



Creating and supporting a forum for communities of practice in the profession of technical communication

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August	July 15
November	October 15

SIG Manager Thoughts

By [Mike Markley@yahoo.com](mailto:Mike.Markley@yahoo.com),
Management SIG



I have a confession to make: I have a habit of making New Years' resolutions. I

know this is a clichéd activity, and yet I'm sometimes a little embarrassed when I find myself in conversation with people who think resolutions are silly. I never know whether to admit that I partake in this activity, or try to change the subject.

A couple years ago, I made a resolution to stop making resolutions, but that didn't work out exactly as I'd planned. I ended up just calling them "goals" and writing them down in a notebook.

I can't help myself. I think about the upcoming New Year and about all the possible improvements I could make at home or work.

I've learned a few lessons along the way... "I won't eat chocolate all year" is not a very good resolution/goal. Once you slip off that wagon (somewhere around the fourth of January), there's no going back. "I'll read *The World is Flat* by Thomas Friedman this year," or "I'll learn how to use DreamWeaver and Cascading Stylesheets," are much better. They're less painful than giving up something you love (everyone loves chocolate, right?), more

realistic, and if you don't get it done, then maybe next year.

In case you're a resolution-maker like me, or maybe you're thinking about dabbling in goal-setting (it's all semantics), then I thought I'd put together some ideas for you:

Resolve to get more out of your Management SIG membership

- Post a question to the discussion list, or respond to someone else's question. Do you have a question that other SIG members might be able to answer? Or, perhaps you've got a nugget of wisdom to share with the rest of us. If you're not already signed up for the Management SIG discussion list, do so at <http://lists.stc.org/cgi-bin/lyris.pl?join=stcmgmtpic-l>.
- Write a review for a book that you've read and share it with the SIG. Our newsletter editor, [Jan Lowry](#), would love to receive book reviews for upcoming issues. Have you been doing some reading for work lately? Are you interested in helping your colleagues make choices in what they read? If so, contact Jan.
- Run for an elected position within the SIG. I always get more out of my various memberships when I get involved more deeply. I think you will too. If you're interested in an elected or appointed position, contact

someone on our nominations committee:

[Kit Brown](#), [Walter Hanig](#), [Jack Molisani](#), or [Annette Reilly](#).

We're planning to hold an election for the SIG leadership council, and I invite you to consider serving.

- Participate in SIG activities at the annual conference. If you're going to be at the annual conference in May, I could use your help. We'll be coordinating several activities to help SIG members connect, and to get the word out about our activities. It's a simple way to get involved, and it's a short-term commitment. If you're interested, contact me.

Resolve to learn (or do) something new for your job

- Learn about an emerging technology or trend. For example, I plan to learn more about Six Sigma in 2007 because I keep seeing references to it in the workplace, but I don't know much about it yet.
- Try a new management approach with your team. I tried something new this past year that turned out to be very useful – maybe you will too. I recently went through performance evaluations with my entire staff (over a two-week period). After going through the typical performance review topics, I asked each of them the same two questions:
 1. What is the biggest barrier you run into to get your work done?

2. Do you think we're missing the boat on anything (i.e., untapped potential or market niches that we're not pursuing?)

These seem like simple questions – and they are – but I typically make assumptions about the answers to them rather than openly discussing them with my team. The exercise elicited some very valuable information. I now have a clearer idea of where my own focus should be.

- Take a class. Perhaps there's a topic you're curious about. Or, maybe your team typically develops training materials or Web-based courses and it's time for you to be a student on this type of training. You might get some ideas about delivery methods besides the content itself.

If I haven't convinced you to start making New Years' resolutions, I hope you at least consider taking on some of these suggested goals for 2007. Either way, Happy New Year! 🎉

From the Newsletter Editor...

By [Jan Lowry](#), *Managing Newsletter Editor*

If your organization has an editor, consider yourself lucky. Your company materials are consistent, follow documented standards, are easy to read, and probably get good user feedback users.

But, let's assume you don't have an editor. What easy steps can you take to keep obvious

mistakes from appearing in your documentation?

One answer is to have your writers complete an "editing checklist" for each draft of a document. The checklist will remind them to look for obvious errors that they'd typically miss; for example, not carrying over a footer or using a specific departmental standard.

Obviously, the type of information that appears on an editing checklist depends on the type of documentation you're producing (help, user guides, knowledgebase entries, etc.)

