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Interactive Discussion Medium



FORUM

TECHNICAL
COMMUNICATORS'
FORUM

In this Issue:

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cont.

Quality / Usability

cont.

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cont.

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TC-Forum is supported
by INTECOM



The International Council for
Technical Communication

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IMPRESSUM:

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Next issues:

- March (deadline 20 January)
- June (deadline 15 April)
- September (deadline 20 July)
- December (deadline 20 October)

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This issue contains the preliminary programme for FORUM 2000.

* Each Topic has a two-letter abbreviation, for example

- CL for Controlled Languages
- RU for Readability / Quality / Usability
- TR for Translation Issues
- SA for Special Aspects
- ML for Mailing List Discussion

The contributions (articles or comments) are numbered consecutively through the different issues of TC-Forum. When commenting to any of the contributions, please refer to these "codes" for ease of understanding.

Results of the "Survey of Percentages for Documentation

By Jeff Allen

Here is a summary of a survey that I conducted in April 1999. These results reflect replies received as of 10 June 1999.

The Original Questionnaire

Subject: Percentages - Controlled Language Documents/Presentations

I would like to know in which languages different articles, papers, theses, dissertations, have been written/presented on the subject of Controlled Languages/Sublanguages.

The recipients of the questionnaire have been requested to provide the following general information in replies:

1. language name(s) in which the information on Controlled Languages/-Sublanguages has been conveyed;
2. the approximate percentage of documents/presentations on Controlled Languages/Sublanguages that you have read/heard in this/(each of these) language(s);
3. please differentiate between documents/presentations that are publicly accessible (published, available on the Internet) and those that are not (e.g. internal company documents, company meetings). No details are necessary, just approximate percentages.

If they wish to indicate the approximate number of reports/papers/presentations per public and non-public categories, it would be greatly appreciated but is not necessary.

Summary of the Results

The survey was posted to 9 discussion lists and 3 internal institute lists on 6 April 1999.

From compiling information on the number of subscribers on each list (I have not included this detailed information in this summary), it is esti-

ated that approximately 20,000 people received the questionnaire. The recipients on the lists were located in countries all over the world. Those recipients who were contacted directly (not via lists) with the questionnaire were located in the following countries: France, Germany, England, Ireland, Scotland, Spain, Switzerland, Holland, Greece, Italy, Belgium, Japan, China, Australia, USA, Canada, etc.

Response rate: 26 replies were received, but 5 of the replies have been categorized as non-usable because the respondents did not have information pertinent to the survey.

Of the remaining 21 useful replies, these include: Europe (12 replies); North America (8 replies); Asia (1 reply).

The breakdown of percentages for the useful 21 replies is given in Table 1.

In conclusion, this survey indicates that for nearly all respondents, 90% of both internal and publicly accessible documents written on the topic of CLs are in English. To determine how much documentation is available in other languages on this topic, I will continue the survey work with reminder questionnaires sent individually to all known specialists and new researchers and students in the field of CLs. An updated version of this survey is expected to be presented at the Controlled Language Applications Workshop 2000. The compilation of a complete bibliography of CL works is also in progress.



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Written on the Topic of Controlled Language" (CL 20)

Country	#of replies	% public documents - languages	% internal documents -languages	Remarks
France	4	- English (95...100)	- English (50...100 %)	
Germany	2	95% - English (90...100 %) - German (...10 %)	5 % - English (90 ...100 %) - German (10 %)	
Switzerland	2	- English (90 ... 100 %) - German (10 %)	- English (90 ... 100 %) - German (...10 %)	No difference made between public and internal
Holland	1	None	70 % English 10 % Dutch 10 % French 10 % German (see 1)	
Belgium	1	85 % - English (100 %)		
Ireland	2	- English 100 %		No difference made between public and
USA	4	English (90...100 %) French (5 %) German (2 %)	English (100 %)	
Canada	4	English (90...100 %) German (2 %)	English (90...100 %) French (10 %) (see 2)	
China	1	English (60 %) China (30 %) Japanese (10 %)		No difference made between public and internal

¹ Based upon natural language sources in English, French, German, Dutch, Spanish, Greek, Danish

² Only 1 respondent responded that 100% of internal documents are written in French

Do Technical Writers Need an International Standard for

by Ron Blicq

In a 22nd October 1999 article in Canada's newspaper The National Post, Canadian author Peter C. Newman describes how, in today's increasingly global marketplace, English has become the predominant language of commerce.¹ He writes: "Although English is the mother tongue of 380 billion people, 1.6 billion (i.e. 1.6 thousand million) have learned to speak it – that's almost one-third of the world's population."

He demonstrates how ministers of state who speak different languages often choose English as the most convenient language of communication. He cites the 11-nation European Central Bank in Frankfurt as a typical organization that works only in English. And he notes that many of the journals published by respected international organizations such as the Pasteur Institute also are published in English. TC-Forum is another example.

A driving force behind this quiet revolution, Newman claims, is the Internet: "Recent surveys show that 80% of the wired world's Web entries – and there will be a billion sites on stream by the end of this year – are in English. That's profoundly significant, because the Internet is the favoured medium of the young and the upwardly mobile. They thus require a working knowledge of English, wherever they live."

Impact on Technical Writers

There are significant implications for us, as technical writers of English-language documents destined for international use. The primary question is: which dictionary should we choose as our standard for spelling? Should we rely on a British dictionary that declares favour, theatre, and manoeuvre are the correct spelling, or should we rely on an American dictionary that recommends favor, theater, and maneuver? Table 1 contains a representative list of spelling variants between Great Britain and the US.

Table 1:

Typical Variations Between British and US Spelling			
British spelling	US spelling	British spelling	US spelling
aesthetic	esthetic	instalment	installment
ageing	aging	judgement	judgment
analyse, equalise, recognise	analyze, equalize, recognize	litre, metre, louvre	liter, meter, louver
appendices	appendixes	lit	lighted
asphalt	asfalt	manoeuvre	maneuver
caulk	calk	memoranda	memorandums
behaviour, colour, harbour	behavior, color harbor	mould, smoulder	mold, smolder
calibre	caliber	plateaux	plateaus
cancelled, stenciled	canceled, stenciled	practice (v)	practise (n & v)
catalogue, dialogue	catalog, dialog	programme	program
centre, centred, centring	center, centered, centering	skeptical	skeptical
defence, offence	defense, offense	skilful	skillful *
diagrammed, disc	diagramed	spelt, spilt, spoil	spelled, spilled, spoiled
distil, fulfil,	distill, fulfill *	sulphur	sulfur
foci	focuses (pl)	temple	templet
formulae, nebulae	formulas, nebulas		
fuse	fuze		
gauge	gage		
grey	gray		

* these contradict otherUS
-I- and -II- constructions

English-Language Spelling? (CL 21)

Establishing a standard for spelling in English-language technical documentation is going to be difficult. But the choices go far beyond spelling; we have to decide whether to use certain words that are entrenched differently in the language on both sides of the Atlantic. In the world of the automobile, for example, windscreen and petrol are British whereas windshield and gasoline are American. (For years, Americans have considered Britain's use of bonnet and boot for what Americans refer to as the hood and trunk as decidedly quaint.) And the quest will go much further, for there are also variations in spelling and local expressions in countries such as Australia, New Zealand, and South Africa. Table 2 contains a representative list of words used differently in each country.

