

Jim Dunkerley's Technical Writing Sample Pack

This Sample Pack includes excerpts from three documents that I wrote for GE Healthcare, Milwaukee, Wisconsin.

1. The MyRESOURCES Users Guide
2. A Work Instruction for an Active Directory Administrator
3. The Go To Assist Processes and Policies Manual



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GE Healthcare Global Common Technologies myRESOURCES Users' Guide

Document Version 1.0

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GE Healthcare

Global Common Technologies

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About myRESOURCES

myRESOURCES is GE Healthcare's (GEHC's) global identity management system. myRESOURCES is a Web-based application that provides for seamless provisioning and termination of applications and worker-resources. With myRESOURCES, GEHC reduces the use of system administrative personnel, provides an alternative to non-validated systems, and is the tool of choice for audit-data controllership.

About this guide

This *myRESOURCES Users' Guide* describes the procedures associated with myRESOURCES including: customizing your myRESOURCES environment, provisioning worker resources, and provisioning hardware and system resources.

The myRESOURCES Dashboard

The myRESOURCES dashboard is myRESOURCES' default home page. The dashboard displays current system notices, pending approvals, open requests and the system availability/performance status. The dashboard can be customized as described below.

myRESOURCES Dashboard

The screenshot shows the myRESOURCES dashboard interface. At the top left is the GE Healthcare logo and the text 'myRESOURCES GE Healthcare'. On the top right, there are links for 'Bookmark myResources | Data Protection Standards | Support Central | Help' and a user greeting 'Welcome, Craig Wohl (501301304) | Logout'. Below this is a navigation bar with tabs: 'Dashboard', 'Access', 'Workers', 'Open Actions', 'Profile', and 'Tools'. The main content area is divided into several sections:

- System Notices:** A blue header with the date 'February 01, 2008' and the message 'Welcome to the new myRESOURCES!'.
- Approvals:** A table with columns 'Process', 'Target', and 'Age (days)'. It shows 'No pending approvals'.
- Open Requests:** A table with columns 'Process', 'Start Date', and 'Status'. It shows one request for 'GLView' starting on 'Feb 19, 2008 17:49 GMT' with a status of 'Pending'. Below the table is a link to 'Submit a new request'.
- Access Request Availability:** A section indicating 'Connection status is currently unavailable' with a legend for 'Available' (green dot), 'Non-standard performance' (yellow dot), and 'Unavailable' (red dot).

At the bottom of the dashboard, there is a copyright notice: 'Copyright General Electric Company 2006-2008'.

Customizing your dashboard

You can customize your myRESOURCES dashboard by setting the following options:

- The number of pending approvals that are displayed.
- The number of open requests that are displayed.
- Display or hide the approvals, requests, and access availability tables.

Additionally, you can customize your myRESOURCES system by setting the following options:

- Select an alternative myRESOURCES startup page
- Set the language that displays throughout myRESOURCES (the default language is English).

Setting myRESOURCES' start-up page

You have the option to choose the page myRESOURCES opens to when you launch myRESOURCES. The system default is the dashboard. To change the current myRESOURCES start page, follow these steps from any myRESOURCES page:

1. Click **Profile** on the navigation bar. The Profile page opens.
2. Under the General Preferences area, click the **Start Page drop-down menu** to display the available start page options.
3. Click on the **page name** that you want to set as your start-up page. The selected name will appear as the current selection in the Start Page menu.
4. Click **Update**, to activate the selection.

Setting the number of approvals that are displayed

To set the number of pending approvals displayed in the dashboard, follow these steps from any myRESOURCES page:

1. Click **Profile** on the navigation bar. The Profile page opens.
2. Under the Dashboard Preferences area, click the **Number of Approvals drop-down menu** to display the available options.
3. Click on the **number** of approvals that you want to display on the dashboard. The number will appear as the current selection in the Number of Approvals menu.
4. Click **Update**, to activate the selection.

Setting the number of requests that are displayed

To set the number of open requests that are displayed in the dashboard, follow these steps from any myRESOURCES page:

1. Click **Profile** on the navigation bar. The Profile page opens.
2. Under the Dashboard Preferences area, click the **Number of Requests drop-down menu** to display the available options.
3. Click on the **number** of requests that you want to display on the dashboard. The number will appear as the current selection in the Number of Requests menu.

