

# Solari Communication Rich Maggiani



## **Books:**

*Designed; written; rewritten; and edited;  
both original editions and revisions*

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### **Ameriprise Financial (RiverSource University)**

Communication Framework Worksheet and User Guide  
Introduction to Presentation Skills (Level 100)  
Instructional Design  
Introduction to Presentation Skills Facilitator Guide  
Introduction to Presentation Skills Participant Guide  
Intermediate Presentation Skills (Level 200)  
Instructional Design  
Intermediate Presentation Skills Facilitator Guide  
Intermediate Presentation Skills Participant Guide

### **Anchorage Municipal Light and Power and Grimason and Associates**

Energy Efficiency Incentives Report

### **Ascension Technology**

driveBAY Setup Guide  
medSAFE Setup Guide  
trakSTAR Setup Guide

### **Bio-Tek Instruments**

#### **MicroTrak XL**

Assay Software Detail Design; v2.0  
Detailed Look User's Guide; v1.0  
Host Link Functional Specification; v1.0  
Host Link Integration Test Plan; v1.0  
Host Link Requirements Specification; v1.1  
Host Link Requirements Specification; v1.2  
Host Link Requirements Specification; v1.3  
Instrument Releases Notes; v1.0  
Instrument Releases Notes; v2.0  
Instrument Releases Notes; v3.0  
Instrument Releases Notes; v4.0  
Instrument Releases Notes; v5.0  
Instrument Releases Notes; v6.0  
Instrument Releases Notes; v7.0

### **Bio-Tek Instruments (cont)**

Motor Controller Communications Protocol Specification; v3.1  
Motor Controller Functional Specification; v2.2  
PC Message Communications Protocol Spec; v0.1  
PC Message Communications Protocol Spec; v1.0  
PC Message Communications Protocol Spec; v2.0  
PC Message Communications Protocol Spec; v3.0  
PC Software Detailed Design; v1.0  
PC Software Functional Specification; v3.0  
PC Software Functional Specification; v3.1  
Product Architecture; v1.0  
Product Architecture; v2.0  
Product Architecture; v2.1  
Product Architecture; v3.0  
Software Architecture; v2.0  
Software Architecture; v2.1  
Software Architecture; v3.0  
Software Integration and Release Procedures; v1.0  
Software Integration and Release Procedures; v2.0  
Software Integration and Release Procedures; v3.0  
Software Integration and Release Procedures; v4.0  
Software Integration and Release Procedures; v5.0  
Software Release Notes; v0.1  
Software Release Notes; v1.0  
Software Release Notes; v2.0  
Software Release Notes; version A  
Software Release Notes; version B  
Software Release Notes; version B1  
Software Release Notes; version C  
Technical Reference; v0.1  
Technical Reference; v2.0  
Technical Reference; v2.1  
Technical Reference; version A  
Technical Reference; version B  
Technical Reference; version C  
Technical Reference; version D



### **Bio-Tek Instruments (cont)**

#### **ELs1000**

ELs1000 Operator's Guide; version A  
ELs1000 Operator's Guide; version B  
ELs1000 Operator's Guide; version C  
ELs1000 Operator's Guide; version D

### **Blue Cross and Blue Shield of Vermont**

Response to RFP for IDX Systems Corporation  
Response to RFP for State of Vermont  
Response to RFP for The Taylor Group

### **Champlain Software**

#### **Windows Library**

fx/Report User Guide  
fx/Scholar Getting Started  
fx/Tools User Guide

#### **Personal Computer Library**

Accounts Payable User Guide  
Admissions User Guide  
General Ledger & Budget User Guide

#### **IBM AS/400 Library**

Admissions User Guide  
Cash Receipts User Guide  
Pre-Admissions and Recruiting User Guide  
Payroll User Guide  
Registration and Records User Guide  
Student Billing User Guide

