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—Colum McAndrew,
RoboColum(n) Consulting



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\*Prices listed are the Adobe direct store prices. Reseller prices may vary. Prices do not include tax or shipping and handling.

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# InfoPlus+

October 15

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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.

ISTC Office: Airport House, Purley Way, Croydon, Surrey CR0 0XZ

Tel: +44 (0)20 8253 4506 Fax: +44 (0)20 8253 4510 Email: istc@istc.org.uk Web: www.istc.org.uk

This monthly Newsletter is emailed to about 1500 people. As well as ISTC news, *InfoPlus*<sup>+</sup> 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 TCUK 2015

By the time this newsletter is published, the TCUK 2015 conference itself will be finished, but there'll be plenty of news and information to come. For those who weren't able to attend – and even those who did – keep an eye on the TCUK website for updates (<a href="http://technicalcommunicationuk.com/">http://technicalcommunicationuk.com/</a>) as well as the Facebook page Technical Communication UK (<a href="https://www.facebook.com/Technical-Communication-UK-269646396537759/timeline/">https://www.facebook.com/Technical-Communication-UK-269646396537759/timeline/</a>). We'll be following up the conference with articles, reports from attendees, and more sponsor interviews.

TCUK usually spawns a lot of interest on Twitter too, so if you've not been following tweets already, take a look at what participants have said at @TCUK\_conf, or browse the Twitter feed on the TCUK website.

InfoPlus+ will be carryings stories, photos and commentaries from the conference in forthcoming issues. If you'd like to contribute a story or picture to the newsletter, please contact newsletter. editor@istc.org.uk.

#### **Content strategist?**

Are there are currently any ISTC members who are Content Strategists or involved in content strategy? If so, we'd love to find out how being an ISTC member has helped you in that role, and mention this on the ISTC website.

Please contact Ellis Pratt via <u>marketing@istc.org.uk</u>.

# TCUK Event Chair vacancy for 2016 onwards

The ISTC Council would welcome expressions of interest from any ISTC member who would be interested in taking on the volunteer role of TCUK Event Chair

for TCUK 2016 onwards. This volunteer role would suit an experienced technical communicator with a broad knowledge of our industry. Ideally, the person taking on this role would have experience of attending both TCUK and other technical communication professional conferences as a delegate and as a speaker.

This volunteer role could be shared by two people who were able to work closely together. (We would expect the two people to apply jointly for the role.)



Job Title	Technical Communication UK (TCUK) Event Chair		
No. of vacancies	1 (this role may be shared by 2 people). This is a volunteer role; any directly related expenses will be reimbursed.		
Job description	The TCUK Event Chair is responsible for coordinating all the activities associated with the ISTC's annual 3-day conference, TCUK. The Event Chair works with a large group of volunteer members, and with the experienced professional team at ASL, and is the ISTC Council budget holder for TCUK. It is recommended that the Event Chair takes responsibility for TCUK for 2 to 3 successive years.		
	Individual responsibilities include: planning dates and venue city for TCUK; visiting proposed venues; setting and monitoring the TCUK budget; and representing the ISTC's interests on all matters of policy for TCUK. The Event Chair takes an active part in the conference itself, welcoming delegates, introducing keynote speakers, and being the Host for the Gala Dinner.		
	Responsibilities shared with other members of the volunteer team include: selecting the special focus topic; drafting the call for presentation proposals; inviting keynote guest speakers; inviting other speakers from submitted proposals; determining the timetable for presentations and other activities; managing the TCUK website; managing administrative and marketing communications about TCUK; and preparing all types of event collateral (for example, the printed programme brochure).		
When and how often?	The time commitment is between 2 and 6 hours per week, throughout the year.		
Additional information	The TCUK Event Chair must be an experienced technical communicator, and a full corporate member of the ISTC (MISTC or FISTC). The TCUK Event Chair is a member of the ISTC Council, and may be co-opted to Council before standing for election at the next ISTC AGM.  The outgoing TCUK Event Chair, David Farbey, will be supporting the new		
If you would like to find out more	Event Chair with guidance and advice throughout their first year.  Please contact Alison Peck (president@istc.org.uk) or David Farbey (education@istc.org.uk) if you would like to apply for this role or find out more information.		