For a simple user guide, the following sample checklist will cover most of the bases. At the bottom of the list, there's an area to remind the writer of his or her usual mistakes (for example, "make sure set up and setup are used correctly").

In time, your writers will appreciate having the checklist. In fact, you might want to place a copy on your LAN or intranet and let the writers create their own checklists.

If your department does peer reviews, attach the checklist to the front of the draft so the reviewer can verify that the writer used the checklist before submitting the document for review. If you, as manager, are the department's editor, you'll at least be assured that some standards were applied to the documentation before it left your department.

Maybe next year you'll get that editor; for now, take a look at how an editing checklist might help keep your documentation errors to a minimum. 🎉

Editing Checklist (Sample)

Document Name:

Status:

Writer:

Date:

Spelling and Grammar	
Did you:	
Run spell check?	
Look for ways to turn passive voice into active voice where applicable?	
Minimize the capitalization of proper nouns?	
Use parallel construction when writing?	
Standards	
Did you:	
Apply current standards ?	
Limit procedures to 10 or fewer steps?	
Readability and Usability	
Did you:	
Address the right audience ?	
Organize information in a clear and concise manner?	
Use tables, flowcharts, illustrations, and graphics to summarize or consolidate information where possible?	
Use examples ?	
Define unfamiliar terms?	
Ensure that links to other documents and/or websites work?	
Check cross-references to other books, chapters, or sections?	
Print the document and check its appearance?	
Read the entire document from beginning to end?	
Test the procedures by using them?	
Layout and Format	
Did you:	
Update all template or project related information (trademarks, copyright statement, version, tracking number)?	
Check the headers and footers ?	
Check the page numbers ?	
Check that step numbers were in the right order?	
Update the Contents and Index ?	
My Most Common Errors:	

FEATURE ARTICLE

Guided Authoring

By Shannon Zimmerman,
CEO, Sajan

(This article originally appeared in the STC - Twin Cities Community Newsletter, November-December 2006)

For people in the language translation industry, the concept of guided (or controlled) authoring is probably not new. It is a simple concept: if you can become more efficient and consistent with the source content that you produce, not only do you reinforce key messages to your audience, you also reduce new translations.

To some people, guided authoring means restricting or eliminating creativity. For others, though, it means quality improvement and time reduction. If you save yourself even one phrase or sentence in the source, it equates into one or more saved phrases or sentences in every target language—the more languages, the greater the savings. So in this context, “an ounce of prevention is worth a pound of cure.”

The value case for guided authoring (or authoring for translation) can apply both to monolingual and multilingual scenarios. Even businesses that do not translate their source content can find significant value when repurposing previously authored content. Consistency in content is

important. If the content reinforces key messaging, customers are more likely to remember the message.

Of course, it is also beneficial when writers can produce documentation or other types of content more efficiently. Therefore, the time associated with editing or creating new content should also be considered.

These same benefits are compounded if the content ultimately requires language translation. For each source



segment that can be reused, it can save numerous translated segments. In other words, it can prevent unnecessary new translations through reuse of existing translations. This reuse adds a layer of cost savings that quickly justifies the authoring technologies that are needed to accomplish such control.

Once the content is in the language translation process, it is too late for a translator to identify a fuzzy match. Not because it's technically impossible; but, ideally, such match opportunities should be identified and remedied at a more logical time in the process—content development.

Lastly, strong evidence suggests that fusing the

content creation and language translation processes also provides for less overall project taxation. Enabling authors to interact directly with a centralized content repository serves as a common denominator for interaction within the global-communications supply chain. This approach is not meant to compete with content management systems (CMS). Rather, it is intended to complement that philosophy in a more interactive, granular, and process-specific sense.

Methods for Resolution

Begin by considering how content producers create or edit material. What software programs do they use? Are documents and content centrally managed currently? Who are the contributors in the process? What is the sequence of events in the global-communication supply chain?

If any type of content centralization exists, be it a formal CMS or even a consistent network storage location for files, begin there. This content, which is generally encapsulated within physical documents, must be converted to a data format that allows for advanced indexing to enable the retrieval and reuse demands that will be imposed.

Currently, I am aware of only two products that were designed specifically to work interactively with authors: AuthorAssistant from SDL International and Authoring Coach from Sajan. My

examples focus on the capabilities and applied use of Sajan's Authoring Coach.

