Internal Editorial Style Guide

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Last Updated: 11/10/2013

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STYLE

REFERENCES

For style questions not covered by this style guide, consult:
- Cisco Technical Documentation Style Guide
- Chicago Manual of Style, *15th ed.*
- Microsoft Manual of Style, *4th ed.*
- American Heritage Dictionary of the English Language

GLOBAL ENGLISH

We can follow global English guidelines in INE content to:
- Eliminate ambiguity
- Eliminate uncommon non-technical terms and unusual grammatical constructions that non-native speakers (even those who are quite fluent in English) are not likely to be familiar with
- Make English sentence structure more explicit and therefore easier for nonnative speakers (as well as native speakers) to analyze and comprehend
- Eliminate unnecessary inconsistencies

Providing clearer, more-consistent documentation can also reduce calls to technical support.
Here is a great introduction to global English: http://support.sas.com/publishing/pubcat/chaps/60751.pdf

All INE content will be edited with global English guidelines in mind. As a basic reference, here are the
Top rules of global English: http://support.sas.com/publishing/bbu/companion_site/60751.pdf

ACRONYMS & ABBREVIATIONS

Spell out abbreviated terms at least at first instance in each reference document, workbook, or slide deck. (Do not spell out commonly known terms.) Follow with the acronym or abbreviation in parenthesis.
First-instance example: *command-line interface (CLI)*

Avoid spelling out acronyms or abbreviations in lists, tables, table titles, section titles, captions, or figures – unless the term is not commonly known and has not yet been spelled out in text.

CAPITALIZATION

Capitalize the first word after a colon for complete sentences.

Use title capitalization* for
- Buttons
- Section headers
- Chapter titles
- Table headers
- Keyboard key names

*Capitalize all nouns, verbs (including *is* and other forms of *be*), adverbs (including *than* and *when*), adjectives (including *this* and *that*), and pronouns (including *its*). Capitalize the first and last words, regardless of their parts of speech. Capitalize prepositions that are part of a verb phrase ("Back Up Your Data"). Do not capitalize articles (*a*, *an*, *the*) unless the article is the first word in the title.

COMMANDS/CODE SAMPLES

Use `monospace` font for command names, keywords, statements, and any sample code. Bold may be used in addition to monospace formatting if needed for additional visual emphasis.

CONTRACTIONS

Avoid contractions. They can cause comprehension problems for readers whose native language is not English.

CROSS REFERENCES

Set references to any INE published titles in italics.

Enclose cross-references to sections and subsections within a document, web page, or page in an application/tool in quotes.
> *Below the "Graded Mock Labs v4" section, click…*

See also *above/below* in the Word Usage section of this guide.

INSTRUCTOR TITLES

Names and titles of INE instructors should appear as: CCIEx5 #2210 Brian Dennis

ITALICS

In addition to instances called out specifically in this section, italicize:
- Words or phrases used for emphasis
- Newly introduced terms
- INE published titles

KEYS AND KEY SEQUENCES

Set in bold when instructing user input. Use dashes in key sequences. No quotation marks. Initial capitalization.
> *Press **Ctrl-Shift-6**, and then press **X**.*

MENUS & PATHS

To separate options in a path, use right-angle brackets (>) surrounded by spaces. Make sure that line breaks occur after an angle bracket—not before (that is, a right-angle bracket should not be the first character on a line).
> *Choose **Start** > **Programs**.*

NUMBERS

Spell out under 10. Use numerals for 10 or more. Exceptions may be made on a case-by-case basis.

EXCEPTIONS:
- If a number higher than 10 (particularly a unit of measure) appears in the same sentence, use Arabic numerals for all the numbers.
- If the number represents a value that the user enters, use an Arabic numeral.
- For adjacent numbers, spell out one for clarity (usually the shorter, more easily read one). For example: six 1/2-inch cables.

Ranges of Numbers: Use the word *to* for ranges of numbers in text. Use an en dash (–) to represent a range of numbers in a table, unless the table entry contains text; in that case, use *to*.

PARENTHESES

Do not add *(s)* to a word to indicate that it can be construed as either singular or plural unless you have no other choice. This can cause confusion for non-native English speakers. Usually the best solution is to simply use the plural form of the word.

PLACEHOLDERS

Use italics for placeholder text. Ex: "Log in as "rack*X*" where *X* is your rack number…"

POSSESSIVES

Avoid using possessives. They can cause comprehension problems for readers whose native language is not English.

> Correct: Connect the cable to the router port.
> Incorrect: Connect the cable to the router's port.

