

Technowrites Corporate Training Case Study



McAfee (Now Intel Security)

McAfee is now part of Intel Security. Delivering proactive and proven security solutions and services that help secure systems and networks around the world, Intel Security protects consumers and businesses of all sizes from the latest malware and emerging online threats.

Client's Challenges	<ul style="list-style-type: none">• Needed to be trained on DITA, DITA Open Toolkit, and topic-based authoring as they were moving from unstructured to structured authoring.		
Training Completed	<ul style="list-style-type: none">• Training was provided at their Bangalore Office to a team of highly experienced Technical Writers. This team was responsible for writing documentation for antivirus software for retail and enterprise product.• Training included exercises on converting unstructured to structured documentation based on Topic based authoring principles.• Training also included creating topics in XMetal.		
Training Duration	16 Hours (2 days)	Training Location	Bangalore
Tool	<ul style="list-style-type: none">• DITA Open Toolkit• XMetal• Notepad		
Training Highlights	<ul style="list-style-type: none">• This was a highly customized training prepared for a highly experienced team of technical writers.		
Participant Takeaways	<ul style="list-style-type: none">• Printed booklets• Ready-to-use checklists		