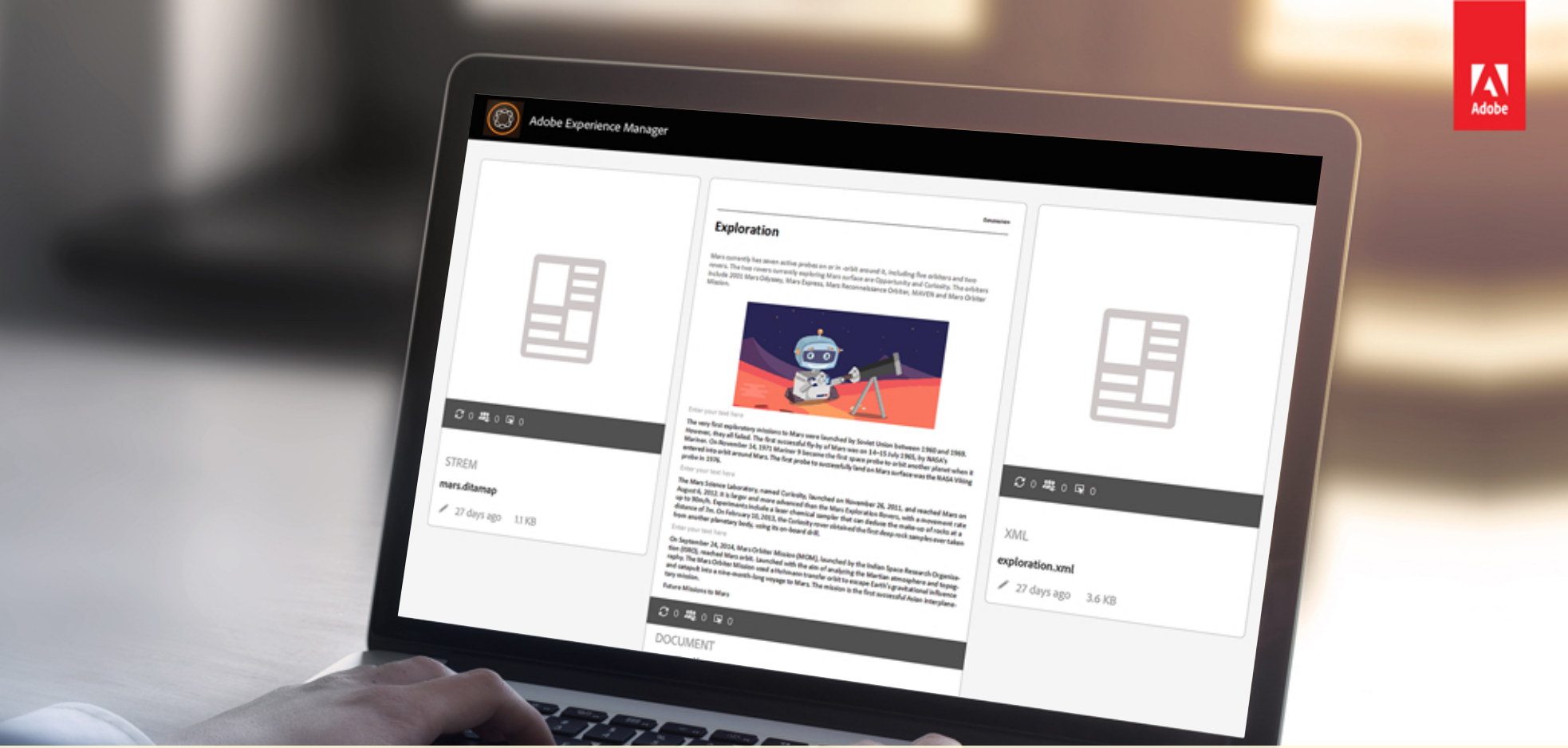

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InfoPlus+

June 17

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

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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.

Advertising: Felicity Davie
Editorial: Newsletter Editor
Letters: Letters Editor
Events: Events Editor
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

Booking for TCUK 2017

Online booking is now in full swing and early-bird pricing is available until 30th June. This includes an all-inclusive residential package for £620 for members and £770 for non-members. These prices will rise to £680 and £830 respectively after that date.