Data may be imported into Authoring Coach in a number of ways. If you have any TMX-compliant translation memory file, or any text or delimited file format that holds your source content, it can be easily imported. If you are dealing with a translation agency or translator, these file formats will be available to you.

However, in many cases, these particular formats do not exist. Often, a vast array of PDF files or Microsoft Word files are available. These file formats can be imported directly into Authoring Coach. The files are stripped of textual content, converted to the XML-based TMX format, and indexed for use. This enables users to begin working without direct access to their translation memories or past multilingual data.

With the data safely indexed and ready for use, consider the application with which authors prefer to work. Currently, no single standard is in existence, so authoring-application autonomy is also critical. Authoring Coach works with any Windows-based authoring or editing application. Authoring Coach also accommodates variances in search methods and data storage. Data can be turned on or off, so that the authoring memory is dedicated to the specific subject matter in which the author is working.

Authoring Coach operates in the background and presents selections from past content that are similar to the content at hand. This helps drive consistency. The author might also enter key terms in a search window to retrieve complete segments from past content. This enables efficiency-driven writers to easily and quickly use content from previous documents.


It is also important to use some level of terminology management within the authoring environment. Terminology evolves. Previously used terms are not necessarily correct today. It becomes even more complicated when a product or brand content is altered globally.

With Sajan's Term Director built directly into Authoring Coach, terminology management is integrated into the authoring process. Any term, phrase, or segment may be tagged as the search criterion whenever the application is being used. An associated rule is also created; thereby, establishing greater compliance with content creation rules and terminology.

It is likely that the data requires periodic updates. With proper credentials, a user may save updates to the repository, so future versions will reflect the revised content. These database files may be stored on the user's local machine or centrally on a network.

Managing Global Communications

This process and technology has been put to the test in many large-scale corporate authoring environments. The original prototype that led to a patent filing 3 years ago was designed for writers who cared primarily about effectively managing single-language content production. This quickly evolved into technological features that were designed to create value for customers for one language or for those translating into many languages. Usability and product research provided a list of process efficiencies, consistency gains, and direct cost savings when rolled up over the global-communications supply chain.

As we all strive to innovate and establish new value opportunities for ourselves and/or clients, guided authoring should be considered. Regardless of what tool you use or how it is applied, the base practice will result in value. And value always prevails. 

Shannon Zimmerman is Sajan's (www.sajan.com/ac) co-founder and CEO. Sajan provides ISO-certified language services fused with GCMS, its on-demand technology solution. GCMS is a Web-based platform that centrally manages and streamlines the entire content creation and translation workflow processes

ARTICLES

Project Management: Plan for Success

By Paula Lewis, freelance editor

(This article originally appeared in the STC - Twin Cities Community Newsletter, November-December 2006)

A team of writers has been assigned to write a new guide. In addition to writing several chapters, you are responsible for leading the team and pulling the chapters together into one cohesive guide. The task is daunting and you are already feeling slightly overwhelmed.

The success of the project is dependent on many people, but as the focal point, you may feel like the Lone Ranger. So, how do you plan for success?

Communication is the key. Take advantage of frequent "mini meetings" (instead of sporadic longer meetings) and use group e-mails to keep the team on course and in synch.



First, emphasize the importance of the team communicating with the team — everyone should hear the same

instructions, changes in deadlines, product issues, etc. Schedule regular short meetings to discuss the

progress, stumbling blocks, and any help that one team member needs or can give to another member. The time spent clarifying issues and getting answers pays off dramatically.

To set the stage for success:

- Clearly define the audience, the goals, and the objectives of the guide, and then determine the content of each chapter.
- Consider assigning tasks not just by chapter, but by content. Some writers excel at writing steps and procedures while others can fluently write the overview (the "big picture") or objectives for each chapter.
- Determine what resources and subject matter experts are available. In some cases, the SME (subject matter expert) may be a member of your team.
- Set specific deadlines for SME and/or peer reviews. A missed deadline (especially without notice to the team) can create a domino affect.
- Verify all team members are using the same products and versions for the desktop publishing and screen captures (this includes any writing done off site).
- If a "house style" is not already in place, create and document standards that:

— Determine the look and feel of graphics and text. Indicate fonts, point sizes, headings and numbering conventions, etc. Provide examples if at all possible and document the information.

— Clarify which software will be used to create screen captures and any specs (size, color, borders, and callouts) that need to be followed to ensure a cohesive look.

