Experience Manager

TRANSLATION

OUTPUTS

OUTPUT SETTINGS

TOPICS   REPORTS

Publishing Queue

GENERATION SETTING

TYPE

QUEUED BY

TIME ELAPSED

52 sec

admin

4 sec

Journey to Mars - US Website

AEM Site

admin

12 sec

Journey to Mars - Euro Website

AEM Site

admin

PDF

Mars Rover - US Print

Create   Duplicate   Edit   Generate

TOPICS   REPORTS   OUTPUT SETTINGS   OUTPUTS

Output Type
AEM Site

AEM Site Output

Site Name
Journey to Mars

PDF Output

Site Title
Journey to Mars

AEM Site ProductInfo

Generated Outputs

GENERATED BY

TYPE   admin

AEM Site

admin

AEM Site

admin

admin

XML Documentation Add-on for Adobe Experience Manager

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InfoPlus⁺

September 16

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
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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.

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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 2016: Registration Update

We still have spaces available for the TCUK 2016 conference! However, due to accommodation filling up at the conference hotel and the need to confirm alternative accommodation on a case-by-case basis, you need to email or call in your booking:

Email: tcuk@istc.org.uk.

Call the ISTC office: +44 (0) 20 8253 4506.

You can still use the booking form to plan and calculated your booking needs. After August 16th, the payment processing section was removed.

Still not convinced?

If you still need to convince your boss to let you attend TCUK 2016, try presenting them with some justifications here: http://technicalcommunicationuk.com/?p=3803.

Conference planner

There are so many presentations to choose from at TCUK 2016! Use the conference planner to help plan your experience:

http://technicalcommunicationuk.com/?page_id=6362.

CV MOT service at TCUK

Technical author recruiter and TCUK sponsor, Edissero, is offering a free CV MOT service at this year's conference, so if you feel your CV is looking a bit jaded and could do with a pick-me-up, please visit Louise and Michelle on the Edissero stand and they'll be very happy to help. Edissero has been a specialist recruiter of technical communicators since 2003, and having worked with many hiring managers, has a good insight into what makes a CV stand out.

About TCUK Technical Communication

UK (TCUK) is the ISTC's annual conference for everyone involved in writing, editing, illustrating, delivering and publishing technical information. With over 30 different presentations and workshops from both world renowned speakers and the ISTC's own members, it offers three days of intensive learning, with social activities for networking and an impressive vendor exhibition.

Free networking event

You are invited to a free networking event, where you can find out more about scientific and technical communication, talk to others in the profession, and browse the stands at the exhibition.

The event begins with a short presentation about the value of good technical communication and the ISTC (the UK professional association for scientific and technical communicators), after which you are free to ask questions, discuss issues and network both with those attending the networking event and people attending the conference.

If you want to know more about technical communication, you are involved in writing bids, datasheets, instructions, training materials, instructional or technical drawings, videos and websites, you teach others to do any of these things or are involved in an industry that uses them, come and find out more.

Where:
Wyboston Lakes, Great North Road, Wyboston, Bedfordshire, MK44 3AL

Follow the signs for Technical Communication UK inside the conference centre.

When:
Tuesday 13 September 2016 from 5pm till 6pm

Spaces are limited, so reserve your place using Eventbrite.

Go to www.eventbrite.co.uk and search for either ISTC or TCUK, or follow this link: https://www.eventbrite.co.uk/e/introduction-to-the-istc-networking-event-at-tcuk-2016-tickets-26633401220.

The networking event is on the first evening of Technical Communication UK, the annual UK conference for everyone involved in commissioning, writing, editing, illustrating, delivering and publishing technical information. This year's conference theme is:

From Novice to Expert – Writing Your Career Path as a Technical Communicator .

The exhibition is available until 7pm, after which it is only available to those attending the conference.

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.

Supporters of TCUK 2016

We are pleased to announce that ARM is supporting TCUK 2016. ARM is the world's leading semiconductor intellectual property (IP) supplier. For a full list of TCUK supporters and sponsors, see: http://technicalcommunicationuk.com/?page_id=5550.

