

TECH MANUAL - YOU DO NEED ONE!

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# WELCOME

- Casual - ask away!
  - Who is this lady anyway?
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# AGENDA

- Why protocols?
  - What does the HSCC have?
  - What is a tech manual?
  - What's included?
  - Where do you start?
  - Beginning yours!
-

WHY HAVE A PROTOCOL?



# HSCC'S GOT IT COVERED

- Social Media Plan
- Acceptable Use Policy
- Cell Phone Use Policy
- Orientation Checklist
- Emergency Operations Plan
- Employee Handbook
- First Right of Refusal Policy
- Tech Manual(s)

# WHAT IS A TECH MANUAL?





WHERE TO START?



**INSTRUCTIONS HOW TO WRITE  
INSTRUCTIONS**



VIA 9GAG.COM

**WHO WROTE THE FIRST INSTRUCTION  
MANUAL WITHOUT INSTRUCTIONS?**

Prepare!

Create a  
timeline

Don't park it on  
a shelf



Steps to Write a Good Manual

Create an  
outline

Do the task  
while writing

# REVIEW

- Protocols
  - HSCC Examples
  - Tech Manuals
  - Items Included
  - How To Start...
  - Beginning yours!
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# CREATE A LIST OF SOFTWARE YOU HAVE

Microsoft Office

Email platform

Databases

Fundraising Software

Curriculum Software

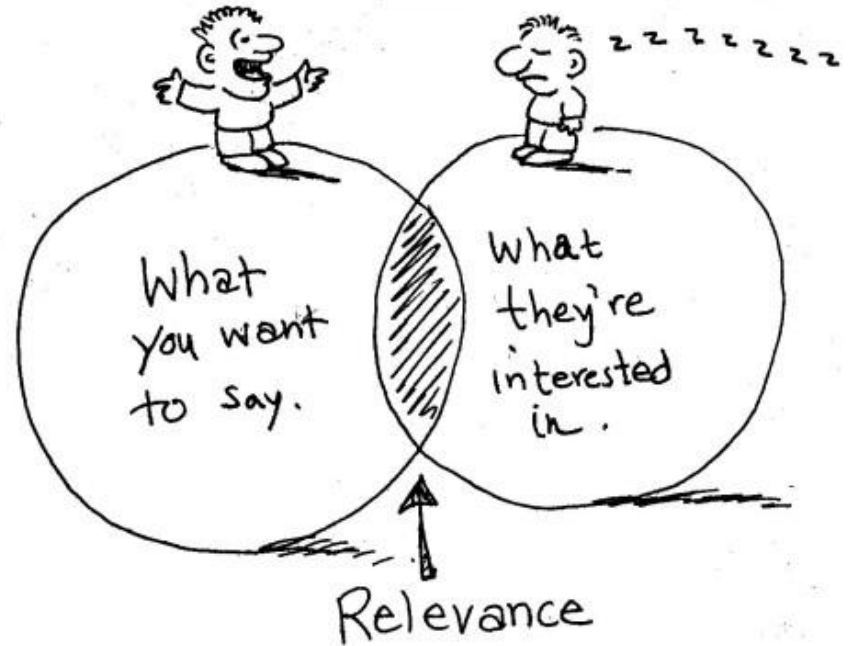


# TAILOR TO YOUR AUDIENCE

New staff

Quirky systems

Lower level users

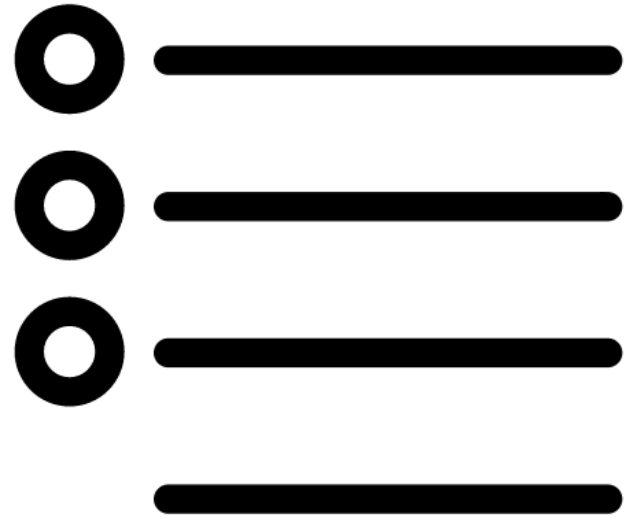


# START AN OUTLINE

Order

Large sections

Frequency of use



# CREATE A TIMELINE

Be realistic

Timeliness





START WRITING