— Establish a list of standards regarding usage, word choices, and capitalization. For example, determine if you will use [click www.sitename](http://www.sitename) or visit www.sitename or click the www.sitename link. Are these hot links or a reference to a link?


— Make a list of abbreviations (MB, Mb, or mb; U.S. or US); specify when numbers under 10 are spelled out and when they are not (in any units of measurement you may prefer to use the number — 55 meters and 7 liters instead of 55 meters and seven liters); determine if both the metric and the non-metric units will be provided, and if so, which is given first.

— Provide proper usage of product names including when ® and ™ need to be present.

— Determine if reference to a specific chapter or section is to be in italics and how the reference is worded. (Will you use: “Refer to Chapter 2: Software Installation for more information” or “Chapter 2: Software Installation provides more information”?)


- If the guide will include an index, is there a team member who is conversant with the process and can teach team members who have not created indexes?
- If step-by-step instructions are provided, it is imperative that a team member goes through the entire guide in order to verify the steps will give the expected results.
- If the team does not include an editor and proofreader (a spell checker is not enough!), ask the team members to trade chapters for this task. Often, the writer who is least familiar with a chapter can make the best editor. If the information is not clear to them, most likely it will not be clear to the intended audience either.

A little work up front and ongoing communication

among all team members results in a consistent style and less rework — enabling your team to meet the deadline. 

Version 8.0 of Adobe Reader Available

Adobe Reader 8.0 is available for free download from www.adobe.com.

The program allows you to more securely view, print, search, sign, and collaborate on PDF documents. 

Web Site Contains Helpful Tips and Tricks

The Knopf Online Web site contains some tips and tricks for working with WebWorks Publisher.

It also contains instructions for using field codes to resolve Microsoft Word's autonumbering issue.

For more information, go to <http://www.knopf.com/tips/>.



ABCM Plug-in Aids Structured FrameMaker

If you rely on conditional FrameMaker text, a product called ABCM may make its use easier. If you're not using structured FrameMaker yet, ABCM may give you a reason to start.


ABCM is a comprehensive conditional text replacement tool for structured FrameMaker. It allows you to use structural attributes to indicate and manage your conditions, instead of traditional conditional text tags. This methodology, along with the advanced features of the plug-in, provides the following advantages:

- Simplified management of multiple, overlapping conditions
- Whole file conditionalization within a book
- Detailed coloring of single and overlapping conditions that you specify, thus eliminating the automatic assignment of magenta-colored text
- Natural preservation of conditions through XML and SGML roundtripping, including support for tokenized strings of values
- Storage of an unlimited amount of non-publishable material (such as authoring comments and draft content) in your source files, with a guarantee that it will always be removed before publishing
- Convenience of element boundaries to delimit conditions, rather than error-prone condition tags
- Simplified show/hide process, using "schemes" to program and run the filtering logic (no more Show/Hide box confusion)

ABCM is distributed as fully-functional freeware. It includes a comprehensive


user guide and a tutorial to get you started.

As an added benefit, the major functionality of ABCM is exposed through the FrameMaker API, making automation available through other API clients or third-party scripting tools. See the User Guide for more information.

The plug-in is free for download at http://www.weststreetconsulting.com/WSC_ABCM.htmhttp://www.weststreetconsulting.com/WSC_ABCM.htm. 

Chicago Manual of Style Online

The Chicago Style Q&A will remain a free resource on the Web site of *The Chicago Manual of Style Online* (<http://www.chicagomanualofstyle.org/home.html>).


The Q&A content is fully searchable, with results returned from both the style manual and the Q&A sites. 

Podcast for Technical Writers

Tech Writer Voices (www.techwritervoices.com) is a podcast specifically for technical writers. Topics include single sourcing, content management, indexing, DITA, and other information relevant to technical writers.

After downloading the podcasts, you can transfer them to your MP3 player and listen while you drive to work or exercise at the gym. Be

sure to subscribe to the podcast via e-mail or RSS to stay updated as new podcasts are added to the site.

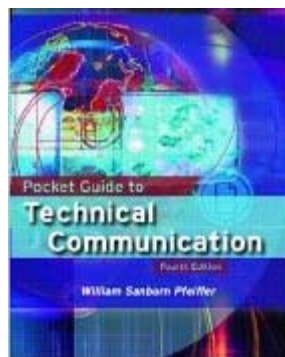
For questions or comments, send an e-mail to tom@techwritervoices.com. 