Halloween short story competition

Calling all writers! Looking for a change from communicating the technical? This October, the ISTC is running a Halloween themed short story competition. Keep an eye on the ISTC website and *InfoPlus+* over the coming weeks for more information.

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.

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The UK's Leading Technical Communication Event

TCUK Conference
13 – 15 September 2016
Wyboston Lakes Hotel and Conference Centre, Bedfordshire

The UK's largest annual event for technical communicators, the Technical Communication UK Conference (TCUK), will take place at Wyboston Lakes Hotel and Conference Centre in Bedfordshire. Join us for three days of workshops, presentations, networking and more!

This year's special focus theme is *From Novice to Expert – Writing Your Career Path as a Technical Communicator*. Find out more by visiting the website: www.technicalcommunicationuk.com

Contact the ISTC office if your company is interested in being a sponsor or exhibiting at TCUK 2016 – email Elaine Cole **istc@istc.org.uk**

Call the conference office to book your place!

www.technicalcommunicationuk.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.

Interested in setting up a group?

Please email Tom Dumic: areagroupsmanager@istc.org.uk.

Thames Valley Area Group meeting report

From Darren Mitcham

At the August Thames Valley monthly meeting, Liz Gregory gave us a sneak preview of her TCUK speech. Despite protesting she had not done much preparing and she didn't have much material, she gave a confident performance with some great thought provoking material for nearly 50 minutes! The other 10 attendees in the audience gave valuable feedback, so Liz is well and truly on the home straight for her TCUK appearance.

Thames Valley Area Group next meeting

The group will be meeting at its usual venue, The Plowden Arms, Shiplake, Henley-on-Thames, at 19.30 on Tuesday 6th September. Darren Mitcham will give a preview of his TCUK conference presentation, as a practice and to allow others to hear it who will not be going to TCUK.

All are welcome – you don't need to be an ISTC member. If you would like to attend, please register via Eventbrite using the following link: https://www.eventbrite.co.uk/e/thames-valley-area-group-tuesday-6th-september-2016-tickets-27167076457.

The organiser for the event is Darren Mitcham who may be contacted by email: thamesvalley_areagroup@istc.org.uk.

Southern Area Group Meeting

The next ISTC Southern Area event is at The Royal Oak, Royal Oak Passage, Winchester, Hampshire, SO23 9AU, on Thursday 1st September 2016, from 7pm. We have reserved the lower bar (which is supposedly the oldest bar in Winchester).

Matthew Ellison will introduce us to CSS Flexbox. He'll demonstrate how flexible web pages can be coded simply and elegantly using Flexbox techniques. With flexible design for a range of different screen sizes becoming increasingly important, Flexbox is an exciting new technology that all technical

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communicators should be familiar with.

We'll be there from 7pm, and Matthew's talk will start around 7.30pm. Afterwards there will be the usual opportunity for questions, for serious discussion, or light-hearted chat, depending on your mood and inclination.

The event is free, and is open to ISTC members and non-members. But if you are planning to come, please register on Eventbrite here: https://www.eventbrite.co.uk/e/istc-southern-area-meeting-1st-september-2016-tickets-26697026525 so we can let the venue know how much space to reserve for us. You will find directions and parking information in the Eventbrite listing.

Yorkshire Area Group Meeting

Join us for a networking event of professional technical communicators on Thursday, 29 September 2016 from 19:30 to 21:30 at The Old Queens Head, 40 Pond Hill, Sheffield, S1 2BG.

All attendees will receive a free copy of the Autumn 2016 ISTC Communicator magazine which includes a special supplement for Science Communication.

All technical communicators are welcome - you do not need to be an ISTC Member.

The organiser of the event is Emma Sheridan who may be contacted by email: yorkshire_areagroup@istc.org.uk.

Why not join our LinkedIn Group: https://www.linkedin.com/groups/4662452.

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.

