

Memorandum

To: Dr. Kim Campbell

From: Kali Rossi

Date: July 12, 2026

Subject: Midterm Status Report

Technical writing at Tanium

Tanium is a cybersecurity and systems management company. Their platform gives IT and security teams real-time visibility into every endpoint on their network — laptops, servers, devices — so they can manage, patch, and secure them all from one place. Even organizations with millions of devices can get that information back in seconds, not hours.

I'm working as a technical writing intern on Tanium's documentation team. My main job duties have been researching an AI documentation project and learning how technical writers work day-to-day, from drafting content, finalizing it after reviews, and publishing it to help.tanium.com. Along the way, I've been learning about topic-based authoring, helping with content migration, and getting a better sense of Tanium's corporate structure through the internship program.

Below, I'll walk through what I've learned in each of these areas, then share two work samples: a Patch guide addition and a fix I made to the Jump Gate guide. Because Tanium is a cybersecurity company, some details — like specific tools or the exact topic of my research project — are confidential, so I'll keep those parts a little vague.

Job duties

Research project

As a part of the internship program, I've been researching specific AI topics that will help my team after the internship is over. Because we're a cybersecurity company, I can't go into specifics about my research topic, but I've been working to come up with an AI product that will improve my team's overall workflow.

Through this project, I've been able to meet with most members of the documentation team and interview them about their work. It's been a great way to naturally introduce myself to my coworkers and get to know them better. At the end of the internship, I'll give a presentation where I'll share my results with the company.

Day-to-day work

While I'm not working on my research project, I'm typically helping out with our content migration or working through real fixes to improve our content. I haven't worked a sprint with a real team yet, but I've been able to work through real JIRA tickets with my mentor. I'll receive a ticket, figure out what needs to be fixed, find the affected files, and make the edits before publishing to our website. Throughout this process, I have to be aware of the company's version control procedure, their style guide rules, and getting a peer review from my mentor before anything goes live.

Mentorship

My mentor, Kevin, has been a huge asset throughout this internship. We usually meet several times a week so I can update him on my work, and he always takes the time to check what I've done and answer any questions I have. If something's more complex, he'll set aside extra time to walk through it with me. He's also helped me schedule interviews with the rest of the team, which has given me a much better sense of how the department works.

Beyond the technical side, Kevin's taught me a lot about navigating a corporate environment — he's not just helping me become a better technical writer, but a better employee and team member overall.

That mentorship hasn't been limited to Kevin, either. Everyone I've worked with on the team has told me I can come to them with questions, and they've all followed through on that. Whether it's a technical question or general career advice, the team has been great to learn from.

Work environment

I work out of Tanium's Addison, TX office, though the company is headquartered in Bellevue, Washington. I'm on a hybrid schedule, splitting my time between three days in the office and two days remote. That said, my whole team is located elsewhere. Most of them work remotely, and a few work out of different offices entirely.

Despite being spread across different locations and time zones, the team works remarkably well together. We have team meetings to sync up when needed, but for the most part, everyone works with a lot of autonomy.

I don't mind being the only one on my team in the Addison office. If anything, it's pushed me out of my comfort zone to talk to employees from other teams. I've gotten to know people on the Customer Experience team, in data science, and in solutions engineering,

which has given me a broader view of the company than I probably would've gotten otherwise.

What I'm learning

Topic-based authoring

I've mostly encountered topic-based authoring through content migration. Our new platform is more particular about chunking content into individual topics, so as I review pages, I've had to go in and figure out for myself where a topic should be split. I've learned to identify each piece as a task, concept, or reference topic, and structure the content accordingly.

Content migration

The documentation team is moving their content to another platform, and I've been able to help with the transition. Mostly, I've been reviewing content after the migration has been completed by another technical writer, but I've been able to migrate one small guide on my own so far.

