

Robert Anselmi
45 New York St. #5. Dover, New Hampshire 03820
Phone: 603 512-4636 E-mail: tojo@chainstyle.com Website: www.chainstyle.com

PROJECTS

Projects outlined below represent work completed at Daylight Software.

CBT (Computer-Based Training)

- Goal:** Research and produce the company's first CBT to train new clients to operate the core software product.
- Solution:** Daylight Software's first complete saleable CBT. The CBT consisted of 7-modules (700 pages total. Each module consisted of 1 Demonstration: 60-70 pages and 1 Quiz: 20-30 pages.
- Steps:** Assessed and researched software tools for CBT development. Created and designed an initial 32-page storyboard, navigational layout, and 100-page course module. Created and developed all CBT content and graphics, with careful consideration for usability and navigation of interactive content. Content was retrieved from existing and new documentation. Interactive quizzes consisted of drag-and-drop, hotspots, fill-in-the-blank, multiple choice, and true/false questions as well as user feedback and scoring system.
- Tools:** DazzlerMax Deluxe 5.0, Microsoft Word, Adobe Photoshop 7.0, Adobe ImageReady 7.0, Adobe LiveMotion, SnagIt 5.0, Daylight enterprise, JavaScript, Toolbook II Instructor, Flash 5.0, RoboHelp 2000

Estimated time for completion: 2 months. Actual Development time: 7 weeks.

Help File

- Goal:** Create and develop a clear and concise Help File for distribution with core software product to meet customer contractual obligations and reduce incoming customer service calls.
- Solution:** What originated as a contract line item became a key selling point. Customers found exceptional value in the company's first completed Help File. Additionally, it was available as a standalone application for Web and CD delivery. Help File size: 40MB compiled. Approx. 2,500 raw pages. 650 topics. 750 graphics. 1,000 glossary terms.
- Steps:** Produced Help File outline and project plan. Researched and reworked existing documents, and created new documentation as needed for all content. Content comprised of software steps, procedures, navigation, release features, glossary of terms, FAQs, report samples, and administrative / technical information such as utilities, queries, installation, hardware specifications, and registry settings. Created all software screenshots, sketches, diagrams, report samples, and other graphics for content. Developed and implemented all front-end Help File components such as index, search, glossary, favorites, additional browsing sequences, and HTML/DHTML programming. Ensured content accuracy by performing steps/tests within core software product, and worked closely with all departments to update content or software as necessary. Compiled and tested Help File to ensure accurate programming logic and usability. Updated and Maintained any necessary Help File changes due to software evolution.
- Tools:** Word 2000, RoboHelp 2000 (HTML and WinHelp), Excel 2000, SnagIt 5, Adobe Photoshop 6.0, DHTML, HTML, CSS, Daylight enterprise, Lotus Notes 5.0.

Estimated time for completion: 6 months. Actual Development time: 2 months.

Corporate Standards Workbook

- Goal:** Rebuild the existing 100-page "Corporate Standards Workbook" used by customers and Daylight Trainers. The current version was incomplete and lacked a cohesive layout and style.
- Solution:** A comprehensive and condensed 60-page Workbook. Saved time and effort for both the Internal Trainers and External Customers.
- Steps:** Researched and Assessed customer and trainer use of the Workbook. Deleted, reworked, and edited all Workbook information
- Tools:** Word 2000, Photoshop 6.0

Estimated time for completion: 1 week. Actual Development time: 1 week.

Key Operator Manual

- Goal:** Create a high level technical manual for administrators of the core software *product*.
- Solution:** A flexible Administrative user guide template that could be utilized by anyone within the company to create multiple documents in whole or part for print and electronic delivery. Document Size: 150 pages. Later revised to 300 pages.
- Steps:** Researched and reworked existing documents, and created new documentation as needed for all content. Created all graphics, such as software screenshots, sketches, and diagrams for content. Created a VBA front-end user form and "update" code for document automation purposes so that users could extract necessary sections of the document as needed. Converted the document into an easy-to-use template, so multiple documents could be created on-the-fly
- Tools:** Word 2000, Word VBA, Adobe Acrobat 5.0, SnagIt 5.0, Adobe Photoshop 6.0

Deadline for completion: 4 weeks. Actual Development time: 3 weeks.

