

Communicator

The Institute of Scientific and Technical Communicators
Summer 2019

Simplify your user interface images

How to enrich your wellbeing in the workplace

Read how ISO 27001 affects information developers

Information 4.0 — the future?
What tools will be needed?



Vote for your favourite *Communicator* article 2019

In the past year, what have you enjoyed reading?

Katherine Judge explains how you can vote today for your favourite article.

This year, the UK Technical Communication awards have a category for the ISTC Communicator Journal Article of the Year Award, published between Autumn 2018 and Summer 2019.

How to vote

You can vote for your top three articles, but which three will you choose? To vote, send an email with your top three *Communicator* articles to awards@istc.org.uk. For more information visit <https://uktcawards.com/awards/categories>

Vote closes **Wednesday 31 July 2019**.

Main articles

Here's a list of the main articles in alphabetical article order.

"RoboCop" and "HLMT" redux?

Neil Perlin, Winter 2018

Sharing his experience and showing why we don't want to repeat old mistakes as we move into the future.

25 years of online help

Matthew Ellison,

Autumn 2018 special supplement

Beginning with hypertext when the world wide web was in its infancy until today and looking at the author's online help journey.

50 years of Communicator

Katherine Judge,

Autumn 2018 special supplement

Perusing 50 years of Communicator issues, and looking at whether the articles of yesteryear are still relevant today.

Accessibility in online documentation

Joanna Suau, Winter 2018

Describing how to improve the accessibility of your online output for disabled readers who use assistive tools.

Are the bots taking over user assistance?

Toni Byrd-Ressaire, Spring 2019

Explaining that chatbots are emerging as a communication medium between business and users.

Arrays, arrays and more arrays: part 1

Mike Mee, Winter 2018

Love them or loathe them, you and VBA need arrays!

Arrays, arrays and more arrays: part 2

Mike Mee, Spring 2019

Love them or loathe them, you and VBA need them!

Arrays, arrays and more arrays: part 3

Mike Mee, Summer 2019

(H)Array! The end is almost in sight!

As time goes by

Linda Robins, Autumn 2018 special supplement

The fundamental things apply... as time goes by. Through the author's eyes, looking at technical communication then and now.

Before #MeToo

Lois Wakeman, Spring 2019

Reminiscing at some historic company material and wondering if her viewpoint has changed over the years.

Broaden your audience with accessibility

Aedin Collins, Autumn 2018

Explaining how improved accessibility guidance can help technical communicators to reach a broader audience.

Build your first hybrid mobile app

Phil Lane, Autumn 2018

Mobile friendly website, Hybrid app, Progressive web app or a Native app? Which option is best for your organisation? This article assists with your decision-making.

Can your bot chat in another language?

Arlé Lommel, Spring 2019

Creating chatbots for multiple languages. Can your bot chat in Chinese, Czech or Chuvash?

Captivating content for the digital era

Andrew Mills, Spring 2019

Beyond the book. Looking at the possibilities for creating interactive content for the digital generation, and beyond.

Collaboration: the future of content

Maxwell Hoffmann, Summer 2019

How does Content 4.0 and Information 4.0 impact technical communicators? Exploring the future of content.

Content usability scorecard framework

Savitha Nayak, Autumn 2018

Providing a fundamental insight into content usability by recommending a ready-to-use scorecard for measuring content.

Creating brochures in WordPerfect

Jean Rollinson,

Autumn 2018 special supplement

Sharing how the author's computer knowledge broke down barriers and prejudices at a university.

Creating dyslexia-friendly documents

Robert Pallant, Spring 2019

Suggesting ways to make content more accessible for those with reading difficulties.

Creating user forms: part 4

Mike Mee, Autumn 2018

Coding an interface for your VBA code.

Customising your first hybrid mobile app

Phil Lane, Winter 2018

Showing you how to add some identity to your app with a custom icon so that your customer will recognise your app on their mobile devices.

Cut and paste with scissors and glue

Lois Wakeman,

Autumn 2018 special supplement

Reminiscing about times gone by when someone else did the typing, the typesetting and the printing.

Developing user-centred content in an agile world

Sarah Thomson, Summer 2019

Sharing her experience of working on agile projects, to help those just starting out.

From hardcopy to modem to the cloud

Warren Singer,

Autumn 2018 special supplement

Working with the latest technologies since the 1990s, the author describes the changes that have taken place.

Getting the most out of training in 1993

Matthew Ellison, Autumn 2018

Writing in 1993 this article discusses the benefits, needs, expectations, and strategies for training technical communicators.

Hand-drawn technical illustrations

Douglas Newton,

Autumn 2018 special supplement

Starting with pen, pencil and paper, describing how things were and how technical illustration has changed over the years.

