Roche commatec

Adobe

> "
> Automating documentation production with Adobe FrameMaker changed the entire process, which gives us faster time to market moving forward.
> "

Thomas Risi,
Department Leader, Roche Diagnostics

Fm Adobe FrameMaker (2017 release)

We have successfully assisted Roche Diagnostics simplify their authoring process and boost their PDF documentation speed by 50%.

Find out what Adobe FrameMaker can do for your enterprise.

Request free demo

InfoPlus⁺

March 2018

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
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⁺* aims to cover anything of interest to the profession. To subscribe, contact the office.

Advertising: Felicity Davie
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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

ISTC Community short story competition

If you fancy being in with a shot of winning a copy of Stephen Crabbe's excellent book "Current Practices and Trends in Technical and Professional Communication," don't forget to submit your entry to our short story competition by midnight Friday 6th of April 2018.

The theme is "It was spring 2018 when I first realised I could…".

You are not limited to writing about tech comms related topics (though if this inspires you then we would love to read it too) so feel free to get as creative as you would like!

Entries must be a maximum of 2,200 words. Entries cost £3 for ISTC members (please quote your ISTC membership number on entry) and £5 for non-ISTC members.

Apply here.

See below for the full set of rules.

Rules for ISTC Community short story competition

▶ Maximum of 2,200 words

▶ Must be an original story and must be written in English

▶ Submitted in word doc via the online form

▶ Theme is "It was spring 2018 when I first realised"

▶ Deadline is midnight Friday 6th April 2018

▶ No limit on the entries but a fee of £5 (non-ISTC member rate) or £3 (ISTC member) for each story submitted (please quote your ISTC membership number on entry).

▶ The fee is payable when you submit the story online

▶ Once you have paid the fee, there will be no refunds

- Judged anonymously therefore do not include personal details of the author in the story
- Judges have the final say
- Winner will be notified via email and the winning story will be published on the ISTC website.
- On winning the competition you allow the ISTC to publish this story on the site
- Entrants do not have to be ISTC members, but they must be aged 18 years and over

Past short story competition

Back in October 2016 Liz Gregory took the crown for her short story entitled "The Curse of the Grocers' Apostrophe." You can view Liz's story here.

ISTC Discussion Forums

By Louise Fahey, ISTC Newsletter Editor

With the exception of Darren, Cecily and myself, the February Discussion Forum was pretty quiet (tumbleweed blew past me at one stage!). Either people weren't loving their work in tech comms during February or they weren't loving the topic I posted for discussion!

I suspect it's the second option so let's change that – if there's a topic you want to discuss, please get in touch on newsletter.editor@istc.org.uk and I will happily announce your topic in *InfoPlus+*.

March's topic

In the ISTC Community Facebook Group, there was a post asking group members to name the one resource that they couldn't imagine living without (e.g. the Microsoft Manual of Style).

We've decided to continue this conversation in the Discussion Forums. If enough people contribute, we can make this a sticky thread for users to refer to in future.

Please try to contribute to this valuable discussion as it benefits all levels of experience.

Accessing the Discussion Forums

On the ISTC homepage, you will see a Discussion Forums tab in the main menu. Ensure you are logged in to the ISTC website as an ISTC member before going to the Discussion Forums tab.

If you get the "Oh bother! No forums were found here!" message, it means you aren't logged in to as an ISTC member. You can log in here and try again.

Attention ISTC Members!

Membership subscriptions are now overdue. If you haven't renewed, please do so as soon as possible and continue to receive the benefits reserved for members. Please contact the ISTC office on istc@istc.org.uk to discuss your payment options.

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 Darren Mitcham

Social media was the topic discussed at the February Thames Valley local group meeting. Before we started our chitchat covered favourite castles (Windsor and Leeds came out top, but Barbara too was mentioned) and our summer trip to Bletchley was also raised.

Looking at social media, we all agreed Twitter is good for news and statements of fact; Facebook is good for family and friends, Instagram allows you to circulate photos, Pinterest is good for searching for photos. Sites aimed at younger people include Myspace and Snapchat. Neither have any real business uses. Most of us were taken aback by our newest member's list of social media that included many we'd never heard of including Quora. Of course, we also reminisced about Friends Reunited, Bebo and others that have fallen by the wayside.