Area groups:

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	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
Northern Ireland	Alex Mansell	nireland_areagroup@istc.org.uk
Southern	Marjorie Jones	southernengland_areagroup@istc.org.uk
South West	Co-ordinator wanted	southwest_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

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.

Special interest groups:

Name	Leader	Email Contact Details
MadSIG	Marjorie Jones, Tom Bridley Kai Weber	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

- 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.

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.

Business affiliate news

Quality of Sales becomes ISTC Business Affiliate

We are pleased to announce that Quality of Sales has recently joined the ISTC as a Bronze Level Business Affiliate.

Quality of Sales specialises in the research, design, authorship, and delivery of Business Propositions for Industrial Science & Engineering concerns, particularly:

■ High Tech – High Touch sales – where Big Data and Industry 4.0 sales require far more than digital marketing & webshops

■ Integrated Sales Campaigns - nano, micro, mini, midi and maxi campaigns for market entry, new products, corporate brand initiatives

■ Selling industry-specific technologies / licencing Intellectual Property - into other industries and applications.

■ Minimising Costs of Sale - by sharper, smarter Business Propositions + Sales Teams + Psychological Processes

■ Next Generation education & coaching – assisting Millennials to complement their munificent digital skills with sales Big Thinking.

Quality of Sales is a boutique contracting, consulting and training company based in Aberdeen, working primarily with Industrial Science and Energy organisations, globally. QOSL undertakes briefs from answering strategic marketing single questions to design and delivery of global sales with enabling training programs.

Director James Bromley is an ExxonMobil Global Training & Education Services Global Subject Matter Expert & e-Moderator 2012-2016, and was formerly a QinetiQ / UK Ministry of Defence Trusted Expert- Marine Commercial, 2003-10.

For more information about Quality of Sales, see **www.qosl.com/**.

SCHEMA – TCUK Platinum Sponsor Interview, Jörg Plöger

Below is part of an interview with Jörg Plöger, Sales Manager (Northern Europe) at SCHEMA Consulting GmbH.

SCHEMA ST4 is an XML-based editing and content management system, offering extensive features for all aspects of the creation, management, translation, quality management, publication and distribution of product information of any kind. SCHEMA ST4's scalability makes it suitable for small editing teams as well as for company-wide solutions for information logistics. SCHEMA ST4 can be used as a standard product or a customer-specific solution. With the SCHEMA Content Delivery Server, information can be distributed intelligently to all common platforms, independently of SCHEMA ST4.

TCUK: Thank you for becoming a TCUK16 sponsor. Tell us about what motivated you to join us?

JP: We are proud to be a sponsor of the TCUK event again this year, as this environment offers potential for the use of standardised and cost-effective solutions for content management.

In our opinion, TCUK attendees represent a cross-section of people with a variety of knowledge and experience – from novices to experts. They are open-minded, practical, goal-oriented and are seeking the best and most effective way to achieve those goals.

Jörg Plöger, Sales Manager (Northern Europe) at SCHEMA Consulting GmbH.

TCUK provides an efficient platform for exchanging information and obtaining information on trends, technologies and standards. The direct interaction with experts and colleagues from all sectors and different countries also offers added value.

TCUK: This year the TCUK event special focus is 'From Novice to Expert - Writing Your Career Path as a Technical Communicator'. Are there any relevant trends in technical communication that apply to both novice and experienced communicators?

JP: Since 2004, I have been working at SCHEMA, the German manufacturer of the Component Content Management

System ST4 – a leading standard solution for creating, managing, publishing and distributing multilingual product information.

The backdrop to the various stages of my career was the search for simpler solutions for the complex and rapidly growing demands for product information. Reducing this complexity is still the challenge we face today. The responses from over 400 of our customers worldwide highlight the trends that mark our overall approach:

- Content modularisation and enrichment with metadata
- Content reuse (variables, metadata, terminology, sentences, images, fragments, topics, structures…)
- Variant management with automatic configuration of deliverables
- Multi-language support
- Simple production for multi-media publishing
- User-friendly and flexible out-of-the-box solutions

TCUK: As an experienced sponsor, what words of advice do you have to encourage technical communicators to attend this year's conference?

