Adobe

space

personal spaceship
spaceship
space travel
spacecraft

Help-Center > Graphics and Objects

Getting started
FrameMaker basics
Page layout and templates
Editing content
Tables
Single-sourcing content

Books and long documents
Object styles
Review and collaboration
Structured authoring
Structured authoring using DITA
Print and publish

Content Management Systems
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Appendix

efin_actscreens

Welcome to our Help Centre

What can we help you with today?

-Search-

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Rh Adobe RoboHelp (2017 release)

Give end users a best-in-class search and navigation experience
with the new HTML5 layouts - 'Indigo' and 'Ocean'

Request demo

InfoPlus⁺

July 17

The ISTC is the United Kingdom's professional association for scientific and technical communicators, which includes authors, illustrators and information designers.

ISTC Office: Airport House, Purley Way, Croydon, Surrey CR0 0XZ
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This monthly Newsletter is emailed to about 1500 people. As well as ISTC news, *InfoPlus⁺* aims to cover anything of interest to the profession. To subscribe, contact the office.

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Blogs: Blogs Editor

If you're reading a printed copy of this newsletter, go to www.istc.org.uk/our-publications/infoplus-newsletter/ and open it online to explore the links mentioned.
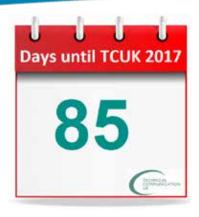
ISTC news

Early Bird booking extended to Monday 17th July!

If you have not already booked your place for TCUK 2017, take advantage of the extended early-bird booking date which covers an all-inclusive residential package for £620 for ISTC members and £770 for non-members. These prices will rise to £680 and £830 respectively after this date. Early-bird day registration is £180 for members and £245 for non-members rising to £210 and £275 respectively after 17th July.

For full details, visit: http://technicalcommunicationuk.com/?page_id=5152.

We hope to start announcing programme details very soon, so please bookmark http://technicalcommunicationuk.com and check back often.

Days until TCUK 2017

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TECHNICAL COMMUNICATION UK 2017

Sponsorship opportunities

We're delighted to announce our sponsors for this year: Adobe Technical Communication, SCHEMA Group, Imprimatur Ltd, MadCap Software, 3di, and Kothes! Technische Kommunikation GmbH & Co. KG. You can find out more about existing sponsors by visiting: http://technicalcommunicationuk.com/?page_id=5550.

There are a whole host of opportunities and benefits for sponsoring the leading technical communication conference. If your organisation would like to join us as a sponsor, download the information pack available at: http://technicalcommunicationuk.com/?page_id=6889.

Contact the ISTC office to reserve your place.

Oxford Reference Online

From Alison Peck, ISTC President

Oxford Reference

Armed with the results of the survey and a clearer idea of what we were looking for, we have arranged a new subscription to Oxford Reference. It gives us access to 265 titles (yes, that's right, 265, as opposed to the 30 we have before) - and it costs us MUCH LESS! This is down to a combination of the way Oxford Reference now package their services and having a more defined focus when investigating our options. Revisiting a resource to confirm its value doesn't necessarily mean losing it!

As a reminder, to access the titles for free, use the link on the ISTC website (log on to the ISTC website – I always stay logged in, as it makes the discussion forums easier to access as well), then select **Oxford Reference Online** from the **Publications and Resources** menu on the left. At the moment, you have to click another link on the web page that opens, but I will find out if that's strictly necessary or whether the link can be straight from the menu.

Note: If you can't see Oxford Reference Online in the menu, you're probably not logged in to the website as it's a member-only resource.

"Ask Me Anything" sessions

ISTC Ask Me Anything

We had Rob Woodgate, Documentation and Knowledge Management consultant and ISTC member, answering your questions in June. The discussion was mainly focused on Agile documentation. You can read the full session here (if you're an ISTC member and logged on): http://www.istc.org.uk/our-community/discussion-forums/topic/ama-with-rob-woodgate-sw-doc-agile-and-scrum/. Thank you very much to Rob and to those who contributed to the questions and discussion.

Volunteers wanted

The June AMA session was the last AMA for the time being. We're very grateful for everyone who has participated, as subject, questioner, or both. There have been some lively and interesting sessions.

Cecily is taking a step back from the AMAs, but if anyone else wants to take over, perhaps after TCUK in the autumn, that would be welcome. You can email her at cecily.techauthor@gmail.com.

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Volunteer Opportunity – leader for the Yorkshire Area Group needed

The ISTC is run by its members for its members, and depends on volunteers for its success. Besides being essential to the success of the organisation, volunteering is a good way for you to develop new skills and build your network.

