English 202C
Technical Writing Samples

Cyndi Gajarsky
Spring 2007
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Reflection: English 202C

The approach I used when making decisions on topics for my writing assignments was based on the need of the information at the time. The majority of my assignments for this class has been used for multiple purposes within my work.

- The topic of Vista was chosen because I purchased a Dell XPS M2010 that came with Vista and I wanted to learn more about it. Not only did I want to know more about the topic, but I also use this as an informative guide for people who ask me about Vista.
- The e-Portfolio instructions with end user report were submitted as a secondary topic. My original topic selection was going to be “how to format an MLA style paper using Microsoft word.” I changed my mind last minute because I had to come up with a good set of instructive guidelines for the e-Portfolio design team as part of my duties on the team.
- My article adaptation was geared towards new wireless LANs because as an upcoming 2IST graduate with a networking option, I felt obligated to research about upcoming technological changes pertaining to the networking field.

Technical writing is something I was somewhat familiar with prior to the start of the class; I just built on what I already knew. Over the past few years, I have had assignments for my IST courses that involved forms of technical writing. I just wish I would have been able to take this class earlier in my program instead of my final semester. I have received A’s on the majority of my written assignments until I have reached this class. An important lesson that I recently forgotten until experiencing technical writing is the grade of an English course is based from the point-of-view of the professor for that specific course. The reiteration of this experience prior to graduation has prepared me for upcoming courses that I will be taking while I push forward in my pursuit of a four-year IST degree.
Demands for advancements in information technology have expanded over the years. It was not that long ago when being connected meant plugging in wire after wire to devices that provides access to a wide spectrum of information. Whether the information is the World Wide Web or office computers, the only means of connectivity was through cables that are unsightly and a pain to untangle.

The wave of the future seems to lean towards a wireless generation. The development of WLANs (wireless local area networks) has made room for newer innovations in the networking fields. The concept of the WLANs is to enable users to connect to local area networks through radio signals. This provides a mean to mobilize users. With equipment such as wireless compatible laptops and WLANs, users are able to take their personal office with them on the road.

Increasing speed is one issue when dealing with WLANs. Expanding speed by increasing bandwidth is how WLANs are able to jump into the next generation. Adapting to the demands of users for faster services means adopting new standards. 802.11 is the standard category for wireless networking. More common ones are 802.11a, 802.11b, and 802.11g. Now, the need of expanding to 802.11n has arisen. This standard is for high-speed Wi-Fi (Wireless fidelity). The 802.11n standard will accommodate to dual-mode phones. It supports Voice-over-Wi-Fi and cellular calls, eliminating the need for carrying multiple devices on users.

As in all fields there are standards that the technology field must accommodate in order to hold their respected and trusted level of professionalism. Best known for standardizing the
field of technology, the IEEE (Institute of Electrical and Electronics Engineers) provides assurance to companies on technological devices. Technology changes rapidly, thus there is a need for organizations like IEEE. With the cost of advancing technologies, it is nice to know that there is an organization that supports new and improving technologies.

Companies are torn between upgrading to the newer technology and staying with the older technology. Every time technology changes IT managers and system administrators have to decide if it would be in the best interest for their company to take the plunge. Cost of upgrading is not cheap. UPMC has a goal of a $300 million network convergence project converting from their older systems to systems involving Wi-Fi and cellular communications. Projects like this enables better communications between employees within that large scale medical system; enabling the medical professionals quicker response times in emergencies that in itself for a business like this is a wise investment.

Other companies like Boeing, feel that it is not worth such an investment at this time, because they completely integrated their systems to wireless when they first came out a few years ago. They already have around 3,000 wireless access points that are not compatible to the 802.11n standards. The amount they have already invested in the first round of wireless technology is still paying for itself; the need to upgrade is not of importance at this time. There is possibility for them to invest in WiMax or ZigBee, which uses technology to monitor and control temperature, lighting, and security of buildings. With possibilities like these, there really is not a need to rush in to wireless upgrades.

Another issue about the WLANs under the 802.11n standard is security. It has not been tested enough for companies to feel comfortable to risk the possible exposure of any of their documents and files pertaining to their businesses. VoIP (Voice over Internet Protocol) is still a
relatively new concept, so there could be possible security issues in dealing with that aspect of the 802.11n standard. Without the approval of IEEE on the 802.11n standard it is not logical for most companies to invest a large amount of money into such a project.

Intel along with Cisco Systems Inc. is working together on providing new Centrino mobile chip with 802.11n support in hopes of promoting 802.11n for WLANs. Companies like this strongly believe in 802.11n being the next step in advancement of technology. They are using this opportunity to seize an early lead on competitor chip processing companies, thus monopolizing this sector of the field, even if it is for a short period of time. The cost of these chips will make it worth the investment of being the first one out with it. As time goes on, Intel will be considered the experts on the 802.11n chips, so long as they follow through with production and maintenance.