Report Manual

- Goal:** Enhance the current Report Manual for use by the Sales department as a Marketing sample pack, and for existing clients as a reference
- Solution:** A clear Report Manual consisting of sample reports and explanations on their use, features and benefits. Document size: 150 pages. Later revised to 210 pages
- Steps:** Set up, ran, documented, and troubleshoot each report within Daylight enterprise. Researched and reworked, and redesigned the existing Report Manual, and created new documentation as needed for all content. This included all graphics, such as report samples, screenshots, sketches, and diagrams
- Tools:** Excel 2000, Word 2000, SnagIt 5.0, Adobe Photoshop 6.0

Deadline for completion: 3 weeks. Actual Development time: 2 weeks.

Training and Release Notes

- Goal:** Redesign the company Release Notes to improve the system of informing the

customers about any new software features and defect fixes. The existing Release Notes consisted of a single page of one-line notes expressing what each software change was. There was a need to know how each software change worked, what steps needed to be performed to make them work, and when and why the customer should use them.

Solution: Produced two separate documents for each software release. Release Notes were abbreviated 2-3 sentence note changes used by the Sales and Marketing teams to promote the software to new clients. Training Notes mirrored the Release Notes, with an in-depth view of the functionality and benefit of each software change, supplemented with visuals and appendices. They were used for training internal staff at daylight, as well as existing customers. Document sizes: Release Notes: 20-50 pages. Training Notes: 100-175 pages. Revised semi-annually.

Steps: Researched between 700-1,500 software changes per semi-annual release through various Lotus Notes databases, reviewing new changes daily. Backed up both documents on a daily basis, implementing revision controls. Tested feature and defect fixes within the core software product to ensure software and documentation accuracy. Worked closely with Development and Quality Assurance departments. Created and edited appropriate information to be used as content, including all graphics, screenshots, sketches, and diagrams. Provided accurate and precise layout design and categorization of notes.

Tools: Lotus Notes 5.0, Word 2000, SnagIt 5.0, Photoshop 6.0, Daylight enterprise.

Deadline for completion: software release. Actual Development time: all releases met.

Standardized RFP

Goal: Create an RFP document answering a series of questions submitted by a potentially large client.

Solution: The RFP was a key factor in gaining the client contract. It was further customized for additional prospective clients. Total size-12 MB zip file comprised of 10 documents (500 pages).

Steps: Created and developed all content for the main RFP document in question/answer format. Developed all content for the supplementary appendix comprised of graphics, screenshots, sketches and diagrams. Selected, organized, and updated all content in eight supporting documents to fit the intended new customer audience, such as Hardware Specifications, Release/Training Notes, and Reporting Manual. Developed navigation throughout all documents via hyperlinks, and compiled the RFP into a single self-extracting zip file. Later work was done to develop an RFP template used by the sales team.

Tools: MS Word 2000, Photoshop 6.0, SnagIt 5.0, WinZip, Daylight enterprise, Excel 2000.

Deadline for completion: 2 weeks. Actual Development time: 2 weeks.

Daylight Templates

Goal: Standardize all documents created by internal staff.

Solution: A standard Daylight template used throughout the company. User focus could be placed on content creation instead of document layout. Layout was standardized, and efficiency increased. Management then requested other template projects. One was created for the Training and Release Notes, and one for consolidation of three separate installation documents.

Steps: Created, developed, and programmed a Word 2000 template, which standardized the Word User Interface, document layout, and document styles.

Tools: MS Word 2000, VBA

Deadline for completion: None. Actual Development time: Less than one day.

Excel / Help File Training and Documentation

Goal: Internal staff training for MS Excel 2000 and Use of the Help File.

Solution: Two training curriculums and reference documents were developed. Staff had a better grasp of Excel, and its use in conjunction with software reporting features. Staff benefited, understanding the features and importance of the new Help File in relation to the company's clients. Documents produced: 75-page document: Excel Basics; 15-page document: Using the Help File

Steps: Organized, coordinated, and led the project plans for Training in Excel 2000 basics, and Help File usage. Researched and produced training materials for Excel 2000 and Robohelp 2000. Conducted and led four training sessions with internal staff.

Tools: MS Word 2000, Excel 2000, Robohelp 2000, Photoshop 6.0, SnagIt 5.0, Daylight enterprise

Deadline for completion: Flexible. Actual Development time: 1 month.

Daylight Visual Quick Start Guide

Goal: Need was identified to provide a simple and fast way to learn main software features.

Solution: A Visual Quick Start Guide using diagrams and brief point-form notes for new users.

Steps: Gather existing information, and condense procedural steps into short, logical point-form notes. Rework screenshots into logical diagrams and charts to illustrate procedural steps in a visual format.

Tools: Word 2000, Adobe Photoshop 6.0, Robohelp 2000, SnagIt 5.0

Deadline for completion: None. Actual Development time: 3 days.