

## From the President

## Chapter at risk?

### Visnja Beg

*Visnja works as the Documentation Manager for the XDE Automations IPT of Rational Software Corporation in Kanata. She is the chapter's President.*

**W**ell, it is hard to believe, but the year is almost over for our chapter Executive. The election of the new Executive and Administrative Council will be held at our May program meeting.

As with almost every year that I have been part of the executive, this year was very rewarding, but also sometimes challenging. I suppose I have felt it more so this year because I have spent it at the helm of the chapter.

I must say that I am very proud of the work of all the Executive members this year. We had many new faces and this meant it was a year of learning for many. We also had quite a few seasoned veterans who were instrumental in ensuring that guidance was given and things ran smoothly. I won't name everyone here since they are named elsewhere in this newsletter, but I just wanted to say a very heartfelt "Thank you" to everyone for putting up with me this year.

### Critical positions unfilled

All elected positions on the Administrative Council must be filled, including President, Vice-President, Treasurer, and Secretary. These positions are critical, and if no one can be found to take them on, the chapter is at risk.

The Administrative Council, which also includes the Past President, has many duties. It must formulate and define chapter objectives. It also identifies some of the specific projects and programs by which these objectives can be met and assigns these to appropriate individuals or committees for implementation, refinement, or enhancement.

Other positions on the executive are also vacant, as well as positions on various committees and working groups.

Now is the time for you to ask yourself if you are up to the challenge of getting involved in your STC chapter. We need many people to make our programs and initiatives work, and the skills you have could be very useful. The chapter depends on you, as our members, and your involvement, for its continued success.

There is a nomination form available on our web site, along with a description of the responsibilities of the various positions. You can nominate either yourself, or someone else for an executive or council position. You can also contact Paul Ondovcik, our nominating committee chairperson, to "toss your hat into the ring". He can be reached at paul.ondovcik@sympatico.ca, or 831-6122.

### Insurance for members

An undertaking that has been a few months in the making now is the investigation and negotiation of a group insurance plan for our STC members in Eastern Ontario, and eventually the rest of Canada.

This initiative was sparked by the panel discussion held during our November meeting, and the inquiries at that time about an insurance plan for Canadian members of the STC, similar to what our counterparts in the United States have available to them.

You can find more information on the plan prepared by G.R. Baird Financial Services Inc. on page 8 of Stimulus. As well, a representative of the company will be on hand at our May program meeting to provide more details on the plan, to answer any questions you may have, and to provide literature.

Once again, thank you to all of you for a very memorable and exciting year. 🐾

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## Successfully developing online content

### Matt Rockall

*Matt is the Student Representative from the Algonquin College Technical Writing Program on the Chapter Executive.*

Two Ottawa writers provided much food for thought and lively discussion at the STCEO's February event at Dow's Lake Pavilion. Our two speakers discussed their new book, *Developing Online Content*, giving presentations on two key chapters.

First, Claire Harrison provided insight from chapter seven, leading a lively discussion of the evolution of usability in online content, that looked at the design of Web sites and the contents of their different types of pages. Much ground was covered, including issues ranging from the form and function of different Web pages to a broader debate about the compatibility of different online formats, where the rise and fall of PDF's was hotly debated.

After the break, Irene Hammerich, a seasoned public speaker, covered material from chapter 10 of the book, "The Business of the Web". This discussion was particularly valuable in

the context of the current economic downturn as it provided valuable hints and tips for contract writers seeking to enhance their businesses success.

The subject matter of the talk could be divided into three categories; getting started, project assessment and, business savvy. Marketing and self-promotion is difficult for some, but simple strategies were offered, complete with examples of different portfolio formats. For example, when starting a project, you can potentially avoid costly mistakes, such as underestimation of time or cost. Along this line, if time is spent in e-mail or telephone exchanges, be sure to account for that cost when determining the fee.

In all, it was a very successful evening with a good turn out, and our thanks go to Irene and Claire. Some copies of *Developing Online Content* may still be available through the Chapter. ☺

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## Stimulus

*Stimulus* is the newsletter of the STC Eastern Ontario Chapter and is published six times per year. It is distributed free to chapter members, libraries, other STC chapters and interested organizations.

### Reprint Policy

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### Submissions

*Stimulus* welcomes submissions on topics relevant to technical communicators in the Eastern Ontario area. We reserve the right to edit articles for length, clarity, and suitability.

