



DOC IC HackaTZon Kickoff Meeting

Presenters:

Danny Duran, Cisco Project Manager, Technical Writing

Betsy Walters, ICD Sr. Technical Writer

July 9, 2024

Agenda

1. Doc IC HackaTZon
2. Prerequisites
3. OneAccess
4. CSOne & Skills Rating
5. Creating a Doc IC SR
6. Brief Introduction to Gen AI for Technical Writing
7. Questions?



Doc IC HackaTZon

Steps to the HackaTZon

Three Articles

- Bring 3 ideas or 3 articles that you wrote on your own.
- Create Doc IC SR for each article.
- The Title of each SR must begin with **HTZ:07:2024**

Reviews

- First: Technical Leader/SME Review.
- Second/Final Review: TW Review.
- You cannot be your own reviewer.

Publication

- To qualify as a Self-Publisher, you must author and publish to Cisco.com 3 original articles.
- The Tech Writers show you how to publish your articles.
- Your writing needs to improve over the course of the HackaTZon.

Finish Prerequisites.

- CSone access. Tech Zone access
- Select skills in CSone and then rate each skill.

Presentations

- Attend 3-Day HackaTZon presentations.
- Get copy of slide deck & HackaTZon User Guide.
- Both have important information and helpful links

July HackaTZon 2024

- Begin the SR title with **HTZ:07:2024**. *If it doesn't* it will not be submitted to the queue for TW review and publishing.
- Use the CSOne cases to track your participation, so your time is completely accountable.
- You *cannot* request SP until you are selected to be an SP by the HackaTZon committee.

Self Publisher Requirements



The requirements for being selected for the SP role are:

- **Attend** all 3 presentations over the 3-day HackaTZon event. There are two presentations each day, but you **must** attend one presentation a day.
- **Demonstrate** that you know how to move your Doc IC SR Case through the CSOne publication stages.
- A Technical Leader or Expert **reviews** and **approves** all 3 of your articles.
- You **must** make the **corrections** and **changes** the Tech Writer indicates in your article.
- Your writing should **improve** during the HackaTZon. In other words, learn from your mistakes, correct them, and try not to repeat them.

Any questions?



Prerequisites

Prerequisites



These prerequisites must be completed before the first day of the HackaTZon event. This presentation goes over how to do each of these:

- Go to OneAccess and request access to CSOne and Tech Zone.
- Go to CSOne and setup this technology package: **Global Doc IC Creation** package.
- In CSOne, in the Global Doc IC Creation package, select and rate these skills: **CREATION_IC_DOCUMENT & IC_EVALUATION**
- Create a Doc IC SR for each of your articles and move the SR in CSOne.

OneAccess

OneAccess / Tech Zone

- [Cisco's OneAccess Request Tool](#) is where you request access to Tech Zone or CSOne or other Cisco sites and tools.
- You must have attempted to visit Tech Zone at least once prior to requesting access before it is granted.
- For more information about access and requesting access and tools, see the article, [Managing User Roles via OneAccess*](#).

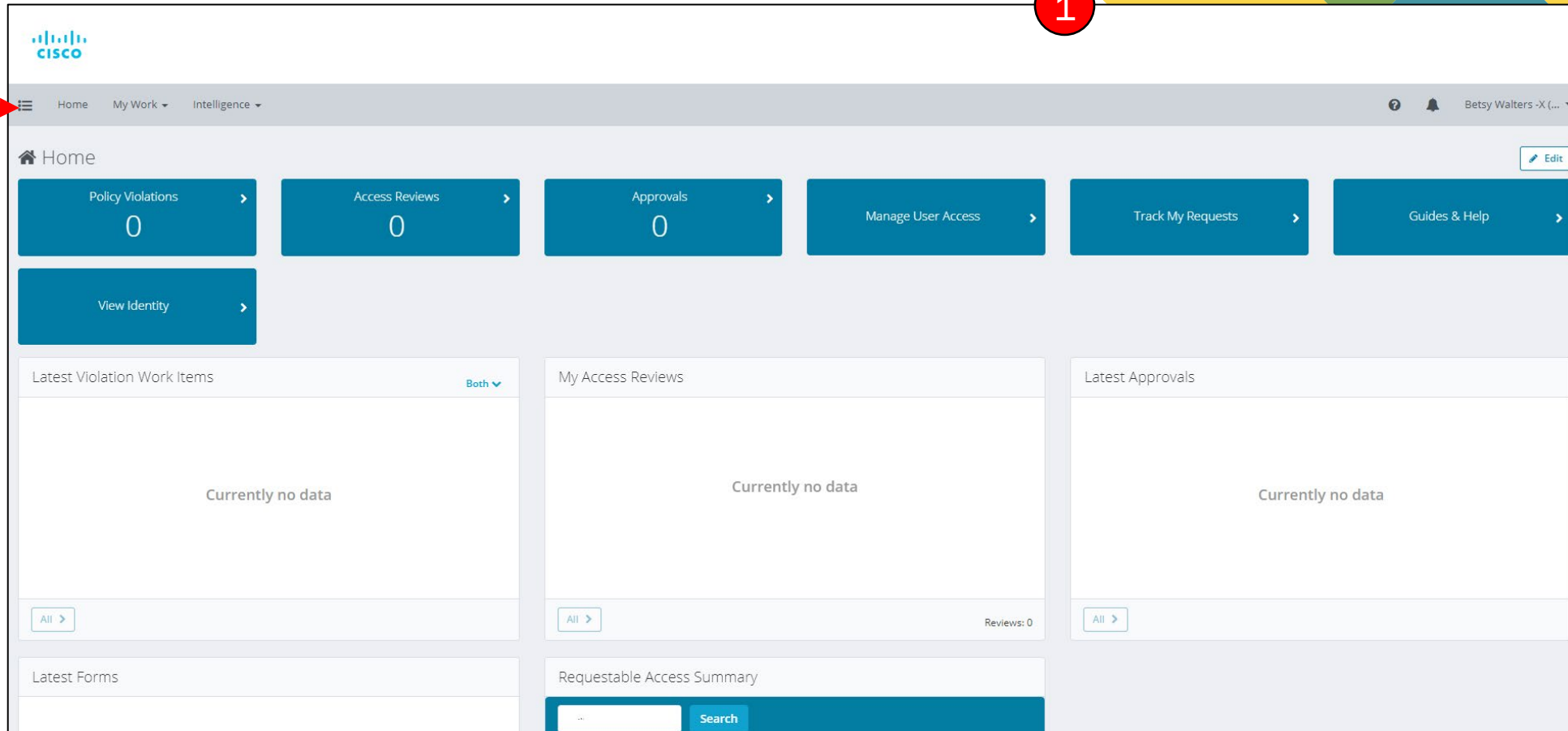
* Very helpful article.