# ISTC local area and special interest groups

# Interested in a Birmingham Area Group?

We are trying to establish if there is any interest in setting up a group in Birmingham with a view to a first meet up towards the end of the year. If you are interested in attending a meeting in Birmingham, please email Elaine Cole at the ISTC office: <a href="istc@istc.org.uk">istc.org.uk</a>.

#### **Thames Valley Area Group meetings**

From Darren Mitcham

At our September meeting we had even more new members coming along. This month Darren gave a sneak preview of his TCUK presentation. It proved a very useful session with plenty of interaction and improvements from the attendees.

# Communicator

The award-winning quarterly journal from the ISTC.

**Online** 

"Thank you again for

Print letting me be one of your

authors. It is a true privilege."

Member Maxwell Hoffmann

Communicator

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

www.istc.org.uk

Next month (Tuesday 6 October) bring along examples of old user guides possibly from the 1960s or even earlier. It can be for any product, commercial or otherwise. We will analyse the examples to see how our industry has changed over the years. Further dates for your diary: November is our one-year anniversary, so we will look back at the things we have done; December will be

dedicated to creating Christmas cards with the ten hundred most used words; January we'll take a look at CVs.

#### **Current ISTC local area groups**

Contact your nearest area or special interest group on the email shown below. 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.

Name	Leader	Email Contact Details
Cambridge	Derek Cooper or Jeff Bronks	cambridge_areagroup@istc.org.uk
Central South	Co-ordinator wanted	areagroupsmanager@istc.org.uk
East of Scotland	George Lewis	eastscotland_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	David Farbey	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	Claire Wood	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	Nick Tonge	yorkshire_areagroup@istc.org.uk
South West	Eric Weston	southwest_areagroup@istc.org.uk

#### Special interest groups:

Name	Leader	Email Contact Details
MadSIG	Marjorie Jones, Tom Bridley Kai Weber	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: <a href="https://www.eventbrite.com/org/495786380">www.eventbrite.com/org/495786380</a>.

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?



ISTC group: <a href="https://www.linkedin.com/groups/Institute-Scientific-Technical-Communicators-1858546/about">www.linkedin.com/groups/Institute-Scientific-Technical-Communicators-1858546/about</a>.

This group has a number of sub groups for:

- ISTC NW Area Group www.linkedin.com/groups/ISTC-NW-Area-Group-2445779/about
- Southern Area Group www.linkedin.com/groups?gid=4795279
- Thames Valley Area Group www.linkedin.com/groups?gid=4805266
- ISTC Midlands Area Group <u>www.linkedin.com/groups/ISTC-West-Midlands-Area-</u> Group-4835591/about

- South Wales Group www.linkedin.com/groups?gid=5161265
- West of Scotland Area Group www.linkedin.com/groups?gid=5081412
- ISTC Oil and Gas www.linkedin.com/groups?gid=5023918
- South West England www.linkedin.com/grp/ home?gid=8269000

There are other area groups which aren't sub groups of the ISTC one:

- Cambridge Technical Communicators <u>www.linkedin.com/groups/Cambridge-Technical-Communicators-1805651/about</u>
- Irish Technical Writers An ISTC Area Group www.linkedin.com/groups/Irish-Technical-Writers-ISTC-Area-3369559/ about
- MadCap UK and Europe Users Group www.linkedin.com/groups?gid=5081593

## **Business affiliate news**

3di appoints strategic accounts director

3di is pleased to announce the arrival of James McCormick as a Strategic Accounts Director. James began his career as an IT Systems Engineer and grew his experience to become a Senior



James McCormick

Infrastructure Architect, technically leading large Government and Private Sector programmes.

His career evolved into a commercial and technical leader working within the managed services sector, where he managed a consulting practice for a large multinational Cloud provider. James' enthusiasm for business has led him to joining 3di to assist with developing and growing our world class Localization and Technical Communication services for our strategic accounts. His role as a Strategic Accounts Director will see him develop long term relationships with 3di's largest customers utilising his in depth skills and expertise when engaging with their senior leaders.

