

AN INFORMAL TECHNICAL COMMUNICATIONS

# Perspectives on Software Documentation Inquiries and Innovations

Edited by Thomas T. Barkin



# Perspectives On Software Documentation Inquiries And Innovations Technical Communications Series

**Thomas L. Warren**



## **Perspectives On Software Documentation Inquiries And Innovations Technical Communications Series:**

Perspectives on Software Documentation Thomas T. Barker, 1991 Two unmistakable trends in software documentation emerge from the academic literature of the last few years The first trend is toward usability as the standard for all software documentation The second trend is toward online presentation as the primary preferred medium for software documentation As we shall see this medium allows a number of new interface elements to fall under the broad umbrella of software documentation In fact the evidence of these trends tends to suggest that we need to broaden our definition of software documentation It is toward this broadening that this book inclines This book is designed to address the randomness of the literature on software documentation *Perspectives on Software Documentation* contains a variety of perspectives all tied together by the shared need to make software products more usable *Perspectives on Software Documentation* Thomas Barker, 2020-11-25 This book is designed to address the randomness of the literature on software documentation As anyone interested in software documentation is aware the field is highly synthetic information about software documentation may be found in engineering computer science training technical communication management education and so on *Perspectives on Software Documentation* contains a variety of perspectives all tied together by the shared need to make software products more usable **Nonacademic Writing** Ann Hill Duin, Craig J. Hansen, 2013-11-05 In this volume methodological cultural technological and political boundaries felt by writers are analyzed translated and challenged in a way that will appeal to researchers theorists graduate students instructors and managerial audiences Instead of extracting rules from previous research the contributors working from multidisciplinary perspectives describe and analyze the social and technological contexts surrounding nonacademic writing Their essays present a formative rather than summative outlook toward future research on nonacademic writing Collectively these chapters articulate a unique perspective toward nonacademic writing that considers The centrality of emerging communications technologies in nonacademic writing research and the need for a socio technological perspective New technologies reshape the concept of text and significantly impact the writing process and written products in nonacademic settings The relationship between the academy and the workplace A number of chapters challenge us sometimes from opposing perspectives to scrutinize our role as writing educators in preparing students for the workplace Should we support the interests of corporate employers or should we resist those interests Should we enculturate students in workplace writing practices by placing them in these environments or should we examine the tacit knowledge gained by workplace professionals and deliver this via classroom instruction New theory new research agendas Contributors from diverse fields offer new theoretical lenses or use established lenses in innovative ways expanding the agenda for nonacademic writing research This volume represents the vision the social landscape demands for research and pedagogy in nonacademic writing *Managing Your Documentation Projects* JoAnn T. Hackos, 1994 Practical authoritative and the first comprehensive guide to managing every phase of your publication project The only book devoted exclusively to

technical publication project management Managing Your Documentation Projects arms you with proven strategies and techniques for producing high quality extremely usable documentation while cutting cost and time to market Dr JoAnn T Hackos a top documentation design and project management consultant to major corporations including IBM and Hewlett Packard shares with you the fruit of her more than 15 years of experience in the field She gives you Clear cut rational guidelines to managing every phase of the project from planning and development through production distribution and project evaluation Scores of usable templates checklists summaries and forms Dozens of real life case studies and scenarios taken from the author's extensive experience at top corporations Techniques applicable to virtually all fields of documentation Managing Your Documentation Projects was designed to function as a comprehensive guide for new managers and a daily tool of survival for veterans It is also an invaluable resource for technical writers editors graphic designers consultants and anyone called upon to produce high quality technical documentation on time and within budget JOANN T HACKOS PhD is President of Comtech Services Inc an information design firm in Denver Colorado and San Jose California She is also president of JoAnn Hackos Associates Inc a strategic planning and management consulting firm In 1993 she served as president of the Society for Technical Communication STC and is a frequent conference keynote speaker on such topics as quality and usability of products and services the importance of meeting the needs of the customer and project management **Journal of Applied**

**Fire Science** ,1993 Signs, Genres, and Communities in Technical Communication M. Jimmie Killingsworth, Michael Gilbertson, 2018-12-20 This important new text invites readers to step back from their busy professional lives and look at technical communication philosophically to ask fundamental questions such as what does it mean to communicate and how do language and graphics the signs or tools of the technical communicator relate to action in a technological world Through this excursion in the theory of technical discourse you will discover a fresh approach to reports manuals and proposals produced and consumed daily in business government and research organizations around the world The authors examine familiar genres in two relatively new ways **Cross-cultural Communication** Thomas L. Warren, 2006 This work is a collection of essays that examines how practitioners can improve the acceptance of their documentation when communicating to cultures other than their own Bernstein's Elaborated and Restricted Code theory and Schmidt's Compliance Gaining theory are utilized **Technical Communication** E. Burnett, Julie M. Zeleznik, 2001 Containing a consistent rhetorical focus numerous helpful examples and figures with annotations and a strong organization and layout TECHNICAL COMMUNICATION offers a contextual design and an emphasis on Global Communication and Usability Testing