Stepping out of the comfort zone is a big step for all people in all fields. In the field of technology however, it is a matter of being worth it. It is not always necessary to have the biggest and the best all of the time. Everyday consumers usually do not have a grasp on advancements in technology, other than the fact that it sounds good. The theory of “if it’s not broke, why to fix it”, is a common one that a lot of people abide by. It’s just a matter of competition between companies.
Work Cited

Memorandum

To: Greg Singer
From: Cyndi Gajarsky
Date: 5/2/2007
Re: Vista Literary Review

Vista Literary Review

As per your request, I have completed a review of sources to be used for a Vista Upgrade Recommendation Report.

Here are a few sources that I have found reputable and recognizable by a random group of IT professionals:

- [www.cnetnews.com](http://www.cnetnews.com)
  - This site has been around since 1995 and won numerous awards in web journalism.
  - Ina Fried is the author of “Vista’s Last Mile” along with other IT related web articles.
  - She primarily covers Apple related issues. This source provides an Apple point-of-view on a Microsoft product.

- [www.pcworld.com](http://www.pcworld.com)
  - This site is highly accepted and recognizable reference site in the IT world.
  - Preston Gralla was the author of "Everything You Need to Know About Windows Vista" article. Gralla has become an expert on Vista and wrote multiple books pertaining to Vista that have positive reviews.
  - This source provides an overall PC point-of-view on a Microsoft Product.

- [www.firingsquad.com](http://www.firingsquad.com)
  - Firingsquad.com is one of the world’s largest and most recognized gaming and hardware sites.
  - This source provides an overall gaming and hardware point-of-view on a Microsoft product.

Here is a source that is considered controversial depending on the end user of the report:

- [www.wikipedia.com](http://www.wikipedia.com)
  - Wikipedia.com is a free content encyclopedia that is edited by end users. The site masters have groups that oversee the accuracy of the site, but there is not a guarantee that the information is 100% accurate.
  - I chose Wikipedia because it is generated by end users. These are the everyday people that have experienced Vista and any sources coming from this site is an experienced point-of-view.
The combination of these sources provides points-of-view from people directly associated with Vista through investigative research and personal experience. With these sources I will be able to assemble a report exploring Vista in more depth and detail verifying if Vista is worth the upgrade.

If you would like to amend the source list, feel free to contact me.
Microsoft Vista: Is it worth the upgrade?

Cyndi Gajarsky
February 20, 2007
Abstract
One of the most popular items in the technology field today is Microsoft Vista. As with any new software being launched, consumers generally show an interest if this would be right for them. Unfortunately, the majority of consumers lack the knowledge and understanding of computers. They may know how to use it for general purposes like word processing and web surfing, but to know about the components of a computer and what the specifications actually mean is a different story.

With technology come two things, convenience and cost. The more conveniences a computer offers, the pricier they become. With Vista the same situation applies. Vista is new to consumers and has an ample amount of new features that make computing easy. Technological advancements provide convenience and peace of mind. Purchasing Vista will help make computing easier for most users, but are they actually ready for it?

The question to keep in mind: is Vista worth the upgrade right now? Through collective research on the topic and personal experience I have provided a summary of key issues to consider when making a decision to upgrade to the Vista operating system. This is not an attempt to make readers experts at Vista or provide an alternative to their own research on the topic. Consider this a stepping stone in the right direction. After reviewing the subsequent information highlighting key points of Microsoft Vista and things to keep in mind when making the decision whether to upgrade to Vista or stay with your current operating system, users will be able to make a more cautious decision about whether upgrading is the right thing for them at this time.
History to launch of Vista

Typically to stay competitive, an Operating System (OS) is released between 18-24 months. Microsoft (MS) has been known for releasing operating systems with many glitches, however, MS has always followed up with patches or service packs to fix the glitches within the OS. With the launch of Vista, Microsoft has shifted gears by providing better quality of a new release. Microsoft Vista is MS’s longest awaited arrival for an OS in the history of Microsoft. See Figure 1: Timeline of Microsoft Operating Systems Release Dates.

Microsoft Vista was released to businesses in November 2006 and to home users in January 2007. As with previous versions of MS OS’s, the date of release was a key factor for the Microsoft Company. With the new release of Vista, however, Windows chief Jim Allchin states, "(If) there's a fix, I want to put it in. It should be clear that date means not much to me, that quality is much more important." Such statements accompanied with a prolonged release date, shows consumers that MS is not in the competitive race of release dates, but in a competitive race of quality to the consumers.

Vista Prelusion

As with previous versions, each new Operating System release has intent to out-do the latest release. Vistas release takes computing to a whole new world for PC users. MAC users may notice similarities between Vista for the PC and MAC Operating Systems, but I assure you they are only similar in looks.¹

Prior to release the Vista, Microsoft released beta versions available to beta-testers. These testers were selected through a registration program that Microsoft offers online through their website. During the run, Microsoft had the opportunity to work out the majority of possible glitches.