JP: I believe that TCUK has once again succeeded in creating a programme with a colourful array of informative workshops and presentations. What's more, leading service providers and systems providers will once again be attending in order to exhibit their products. That makes it a good opportunity to bring together information and knowledge regarding customers' requirements and framework conditions and learn collectively. The potential applications and types of process support available are also equally diverse. In short: TCUK is offering precisely the right mix that will enable technical communicators to view, take in and immerse themselves in the very latest developments.

To read the interview in full, visit: http://technicalcommunicationuk.com/?p=6662.

Industry and general news

From English student to ARM intern

A case study written by Mariella Brown about how technical communications enabled her to bridge the gap between writing and technology.

Like the majority of my peers, I had never heard of ARM before meeting my current manager Derek Cooper at a careers fair run by Cambridge University. Yet I was acutely aware of the expectations thrust upon university students to gain experience through internships. From my first year studying English at Cambridge, I naturally enjoyed writing but also wished to pursue my interest in technology. Thus, technical writing seemed like the perfect way to combine my skills.

For the past four weeks I have been working in the Technical Communications Core Processors Group, where I aimed to discover more about Tech Comms and ARM as an employer. The expansive intern programme incorporates social events and personal development, making it integral to working life. ARM employs 60 interns in Cambridge alone, reassuring me that there was a large group of people in the same situation as myself.

My first challenge was understanding how ARM works as a company that licenses Intellectual Property and its role within the technology world. Since ARM's clients are not end-users but engineers, working at ARM is very different to other technical writing fields. Therefore, my experience has been geared towards supporting the team handle information more effectively, rather than writing complex technical manuals that only years of experience could equip you with the skills to do. Despite this, the work I have been given is wide-ranging: from reviewing technical documents to having ownership of my own project, the most rewarding of my tasks.

The project included editing key information such as project deadlines and meeting minutes to a short encyclopaedia of technical terminology and collating it into one central Wiki page for the team's use. This has not only provided me with an insight into the way the Tech Comms team work but has given me useful skills for my future ventures.

The team's willingness to work together to share information particularly helped my wiki project, as I worked closely with Sally Neale, an Information Developer who recently joined ARM. Sally explains how it is vital for people who are new to technical communications in ARM to have access to relevant information:

'All new joiners at ARM are faced with a myriad of information on their first few days, weeks and months – and it can be quite overwhelming – and that's not even starting on the huge ramp up to gather the required technical knowledge. Having an effective and usable space to navigate this knowledge was lacking in our team, and Mariella's role in creating and developing our Wiki is going to help new (and existing members) of the team so much by continuing to foster team collaboration.'

Thus it emerged, much to my surprise, that I was not alone in coming from a non-technical background. This prompted me to consider the challenges that technical writers face when dealing with information that is unfamiliar to them. I also quickly found my own personal challenges when confronting DITA, the authoring tool used by our team. Although I felt it was important to understand how technical communicators

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–Lars Lyhne | **Technical Communicator, ReSound**

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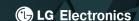
work, I was initially frustrated by DITA's restrictions on how documents are presented. I soon discovered that prioritising content over layout is essential for the user to be able to navigate uniform documents.

From my internship, I am not only learning about ARM, but as a student who is unfamiliar with the corporate world, I can gain valuable business and team skills. A team bowling session proved to be a great icebreaker when team members from over the world congregated in Cambridge. Not only did I exhibit my atrocious bowling skills, but I also presented my project in the weekly team meeting. Gaining the confidence to give presentations proved that communication is crucial in our role, not only through writing, but verbally too.

In fact, it has been through events promoting such communication that I was given the chance to network with different groups within ARM. I was surprised that we are encouraged to get involved in projects outside of work, such as the "Hack-author-n" project. This competition prompts technical communicators to step out of their role and interact with ARM technology. The hope is this will in turn reap a greater understanding of ARM technology which you can apply to your work.