Early-bird day registration is £180 for members and £245 for non-members rising to £210 and £275 respectively after 30th June.

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.

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.

Volunteer Opportunity – Professional Development Coordinator(s)

PROFESSIONAL DEVELOPMENT & RECOGNITION

We have plans to expand all our professional development activities, and are inviting Members and Fellows to help with the organisation of our Mentoring scheme, our CPD scheme, and other educational activities. If you have some supervisory experience and want to play a more active part in helping your professional colleagues improve their competencies, please consider taking on this role.

Time commitment: approximately 4 hours per month

For further information and to apply for this role please contact: David Farbey, Council Member for Professional Development and Recognition, email: education@istc.org.uk.

Meet Linda Robins, Head Judge of the UK Technical Communication Awards

Linda Robins

Linda has been working in technical communication for 41 years as editor, author, manager, course developer and trainer, and is now in her 12th year of judging the awards. We interviewed Linda about her experiences within the industry and also what being a judge of the awards means to her... (Please go to https://uktcawards.com/awards/judges/ to read the full interview).

What have been the achievements you are most proud of within scientific or technical communication?

There are four key achievements I am most proud of:

1. Developing standards for specialist manuals and implementing them company-wide.
2. Bringing in complex technical documentation projects successfully within budget and to specification.
3. Gaining recognition for the value of documentation specialists in industry; becoming recognised as an authority in effective writing.
4. Training software developers in writing principles – and seeing the results in action.

What was your reason for getting involved with the judging process?

I am now in my 12th year of judging the awards. I was enlisted initially soon after

being co-opted onto Council. I felt that I could contribute to the process given my range of knowledge and experience. I had benefitted from guidance and expertise of ISTC members and thought I could give something back as a judge of awards entries.

I always enjoy the judging. It is so encouraging to see such high quality in such a range of genres and styles of output.

What top three tips would you give to potential entrants thinking of entering the awards?

1. Prepare your entry statement carefully to ensure that the judges can assess the success of your entry.
2. Aim to have a unique selling point to set yours apart from other entries.
3. Be thorough in your quality control; consistency and accuracy are very important.

Are there any words of encouragement you would like to give to people who are not sure about entering an award?

If in doubt, enter! We have a wide range of entries; budget and scale vary widely. Your piece will be judged on its merits.

You can use the feedback provided by the judges to help you win with your next year's entry.

Call for entries

The awards are the industry's key platform which recognises the value of clear, concise and effective information relating to scientific or technological products or services.

The entry deadline date is Friday June 30th 2017 and you can enter as many classes as you like, with each entry costing £25 for ISTC members and £40 for non-members. Awards will be presented during the Gala Dinner at the Technical Communication UK conference on 27th September in Nottingham's Crowne Plaza Hotel.

Full details and the online entry form are available on the awards website: www.uktcawards.com.

Linda looks forward to receiving and judging your entry!

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Ask Me Anything

"Ask Me Anything" sessions

We had Katherine Judge, Commissioning Editor of the award-winning Communicator, answering your questions in May's "Ask Me Anything" session. The discussion was mainly focused on Communicator. 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-katherine-judge-of-communicator/ Thank you very much to Katherine and to those who contributed to the questions and discussion.

AMA June

The June AMA will be on Monday 12 June, featuring Rob Woodgate. He is a Documentation and Knowledge Management consultant and ISTC member, with 15 years tech comm experience. He is happy for general questions on software documentation, as well as his specialty: Agile documentation, aka technical writing in Scrum teams.

If you would like to ask Rob a question, log on to the Discussion Forums section of the ISTC website on Monday 12 June. You will see a new post, introducing Rob and inviting questions. BUT in a departure from the previous AMAs, Rob will not be online during the day. Questions are invited throughout the day, and Rob will reply in the evening. If discussion extends to Tuesday (or beyond!) that's fine.

TECHNICAL COMMUNICATION UK 2017

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

Volunteers wanted

Please note that this will be the last AMA for the time being. We're very grateful for everyone who has participated, as subject, questioner, or both.

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.