Table 2:

Some Words and Expressions Used Differently in Britain and the US	
British	American
autumn	fall
car park	parking lot
forecourt	(none used)
Mr./Ms./Mrs	Mr./Ms./Mrs.
pavement	sidewalk
petrol	gasoline (gas)
round	around
windscreen	windshield

What Is Done in Canada?

At first glance, the Canadian experience parallels the situation I have just been describing and so should provide us with a model to follow. Unfortunately, that is not the case.

Historically, up to about 1950 most Canadian immigrants came from Europe, with a strong British component. So in Canada's early years the British spelling style was much more predominant.

However, because most Canadians live within 100 kilometres of the Canada-US border, there has been a strong influence to adopt the American spelling style. This has been accentuated by American television and the incursion into Canada of US products and learning materials.

Consequently there is a wide disparity among Canadians, some favoring the 'modern' American spelling style and others favouring the historically well-established British style. Even Canadian dictionaries have different points of view, depending on whether the dictionary has been developed by a principally US publisher or British publisher. (There are marked differences, for example, between the Funk and Wagnalls Canadian dictionary and the new Canadian Oxford University Press dictionary.)

What Guidelines Are Used for TC-Forum?

For TC-Forum, two years ago your editors made a two-part decision:

- For articles, such as this one, to use the British style.
- For letters to the editor, to retain the spelling style predominant in the country of the writer.

Yet we would have felt much more comfortable if there had been an international standard to guide us.

Proposed Plan to Establish an International Standard

At Forum 2000 I will be inviting Technical Communicators attending an Idea Market to discuss whether there is a need to establish a standard for spelling and word choice in English-language international technical documentation.

Each participant will be asked to complete the questionnaire on page 8. I will then assemble the answers into a database that I can use to write a report to the INTECOM executive recom-

Do Technical Writers Need an International Standard for... (cont.)

mending that we either embark on a more intensive research project or shelve the idea (that is, continue as we are currently doing).

To obtain as broad a range of responses as possible, I am asking you, as a reader of TC-Forum, also to complete the questionnaire and submit it to me electronically or by regular mail (the questionnaire can be answered very quickly, as shown at the foot of the questionnaire at the end of this article).

Impact on My Writing

The results of the study could have a significant effect on future revisions to two of my textbooks: *Technically-Write!*² and *Communicating at Work*³. At the end of each book there is a glossary that identifies the correct spelling and usage of numerous words and expressions.

In the American versions of the books the recommendations are definitive. But in the Canadian versions the glossaries show the alternative British and American spellings and only suggest which the reader should use.

My co-author, Lisa Moretto, and I would welcome INTECOM establishing a standard, so that we could write definitive recommendations in future issues of our Canadian books!

References

¹ Peter C. Newman, "Armed with English in the new millennium", in *The National Post*, 2 October 1999.

² Ron Blicq and Lisa Moretto, *Technically-Write!* 5th edition, Prentice-Hall Canada, 1998 (in US: Prentice-Hall, 1999).

³ Ron Blicq, *Communicating at Work* 2nd edition, Prentice-Hall Canada, 1997.



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Spelling Standards Questionnaire

Your answers to these questions will help the INTECOM delegates decide whether INTECOM should research and possibly establish standards for international English-language technical documentation.

1. Should INTECOM be researching spelling and word choice, and then establishing standards?
2. If so, should the standards be based on British or American practices?
3. In which of the following geographical regions to you work and write?
 - a) Central Europe, including France and Italy
 - b) Scandinavia
 - c) Great Britain
 - d) Mediterranean (North Africa, Egypt, Israel, etc)
 - e) India/Pakistan
 - f) Asia
 - g) Australia/New Zealand
 - h) USA
 - i) Canada
 - j) South America
 - k) Russia/Ukraine
 - l) Other: _____
4. Which way do you think the following words should be spelled or used:
 - a) grey or gray?
 - b) sulphur or sulfur?
 - c) spelled or spelt?
 - d) caulk or calk?
 - e) recognise or recognize?

Please send your answers to me in one of the following ways:

- By email to rgi_ron@compuserve.com
- By fax to +1-204-488-7294
- By mail to 569 Oxford St, Winnipeg MB, R3M 3J2 Canada

Your answers can be quite short, like this:

1. Yes
2. British
3. France
4. a. grey
b. sulfur
5. etc

I Know What You Need to Know – Is that User-Centered Documentation? (RU 18)

by *Gabriele Bock*

Quality management is forcing technical communicators to meet the challenge of writing user centered documentation. Adequate preparatory work would be to categorize potential users according to experience, knowledge, tasks to be performed, and other use-relevant features. Users' requirements and requests should then be incorporated into the document's design.

However, some technical communicators still invest little effort and thought into user analysis. Particularly when writing for a technical audience, they claim to know exactly what kind of information users need. The reasons they give are:

- long experience in the technical communication profession ("We've always done it that way ..."),
- professional experience in the same (workshop) environment where the product is used, maintained, repaired ("I did the job myself ..."),
- same technical background and education as the users ("One of the first things they learn at school ..."),
- same use, maintenance, repair practice of the product as the user ("I am also a user of the product ..."), or
- the user group is too diversified ("How can I write for so many different people ...").

Although all these reasons are truly supportive for producing user-centered documentation, why do they not dispense user analysis?

Experience May Hamper a User-centered Approach

Professional experience in communication is important, but methods, tools, and processes change and need to be reviewed and improved from time to time. Technical communicators who are not familiar with the state of the art in technical communication give away the chance of making their professional lives easier by learning, for instance, how to realize user-centered documentation.