Job Title	Leader for the Yorkshire Area Group
Job description	We are currently looking for a volunteer to lead the Yorkshire Area Group. Area groups are a great way for technical communicators to keep in touch with each other, share knowledge and hear about the current tech comm trends. Every group is different, but most meet semi-regularly at a location of the organisers choice. It can be daunting to take on such a role, but we do provide you with lots of support, advice and we can help you advertise any events you organise.
If you would like to find out more	If you would like to volunteer for this position or if you would like to find out more about the role, please contact Tom Dumic on areagroupsmanager@istc.org.uk.

Hyperlinks disclaimer

The appearance of external hyperlinks does not constitute endorsement by the ISTC of the linked websites, or the information, products or services contained on those sites. All external hyperlinks were accurate and working at the time of writing. However, the ISTC does not exercise any editorial control over the information you may find at these locations, so the ISTC cannot be responsible for changes to content found at these locations or any material on those sites that may be inaccurate, misleading or offensive to you. All links are provided with the intent of meeting the mission of the ISTC and its Newsletter, and the ISTC disclaims any responsibility for the accuracy, completeness and availability of any linked site. Please let us know about existing external links which you believe are inappropriate or inaccurate and about specific additional external links which you believe ought to be included.

The UK's Leading Technical Communication Event

TCUK Conference
26th – 28th September 2017

Crowne Plaza Hotel, Nottingham

The UK's largest annual event for technical communicators, the Technical Communication UK Conference (TCUK), will take place at the Crowne Plaza Hotel in Nottingham this year. Make sure you save the date.

Crowne Plaza Nottingham hotel offers modern rooms in buzzing central Nottingham, close to the city's main shopping and entertainment districts. See our website for further information - www.technicalcommunicationuk.com

Contact the ISTC office if your company is interested in being a sponsor or exhibiting at TCUK 2017 – email Claire Kelly at claire.kelly@admin.co.uk.

www.technicalcommunicationuk.com

Attention Fellows and Junior members of the ISTC
Please look out for an email from the ISTC office soon which will outline details for your access to the CPD recording tool mentioned by David Farbey in the May issue.

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ISTC community

ISTC local area and special interest groups

The ISTC area groups offer an opportunity for technical communicators to network and share knowledge and expertise. The groups are open to everyone from all industries in the local area (you don't even need to be an ISTC member to attend), and it's free. The groups meet at intervals during the year and hold talks, peer discussions, demonstrations and social evenings. Special interest groups give you an opportunity to meet people in your own industry.

Thames Valley Area Group

From Liz Gregory and Darren Mitcham

At the Thames Valley June meeting we discussed communicating with drawings and we were blessed with three new members. Several of our regulars were away on holiday, but those who remained brought in the most number of examples that I have seen at our meetings. These included barbecue building instructions, IKEA, Lego, Airfix, a peculiar example for a kettle descaler, and a baby's crib. Some examples were truly horrific, managing to be both daunting and practically useless.

In summary, drawings can be great for communicating instructions, especially when you are building something. Drawings avoid language issues and are age independent. However, we all agreed you should avoid trying to communicate a whole process using an exploded parts diagram - order and logic are still needed just as they are with clear writing. We also decided that you should avoid labelling items that are never referred to again!

Thames Valley Area Group next meeting

The next meeting on Tuesday 4th July will be at the Bird in Hand, Bath Road, Knowl Hill, Reading, RG10 9UP and we will discuss document reviews: how do you encourage someone or a team of people to review your docs?

All are welcome, you don't have to be an ISTC member but please register your attendance at Eventbrite using the following link: https://www.eventbrite.co.uk/e/istc-thames-valley-area-group-meeting-tickets-35371623478.

Southern/MadSIG Area Group

From Jenny van den Broek

The Southern area/MadSIG group is starting again. If you work in Surrey and the surrounds, or even if you occasionally visit, you're welcome to come along to our regular meetings on the third Tuesday in each month from 7.45pm at 3Di (High Street, Ripley, Surrey, UK, GU23 6AF). Our first meeting is the 18th July.

The meetings will alternate between a general one and a MadSIG-specific one. If anyone would like to present a session on some aspect of technical writing, or how you use Flare/MadCap products in your work,

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please do get in touch. If you cannot attend physically, you may be interested in linking in over Skype. Non-ISTC members are welcome and we aim to keep our events free of charge.