James brings with him a wealth of strategic account development experience across multiple industry verticals. James is based in our Surrey office and is always available for a game of golf at his favourite course, Camberley Heath Golf Club. Just drop him a line if you fancy a game!

# Industry and general news

### National Association of Science Writers announces 2015 Science in Society Award winners

Winners of the 2015 Science in Society Journalism Awards, sponsored by the National Association of Science Writers (NASW), are:



- In the Book
  category, Judy
  Foreman for her book A Nation in Pain:
  Healing Our Biggest Health Problem,
  published by Oxford University Press
- In the Science Reporting category, Why Nothing Works, by Erik Vance, published in Discover magazine

- In the Longform category, Big Oil, Bad Air, by Lisa Song, David Hasemyer, Jim Morris, Greg Gilderman, and more than a dozen other colleagues, published online in InsideClimate News
- In the Science Reporting for a Local or Regional Market category, Battle of the Ash Borer, by Matthew Miller, published in the Lansing State Journal

No award was given In the Commentary and Opinion category.

Winners in each category receive a cash prize of \$2,500, to be awarded at a reception on October 10, 2015, at the Science Writers 2015 meeting taking place this year in Cambridge, Mass., USA.

NASW established the Science in Society awards to provide recognition -- without subsidy from any professional or commercial interest -- for investigative or interpretive reporting about the sciences and their impact on society. The awards are intended to encourage critical, probing work that would not receive an award from an interest group. Beginning with the first award in 1972, NASW has highlighted innovative reporting that goes well beyond the research findings and considers the associated ethical problems and social effects. The

awards are especially prestigious because they are judged by accomplished peers.

NASW currently awards prizes in five categories: Books, Science Reporting, Longform Science Reporting, Science Reporting for a Local or Regional Market, and Commentary and Opinion.

Overall, the judges also commented that, 'All of the winners have demonstrated the impact narrative journalism can have on science writing, from short form to books. Each was a great read. Each provided a compelling example of how narrative journalism can reach the general public on a variety of topics involving science and society.'

Entries for next year's competition, for material published or broadcast in 2015, are due February 1, 2016. Entry forms will be available at <a href="https://www.nasw.org">www.nasw.org</a> in December 2015.

#### **About NASW**

The largest organization devoted to the professional interests of science writers, the National Association of Science Writers fosters the dissemination of accurate information regarding science through all media normally devoted to informing the public. Its 2,465 members include science writers and editors, and science-writing educators and students.

For more information, visit: www.nasw.org.

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- MadCap Contributor: Contribution and Review for Anyone in Your Organization
- MadCap Analyzer: Powerful Project Analysis and Reporting

- MadCap Mimic: Create Fully Interactive Demos,
  Videos, Tutorials and Software Simulations
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"Since our Harmony 12 release, we have been making updates on our documentation weekly with MadCap Flare; we just rebuild it in the background and upload it. With FrameMaker®, we could not even consider that."

—Marie-Eve Chartrand | Director Customer Success, Toon Boom Animation Inc.

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## **Blog news**

By Ginny Critcher

Hello everyone. Here is this month's blog round up for you.

Cherryleaf's Ellis Pratt has written a post on Stack Overflow's plans to move into documentation:

www.cherryleaf.com/blog/2015/09/stackoverflow-is-moving-into-documentation-getthe-popcorn/.

Scriptorium's Sarah O'Keefe describes how the roles and responsibilities in an XML (and/or DITA) environment are a little different than in a traditional page layout environment:

www.scriptorium.com/2015/09/roles-and-responsibilities-in-xml-publishing/.

One of the most discussed techcomm posts discussed on Social Media this month has been Sara Wachter-Boettcher's post on her presentation called *Everybody Hurts: Content for Kindness*. It's about how clear intentions and compassionate communication can strengthen everything from form questions to headlines to site structures:

www.sarawb.com/2015/09/10/everybody-hurts-content-for-kindness/.

Before she left the Government Digital Service and returned to Australia, Leisa Reichelt posted some articles on user research, including one on what it means to understand user needs:

https://userresearch.blog.gov. uk/2015/05/28/we-need-to-talk-about-user-needs/.