For now, my fears of being 'too literary' for the tech world have been quelled. Am I considering a future career in Tech Comms? Only the final four weeks of my placement will tell!

MS Word Gets New Research, Editor and Style Features

This article was written by John Lister and originally appeared on Infopackets.

Microsoft has announced several new features for its Office applications. They include a new research tool and improved spell check facilities in MS Word.

The new features will be rolled out automatically to users of the online Office 365, rather than having users download and install the updates or upgrade to a new edition. (Source: office.com)

Microsoft Word has two major changes, dubbed Researcher and Editor. The Researcher tool is for exploring online information without leaving the document editing window, while the Editor tool enhances and simplifies spell check and grammar.

Tool Only Checks Credible Sources

With the Researcher tool, users can single click to open a side bar on a document, which then shows information about a subject from relevant websites. Rather than searching the web using a web browser, the Researcher tool gathers information from the "Bing Knowledge Graph," which aims to only use credible sources such as encyclopedias or government records. There will also be an option to add an automated citation for the source in formats suitable for school and college assignments. (Source: cnet.com)

On the other hand, the Editor feature brings together the existing spell check and grammar check features into an enhanced service with additional information. To make the tool simpler, spelling errors will continue to be underlined in red, however, suggested grammar problems will be underlined in a thick blue line, while suggestions of improvements to writing style will have a gold dotted line. There will also be added detail on why MS Word has made suggested grammar changes.

Style Tips May Make Writing Clearer

The style suggestions are a new feature and will use a combination of machine learning and human linguist input. Rather than concentrate on purely subjective errors such as spelling mistakes, the style suggestions will be about ways that writing could be clearer or more effective, such as replacing

unnecessarily complicated or wordy phrases with more direct alternatives.

Microsoft is also tweaking MS Outlook with a feature named "Focused Inbox," which aims to figure out the most important emails and puts them in a separate folder. The idea is that this folder is the go-to point when users only have limited time to check email.

To read the article in full, see https://www.infopackets.com/news/9899/ms-word-gets-new-research-editor-and-style-features.

Blog news

By Ginny Critcher

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

Troy Howard discusses one possible technical documentation metric:

Total Time Reading (TTR): Metrics Case Study: Total Time Reading (TTR)

http://blog.thoward37.me/articles/techdocs-metrics-total-time-reading-(ttr)/.

Tom Johnson has written two posts on treating documentation like code, and whether that approach will work for large documentation sets:

Review of Andrew Etter's ebook on Modern Technical Writing http://

idratherbewriting.com/2016/07/26/modern-technical-writing-review/.

Will the docs-as-code approach scale? Responding to comments on my Review of Modern Technical Writing http://idratherbewriting.com/2016/08/01/responding-to-feedback-on-modern-tech-writing-review/.

Other bloggers have posted their thoughts regarding this topic on their sites:

Anne Gentle

Modernizing technical documentation http://justwriteclick.com/2016/08/13/modernizing-technical-documentation/.

TechWhirl

Book on Modern Technical Writing

www.techwr-l.com/archives/1607/techwhirl-1607-00065.html#.V7WooZMrJsN.

Cherryleaf

Documentation as Code

https://www.cherryleaf.com/blog/2016/08/documentation-as-code/.

Another post generating a lot of interest is John Saito's post on the use of "Your" and "My" in software interfaces:

Is this my interface or yours?

https://medium.com/@jsaito/is-this-my-interface-or-yours-b09a7a795256#.yp5o5j3yc.

Ed Marsh explains how the Yoast SEO WordPress plugin has changed his writing style:

What technical writers can learn from a WordPress plugin

http://edmarsh.com/2016/08/17/wordpress-plugin-changed-thinking-about-technical-writing/.

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).

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

Training courses

MadCap training

For details of the latest MadCap Software Training Schedule (Web- and On-site): 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.

September

1-2 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.