OneAccess Requests

To request access to Cisco tools, roles, and sites such as CSOne:

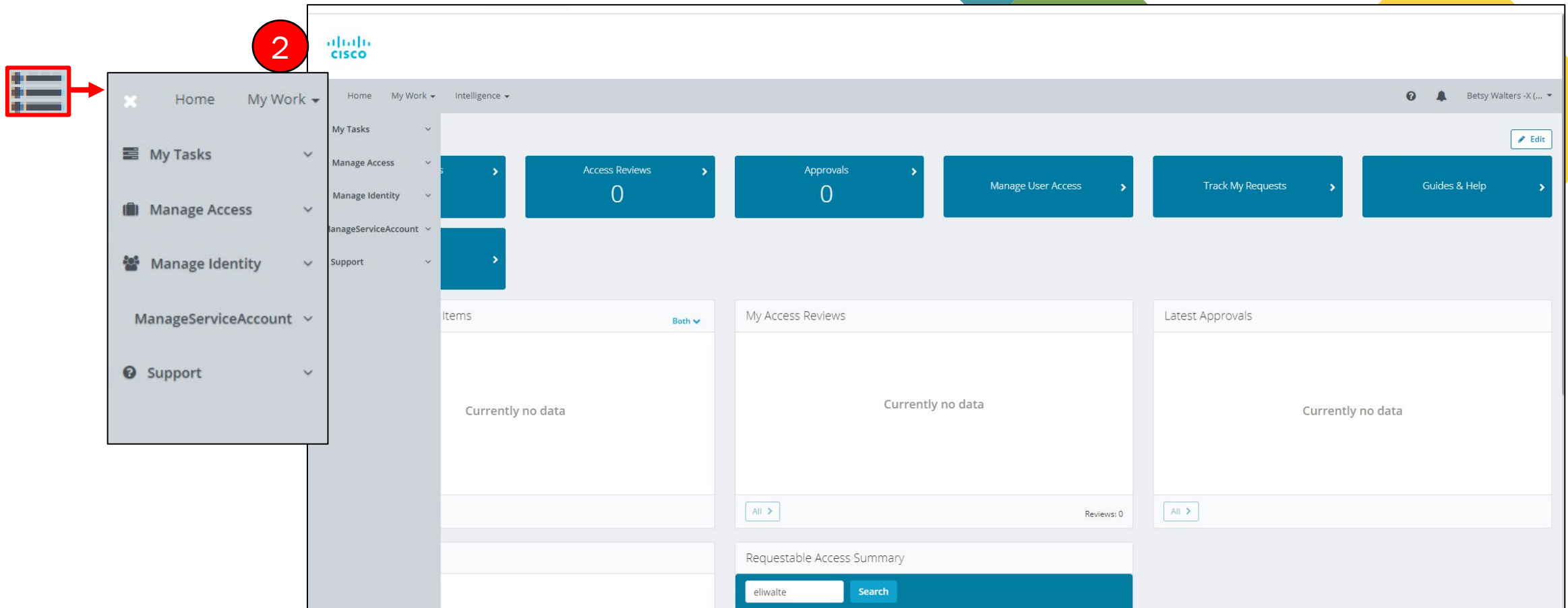
1. Click the link: <https://oneaccess.cisco.com/home.jsf> to display the OneAccess home page.

Menu



The screenshot displays the OneAccess home page. The top navigation bar includes the Cisco logo and tabs for 'Home', 'My Work', and 'Intelligence'. A red circle with the number '1' is positioned in the top right corner. The main content area features a 'Home' header with an 'Edit' button. Below this is a row of six blue cards: 'Policy Violations' (0), 'Access Reviews' (0), 'Approvals' (0), 'Manage User Access', 'Track My Requests', and 'Guides & Help'. A 'View Identity' card is also present. The bottom section contains three large white panels: 'Latest Violation Work Items', 'My Access Reviews', and 'Latest Approvals', each displaying 'Currently no data'. At the bottom, there are sections for 'Latest Forms' and 'Requestable Access Summary' with a search bar.