If you have any questions or queries please email Jenny van den Broek on: southernengland_areagroup@istc.org.uk.

North West Area Group

Our next meeting will be on the 6th July.

Mahinda Kularatne, Documentation Manager at Thermo Fisher Scientific (Informatics), will be talking on 'Scrum-but and Agile-ish: Managing Long Documentation Projects in TFS'.

You can get further details on Event Brite, including location.

We also have plans for September 7th when we have a webinar on Paligo.

Both events are free and all are welcome. If you intend coming can you please register so we can have a rough idea of numbers:

https://www.eventbrite.co.uk/e/scrum-but-and-agile-ish-managing-long-documentation-projects-in-tfs-tickets-35005488358.

Using Eventbrite to register attendance at area group meetings
Some area group meetings are posted on Eventbrite and where this is the case, we asked anyone expecting to attend to register online using this event management service. You can see a list of ISTC related events by visiting: www.eventbrite.com/org/495786380.

A plea: if you know you're not going to be able to attend a meeting that you've registered for, could you please contact the organiser, even if it is at short notice.

Current ISTC local area groups

If you're interested in attending please contact the local organiser or email istc@istc.org.uk. If you're interested in setting up either an area group or a special interest group, please contact our area groups manager Tom Dumic at: areagroupsmanager@istc.org.uk.

Area groups:

Name	Leader	Email Contact Details
Cambridge	Derek Cooper or Jeff Bronks	cambridge_areagroup@istc.org.uk
Irish Technical Writers	Patrice Fanning Yvonne Cleary, Bridget Walsh	irishtechnicalwriters@istc.org.uk
ISTC Irish Group	Adrian Rush	irishgroup@istc.org.uk
London	Bridget Rooney	london_areagroup@istc.org.uk
Midlands	John Burns	midlands_areagroup@istc.org.uk
North East England	Janine Weightman	northeastengland_areagroup@istc.org.uk
North West England	David Jones	northwestengland_areagroup@istc.org.uk
Southern	Jennifer van den Broek	southernengland_areagroup@istc.org.uk
South Wales	John Espirian	southwales_areagroup@istc.org.uk
Thames Valley	Darren Mitcham	thamesvalley_areagroup@istc.org.uk
West of Scotland	Charles Addison	westscotland_areagroup@istc.org.uk
Yorkshire	Area group leader wanted	yorkshire_areagroup@istc.org.uk

Special interest groups:

Name	Leader	Email Contact Details
MadSIG	Jennifer van den Broek	MadSIG@istc.org.uk

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ISTC groups on LinkedIn

The ISTC has a number of LinkedIn groups for its members. Have you joined the relevant groups?

- Institute of Scientific and Technical Communicators www.linkedin.com/groups/1858546

- ISTC Community www.linkedin.com/groups/8440733

England

- Cambridge Technical Communicators www.linkedin.com/groups/1805651

- London – N/A

- ISTC Midlands Area Group www.linkedin.com/groups/4835591

- North East England – N/A

- ISTC NW England www.linkedin.com/groups/2445779

- Southern Area Group www.linkedin.com/groups/4795279

- ISTC South West England www.linkedin.com/groups/8269000

- Thames Valley Area Group www.linkedin.com/groups/4805266

- Yorkshire www.linkedin.com/groups/4662452

Wales

- South Wales Group www.linkedin.com/groups/5161265

Scotland

- East of Scotland – N/A

- West of Scotland Area Group www.linkedin.com/groups/5081412

Ireland

- ISTC Irish Group – N/A

- Irish Technical Writers – An ISTC Area Group www.linkedin.com/groups/3369559

Special interest group

- MadCap UK and Europe Users Group www.linkedin.com/groups?gid=5081593

ISTC Community online

The ISTC Community has its own digital presence in social media networks including Twitter, Facebook and LinkedIn. Following these networks you'll be able to keep up to date with news, events, area group developments and other community activities.

Facebook: www.facebook.com/istccommunity.

Twitter: @istc_community.

LinkedIn: https://www.linkedin.com/groups/8440733.

Business affiliate news

Cherryleaf's new training course – Writing skills for developers

We've released our latest training course – Writing skills for developers. The course teaches developers the key skills of technical writing for software user documentation.

Although it would be better for a professional technical communicator to write the end user documentation, for some organisations, this isn't always possible.

It is for developers who:

- Need a solid understanding of the fundamentals of technical writing
- Want to communicate more clearly and effectively

- What to know how little, or how much, they should write
- Want people to answer their own Support questions

The course comprises 14 modules in total, which delegates can complete at your own pace. The course modules are delivered over the Web in small, manageable video presentations. The course handouts and exercises are downloadable as Word or PDF files.