PUNCTUATION

Commas: Use the serial comma. (In a series of three or more elements, separate each element with a comma.)

Hyphens: Generally, follow the *Chicago Manual of Style* for hyphenation rules.

> Hyphenate:
> * Two or more words that precede and modify a noun as a unit if confusion might result: *lower-left corner*
> * Two words that precede and modify a noun as a unit if one of the words is a past or present participle: *copy-protected disk*
> * Two words that precede and modify a noun as a unit if the two modifiers are a number or single letter and a noun or participle: *16-bit bus*

> Avoid suspended compound adjectives. (A compound word with a suspended hyphen does not include the second part of the compound, such as "first-" in "first- and second-generation computers.") If you must use them to save space, include a hyphen with both the first and second adjectives of the compound. Avoid forming suspended compounds from one-word adjectives that are not hyphenated.

> Hyphenate compound numerals and fractions: *one-third of the page*, *three sixty-fourths*

> Do not put a hyphen between an adverb ending in *ly* and the verb or adjective it modifies: *highly graphical interface*

Quotation marks: In general, commas and periods should be placed *within* quotation marks. Exceptions should only be made when the quoted material could be misinterpreted to include the quotation mark.

> *Follow the instructions in "Submitting an Emergency Trouble Ticket."*

Spaces: Use a *single* space between sentences, in accordance with modern online and print publication standards.

SYMBOLS/HEADERS

In titles and headers, use the *&* symbol instead of *and*.

TRADEMARKS

Unless under specific contract, INE is not legally obligated to include trademark symbols (®, ™) in text after mention of any third-party product or company, and this should be avoided to prevent errors in use of third-party trademarks.

For any INE trademarks, it is sufficient to use the appropriate trademark symbol once at first instance.

UNITS OF MEASURE

The first time you use a unit of measure that might be unfamiliar to readers, spell out the term, and follow it by the abbreviation in parentheses. For subsequent uses within that section, use just the abbreviation. Give the spelled-out version of the unit the first time you use it in each chapter or major section, or if it has been some time since you last used it.

In text, always spell out the following simple units of measure: inch, inches, foot, feet, percent, degrees.

Do not abbreviate units of measure if not preceded by a number.

URLS

<u>Underline</u>.

USER INPUT

Set in **bold**. If a user input string includes placeholder text, use ***bold and italic*** for placeholder text. If user input string includes command names, use `bold and monospace` for command names.

USER INTERFACE ELEMENTS

Set user interface (UI) elements that the user interacts with in **bold**:
UI elements that merely serve as descriptive text should use title capitalization without bold:

*From the **File** menu, choose **Save As**.*
Use the Default Properties window to choose your default settings.
*Click the **Load config** button in the Load Product Config box.*

VOICE

Use the active voice whenever possible.

WORD USAGE

above/below
Only use as a documentation cross reference when the referenced content is less than a page away.
Preferably, use more specific references, such as "later in this section" or "in the previous subsection."

as
Do not use to mean *because*.

at
Use for command lines and prompts: *at the command line, at the prompt*

because
Preferred over "since" for global English.

check/uncheck
Use to describe activating or deactivating a check box.
*To add a new entry, check the **Insert** check box.*

choose

When guiding a user through menu options or drop-down lists, use *choose*, not *select*.
*From the **File** menu, choose **Save As**.*

click

- Use *click* (or *double-click* as appropriate) to refer to action taken on links, buttons, menu items, etc.
- Do not specify the left mouse button and do not use the term *left-click* unless the context makes it necessary.
- For actions involving the right mouse button, use *right-click*.
- Do not use *click on*. But *click in* is acceptable to mean clicking anywhere in a window to activate it.

close

To dismiss a window or document, use *close*. To quit an application, use *exit*.

drop-down list/menu

Preferred over *pull-down* list/menu (which is less common in technical documentation).
If the menu or list has a label, use its name instead: *Select an option from the **Xxxx** menu.*

email

No hyphen.

enter

To insert information or data from the keyboard, use *enter*.

exit

To quit an application, use *exit*. To dismiss a window or document, use *close*.

from

You choose items *from* menus.

in

Use for dialog boxes, panes, windows: *in the dialog box, in the pane*

in order to

Avoid. Usually, *to* alone will suffice.

log in, log out (to Store account and Members site)

need to

Avoid in technical documentation when possible. For user tasks, use *must*. Avoid anthropomorphizing inanimate objects by using this phrase.

offline

One word, no hyphen.

online

One word, no hyphen.

open

For displaying a window, loading a document, or starting an application, use *open*.