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

he next Thames Valley group meeting is going to be held on Tuesday 6th June from 7.15 at the Bird in Hand, Bath Road, Knowl Hill, Reading and the group will be discussing illustrations as instructions, e.g. Lego and ikea leaflets.

All are welcome and you don't need to be an ISTC member. However, if you would like to attend, please register via Eventbrite here: https://www.eventbrite.co.uk/e/istc-thames-valley-area-group-tickets-34460339804.

The organiser for this event is Liz Gregory and she may be contacted via the istc office email: istc@istc.org.uk.

Yorkshire Area Group

From Emma Sheridan

Join us for our next ISTC Yorkshire Area Group Meetup in Sheffield. Further information will be available soon.

All are welcome and you don't need to be an ISTC member. However, if you would like to attend, please register via Eventbrite here: https://www.eventbrite.co.uk/e/istc-yorkshire-area-group-june-meet-up-sheffield-tickets-34820505068.

If you have any questions or queries please email: yorkshire_areagroup@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.

© ISTC June 2017

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	Tom Dumic	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	Emma Sheridan	yorkshire_areagroup@istc.org.uk

Special interest groups:

Name	Leader	Email Contact Details
MadSIG	George Lewis	MadSIG@istc.org.uk

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.

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

Announcing MadCap Flare 2017 r2: Salesforce Integration, Top Nav Enhancements and More!

This article was written by Jennifer Morse and appears in full on the MadBlog.

Fresh off the heels of a few dozen live demos and presentations to eager eyes at the STC Summit, I'm thrilled to share details about our latest release, MadCap Flare 2017 r2, announced earlier this week. This new version comes packed with a number of new features and enhancements, designed to give you even greater control over how you create, manage, and deliver your content – whether it is technical documentation, policies & procedures, medical or regulatory information, and everything in between.

The technical communication and broader content development landscape is evolving – like most technology in our lives – at a rapid pace. There are changes to end-user requirements, updates to web-based standards, an ever-expanding number of mobile devices, and so on. In an effort to meet the needs of our users, MadCap Software has transitioned to an agile development cycle to ensure we're delivering multiple major releases with new features, performance

enhancements, product integration and bug fixes throughout the year.

What's New with MadCap Flare 2017 r2

- Salesforce Integration: The new Salesforce Connector lets you publish Clean XHTML outputs directly to Salesforce Knowledge.
- Google Search Using Custom Search Engine (CSE): As an alternative to the search that is available out of the box with Flare, you can use Google Search for your HTML5 Top Navigation and skinless outputs.
- Top Navigation Enhancements: Added control with Fixed Headers, Fixed Topic Menus, Topic Headings in the Side Menu, and Tree Format for Slide-Out Menus.
- Favicon Support: Generate favicons for web-based outputs.

To learn more about all the new features and enhancements that come with MadCap Flare 2017 r2, visit the What's New topic here.

Adobe announce updates to FrameMaker and RoboHelp

Adobe have announced updates to their 2017 releases of FrameMaker and RoboHelp.

2017 Release of FrameMaker (Update 1)

This post was written by Stefan Gentz and appears in full here.

The Adobe FrameMaker 2017 release has been one of the most successful releases in the history of FrameMaker. The completely re-thought and re-designed user interface with many smaller and bigger improvements, the new HTML5 based and customizable "Welcome Screen", compatibility with high-res / high-dpi screens up to 4K, the smart command search, better image handling, the new project manager, enhanced conditional tags, enhanced DITA authoring and management, omnichannel publishing and brand-new modern and Section 508 compliant Responsive HTML5 outputs with the new predictive auto-complete search bar and much more got overwhelmingly positive reviews.

And we were very active since the launch in January. We got a lot of valuable feedback and wishes from you. We are always listening and willing to walk that extra mile to incorporate your feedback. Today, we're happy to announce the availability of the first update to 2017 release of FrameMaker.

In this important update, we have incorporated a number of enhancements and ironed out a lot of smaller glitches. I would like to extend big thanks to all those who've contributed by reporting issues and helping us improve the product.

What's new and better

Following the list of enhancements and issues fixed in the 2017 release of FrameMaker (Update 1).