### **Connecticut Energy Advisory Board (CEAB) and La Capra Associates**

Electricity Procurement Report

### **Country Home Products**

DR Gear-Driven Power Take-off System  
DR Trimmer/Mower Operating Instructions  
DR Zero-Turn Radius Riding Mower  
Neuton Garden Cart Operating Instructions  
Neuton Mower Operating Instructions  
Neuton Trimmer Operating Instructions

### **Fletcher Allen Health Care**

Laboratory Test Order & Review System  
Order & Review Pocket Guide  
Physician's Laboratory Test Review System

### **Green Mountain Coffee Roasters**

Designing Questions Class and Student Guide  
Interviewing Techniques Class and Student Guide  
Learning to Listen Class and Student Guide  
Technical Writing Class and Student Guide

### **Green Mountain Power**

Solar Project: System Impact Study  
Integrated Resource Plan for 2011  
Integrated Resource Plan for 2007

### **IBM Corporation**

#### **System Logic Library**

31-Bit Addressing; v2.1.2  
Auxiliary Storage Management; v1.3.4  
Auxiliary Storage Management; v2.1.2  
Auxiliary Storage Management; v2.1.3  
Availability Manager; v2.1.6  
Checkpoint/Restart; v2.1.2  
Checkpoint/Restart; v2.1.3  
Communication Management; v2.1.2  
Contents Supervision; v2.1  
Contents Supervision; v2.1.1  
Contents Supervision; v2.1.2  
Converter/Interpreter; v2.1  
Converter/Interpreter; v2.1.1  
Converter/Interpreter; v2.1.2  
Dispatcher; v2.1.1  
Dispatcher; v2.1.2  
Dump Analysis and Elimination; v2.1.1  
Dump Analysis and Elimination; v2.1.2  
Dumping Services; v2.1.1  
Dumping Services; v2.1.2  
Event Notification Facility; v2.1.1  
Event Notification Facility; v2.1.2  
Expanded/Extended Memory Specifications; v2.1  
Functional Subsystem Interface; v2.1.1  
Initialization and Tuning; v1.3.5  
Initialization and Tuning; v2.1.3  
Input/Output Supervisor; v1.3  
Input/Output Supervisor (Part 1); v2.1.2  
Input/Output Supervisor (Part 2); v2.1.2  
Job Entry Subsystem/Scheduler Services; v2.1.1  
System Initialization Logic; v1.3.4  
System Initialization Logic; v1.3.5  
System Initialization Logic; v2.1.3  
Virtual Storage Management (Part 1); v2.1  
Virtual Storage Management (Part 2); v2.1



## IBM Corporation (cont)

### Documentation Tool

System Logic Library Documentation Tool Guide; v1.0  
System Logic Library Documentation Tool Guide; v2.0

### Technical Newsletters; OS/VS2 (Operating System/Virtual Storage 2)

Initialization and Tuning Guide; v1.3.4  
Input/Output Supervisor; v1.3.1  
Input/Output Supervisor; v1.3.2  
Input/Output Supervisor; v1.3.3  
System Initialization Logic; v1.3.3  
System Logic Library; Volume 3; v1.3.1  
System Logic Library; Volume 3; v1.3.4  
System Logic Library; Volume 3; v1.3.5  
System Logic Library; Volume 5; v1.3.4  
System Logic Library; Volume 6; v1.3.3  
System Logic Library; Volume 6; v1.3.4  
System Logic Library; Volume 11; v1.3.3

### Technical Newsletters; MVS/XA (Multiple Virtual Storage/Extended Architecture)

31-Bit Addressing; v2.1.1  
System Initialization Logic; v2.1.2  
Auxiliary Storage Management; v2.1.1  
Auxiliary Storage Management; v2.1.2  
Checkpoint/Restart; v2.1.1  
Checkpoint/Restart; v2.1.2  
Master Subsystem/Subsystem Interface; v2.1.1  
Master Subsystem/Subsystem Interface; v2.1.2  
PC Authorization Service Routines; v2.1.1  
PC Authorization Service Routines; v2.1.2  
Recovery Management Support; v2.1.1  
Recovery Management Support; v2.1.2