Holistic translation planning

Nancy Pollini, Summer 2019

Expanding into emerging markets means handling a more complex set of languages. Discovering what this means for localisation.

How I learnt to be a polymath

Tony Graver, Summer 2019

Throughout the author's career, he has been a polymath. He shares his career experience.

Increasing user assistance visibility

Karla Reis, Winter 2018

Taking a journey from being an information developer to becoming a user assistance developer at SAP.

Information 4.0 tools – a first cut

Neil Perlin, Summer 2019

What might GUI Information 4.0 tools look like? Presenting a first cut at what the feature set might look like.

Information Design Summer School 208

Alison Peck, Winter 2018

Outlining this annual course and its relevance to technical communication.

Information development and ISO 27001

Sean Power and Liadain O'Driscoll, Summer 2019

How does ISO 27001 affect information developers? Imparting their experiences at TWi.

Is my documentation any good?

Holli Hamilton, Summer 2019

Exploring how user experience evaluation methods can improve your help content

Macros: a brief history of time (saving)

Mike Mee, Autumn 2018 special supplement

Summarising macros from the key-combo to a full programming language.

Managing terminology with term checker

Jake Cahill, Autumn 2018

Offering reasons why terminology management is essential for translation workflows and looking at the TechScribe term checker.

Open source and docs: do they mix?

Ben Mansheim, Summer 2019

Revealing the motivations, process, and pitfalls of moving to an open source methodology and tools for documentation publishing.

Plunging into the waters of UX

Maja Engel, Winter 2018

Exploring user experience principles and how they can be applied to user manual tone and formatting.

Pursuits of the unsuspecting Polymath

Lindsey Thomas, Winter 2018

From trepidation to elation; imparting her experiences and learning from her first TCUK conference.

Review of Adobe RoboHelp 2019

Matthew Ellison, Winter 2018

Putting this brand new authoring tool from Adobe through its paces.

Same wine, different label?

Ellis Pratt and Dominic Birn-Pratt, Autumn 2018 special supplement

Through analysis, Ellis Pratt and Dominic Birn-Pratt have looked at job title trends.

Scalable solutions for augmented reality

Johannes Görz, Autumn 2018

Outlining why SCHEMA ST4 can provide suitable content for augmented reality applications.

So what do you do?

Helen Harbord, Winter 2018

Giving some tips on how to engage and excite people when describing your role as a technical writer.

Stairway to the future

Thomas Schubert, Autumn 2018

Telling the story about the high potential of an editorial team and their role in the information management process.

SUI: revolutionising graphic effects

Anton Bollen, Summer 2019

Looking at how simplifying your user interface images can benefit your users.

TCUK 2018: a CPD reflective record

Mike Unwalla, Winter 2018

CPD is important for technical communicators. Mike uses his review of TCUK as part of his CPD.

The great STE myth

Michael Bergstrom, Winter 2018

Deliberating the effectiveness of Simplified Technical English.

The successful fraud

Chris Hester, Spring 2019

Enlightening you as to why you deserve to be there if you have ever felt like a fraud in your current employment position.

The value of a polymath communicator

Alisa Bonsignore, Summer 2019

Do you identify as a polymath? The author does although she didn't know such a thing existed until she was an adult.

Unprecedented changes in technology

Kevin Jeffery, Autumn 2018 special supplement

Discussing how changes in computer technology transformed design and print studios beyond recognition in the 1980s.

Want to write great technical documentation?

Alexandra Gifuni, Summer 2019

Analysing why working in Support is the best way to create great technical documentation.

Wellbeing: here to stay?

Nissa Dann, Summer 2019

Is wellbeing just another buzzword or is the concept here to stay? This article describes wellbeing in the workplace.

What was it like in the old days Dad?

Tony Eyre, Autumn 2018 special supplement

Recalling the author's early career as a technical communicator and discussing the changes in the industry since 1985.

Who is Jack Smith?

Jack Smith, Spring 2019

From music to the ISTC to rifles, Jack Smith's life is explained and his technical illustrations are shown.

Why the skill of writing well matters

Rachel Potts, Autumn 2018 special supplement

Explaining why developing the skill of creating information that works will always be worthwhile.

Word processing through the ages

Neil Perlin, Autumn 2018 special supplement

Looking at the impact that word processing has had on technical communication and the author's career.

Working without a spell checker

Carol Leahy, Autumn 2018 special supplement

Software tools can make a huge difference; when creating documentation, the author describes her experience.

Your turn to shine

Karen Mardahl, Winter 2018

Encouraging you to submit a proposal for the next TCUK conference. 



Good luck to all contributors.



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