- User Interface Enhancements
- Publishing Enhancements
- Other Enhancements

A complete list of important updates and fixes is available here. You can also download the FrameMaker (2017 release) Update 1 Readme PDF here.

2017 Release of RoboHelp (Update 1)

This post was written by Stefan Gentz and appears in full here.

We are constantly working to make Adobe RoboHelp better for you. In this Update we have included a number of improvements and fixes to make RoboHelp even better for you and the users of the content you produce with RoboHelp.

A complete list of important updates and fixes is available here. You can also download the RoboHelp (2017 release) Update 1 Readme PDF here.

TWi Shortlisted in 2017 Sockies Social Media Awards

This article was written by Siobhán Ní Chatháin and appears in full on the TWI Blog.

We put a lot of thought, time, and care into planning and implementing our social media activities. So, learning that we've been selected as finalists in the 2017 Sockies Social Media Awards feels like a great endorsement of that ongoing investment.

TWi is among the ten finalists in two categories for Small and Medium Enterprises (SMEs):

- Best Blog of an SME
- Best Use of Social Media by an SME Medium

We're particularly pleased to be shortlisted for these awards because as a business-to-business service provider, we naturally don't have the same visibility as many customer-facing services. And, besides, technical communication is a niche industry – we've written before about how it's not the most widely-recognised profession.

It would be easy to shrink away from social media – it requires a lot of time and energy, and arguably it's not core to what we do. However, we think it's worth the effort to build a strong, current online presence, that clearly articulates what we do, and engages our target audiences. And we're gratified that the Sockies judges agree with us!

Social Media Approach

Our Business Development Manager, Emmet Kearney, outlines the TWi approach to social media:

Having a strong online presence, which obviously includes social media, is very important to us. It helps create trust while serving as a thought leadership outlet.

We use social media to engage with our professional community. Much of the content we share is about illuminating aspects of technical communication. In any industry, it's important to stay in touch with evolving technologies and methodologies. Through social media we can share snippets of content that our audiences can conveniently access, enabling them keep track of trends, and delve deeper into topics of particular interest.

Social Media Awards

The Sockies awards, established seven years ago, comprehensively addresses social media engagement. This year there are 26 specific categories, as well as another five general categories that are specially selected by a judging panel.

With 200 organisations having entered, the finalists include a diverse range of companies, across many industries. The headline sponsor for Sockies 2017 is SpunOut.ie a youth information website that has won multiple digital media awards. The awards ceremony takes place at the RDS Concert Hall on 25th May.

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Industry and general news

Dubai becomes first city to get its own Microsoft font

This article appears in full on BBC.co.uk.

Not content with having the world's tallest building and biggest shopping centre, Dubai has become the first city to get its own Microsoft-designed font.

The typeface comes in both Latin and Arabic script, and will be available in 23 languages.

Government bodies have been told to use it in official correspondence.

Microsoft now uses Git and GVFS to develop Windows

This article was written by Frederic Lardinois and appears in full on TechCrunch.

Microsoft today announced that virtually all of its engineers now use the Git version control system to develop its Windows operating system. The Windows Git repository includes about 3.5 million files that weigh in at about 300GB when you check them into Git. Git, however, wasn't built for a project of this size, so Microsoft developed the Git Virtual File System to be able to get the benefits of using Git without having to wait hours for even the simplest of Git commands to run.

The code for the Git Virtual File system is now available under the MIT license on GitHub and open for community contributions.

The move to Git took about three months. Before this, Microsoft used Source Depot to manage the Windows code, though other groups with smaller code bases also still use Team Foundation Server.

Almost 3/4 of IoT projects failing globally: Cisco report

This article appears in full on Mint.

Government and enterprises across the globe are rolling out Internet of Things (IoT) projects but almost three-fourths of them fail, impacted by factors like culture and leadership, according to US tech giant Cisco.

In a report, Cisco said that only 26% of the companies it surveyed have said that they have had an IoT initiative that they considered a complete success. About 60% of IoT initiatives get stalled at the Proof of Concept (PoC) stage.