Colum McAndrew has written what he calls the definitive RoboHelp Conditional Build Tag guide:

www.uacolumn.com/rh cbt/.

Joe Gollner presents his session, Ten Secrets to Successful Content Initiatives: <a href="https://vimeopro.com/user22802602/lavacon-2014-virtual-track/video/129406232">https://vimeopro.com/user22802602/lavacon-2014-virtual-track/video/129406232</a>.

Do you have a blog? Let Ginny know so she can include it in her monthly review. Seen an interesting post? 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**

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 <a href="mailto:newsletter.editor@istc.org.uk">newsletter.editor@istc.org.uk</a>. Please try to give us plenty of notice. The deadline for receiving information for <a href="mailto:InfoPlus">InfoPlus</a> is 24th of the month preceding publication. 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*<sup>+</sup> will be listed. For others, we cannot guarantee listing if space is limited and details may be abridged.

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.

#### **MadCap training**

For details of the latest MadCap Software Training Schedule: Web-based and On-site Training, visit: <a href="https://www.madcapsoftware.com/services/training/">www.madcapsoftware.com/services/training/</a>.

The MadWorld Technical Communication and Content Strategy Conference Returns to San Diego April 10-12, 2016

www.madworldconference.com/.

#### **Upcoming Webinars**

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

#### Flare 11 Reviews and Customer Reaction

www.madcapsoftware.com/flare11/reviews-testimonials.aspx.

#### October

#### 5-6 Introduction to Adobe Photoshop

Learn how to create and edit images using the de facto standard in the graphics industry. Techniques covered include colour correction, working with layers, compositing images and preparing images for use on the Web.

10% discount for ISTC members.

Armada, Milton Keynes.

www.armada.co.uk/photoshop-training-course.

#### 7-8 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, Milton Keynes.

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

#### 8-9 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, Midlands.

www.armada.co.uk/indesigntraining-course.

## 12-16 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, Bromsgrove, Midlands.

www.armada.co.uk/technicalauthor-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, Milton Keynes.

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

#### 22-23 Introduction to Adobe Captivate

Learn how to develop web enabled e-learning modules and interactive software simulations.

10% discount for ISTC members.

Armada, Milton Keynes.

www.armada.co.uk/captivatetraining-course.

#### ...October

## 26-28 Basic and Intermediate MadCap Flare

Teaches how to use Flare to create a working help project with mediarich content and full navigation features. You learn how to work efficiently and effectively with Flare, becoming familiar with features including variables, conditional text and multi-format publishing.

10% discount for ISTC members.

Armada, Milton Keynes.

www.armada.co.uk/madcap-flare-training-course.

#### 26-27 Introduction to Adobe Photoshop

Learn how to create and edit images using the de facto standard in the graphics industry. Techniques covered include colour correction, working with layers, compositing images and preparing images for use on the Web.

10% discount for ISTC members.

Armada, Bromsgrove, Midlands.

www.armada.co.uk/photoshop-training-course.

#### 28-29 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, Midlands.

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

#### **November**

#### 2-3 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, Midlands.

www.armada.co.uk/indesigntraining-course.

#### 19-20 Introduction to Adobe Captivate

Learn how to develop web enabled e-learning modules and interactive software simulations.

10% discount for ISTC members.

Armada, Bromsgrove, Midlands.

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

#### 19-20 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.

www.armada.co.uk/indesigntraining-course.

#### ...November

#### 23-24 Introduction to Adobe Photoshop

Learn how to create and edit images using the de facto standard in the graphics industry. Techniques covered include colour correction, working with layers, compositing images and preparing images for use on the Web.

10% discount for ISTC members.

Armada, Milton Keynes.

www.armada.co.uk/photoshop-training-course.

#### **25-26** 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, Milton Keynes.

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

## 30-4 Technical Authoring Training Programme

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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, Milton Keynes.

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

## **Events news**

#### MadWord 2016

The full conference schedule and speaker lineup has been announced for MadWorld. Returning for its fourth year in San Diego, the conference brings together technical communication experts, content strategists, UX specialists and more from all around the world.