5-9 Technical Authoring Training Programme
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10% discount for ISTC members.

Armada, Reading.

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

7-8 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/photoshop-training-course.

8-9 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/captivate-training-course.

...September

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, Bromsgrove.

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

15-16 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.

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

19-20 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.

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, Reading.

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

21-22 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, Reading.

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

26-27 Simplified Technical English Course
A practical introduction for those who will use Simplified Technical English. The course introduces the philosophy of, explains the underlying grammatical principles and gives delegates opportunities to use Simplified Technical English in practical exercises. These exercises can be based on your company's documentation.

10% discount for ISTC members.

Mekon Ltd. Sutton, Surrey, UK / On-site / Remote

http://tinyurl.com/z5gg9ya.

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...September

26-28   Introduction to Adobe RoboHelp
Course for beginners, teaches how to use RoboHelp to create online help in most popular formats.

10% discount for ISTC members.

Armada, Bromsgrove.

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

26-30   Technical Authoring Training Programme
Comprises:

- 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 all or part of the course.

10% discount for ISTC members.

Armada, Milton Keynes.

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

28-29   Introduction to Adobe Captivate
Learn how to develop web enabled e-learning modules and interactive software simulations.

10% discount for ISTC members.

Armada, Bromsgrove.

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

29-30   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.

October

1-2   Introduction to Adobe InDesign
Provides a comprehensive introduction to the powerful capabilities of InDesign, using InDesign's most popular features.

10% discount for ISTC members.

Armada, Milton Keynes.

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

10-11   Simplified Technical English Course
A practical introduction for those who will use Simplified Technical English. The course introduces the philosophy of, explains the underlying grammatical principles and gives delegates opportunities to use Simplified Technical English in practical exercises. These exercises can be based on your company's documentation.

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...October

10-11 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.

11 Cherryleaf's policies and procedures writing course
This course teaches your staff how to write clear and effective policies and procedures, in a straightforward and efficient way. It is popular with staff from charities and the NHS, although it will benefit many writers of policies and procedures.

Cherryleaf at our training centre in central London (WC2).

https://www.cherryleaf.com/training/procedures-writing-courses-beginner-and-advanced/.

12-13 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.

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.

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

13-14 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/photoshop-training-course.

17-18 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/indesign-training-course.

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...October

17-19 **Introduction to Adobe RoboHelp**
Course for beginners, teaches how to use RoboHelp to create online help in most

popular formats.

10% discount for ISTC members.

Armada, Reading.

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

20 **Advanced technical writing & new trends in technical communication training**
Discover the advanced new writing styles emerging in technical communication by attending Cherryleaf's popular training course.

Central London, WC2R

https://www.cherryleaf.com/training/trends-in-technical-communication-workshop-advanced-technical-writing-techniques/.

20-21 **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.

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

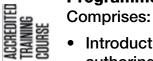**24-26** **Basic and Intermediate MadCap Flare**
Teaches how to use Flare to create a working help project with media-rich content and full navigation features. You learn how to work efficiently and effectively with Flare, becoming familiar with features including variables, conditional text and multi-format publishing.

10% discount for ISTC members.

Armada, Reading.

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

24-28 **Technical Authoring Training Programme**
Comprises:

- 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.

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

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Online training courses

Cherryleaf

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

We also offer online training courses in:

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

DITA fundamentals

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

Single sourcing and content re-use 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 2015

http://firehead.net/training/learn-framemaker-2015/.

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/

September

1   **Southern Area Group Meeting**
Matthew Ellison will give a high–level introduction to the CSS Flexbox Layout (Flexible Box) module, an exciting new technology that all technical communicators should be familiar with. All are welcome and if you would like to attend, please register via Eventbrite.The Royal Oak, Royal Oak Passage, Winchester, Hampshire, SO23 9AU from 7pm.

https://www.eventbrite.co.uk/e/istc-southern-area-meeting-1st-september-2016-tickets-26697026525.