press

- Use to refer to keyboard actions: *Press* **Enter***.*
- Do not use *tap*, *hit*, *strike*, *depress*, or *touch*. Do not use *press* for mouse buttons.

pull-down list/menu

Less standard term. Use *drop-down* list/menu instead. Or, if available, the name of the item itself: *Select an option from the* **Xxxx** *menu.*

select/deselect

- Use to indicate marking or unmarking text or other elements that are copied or cut.
- Do not use *select* for command buttons. Use *click* instead.
- Do not use *select* for menu options or drop-down lists. Use *choose* instead.

that

Do not omit *that*. In writing, it can create problems for readers who are less familiar with English idioms.

web, website, web page, web browser

TERMS

The following list is a living reference for the spelling, capitalization, and abbreviation of terms, as well as basic definitions. Terms will be added regularly as INE content is created or revised.

#

6to4. An Internet transition mechanism for migrating from IPv4 to IPv6.

802.1Q tunneling

A

Active Directory

Adaptive Security Appliance (ASA)

Advanced Integration Module for Cisco Unity Express (AIM-CUE)

area border router (ABR)

B

blueprint. Cisco-provided detailed outline of the topics likely to appear on the lab exam.
Lowercase. Ex: *CCIE Service Provider Version 3.0 blueprint*

Bootcamp. *Live* INE instructor-led course, either onsite or online.
Capitalized.
Course title structure:

- <Certification abbreviation> <Track Name> <# of Days>-Day Live Bootcamp
- <Certification abbreviation> <Track Name> <# of Days>-Day Online Bootcamp

Do not refer to video downloads as bootcamps, even if they are recorded from bootcamps.

Border Gateway Protocol (BGP). An Exterior Gateway Protocol (EGP) used to send information between gateway routers on the Internet.

Cisco Certified Design Expert (CCDE). Cisco certification title.

Cisco Certified Internetwork Expert (CCIE). Cisco certification title.

Cisco Certified Network Associate (CCNA). Cisco certification title.

Cisco Certified Network Professional Voice (CCNP). Cisco certification title.

Cisco Unified Communications Manager (CUCM). An IP-based communications system integrating voice, video, data, and mobility products and applications.

Cisco Unified Personal Communicator (CUPC). The client application that integrates into the Cisco Unified Presence Server (CUPS).

Cisco Unified Presence server (CUPS). A Session Initiation Protocol (SIP)-based technology that allows interaction with applications, endpoints, and other Presence-enabled environments.

class-on-demand
    Do not use.

command-line interface (CLI). The primary interface for entering configuration and monitoring commands to the security appliance.

daisy-chain

Data Center. Cisco certification path.
    Always capitalize.

Domain Name System (DNS). A hierarchical distributed naming system for computers, services, or any resource connected to the Internet or a private network.

Dynamic Host Configuration Protocol (DHCP). A protocol that is used to dynamically allocate and assign IP addresses.
    Not usually necessary to spell out.

Dynamips. An emulator program that emulates Cisco routers. Dynamips runs on Linux, Mac OS X, or Windows and can emulate the hardware of the Cisco series routing platforms by directly booting an actual Cisco IOS software image into the emulator.

Enhanced Interior Gateway Routing Protocol (EIGRP)

Ethernet

EtherChannel

EtherSwitch. Cisco service module. Note capitalization.

Fast Ethernet

Frame Relay switch

fully qualified domain name (FQDN). A domain name that specifies its exact location in the tree hierarchy of the Domain Name System (DNS).

hostname

IEOC. The INE Online Community (http://www.IEOC.com)

Implementing Cisco IOS Network Security (IINS). CCNA exam name.

Integrated Routing and Bridging (IRB)

Internet

Internet Control Message Protocol (ICMP)

Internet Group Management Protocol (IGMP)

Intrusion Prevention System (IPS). A proactive protection technology that provides security at the network level.

IPS Device Manager (IDM)

Internet Protocol security (IPsec). Also "IP security." A framework of open standards that provides data confidentiality, data integrity, and data authentication between participating peers.

Internet Service Provider (ISP). Company that provides Internet access to other companies and individuals. Not usually necessary to spell out.

inter-switch

Inverse-ARP

IPv4, IPv6 (Internet Protocol version *x*). Version of the Internet Protocol (IP) developed by the IETF that defines how computers communicate over a network. IPv6 is intended to succeed IPv4 to accommodate the need for additional IP addresses.
    Not usually necessary to spell out.

J

Java

JavaScript

K

Knowledgebase. One of INE's [Support Center](#) offerings.
    One word, capitalized.