Please e-mail articles and advertising copy to [stimulus@stceo.org](mailto:stimulus@stceo.org) or mail to the address below. Articles and media will not be returned unless accompanied by a self-addressed stamped envelope. Most major electronic formats are supported for both Mac and PC.

### Submission Deadlines

All materials are due on the 15th of the month prior to publication.

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# Project management

**Chris Hallgren**

*Chris is the Editor of this edition of Stimulus.*

A panel consisting of Dent Tillotson and Chris Hallgren at the January 24 STCEO meeting at the Nepean Sailing Club tackled this gigantic subject. The following notes summarize some of the conclusions reached by the panel and members of the audience.

Project management deals primarily with professional relationships, with subject matter experts, development planners, marketing people, trainers and other team members who help you achieve the project goals. You need to respect the time of others and be a team player, appreciating and recognizing the contributions of others who help you.

Early in a project cycle, one is overwhelmed, especially if this is a new project. As a documentation person, you need to break down the information into manageable chunks, and assemble the whole picture, as you understand each chunk.

Management needs to understand this lead-time as a part of good planning. Months or years of development on a product or service cannot be written about, without some understanding and research on the part of the writer.

Information product design comes from good audience analysis and task analysis, and presents some of the greatest challenges of project management. If possible, you should meet the real customers and view their world. Also, one needs to know what customers have been promised by sales and marketing. You need to involve your team members' estimates, if relevant. You also need to work in parallel with the people who are developing the subject of your documentation. Their release date is

your release date, the end date of your project plan. Also, Beta tests or other exposure times might dictate when the documentation should be available.

Keep the plan simple, and do not micro manage. People can never be allocated to 100% availability. You have to block off all vacations and weekends, and set an allocation percentage that accounts for meetings, sick days and breaks. A personnel commitment of 80% is usually the best you can do.

You must clearly list assumptions and dependencies that make the plan possible to key people in your organization. Management needs to understand that if these resources or requirements change, the plan dates are no longer valid, and must be revised, or the priorities changed.

There are no shortcuts. One has to get signatures and approvals at every stage of a project to provide an audit trail. One should also conduct formal documentation reviews with specific deadlines and target focus areas for each reviewer. Subject matter experts need to understand that if they let the deadline pass, they have to sign, indicating that they approve the document without changes.

Every project, no matter how short, has to include design approval, outline or TOC approval, and one major draft review with signed review sheets. The second or final draft review can focus on approving the changes based on original comments, and technical accuracy. Documentation has to be tested and verified with the product tests. Usability tests are very helpful while developing drafts, in order to tailor information to the users, and reveal problems in either the user interface or the documentation. 🐘

## On web site usability

Jackie Connors

Dr. Richard F. Dillon was the guest speaker at the STC Eastern Ontario Chapter Competition Awards Night held on March 5 at the Centurion Centre in Ottawa. Dr. Dillon works for Computer User Research and Evaluation (CURE) for the Department of Psychology at Carleton University. The following summarizes his presentation.

Who is needed to design and develop web sites?

- Content providers?
- Graphic artists?
- Writers?
- Usability designers?
- Database designers?
- Programmers?
- Marketing Specialists?

In fact, Dr. Dillon argued, all these skills and abilities are required. He emphasized that a team, not an individual is required, and everyone needs to have a knowledge of the content, in order to do their work. The following skills are also required along with the expertise listed above. If any of these skills are missing from the design and development, or overemphasized, your site will fail.

- Graphic skills
- Writing skills
- Usability skills
- Programming
- Marketing

There are inevitable conflicts and clashes between these professions and skills, and a website is the result of these dynamics. This situation represents a throwback to user interface (UI) problems that were around 20 years ago. In the early days of the Internet, professionals worried about response times, and broad versus deep hierarchies for web sites, just as we are doing now. This includes how to organize the web site design, regarding the purpose and functionality on a web site.

Dr. Dillon asked rhetorically "how many of the 300 million plus and growing websites do you think were designed with usability input?" He made the following business points:

- People patronize Web sites where they can achieve goals with success. If they fail, they leave.
- E-commerce requires repeat customers. This involves a clear brand identity and attractive appearances. If the site is unusable will these items communicate well to the user?
- Everyone can browse, but is browsing the best way to get where you want to go? Browsing can't handle desktop-type interaction, as it is a method of finding, not doing. It is passive, rather than interactive.