Book Review

Pocket Guide to Technical Communication

Reviewed by [Denise Kadilak](#)

In the fourth edition of William Sanborn Pfeiffer's *Pocket Guide to Technical Communication*, the goal he established in the first three editions remains the same: solving common documentation issues faced in a generalized work environment. To this end, Pfeiffer's book is successful. Arranged around four subject-specific chapters, the *Pocket Guide to Technical Communication* addresses



the writing process, document structure and formats, graphics, and oral presentations. It also includes a miniature writing handbook in the appendix. However, incorporating so much information in a small

book means topics are addressed broadly, and anyone interested in the minutiae of technical communication, such as usability, industry trends, or authoring tools, may find the book less satisfying.

The first chapter addresses the writing process. In it, Pfeiffer offers short explanations for each of his nine steps and includes examples for each. He also includes instructions for citing borrowed information and editing. A small section at the end of the chapter briefly addresses writing in groups, a common issue for user-guide authors. Although Pfeiffer includes a number of suggestions — set clear goals, set clear ground rules, agree on a revision process — he covers the group writing subject in broad strokes and does little beyond restate the obvious.

In Chapter 2, Pfeiffer covers the basics of document organization, format, and design. The chapter succinctly addresses the various challenges of documentation architecture — understanding your readers, designating headings, structuring the document — and on a general level he succeeds; however, referencing other guides which address this issue on a more specific level would be a helpful addition.

Chapter 3 boasts nearly 70 pages of sample documents, ranging from e-mail messages to feasibility studies, office memos to job letters and résumés. Each

sample also includes a document outline and helpful hints. In previous editions, Pfeiffer included this information in an appendix. In the fourth edition, the information moves into a chapter proper "to emphasize the importance of models for writing" (v). The samples, however, disrupt the book's flow when placed in the middle of the text and worked better as an appendix. In addition, the information is obviously designed as a reference tool and easier to access from the back of the book.


The fourth and final chapter addresses the use of graphics in documentation and the preparation of oral presentations, an odd marriage of topics and not an entirely successful one. Pfeiffer adequately addresses the graphics topic, explaining the types of graphics normally incorporated in documentation, the reasons to use graphics, and basic guidelines to consider before applying graphics. Not as successful, the second half of the chapter includes some general guidelines for preparing and delivering speeches. The advice is tired, including nothing more insightful than "practice before a mirror" (132).

The last section of the book is perhaps the most helpful: An alphabetized miniature writing handbook, addressing some of the most common writing issues, such as rules governing comma usage, paragraph guidelines, quotation-mark usage, and general sentence structure.

Although not as comprehensive as Sheridan Baker's *The Practical Stylist* or William Strunk Jr. and E.B. White's *The Elements of Style*, Pfeiffer has compiled a user-friendly list of the most common style/grammar issues encountered by writers and located it conveniently in the back of his book.

Those happy with Pfeiffer's previous incarnations of *Pocket Guide to Technical Communication* will be just as happy with the fourth edition. Unfortunately, not much distinguishes it from the previous versions. Beyond rearranging the existing information and changing the book's title, the only new features Pfeiffer includes are not part of the book. Fourth-edition customers gain access to a downloadable Instructor's Manual and companion Web site, either of which may make the upgrade worthwhile, but access to the new material was not provided for this review.

Book information: *Pocket Guide to Technical Communication*, Fourth Edition. Author: William Sanborn Pfeiffer. 2007. Upper Saddle River, NJ: Pearson Prentice Hall. [ISBN 0-13-172105-4. 238 pages, including index. \$26.60 USD (soft cover).]

Previously published in *Technical Communication* 53(4): 473–474. 

Employment Opportunities

Occasionally, this newsletter will highlight management-level job positions. Other resources include the following.


STC Career Center

You can visit the STC Technical Communication Career Center at <http://jobs.stc.org> for employment opportunities in your geographic area. 

SIG Employment Postings

The Management SIG's discussion listserv occasionally includes job postings. To locate these postings, join the listserv by visiting <http://www.stcsig.org/mgt/HotTopics.htm>. 


Educational News

Tell us about a great degree or certificate program, a non-STC-related seminar that you've attended, or other educationally-related events that may appeal to technical communicators. 

Letters to the Editor

We always welcome letters to the [editor](#).

Also, if you're interested in writing an article, a series of articles, or a book review, please contact the editor.