There’s no such thing as an absolute glitch-free operating system. Microsoft continues to offer updates to prevent any possible glitches or bugs from infecting the performance of your PC. During the creation process of Microsoft Vista, system analysts and developers

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¹ PC World – Everything You Need to Know About Windows Vista
would categorize glitches into two categories “sharks” and “limpets”. “Sharks” refer to bugs that everyone agrees need to be fixed before the product ships. “Limpets” are issues that can be fixed but are not as critical as “sharks”.

Microsoft has many testing procedures that they follow prior to the release of new software. Mike Kirby, from Microsoft automated test lab, stated “our job is to try and break the apps and find bugs.” By setting up the team with the sole purpose of trying to break the system; Microsoft was able to weed through the “sharks” and correct any correlating “limpets.” This is the best way to test whether or not software is fully functional. Through the process of trial and error, Microsoft has finally reached the point of releasing their new operating system.

**Versions**

Windows launched five versions available to end users ranging from a minimal Vista experience to the ultimate Vista experience: Home Basic, Home Premium, Business, Enterprise, and Ultimate. Choosing which version to get depends on the end users needs. The average end user will obtain the Home Premium version, as that is now a standard with the purchase of new PCs. Business owners will opt for the Business version as it provides more security and allows for easier communication between employees. Enterprise is not currently available, but Microsoft is working on making it available for servers no later than summer 2007. Ultimate is for the more avid computer user who doesn’t mind spending an extra $100 for the top line features.

**Cost**

<table>
<thead>
<tr>
<th>Windows Vista Pricing³</th>
<th>Upgrade Price</th>
<th>Full Retail Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Vista Home Basic</td>
<td>$99</td>
<td>$199</td>
</tr>
<tr>
<td>Windows Vista Home Premium</td>
<td>$159</td>
<td>$239</td>
</tr>
<tr>
<td>Windows Vista Business</td>
<td>$199</td>
<td>$299</td>
</tr>
<tr>
<td>Windows Vista Enterprise</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Windows Vista Ultimate</td>
<td>$259</td>
<td>$399</td>
</tr>
</tbody>
</table>

**Anytime upgrade**

Microsoft developed a plan that allows users to upgrade to a higher version of Vista at anytime. If a user purchases Home Premium and decided they would rather have purchased Ultimate, then they may do so by upgrading the OS for a minimal fee. Pricing has not officially been determined as of yet, but it is said to be at a discounted rate.

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² CNET News.com – Vista’s last mile – Sharks and limpets  
³ As stated from: http://www.firingsquad.com/hardware/windows_vista_preview/
opposed to purchasing the different version flat rate. This is a new option for Windows users that was not available with previous operating systems.

**User Interface**
Windows Aero available in premium editions has a featured appearance referred to as eye candy. It includes transparencies and window animations. It has three variations: “Standard” lacking transparencies and glass effects, “Basic” resembling Windows XP, and “Classic” resembling Windows 2000.

The shell has improved filtering, sorting, grouping and stacking. This allows users to search and organize files more conveniently. It also allows users to utilize a new feature “Stacks” which organize files based on criterion specified by the user. In addition to this, there is a new type of folder “Shadow Folder” which utilizes Transactional NTFS (a filing system). The address bar has been tailored to present a breadcrumbs view. That allows the user to click on any level of the path hierarchy and takes you directly there. This eliminates the use of the back button frequently to find a pre-existing page. The shell also allows for users to select which language type for the OS itself; a very useful tool for multilingual users. Additional features include: check boxes, favorites pane, seven different views to view files and folders, status bar visibility, and document properties are more accessible.

Windows Flip and Flip 3D allows user to flip through each open window using the mouse scroll wheel. Users can preview each window by using Alt + Tab, and stack windows while rotated in 3D views. In addition, depressing the print screen button automatically pastes the screen directly as a JPEG into certain applications.

Searching techniques have been built into every level of Vista. Users are able to use Vista’s Search to sort through document, e-mails, applications, and web sites that were previously visited. It even allows Boolean searching; as long as permissions are set, a user can search another PC on the same network.

Sidebar is a new panel on the right-hand side of the screen. It is the new location for Desktop Gadgets, small applications that allow for real-time events. Windows Vista comes with thirteen gadgets: Calculator, Clock, CPU Meter, Currency Conversion, Feed Viewer, Feed Watcher, Notes, Number Puzzle, Picture Puzzle, Recycle Bin, Slide Show, Stocks, and an egg timer. These gadgets are available to help users simplify and integrate average everyday tasks using the computer.

**New and Upgraded Applications**
Vista has taken new upgraded applications to a whole more convenient level. All of the new features utilize the ability to provide security, speed, and reliability to end users. Wikipedia.com is a website that provides user-based research on specific topics. The best description of new and upgraded applications as a summary was found in the article.