Experience Can be Outdated

Experience in construction, manufacturing or workshops aids understanding for the kind of information needed in a working environment. But as most things in life, professional practice changes with time. In many cases the communicator's experience is outdated and should be adjusted to the current situation by obtaining users' confirmation.

Education and Knowledge Levels Differ

Curricula differ from school to school, even more from country to country and continent to continent. Did you ever compare your own school knowledge to that of your colleague, provided you still recall it? The best trained service technician trying to repair a broken device under piecework conditions is not very inclined to guess what common technical knowledge the documentation is referring to. He needs the information straight and in a simple, short, clear way!

Short
and clear
information
is needed.

Different Ways to Use the Product

Although the technical communicator's use of the product, and the way to maintain and repair it, may be similar to that of the user, it is rarely identical. For reasons the technical communicator can hardly ever anticipate, users do not always follow instructions: maybe

- the user does not read the instructions at all,
- the appropriate tools are not available,
- the user pursues goals the communicator never thought of, and
- inaccurate instructions allow more than one way of handling or repairing a device and so increase the damage risk.

I Know What You Need to Know... (cont.)

User analysis enriches the experience of the technical communicator by providing information about user behavior, product handling, and documentation deficiencies.

User Group too Diversified

The least plausible argument for not doing user analysis is the diversified target group of the product. Of course, users have different capabilities and capacities. But for that very diversification you need to find out what information needs to be complied with, if you are to structure your information appropriately.

A big challenge for Technical Communicators.

Diversification is not only relevant for communicators working for companies that operate on an international level. User groups with different levels of education and experience exist for products produced for international, national, regional, and local markets. This is a big challenge for technical communicators, especially if the localization budget is small or non-existent.

What is User-centered Documentation?

A technical communicator's job is to explain technology to people, not to describe technology for its own sake. None of us will produce successful user-centered documentation unless we first investigate and consider the users' information needs. When developing a user-centered document design, this is :

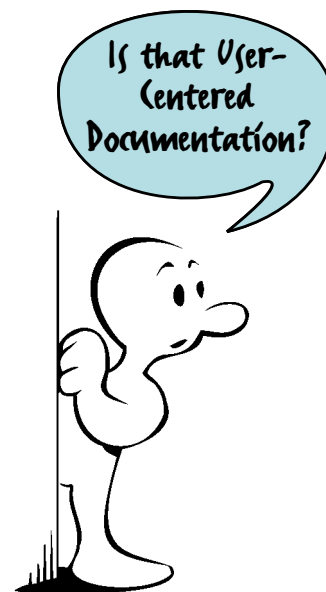
"the practice of designing products so that users can perform required use, operation, service, and supportive tasks with a minimum of stress and maximum of efficiency." (Woodson, quoted in Rubin, J.: Handbook of Usability Testing, New York 1994; p. 10.)

Technical communicators who still are not convinced that user-centered documentation does require a switch in their documentation practice, might follow another track. Recently Tampere University in Finland offered an interesting seminar on technical communication. The title of the seminar suggested - probably unintentionally - a way for those who still think they know everything about their users: "Optimizing Users: What Do Real Users Want From Documentation?"

By purpose or not, you can read the first part of the title in two ways: Do you want users to optimize your documentation or do users themselves have to be optimized? What is your answer for your users?



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Documentation – Competitive Edge or Necessary Evil? (RU 19)

An ironic, personal status report on technical communicators in Norway

by Henrik Wigestrاند

I used this same title for a one day conference in Oslo in 1996. The evaluation forms praised the conference (among the speakers: a member of parliament and a Xerox research manager), but complained that the title question was never even discussed. So what!? It lured 90 people into attending. And part of a TC's challenge is to sell something – like poor functionality and user-hostile GUI.

This conference was the first event arranged by the User Documentation Forum (FOBDOK) in Norway. We wanted to try to breathe some social life into this profession, since the Norwegian branch of INTECOM (of which we were hardly aware), had been slumbering for some time. Apart from FOBDOK, Tove's work on the INTECOM board, Nils Petter's illustrations in this publication, and their respective agencies ComText and KlarTekst, there's not a lot going on in terms of an organized TC community in Norway. Just across the border, however, the Swedish FTI society is thriving.

Introvert Vikings

Why such a difference? Given the number of Norwegian software and other high-tech companies, there should be quite a few technical writers in Norway. Why don't they cooperate and join a (professional) community?

There are probably a number of reasons. The most tempting one to elaborate on is the Norwegian isolationist character. Nicknamed "the Different Country" by some of us natives, Norway has rejected membership in the European Union twice, if only by a tiny margin.

And we have a long tradition of being isolationist, even when we're abroad. When the Vikings travelled the high seas from Canada to the Holy Land, (500 years before the American Indians discovered Columbus,) we usually stuck to ourselves.

For instance, while Danish Vikings settled in villages in Great Britain, the Norwegians settlers usually built their own farm, at a distance from the next farm.

Undocumented Perfection

Yet they were as technically proficient 1,000 years ago as they are today. The Viking ships constituted a climax of ship-building, based on oral technical documentation! This oral craftsman tradition has continued until our time. And in 1997, Norwegian newspapers carried a story claiming that a European Union directive made it illegal to build vessels without technical documentation and drawings. A typical anti-EU story. I found it very interesting, and eventually got hold of the directive – that is, the legal documentation. I only had to read Chapter 1, Article 1 to learn that the directive did in fact not apply to traditional boats and replicas. But, as usual, no one had bothered to read the documentation! And the less facts you know, the stronger your opinion.

The less facts you know...

This attitude – and the inconsistency – was demonstrated in an open discussion in the first Yggdrasil TC/GUI design conference in Norway last year. Some speakers concluded that

1. technical documentation is usually poorly written, and
2. no one reads technical documentation.

It's a bit like the old joke:

"The food here is terrible!"

"Yes, and the helpings are so small!"

Oral Documentation in the Iron(ic) Age

My experience as an archaeologist has made me impressed with oral technical documentation and the innovative skills of our ancestors. For instance the production of the original hardware: iron.

Documentation – Competitive Edge or Necessary Evil? (cont.)

More than one thousand years ago, someone made the not-too-intuitive discovery of how to produce iron:

1. Dig up a special kind of gravel from certain parts of certain bogs, leave it to dry during the summer, and roast it.
2. Cut birches in spring, dig large holes, fill them with wood, cover them with turf, and perform a reduction burning (to charcoal, not to ashes).
3. Finally, place layers of roasted bog iron ore and charcoal in a furnace, keep a steady temperature at 12-1300°C for several hours.

With a bit of luck, you'll eventually be left with a chunk of iron, to be used for swords, axes, plows and what not.