OneAccess Requests

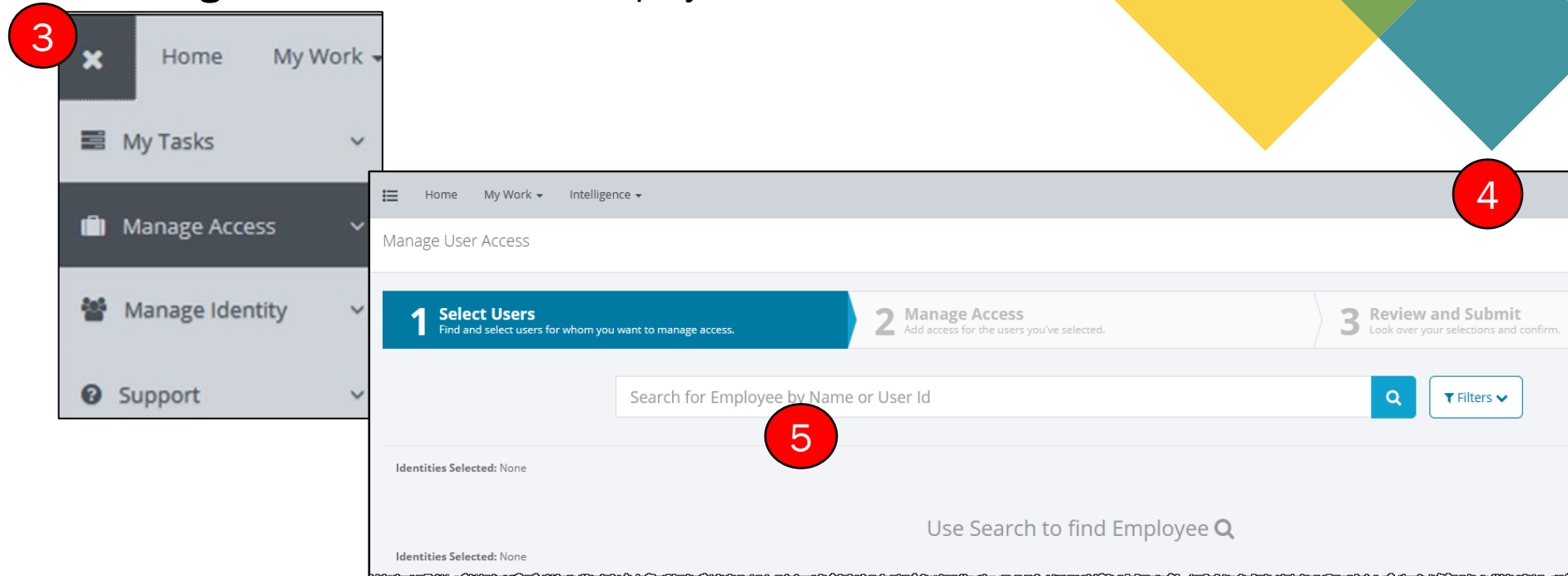


2. Click the Quick Access icon in the upper left corner of the screen to display the left-side menu.

OneAccess Requests

3. From the **Manage Access** menu, select **Manage Access**.

4. The **Manage User Access** screen displays.

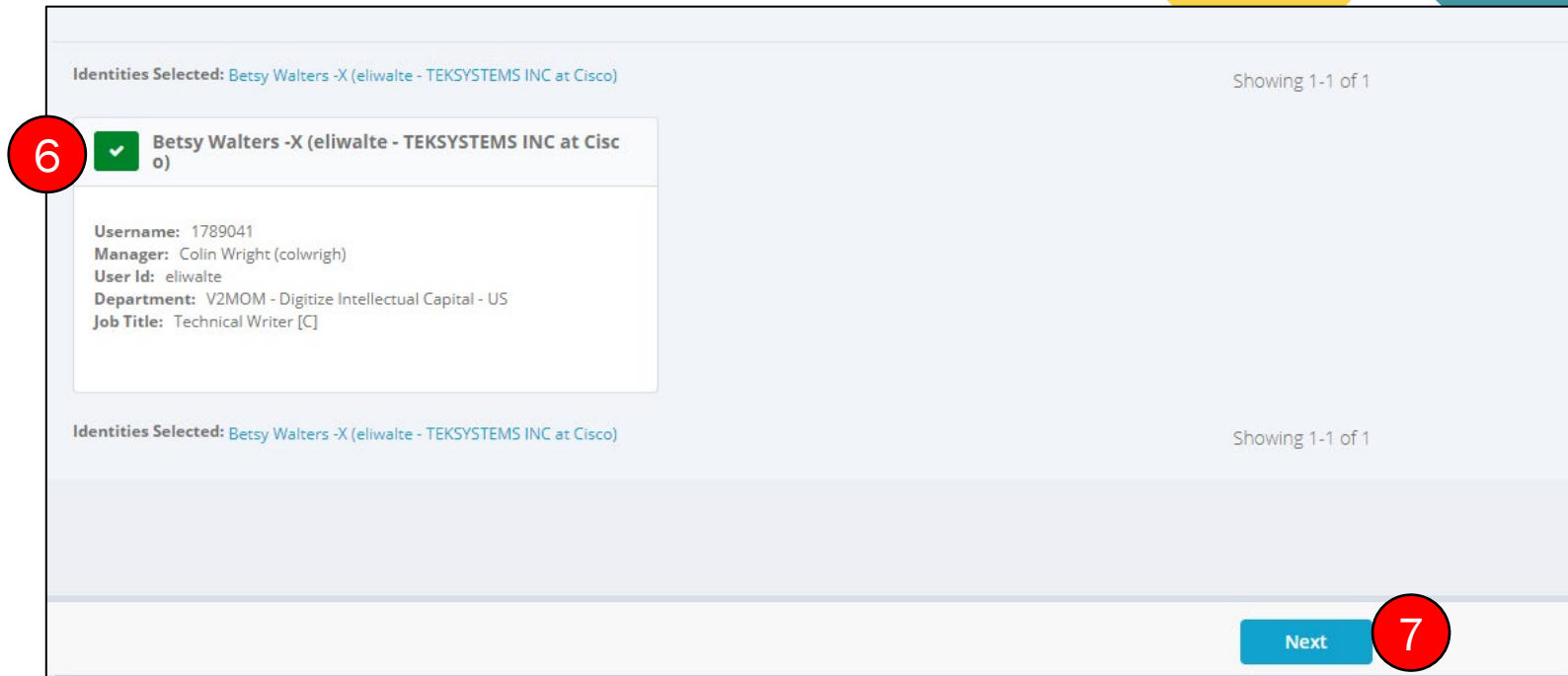


5. Enter your employee username (id) in the center text box and click the search icon.



OneAccess Requests

6. When the search results display, click the check box  next to your name.
7. Near the bottom of the window, click **Next**. 