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4 Wikipedia – **Eye candy** is something that is most remarkable for its visual appeal.
5 Wikipedia – Features new to Windows Vista – New and Upgraded Applications
Features new to Windows Vista and the new and upgraded application section is pasted below:

- **“Windows Mail** replaces Outlook Express, the well-known email client in previous Windows versions. It has the Phishing Filter like IE7 and a Bayesian junk mail filtering, which is enhanced through regular monthly updates via Windows Update. Also, e-mail messages are now stored as individual files rather than in a binary database to reduce frequent corruption and make messages searchable in real-time. Backing up and restoring account setup information, configuration and mail store is now made easier.

- **Windows Contacts**, a new unified contact and personal information management application, replaces *Windows Address Book (WAB)*. It is based on a new XML based file format where each contact appears as an individual .contact file, and features extensibility APIs for integration with other applications. It can store custom information related to contacts, including display pictures. The legacy *.wab, *.vcf (vCard) and *.csv (Comma separated values) file formats are also supported.

- **Windows Calendar** is the new calendar application that is included in Windows Vista. It supports the popular iCalendar format as well as sharing, subscribing and publishing of calendars on WebDAV-enabled web servers and network shares.

- **Windows Fax and Scan** is an integrated faxing and scanning application. With this users can send and receive faxes, fax or email scanned documents and forward faxes as email attachments from the computer. It replaces (or enhances) the 'Fax Services' component which was available as an optional component in Windows XP. It is available by default in the Ultimate edition and is also available in the Business and Enterprise editions. By connecting a scanner and a fax-capable modem to the computer, users can preview documents before scanning them and can choose to directly fax or email the scanned the documents. The user interface resembles that of 'Windows Mail' with preview pane, tree views etc.

- **Windows Meeting Space**, the replacement for NetMeeting, is a peer-to-peer (p2p) collaboration application. Users can share applications (or their entire desktop) with other users on the local network, or over the Internet. Windows Meeting Space allows sharing of the desktop with other coworkers, distribution and collaborative editing of documents, and passing notes to other participants. Windows Meeting Space automatically finds other users using *People Near Me*, a technology that uses WS-Discovery to see other users on a local network.

- **Paint** features updated toolbar icons and default color palette. Also, unlimited undo levels and a crop function have been added.

- **WordPad** now supports the Text Services Framework, on which Windows Speech Recognition is implemented. Therefore, it is possible to dictate text in WordPad, and many other applications.

- **Sound Recorder** has been rewritten and now supports recording clips of any length and saving them as WMA.

- **Snipping Tool**, first introduced in Windows XP Tablet PC Edition, is a screen-capture tool, also included with Windows Vista that allows for taking screen shots.
(known as snips) of windows, rectangular areas, windows, or a free-form area. Snips can then be annotated, saved (as an image file or as an HTML page), or emailed.

- The **Magnifier** accessibility tool uses WPF and as a result, the rendered magnified image is sharp and not pixelated.

- **Windows Photo Gallery**, a photo and video library management application. It can import from digital cameras, tag and rate individual pictures including custom metadata. It also allows basic editing of images, such as adjusting color and exposure, resizing, cropping, red-eye reduction and printing. Slideshows, with pan, fade and other effects, can also be created, and burnt to DVD. It allows custom metadata to be added to images and videos, and enables searching by the attributes. It also supports raw images natively and can open or export to any file format for which codecs are installed in the Windows Imaging Component.

- **Windows Movie Maker** now supports editing and outputting HD video, as well as burning the output movie on a DVD. DVR-MS videos can now be edited with Windows Movie Maker.

- **Windows DVD Maker**, a DVD creation application. Applications can also pass an XML file to DVD maker for authoring and burning.

- **Games**: Minesweeper, Solitaire, Hearts, FreeCell and Spider Solitaire have been updated and rewritten to take advantage of Windows Vista's new graphics capabilities. Also included are entirely new games like Purble Place, as well as popular games such as Chess Titans and Mahjong Titans. InkBall, a game previously available only with Windows XP Tablet PC Edition, has also been made available in Windows Vista, while Pinball has been dropped. As of the consumer launch of 30th January 2007, users of the Ultimate edition of Windows Vista can also download Texas Hold 'Em Poker as an Ultimate Extra.”

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**Security and Safety**

In early 2002, Microsoft CTO and Senior Vice President Craig Mundie ⁶ announced their Trustworthy Computing Initiative. This initiative is based off of four key “pillar” activities: security, privacy, reliability, and business integrity. Each “pillar” has different targets within its categories.

**Security** has three issues which it addresses: technology investment, responsible leadership, and customer guidance and engagement. This type of security goes beyond what the average user would believe. These security issues include social aspects which are listed above.

**Privacy** has always been a concern when it comes to computing, especially involving the Internet. By connecting to the Internet, users open their personal PCs to the world. Microsoft has made privacy a priority by providing a sense of control to prevent spam, hackers, and unwanted pop-ups.

