

Index

- Annotation. *See also* Online documentation
hypertext nodes, 100–101
online, 229, 243, 244
systems for, 237 (*see* Classroom Emacs;
Foundation)
- Artificial intelligence. *See also* Automated
publishing; Expert systems
and automated publishing, 15–24
cross-referencing, 20
and future of technical writing, 21–22 (*see*
also Writing)
in object recognition, 16
and parallel computer architecture, 22
and technical writers, 7–8
- Automated publishing, 15–24, 25–49, 50–54
declarative formatting, 18–20
ethics of, 50–54
online retrieval, 20–21
optical character recognition, 16–17
problems with, 245
vectorization, 17–18
- Chunking, 80, 96
- Classroom Emacs, 237
- Cognitive process
computer models of, 230–231, 232
and hypertext, 96, 231–232
limitations of cognitive model for writing
instruction, 232–233 (*see also* Papert,
Seymour)
Skinnerian method, 231–232
in software design, 232
and teaching writing, 230–232
- Coleridge, S. T., 113
- Computer-assisted instruction. *See also*
Courseware development; Online
training
models of, 230–233
- Corporate training programs. *See* Online
training
- Courseware development, 211–226
automated reports, 218
editorial component, 220–221
graphics, 221–222
instructional design model, 219–220
milestone recording, 216
personnel, 223
production management, 214–218
project organization, 212–214
- Declarative formatting. *See also* Automated
publishing
CD ROM storage, 33
classes of, 18
defined, 18
indexing, 19
- Design. *See also* Desktop publishing; Infor-
mation; Information development; On-
line documentation
analytic vs. synthetic problem-solving in
systems, 11
formats, research in, 258
four stages of, 256–257
- Desktop publishing
case studies, users of, 271–274
and document databases, 30–34
integrating word and picture, 269–270
problem-solving techniques in publishing,
268–269
training users, 265–278
vs. mainframe, 25–49
- Documentation. *See also* Investment in; On-
line documentation; Technical communi-
cation; Translation; Usability
budget, 5, 187–209
and level of investment, 202–205
- Document database
and declarative formatting, 20
desktop vs. mainframe, 25–49
limitations of, 20
and new technologies, 29–34
online retrieval, 16, 20–21
problems with, 34–38
re-use of text, 35
“seed documents,” 21
and status of technical writer, 37

- Educational online system, 228–249. *See also* Online training
 components of, 233–239
 initial assessment of, 241–244
- Expert systems
 declarative formatting, 19
 and documentation, 7–8
 and hypertext, 100
 knowledge engineers, 7
 in optical character recognition, 17
 Smart Documentation Systems, 3
- Foundation, 237. *See also* Annotation; Classroom Emacs; Online documentation
- Hypercard. *See* Hypermedia
- Hypermedia. *See also* Hypertext
 and annotation, 87–88
 Hypercard, 80, 85
 and object-oriented scripting languages, 77–92
 sound, 90
 videodisc, 89–90
- Hypertext
 analogy to poetry, 115–117
 and cognitive science, 96, 231
 and collaboration, 128–129
 individualized interfaces, 94–95
 integrating expert systems, 100, 103
 and limits of traditional rhetoric, 96
 links and nodes, 95
 literary concept of, 113
 and management of documentation cycle, 101–102
 and Marianne Moore, 118
 modeling human idea processing, 95
 navigation in, 85–100
 nodes, links, and structures, 124–126
 pseudo-hypertext, 98
 systems, examples of, 231
 and teaching writing, 111–129
 and university environment, 126–127
 for user-feedback in documentation, 93–109
- Information. *See also* Information development; Translation problems
 and computers, 134
 development process, need for, 135
 teaching design of, 254–255
 theory of, 254–255
 tolerance levels, 254
- Information development. *See also* Management; Translation problems; Usability defined, 136–138
 as distributed group in industry, 140
 and engineers, 145
 and hardware/software engineering, 133
 parallel development process, 140–144
 as separate industrial organization, 139
 and teachers of technical writing, 144–145
 and technical communicators, 145–146
 usability testing, 142–143 (*see also* Usability)
- In-house training. *See* Online training
- Interface. *See* Online documentation; User interface
- Investment in documentation
 case studies of, 187–209
 and documentation attributes, 202–205
 resource-enriched, 195–202
 resource-limited, 189–194
 variables for predicting levels of, 206–208
- Management. *See* Courseware development; Information development; Investment in documentation; Online training; Usability
- Natural language processing
 how language is understood, 55–56
 kernel sentences, 56–58
 lexical ambiguity, 64–65
 S-rules, 66
 Smart Documentation Systems, 6
 START, 55
 T-expression, 58–59
 transformational rules, 61–63
- Networks. *See also* Online training
 and corporate problem-solving, 227
 LAN and document databases, 32–33
 in management of documentation groups, 227