In short, this was a lively discussion of the issues and challenges involved with people who want to use web sites for successfully achieving business and personal goals. 🐾

# Major award winners of the STCEO 2002 competitions

Submitter	Contributors	Company	Entry Title	Award
Lesley Kane	Lesley Kane, Veronica Farmer	Tundra Semiconductor Corporation	Tundra Annual Report	Distinguished & Best of Show
Marianne Dietrich	SDN Technical Documentation	Alcatel, Canada	Alcatel 7470 Multiservice Platform Release 4.3 General Information	Distinguished
Geraldine Cusiak	Geraldine Cusiak John Davy	Performance Technologies, Inc.	Microlegend 4000 series Signalling Gateway Node Configuration Guide: Menu Interface	Distinguished
Mario l'Ecuyer	Jean Luc Denat Andre Rozon	Iridium, a design agency	Mitel "Change" 99 Annual Report	Excellence
Neal Collie	Neal Collie Martha Ralph	CogniMax eLearning Solutions	COGNIMAX	Excellence
Jim Pederson	Jim Pederson Barbara Jordan Scott McClare	DY4 Systems	SVME/DMV-179 Technical Documentation	Excellence

**Best of Show winners Veronica Farmer and Lesley Kane**



**Algonquin scholarship winners Victoria Stook and Claire Bernard**

## Word origins

*Reprinted from the March 2002 edition of The Quill, the newsletter of the STC Southwestern Ontario Chapter.*

### Assassin

n. Murderer, generally somewhat professional; esp. one who murders a prominent figure.

During the time of the Crusades the members of a certain secret Muslim sect engaged people to terrorise their Christian enemies by performing murders as a religious duty. These acts were carried out under the influence of hashish, and so the killers became known as hashshashin, meaning eaters or smokers of hashish. Hashshashin evolved into the word assassin.

### Avocado (Avocado Pear)

n. Pear-shaped fruit with dark green, leathery skin, a large stony seed, and greenish-yellow edible pulp. Also the topical American tree on which this fruit grows.

Originally the Aztecs called this fruit ahucatl after their word for testicle. This is may be partly due to the fruit's resemblance to a testicle, but also because it was supposedly believed to be an aphrodisiac. To the Spaniards ahucatl sounded like avocado (=advocate, Spanish), and so the fruit came to Europe, via Spain, under that name. Avocado pears are also sometimes called Alligator pears. The etymology of this is far more obvious; the skin of these fruits is dark green, thick, leathery, and knobby, rather like that of an alligator.

### Hazard

n. Danger; vb. To risk or expose to danger.

This term evolved from the Arabic al zahr, which means the dice. In Western Europe the term came to be associated with a number of games using dice, which were learned during the Crusades whilst in the Holy Land. The term eventually took on the connotation.

### Malaria

n. Infectious disease characterised by chills and fever and caused by the bite of an infected anopheles

mosquito.

This word comes from the mediaeval Italian mal (=bad) and aria (=air), describing the miasma from the swamps around Rome. This 'bad air' was believed to be the cause of the fever that often developed in those who spent time around the swamps. The illness, now known as malaria, was due to certain protozoans present in the mosquitos that bred around these swamps, and which caused recurring feverish symptoms in those they bit.

### Pedigree

n. A line of ancestors; descent; lineage; genealogy; a register or record of a line of ancestors.

Believed to be derived from the French ped de gru, which meant crane's foot (the modern French equivalent is pied de la grue). The crane's foot is said to resemble the /|\ symbol on genealogical trees. It has also been suggested that it comes from par degrés, the French for by degrees. A pedigree chart records the relationship of families by degrees.

### Phony (or Phoney)

adj. Something that is not genuine; a fake or imitation.

British thieves and swindlers of old used many secret codewords. One such word was fawney, which referred to a gilt ring. They would sell these, saying that they were made of real gold. But the rings were not genuine gold, and the word phony-from fawney-came to be used for anything that is fake. 🐾

# Technical Writer program at Algonquin College

**Jackie Connors**

The Technical Writer program at Algonquin College offers those with well-developed writing skills and abilities in organization and analysis to sharpen their skills and improve their abilities for the field of technical documentation.

Because the program emphasizes writing and communication, coupled with the introduction of technology, technical writers find work in many industries, such as high-tech, government, insurance, and the medical field.

## Programs offered

Algonquin College offers both a diploma program and a certificate program.