**Reliability** has six key attributes: resilient, recoverable, controlled, undisruptable, production-ready, predictable. All of the six attributes are

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⁶ Wikipedia – Trustworthy Computing - Microsoft and Trustworthy Computing
used as a check system not only to make sure the system is working, but will continue to work in the future.

**Business Integrity** is commonly viewed as accounting scandals. It also includes software developer integrity and responsiveness.

The development of Vista was based on the “Secure Development Lifecycle” (SDL) methodology. Simply put, Vista is “Secure by design, secure by default, and secure in deployment.” Vistas’ most significant features are: User Account Control (UAC), Kernel Patch Protection, BitLocker Drive Encryption, Address Space Layout Randomization, and a range of Parental Controls.

The most commonly discussed new feature is the User Account Control (UAC). PCWorld.com refers to this new feature as the “New, Annoying Virtual Nanny.” In a sense the UAC is for the more advance computer user, but for the average user it is considered an asset. The UAC prompts before making any changes to the system that would affect the system. It also protects against malware running unchecked. Unchecked malware is a sign of dangerous actions possibly occurring. Some malware can turn off the PCs antivirus program leaving it exposed to hackers; the UAC helps to prevent that from happening. Primarily it protects the users from themselves. The average user does not know how to use a PC to its full potential. They lack the knowledge of terminology and functionality of their PC exposing themselves as a higher threat than a hacker.

**Hardware Requirements**

Microsoft has taken into consideration that not all PCs are ready for Vista. The most important question to keep in mind would be “is my PC Vista Capable or Vista Premium Ready?” Vista Capable only requires PCs to have minimum hardware requirements, while Vista Premium Ready utilizes the more advanced features of windows. In a comparison sense refer to Vista Capable and Vista Premium Ready as cars. Would a person rather drive a Chevette or a Cadillac? They would both give the user what they would need; one of them with more benefits.

Below is a table of Windows Vista system requirements. It has the minimum requirement standards for Vista Capable and Vista Premium Ready PCs.

| Windows Vista system requirements$
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vista Capable</strong>[27]</td>
<td><strong>Vista Premium Ready</strong>[27]</td>
</tr>
<tr>
<td>Processor</td>
<td>800 MHz</td>
</tr>
</tbody>
</table>

7 Lisa Bertin – Common analogy used in IST program when comparing two similar products of high and low quality.

8 Wikipedia – Windows Vista – Hardware requirements
<table>
<thead>
<tr>
<th>Memory</th>
<th>512 MB RAM</th>
<th>1 GB RAM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graphics card</td>
<td>DirectX 9 capable</td>
<td>DirectX 9 capable GPU with Hardware Pixel Shader v2.0 and WDDM driver support</td>
</tr>
<tr>
<td>Graphics memory</td>
<td>N/A</td>
<td>128 MB RAM supports up to 2,756,000 total pixels (e.g. 1920 × 1200) or 512 MB+ for greater resolutions such as 2560x1600[33]</td>
</tr>
<tr>
<td>HDD capacity</td>
<td>20 GB</td>
<td>40 GB</td>
</tr>
<tr>
<td>HDD free space</td>
<td>15 GB</td>
<td>15 GB</td>
</tr>
<tr>
<td>Other drives</td>
<td>CD-ROM or DVD-ROM</td>
<td>DVD-RW</td>
</tr>
</tbody>
</table>

Summary
Microsoft has definitely out-done itself when it comes to pushing the envelope on technology. Vista seems to be designed as an operating system targeting the average user. To compare Vista with previous operating systems would not be fair in the sense that it is like comparing apples and oranges.

Microsoft provides technical support and updates to assure users prompt service for their products. After installing Vista OS on a PC, there are dialogue windows prompting users of the set up procedures. If a user still has questions about the new operating system, they can conveniently go to the help and support section, or click on one of the preinstalled system setup links. There are also web forums that offer user support. With Vista being the talk of the computing world right now, there are plenty of places a user can go to for support.

Is Vista Worth the Upgrade? -- My Advice
If a user has a system that is older than three to five years and believes that they need to purchase a new PC, then my advice is go for it. I just purchased a Dell XPS M2010 with Vista Home Premium installed on it. I had it custom made to be Vista Premium Ready and then some. Granted it cost upward of $3,000.00, but for me, I feel it was a good investment. In the field of information technology, it is a benefit to stay current on new technology. For the average user, it is not a necessity; it is more like a luxury.
If a user has purchased a PC within the past three years and believes their system does what they need it to do, then do not upgrade. With Vista being less than a month old, there are bound to be some problems, more specifically compatibility issues related to this operating system and non-Microsoft software that will be reviewed and corrected over time. Average users will not know exactly how to service such issues without completely trusting the company that the issues occur with. Without having any technical knowledge of PC software and repair, I would not suggest a user to attempt these types of fixes on their own without proper research and training, thus I would suggest waiting a few months before upgrading.
Work Cited


April 06, 2007

National City Bank IT Department
2470 East State Street
Hermitage, PA 16148

Dear Jeremy:

Thank you for taking time to contact me pertaining to the IT position available at the Hermitage branch. As per our conversation, I would not be available until after graduation in May, but I will be willing to meet with you to begin the interview process.