The screenshot displays the OneAccess Requests interface. At the top, it shows "Identities Selected: Betsy Walters -X (eliwalte - TEKSYSTEMS INC at Cisco)" and "Showing 1-1 of 1". Below this, a search result is listed with a green checkmark icon and the name "Betsy Walters -X (eliwalte - TEKSYSTEMS INC at Cisco)". To the left of this result is a red circle with the number 6. Below the name, a box contains the following details: Username: 1789041, Manager: Colin Wright (colwright), User Id: eliwalte, Department: V2MOM - Digitize Intellectual Capital - US, and Job Title: Technical Writer [C]. At the bottom of the interface, there is a "Next" button and a red circle with the number 7.

Identities Selected: Betsy Walters -X (eliwalte - TEKSYSTEMS INC at Cisco) Showing 1-1 of 1

 Betsy Walters -X (eliwalte - TEKSYSTEMS INC at Cisco)

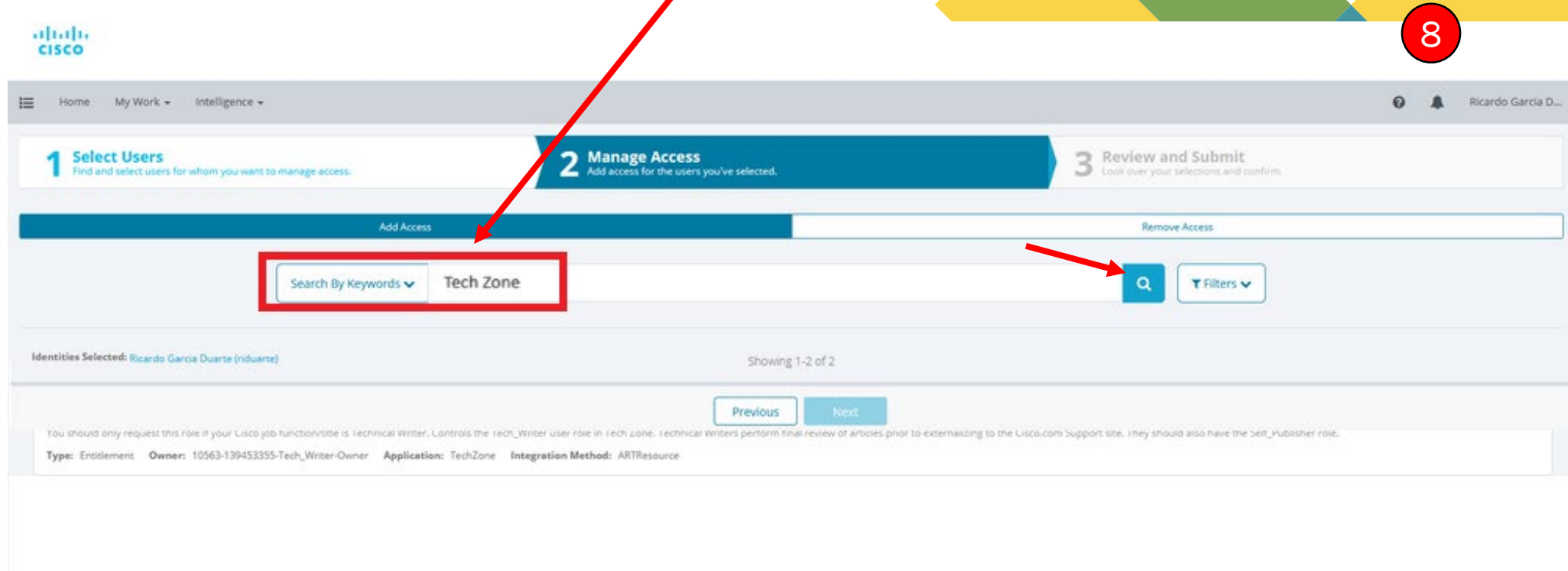
Username: 1789041
Manager: Colin Wright (colwright)
User Id: eliwalte
Department: V2MOM - Digitize Intellectual Capital - US
Job Title: Technical Writer [C]

Identities Selected: Betsy Walters -X (eliwalte - TEKSYSTEMS INC at Cisco) Showing 1-1 of 1

Next

OneAccess Requests

8. When the next screen displays, click in the text box, enter Tech Zone and click the search icon.



The screenshot shows the Cisco OneAccess interface. The top navigation bar includes 'Home', 'My Work', and 'Intelligence'. The main content area has three steps: '1 Select Users', '2 Manage Access' (highlighted), and '3 Review and Submit'. Below the steps, there is a search bar with the text 'Tech Zone' and a search icon. A red arrow points from the instruction text to the search bar. Below the search bar, there is a section for 'Identities Selected' showing 'Ricardo Garcia Duarte (riduarte)'. At the bottom, there is a table with details about the request.

Type	Owner	Application	Integration Method
Entitlement	10563-139453355-Tech_Writer-Owner	TechZone	ARTRResource

OneAccess Requests

9. When the search results display, click the check box next to **Tech Zone Access** and click **Submit**.

9

Manage User Access

1 Select Users
Find and select users for whom you want to manage access.

2 Manage Access
Add access for the users you've selected.

3 Review and Submit
Look over your selections and confirm.

Identities Selected: James Dunk -X (jdark - TEKSYSTEMS INC at Cisco)

Add Access 1

☒ Tech Zone Access

Most people only need this resource, so please consider carefully before requesting others. Controls the TZ Access user role in Tech Zone, which is required to access to the application. You (or whomever you request this resource for) must visit techzone.cisco.com before requesting this resource, otherwise provisioning will fail.