### Diploma program

The diploma program is a 10-month program, running from September to June, which includes 8 months of schooling and a 2-month cooperative placement. This is a full-time program geared towards those just entering the field of Technical Writing. The students take writing/communication courses, introductory technical courses (such as computer and networking), and authoring tools courses. For a complete breakdown of the courses and their descriptions, please visit: [www.algonquincollege.com/technicalwriter](http://www.algonquincollege.com/technicalwriter).

### Certificate program

The certificate program is a part-time program offered to those already working in Technical Communications. This program emphasizes the need to improve writing abilities to create useful technical documentation.

For a complete list of courses offered in the certificate program, please visit [www.algonquincollege.com/technicalwriter](http://www.algonquincollege.com/technicalwriter) and click on Continuing Education.

Note: Students need not be enrolled in the certificate program to take any of these courses.

## Cooperative placements

In the final 2 months of the full time Technical Writing program, students get to experience life as a Technical Writer in the "real" world. In the past, students obtained their own placements, and have worked at companies like CrossKeys, Eftia, Tellabs, BitHeads, and National Research Council (NRC).

Currently, the students work for organizations that do not have regular services of technical writers, such as non-profit organizations and the college itself. Per Dave Matheson, coordinator of the Technical Writer program: "Doing projects for non-profit organizations and the college allows students to take a documentation project from its conception through to the deliverable. This year, the students are working on a large-scale help documentation project for Algonquin College's Blackboard E-Learning system."

## Placement success

The success of finding jobs after graduation has generally been excellent - over 95% with an average starting salary of \$48,062 (Employment Stats 1999-2000). This year, job placement may be a little more difficult due to the fall of the majority of high-tech companies. Note: But from my personal experience, the market is on an upswing.

Special thanks to Dave Matheson and Matt Rockall, student representative, for their help. 🙏

# New Canadian insurance plan for STC members

Administered by G. R. Baird Financial Group, Inc.

Watch future newsletters, attend the May STCEO program meeting for more information, or contact:

G.R. Baird Financial Services Inc. at (613) 792-3385 (ext.121) or 1-800-723-6735 (ext. 121) or [gbaird@rgpafin.com](mailto:gbaird@rgpafin.com).

The executive of the STC Eastern Ontario chapter approached G.R. Baird Financial Group Inc. to conduct and structure, on their behalf, an industry-leading group insurance package. This package incorporates the most advantageous features available in the marketplace and is offered solely to Canadian members of the Society for Technical Communication. G.R. Baird Financial Group Inc. will be the liaison between STC members and their families, and these benefits.

G.R. Baird Financial Group Inc. is a solely independent incorporated company focusing on the development and maintenance of quality relationships with individuals and businesses.

STC members can choose from any one of the following benefits, or a combination of benefits to suit their needs. Included are examples of premium rates.

Rates quoted are based on monthly premiums and non-smoker status.

## Life insurance

Coverages of up to \$250,000. with no medical requirements (higher coverages available) combined with competitive industry premiums.

10 Year renewable & convertible term program; \$250,000.

	Age 30	Age 35	Age 40
male	\$21.00	\$23.00	\$30.00
female	\$16.00	\$20.00	\$24.00

## Disability insurance

A guaranteed 15% reduction on disability premiums offered to all members. This program will consist of a guaranteed level benefit based on 65% of the individual's taxable income and a guaranteed premium.

Professional series: 60-day waiting period for benefits; \$1,000 monthly benefit; payable to age 65.

	Age 30	Age 35	Age 40
male	\$30.00	\$36.00	\$45.00
female	\$45.00	\$53.00	\$60.00

## Dental & health

Eight levels of coverage are offered ranging from a Base health and dental program to a more Comprehensive Gold program. A summary of the features of these two programs is listed below. Six other plans are available to suit the needs of most individuals or families.

### Base dental and health

Age	30-34	45-54
single	\$37.50	\$44.70
family (two adults)	\$63.60	\$164.40

The features of the base plan are the following:

- Drug: 70% of \$350
- Dental: 70%, 9-month recall
- Generic drugs covered
- \$100/2 yrs vision care
- No hospital benefits
- No travel coverage
- Plan offers survivor benefits

### Gold dental and health

Age	30-34	45-54
single	\$89.40	\$116.60
family	\$84.40	\$206.80

The features of gold plan are the following:

- Drug: 80% of \$500
- Dental: 80%, 6-month recall, beyond year 3, 60% of crowns, dentures & orthodontics covered
- Brand name drugs covered; 80% of

first \$500 covered, 100% of next \$4,000

- \$250/2yrs, \$30/visit optometrist
- 100% hospital benefit
- 100% out of country coverage

### Long term care

A unique plan designed to cover the costs of health and personal care services resulting from the policyholder's inability to care for themselves. Long-term care will provide the daily income benefit while at home or in a long-term care facility.