They didn't need technical documentation; the complex procedure was taught by father to son, and probably from one country to the next. The excavations of the Viking settlement on Newfoundland have proven that they produced iron there in this manner. But they seem to have said "Been there, done that", and left. Had the Norwegian Vikings taught the native Americans how to produce iron, the world may have looked a little different today.

Where are the Technical Writers in Norway?

Which brings us back to technical communicators in Norway, and the lack of a community. Since no universities or colleges teach technical writing as such (they do in Sweden), the technical communicators have quite different backgrounds, don't know too many other TC's, and their work is often underrated in their company. Many are professional translators of technical material (a three-year education), whose motivation for technical writing may be to write better than the stuff they initially had to translate. Although there must be quite a few TCs around, it seems that the lack of a professional community leads to a "Been there, done that" attitude in the profession. They concentrate on the T or the C, and move on to "real" jobs like product developers, project leaders, marketing people, or housewives.

The final irony is that the initial User Documentation Forum board – expect myself, being the last to jump ship – resigned this summer, since none of us work with user documentation any longer.

Learning through laughing – a challenge to you all

In our business, we've seen quite a lot of bad documentation and software through the years. But we usually try to ignore (or improve) it. I'll be making an edutaining presentation at the Yggdrasil conference in March, called "Learning from other people's mistakes".

If you happen to have samples of...ahem... unfortunate documentation or software design lying about, could you please send me a mail? I'll be collecting my own share, too. If I end up with a sufficient number, I'll post the collection (with educational comments) on a web site, or make hard copies and send them to the contributors. No names will be mentioned – unless you specifically ask me to.

Thanks in advance!



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What's so Special About Forum 2000?

by Lisa Moretto

Every year technical communicators have the option of attending several conferences in our field. The decision about which to attend can be overwhelming. In 2000 though, the decision is clear; Forum 2000 is the place to be seen and heard.

There are four key reasons why you should attend Forum 2000 in London, England June 12-14:

1. It only happens every five years.
2. Idea Markets offer a lively interactive environment.
3. The new Debate Session will be introduced.
4. Participants are truly international and address a wide variety of international issues.
5. You will receive the postharvest on CD-ROM after the Conference.

The Forum concept for conferences began in Sweden in 1975. Because of the international participation in organizing the conference, the original planners decided the Forum conference would be held every five years. This keeps the ideas and topics fresh with very little repetition from the previous conference.

The **Idea Market** is one of the trademark characteristics of the Forum conferences. Ulf Andersson developed this method of presentation after attending a large conference. He noticed that the best information was obtained during the coffee breaks when participants had the opportunity to interact and exchange ideas. An Idea Market is really a 90 minute coffee break. Imagine a large ball room with no chairs. Ten presenters (called Activators) stand next to two flip charts. One chart lists topics or issues they want to discuss, the other is left blank to record any outcomes from the discussion. Participants can roam among the Activators and find an interesting topic or discussion where they can "buy and sell" ideas. It's a chance to have questions answered and opinions heard.

At Forum 2000 a new **Debate session** format will be introduced. The program committee has paired two people with opposing views on the same subject. Each will present their controversial opinion then have time to refute the opposite opinion. The audience will be able to ask questions of either presenter at the end. Sticking with the original Forum concept, this new format should prove to be entertaining, provocative, and educational.

The Forum conference is sponsored by INTECOM, the international society of technical communication societies. The organizing committee is made up of representatives from four INTECOM societies. Forum 2000 is sponsored by the ISTC from the UK, tekomp from Germany, the IEEE PCS from Canada, and the STC from the US. This international influence helps attract participants from all over the world. At Forum 95, held in Dortmund, Germany, 33 countries were represented. With such a diverse population, the topics and discussion are sure to be on global issues.

So, if you're trying to decide which conference to attend this year, Forum 2000 should be on the top of your list. For more information follow the link from www.istc.org.uk.

Four INTECOM members organize FORUM 2000: ISTC (UK) IEE-PCS (Canada) STC (US) tekomp (D)

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Join Forum 2000!

FORUM 2000 "Technical Communicators – Leading the Way" (June 12-14 2000, London) invites technical communicators worldwide to participate in a multifaced discussion of the role of their profession.

The conference partners have been busy during the past few months working on all the details that will make Forum 2000 a successful event. Activators already number over 80 from 10 countries, with some 53 Idea Market presentations, 24 information sessions and two debates.

The preliminary programme will be dispatched shortly to all society members of INTECOM.

Optional Hospitality Programme:

Monday 12th, evening is a Medieval Banquet with Henry VIII and his Royal Entertainers

Tuesday 13th, evening is a Dinner/Dance cruise on the Thames River with Cabaret

Wednesday 14th evening is a trip to a London Theatre; two shows are on offer at the present time.

Partner Programme:

Full day and half day tours are available to meet all tastes. Please see the web site or ask the ISTC Office for more details. We want all partners as well as delegates to have a great time.

Potential Activators who have not yet sent in their abstracts should do so immediately. See the web site www.istc.org.uk/forum.htm for details.

Want to EXHIBIT?

We invite you or your company to book space. Prices are £ 500 for 200 sq. ft of space to include a power outlet and table. Register with the ISTC office today to book your space.

Conference fee (including taxes) and registration:

Members of INTECOM Societies:

- £ 350 (early registration before 1st March 2000), and £ 470 thereafter.

- Non-members:

£ 470 for early registration,
£ 530 thereafter.

- Registrations are now being taken by the ISTC office. Payments can be made by cheque/bankers draft or by Mastercard or Visa card.

Further information:

Our site at <http://www.istc.org.uk/forum.htm> gives you the latest news. You are able to see the Preliminary Programme, print a copy of the Registration Form and link to our hotel booking agent EXPOTEL Hotel Reservations.

STC/IEEEpcs members who wish to receive a hard copy of the preliminary programme, should send a request to the ISTC office at istc@istc.org.uk, or mail to the ISTC office with their full postal address.

All others may request it from

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We look forward to seeing you at FORUM 2000.

Gerry Gentle

Chair-Forum 2000 Organising Committee
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Development, Use and Profitability of Translation Systems Memory (TR 16)

by Ansgar M. Knauf

Introduction

Product life spans and documentation production times are becoming increasingly short and the expenditures for documentation are rising simultaneously with increasing product complexity. Hence, translation projects are becoming more costly as the parallel increasing documentation complexity.