I will have an Associate’s degree in Information Science and Technology with a networking option in May 2007, and I plan to continue my education to a Bachelor’s degree in Information Science and Technology with an Integrated Systems Development option by May 2009.

Here is a description of how a few of my experiences validates me as a good candidate for the position.

<table>
<thead>
<tr>
<th>Job requirements</th>
<th>My experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strong Customer service</td>
<td>Five years maintaining excellent customer service for Lifetouch Inc.</td>
</tr>
<tr>
<td>Strong written and verbal communication skills</td>
<td>Three years in sales and data entry with a typing speed of 65 wpm.</td>
</tr>
<tr>
<td>Familiar with computers, software and operating systems, networking</td>
<td>Two years as an IST major and IT work-study at Penn State Shenango.</td>
</tr>
</tbody>
</table>

As discussed in our conversation, I am including my salary requirements in this reply. They range from $32,950 to $72,200 and are contingent upon a variety of factors such as the responsibilities of the position and the benefits offered.

I would welcome the opportunity to further discuss my skills and this position. If you have questions or would like to schedule an interview, please contact me by phone at 330-448-1810 or by e-mail at opi123@aol.com. I have enclosed my resume for your review. I look forward to hearing from you.

Sincerely,

Cynthia A. Gajarsky
Objective
To use a combination of my knowledge and training while developing additional skills in the Information Technology field. Particularly interested in a administrative assistant position until I become qualified to oversee my own IT department.

Experience
2006-Present IT Department of PSU Shenango Sharon, PA

IST Internship/IT Work Study Participant
Attend training seminars dealing with updates within the Penn State Shenango system, oversee computer tutoring, assist faculty, staff, and students with technical issues, maintain and update computer labs on campus, set up for video & telephone conferencing, repair PC’s, repair and assemble patch cables, assist with launch of image documenting, organize files, maintain multiple databases, perform presentations on campus dealing with technology issues.

IST Internship Project – Web Design Plus
Provide faculty and staff members of Penn State Shenango with web pages to be displayed at the Penn State Shenango website, and to educate participating individuals with the skills to update their personal pages in the future. In addition, capture digital images of campus related events for campus use.

2005-Present PSU Learning Center Sharon, PA
Tutor

INFORMATION, PEOPLE AND TECHNOLOGY
The use, analysis and design of information systems and technologies to organize, coordinate, and inform human enterprises.

SEMINAR IN INFORMATION SCIENCES AND TECHNOLOGY
Introduction to academic requirements, career planning, and information literacy for students majoring in the School of Information Sciences and Technology.

PC HARDWARE BASICS
Preparation for PC hardware support: Students learn data recovery and how to build, configure, upgrade, troubleshoot, diagnose, and repair PC’s.

NETWORKING ESSENTIALS

INTRODUCTION TO SYSTEMS ANALYSIS AND DESIGN
Introduction to systems analysis and design, stressing the process of requirements acquisition, specification, design, and implementation.

ORGANIZATION OF DATA
Introduction to concept of databases including the storage, manipulation, evaluation, and display of data and related issues.

NETWORKING AND TELECOMMUNICATIONS
Introduction to digital network topologies; transmission media, signal modulation, digital packet switching and routing, systems integration, communications management, and security.

NETWORK ADMINISTRATION
Administering peer-to-peer and client/server networks: Planning, installation, server configuration, resource management, remote access, performance monitoring, and optimization.

ADVANCED NETWORK ADMINISTRATION
TCP/IP planning, installation, configuration: IP addressing, subnetting, routing, Dynamic Host Configuration Protocol (DHCP), Windows Internet Naming Service (WINS), address/name resolution, Domain Name System (DNS); database, web, mail server management.

NEW MEDIA AND THE WEB
Introduction to how the World Wide Web utilizes emerging technologies. Students acquire conceptual understanding of constructing Web sites.

MICROCOMPUTER APPLICATIONS IN BUSINESS
Introduction to current business uses of the microcomputer, including spreadsheets, database management, word processing, and decision-making models.

INTRODUCTION TO BUSINESS INFORMATION SYSTEMS
Introduction to the use of information systems in business organizations.
**Education**

2004-present  
**Penn State University**  
**Information Science and Technology**  
Current GPA: 3.6  
Expected Graduation: May 2007 with Honors

2003-2004  
**TCTC Adult Training Center**  
**Patient Care Technician**  
650 hours, 100 hours Internship at St. Joseph’s Health Center Emergency Care  
Perfect Attendance & Academic Excellence  
GPA: A

**Honors & Activities**

**Computer & Technology Club – President**  
Manage and oversee all club meetings, committees and events  
Oversee tutoring service offered  
Attended Leadership Conference at PSU Altoona – Summer 2006  
Panelist member – Fall 2006 Orientation  
SGA House of Representative Member  
Technology Fair  
Responsible for participating in the overseeing and planning of the fair, file proper protocol according to PSU Student Activity Standards, meeting and greeting all vendors, organizing media coverage, promotion to local area high schools.