Long term coverage (male or female).

Features of facility care include the following for a 40 year old male or female:

- 90-day waiting period
- Payable for life
- \$100/day benefit

- \$35.90/month

Features of home care include the following for a 40 year old male or female:

- 90-day waiting period
- Payable for life
- \$100/day benefit
- \$17.75/month

### Critical illness

A guaranteed 15% reduction on Critical Illness premiums offered to all members. Critical Illness programs will pay out a tax-free lump sum of capital upon the onset of a serious illness.

10 Year renewable term program; \$50,000.

	Age 30	Age 35	Age 40
male	\$19.00	\$22.00	\$30.00
female	\$20.50	\$24.50	\$32.00

If you or your spouse were to develop a serious illness, could you afford the best care right away? To make sure, you may want to consider critical illness (CI) insurance. Delays in treatment or lack of access to the best care can affect your family's quality of life - and jeopardize your financial future. CI insurance offers a solution.

A CI policy provides a lump-sum benefit to cover extraordinary expenses that arise when a person becomes seriously ill. Most policies cover several specific major illnesses, including cancer and heart disease. There are no restrictions on how CI proceeds are used. For example, if the treatment you need is not readily available at home, you might want to use the funds to get treatment in the United States.

Out-of-country medical treatment is probably the most common use for CI proceeds, but there are others, including:

- Home care. If your spouse is doing triple duty caring for you, raising children, and earning income, he or she might need help with cleaning, cooking, and other household tasks. If your spouse must take time off work, you'll need to replace that lost income.
- Professional assistance. The services of professional caregivers, such as private registered nurses, health care aides, and physiotherapists, could speed recovery.
- Drugs. The money could cover prescription drugs, medical equipment, or transportation to treatment facilities.
- Home renovations. You might need to make alterations to your home to accommodate your illness.

CI insurance is a valuable adjunct to disability coverage, which replaces only a portion of your income and may not be enough to cover extra expenses. A CI policy can provide protection for a spouse with no income or disability coverage. Professional advice can help you and your spouse choose appropriate critical illness coverage as part of a comprehensive protection program.

## Get the best care for a serious illness

## Infoneering: Beauty and the Beast

Bruce A. Sesnovich

Reprinted from *STC Boston*  
Chapter **Broadside** December  
2001

As someone who has been working as a writer in the high-technology field for better than a dozen years now, I have been watching with interest and enthusiasm the slow convergence of the disciplines of writing, interface design, and engineering. In the design of integrated help systems particularly, the traditional boundaries for developing content, interfaces, and features have blurred—resulting in a collaborative enterprise that I refer to as infoneering.

This convergence is no longer newsworthy. Driven by the growth of the Internet, the trend has been long afoot and well observed. Don Norman remarked upon it in his 1992 book *Turn Signals are the Facial Expressions of Automobiles*, which contains a lucid section titled "Writing is Design, Design is Writing."

For years now, I have been working with programmers, quality assurance professionals, graphic designers, and usability experts. As a team, we develop access methods, information types, presentation formats, and whizzy new features, while also taking the occasional moment to grapple with English syntax and determine the most felicitous way to phrase a potentially befuddling error message.

I have been fortunate to be a member of some good teams in which there was a lot of give and take in the design process. We respected but were not cowed by one another's expertise. We felt at liberty to express our amateur opinions, however harebrained, because we felt that they might ultimately lead to something useful—as they often did. Together, we designed and delivered systems in which the help was so well integrated that the user could receive vital contextual information without being explicitly aware of using a help system.

I discovered that teams of people who maintain their creative edge tend to generate many silly ideas. Members of such teams are not afraid to be wrong. While they are confident in

their own abilities, they are never unduly certain in their opinions. They keep their minds open and ensure that every member's voice is heard.

For instance, even though I was recognized as the "wordsmith" of the design team, I never assumed that my first attempt at phrasing a bit of interface text would be superior to what someone else might devise.

Conversely, because of my longstanding interest in human-computer interaction, I often had excellent insights about ways to improve the usability of a product. These insights would not be ignored by others simply because I lacked the requisite specialized degree or because someone else was the recognized "expert" in these matters.