The volume of translation in EU countries will more than quadruple from 1995 until the turn of the century from 500 million to 2 billion Euro. (Germany contributes to approximately one quarter of this sum). The requirements of harmonizing Europe-wide guidelines are only a single, though large factor that contributes to this growth. Increasing world-wide expansions and global presence, even in smaller organizations, not to mention the Internet, contribute as well.

But the requirements on the specialized, linguistic and technical data processing competence of translators become ever more demanding with the increasing technicality of documentation production. Capacity, availability, hardware and software, compatibility, organization, liability, risk of failure and the cost of human translators have led to the call for computer based-alternatives. When one considers these diverse variables, all of which have to be kept in mind when searching for competent translators, one can easily see why there were such high hopes and such incredibly high sums of money invested in the development of translation memory systems.

Development of EDP at the Translator Workstation

Since the first PC came on the market at the beginning of the 80s—and possibly earlier—text processing has belonged to the standard tool of the translator. The path from there to fully automatic machine translation was and still is a long way.

Though machine translation (MT) is as old as Electronic Data Processing, MT systems have been developed since the early 50s, but up to now they have not been really successful. Early projects, such as SUSY, a research project of the University of Kaiserslautern, or TITUS, an MT system of the German Text Association for literature analysis, were discontinued early, partially due to lack of funds and partially due to their inefficiency. But even in such systems as the now discontinued "Metal" (Siemens), whose successor is T1, or at Logos, a basic problem surfaces again and again. No matter what the language is, human expression is so complicated that no software has been developed that can sufficiently understand the human written word. That is, software that can adequately analyze, structurally and semantically, so that a grammatically, syntactically, semantically and stylistically equivalent expression can be formed in the target language.

Even in the department stores and in the Internet today programs are available that promise "fully automated immediate translation" at cut rate prices. Yet it is still a long way away until we will be able to really use them practically. No more than a "rough idea" of the approximate meaning of a text is possible by using them. Whoever would like to see for themselves can test the online translation of Babelfish at <http://babel-fish.altavista.digital.com> or www.babelfish.com.

The first practical use for electronic DP at the translators' workstation, which was specially targeted at translators, was seen in computerized glossaries and terminology management. Since about 1985 corresponding databases in electronic form were common, yet were without a close connection to the text processing and so of only limited use. Only the use of full text databases (translation memories, also called TM systems), which could store entire sentences or text segments, brought a decisive breakthrough in this decade.

Therefore, the basic principle of TM systems is simple: the prerequisite is that the source text is not delivered on paper anymore, but as a file so that the translator can process it. This is unfortun-

Development, Use and Profitability of Translation Memory (cont.)

ately something that only became reality in the last few years, and even then is still not always the case. Correspondingly, TM compatible formats are also required.

Text information is completely separated from file formatting code by using a special filter, and is put back together after the translation is completed (this would otherwise also be necessary in a pure machine translation). Whoever has looked at the source code of an HTML file can imagine how difficult this undertaking is in considerably more complex data formats such as Word for Windows, Pagemaker or Framemaker. In extreme cases, the necessary post-formatting can be just as expensive as the actual translation.

Post formatting is expensive! The translator then produces a copy of the source text that has been exported from the original file and imports both files into a MT translation program so that the copy can be written to directly, while the write-protected source text can be viewed in a second display window.

The software aligns the original and translation sentence by sentence and stores this as translation memory. As soon as an identical sentence appears in a text, the program suggests the translation found in the translation memory. The translator only has to confirm acceptance.

This system surely is not suitable for translating literature, because it is characterized by linguistic and terminological diversity and creativity. However, In technical and scientific translation possible ambiguity should be eliminated. The advantages of TM systems can be seen when in the same text or the same words, specialized terms or sentences appear in successive translations, and perhaps the only differences are numbers or measurements. An example from the field: a machine manufacturer fits pumps for hydraulic machines in large quantities, but each is individually tailored to his clients in each of the EU countries. The use of these devices may be for the most part identical, but the measurements and unique details are different. During translation of the product documentation, a pre-translation can be produced from the translation memory, which can be provi-

ded to the human translator with the source text. Even if this pre-translation is produced to a large extent with the help of computers, this is not true machine translation. Moreover, one can speak of recycling the translation already performed by the human translator (transcycling). The translator makes the necessary changes and can complete the project in a much shorter amount of time.

But TM systems can do much more. In association with electronic terminology databases, they optimize user friendliness by immediately suggesting the defined terminology from the client glossary to the translator, and if necessary they offer alternatives or point out different meanings without the translator having to switch between programs.

Presently there are a number of practical solutions offered by different companies, such as "Translator's Workbench" by Trados and "Transit" by Star. These are the most widely used, together with the corresponding terminology management solutions such as "MultiTerm" (Trados) and "Terminstar" (Star) and a series of filters and plug-ins, which make importing the most essential electronic formats possible. Other systems such as Déjà vu (Atril), TM2 (IBM) or XL8 (Globalware) are also common, but due to Microsoft's share in Trados, Trados products currently have a decisive competitive advantage with regard to marketing and development.

All of these solutions, which favor a combination of computerized and human translation, come quite close to true machine translation in their degree of automation, but they are not true machine translation and are, therefore, the best of what is possible without loss of quality. In any case, "as much EDP as possible, with the least amount of necessary human labor" is more cost efficient and linguistically practical than a careless, full automation.

Profitability of TM Systems

Aside from increased efficiency, the largest advantage of TM systems is their profitability. Since

the translator can work faster, lower costs result. Many translation companies have partially or entirely passed these savings on to their clients. On average, these transycled translations cost half the price of a new translation, depending on the layout program and the structure of the layout.

Despite all of the savings, the hidden costs of these translation systems must not be forgotten, namely higher costs for hardware, software, maintenance and, of course, staff training. There also are costs involved in building the glossaries. At the beginning of a project using a TM system, these costs can be considerably more than the savings, but after the consistent use of TM systems follow-up projects almost always provide an attractive return on investment.

Prerequisites for the use of TM Systems

The technology discussed here offers many opportunities, but also requires a great deal from everyone working on the project. The translator must be adequately trained, the client's original must be in a TM supported format, and the project manager of the translation company must be familiar with a multitude of areas in order to anticipate possible problems and to keep the team focused on the project goal. In this regard, the requirements put on translation companies in recent years has risen markedly.