**Blue & White Society – President**  
Manage and oversee all club meetings, committees and events  
SGA House of Representative Member

**Lion Ambassador – Member**  
Webmaster

**Honors Club – Member**  
Participate in fundraising

**Thon – Committee Member**  
Charity Ball – photographer  
Participate in THON dance off

**Perkins Grant Committee – Committee Member – Student Representative**  
Participate in fund request/approval process pertaining to the 2-year programs on campus  
Participate in overall process of Business Tea Event

**Volunteer Hours – 150 hours**  
Various events on campus.  
Tutoring  
Information Technology Department

**Other Experience**

2005-Present  
**Sharon Regional Health System**  
**Nationally Certified Level II Phlebotomist**  
Responsible for: Collection of specimens from all ages, in patient and outpatient settings, and transportation of specimens to the lab. Inventory of supplies, office procedures, and receiving physician request orders via telephone.  
Certifications: American Society of Phlebotomy Technicians, STNA, CPR, Emergency Care

2000-2004  
**Lifetouch Inc.**  
**Photographer/Lead Sales Associate**  
Responsible for: photography sessions, portrait package presentations, handling financial transactions, acting manager when needed, filing incoming photographic orders, maintained daily operations of equipment, handled customer relations.

**References**

Available upon request
Dear Greg Singer:

As a forthcoming graduate in Information Science & Technology, I am interested in becoming a full-time employee at Penn State Shenango. My interest in transitioning to full-time was initiated during my experience as a work-study student during the past year. I consider myself as an asset to this department, and I would like to take this opportunity to tell you why you should consider me for this position.

**Pursuit of excellence:** Throughout my experience I have completed multiple projects assigned to me within a timely manner. Whenever I completed a project, it was accepted as is, thus proving that I am a hard, talented, and trustworthy employee.

**Project experience:** I have been given the responsibility of attending meetings with administration and implementing ideas developed from these meetings. In addition, I have assumed a more active role in maintaining the Shenango website, continuing to work on the document imaging project, and assisting with the IST department.

**Understanding your methods:** With my active work as president of PSCTC, student representative on the IST advisory committee and working under your supervision for the past year I believe I have gain a complete understand of how you prefer the office to be maintained.

For more detailed information on my experience and skills, please see my enclosed resume.

I would greatly appreciate the opportunity to discuss this matter with you in more details. I will call you next week to schedule a time to meet.

Sincerely,

Cynthia A. Gajarsky

Enclosure: Resume
Cynthia A. Gajarsky

Objective
To use a combination of my knowledge and training while developing additional skills in the Information Technology field. Particularly interested in a full-time position in the IT department overseeing and implementing emerging technology projects.

Experience
2006-Present
IT Department of PSU Shenango
Sharon, PA

IST Internship/IT Work Study Participant
Attend training seminars dealing with updates within the Penn State Shenango system, oversee computer tutoring, assist faculty, staff, and students with technical issues, maintain and update computer labs on campus, set up for video & telephone conferencing, repair PC’s, repair and assemble patch cables, assist with launch of image documenting, organize files, maintain multiple databases, perform presentations on campus dealing with technology issues.

IST Internship Project – Web Design Plus
Provide faculty and staff members of Penn State Shenango with web pages to be displayed at the Penn State Shenango website, and to educate participating individuals with the skills to update their personal pages in the future. In addition, capture digital images of campus related events for campus use.

2005-Present
PSU Learning Center
Sharon, PA

Tutor
INFORMATION, PEOPLE AND TECHNOLOGY
SEMINAR IN INFORMATION SCIENCES AND TECHNOLOGY
PC HARDWARE BASICS
NETWORKING ESSENTIALS
INTRODUCTION TO SYSTEMS ANALYSIS AND DESIGN
ORGANIZATION OF DATA
NETWORKING AND TELECOMMUNICATIONS
NETWORK ADMINISTRATION
ADVANCED NETWORK ADMINISTRATION
NEW MEDIA AND THE WEB
MICROCOMPUTER APPLICATIONS IN BUSINESS
INTRODUCTION TO BUSINESS INFORMATION SYSTEMS

Education
2004-present
Penn State University
Sharon, PA

Information Science and Technology
Current GPA: 3.6
Expected Graduation: May 2007 with Honors

2003-2004
TCTC Adult Training Center
Lordstown, OH

Patient Care Technician
650 hours, 100 hours Internship at St. Joseph’s Health Center Emergency Care
Perfect Attendance & Academic Excellence GPA: A

Honors & Activities
Computer & Technology Club – President
Blue & White Society – President

Blue & White Society – President
Honors Club – Member

Perkins Grant Committee – Committee Member – Student Representative
Volunteer Hours – 150 hours

References
Available upon request
To: Lisa Bertin
From: Cynthia Gajarsky
Date: 04/25/07
Re: Your request for instructive guidelines on web design.

