

Let's speak the same language

Terminology in technical communication

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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 – tekcom Europe

- European Association for Technical Communication – tekcom 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

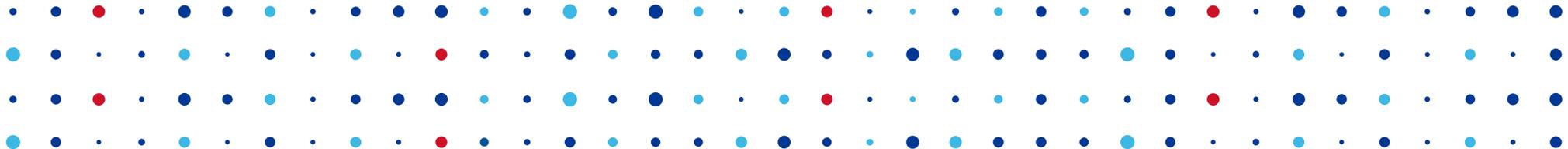
- Modelling of concepts and their relationships
 - organize information/knowledge, build taxonomy
- Based on description logic, formally verifiable
 - automated reasoning, model visualization
- Machine readable semantics
 - base for the Semantic Web, use in AI, data models for KB structuring
- Various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