Unfortunately, the exceptional congeniality of those teams made me slow to perceive the potential dangers of working in a space with widely overlapping charters. It is all too easy for those who enter collaborations with egos rampant to wind up in internecine turf wars, drawing lines in the sand around what constitutes an "implementation issue," a "content issue," or a "usability issue."

Drawing such lines as a means of delineating charters is not a desirable outcome. While it may avoid some unpleasant battles, it only does so by "pulling rank" and precluding the kind of productive give and take that is the hallmark of successful teams.

Further, the attempt to enforce charters ignores the basic reality that scroll off the page, where no one sees them. It does not matter how ingenious or elegant the code is, if no one can figure out what the product does. And it does not matter how clean the interface is, if it cannot help people do useful things.

The beast of infoneering, beyond the difficulty of distinguishing where responsibilities begin and end, lies in

*see **Infoneering** on page 11...*

# Usability: A Misnomer?

Jane Aronovitch

Reprinted from *STC Toronto*  
Chapter **Communication Times**,  
May 2000.

According to Deb Maskens and Patrick Hoffman of Quarry Integrated Communications, the term usability is passe. And, so is how we are “doing” it.

As usability testing has gone through an evolution—from testing the product after it’s finished, to evaluating some product components before release, to getting involved in design and development—so, too has the term and concept of usability testing.

At least it has for the folks at Quarry. They’ve changed their focus from traditional usability testing to an assessment of the customer’s “brand experience”.

Brand is a promise to deliver, to fulfill expectations based upon experience. Customers interact with brand at every point of contact with a product—word of mouth, advertising, marketing communications (more strategic than advertising), packaging design, news clips, for example.

“Unless companies create the right brand experience they don’t have a good product”, say Quarry’s dynamic duo. And if the product isn’t good, it won’t last. That’s why the Quarry team feels it’s important to take a more holistic approach. They do this by looking at a total brand experience.

The Web and e-economy are major

contributing factors to this shift in thinking about usability—because they have changed the nature of the brand experience. Indeed, the Web is synonymous with brand experience these days, because all the contact is in one place, and one time.

“If customers don’t like what they see, they just move on. The competition’s just a click away,” Patrick points out. “So, we created an interactive design process called Design Builder to make sure we build the right product and brand experience,” adds Deb.

The process consists of four stages: Survey—to create a snapshot of the current landscape, Architecture—to create a list of functional building blocks, Engineering—to put together a blueprint, and Craftsmanship—to assemble the product. typically a web site, in Quarry’s case.

The main point of the exercise is to think of “customers” and “brand experience” instead of “users” and “usability”.

The main goal is to increase customer satisfaction—and ultimately, profitability— by determining who to target in the customer spectrum. So far, according to Deb and Patrick, it’s been successful. 🐾

## Infoneering

(continued from page 10)

adapting to new tools and processes. Our documentation team now checks our help files into the same workspace that the engineers use for their source code. This means that we writers must deal with the joys of source management utilities and face the same release engineering restrictions and code freeze deadlines as do the programmers.

Writers who find themselves doing infoneering for a living also have a harder job keeping up with the latest technologies in multiple fields. It is no longer only the feature sets of desktop publishing or help authoring tools that affect us. We need to be aware of the

possibilities that are afforded by JavaScript, XML, databases, and scalable vector graphics.

We also need to be mindful of the constraints that are imposed by new technology. For instance, our help text could one day be downloaded and displayed on somebody’s Web-enabled palmtop.

Though the U.S. economy may have hit a recent bump in the road, the Internet is not disappearing. Look for increasing convergence in the development and design of Web-enabled products and a concomitant need for writers with multidisciplinary focus. 🐾

## executive

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## Letter from the editors

Stimulus, the newsletter of the STC Eastern Ontario Chapter, has appeared infrequently in the past year, but the current editorial staff plans to issue it every two months. The planned months are: April, June, August, October, December, February.

We welcome suggestions from the members, as this newsletter is designed to serve you, and not its editors. A typical edition will contain:

- summaries of talks at regular meetings
- information about educational programs
- letters from the president and the editor
- information on conferences and special STC events
- research and proposals of interest to the members
- contributions from members and STC executives
- reprints from other STC chapter newsletters

Thank you to Visnja Beg and John Holgate for their invaluable assistance.

Chris Hallgren and Jackie Connors



### STC Eastern Ontario Chapter

**Mission Statement  
(2001/2002)**

Our chapter's mission is to work together in a spirit of community to promote and develop professional technical communication.

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