We can also deliver this course as a classroom course for development teams.

For more information, see: Writing skills for developers training course.

3di team at UA Europe Annual Conference

This year Paweł presented on a topic of knowledge feed as an alternative to conventional TOC and search, and how it allows the user to discover information about the product through serendipity and the power of machine learning. His topic "Knowledge Feed: Make your Online Help More Like Facebook" will give useful and professional outlook for the importance of using good content.

He explained:

- what knowledge feeds are and the philosophy behind them
- when knowledge feeds make sense
- what you need to create one

The UA Europe conference provided a wide selection of sessions to attend from subjects ranging from how artificial intelligence can help technical writers, to explaining what DITA means to aliens, all the talks sounded like they had something of interest to 3di

and our customers. Speakers emphasised how users are changing the way they find and consume help information, such as using search engines to zoom straight to

a topic (now Every Page is Page One), and turning to YouTube rather than help manuals. Speakers also discussed ways to handle this rapidly-changing environment - improving embedded user assistance, providing responsive content that works as well on a mobile as a desktop, and using taxonomy to improve the search experience, to name but a few. Our challenge now is to incorporate the new ideas and best practice in 3di's projects and bids.

Sadly, it was the last one ever, as announced by Matthew Ellison. The team have been organising the conference for 21 years, but all things must come to an end. We say goodbye to UA Europe at the height of its glory and hope to see all our friends and colleagues at other events around Europe.

The Morson Pledge: We aim to double our female engineering contractors by 2020

Morson has launched a campaign to encourage more females into engineering by pledging to double its number of female engineering contractors

Morson International has more than 1,800 female contractors working in various roles throughout the globe. Yet compared to those specifically in engineering, the number of females compared to male sits at 7.5 per cent.

To meet rising demand for engineering skills and deliver the UK's solid project pipeline that includes Hinkley Point C, HS2, Crossrail 2 and the expansion of London City airport, it's estimated that the UK needs to double the number of young people entering the sector.

According to figures from the Women's Engineering Society (WES), female engineers make up less than 10 per cent of the workforce.

Doubling the number the women working in the sector would add an extra 96,000 people to the UK's workforce.

To encourage more females into engineering, Morson International works closely with the University of Salford and has the Gerry Mason Engineering Excellence Scholarship in memory of Morson Group founder, Gerry Mason.

The programme offers annual scholarships to undergraduates across all engineering disciplines to help those who would have

been deterred from studying at university by the tuition fees and associated living costs. So far, the Gerry Mason Engineering Excellence Scholarship has helped 15 young people and is offering a further 15 scholarships for the 2017/18 academic year.

The Morson Group is also a partner of the Girls' Network, which inspires and empowers young women from disadvantaged communities by connecting them with a mentor and a network of leading female role models. As part of the alliance, the Morson Group and Girls' Network is launching a Salford group in June 2017 to help local girls.

In addition, the Morson Group has published a series women in engineering case studies to showcase role models in the industry who each give a personal insight into what made them choose engineering, their career history and highlights as well as advice to young girls considering their career options and engineering as a route of study.

Industry and general news

Bitesize STE – Essentials 1: Words

Bitesize STE is written by Mekon's Simplified Technical English trainer Ciaran Dodd. This article originally appeared on the Mekon website here.

Since issue 7 of the ASD-STE100 Simplified Technical English (STE) specification came out in January, I have read it thoroughly while I updated our two-day Introduction to STE course. As part of the course, we review some essentials of grammar that you have to know to understand the rules of STE. In the next few issues of Bitesize, we'll look at these essentials and explain why you need to know them in order to write well in STE. We'll also explain any changes in issue 7, 2017.

STE Essentials 1: Words

STE is a controlled language because the writing rules in part 1 and the and dictionary of approved words in part 2, work together to control the language that you can write. The rules tell you which words you can use, how you can use them and how you can construct sentences and paragraphs. The dictionary has what it calls the "general" words that are approved in STE.

There are three main categories of words that you can use in STE:

1. Words from the dictionary of approved words

2. Technical names (these are mainly nouns)

3. Technical verbs

The technical names and technical verbs are not in the dictionary because the many companies in different industries that use STE will have their own terminology. To manage this, STE provides lists of categories that you must use to make a word a technical name or technical verb. There are rules that define how you must use each category of words.