GEHC Global IT Work Instruction

ADi_WIL3_DOC0332549_ADiProcesDepend.doc

GE Healthcare AD environment – Portfolio of processes and dependencies



1 Purpose

This Work Instruction (WI) provides a high-level description of the controlled processes associated with the GE Healthcare Microsoft® Active Directory® (AD) directory service that facilitates change and configuration management in Microsoft Windows Server™ 2003 and Microsoft Windows® 2000 Server. These controlled processes include:

- Creating Active Directory administrative accounts
- Authenticating Active Directory domain logons
- Maintaining network security policies

2 Scope

The following diagram shows the GE Healthcare relevant Active Directory system. Active Directory is one of the GEHC downstream, password-relevant applications that is not SSO-enabled. As such, AD clients' are authorized through GEHC's Identity Management (IdM) by submitting a unique user ID and an encrypted password.

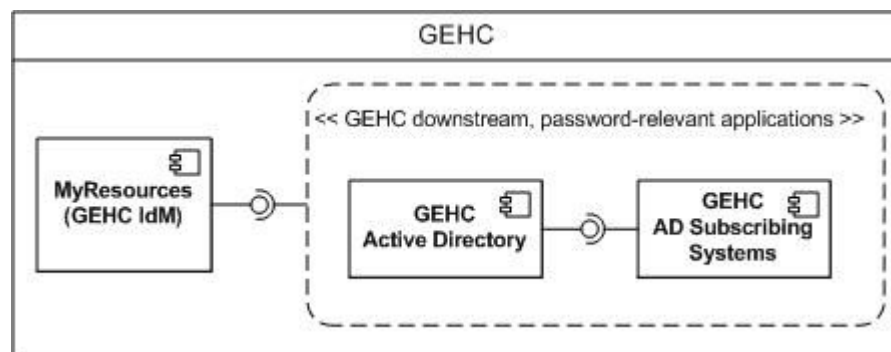


Figure 1: GE Healthcare relevant Active Directory system

The following diagram shows the system components for identity control at GE Corporate and GEHC. Some of these components are trusted systems that implement specific controls for managing the value that becomes the unique ID in the GEHC Active Directory environment. Other systems originate and maintain the password. This work instruction applies to the components identified as GEHC downstream, password-relevant applications and Active Directory (AD). In the following diagram, Active Directory is included in the component, *GEHC downstream, password-relevant applications*.

For more details about the GEHC AD's trusted systems, see Section 2.3 of this document, *Trusted Systems*.

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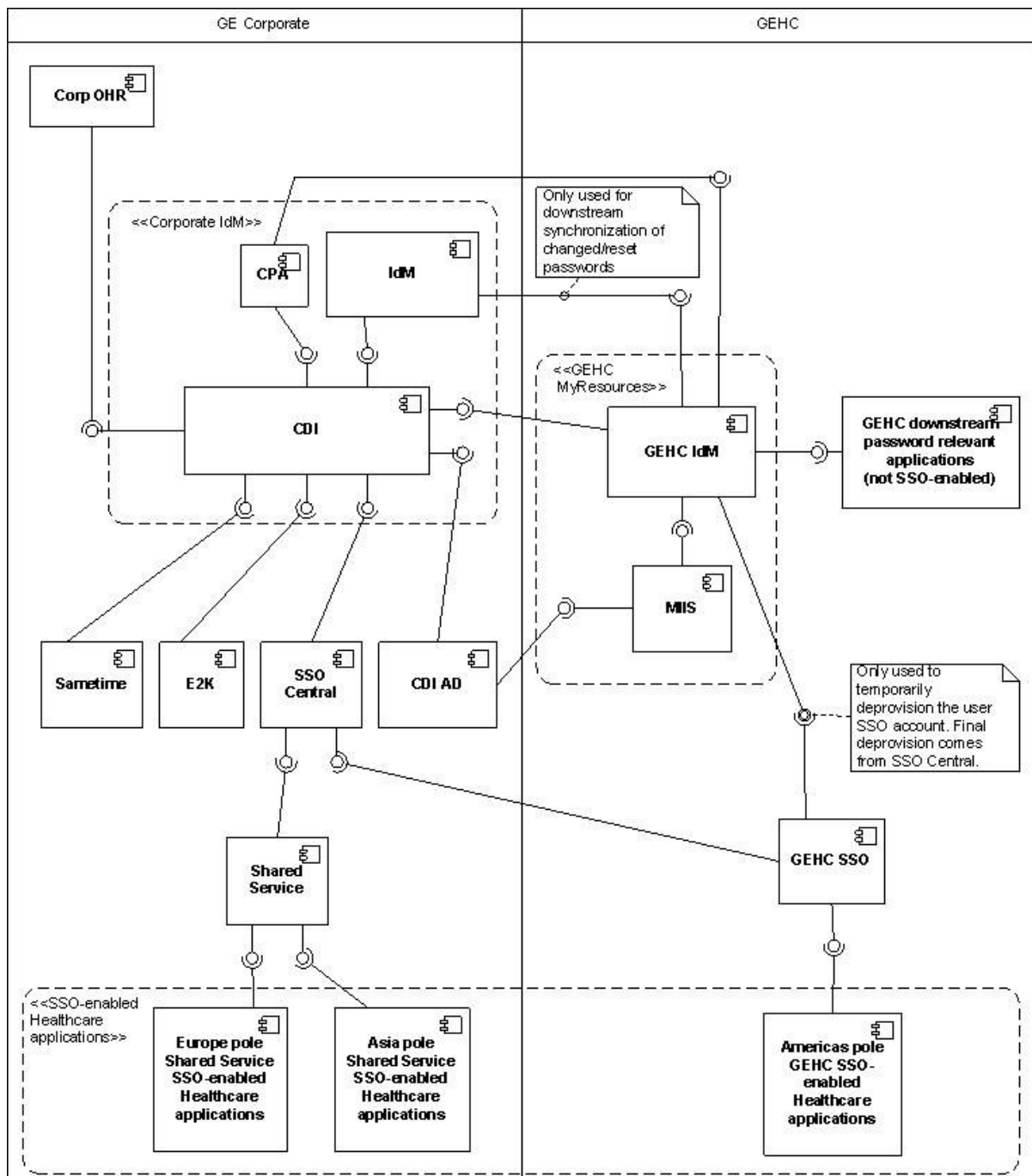