5-9   **The Information Design Summer School**
Week-long immersion in information design, with lectures, group work, critiquing and discussion.

Sion Hill Campus, Bath School of Art and Design, Lansdown, Bath BA1 5SF England

www.simplificationcentre.org.uk/events/schools/.

…September

6   **Thames Valley Area Group Meeting**
Darren Mitcham will give a preview of his TCUK conference presentation, as a practice and to allow others to hear it who will not be going to TCUK. All are welcome and if you would like to attend, please register via Eventbrite.

The Plowden Arms, Shiplake, Henley-on-Thames, at 19.30.

https://www.eventbrite.co.uk/e/thames-valley-area-group-tuesday-6th-september-2016-tickets-27167076457.

6-9   **Content Marketing World**
What better way to learn about great content than to hear from leading content marketing practitioners? With over 150 sessions from over 100 speakers, CMWorld 2016 will have something for everyone, including workshops.

Cleveland, Ohio, USA

www.contentmarketingworld.com/.

12-14   **Best Practices Conference (CDIM) – for managers of information development, training and support**
Best Practices is the premier annual conference for managers of information development, training, and support.

Santa Fe, New Mexico, USA

www.infomanagementcenter.com/events/conferences/.

13-15   **TCUK 2016**
TCUK is the ISTC's annual conference for everyone involved in writing, editing, illustrating, delivering and publishing technical information.

Wyboston Lakes Centre, Great North Road, Wyboston, Bedfordshire MK 44 3AL

http://technicalcommunicationuk.com/.

18-20   **Write The Docs Europe**
Write the Docs brings everyone who writes the docs together in the same room: Writers, Developers, Support Folks. We all have things to learn from each other, and there's no better way than sitting together and talking.

Prague, Czech Republic

www.writethedocs.org/conf/eu/2016/.

19-21   **Confab Intensive**
Looking for deep-dive workshops spanning UX, CMS, editorial, workflow, and governance? There's no other conference that offers this depth and breadth of content strategy material.

Seattle, Washington, USA

http://confabevents.com/events/central/2016.

...September

22-24 EuroIA 2016
The EuroIA summit is Europe's leading Information Architecture (IA) and User Experience (UX) conference.

Amsterdam, The Netherlands

www.euroia.org/.

23 Tech Writing for Good
Join us for Tech Writing for Good and discover how rewarding it can be to use your communication skills to help non-profit organizations while expanding your horizons and boosting your own technical eminence.

Grenoble, France

www.eventbrite.com/e/tech-writing-for-good-tickets-26989237536?mc_eid=66d05e6646&mc_cid=02e44fe33f.

29 Yorkshire Area Group Meeting
Join us for a networking event. All attendees will receive a free copy of the Autumn 2016 ISTC Communicator magazine which includes a special supplement for Science Communication. All are welcome. If you would like to attend, please register via Eventbrite.

The Old Queens Head, 40 Pond Hill, Sheffield, S1 2BG from 7:30pm.

https://www.eventbrite.co.uk/e/yorkshire-area-group-september-meet-up-tickets-27211171346.

October

5-7 Content Strategy Forum
Over three days, we'll hear from some of the best in the world in their field. We'll learn what content strategy really is, how it can improve the customer experience and how collaborating is pivotal to success.

Melbourne, Australia

http://csforum2016.com/.

12-13 Conversion Conference
Discover the latest strategies and tactics around lead generation and conversion rate optimisation, including meaningful data collection, A/B and multivariate tests, personalisation, persuasion techniques, cross-device UX and more.

London EC1A 4HD

http://conversionconference.co.uk/.

14-15 The Tech Comm Conference
2 Days of Tech Comm Intensity for Practitioners, Academics, and Students. The Tech Comm Conference is being held in partnership with the Writing Studies departments at the U. of Washington Tacoma.

University of Washington in Tacoma, WA (USA)

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

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...October

18-19   Taxonomy Boot Camp London
More and more organisations are recognising the value of taxonomies to drive their data, content and information processes. Join us at the first ever Taxonomy Boot Camp London. Whether you're a first-timer, an established information professional, or a seasoned taxonomist, there's something for you...