Type: Entitlement Owner: 10563-300039438-Tech Zone Access-Owner Application: TechZone Integration Method: ARTRResource

Previous Cancel Submit

10. The request is submitted to your manager for approval.

CSOne & Skills Rating

CSOne

Ensure you have access to the **Global DOC IC** package in CSOne so you can select the package and rate these skills:

- IC_CREATION_DOCUMENT
- IC_EVALUATION

➤ If you do not have access to CSOne, you need to request it from OneAccess.

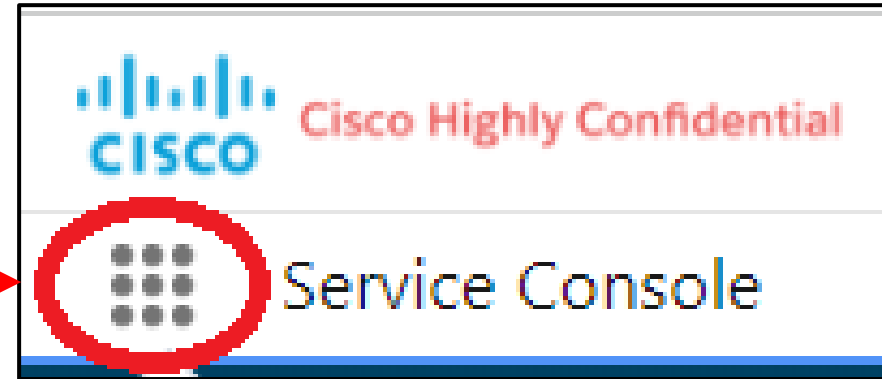
To select the **Global DOC IC** package:

1. Navigate to CSOne:

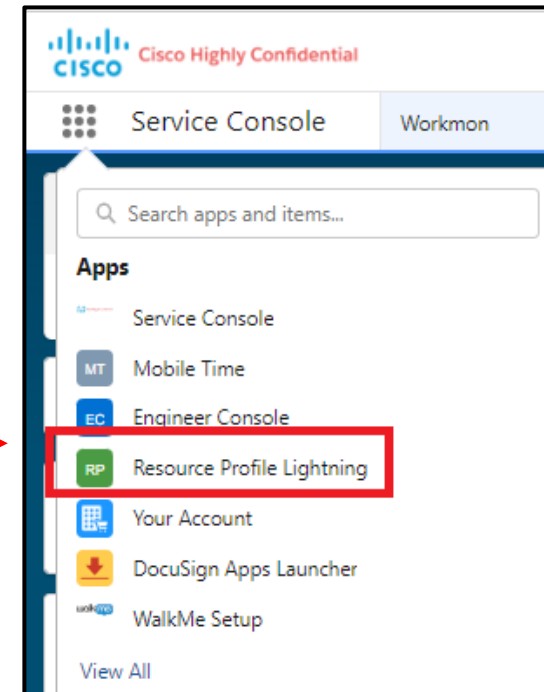
<https://csone.lightning.force.com/lightning/n/Workmon>

CSOne

1. Click the **App Launcher** icon.



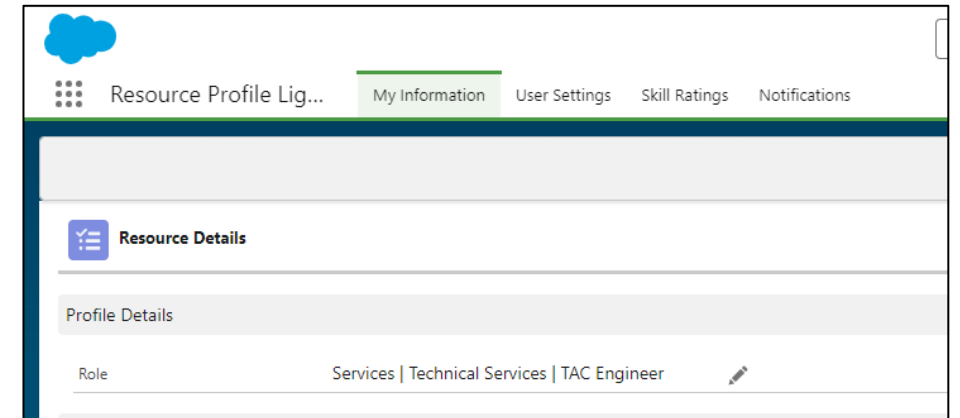
2. Select **Resource Profile Lightning** from the drop-down list:



CSOne Package Selection

3. Select the first tab at the top of this page.

It is called **My Information**.



4. In the **Specialized Packages** section (near the bottom of the same page), select the **Subscribe to Specialized Package(s)**.

Specialized Packages										
Subscribe to Specialized Package(s) Unsubscribe from Package(s) Skill Rating										
<i>Subscribe to Specialized packages and Rate your skills in the packages</i>										
Package Name	Package Group	Package Owner	Description	Is Primary	All Skills	Rated Skills	Skills Pending Approval	Saved Skills	Newly Added Skills	Unrated Skills
☒ Global Doc IC Creation	TS Package	Colin Wright	Single Skills Package for all teams ...	☒	320	138	5	0	320	177

CSOne Package Selection

5. This opens the **Skill Packages** window.

6. Under the heading **Package Group**, check the box next to **TS TAC**.

Package Group
☐ TS TAC
☐

7. Then enter *Global Doc IC Creation* in the right-hand search field and click **Search**.

CSOne Package Selection

- In the bottom section of Specialized Packages, click the **Global Doc IC Creation** folder.
- This opens the **Skills Rating** page.
- Make sure the package name is **Global Doc IC Creation**.
- In the Skill section, open the folders underneath Global Doc IC Creation.
- Open subsequent folders until you see a list of skills:

Skill	View Scale	Current Rating	Proposed Rating	Recall
Global Doc IC Creation				
Tech, Sub-Tech, Problem Code	1.5 TECHNICAL SERVICES			
Enterprise Routing Platforms	1.5 TECHNICAL SERVICES			
Content Creation - Enterprise Routing Platforms (DO NOT USE FOR SR ROUTING)	1.5 TECHNICAL SERVICES		0 0 1 0 2 3 4 5	
IC_CREATION_DOCUMENT	1.5 TECHNICAL SERVICES		0 0 1 0 2 3 4 5	
IC_CREATION_VIDEO	1.5 TECHNICAL SERVICES		0 0 1 0 2 3 4 5	
IC_EVALUATION	1.5 TECHNICAL SERVICES	0	0 0 1 0 2 3 4 5	
IC_PUBLICATION	1.5 TECHNICAL SERVICES	5	0 0 1 0 2 3 4 5	
IC_REVIEW	1.5 TECHNICAL SERVICES		0 0 1 0 2 3 4 5	

CSOne Skill Rating

IC_CREATION_DOCUMENT	1..5 TECHNICAL SERVICES		☐ 0 ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5
IC_CREATION_VIDEO	1..5 TECHNICAL SERVICES		☒ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
IC_EVALUATION	1..5 TECHNICAL SERVICES	0	☐ 0 ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5
IC_PUBLICATION	1..5 TECHNICAL SERVICES	5	☒ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
IC_REVIEW	1..5 TECHNICAL SERVICES		☒ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Skills

Ratings

- From the scale on the right-hand side, toggle a number level you are comfortable with for these skills:
 - IC_CREATION_DOCUMENT
 - IC_EVALUATION
- Do this under each folder category.
- You can use the **Search & Rate Skills** button to search for a rate one skill in each folder as a batch. Then do multiple skills ratings. See next slide.

Example of Search Results

Skill Search

Select Package

Global Doc IC Creation

IC_CREATION_DOCUMENT

Clear

Search

Search results (64)

Saved Skills (0)

Skill	Current Rating	Proposed Rating
Tech, Sub-Tech, Problem Code>Application Centric Infrastructure>Content Creation - Application Centric Infrastructure (ACI - SSPT IC_CREATION_DOCUMENT		
Tech, Sub-Tech, Problem Code>Application Networking Services>Content Creation - Application Networking Services (DO NOT USE FOR SR IC_CREATION_DOCUMENT		
Tech, Sub-Tech, Problem Code>Application-Oriented Networking>Content Creation - Application-Oriented Networking (DO NOT USE FOR SR IC_CREATION_DOCUMENT		
Tech, Sub-Tech, Problem Code>ATM>Content Creation - ATM (DO NOT USE FOR SR ROUTING)> IC_CREATION_DOCUMENT		
Tech, Sub-Tech, Problem Code>Broadband Aggregation and DSL>Content Creation - Broadband Aggregation and DSL (DO NOT USE FOR SR ROUTING)> IC_CREATION_DOCUMENT		
Tech, Sub-Tech, Problem Code>Broadband Cable>Content Creation - Broadband Cable (DO NOT USE FOR SR ROUTING)> IC_CREATION_DOCUMENT		
Tech, Sub-Tech, Problem Code>Cisco Catalyst Center (Formerly Cisco DNA Center)>Content Creation - Cisco DNA Center - On-Prem (DO NOT USE FOR SR ROUTING)> IC_CREATION_DOCUMENT		
Tech, Sub-Tech, Problem Code>Cisco Video>Content Creation - Cisco Video (DO NOT USE FOR SR ROUTING)> IC_CREATION_DOCUMENT	0	
Tech, Sub-Tech, Problem Code>Cloud and Hybrid Products>Content Creation - Cloud and Hybrid Products (DO NOT USE FOR SR ROUTING)> IC_CREATION_DOCUMENT		

Close

Save

Submit

CSOne Skill Rating

- After rating your skills, select the **Submit** button to submit your Skills & Ratings for your manager's approval.
- You will get an email when your manager approves your request.



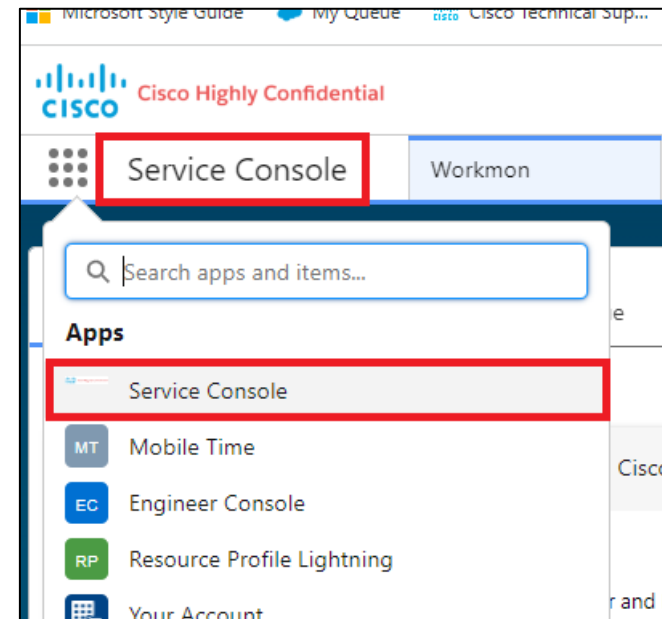
Any questions?

Creating a Doc IC SR

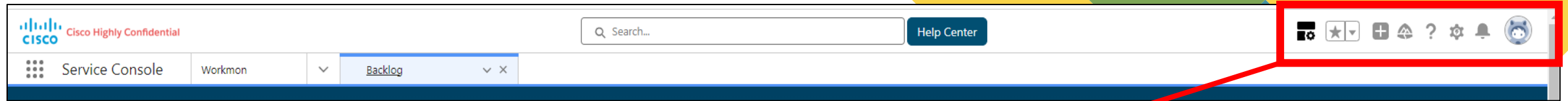
Creating a DOC IC SR Case

- You must create a Doc IC SR Case for each article you write.
- In Tech Zone, you can link the SR # to your actual article.
- To create a Doc IC SR Case:
 - Navigate to CSOne – you can be in any view, but Service Console is recommended.