IoT refers to a network of devices and sensors connected to the Internet and data collected from these helps make business and operational decisions. For example, with IoT, street lights will automatically switch off when they sense there is no traffic on the roads and consequently save power.

"It's not for lack of trying. But there are plenty of things we can do to get more projects out of pilot and to complete success," Cisco senior vice president and general manager (IoT and applications) Rowan Trollope said in London.

The high rate of failure, however, has not dissuaded firms from investing in IoT projects. The study found 64% of those surveyed saying the learnings from stalled or failed IoT initiatives have helped accelerate their organisation's investment in IoT. The study surveyed 1,845 IT and business decision-makers engaged with IoT projects in the US, the UK, and India across industries like manufacturing, local government, retail, energy, transportation, and healthcare.

"The 'human factor' matters… Three of the four top factors behind successful

IoT projects had to do with people and relationships," the study said. It added that respondents cited relationship between IT and the business side, partnerships and having a technology- focused culture at the organisation as key factors for success of IoT projects.

Globally, organisations are using IoT to drive improved customer satisfaction (70%), operational efficiencies (67%) and enhance product/service quality (66%).

Blog news

By Ginny Critcher

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

Sarah Maddox posts her summaries of sessions she attended at the STC's annual conference:

https://ffeathers.wordpress.com/2017/05/11/stc-summit-2017-wrapup/.

Scott Abel over at the Content Wrangler explains what the mini virtual DITA summit (31/05/17) will include:

http://thecontentwrangler.com/2017/05/09/may-31-dita-summit-best-practices-lessons-learned-trenches/.

Anne Gentle, on her JustWriteClick blog, summarizes her thoughts on API documentation, continuous publishing and technical accuracy for developer documentation:

https://justwriteclick.com/2017/05/03/uniting-api-documentation-and-code-infoq-article/.

Cherryleaf's Ellis Pratt posts on why breaking down the marketing and techcomm content silos isn't as simple as it may appear:

https://www.cherryleaf.com/blog/2017/05/breaking-marketing-techcomm-content-silos-not-simple-seems/.

Martin Häberle looks at generation Y and how their future tech writing careers may evolve:

https://www.k15t.com/blog/2017/05/the-millennial-future-of-techcomm.

John Collins explores how a tech writer can influence product design:

https://medium.com/designing-atlassian/the-undercover-designer-how-a-tech-writer-can-influence-product-design-e37a3a21f3bf.

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).

InfoPlus+ submission deadlines

If you have an article or other content you want to submit for inclusion in *InfoPlus*+, please note the following:
For feature articles, press releases, affiliate news and other general content, please ensure your submission arrives by 20th of the month prior to publication. For example, in the case of a June publication, copy should arrive by 20 May.
For ISTC news or event details, please ensure your submission arrives by 24th of the month prior to publication. For example, in the case of a June publication, news should arrive by 24th May. Every effort is made to ensure that *InfoPlus*+ is published and distributed as early as possible in the month to which it relates. However, last-minute entries, adverts or cancellations can result in an issue being distributed up to a week into that month. Please bear this in mind when submitting time-sensitive information; especially if it concerns an event occurring in the first few days of the month.

Training courses

If you know of a training course that will be of interest to readers, please let us know. You can send details by email to newsletter.editor@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.
If you would like to promote your course or event to ISTC members, why not consider giving ISTC members a discount for courses and events listed in our newsletter. For more information, please email istc@istc.org.uk.
Listings are restricted to scheduled courses that are low cost or are in some way unusual.
Listings are a service to members. A listing does not imply ISTC endorsement.

Courses run by ISTC Business Affiliates that are notified to us by the deadline for inclusion in *InfoPlus*+ will be listed. For others, we cannot guarantee listing if space is limited and details may be abridged.
Armada, MadCap, Eston and Cherryleaf are ISTC Business Affiliates.

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.

June

1-2 **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.

1-2 **Introduction to Adobe Illustrator**
Provides you with the essential knowledge you need to create shapes, work with type and layers and apply effects and styles, giving you the basics to build on.

10% discount for ISTC members.

Armada, Bromsgrove.