Thames Valley Area Group next meeting

Join us on 6th March when we will devise the 10 Tech "Comm"andments – the top 10 rules all tech writers should adhere to.

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-group-meeting-tickets-43342537697.

The organiser for the event is Darren Mitcham and he may be contacted via email: thamesvalley_areagroup@istc.org.uk.

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.

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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	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
East of Scotland	Holli Hamilton	eastscotland_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

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

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- 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
  www.linkedin.com/groups/13536907

- 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.

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.

Business affiliate news

Cherryleaf: Changes to our online technical communication training courses

This article originally appeared on the Cherryleaf website.

We've made a few changes to our online training courses, to make it easier to order and understand. There are now just three online courses:

▶ Technical Author/technical writing

▶ Advanced technical communication

▶ End user documentation writing skills for developers

We've moved all the other courses we had previously into a single, advanced technical communication skills course. The advanced course contains ten online modules in technical communication, and also it replaces our WriteLessons bundle.

The end user documentation writing skills for developers course is a version of our Technical Author/technical writing course.

The Technical Author/technical writing course hasn't changed, and the classroom courses also haven't changed.

Plain English: 5 Top Tips for Business Writing

This article was written by Nigel at Armada and originally appeared on the Armada blog.

Good writing skills using Plain English are a core business skill. People that write well at work are good communicators. On the whole, good writers have credibility at work, they get promoted and they get salary increases.

My Plain English 1 day writing course is probably the most popular of any of the courses I deliver, reflecting the importance of good writing in both the public and private sector.

So here are my top 5 tips to improve your writing at work using Plain English:

1. Design Before You Start

Make sure you're writing to a plan. Design your document before you start, don't just start using the keyboard. You should know the content of each paragraph before starting the document. I use keywords for each paragraph. You can change the plan once you've started; that's what happens with plans, but at least have a starting point.

2. Make the Document Easy to Scan

People don't read any more; everyone scans. It's the result of everyone being overloaded with emails and information. For your writing to be read, it has to be easily scanned.

Front-load your writing so that the main point is in the first 2 lines. A carefully argued case with the conclusions at the end won't get read. Give them the conclusions at the start and then substantiate these.

To make the document easy to scan, use tables and lists. Use sub-headings so readers can focus on what are the critical areas for them.

3. Be Concise

Research shows that this is the single greatest factor that improves readability. Have as your motto, 'Short words, short sentences and short paragraphs are best.'

It's so easy to reduce your word count simply be deleting the unnecessary. Most people can reduce the number of words contained in a document, or email, by around one-third.

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Sentence lengths should be no more than 17/18 words long. Avoid great, long, rambling sentences to improve readability. Try and limit sentences to one idea. Don't cover multiple ideas in the same sentence.

4. Check Readability

When you've completed your document check readability. Get a [Flesch Reading Ease](#) score for your document. This is one statistic that rarely lies. It tells you how easy it is to understand your writing.

You should be getting Reading Ease scores of about 60 for business writing. If your score is way below this, you need to revise your document to get a higher score.

5. Don't Make Silly Errors

Spelling and grammar checkers aren't perfect. The only way to prevent silly errors in your writing is to review what you've written. Read through it carefully, with focus and concentration. I always review something I've written twice. If it's a particularly important document, I get a colleague to proof-read it. We all get too close to our own writing to spot our own mistakes.

The problem with making silly mistakes with grammar and punctuation is that they affect your credibility. Don't believe the idea that correct grammar doesn't matter anymore. It matters hugely. So those are my top tips for good business writing. They apply whether you just do emails, or whether you have to write detailed reports for senior management.

If you need to update your skills and get some coaching:

Armada deliver [Plain English courses](#) for organisations at your place of work.

[Contact us](#) if you want to outsource your technical writing.

Industry and general news

DocToolHub, an index of tech documentation tools

Greg Babb would like to bring to your attention a website that he developed (with the help of many others): https://doctoolhub.com, an index of tech documentation tools.

The site categorizes tools that we as documentation professionals use on a daily basis, and lists supported file formats (input and output file formats, all grouped together). Greg has attempted to list all the tools he knows (plus recommendations from colleagues) in order to have them all in one place.

What is DocToolHub?

