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I am **Paul Zimmerman**, a manager in the Knowledge Management and Delivery (KMD) group within Cisco's Network Operating Systems Technology Group (NOSTG).

I have been involved with Web 2.0 implementations at Cisco, primarily with wiki work. I worked on teams to promote wikis internally, and led the DocWiki program team for a few years before becoming a manager.

I have been at Cisco for over 12 years, working on a variety of technical content issues. I have produced technical information for Cisco voice products, including hardware, software, and interoperability. I have also worked on improving navigation and accessibility of content. I came to Cisco after managing a technical documentation group at Lucent Technologies. I got my degree in Political Science from the University of California, Santa Barbara.

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