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

7 **MadCap Flare: Taking control of your HTML5 output with styles, skins, and master pages**
You will learn how to harness the power of three of the most important components of your Flare project's infrastructure: style sheet, skin, and master page. As a result, you will be equipped to take your project to a new level in terms of presentation, layout, and ease of maintenance.

Crown Hotel, Harrogate.

www.uaconference.eu/workshops.html#MadCapFlare.

7 **DITA Skills Update**
Aimed primarily at experienced DITA practitioners, it also provides useful information for authors just starting out with DITA. It is designed to build on existing knowledge and experience so that the benefits of DITA can be more fully embraced.

Crown Hotel, Harrogate.

Further information: www.uaconference.eu/workshops.html#DITA.

...June

7-8 **Fundamentals of DITA Open Toolkit 2.X**
This course is an accessible, insightful introduction to DITA-OT programming. It is intended for two primary roles: developers or authors who need to maintain publishing stylesheets; and technically-minded team leaders.

London

http://mekon.com/consulting-and-training/training/getting-started-with-dita-open-toolkit/.

8-9 **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, Bromsgrove.

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

12-13 **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, Reading.

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

19-23 **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.

Attend the complete programme, or just the module(s) relevant to your experience.

10% discount for ISTC members.

Armada, Reading.

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

26-27 **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.

July

6-7 **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.

6-7 **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, Milton Keynes.

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

13-14 **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, Sheffield.

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

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.

17-20 **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.

Attend the complete programme, or just the module(s) relevant to your experience.

10% discount for ISTC members.

Armada, Sheffield.

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

18-19 **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, Bromsgrove.

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

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

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/

June

1-2 Evolution of TC
At Evolution of TC, participants have the opportunity to take part in presentations, workshops and interactive sessions. The main conference theme is 'Innovations in software documentation'.

Sofia Event Center, Floor 3, Paradise Center, Sofia, 1407 Bulgaria

http://evolution-of-tc.com/.

...June

6 **Thames Valley Area Group Meeting**
We will be discussing illustrations as instructions, e.g. Lego and IKEA leaflets.

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-tickets-34460339804.

7-9 **soap!**
soap! is an annual conference dedicated to product-related content. This year's theme: problem-solving. At soap! 2017, we will share our problem-solving experiences to help each other deal with their content-related problems better.

Manggha Museum of Japanese Art and Technology, Marii Konopnickiej 26, Kraków, 30-302 Poland

http://soapconf.com.

7-9 **Confab Central**
Confab Central is your one-stop content strategy conference. With the latest topics in UX, editorial, marketing, and content management, this event is perfect for first-timers and seasoned pros alike.

Hyatt Regency Minneapolis, 1300 Nicollet Mall, Minneapolis, MN 55403, USA

http://confabevents.com/events/central-2017.

8-9 **UA Europe 2017**
UA Europe is an annual conference for technical communicators that focuses on software user assistance and online Help. It provides a unique update on the latest industry trends, technical developments, and best practice in software user assistance.

The Crown Hotel, Crown Place, Harrogate, HG1 2RZ

www.uaconference.eu/.

10-11 **XML London**
This 2 day conference is for XML, Linked Data and W3C technology users to discuss their experiences while discovering the latest innovations and what others are doing in the industry.

Roberts Building, Bloomsbury, London WC1E 7JE

http://xmllondon.com/.

12-13 **Digital Publishing Innovation Summit**
Theme: Engage, Grow and Establish Your Audience with Content. 30+ Industry Speakers & 150+ delegates, the Digital Publishing Innovation Summit is the most exclusive gathering of leaders in digital publishing.

etc.venues, 200 Aldersgate, St. Pauls, London, EC1A 4HD

https://theinnovationenterprise.com/summits/digital-publishing-innovation-summit-london-2017.

...June

14-16 LocWorld34 Barcelona
The theme is “Continuous Delivery”.

Palau de Congressos de Catalunya Barcelona, Av. Diagonal, 661-671, 08028 Barcelona, Spain

https://locworld.com/events/locworld34-barcelona-2017/.

15 Yorkshire Area Group Meeting
Join us for our next ISTC Yorkshire Area Group Meetup in Sheffield.

Location in Sheffield TBC. Event begins at 19:30.

https://www.eventbrite.co.uk/e/istc-yorkshire-area-group-june-meet-up-sheffield-tickets-34820505068.