DocToolHub helps you find the right documentation tool for the job. Let's face it: many of us have been given the task of writing software documentation without knowing appropriate tools for our requirements. It's like starting a trip without a map. We spend time researching the lay of the land, posting questions in forums, and turning to colleagues for help. Sometimes we just buy a tool, forging ahead and hoping for the best.

This site features a curated and growing set of documentation tools and file formats. Your input is welcome as we grow the list and increase its usefulness for all.

Hey, I saw something wrong in a tool description! Where do I complain?

There's a [form](#) for that. We're grateful for feedback.

What about this tool that's not even listed on your site? Tons of people use it.

Great! Just [send](#) us the product's name and some details.

Introducing

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03 ·· GET ONE-ON-ONE TECHNICAL SUPPORT

04 ·· BRING HOME BEST PRACTICES

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madcap™ software

New Microsoft writing style guide online

Microsoft has released the latest edition of its writing style guidelines as a website:

For anyone trying to write better technology related content, articles, blogs etc. this new resource is well worth checking out. The Microsoft Writing Style Guide is "a tool to help everyone write in a way that's natural, simple, and clear".

"Welcome to the Microsoft Writing Style Guide, your guide to writing style and terminology for all communication—whether an app, a website, or a white paper. If you write about computer technology, this guide is for you.

The Microsoft Writing Style Guide replaces the Microsoft Manual of Style, a respected source of editorial guidance for the tech community for more than 20 years. The style guide features updated direction and new guidance for subjects that weren't around when the last edition released. But it's also a reimagining of Microsoft style—a tool to help everyone write in a way that's natural, simple, and clear."

LanguageTool and Google Summer of Code

Google Summer of Code helps student software developers. Students work with an open-source organization on a 3-month programming project during their break from university (https://summerofcode.withgoogle.com).

LanguageTool proofreading software is part of the 2018 programme. To learn about possible projects, refer to

https://summerofcode.withgoogle.com/organizations/6055501880623104/.

If you know a student who might be interested, please tell them about this opportunity.

Blog news

By Ginny Critcher

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

Marcia Riefer at The Content Wrangler gives an overview of cognitive neuroscientist Dr Carmen Simon's work on the science behind memorable visuals:

http://thecontentwrangler.com/2018/01/18/science-behind-memorable-visuals/#.

Cherryleaf posts a transcript of their podcast on promoting technical communication to the general public:

https://www.cherryleaf.com/BLOG/2018/02/transcript-promoting-technical-communication-general-public/.

I'd rather be writing's Tom Johnson has a post on his recent Swagger and the OpenAPI presentation:

http://idratherbewriting.com/2018/02/14/openapi-and-swagger-presentation/.

Microsoft has a new style guide:

https://docs.microsoft.com/en-gb/style-guide/welcome/.

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At Google Developers Rudy Galfi discusses bringing visual story-telling to the web:

https://developers.googleblog.com/2018/02/amp-stories-bringing-visual.html.

On the Gov.UK blog Khider Suleman announces the launch of API data and technical standards:

https://gdstechnology.blog.gov.uk/2018/02/13/developing-cross-government-api-data-and-technical-standards/.

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

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.
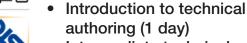
Flare 12 Reviews and Customer Reaction

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

March

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)

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

10% discount for ISTC members.

Armada, Bromsgrove.

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

15-16 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.

...March

22-23 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.

26-27 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.

https://www.armada.co.uk/?s=frame+maker+training.

April

3-4 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/course/indesign-training.

4-5 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.

www.armada.co.uk/course/framemaker-template-creation-training.

5-6 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.

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

9-10 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.

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

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16-17 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.

www.armada.co.uk/course/authoring-structured-framemaker-documents-training.

23-24 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.

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

26-27 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.

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

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
https://www.cherryleaf.com/training/technical-author-basicinduction-training-course/.

Advanced technical communication
https://www.cherryleaf.com/training/writelessons/

End user documentation writing skills for developers
https://www.cherryleaf.com/training/cherryleaf-writing-skills-developers-training-course/.

Firehead

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

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/.

Customer journey mapping
http://firehead.net/training/customer-journey-mapping/.

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ESTON Training

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

Simplified English Course
www.estontrg.com/english-language-courses.

Standard Generalised Mark-up Language (SGML)
www.estontrg.com/standard-generalised-mark-language-sgml-course.

