Let’s speak the same language

Terminology
in technical communication

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CZ DOMAIN REGISTRY

Scope of communication

- (F) Field & profession
  - TW to other professions
    (employers, managers, recruiters)
  - Activities, requisities, competencies
- (T) Technical & “meta” communication
  - internal – inside a TW team
  - internal – TW to developers/engineers
  - internal – TW2TW (across departments)
  - external – TW2TW (across companies)

Building the common ground

- Standards
- TC organisations

ISO/IEC/IEEE Standards

(Systems and software engineering)

- User documentation “suite”
  - ISO/IEC 26514:2008 Requirements for **designers** and **developers** of user documentation
  - ISO/IEC 26513:2009 Requirements for **testers** and **reviewers** of user documentation
  - ISO/IEC/IEEE 26511:2011 Requirements for **managers** of user documentation
  - ISO/IEC/IEEE 26512:2011 Requirements for **acquirers** and **suppliers** of user documentation

ISO/IEC/IEEE Standards

(Systems and software engineering)

- ISO/IEC/IEEE 26515:2011 Developing user documentation in an **agile** environment
- Other
  - ISO/IEC/IEEE 26531:2015
    Content management for product life-cycle, user and service management documentation
  - ISO/IEC/IEEE 15289:2017
    Content of life-cycle information items (documentation)
  - ISO/IEC/IEEE 29119-3:2013
    Software testing -- Part 3: Test documentation

ISO 26514 Standard

- Requirements for **designers** and **developers** of user documentation (preview), 154 pages, 155 USD
- Both process (4 ch.) & product (3 ch.)
  - Tool/method/media-independent
  - On-screen & printed deliverables
- Practical guidelines
  - Style guide content & writing style suggestions
  - Tips on the production of deliverables
  - Checklists (compliance with requirements)

TC Organizations

- STC (USA)
- tekom Europe (E/DE)
- ITCQF (“eastern Europe”/PL)

TC Organizations – STC

- Society for Technical Communication (USA)
  - Long tradition, large organization
  - Body of knowledge (both field & technical)

TC Organizations – tekom Europe

- European Association for Technical Communication – tekom Europe e.V. (E/De)
  - Competence framework + profiling tool (field)
  - Successful Terminology Management in Companies
    (study, 311 pages, 260 EUR non-members print)

TC Organizations – ITCQF

- International Technical Communication Qualifications Foundation (“eastern Europe”)
  - Young ambitious organization
  - Inspired by ISTQB (SW testing term. & cert.)
  - Syllabus (both field & technical)

Missing links

- Quickrefs of basic terms (entry level)
  - e.g. text structuring components (independent from tools and the form of deliverables), classification of tools
- Overview of scientific disciplines beneficial for TC (cross-discipline field, e.g. psychology, linguistics, library science, computer science)
- Glossary or vocabulary as an **ontology**
- Documentation metadata

Ontologies

- Modelling of concepts and their relationships
  - organize information/knowledge, build taxonomy
- Based on description logic, formally verifiable
  - automated reasoning, model visualization
- Machine readable semantics
  - base for the Semantic Web, use in AI, data models for KB structuring
- Various languages and tools (e.g. OWL)

Ontologies

- Examples
  - Dublin Core
  - WordNet, a lexical database for the English language (dictionary + thesaurus)
  - Knowledge Discovery Metamodel (ISO standard) ontology for describing software systems
  - Even UML
  - Also used in biology, genomics, medicine…

Thank You