Corporate structure

One thing I appreciate about Tanium is the investment the company makes in their interns. In this program, we frequently communicate with our internship director, Bella Ayala. Bella hosts several meetings for interns every week:

- **Mondays** – we have a session where we talk about something related to the corporate world (onboarding, networking, performance reviews, etc.).
- **Midweek** – we have a session about the week's topic with someone in the company. We had a great session one week about Tanium's Diversity, Equity, Inclusion, and Belonging (DEIB) initiative with a panel of Tanium employees.
- **Fridays** – we have a Q&A session with someone in a leadership position (founder, CEO, CPO, etc.).

These sessions are a reminder that Tanium treats intern growth as a priority, not an afterthought — the company sees interns as future talent worth investing in, not just summer help. That kind of investment has made me feel like a genuine part of the company, and like I'm being set up for long-term success this summer.

Work Products

Sample 1 – [Patch guide addition](#)

This was a real JIRA ticket I worked on during my first and second week, and my first real introduction to our XML authoring tool. Customers didn't have troubleshooting guidance for a specific Patch module error on Linux endpoints, a JSON parse failure caused by DNF variables not resolving correctly, so I wrote a new section to fill that gap in an existing troubleshooting page.

I started with a draft, then reviewed it with Kevin. Working through his feedback also gave me a good look at what the review process typically looks like for a fix like this, beyond just applying comments to make revisions. Once the content was in good shape, we published it, and since this info applies to both deployment types, we published the addition to both the cloud and onprem versions of the guide.

Being able to learn the authoring tool by working through a real fix, rather than just reading about it conceptually, made a big difference. That's usually how I learn best: doing things, not just understanding it in theory.

Sample 2 – [Jump Gate guide link fix](#)

I found this issue while working through content migration. Two links in the Jump Gate guide, pointing to related pages on computer group assignments and personas, were leading to empty pages. Unlike my other work sample, this fix wasn't tied to a JIRA ticket. I caught the broken links myself during migration and worked with the technical writer who owns that content to get it fixed.

I went into our authoring tool to figure out why the links weren't resolving, then corrected and republished them. Since I found the issue during migration, I made sure the fix was applied to both the original content and the migrated version, so the links would work correctly either way.

Sample 1 – Patch troubleshooting section

[Tanium Patch troubleshooting guide](#)

Linux: Could not load DNF variables



Cause

The Patch module calls Python to resolve DNF variables, such as *\$releasever* and *\$basearch*, at startup. If the Python invocation returns empty or invalid output, a JSON parse failure occurs.

Common root causes include:

- A custom Python installation takes precedence over the OS-standard Python (`/usr/bin/python3`) in the PATH variable, and the custom Python does not have the DNF module.
- The DNF version on the endpoint is below 4.2.15.
- The DNF Python module is corrupted or missing.

Solution

1. Run `which python3` on the affected endpoint.
2. If the result is not `/usr/bin/python3` or `/usr/libexec/platform-python` on Red Hat Enterprise Linux or CentOS, verify that the referenced Python has the DNF module by running: `python3 -c 'import dnf; print(dnf._version_)'`.
3. If a custom Python is shadowing the OS-standard Python, complete one of the following actions:
 - adjust the PATH variable priority
 - remove or rename the custom Python
 - install the DNF module into the custom Python environment
4. Verify that the DNF version is 4.2.15 or later by running `dnf --version`.

Sample 2 – Jump Gate link fix

[Configure Jump Gate page](#)



NOTE

The computer management groups assigned to a user or an alternative persona can restrict the endpoints available to a user who is designated in an access policy. For example, consider an access policy that applies to all users and includes all endpoints, and a user who is using an alternative persona that restricts that user to a computer group that does not include "Endpoint A." While using that persona, the user cannot see "Endpoint A" or create a jump request for that endpoint, even though the access policy includes that endpoint. For more information about assigning computer management groups, see [Tanium Console User Guide: Manage computer group assignments for a user](#). For more information about personas, see [Tanium Console User Guide: Managing personas](#).