Those translation companies, which have a great amount of competence and experience using TM systems, require the active support of the client to use this solution effectively. The "GIGO principle" (garbage in, garbage out) applies here as in all other areas of the industry. The savvy client integrates graphics and glossaries into his language management concept for the coming translations as early as during production of the source text. A professional formatting software that is supported by the translation memory software is a part of a translation-friendly source text. In addition, the expansion factor of individual languages must also be considered. That is, there must be enough space in the formatting for longer texts in the target language (for example, a French text is on

average 30-40% longer than its English source). Unfortunately many clients forget this detail, which later leads to increased costs for post-formatting or printing.

Finally, great expectations are also put on the editor. The better the editing job, the greater the usability and savings in the TM-assisted translation. Editing for translation means succinct text. It contains short and simply structured sentences, many repetitions, and the use of standardized terminology, tables and graphics (with text that can be edited!), and a universal data compatibility between all of these elements. By the way, all of these measures also lead to improved source text quality at a lower cost for translation. Some translation companies now even offer training for technical editors in this area.

Conclusions

There are three distinct methods of translation: true machine translation, purely human translation, and TM-assisted translation. The first is, for the most part, impractical for the near future, since it is unreliable and due to costly re-editing remains expensive. In any case, automatic "human translation" with the help of translation memory systems and terminology databases are more cost effective than a purely human translation, provided the source texts and formats are conducive to translation. In the coming years, the market will continue to belong to translation tools rather than to pure machine translation, though a further integration of both is going to happen. The translation tools will contribute to faster, better and generally more rational translations, but will not replace the translator.



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Comment on Tech Writing in India (SA 7)

by Udit Chaudhuri

I was presented with a copy of the June '99 Issue of TC-Forum by your NCP for India, Mr Guru Kamath. It has made most interesting reading. I would like to share my reactions to the articles in the above Issue.

Tech Writing in India

While the recent development of TWIN as a tech writers (TW) group is a valiant attempt at bringing this profession in India together, its list (now over 500) mostly comprises those from the IT industry and very few others who have full-time Internet access. These may be economically the strongest segment of TWs, given the growth of IT exports from India and the consequent shortage of competent personnel. They may also wield some influence, being as they are a product of a journalistic institution. However, they are yet to be a fully representative body of this profession.

Technical communication in India has different roles!

Beside IT support documentation, marketing (including technical copywriting) and customer servicing, technical communication in India has played an important role in corporate development functions:

- **Licensing/approval of new projects.** India is a controlled economy to an extent. Detailed techno-economic presentations are required to be made to 'sponsoring' departments and ministries in the Government of India and various state governments according to the type of industry and its proposed location. This type of writing is done by specialists in government liaison. Large companies maintain a Liaison/PR Cell at their Delhi branch while others can avail themselves of consultants to do this work. Persons trained and deputed in-house for this work are a mix of engineers, MBAs and accountants. Their writing involves a thorough understanding of manufacturing/business processes, licensing policy, environmental and labour laws, import/export regulations and, above all, the types of arguments that would get to the target audience: that is,

administrators and technocrats heading regulatory decision-making functions in Government.

- **Obtaining input from the Government for new project clearances.** These would involve demand projections based on its economic surveys, budgetary allocations for loans and subsidies, sanctions of foreign exchange, infrastructure support like roads, utilities and energy, and tax concessions or exemptions, etc. A licence morally binds the Government into assuring those inputs critical to the viability of the licensee.
- **Technical knowhow.** This is a critical asset, being mostly bought from a foreign collaborator at a large cost or in exchange for a sizeable equity stake. The collaborator who must provide quality assurance and often a Process Guarantee lays down rigorous details for each step of manufacture and imposes quality control regimes. This calls for cataloguing, standardisation, indigenisation or re-adaptation, and control systems for access and issue of all drawings, data-sheets, procedure manuals, databooks, standards, related reference books and periodicals. Here engineers were trained in the relevant documentation techniques.
- **Increased Specialisation.** Although de-licensing, downsizing and function-crashing have taken their toll, there still must be 500 well-organised technical documentation/standards departments employing 1500 to 2000 specialists in technical communication in all these industries together, excluding design engineers, draughtspersons, and administrators.

There is also a large industrial and technical press with publications ranging from restricted-circulation journals, mostly from manufacturers, which cover technically specialised subjects. They too employ specialists from relevant fields to write and edit. Details on the readership and manpower figures of these journals can be sourced from Indian press directories like that of the IENS - Indian English Newspaper Society; INFA Directory; ISA - Indian Society of Advertisers; and AAAI - Advertising Agencies Association of India.

Language Aspects

I am happy to report that earlier I attempted (in a very small way) Mr Gordon Farrington's 'Method of Text Representation' when writing the descriptive chapters in O&M manuals for DC Drives and SCR (RMS Power) Controllers.

In India, not only is English a foreign language but common workmanship terms like spline, through-bore, square cut, shank, inner loop, wire harness and cable dressing are not understood by engineers from one specialisation or another. Another barrier is that OEM buyers and end-users belong to fields as diverse as plastics, metallurgy, and machine tools. Hence one has to introduce the concepts of circuitry rudiments and feedback control, including special units like Rate Programmer, Speed Control Amplifier, Current Control Loop, without using 'technocratese.'

Education/Training

Regarding the education and advertising or promotion of technical communication, our engineering courses do contain a module on technical documentation in progressive universities although there is always scope for more in the light of the information age. Here the exam-dominated education system also helps because the engineering student's future depends entirely on the skills of writing answer papers, 'Journals' on lab and workshop assignments besides term papers, and vocational training reports.

My own technical writing skills came to the fore (and to my bosses' attention!) in the early 1980s while I was working in my employer's Corporate Development Group assisting new manufacturing projects, collaborations, agency development, advertising coordination and tendering in a company where every diversification began with foreign-agency-marketing, leading to collaborative research and manufacture. The skills were put to test while on assignment at our Delhi office to follow up/conduct liaison for manufacturing licences, foreign collaboration clearance and (agency customers') import licences, where an application or proposal had to be quickly re-worked on the advice of Government officers in consultation with company bosses. So, encouraged, I followed this up by writing technical articles and later mailers, brochures and manuals. I now practice full time in technical communication.

A usual career development of a Technical Writer?

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India

Cultural Colonialism - Is it real? (SA 8)

By Delio Destro

In a few weeks the Brazilian Congress should be voting a new law designed to control the use of foreign terms in the country. The idea is to keep the "potentially dangerous" cultural colonialism out of our daily life. The law stands a good chance of being approved.

Even though one may argue that it is one of the roles of congress to defend our cultural heritage, I dread any state interference that aims to control speech, no matter how well intentioned the legislator may be. Furthermore, if it is approved and enforced, this law would certainly pose tremendous challenges to the technical writing and translation community.