I have already had to use the grammatical terms 'noun' and 'verb' to describe which words you can use in STE. These terms are parts of speech. You need to know all eight parts of speech listed in STE because they define how you can use words from the dictionary, and parts of speech appear in many of the rules. For example, there are sections of rules that deal specifically with nouns and verbs.

In the dictionary, the first column shows the words that you can use (in uppercase) and what part of speech STE has assigned to that word. This is because many words can be more than one part of speech and to reduce confusion, STE gives each word a permitted part of speech. (A few words can be two different parts of speech if they are commonly used and not easily confused.)

When you learn to write in STE, you need to be able to:

- define each part of speech, and

- know how the part of speech applies in STE.

Over the next issues of Bitesize STE, I will define a part of speech and explain what you need to know about the part of speech to write well in STE.

Next month, we'll talk about verbs.

You can request the STE specification here: http://asd-ste100.org/request.html.

Looking for Simplified Technical English (STE) Training?

Book your place on one of our Simplified Technical English training courses. Find out more call +44(0)20 87228400 or email Susanne.berg@mekon.com.

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madcap

FLARE™ 2017 r2

madcap software

" I just downloaded the Flare 2017 r2 release and built my online output. The build time went down from 7 minutes, 48 seconds to just 2 minutes, 8 seconds. Fantastic! It's even better than in Flare 12! I'm lost for words. "

Åsa Sundin, Technical Writer | Episerver

TODAY'S LEADING SOLUTION FOR AUTHORING, PUBLISHING AND CONTENT MANAGEMENT

2017 r2 RELEASE: MAY 2017

Salesforce Integration · Top Navigation Enhancements · Framemaker® 2017 Import Support
Google Search Using Custom Search Engine (CSE) · Favicon Support · Faster Compile Times

2017 r1 RELEASE: JANUARY 2017

MadCap Central Integration · Pinning of Variables · Synchronization of Topic Title and TOC Entries
Clean XHTML · Associate Conditions and File Tags to New Files · Word Equations Converted to MathML
Live Dynamic Preview Window for Your Output Including Print, HTML5 and More

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Get Started On A Free 30-Day Trial at MadCapSoftware.com

Zombies, Cockroaches, and Technical Writers

This article was written by Dan Goldstein and originally appeared on [TechWhirl](#).

Of course, there are many differences between zombies and technical writers. Technical writers typically have heartbeats; they also tend to walk with their arms swinging naturally, rather than held out stiffly in front of them. And yet, there is something relentless about good technical writers, the way they refuse to give up when they need information. You don't remember who put the hipot tester through IQ/OQ/PQ when it was moved to the new line? No problem, I'll just smile and ask someone else. You think my question about destroying files in SourceSafe is irrelevant to the training session? No problem, I'll just smile and ask even more politely than the first time. Good technical writers can be as relentless as a zombie – although when we smile, our jaws don't fall off.

Similarly, cockroaches and technical writers are clearly distinguishable from each other. Even the most introverted technical writers won't scatter into the baseboards when you turn on the kitchen light; also, despite much debate about how long there have been technical writers (more about that in a minute), it can safely be said that there were no technical writers 320 million years ago. There were, however, cockroaches.

On the other hand, we all know the cockroaches' secret to success. They're infinitely adaptable, equally at home in the Arctic and the tropics. If a cockroach crawled through Professor Kirke's wardrobe and found itself in the Narnian woods, it would not blink an eye. (Yes, I know, cockroaches don't have eyelids.) It would adapt! By now, if you're the kid in the front row raising your hand, go ahead and say it: "Just like a good technical writer." Yes, many of us specialize for years or decades in a specific industry, but a good technical writer can still walk into a Klingon transporter room or King Arthur's trebuchet workshop, do a few interviews, take a few notes, document the systems, and recommend some improvements.

Relentlessness and adaptability are mostly a matter of personality, and we don't need to argue about whether that's nature or nurture. But personality is the true reason why people debate how long there have been technical writers. Our profession is technologically agnostic – not pre-technology, like the cockroach, or anti-technology, like the zombie – and as such, it moves easily through history. Someone will always need us to create a clear, written record of the most important information, based on the somewhat chaotic data that we extract through trial and error, not to mention those relentless interviews (keep smiling!), plumbing the SMEs' brains…

Hmmm. Brains? Maybe we are zombies, after all.

Blog news

By Ginny Critcher

Hello everyone. Here is the latest blog round up for you.

The Cherryleaf blog has an interview with Mark Baker, author of Every Page is Page One. The interview is interspersed with audio snippets from Day 1 of the UAEurope 2017 conference.

https://www.cherryleaf.com/blog/2017/06/every-page-page-one-interview-mark-baker-uaeurope-2017/.