#### **Conference highlights**

- 40 information-packed sessions presented over two full days of learning and networking
- Sessions for new users, advanced users, tools neutral, and everything in-between
- Expert speakers, trainers and consultants from across the globe nightly networking events on the shores of mission bay
- Hospitality lounge with access to technical support team members during the conference
- An optional full-day advanced training workshop on day three following the main conference
- World-class accommodations and conference space

#### When

April 10-12, 2016

#### Where

San Diego, California at the Hilton San Diego Resort & Spa on the shores of Mission Bay. The venue offers MadWorld's largest conference space to date, is centrally located just a 15 minute drive from the airport, and provides a great backdrop for nightly networking events.

#### More information

For more information, visit: <u>www.</u> madworldconference.com/.

## **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 <a href="mailto:events@istc.org.uk">events@istc.org.uk</a>. Please try to give us plenty of notice. The deadline for receiving information for InfoPlus<sup>+</sup> is 24th of the month preceding publication.

You can also find information using the online event calendar at: www.istc.org.uk/calendar/2015-05/.

You can view previous events listings on the ISTC website's Newsletter archive at <a href="www.istc.org.uk/">www.istc.org.uk/</a> Publications/Newsletter/newsletter.htm.

#### **October**

#### **6** Thames Valley Area Group

Meeting at The Plowden Arms, Shiplake Cross, Henley on Thames, RG9 4BX. All are welcome. Darren Mitcham is the organiser (thamesvalley areagroup@istc.org.uk).

#### 7 - 9 soap!

Learn, share knowledge, and be part of the Central European technical communication community at the third annual technical writing conference organised by soap!

Krakow, Poland

http://soapconf.com/.

#### 13 Southern England Area Group

The next meeting takes place 19:00 to 22:00 at The Royal Oak Pub, Royal Oak Passage Winchester, Hampshire SO23 9AU GB. It will be to share experiences of what happened at TCUK15 Glasgow and to discuss as a group what happens after you've finished a project and how you prepare for the next one. To register your attendance, use the Eventbrite link: https:// www.eventbrite.co.uk/e/istcsouthern-area-group-meetingwinchester-tues-13-october-2015-tickets-18223277313.

#### 18 - 21 The LavaCon Conference

Conference for content strategists, documentation managers, and other content professionals.

New Orleans, Louisiana, USA

http://lavacon.org/2015/.

#### ...October

#### 20-21 Interact London

A design conference which offers insights from the fields of user experience, information architecture, user research and digital design. The conference explores the importance of digital design using alternative perspectives from neurology, psychology and cognitive neuroscience.

British Museum, London http://2015.interactconf.com/.

#### 21-23 Webdagene

Webdagene is a conference for web communicators with 800 attendants in 2014. Webdagene is a three-day conference with one day of workshops and tutorials and two days of keynotes and presentations. Web editors, marketers, communicators, content strategists, digital managers and designers are the primary audience for the conference.

Oslo, Norway

http://webdagene.com/.

#### 25-29 WebTech

Web conference with sessions on HTML5, JavaScript, agile and DevOps.

Munich, Germany

https://webtechcon.de/2015/.

#### 28-29 Amuse Conference

For UX practitioners, product managers, frontend developers, designers and market researchers of digital product.

**Budapest Hungary** 

www.amuseconf.com/.

#### **November**

Adobe event at Toner's Pub, 139
Baggot Street Lower, Dublin, Ireland
6:00-8:15pm.

www.byol.ie/indesign-digital-publishing-event.html.

#### 4 MadUsers Conference

Annual conference for Madcap users from Scandinavia and the rest of Europe.

Elsinore, Denmark

http://write2users.com/madusers-conference-2015/.

#### 10-12 tcworld conference

A global event and market-place for technical communication.

Stuttgart, Germany

http://conferences.tekom.de/tcworld15/tcworld15/.

## 16-17 Content Management Strategies/ DITA Europe Conference

CMS/DITA Europe first introduced the international DITA standard, 11 years ago. DITA Europe brings together managers, information developers, technology specialists, and tools vendors to exchange their hard-won knowledge and experience.

Munich, Germany

https://ditaeurope. infomanagementcenter.com.