Olympia Conference Centre, London W18 8UX

www.taxonomybootcamp.com/London/2016/.

25-28   LavaCon Conference Las Vegas
A multi-day conference for content strategists, documentation managers, and marketing professionals. LavaCon has grown from its technical communication roots to include sessions on project management, content strategy, UX, social media, mobile devices and more.

Las Vegas, NV (USA)

http://lavacon.org/2016/vegas/.

26   WebVisions
One of six WebVisions events in 2016, exploring the future of design, content creation, user experience and business strategy for an audience of designers, developers and industry leaders.

Berlin, Germany

www.webvisionsevent.com/berlin/.

29   WebVisions
One of six WebVisions events in 2016, exploring the future of design, content creation, user experience and business strategy for an audience of designers, developers and industry leaders.

Method, London E1 6JJ

www.webvisionsevent.com/london/.

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.

September

1   RoboHelp Server 10 – Setup 1-2-3
If you are looking to try out RoboHelp Server 10, join John Daigle and Willam van Weelden in this webinar. They will show you how you get started with installation and configuration to try out RoboHelp Server. John and Willam will show a live installation of the product and how to start publishing in half an hour of work.

Online (Adobe)

https://2016-09-01-robohelp-server-10-setup.meetus.adobeevents.com/

...September

6 RoboHelp 2015 – Layout Customization 101
Adobe RoboHelp (2015 release) allows you to easily customize your layouts without any coding. There are a lot of settings, giving you a lot of flexibility. Join Willam van Weelden in this webinar to explore the customization options in RoboHelp 2015.

Online (Adobe)

https://2016-09-06-robohelp-layout.meetus.adobeevents.com/.

8 Structured FrameMaker 2015 – Enhance your conditional text & text insets with free plugins
With the help of structured markup and free plugins to leverage it, you can take conditional text and text insets to a new level. In this webinar, Russ Ward will demonstrate how these plugins operate and how they overcome many traditional limitations.

Online (Adobe)

https://2016-09-08-framemaker-plugins.meetus.adobeevents.com/.

8 eLearning Superpowers 102: Using stock assets to create awesome eLearning
Join Dr. Allen Partridge to learn about this secret ingredient to make the most of free characters, themes, games and more, to build engaging and interactive eLearning courses, without breaking a sweat.

Online (Adobe)

https://trnmag08092016.meetus.adobeevents.com/.

13 Padding, Borders and Margins, Oh My!
What You Need to Know About the Box Model to Design Effective Page Layouts in MadCap Flare.

This webinar will cover the origin and meanings of the box model components and demonstrate how they are implemented in Flare, both through the Stylesheet Editor and directly editing the text CSS file.

Online (MadCap)

https://www.madcapsoftware.com/demos/signup.aspx?id=1147136967063333469.

21 RoboHelp 2015 – Get geeky with SCSS
Join Willam van Weelden in this webinar for a geeky dive into the innards of the RoboHelp Layouts and the wonderful world of SCS

Online (Adobe)

https://2016-09-21-robohelp-scss.meetus.adobeevents.com/.

21 Your Secret Weapon: The Documentation Bible
In this webinar, MadCap Software Senior Technical Writer Kate Schneider will show you how to create and maintain a Documentation Bible, and use it as a training tool. This webinar was adapted from a presentation originally presented during MadWorld 2016.

Online (MadCap)

https://www.madcapsoftware.com/demos/signup.aspx?id=1147136941466748680.

22 **RoboHelp Server 10 – Analytics & Reports**

In this webinar, John Daigle, president of Evergreen Online Learning, LLC, based in Evergreen, Colorado, will give you deep insights into the extended analytics and reports that RoboHelp Server 10 offers you. Leverage Business Intelligence for your Customer Support.

Online (Adobe)

https://2016-09-22-robohelp-server. meetus.adobeevents.com/.

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.