### Supplements; MVS/XA

Initialization and Tuning; v2.1.2  
System Initialization Logic; v2.1.2  
Master Subsystem/Subsystem Interface; v2.1.1  
Master Subsystem/Subsystem Interface; v2.1.2  
PC Authorization Service Routines; v2.1.1  
PC Authorization Service Routines; v2.1.2  
Recovery Management Support; v2.1.1  
Recovery Management Support; v2.1.2

### Supplements; OS/VS2

Initialization and Tuning; v1.3.4  
System Logic Library; Volume 1; v1.3.1  
System Logic Library; Volume 6; v1.3.3  
System Logic Library; Volume 6; v1.3.4

## IBM Corporation (cont)

### Project Management

System Logic Library; 16 Volumes; v1.3  
System Logic Library; 42 Volumes; v2.1

## Hearthstone Stoves

Homestead Gas Stove User Manual

## ipCapital Group

### Linux inventions for this intellectual property company

A Single Login Process for External; Internet-based Online Services  
Adding an Extra Security Level to Credit Card Data Transmissions to Better Thwart the Data's Unauthorized Use  
Authenticating a Smart Card When Used for an Electronic Transaction  
Consolidating Disparate Supplier Database Structures into a Customized Database System  
Creating a Personalized Graphical Interface that Balances Individualized Content with Content Provider Requirements  
Creating Task-Specific Virtual Machines to Test for Malicious Code  
Customizing Queries Based on User Preferences for Searching Online Content and Returning Customized Results  
Efficiently and Securely Purchasing Goods from Online Services  
Initially Configuring New Devices and for Installing Software-related Upgrades and Fixes When Available  
Implementing a Single Login Process for Internal Computer Services  
Installing Only Those Application Features That Are Actually Used  
Installing Software Upgrades with Improved Uninstall Capabilities  
Method for an Online Merchant to Offer Competitive Product Pricing and Promotions Attractive to their Global Customers  
Operating Multiple Applications on a Standard Smart Card  
Querying Online Content to Obtain Customized Results Based on Your Particular Requirements  
Searching Online Content to Obtain Meaningful Results Using a Web-based Hierarchical Database  
Securely Sending Financial Data While Thwarting Attempted Thefts



### **ipCapital Group (cont)**

Securely Transmitting Information Online When the Security Is Enabled by the Sender  
Updating New Application Installations and for Installing Upgrades and Fixes When Available  
Upgrading Software and Related Data Files On a Need Basis Without Querying a Database

### **IDX Systems Corporation**

Admissions; Discharges; and Transfers (ADT) System Manager User Guide  
Admissions; Discharges; and Transfers Tutorial  
Hospital Patient Accounting (HPA) System Manager User Guide  
Hospital Patient Accounting Tutorial  
IDXConnectR Getting Started  
IDXConnectR Procedure Online Help

### **Kestrel Technologies, LLC**

SV1 Application Programmer Interface (API)

### **LPA Software, Inc**

CARRI Macintosh Installation Guide  
CARRI Training Manual (co-authored)

### **Massachusetts Department of Energy Resources (DOER) and La Capra Associates**

Renewable Portfolio Standard (RPS) Requirements Feasibility Report

### **MobiRez-Advertising Associates International**

Marketing copy for 80 tourist attractions.