L

lab exam
    Only capitalize when part of an exam name: *CCIE Lab Exam, CCIE Security Lab Exam v4.0*

lab rack
    Lowercase unless part of an official title: *Routing & Switching Lab Racks*

Layer 2 Tunnel Protocol (L2TP)

local area network (LAN). A network residing in one location, such as a single building or campus.
    Not usually necessary to spell out.

loopback
    Lowercase for generic use.

M

Media Access Control (MAC).
    Not usually necessary to spell out.

Members account, Members site
    Plural, capitalized.

Mock Lab
    Capitalized.

Multiprotocol Label Switching (MPLS)

multicast

multihop

N

network address translation (NAT). Mechanism for reducing the need for globally unique IP addresses. NAT allows an organization with addresses that are not globally unique to connect to the Internet by translating those addresses into a globally routable address space.

O

Open Shortest Path First (OSPF)

P

permanent virtual circuit (PVC)

Power over Ethernet (POE)

Public Switched Telephone Network (PSTN). A telecommunications network that connects telephones around the country.

Q

Quality of Service (QoS). Measure of performance for a transmission system that reflects its transmission quality and service availability.

R

rack rental
Lowercase unless part of an official product name.

read-only
Always hyphenated.

Real-Time Monitoring Tool (RTMT)

Remote Desktop Connection (RDC)

RIPng

Routing & Switching. Cisco certification path.
Always capitalize, and use & instead of "and."
Spell out at first instance in each reference document, workbook, or slide deck: *Routing & Switching (R&S)*

S

Security. Cisco certification path.
Always capitalize.

Service Provider. Cisco certification path.
>Always capitalize.
>Spell out at least at first instance per document or workbook: *Service Provider (SP)*

Session Initiation Protocol (SIP). Offers many of the same architectural features as H.323, but relies on IP-specific technologies such as DNS. It also incorporates the concept of fixed port numbers for all devices and allows for the use of proxy servers.

Skinny Client Control Protocol (SCCP). A Cisco-proprietary protocol used between Cisco Call Manager and Cisco VoIP phones.

Step
>Use initial capitalization for *Step* in cross-references to specific steps in Procedures: *Repeat Step 2 for each configuration; then proceed to Step 3*.

Survivable Remote Site Telephony (SRST)

T

Transmission Control Protocol (TCP). Connection-oriented transport layer protocol that provides reliable full-duplex data transmission.
>Not usually necessary to spell out.

telnet. A client program that implements the Telnet terminal-emulation protocol.
>Generally lowercase. All caps (TELNET) is not usually necessary, as the letters do not serve to abbreviate words.
>Capitalize (Telnet) to refer to the protocol itself.)

U

unicast

User Datagram Protocol (UDP)

V

Video Course Download.
>Capitalized as part of INE course title.
>Course title structure:
>>\<Certification abbreviation\> \<Track Name\> Video Course Download
>Do not refer to video downloads as bootcamps, even if they are recorded from bootcamps.

video-on-demand. Do not use.

Virtual Network Computing (VNC)

VLAN. Virtual LAN. A group of devices on one or more LANs that are configured so that they can communicate as if they were attached to the same physical network cable, when in fact they are located on a number of different LAN segments. See also *local area network (LAN)*.
>Not usually necessary to spell out.

Voice. Cisco certification path.
    Always capitalize.

Voice over IP (VoIP). The ability to carry normal telephony-style voice over an IP-based internet with POTS-like functionality, reliability, and voice quality.
    Not usually necessary to spell out.

virtual private network (VPN). A network connection between two peers over the public network that is made private by strict authentication of users and the encryption of all data traffic.
    Not usually necessary to spell out.

W

wide area network (WAN). Data communications network that serves users across a broad geographic area and often uses transmission devices provided by common carriers.
    Not usually necessary to spell out.

Wireless. Cisco certification path.
    Always capitalize.

Wireless LAN (WLAN), Wireless LANs (WLANs)

X

Y

Z

TOPIC/WORKBOOK SPECIFIC STYLES

Routing & Switching Lab Workbooks
- For complex listing of switch pairs, use *&* to group pairs and *and* to separate the pairs.
  Create two logical layer 3 connections between SW2 & SW3 and SW3 & SW4.
- *-list*: All of the following should use a hyphen
  - access-list
  - prefix-list
  - offset-list
  - distribute-list
- *local-preference*
- *next-hop*
- *Serial* (capitalized)
- *sub-interface*
- *ACTIVE, INACTIVE, DELETED* (all caps when used in the context of DLCI)