One of the trends in recent years has been to treat documentation like code. Tom Johnson looks at the limits to the idea of this approach.

http://idratherbewriting.com/2017/06/when-docs-are-not-like-code/.

Michael Andrews argues a content strategy needs a metadata strategy to back it up, if it is to have a sustained impact.

http://storyneedle.com/your-content-needs-a-metadata-strategy/.

Chad Dybdahl offers some ideas for getting started with structured content management, using small, manageable steps.

http://blog.ditaexchange.com/starting-small-with-structured-content-management.

The Pronovix blog reviewed two talks at Write The Docs 17 conference in Portland. These were Lyzi Diamond's talk on Mapbox documentation automagic, and Sarah Hersh's talk on NPR One's new task-based approach for API developer documentation.

https://pronovix.com/blog/api-documentation-wtd-na-2017.

Matthew Hughes of The Next Web reports free software is suffering because coders don't know how to write documentation.

https://thenextweb.com/dd/2017/06/02/free-software-is-suffering-because-coders-dont-know-how-to-write-documentation.

Scriptorium's Simon Bate offers a detailed view on the learningContent topic type in DITA.

www.scriptorium.com/2017/06/using-the-learningcontent-dita-topic-type/.

Do you have a blog? Let Ginny know so she can include it in her monthly review. Simply email ginny@cherryleaf.com.

Ginny has a background as a skilled trainer and information designer, and is responsible for the development of Cherryleaf's training courses. In addition to her skills in information design, she has over twenty years experience in teaching and training throughout the world. She is Cherryleaf's representative to the Institute of Scientific and Technical Communicators (ISTC).

Training courses

MadCap training

For details of the latest MadCap Software Training Schedule: Web-based and On-site Training, visit: www.madcapsoftware.com/services/training/.

Upcoming Webinars

www.madcapsoftware.com/resources/livewebinars.aspx.

Flare 12 Reviews and Customer Reaction

www.madcapsoftware.com/flare12/reviews-testimonials.aspx.

July

13-14 **Introduction to Adobe Captivate**
This course teaches everything you need to create professional standard e-learning tutorials and high quality demos.
10% discount for ISTC members.
Armada, Reading.
armada.co.uk/captivate-training-course.

17 **Technical Authoring Training Programme**
ISTC-accredited programme comprising:

- Introduction to technical authoring (1 day)
- Intermediate technical authoring (2 days)
- Advanced technical authoring (2 days)

Training in core technical authoring skills for new and experienced technical authors.
10% discount for ISTC members.
Armada, Sheffield.
armada.co.uk/technical-author-training-course.

27-28 **Introduction to Adobe InDesign**
Provides a comprehensive introduction to the powerful capabilities of InDesign, including setting up new documents, shapes, frames and using InDesign's most popular features.
10% discount for ISTC members.
Armada, Milton Keynes.
armada.co.uk/indesign-training-course.

August

2-3 **FrameMaker Template Creation**
Teaches everything you need to be able to:

- Create and maintain FrameMaker templates.
- Build and maintain multi-chapter books with cross-references, table of contents and an index.

10% discount for ISTC members.
Armada, Newbury.
armada.co.uk/framemaker-training-course.

2-4 **Introduction to Adobe RoboHelp**
Course for beginners, teaches how to use RoboHelp to create online help in most popular formats.
10% discount for ISTC members.
Armada, Bromsgrove.
armada.co.uk/robohelp-training-course.

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...August

3-4   **Introduction to Adobe Captivate**
This course teaches everything you need to create professional standard e-learning tutorials and high quality demos.

10% discount for ISTC members.

Armada, Sheffield.

armada.co.uk/captivate-training-course.

4   **Advanced Adobe InDesign**
ideal for existing InDesign users who want to take their use of the application to the next level. The techniques you will learn include:

- Handling colour with confidence.
- Harnessing the power of stylesheets.
- Streamlining your workflow and improving productivity, to get a greater return on investment.

10% discount for ISTC members.

Armada, Reading.

armada.co.uk/indesign-training-course.

14-15   **Authoring Structured FrameMaker documents**
Covers the fundamentals of using of FrameMaker in structured mode, teaching how to create and edit documents using structured FrameMaker templates.

10% discount for ISTC members.

Armada, Newbury.

armada.co.uk/framemaker-training-course.