### **National Life of Vermont**

Automated Correspondence Standards

### **Portfolio Software**

Day-to-Day Calendar (Macintosh) Quick Reference Guide  
Day-to-Day Calendar (Macintosh) User Manual  
Day-to-Day Contacts (Windows) Quick Reference Guide  
Day-to-Day Contacts (Windows) User Manual

### **Province of Ontario Government**

Engaging and Influencing Your Audience  
Introduction to Presentation Skills  
Advanced Presentation Skills

### **Sung An Machinery**

Coater Extrusion Operation User Guide

### **Systems & Software**

#### ***enQuesta Customer Information User Guides***

Backflow and Cross Connections User Guide  
Billing Rates Guide  
Billing User Guide  
Call Tracking User Guide (co-author)  
Cash Receipts User Guide  
Credit and Collections User Guide; v2.3  
Credit and Collections User Guide; v3.7  
Hydrant-Valve-Tap and Transformer User Guide  
Meters and Hand-Helds User Guide  
New Sites User Guide; v2.3  
New Sites User Guide; v3.0  
Tax Billing User Guide  
Work Order Overview

#### ***enQuesta Financial Management Reference Guides***

Equipment Maintenance and Scheduling Reference Guide  
Inventory Reference Guide  
Job Costing Reference Guide  
Work Order Costing Reference Guide

#### ***enQuesta Training Guides***

*enQuesta* Course Catalog  
Inquiry and Navigation e-Learning Interactive CD

#### ***Client-Specific Training Guides***

Billing Guide  
Billing Work Orders  
Call Tracking and Letter Generation  
Cash Processing  
Cash Receipts  
Credit and Collections  
Meters Management  
Pre-Billing Guide  
Work Order Overview  
Work Order Update





## Systems & Software (cont)

### *enQuesta System Guides*

Configuring the Inquiry Portal  
Security Guide; v3.0  
Security Guide; v3.7  
System Administration Guide

### *Initial Setup Guides*

Customer Information Initial Setup  
Finance and Accounting Initial Setup  
Setting Up the Control File

### *enQuesta Features and Benefits*

*enQuesta* Version 2 Features and Benefits  
*enQuesta* Version 3 Features and Benefits  
*enQuesta* Version 4 Features and Benefits

### *Version Level Enhancements*

Version 2.0 Enhancements  
Version 2.1 Enhancements  
Version 2.2 Enhancements  
Version 2.3 Enhancements and Instructions  
Version 2.5 Enhancements and Instructions  
Version 2.6 Enhancements and Instructions  
Version 2.7 Enhancements  
Version 3.0 Enhancements and Instructions  
Version 3.5 Enhancements and Instructions  
Version 3.7 Enhancements

### *Customer Information Learning Guides*

ACH Procedures  
Active and Status Codes  
Adjusting a Bill; v1.0  
Adjusting a Bill; v2.0  
Average Winter Consumption  
Cash Receipting  
Collection Agency Work Order  
Consumption History and Financial Codes  
Creating Banner Messages  
Customized Reporting Code  
Disputing a Bill  
Electronic Bill Presentment and Payment  
EMPAC Interface  
Ensuring Accurate Meter Readings  
Fixed Billing  
Online Readings Edit  
Reconciling Accounts Payable Checks  
Time-of-Use Billing  
Transferring Delinquents to Taxes  
Using Standard USPS Zip Codes  
WorkPerfect Printer Setup  
Writing Messages on Bills

## Systems & Software (cont)

### *Introductory Guides*

*enQuesta* Basics  
*enQuesta* Glossary  
Inquiry and Navigation; v2.3  
Inquiry and Navigation; v3.0  
Introducing *enQuesta*

### *Marketing Sell Sheets*

*enQuesta* VoiceConnect  
*enQuesta* WebConnect  
New Sites and Services  
Reporting Solutions

### *MUPS—Municipal & Utility Package Software*

Accounts Payable Reference Guide  
Accounts Receivable Reference Guide  
Cash Receipting Reference Guide  
Continuing Property Records Reference Guide  
Cross Connections Reference Guide  
Customer Information System Reference Guide  
Customer Service & Inquiry Reference Guide  
Customer Service & Work Order Reference Guide  
Electric Utility Billing Reference Guide  
Fixed Assets & Facilities Reference Guide  
Gas Utility Billing Reference Guide  
General Ledger Reference Guide  
Inventory Reference Guide  
Job Costing Reference Guide  
Payroll Reference Guide  
Purchase Orders Reference Guide  
Refuse Utility Billing Reference Guide  
Sewer Utility Billing Reference Guide  
System Admin Reference Guide  
Tax Billing Reference Guide  
Water Utility Billing Reference Guide

