

# Technical Editing at VMware: Editing with One Voice

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# Agenda

**Who the editors at VMware are**

**What editors do**

**What the VMware editorial process achieves**

# Who Are the VMware Technical Editors?

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**The editors are a team within the Infrastructure group in TCL.**

- Evelyn Eldridge
- Louise Galindo
- Milena Martin-Arana
- Niranjana Jahagirdar
- Linda Fogel (contract editor)

# For Whom Do We Edit?

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**Technical Communications Department**

**Other VMware departments: Special projects as requested by TC management**

# What a Technical Editor Does

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## Technical Editors evaluate:

- Audience needs
- VMware Technical Communication style
- Need for consistency
- Purpose of the document
- Usability
- English language rules and conventions
- Translation and localization issues
- Technical considerations
- Formatting considerations
- Time and budget constraints
- Publishing practices (norm for our industry)

# Types of Edits

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## Edits are light, medium, or heavy.

- **Light** (8-10 pages per hour): Reviews; spot check headings, titles, pagination, and so on; and proofreading (review pages for showstoppers).
- **Medium** (4-7 pages per hour): Copyediting, correct use of product names, template use, formatting.
- **Heavy** (1, 2, 3 pages per hour): Develop content, restructure content, rearchitect content. This might not include copyediting.

**Provide editorial support, and consult and work with the Infrastructure group.**

**As part of the editing process, the editors:**

- Uncover issues that lead to the formation of new processes.
- Help to increase documentation quality through editing and architecting.
- Provide training for writers in minimalist writing and other topics.
- Are part of the process to introduce topic- and XML-based writing.

# Technical Editing Tasks

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## Technical Editors responsibilities:

- Work with User Experience (UI and UE group) to ensure quality and consistency between the product and the documentation.
- Provide editorial input on the quality of VMware documentation and access methods to the docs.
- Act as information architects to support the move to DITA.
- Familiarize new hires to VMware publications style.
- Provide support for new tools.
- Act as a liaison with the Legal and Marketing departments.
- Work with departments across the company to create an enterprise-wide Master Glossary.

# Style Guide: Guidelines for Writing Well

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## Benefits of a department Style Guide include:

- Using it as a tool for training new employees.
- Saving on costs for customer training and tech support.
- Decreasing the cost of translation by increasing consistency and reuse.
- Minimizing overall document content for clarity and savings.

# Editing Resources

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**VMware Style Guide (in process)**

**Editorial Advisory Group**

**Edit Request Form**

**STC publications and sites**

**References:**

- *The Chicago Manual of Style*
- *Read Me First!*
- *Microsoft Manual of Style*
- *Merriam Webster's Collegiate Dictionary (11<sup>th</sup>)*,  
online: <http://www.merriam-webster.com/>

Work with your editor  
*and*  
*Learn with your editor*