Handbook of Writing and Text Production Eva-Maria Jakobs, Daniel Perrin, 2014-02-27 Writing matters and so does research into real life writing The shift from an industrial to an information society has increased the importance of writing and text production in education in everyday life and in more and more professions in the fields of economics and politics science and technology culture and media Through writing we build up organizations and social networks develop projects

inform colleagues and customers and generate the basis for decisions The quality of writing is decisive for social resonance and professional success This ubiquitous real life writing is what the present handbook is about The de Gruyter Handbook of Writing and Text Production brings together and systematizes state of the art research The volume contains five sections focussing on I the theory and methodology of writing and text production research as well as on problem oriented and problem solving approaches related to II authors III modes and media IV genres and V domains of writing and text production Throughout the 21 chapters exemplary research projects illustrate the theoretical perspectives from globally relevant research spaces and traditions Both established and future scholars can benefit from the handbook s fresh approach to writing in the context of multimodal multi semiotic text production

**Connecting People with Technology** George Hayhoe, Helen M. M Grady, 2020-11-26 This book explores five important areas where technology affects society and suggests ways in which human communication can facilitate the use of that technology Usability has become a foundational discipline in technical and professional communication that grows out of our rhetorical roots which emphasize purpose and audience As our appreciation of audience has grown beyond engineers and scientists to lay users of technology our appreciation of the diversity of those audiences in terms of age geography and other factors has similarly expanded We are also coming to grips with what Thomas Friedman calls the flat world a paradigm that influences how we communicate with members of other cultures and speakers of other languages And because most of the flatteners are either technologies themselves or technology driven technical and professional communicators need to leverage these technologies to serve global audiences Similarly we are inundated with information about world crises involving health and safety issues These crises are driven by the effects of terrorism the aging population HIV AIDS and both human made and natural disasters These issues are becoming more visible because they are literally matters of life and death Furthermore they are of special concern to audiences that technical and professional communicators have little experience targeting the shapers of public policy seniors adolescents and those affected by disaster Biotechnology is another area that has provided new roles for technical and professional communicators We are only beginning to understand how to communicate the science accurately without either deceiving or panicking our audience We need to develop a more sophisticated understanding of how communication can shape reactions to biotechnology developments Confronting this complex network of issues we re challenged to fashion both our message and the audience s perceptions ethically Finally today s corporate environment is being shaped by technology and the global nature of business Technical and professional communicators can play a role in capturing and managing knowledge in using technology effectively in the virtual workplace and in understanding how language shapes organizational culture

**Journal of Business and Technical Communication** ,2000 **Software Education Conference (SRIG-ET '94)** Martin Purvis,1995 *The World Who's who of Women* ,1990 *Innovative Approaches to Teaching Technical Communication* Tracy Bridgeford, Karla Saari Kitalong, Dickie Selfe, 2004 Programs in technical writing technical

communication and or professional communication have recently grown in enrollment as the demand among employers for formally prepared technical writers and editors has grown In response scholarly treatments of the subject and the teaching of technical writing are also burgeoning and the body of research and theory being published in this field is many times larger and more accessible than it was even a decade ago Although many theoretical and disciplinary perspectives can potentially inform technical communication teaching administration and curriculum development the actual influences on the field s canonical texts have traditionally come from a rather limited range of disciplines Innovative Approaches to Teaching Technical Communication brings together a wide range of scholars teachers to expand the existing canon *The World Who's who of Women* Ernest Kay,1990 A list of all the women of the world who have in one way or another achieved something *Technical Writing Style* Dan Richard Jones,1998 Advanced technical communication books are becoming more and more available However each book is solely devoted to a specialized topic such as technical editing design illustration usability testing and online documentation Despite all of these introductory and advanced books not one is available specifically devoted to the challenges of style in technical communication KEY TOPICS This 12 point approach offers the most current and comprehensive instruction available in achieving an effective style in technical documents It shows that technical prose style varies from the highly formal to the colloquial from the pretentious to the plain and it demonstrates the many stylistic strategies writers should consider for every technical document they write Anyone who has to write professional and technical documents specifically engineers software developers consultants medical writers professional technical writers Part of the Allyn Bacon Series in Technical communication **Conference Proceedings** ,2002

*Standards for Online Communication* JoAnn T. Hackos,Dawn M. Stevens,1997-02-21 Experience firsthand what makes online information work and why Standards for Online Communication gives you guidelines for how to place information online within your company It provides both a design and development process and a set of guidelines for the Internet intranets and help systems for designers and authors who need to create effective electronic information Drawing on their design and consulting experience authors JoAnn Hackos and Dawn Stevens demonstrate how to judge what will work for your users how to translate users needs into a set of clear specifications and how to implement these specifications Using examples of good design they provide expert advice and guidance on Giving customers and employees the online information they need to do their jobs How to organize online information so your users can easily navigate through it Dealing with the special design requirements of the Web intranets and online help systems What graphics users really need and where sound and video fit in The issues involved with accessibility and navigation multimedia maps indexes hypertext and more On the accompanying CD you ll find a winhelp file of the book designed according to the principles taught in the book Whether you are a webmaster user interface designer content creator or technical writer with Standards for Online Communication you ll experience firsthand what makes online information work and why Visit our Web site at <http://www.wiley.com/compbooks>

**American Book Publishing Record** ,2007

Interviewing Practices for Technical Writers Earl E. McDowell,1991

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