The reason I am writing about such a regional problem is the perception that this is not a regional problem at all. Some of my German colleagues fight everyday with the option of abandoning a sometimes extremely more precise German term to adopt a more marketing correct English one. And the French, sometimes compelled by law to use a French term, wish they could have more freedom to choose a more suitable (once again) English term.

The possibility of this law in Brazil opens to the society the opportunity to discuss the real issues (and there are plenty of issues) of cultural colonialism.

The whole drive today seems to be against English. More often than not, American English. Every time "Language Invasion" is brought about, words like Shopping Center, Marketing and Disk Drive are mentioned. There is always a bias against the almighty USA and, one may confess, a bit of envy that "those guys can force on us" so much of their language. The fact is: they don't force anything on us. We, the colonized, happily welcome a language that can bring us more wealth and the freedom to work with other people. The temptation to adopt an equalizer is too great to be ignored. I don't remember anybody telling their kids to learn English well because that would open the possibility to read Emerson or Dickens in their native prose. Most of the people I know tell their kids to do it because "you

will be dead out there without English". Frankly, I doubt too many people would be reading this article if it were in Portuguese, my mother language.

Having said that, this is no excuse for the fact that we adopt foreign words because they are more fashionable. (Like we used to do with French terms at the turn of the last century.) To adopt a word because it makes (or you think it makes) your product or service more attractive is downright dumb. Customers with a little better than average perception will realize you are trying to, as the Americans say, take them for a ride. Most of the time they will, even unconsciously, dump your solution in favor of a more honest one. At the same time, keeping everything under the mother language umbrella will cause a similar effect.

Back in the 70s, a microelectronics professor at the University of São Paulo wrote a number of books in his field using only Brazilian Portuguese terms, even creating those that did not exist in our language. The books were very good for he really knew about his field. However, they were unreadable. Very soon, the underground student groups were circulating a "Guide to Understanding Prof. X Books" where a "UCP" was translated into a CPU, a "Barra Onibus" was renamed a Bus Bar, etc.

I believe technical writers and translators should focus on the real needs of their customers. Any attempt to go either way by force of law, internal regulations, or nationalistic feelings that do not reflect reality would be as damaging as adopting foreign, synthetic words for fashion.

In the end, all our customers want is to read what we write and to understand it. This is the bottom line. All the rest is, in my mind, cultural rhetoric, because if the end customer does not understand us, it does not really matter what language we write it in.



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Capitalization of Headings and Titles (ML 3)

by *Brigitte Beuttenmüller*

Comments have come in from members and many different countries (Denmark, France, Germany, Great Britain, India, Israel) proving that capitalization is an ongoing problem for many of us. Many thanks to all contributors!

The following summarizes the replies to the question of "capitalization of headings and titles" in the mailing list tcf-gen during the last months.

- ▶ A member has written: "We think that there is a 'right' way to do things, and my memory says that this 'right' way varies between the USA and Britain."

She suggests different possibilities:

- Capitals For Everything In The Title
- Capitals only for Nouns in the Title ('German method')
- Capitals only for the first word in the title
- Capitals for Longer Words in the Title (>3 Letters)

And finally, she puts the following two questions:

- which is the 'correct' way in Britain and the USA
- which possibility is best for readability (for non-native speakers)

- ▶ Common practice, according to members from an internationally operating company in Germany, used to be for many years:

Capitalize in Heading and Title:

- First and last word
- Nouns, pronouns, verbs, adverbs, adjectives
- Subordinating conjunctions (for example: before, after, when...)
- Hyphenated compound words
- First word following a colon

Do Not Capitalize:

- Articles (a, an, the)
- Coordinating conjunctions (and, but, or, nor, so)
- The word 'to' when it precedes a verb
- Prepositions with fewer than five letters.

This relatively complicated method has recently been changed in one branch of the company to a

solution as simple as to capitalize only the first word.

- ▶ Another member quotes the "Microsoft Manual of Style for Technical Publications" – and for those of you who don't have easy access to this book, here is the cited chapter:

Capitalization of Titles and Headings

Many books and Help topics now capitalize only the first word of chapter titles and other headings; design guidelines are less formal than in the past. The following guidelines represent traditional title capitalization standards. They are especially useful in answering questions about capitalization of adverbs, prepositions, verbal phrases, and the like. If your design does not use traditional capitalization, follow your design guidelines.

- Capitalize all nouns, verbs (including *is* and other forms of *to be*), adverbs (including *than* and *when*), adjectives (including *this* and *that*), and pronouns (including *its*).
- Always capitalize the first and last words, regardless of their part of speech ("The Text to Look For").
- Capitalize prepositions that are part of a verb phrase ("Backing Up Your Disk").
- Do not capitalize articles (*a*, *an*, *the*) unless an article is the first word in the title.
- Do not capitalize coordinate conjunctions (*and*, *but*, *for*, *nor*, *or*).
- Do not capitalize prepositions of four or fewer letters.
- Do not capitalize *to* in an infinitive phrase ("How to Format Your Hard Disk").
- Capitalize the second word in compound words if it is a noun or proper adjective or the words have equal weight (*Cross-Reference*, *Pre-Microsoft Software*, *Read/Write Access*, *Run-Time*). Do not capitalize the second word if it is another part of speech or a participle modifying the first word (*How-to*, *Take-off*).
- Capitalize interface and program terms that ordinarily would not be capitalized, unless they are case-sensitive ("The fdisk Command"). Follow the traditional use of keywords and other special terms in programming languages ("The print Function," "Using the EVEN and ALIGN Directives").

Capitalization of Headings and Titles (cont.)

- *In table column headings, capitalize only the first word of each column heading.*
- ▶ A member from Britain wrote (and a member from Denmark supports it): " ... that the first word and all the 'main' words in a title should have initial capitals, and all the 'joining' words should be left in lower case, e.g.:
- To Be, or Not to Be, That is the Question.
- Business Case for Selling Fridges to Eskimos.

What you should not do (normally), is use capitals throughout, e.g.:

- TO BE, OR NOT TO BE, THAT IS THE QUESTION.
- BUSINESS CASE FOR SELLING FRIDGES TO ESKIMOS.

It is a proven fact that text in all capitals is harder to read. To prove this to yourself, cover the top or bottom half of a line of text. If the text is all capitals, you will have great difficulty making out the words. If the text is a mix of capitals and lower case, you can normally make out the words. This is important when you realize that, when people are reading, they actually 'scan' the text, (they don't read every word), and make up the rest by logic and assumption."