Figure 2: GE system components for identity control

The following diagram shows the system components for GEHC client PCs logging onto the GEHC Active Directory environment (domain).



GEHC Global IT Work Instruction ADi_WIL3_DOC0332549_ADiProcesDepend.doc GE Healthcare AD environment – Portfolio of processes and dependencies

2.1 GEHC Active Directory overview

Active Directory (AD) is the distributed directory service that is included with Microsoft Windows Server 2003 and Microsoft Windows 2000 Server operating systems. Active Directory enables centralized, secure management of an entire network, which might span a building; a city; or, as with GE Healthcare, multiple locations throughout the world.

2.1.1 System Description and Main Functions

In the GEHC environment, networked computers and other devices communicate over remote connections to accomplish tasks through client/server applications. Distributed environments require a central repository of information and integrated services that provide the means to manage network users, services, devices, and additional information that administrators want to store.

AD is used within the GEHC network for publishing information about users and resources within the enterprise. The company's internal directory may be accessible to employees when they are outside the company network using a secure connection such as a virtual private network (VPN) connection, but it is not accessible to non-employees.

The Active Directory environment provides facilities for:

- Backup and recovery of the AD environment.
- Machine account maintenance (moving, deleting, disabling or modifying accounts within the AD environment).
- Securing data through authentication and authorization.

GEHC's Active Directory has three, geographically based child domains: America, Asia, and Europe. This three-domain model will reduce Active Directory replication traffic, and will allow the directory to scale beyond GE Healthcare's projected growth.

The boundaries are created at the Organizational Unit level and delegated by the forest/domain owners.

2.2 GEHC Active Directory processes and controls

GEHC's Active Directory's primary processes within the GE corporate network are:

- Creating and maintaining GEHC Active Directory accounts.
- GEHC domain logon and authentication.
- Network access control.

The GEHC AD domain is exclusive to authorized GEHC workers. The term *GEHC workers*, includes GE Healthcare employees, and contingent workers. Contingent workers include: contractors, consultants, vendors, customers and any others who are authorized to access GEHC's network.

2.2.1 Creating and updating GEHC Active Directory accounts

All GE Healthcare workers' Active Directory accounts are maintained through GE corporate's Company Directory Active Directory (CDIAD). CDIAD is an Active Directory domain. All accounts in this domain are kept disabled, as CDIAD exists solely to provide a single repository to provision all of GE's business units' AD accounts.

The basic GEHC AD and CDI infrastructure is illustrated and described below.



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GE Healthcare Information Systems GoToAssist Processes and Policies Guide

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01/18/2007

GE Healthcare

Information Systems Department
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1 About Citrix GoToAssist

Citrix® GoToAssist™ (GTA) is a Web-based tool that enables GE Healthcare representatives to deliver technical support in real time. The Global Common Applications (GCT) team will use GoToAssist when manual remediation is required to deliver system updates and software patches.