14-18   **Technical Authoring Training Programme**
ISTC-accredited programme comprising:

- Introduction to technical authoring (1 day)
- Intermediate technical authoring (2 days)
- Advanced technical authoring (2 days)

Training in core technical authoring skills for new and experienced technical authors.

10% discount for ISTC members.

Armada, Milton Keynes.

armada.co.uk/technical-author-training-course.

21-22   **Creating Element Definition Documents (EDDs)**
Teaches how to:

- Build an Element Definition Document.
- Link elements using formatting rules to a FrameMaker template.
- Convert legacy data to a Structured FrameMaker file using a conversion table.

10% discount for ISTC members.

Armada, Newbury.

armada.co.uk/framemaker-training-course.

24-25   **Introduction to Adobe InDesign**
Provides a comprehensive introduction to the powerful capabilities of InDesign, including setting up new documents, shapes, frames and using InDesign's most popular features.

10% discount for ISTC members.

Armada, Bromsgrove.

armada.co.uk/indesign-training-course.

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Online training courses

Cherryleaf

WriteLessons, our new training product, provides you with access to a range of online courses in technical communication http://cherryleaf.teachable.com/.

We also offer online training courses in:

Technical Author/Technical Writing online training course https://www.cherryleaf.com/training/technical-author-basicinduction-training-course/.

DITA fundamentals https://www.cherryleaf.com/training/dita-training-courses-in-london/.

Single sourcing and content reuse training course https://www.cherryleaf.com/training/cherryleafs-single-sourcing-and-content-reuse-training-course/.

Introduction to Content Strategy https://www.cherryleaf.com/training/introduction-to-content-strategy-1-day-training-course/.

Writing skills for developers https://cherryleaf.teachable.com/p/writing-techniques-for-developers.

Firehead

Learn FrameMaker 2017 http://firehead.net/training/learn-framemaker-2015/.

Learn adaptive content modelling http://firehead.net/training/learn-adaptive-content-modelling/.

Creating mobile apps without coding http://firehead.net/training/creating-mobile-apps-without-coding/.

ESTON Training

Technical/Commercial Authorship (Former ISTC Syllabus Parts 1 & 2) www.estontrg.com/technicalcommercial-authorship/.

Events listings

If you know of an event that will be of interest to readers, please let us know. You can send details by email to events@istc.org.uk. Please try to give us plenty of notice. The deadline for receiving information for *InfoPlus*[+] is 24th of the month preceding publication.

You can also find information using the online event calendar at: www.istc.org.uk/calendar/

July

4   Thames Valley Area Group Meeting
We will discuss document reviews: how do you encourage someone or a team of people to review your docs?
Bird in Hand Hotel, Bath Road, Knowl Hill, RG10 9UP, Reading at 19:15.
https://www.eventbrite.co.uk/e/istc-thames-valley-area-group-meeting-tickets-35371623478.

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...July

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6   **North West Area Group Meeting**

Mahinda Kularatne, Documentation Manager at Thermo Fisher Scientific (Informatics), will be talking on 'Scrum-but and Agile-ish: Managing Long Documentation Projects in TFS'.

MadLab, 36-40 Edge Street, Manchester, M4 1HN at 19:00.

https://www.eventbrite.co.uk/e/ istc-thames-valley-area-group- meeting-tickets-35371623478.

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17-19   **i-Society 2017**

The conference covers a wide spectrum of topics that relate to information society, which includes technical and non-technical research areas. The i-Society 2017 themes are Cyber Security and Internet of Things (IoT).

Clayton Hotel Ballsbridge, Merrion Road, Dublin 4, Ireland

www.i-society.eu.

17-19   **Design & Content Conference**

Designers and content strategists team up. Hear from industry leaders about crafting experiences and telling stories that shape the future of the web. A day of workshops, two days of talks, and thoughtful extras in one of the most beautiful cities, Vancouver, BC, Canada.

Vancouver, BC, Canada

https://designcontentconf.com/.

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18   **Southern Area/MadSIG Group Meeting**

The Southern area/MadSIG group is starting again. If you work in Surrey and the surrounds, or even if you occasionally visit, you're welcome to come along to our regular meetings.

3Di, High Street, Ripley, Surrey, GU23 6AF at 19:45.

If you have any questions or queries please email Jenny van den Broek on: southernengland_ areagroup@istc.org.uk.

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23-26   **ProComm 2017**

ProComm 2017 invites work from practitioners, communication instructors, engineering instructors, managers, entrepreneurs, freelance writers, technical writers, engineering professionals, and others to discuss the ways in which their communication practices require innovation, disruption, challenge, and persistence to get successful work done.