Editing and Publishing Magazines Course
www.estontrg.com/editing-publishing-magazine-course.

Report Writing Course
www.estontrg.com/report-writing-course.

Business English Course
www.estontrg.com/business-english-course.

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/

March

2   **Needs in TC all over Europe – fit for the new trends**
A joint event by COM&TEC and tekom Europe
Verona, Italy

www.comtec-italia.org/index.php/2-uncategorised/337-evento-com-tec-tekom-europe-assemblea-dei-delegati.

6   **Thames Valley Area Group Meeting**
Join us on 6th March when we will devise the 10 Tech "Comm"andments – the top 10 rules all tech writers should adhere to.

Bird in Hand Hotel, Bath Road, Knowl Hill, RG10 9UP, Reading at 19:00.

https://www.eventbrite.co.uk/e/istc-thames-valley-group-meeting-tickets-43342537697

8   **UXinsight**
Join us at UXinsight 2018. An international conference dedicated to User Experience Research.

The Fabrique, Westkanaaldijk 7, 3542 DA Utrecht

https://uxinsightevent.com/.

8-9   **tcworld India 2018**
India's number 1 event in technical communication and information development.

ITPB, Whitefield Bangalore, Karnataka 560 066

http://tcworld-india.com/.

...March

14 **ATTW 2018 Conference**
Association of Teachers of Technical Writing. Please join us in Kansas City, Kansas for ATTW 2018 where we will be celebrating 45 Years!
Kansas City, Kansas, USA
www.attw.org.

16-17 **World Forum on Controlled Natural Languages**
COM&TEC is proud to announce the launch of the 1st World Forum on Controlled Natural Languages.
Florence, Italy
www.comtec-italia.org/eventi-item?id=432.

21 **Technical Communication Day**
Topic: "Competences in Education and Practice for Technical Communicators"
Aarhus, Denmark
www.technical-communication.org/dk/events-and-activities/upcoming-events/workshop-competences-in-education-and-practice-for-technical-communicators.html.

25-27 **Spectrum 2018**
Organised by STC Rochester, Spectrum 2018 will be held Sunday, March 25 through Tuesday, March 27 at the Rochester Institute of Technology.
Rochester Institute of Technology, CIMS Building, 111 Lomb Memorial Drive, Rochester, NY, USA
http://stc-rochester.org/event/spectrum-2018/.

April

3-5 **Loc World 36 - Tokyo**
Main topic: "Digital Transformation". English is the working language of the conference.
Tokyo, Japan
https://locworld.com/events/locworld36-tokyo-2018/.

5-6 **Future of Information and Communication Conference (FICC) 2018**
FICC 2018 aims to provide a forum for researchers from both academia and industry to share their latest research contributions and exchange knowledge with the common goal of shaping the future of Information and Communication.
Singapore
http://saiconference.com/FICC.

11-12 **COMTecnica**
Main topic: Methods, tools, and processes for delivering smart content.
Bologna, Italy
http://comtecnica.it/.

19-20 **tekom Spring Conference**
This conference presents lectures in German only
Koblenz, Germany
http://tagungen.tekom.de/f18/startseite/.

...April

23-25 **CMS/DITA North America**
Join the Center for Information-Development Management for the Twentieth Annual Content Management Strategies/DITA North America Conference.

Denver, CO, USA

https://cm-strategies.com/.

26-28 **ACES: The Society for Editing National Conference**
Join us at one of Chicago's classic hotels, just off Lake Michigan, for ACES' 2018 National Conference. This year, we're meeting a little later in the spring with hopes of getting some of Chicago's better weather.

Chicago, IL, USA

https://aceseditors.org/conference/2018.

26-27 **European Academic Colloquium on Technical Communication**
The European Academic Colloquium is an annual event that focuses on scientific contents with respect to technical communication.

Limerick, Ireland

https://www.teccom-frame.eu/index.php?id=152.

May

3-4 **Adobe Summit EMEA**
Become an expert in being an experience-led business. Learn in over 140 sessions and labs across ten tracks.

ICC ExCeL London, Royal Victoria Dock, London (E16)

https://summit-emea.adobe.com/emea/.