Thanks for your feedback! 



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Publication Policy

We encourage letters, articles, book reviews, and other items for publication. Articles can include up to 1,000 words. Picture formats: JPGs or GIFs; Text format: Word, RTF, or ASCII. Address correspondence to Jan Lowry at jllowry@aol.com.

Advertising Policy

We encourage advertising as long as it follows the STC guidelines and promotes services to the Management SIG members. Ad sizes and rates are:

Half page (7.5x4.5): \$75 (1 issue); \$225 (4 issues)

Business Card (3.5x2): \$25 (1 issue); \$100 (4 issues)

Electronic copy only in .TIF, .GIF, or .PNG format. Send ads to Jan Lowry at jllowry@aol.com. Checks should be made payable to *Society for Technical Communication* and sent to Jan Lowry, 2115 Springfield Center Road, Akron, OH, 44312.

Copyright Statement

This newsletter invites writers to submit articles that they wish to be considered for publication. Note: By submitting an article, you implicitly grant a license to this newsletter to run the article or post it online, and for other STC publications to reprint it without permission. Copyright is held by the writer. In your cover letter, please let the editor know if this article has run elsewhere, and if it has been submitted for consideration to other publications.

SIG Web Site: www.stcsig.org/mgt

SIG News: www.stcsig.org/mgt/newsletter.htm

SIG E-mail List: Open to all STC members. Join by visiting www.stcsig.org/mgt/mdomo.htm

SIG Mission Statement

To facilitate exchange of information and accumulated expertise related to the challenges and trends faced by technical communication management professionals; to support members who manage communication projects, people, and/or departments; to provide resources for member interaction including forums and networking opportunities; to mentor and support new or aspiring technical communication managers or those interested in acquiring and applying management skills to their work.

Reprints

Reprints from the newsletter are allowed if permission is obtained from the original author, credit is given to the author and the newsletter, and a copy of the reprint is sent to the newsletter editor.

Postmaster

Send address changes to Society for Technical Communication, 901 N. Stuart Street, Suite 904, Arlington, Virginia, USA, 22203-1822 or online at www.stc.org/formAddressChange.asp.

Events Calendar

STC Telephone Seminars Time 1 pm-2:20 pm EST Cost \$99

February 21, 2007
Working in Global Teams
Presenter: Makarand Pandit
Level: All

March 14, 2007
*Everything You Wanted to Know
About Content Management But
Were Afraid to Ask*
Presenter: Rahel Bailie
Level: Beginner

March 28, 2007
Visible: The New Valuable
Presenters: Austin Skaggs and
Christine Granger
Level: Intermediate

April 11, 2007
**Creating Interactive CBTS with
Captivate in Half the Time**
Presenter: Kevin Siegel
Level: All

May 2, 2007

*Choosing the Right Usability
Technique*
Presenter: Whitney Quesenbery
Level: Intermediate

STC and Non-STC Events

February 05, 2007
DITA West 2007 Conference
San Jose, CA USA
<http://www.travelthepath.com/dita2007/schedule.shtml>

March, 2007
How to Supervise People
Various Locations
www.pryor.com

March 16-17, 2007
STC-Philadelphia Metro Chapter
Annual Workshop and Conference
Valley Forge, Pennsylvania
http://www.stcpgh.org/events/STC-PMC_Conference.html

March 25-28, 2007
WritersUA Conference
Long Beach, California
www.writersua.com

April 13, 2007
CM Pros Spring 2007 Summit
San Francisco, California

<http://www.cmprofessionals.org/events/summits/cm-pros-spring-2007-summit>

April 18-21, 2007
8th Annual DocTrain Conference
British Columbia, Canada
<http://www.doctrain.com/>

May 13-16, 2007
STC's 54th Annual Conference
Minneapolis, Minnesota
<http://www.stc.org/54thConf/>

June 3-6, 2007
*ASTD International Conference &
Exposition*
Atlanta, Georgia
<http://astd2007.astd.org/>

October 04, 2007
DITA East 2007 Conference
Raleigh, North Carolina
<http://www.travelthepath.com/dita2007/ditalocationeast.shtml>

October 12, 2007
STC Region 4 Conference
Cleveland, Ohio
<http://www.neostc.org/conf/>

October 22, 2007
FrameMaker 2007 Chautauqua
Raleigh, North Carolina
<http://www.travelthepath.com/conf/chautindex.html>