During a GTA session, representatives can:

- Communicate with the customer via a chat box.
- View the customer's desktop or allow the customer to view the representative's desktop.
- Use the draw, highlight and laser pointer tools on the shared desktop.
- Share control of the mouse and keyboard.
- Use a whiteboard for real-time collaboration.
- Send and receive files.
- Use diagnostic tools to retrieve information on the status of the customer's computer.

1.1 GoToAssist's HelpAlert™

HelpAlert is a component of GTA that resides on the representative's computer and enables the representative to receive and reply to incoming customer queries. Representatives should log in to HelpAlert at the start of the business day in order to be ready to field and respond to customer requests.

1.2 GoToAssist Internal Support Tools

To assist GE Healthcare (GEHC) representatives and their customers the following internal support tools are available:

- A portal Web site on the GEHC Intranet provides up-to-date information and access to pertinent links.
- GoToAssist Training is available; contact your account manager to schedule training.
- GoToAssist Quick Reference Guide. A one-page reference sheet for GTA agents.
- E-mail templates to notify end-users about required patches and directives on how to launch GoToAssist online support.
- Problem Resolution Team Bulletins. Team members are urged to document success cases, lessons learned, and problems solved that may benefit other team members.

1.3 For more information about GoToAssist

A User Guide, Troubleshooting FAQ, and online help are available at the GoToAssist Training Resource Center:

- URL: www.gotoassist.com/training
- Login: expert
- Password: getexpert

2 GoToAssist update session: Process flow

This section describes the process flow of a typical GoToAssist update session.

The situation: A group of GEHC employees (customers) need update patches that require manual remediation by the Global Common Applications team.

1. Using one of the e-mail templates as a model, prepare an e-mail form that outlines the situation and directs the customer to go to the GEHC self-help, portal Web site.

Example e-mail form

To: <Remediation Target>

Action Required – Security patches required on your PC

Security patches help to protect your data and keep your computer running smoothly. According to our records, your computer is missing one or more important patches. Using a new tool called GoToAssist™, we can update your computer remotely, at your convenience.

GoToAssist, a remote-access technology, enables us to remotely view and share control of your computer to install patches. You maintain shared control of your PC during the session and may stop at any time by clicking the “Disconnect” button. We encourage you to initiate the connection at your earliest convenience, preferably within the next couple of days.

It's easy:

- 1) Go to <http://remotesupport.med.ge.com>. Agents are available Monday-Friday 9 a.m. to 4 p.m. CST.
- 2) Enter your unique code: XXXXX.
- 3) Once your code is entered, an agent will begin the patch install process.

NOTE: Before initiating the GoToAssist process, we strongly urge that you close all open applications and documents since you will be sharing your screen.

Click [here](#) to learn more about GoToAssist.

2. Through HelpAlert, generate a new connection code. Copy and paste the code into the e-mail form and send it to the customer.
3. The customer responds to the e-mail and submits the request form at the GEHC Web portal as directed.

4. The GoToAssist system handles the customer's response and assigns the request to a representative. The representative is notified via HelpAlert that there is an incoming query. At this point, the representative can respond immediately, or place the query into the Incoming Queries list to be dealt with later.
5. The representative calls the customer and delivers the basic opening that describes the process, explains GoToAssist, and answers any questions or concerns the customer may have.
6. With the customer's permission, the representative launches the screen-sharing session and the customer clicks "OK" in the GTA chat window to allow the session.
7. The representative completes the documented remediation procedure for this particular update.
8. Before ending the call, the representative encourages the customer to complete and submit the GoToAssist feedback form.
9. After ending the call, the representative fills out the resolution dialog box indicating "yes" or "no" regarding avoided escalations.
10. The representative generates a ticket with the remediated customer's name and the machine name.

Note: During the session, did you solve a new or unusual problem? Did you learn something from the session? If so, write up a brief report and share it with team members. (See Appendix B: Problem Resolution Team Bulletin Form.)

3 GoToAssist Support Agent Best Practices

The following best practices should be shared with all support agents/representatives who use GoToAssist.

Remain logged in to HelpAlert throughout the entire workday

By logging in to HelpAlert at the start of the workday, it will ensure that you have quick access to GoToAssist. It will prevent having a customer wait while you log in to HelpAlert.

Introduce the GoToAssist session with an informative opening

A successful informative opening should accomplish the following:

- Inform the customer as to how you plan to help him or her with GoToAssist.
- Describe the benefits to the customer.
- Address possible concerns that the customer may have.

For example:

"I would like to begin a screen sharing session with you. This will let me view your computer and quickly resolve your issues. You will have full control of your computer at all times during the session, and you can end the session at any time simply by clicking the Disconnect button on