Madison, WI, USA

http://sites.ieee.org/pcs/ procomm2017/.

August

1-3   **Knowledge Management Australia**

The Largest Annual Event on Knowledge Management in Australia. Our expert panel of speakers will share successful strategies, case studies and initiatives that have made a difference in their organisations.

Parkroyal Darling Harbour, 150 Day Street, Sydney, NSW 2000, Australia

http://kmaustralia.com/.

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September

4-7   **DocEng 2017**
The 17th ACM Symposium on Document Engineering (DocEng 2017) seeks original research papers that focus on the design, implementation, development, management, use and evaluation of advanced systems where document and document collections play a key role.

University of Malta, Valletta, Malta

https://doceng.org/newsite/doceng2017.

7-8   **Tech Comm Con**
2 Days of Tech Comm Intensity for Practitioners, Academics, and Students. The Tech Comm Conference is being held in partnership with the Writing Studies department at the U. of Washington Tacoma.

Holiday Inn Express & Suites Tacoma Downtown, 2102 S C St, Tacoma, WA 98402 USA

http://conference.writersua.com/techcomm/.

10-12   **Write the Docs Prague**
Write the Docs brings everyone who writes the docs together in the same room: Programmers, Tech Writers, Support, and Developer Advocates. We all have things to learn from each other, and there's no better way than sitting together and talking.

Auto Klub, Opletalova 1337/29, Prague 1

www.writethedocs.org/conf/eu/2017/.

11-13   **Best Practices conference**
The CIDM Best Practices conference is the premier annual conference for managers of information development, whether it be for user and product support, or training.

Hilton Burlington, 60 Battery Street, Burlington, VT, USA

https://bp.infomanagementcenter.com/2017-conference/.

16-18   **SfEP AGM and 28th annual conference**
This conference is an excellent opportunity to develop your professional knowledge, find out about developments in the publishing industry, and network and socialise with like-minded colleagues. The theme of the 2017 conference is Context is key: Why the answer to most questions is 'It depends'.

Wyboston Lakes Executive Centre, Great N Rd, Wyboston, Bedford MK44 3AL

https://www.sfep.org.uk/networking/conferences.

21-23   **PLAIN 2017**
The theme is "Improving Customer Relationships". The conference provides an excellent opportunity for plain language professionals to share knowledge with those from fields such as information design, technical writing and usability.

RESOWI Zentrum, Universitätsstraße 15, Graz, 8010 Austria

http://cats.host/plain2017/cms/index.php/en/.

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...September

22-24 ScotsWrite 2017
Whether you're a published or emerging writer, of fiction or non-fiction, a translator, children's author, poet or writer for the media, ScotsWrite offers talks and workshops from experts in a variety of areas.

Westerwood Hotel,1 St Andrews Dr, Glasgow, G68 0EW

www.societyofauthors.org/events/scotswrite.

26-28 TCUK 2017
TCUK is the ISTC's annual conference for everyone involved in writing, editing, illustrating, delivering and publishing technical information. This year's theme: "Staying on topic": on modular content creation.

Crowne Plaza Nottingham, Wollaton Street, Nottingham, NG1 5RH

http://technicalcommunicationuk.com/.

28-30 EuroIA 2017
The EuroIA Summit is the leading Information Architecture (IA) and User Experience (UX) conference for Europe. For EuroIA 2017 we chose the theme of "Adaptation and designing for change".

Elite Hotel Marina Tower, Saltsjöqvarns kaj 25, Stockholm, 131 71 Nacka, Sweden

www.euroia.org.

Contributions

This newsletter is for the benefit of both ISTC members and technical communicators in the wider community. We are always pleased to hear from readers with suggestions for content, improvement and the development of *InfoPlus*⁺. If you have something you'd like included or any ideas for features and regular sections, please email newsletter.editor@istc.org.uk.

Upcoming webinars

If you know of an event that will be of interest to readers, please let us know. You can send details by email to events@istc.org.uk. Please try to give us plenty of notice. The deadline for receiving information for *InfoPlus*⁺ is 24th of the month preceding publication.

July

20 Passive Aggressive Punctuation? How Grammar Conventions Might be Ruining You
Join, Scott Abel, The Content Wrangler, for a conversation with rockstar writer, Shelly Davies. You'll learn the difference between grammar rules and grammar conventions; how readers interact with text and receive messages; and how not to sound like a jerk (unless you want to).

Scott Abel, The Content Wrangler

https://www.brighttalk.com/webcast/9273/267123.

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