- Online documentation. *See also* Online training; Translation problems
 computing capabilities not applied to, 304–307
 criteria for good online writing, 315–318
 development of, 298–303
 and document design, 251–264
 foreign idioms in, 343
 graphic interfaces, 302
 human memory as factor in, 301
 interface problems of, 307–308
 maintenance of, mainframe, 303
 major types of, 291–295, 312–314
 metaphor, 337–338
 multi-tasking, 307
 notebooks, 306
 paths, 335–337
 role of writers, 11
 screen design, 297, 299–300
 Smart Documentation Systems, 3
 storyboarding, 300–301
 style, 329
 truncated texts, 301–302
 tutorials, 5
 users control of, 338–339
 use in document prototyping, 101–102
 uses of, 295
- Online training, 227–249
 cognitive model, 230–232
 computer-based training, 314
 corporate environment, 227
 functions of, 228–230
 “mechanism” model, 230
 university, 227
- Papert, Seymour, computers in education, 233
- Pixel-oriented graphics editing disadvantages, 18
- Process
 of design research, 252–264
 for information development, need of, 135
 of managing change in corporations, 150
 model for composition, 227, 230–231
 parallel development process (*see also* Information development), 140–144
- Storyboarding. *See* Online documentation
- Technical communication. *See also* Information development; Desktop publishing; Online documentation; Translation problems
 and artificial intelligence, 7
 expanded role of, 137–138, 149
 future of, 3–13
 as revolution in English departments, 135
 and rhetoric, 135
- Testing. *See* Usability
- Translation problems in documentation
 American/British English, 350–353
 colloquial expressions, 348–349
 culture-bound references, 348
 elliptical style, 362–363
 inconsistent use of terms, 345–346
 punctuation, 360–362
 space for text, 347
 syntax, 357–359
 tone, 355–356
- Usability, 175–185. *See also* Information development
 adjusting design and production, 8
 after-the-fact testing, 177
 analogy to software testing, 176, 179, 181–182, 184
 business objectives of, 176–177
 cost–benefit, 177–178
 document maintenance, 181–182
 and system design, 6, 182–183
 testing, 5
 theory of, 183–184
 verification phase, 142–143
- User interface
 bitmapped displays for hypertext, 79–80
 complexity of in online classroom, 243
 expert systems, 7–8
 individualized in hypertext, 99–101
 menu-driven help screens, 5
 part of initial product conception, 184
 problems in online documentation, 307–308
 in Space Station, 6
 and theory of usability testing, 184–185
 writers as designers of, 9

- Workstations. *See also* Desktop publishing;
 Online training
 Athena network, 235
 as composing tool, 242
 in online classroom, 239, 244
- Writers
 agents of change, 153
 as computer scientists, 311
 designers of user interfaces, 9–10
 expanding role of, 135
 and expert systems, 7–8
 future of in computer industry, 3–13, 21–
 22
 and holistic technology, 286–287
 and hypertext, 77
 importance of location to, 158
 increased technical sophistication of, 9
 information architects, 78
 information developers, 136–137
 job-security, 53–54
 needs of in desktop publishing, 271
 obsolescence of, 279–288
 in organization of documentation groups,
 158–159
 as programmers, 83
 SMEs, 224–225
 strategies for learning, 279–280
 training of in desktop publishing, 265–278
 as user advocates, 8
- Writing. *See also* Hypertext; Information de-
 velopment; Online documentation; On-
 line training; Translation problems
 future of in computer industry, 3–13
 vs. information development, 138
 submergence in industry, 281
- WYSIWYG. *See* Automated publishing;
 Desktop publishing

Xanadu, 113