- ▶ A member from India quotes the Chicago Manual of Style (14th edition):
"In regular title capitalization, also known as headline style, the first and last words and all nouns, pronouns, adjectives, verbs, adverbs, and subordinating conjunctions (if, because, as, that, etc.) are capitalized. Articles (a, an, the), coordinating conjunctions (and, but, or, for, nor), and prepositions, regardless of length, are lowercased unless they are the first or last word of the title..."

The writer feels that "there is more on the subject. However, I have never seen anyone adequately justify the use of leading caps on every word in a title."

- ▶ Another member quotes John Kirkman's "FULL MARKS - Advice on punctuation for scientific

and technical writing" (Ramsbury Books, UK). He says that, conventionally, the main titles of books and chapters have had initial capitals for all main words, and he quotes the Chicago Manual of Style. But he then says that modern practice both in the UK and the US varies greatly, from capitalizing almost every word to simply an initial capital only for the first word of a title. His conclusion is that all variations are acceptable, and that the important thing is to decide on how you want to do things and then stick to it!

This member brings a very valid point into the discussion: "Perhaps main words were capitalized previously because there were not many different formats (font size, bold, italics etc) available to distinguish titles from the rest of the text. Personally I find titles in bold, in a larger font size and with only the first word capitalized, more effective than the old style."

And another important aspect which must always be taken into account is: for some types of publications "what you choose will depend on how much choice you have. As you know, it isn't possible to use bold, etc, in titles in aerospace documentation, so in that case, caps and sometimes underlining are the only distinguishing features available."

Summary

There are many modern style guides and they are much more liberal than the traditional ones: you can make your own decision what you can do, what you want to do – but once you have, stick to it!



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Please feel free to contact either the Editor or your NCP for any questions concerning TC-Forum.

For further details contact our Website www.tc-forum.org/ Professional Events and the addresses given below

27 - 28 March 2000
Hurdal Konferansesenter, Norway

YGGDRASIL '00 "Tomorrow's users"

Annual Norwegian conference for Technical communicators and interface designers

YGGDRASIL '00 is the third annual conference arranged by the Norwegian Computer Society (DND) and the special interest groups for user documentation/technical communication (FOBDOK) and user-friendly IT systems (BITS).

The objective of the YGGDRASIL '00 conference is to stimulate growth and development between different communities working with human-computer interaction and user communication. The target groups include technical writers, designers, course developers, user-interface designers and developers.

The deadline for submitting abstracts was the 1 September 1999.

For more information contact¹⁾.

12 - 14 April, 2000,
College de France, Paris. France
RIAO2000

(Recherche d'Informations Assistée par Ordinateur / Computer Assisted Information Retrieval):

Content-Based Multimedia Information Access

The conference scope will range from the traditional processing

of text documents to the rapidly growing field of automatic indexing and retrieval of images and speech and, more generally, to all processing of audio-visual and multimedia information on various supports, including the net. The conference is of interest for several scientific communities, including Information Retrieval, Natural Language Processing, Spoken Language Processing, Computer Vision, Human-Computer Interaction and Digital Libraries. RIAO 2000 will, thereby, serve as a forum for synergetic initiatives and forward-looking applications. Contacts:

Email: riao2000@limsi.fr
Web: <http://host.limsi.fr/RIAO>

29 - 30 April 2000
Seattle, Washington, USA

CLAW 2000: 3rd International Workshop on Controlled Language Applications

The 3rd International Workshop on Controlled Language Applications (CLAW) is planned to be held 29-30 April 2000 as a 2-day pre-conference Workshop in conjunction with the ANLP (Applied Natural Language Processing)/NACLA (North American Computational Linguistics Association) in Seattle, Washington, USA.

For the full version of the call for papers, as well as for on-going and updated information on CLAW2000, please consult the workshop website: <http://www.up.univ-mrs.fr/~veronis/claw2000>

Professional Events

For information on the past two CLAWs see:

<http://www.ccl.kuleuven.ac.be/CLAW/programme.html> (CLAW96)
<http://www.lti.cs.cmu.edu/CLAW98/> (CLAW98)

For general Inquiries please contact Jeff Allen:
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31 May - 2 June 2000
 Athens, Greece

The 2nd International Conference on Language Resources and Evaluation (LREC2000)

Organized by

- the European Language Resources Association (ELRA),
- the Institute for Language and Speech Processing (ILSP, Athens, Greece),
- the National Technical University of Athens,

Conference Aims

Two issues are currently considered to be particularly relevant:

- 1) the availability of language resources and
- 2) the methods for the evaluation of resources, technologies and products.

Substantial mutual benefits can be expected from addressing these issues through international cooperation. The Scientific Programme will include invited talks, presentations of accepted papers, poster sessions, referenced demonstrations and panels. Pre-Conference Workshops will be organized on the 29th and 30th of May and post-Conference Workshops on the 3rd and 4th of June 2000.

Please consult the conference Web site (<http://www.icp.grenet.fr/ELRA/lrec2000.html>) for com-

plete information about submission guidelines, contact people, submission dates, various conference committees and members, and other general information.²⁾

12 - 14 June 2000 London, England:

Forum 2000 Technical Communication Leading the Way

Details on Forum 2000 have been printed in previous issues of TCFORUM already and in this issue as well.

Forum 2000 is going to be a superb market-place for technical communicators to present and discuss their ideas. There will be

- more than 60 idea market presentations
 - 24 information sessions
 - debate sessions
 - exhibitions
- and a closing panel with internationally-recognized experts on technical communication discussing "International Cross-Cultural Management". They will try to present views on what will happen in technical communication in the years ahead. We intend to include experts from abroad who can't be present physically in London by means of modern electronic techniques. (For more details on Forum 2000 see p. 14)

Actual information is available from <http://www.istc.org.uk>

The preliminary programme has been dispatched to all society members of INTECOM. Please order additional copies from³⁾:

Call for papers:
 20-22 November 2000
 Exeter, United Kingdom

MT 2000 - Machine Translation and Multilingual Applications in the New Millennium

The focus will be on machine translation and other multilingual NLP applications. It will take the form of invited keynote speakers plus individual papers. There will also be an exhibition area and an opportunity for poster sessions.

Details of the time-table for submissions/reviewing, length and format of papers, the membership of the programme committee, and of the cost will be posted on our web-site at <http://www.bcs.org.uk/sig-group/sg37.htm>

Further information:

MT 2000 web-site at Exeter University:
<http://www.exeter.ac.uk/flc/MT2000>

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