that, I develop documents as much as possible with a minimum of interview time with the SMEs, letting them review the document that is now partially developed.

**What I do generally do:** My approach to information design is to analyze the product and the experience/knowledge of the various audiences, and devise the method of conveying the information in the way that best suits the environment and needs of the audience.

I research and learn about the product thoroughly and with an eye to express user information in the most efficient manner possible. When my environment has been open to suggestion, I have devised many innovative information conveyances and formats to meet the user needs. I seek to design it in a way that will be efficient to maintain.

I obtain the information and reviews in various ways depending on the personality of the SME, and have worked with a variety of disciplines on the same project: developers, marketing, testers, always the program manager, and support technicians.

I am always grateful for feedback and criticism, wanting to make the documentation or online information reflect correct information in an efficient to read manner.

When graphic images are involved, I generally crop and manipulate them for best focus and for best fit within the document.

I am skilled with Word. I often work with quick macros to make repetitious changes through a document easy, and work with styles. I have also used Framemaker.

I am very skilled in html and Javascript, using DHTML, VBScript and asp, and advised developers on problems with html syntax and Javascript problems. I use CSS style sheets. I have completed training on XML, and am currently enhancing my skills with it.

My understanding of web page coding (VBScript, Javascript, etc.) provides an advantage with documentation: I understand functions, variables, connections, databases, commenting, linking, and other matters related to intranet/internet programming. I can read programs.

I have followed and developed writing guides for various purposes and have made documentation plans.

**On document and writing styles, templates, etc.** I am always obedient to the style guide and other requirements imposed. Where there is allowance for improved formats, I am alert for ways of designing the information or document to make it more presentable and quickly readable. I have learned the Microsoft Style Guide years ago from SDC, and adhere to its principles.