Message:

As per your request, I have assembled a resource guide on web design for the e-Portfolio project. I will bring four copies with me on Thursday, April 26, 2007 for the presentation. This is the first volume of the guidelines and I intend to release additional volumes over the next few months.

In addition, I had a non-technical student and a technical staff member review it. The non-technical student pointed out a few typos and suggested to add examples of tags, which I implemented. Her overall summary was positive and stated “this will come in hand, when I have to do my e-Portfolio.” The technical staff member suggested to correct the same typos and agreed to the addition of tag examples. His overall summary was also positive.

If you need additional assistance with the project, feel free to contact me.
RESOURCE GUIDE TO BASIC WEB DESIGN
A technical jumpstart on your e-Portfolio

What's inside:
- Understanding the terminology
- Web Browsers
- Developing tools
- Creating a simple web page
- Things to consider
- Using a Search Engine
WHAT YOU NEED TO KNOW ABOUT WEB DESIGN
UNDERSTANDING THE TERMINOLOGY

**Hyper-text Markup Language (HTML)**

**File Extension**
- Can identify the type of file and what software program the file should be used with.
  
  - ".doc" (Word) ".xls" (Excel) ".ppt" (PowerPoint) ".txt" (Simple Text) ".htm" or ".html" and other image files such as ".jpg" ".bmp" and ".gif."

  - To save a file as an html file; make sure to assign "".htm"" or "".html"" as the file extension.

**Tag**
- The *tag* is what indicates where formatting should be applied in an HTML document.

  - **Four basic HTML tags all web pages should have**
    - `<html>` Indicates the beginning of a web page.
    - `<head>` Can contain information about the document, not seen in browsers.
    - `<title>` Indicates the title of the web page.
    - `<body>` Contains all the contents of the document.

**Tag types**
- **One sided tag**
  - Used to insert non-character data into a web page, such as a graphic or video.
- **Two sided tag**
  - Contains opening and closing. *Like a toggle switch.*
WEB BROWSERS

Web Browser
- Allows documents to be viewed on the Internet.
- Be sure to test your site in at least 2-3 different web browsers.

Examples of Web Browsers:
- AOL Explorer
- Internet Explorer
- Mozilla
- Netscape
- Opera
- Safari

UNDERSTANDING DEVELOPMENT TOOLS

HTML converter
Takes the document and converts it to HTML
i.e. Save As feature in MS Word

HTML editor
Creates HTML by inserting tags for you. Using an editor is a simple way for the average user to design a web page.

Examples of HTML editors:
- Amaya
- Aptana
- CoffeeCup HTML Editor
- Dreamweaver
- Web Expression
- *Microsoft FrontPage
- Nvu
- SeaMonkey Composer

*Microsoft Front Page has been upgraded to the 2007 version: Web Expression.
CREATING A SIMPLE WEB PAGE

1. Open notepad
Type the following:
<html>
<head>
<title>
My first web page
</title>
</head>
<body>
This is my simple web page. Anything I insert between the
"<body> tags will appear on my screen.
</body>
</html>
2. Click on file
3. Click on Save As
4. Make sure that “Save As Type” text box is “all file types”
5. In the filename text box, give it a name with a .htm or .html extension (i.e. example.htm)
6. Click on save (remember the name of the file and where you saved the file)
7. Open up a web browser
8. Click on File
9. Click on Open
10. Locate the file you just saved
11. Click ok

You are now looking at the page you created
THINGS TO CONSIDER WHEN DESIGNING WEB PAGES

- Consider that color and images are important
- Do not put large images on site
- Too many moving elements are distracting
- Make sure that background color is in contrast to font color
- Make sure that a constant theme is carried throughout site
- Create the page a piece at a time
- Test with different browsers
- Make sure you spell check!!

USING SEARCH ENGINES

Search Engine
- Helps users find information on the web.

Examples of Search Engines:
- www.google.com
- www.dogpile.com
- www.askjeeves.com
- www.yahoosearch.com
- www.msnsearch.com

KEY WORDS TO USE IN SEARCH ENGINES WHEN LOOKING FOR INFORMATION ABOUT WEB DESIGN

- Web design
- Html
- Code
- Html language
- Designing web pages
- Web development
- Formatting codes

Please note:
There is an ample amount of resources available to you about specific web development questions by using search engines.
There are numerous web sites available on the Internet that help to explain web design more specifically.
There are also some sites that offer free code design.
Just search for “free html code” in a search engine for more information.