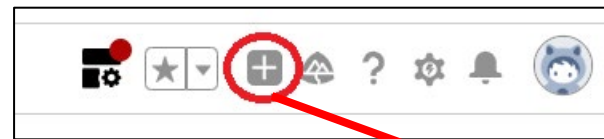
- [Video of Creating a SR Case \(circa 2022\)](#)



1. In the top, right-hand side of the Service Console screen are these icons:



2. Select the + icon.



3. The New IC Case window opens.

4. Fill in this window:

Title of your SR for the July HackaTZon, prefix your SR title with **HTZ:07:2024**

Severity stays at S4

Brief description of SR

IC Type is always DOC

Click on search icon to find and select your technology

5. Click **Create Case**.

The screenshot shows a 'New IC Case' form with the following fields and annotations:

- Title:** A text input field containing 'HTZ:07:2024 Create BGP Pathways'. A red arrow points to this field from the instruction 'Title of your SR for the July HackaTZon, prefix your SR title with HTZ:07:2024'. Below the field, it says '222 characters left.'
- Severity:** A row of five radio buttons labeled S1, S2, S3, and S4. S4 is selected. A red arrow points to this row from the instruction 'Severity stays at S4'.
- Problem Details:** A text area containing 'BGP Pathways'. A red arrow points to this field from the instruction 'Brief description of SR'. Below the field, it says '31986 characters left.'
- IC Type:** A dropdown menu with 'DOC' selected. A red arrow points to this dropdown from the instruction 'IC Type is always DOC'. The dropdown is circled in red.
- Bug Id:** An empty text input field.
- Technology/Sub-Technology:** A field with a search icon (magnifying glass) and an information icon. A red arrow points to the search icon from the instruction 'Click on search icon to find and select your technology'.
- Buttons:** 'Cancel' and 'Create Case' buttons at the bottom right.

Moving through the CSOne Publication Stages

☰

Actions

Move Forward

Documentation IC

Create Video Content

Not Digitizable

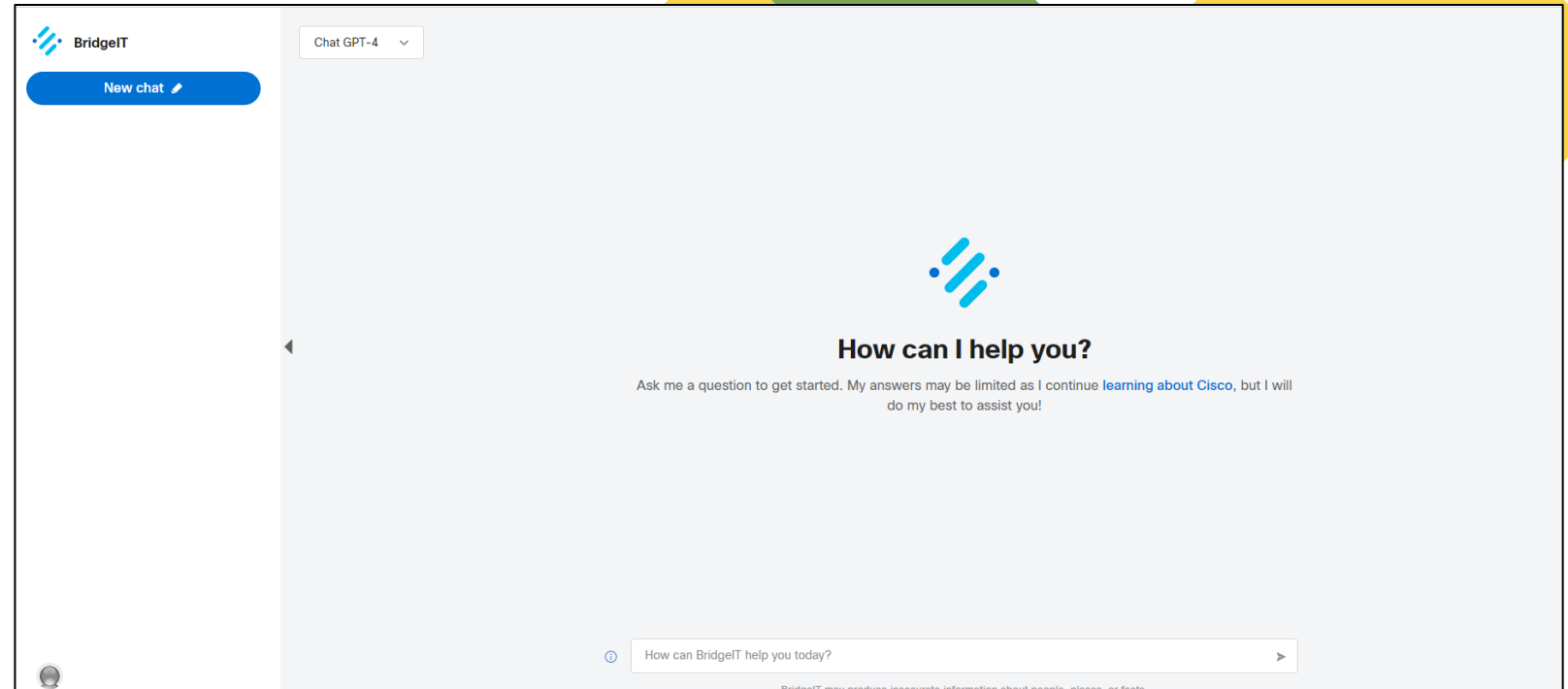
Open a Doc IC SR. Opens in Evaluation Stage.	Create an article and move SR to Documentation IC .	N/A	Select Ready for Review . Send article/SR to technical leader / reviewer.	Automatically opens in Publication .	Author makes changes.	SR automatically closes.
Evaluation Document Creation Video Creation Review Publication Closed						
			When they approve, TL selects Recommend External .	Tech Writer reviews and corrects article. Sends review, comments, and corrections to the author.	TW selects Published External and publishes article to Cisco.com.	