21 Society of Indexers Annual Conference
The 2017 conference will celebrate the Society of Indexers 60th anniversary with a one-day conference at St Anne’s College, Oxford, immediately prior to the two-day symposium on the book index at the Bodleian Library.

St Anne’s College University of Oxford Woodstock Road, Oxford OX2 6HS

www.indexers.org.uk/index.php?id=824.

July

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/.

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/.

September

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/.

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/.

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.

June

7 **Structured Content Meets Taxonomy**
Join Joe Pairman (Mekon) and Andreas Blumauer (Semantic Web Company) and you will learn how to tailor information chunks to readers' unique needs. This webinar will include: benefits and principles of granular structured content, best practices for linking structured content to standards-based taxonomies and the underlying semantic architecture that you can work toward for a truly mature and scalable approach to linking content and data.

Mekon

http://mekon.com/news/webinar-structured-content-meets-taxonomy/.

...June

8 **Getting Started with Video: Learning the Basics**
Join, Scott Abel, The Content Wrangler, and his special guest, Matthew Pierce, Learning & Video Ambassador at TechSmith for this presentation. Matt will prepare you to get started with video with practical tips and steps. He will address the entire lifecycle from preproduction through distribution, and points in between to help you get with started creating videos.

Scott Abel, The Content Wrangler
https://www.brighttalk.com/webcast/9273/262219.

Communicator

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"Thank you again for letting me be one of your authors. It is a true privilege."
Maxwell Hoffmann

"The Spring 2015 issue of Communicator is possibly one of the best I've seen yet."
Claire Wood

www.istc.org.uk

20 **The Holy Trifecta of Global Content Success**
Join, Scott Abel, The Content Wrangler, for this presentation with Val Swisher, CEO of Content Rules. Val will focus on the Holy Trifecta of Global Content Success, how the components work together, and why they are critical factors for successful global content.

Scott Abel, The Content Wrangler
https://www.brighttalk.com/webcast/9273/263017.

20 **Leveraging Natural Language Processing For Content Production**
Join, Scott Abel, The Content Wrangler, and his guest, award-winning natural language researcher, Pawan Deshpande, founder and CEO of Curata, for a discussion about natural language processing.for technical communicators and documentation managers.

Scott Abel, The Content Wrangler
https://www.brighttalk.com/webcast/9273/261285.

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.

...June

21 **Adopting a Unified Content Strategy at Morgan Stanley**
Join, Scott Abel, The Content Wrangler, and special guest, Ena Gordon, Vice President for Morgan Stanley Wealth Management for this free, one-hour webinar. Ena's presentation will demystify the steps needed to move a large organization away from traditional siloed content production approaches and toward a unified content strategy.

Scott Abel, The Content Wrangler
https://www.brighttalk.com/webcast/9273/263179.

22 **Collaborating on Content: Overcoming the Silos**
Join, Scott Abel, The Content Wrangler, and special guest, Christian Gericke, Chief Marketing Officer at SMASHDOCs as he reveals the key methods of helping companies in every industry become more effective in their cross-team creation process.

Scott Abel, The Content Wrangler
https://www.brighttalk.com/webcast/9273/263191.