5-8 **Write The Docs Portland**
We invite you to join hundreds of other folks for a three-day event to explore the art and science of documentation. The Write the Docs conference covers any topic related to documentation in the software industry.

Crystal Ballroom, Portland, USA

www.writethedocs.org/conf/portland/2018/news/welcome/.

7-9 **Content Connections: The future of content**
If you're passionate about improving and advancing the creation of content, this is the one conference in 2018 you need to attend! Organised by Acrolinx.

Los Gatos, CA, USA

www.foc.ai.

9-11 **Adobe 99U Conference**
The Adobe 99U Conference is a one-of-a-kind live experience that inspires creative professionals to bring their ideas to life and shape the future of the industry.

New York City, NY, USA

http://conference.99u.com/.

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This is the Newsletter for technical authors, technical illustrators and information designers. *InfoPlus*+ is posted at www.istc.org.uk/our-publications/infoplus-newsletter/.

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**14-16   Content Connections:
The future of content**
If you're passionate about improving and advancing the creation of content, this is the one conference in 2018 you need to attend! Organised by Acrolinx.
Berlin, Germany
www.foc.ai.

16-17   Digital Publishing Summit Europe 2018
The new name illustrates the extension of our focus from EPUB related to more generic digital publishing matters, and clearly positions the event as the European counterpart of the W3C Digital Publishing Summit in the US.
Berlin, Germany
https://www.edrlab.org/dpub-summit-2018.

20-23   STC Summit
STC's Technical Communication Summit is the premier conference for technical communication education and networking.
Orlando, FL, USA
https://summit.stc.org/.

21-23   Confab
Confab is the event for people who design, create, and manage content. From UX to storytelling, accessibility to structure, Confab brings together those who are committed to making content useful and usable.
Minneapolis, MN, USA
https://www.confabevents.com/.

23-25   soap!
soap! is an exceptional conference dedicated to product-related content. If you are a content professional, you will definitely like it. Come join us!
Krakow, Poland
http://soapconf.com/.

31-1   Evolution of TC
At Evolution of TC, all professionals in the industry come together – technical writers, information developers, technical editors and translators mainly with a software background. The main conference theme is 'Innovations in software documentation'.
Sofia, Bulgaria
http://evolution-of-tc.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.

March

1   Single-sourcing Best Practices with Multiple MadCap Flare Projects
MadCap Flare provides numerous options for sharing and merging content between projects, and each option has pros and cons depending on your project goals

and content reuse needs. In this webinar, Scott DeLoach, Certified Flare Instructor and MadWorld 2018 speaker, will demonstrate and share best practices for sharing content between Flare projects.

MadCap Software

https://www.madcapsoftware.com/demos/signup.aspx?id=1151802609731861685.

6   **Bridging the Gap between Technical Communication and Translation**
The aim of this webinar is to review ways to facilitate the translation and localization workflow and to foster the mutual understanding of both professions as well as interdisciplinary collaboration.

tekom Belgium

www.technical-communication.org/webinars/upcoming-webinars/march.html.

13   **iiRDS – Introduction and Status**
Early in 2016 tekom started its working group "Information 4.0" to elaborate concepts and standards for technical communication in the context of "Internet of things" or "Industry 4.0". The key working result has been the creation of the open source standard "iiRDS".

In this webinar, you will first get a short introduction about purpose, concept and potential benefits of iiRDS.

tekom Danmark

www.technical-communication.org/webinars/upcoming-webinars/march.html.

21   **10 trends that will shape the Future of Technical Communication**
Join us for a free 30-minute interactive webinar where Amitoj Singh, Product Manager at Adobe Systems, will provide insights that are transforming the industry. The key research results will also be available in a whitepaper after the event.

Adobe

https://techcomm-trends-2018.meetus.adobeevents.com/.

22   **Structured Authoring in the Browser - the Possibilities of Web-based CCMS**
In the webinar, we will demonstrate with two examples the potential of web-based CCMS.

tekom Romania

www.technical-communication.org/webinars/upcoming-webinars/march.html.

27   **Customizing RoboHelp Interfaces and Front Ends**
In this free webinar, Adobe RoboHelp specialist Lin Laurie will show you examples of some custom front ends that she has developed for customers over the years and that have that "wow factor.

Adobe

https://2018-03-27-robohelp-customizing.meetus.adobeevents.com/.