Use the **Actions** field to **Move SR Forward** through the publication stages.

Gen AI for Technical Writing

Introducing Bridget IT and Gen AI

- **BridgetIT** is Cisco's Gen AI tool. It is built on Chat GPT-4. But you can use it with Chat GPT-3.5 as well.
- **BridgetIT's** knowledge database is up to 2023. 2024 data has not been integrated into BridgetIT yet.
- **BridgetIT** is a tool that can assist you in your writing or other queries.

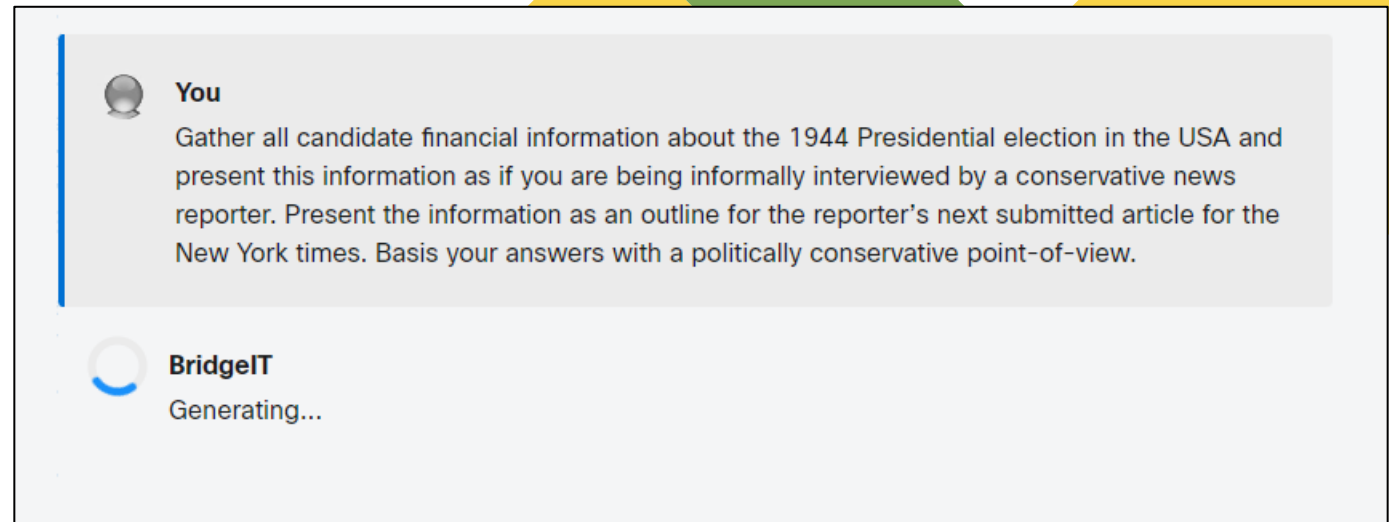


****Do not expect BridgetIT to produce a final, polished article for you.****

Introducing Gen AI and Tech Writing



- You must still adhere to Cisco writing standards and the CCW alerts in the Tech Zone and the standards for Cisco.com.
- Use it as a tool to get started on our article or to gather research for your article.
- You still need to check BridgeIT's output for grammar, spelling, punctuation errors, and incorrect information.



****Learn how to write clear and detailed prompts.****

HackaTZon and Gen AI



- **DO NOT copy/paste** materials from BridgeIT directly into your HackaTZon article.
- A Gen AI/BridgeIT workshop is being planned.
- See the [Doc IC HackaTZon](#) site for updates.

 **You**

Gather all candidate financial information about the 1944 Presidential election in the USA and present this information as if you are being informally interviewed by a conservative news reporter. Present the information as an outline for the reporter's next submitted article for the New York times. Basis your answers with a politically conservative point-of-view.

 **BridgeIT**

Title: "Examining the Fiscal Frontline of 1944: The Economy of Elections in Wartime America"

Introduction:

- Set the scene of the 1944 election amidst the backdrop of World War II.
- Highlight the conservative interest in responsible fiscal management and transparency, even during a national crisis.

I. FDR's Financial Juggernaut: A Closer Look

A. The Democratic Fundraising Machine

1. The consolidation of power through New Deal policies and its effect on campaign contributions.
2. The alliance between labor unions and the Democratic Party, questioning potential quid pro quo.
3. Examination of big donor contributions to FDR's campaign and the potential influence on policy.

B. The New Deal Coalition's Financial Reach

1. Scrutiny of the diverse coalition's financial motivations and expectations.
2. The relationship between federal relief programs and political donations.

BridgeIT may produce inaccurate information about people, places, or facts.

The Team

Doc IC Tech Writers / Presenters



David Frain

Senior Technical Writer



Danny Duran

PM, Technical Writing



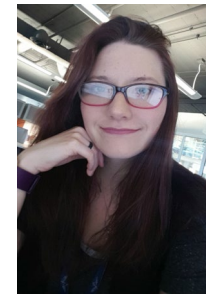
Freda Schmitt

Senior Technical Writer



Betsy Walters

Senior Technical Writer



Rachell Hayes

Senior Technical Writer



Any
Questions?
Comments?
Suggestions?



For more information about any of these Tools, don't hesitate to ask an ICD Tech Writer for help.



Sharpen Your Writing Skills

The **Sharpen Your Writing Skills** workshop is presented this Thursday, July 11, 2024, at 8 am CDT / 10 am EDT.

This workshop gets you ready to write your Tech Zone articles. It also helps you brush up on grammar and punctuation standards as well as Cisco publication guidelines.

We'll see you there!

See you at the HackaTZon!