### *Foundational Documents*

Applying FrameMaker Styles to *enQuesta* Documents  
*enQuesta* Style Guide  
FrameMaker Templates for *enQuesta* documents (nine templates encompassing a single FrameMaker Book)  
Using FrameMaker to Create *enQuesta* Documents  
Word Template for Customer Documentation

### *Online Help*

Electronic Billing Online Help  
WebConnect Online Help



### **Vermont Creative Software**

Vermont Views GraphEx User Guide

### **Vermont Department of Taxes**

Grand List User Guide

### **Vermont School Boards Insurance Trust**

Programs and Procedures

### **Vermont State Colleges**

#### **User Guides**

Admissions User Guide

Billing User Guide

Data Element Dictionary

Financial Aid User Guide

Fiscal User Guide

Registration User Guide

Report Generator User Guide

#### **Report Samples**

Admissions Report Samples

Billing Report Samples

Financial Aid Report Samples

Fiscal Report Samples

Registration Report Samples

#### **Newsletter**

Editor; Designer; and Writer for bimonthly

*Computing* newsletter

### **Vermont TelEmergency (TDS TELECOM)**

Enhanced 911 Request for Proposal Response

### **Vertek Corporation**

Customer Communication Learners Guide

### **Solari Position Papers**

#### **Communication**

How Does It Look?

Reading Is Dead

Communication Sometimes Requires Persistence

The Costs of Poor Communication

The Nut as an Effective Marketing Tool

The Ten Tents of Effective Communication (part one)

The Ten Tents of Effective Communication (part two)

### **Solari Position Papers (cont)**

#### **Communication Plans**

The Most Successful Companies Communicate Better  
A Communication Plan Establishes a Foundation of Success

The Many Benefits of Effective Communication Plans  
The Many Reasons for Needing a Communication Plan  
Communication by the Numbers

Evaluate and Analyze Your Communication with a Comprehensive Assessment

A Communication Audit Helps You Communicate Better

#### **Listening**

Why Is Listening So Under-Appreciated

The Many Benefits of Listening

Personality Traits of an Exceptional Listener

How to Be an Effective Listener

How to Truly Listen

#### **Presentations**

28 Qualities of a Skillful Presenter

Where Are You Going with that Presentation?

Nine Engaging Ways to Open a Presentation

Open Your Presentation with Pizzazz—Tell a Story

It's All About Your Audience

Yes, I See That

#### **Social Media**

Effectively Managing Twitter

How Useful Is Your Twitter Stream?

Influence Your Community by Engaging Them

Embrace Social Media: Blogging and Microblogging

Cloud Computing Intersects with Social Media

The Generational Effect on Social Media

Social Media and Its Effect on Communication

Social Media Strategies

Social Media: Four Steps of Engagement

#### **Writing and Editing**

Another Take on Editing: Three New Levels

Five Extraordinary Editing Tasks

The Five levels of Editing

The Nine Tasks of an Editor

An Editor: Your First Reader and Collaborator

Writing 201: Analyzing the Writing Process

The Value of The Society for Technical Communication

The Increasing Importance of Technical Communication

The Inexorable Rise of the Technical Communicator



**Published Articles**

Boost Your LinkedIn Profile with Recommendations  
Effective Business Communication  
How to Better Manage Your Twitter Stream  
Making Time for Social Media  
Marketing Your Service: On Becoming Visible  
On Twittering  
Staying Competitive with Social Media  
Technical Communication in a Social Media World  
The Generational Effect on Social Media  
The Value of Your LinkedIn Connections  
Town Manages Money Responsibly  
Using LinkedIn To Get Work  
Why Social Media Is So Wonderful  
Your Flowing Twitter Stream