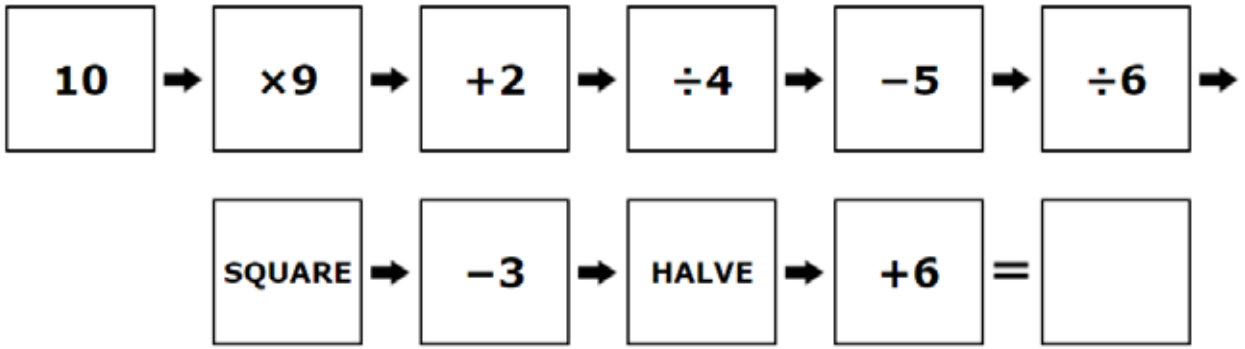
29 **The age of accountability – Unifying marketing and technical content with Adobe Experience Manager**
Adobe offers a solution through Adobe Experience Manager that supports development of technical and marketing content in a single repository. In this interview, Sarah and Stefan will discuss what convergence means for content creators, for content delivery, and for the future of marketing and tech comm.

Adobe
https://2017-06-29-marcomm-techcomm.meetus.adobeevents.com/.

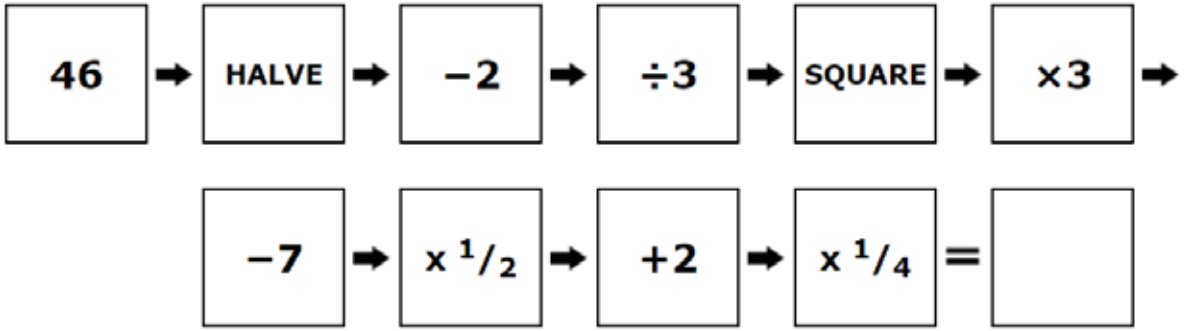
The Back Page

Can you solve these puzzles in 30 seconds or less? Good luck!

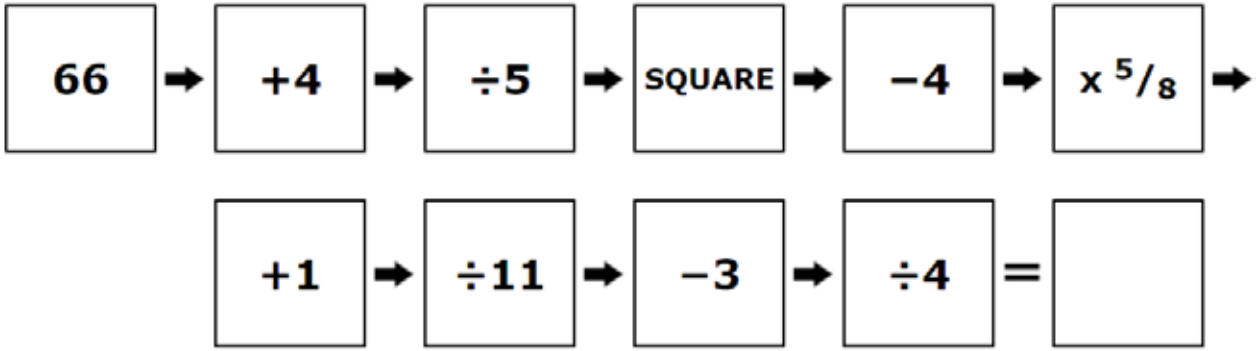
Daily 30 Seconds - Easy



Daily 30 Seconds - Medium



Daily 30 Seconds - Hard



Solutions:

30 Seconds – Easy: 9

30 Seconds – Medium: 18

30 Seconds – Hard: 2

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