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## From the Boston Chapter President

By Pamela Sarantos  
STC-Boston Chapter President



Welcome to the 2008—2009 Boston Chapter Year!

I am pleased to start our new year as the president of the Community of Distinction. STC-Bos-

ton was awarded this citation at the recent Technical Communication Summit in Philadelphia. We are recognized for consistently providing our members and guests with valuable programs, starting a student outreach program, and communicating with our members through surveys.

*Chapter President, Page 2*

## Moving from Information Mapping to DITA

By Michael Hughes  
STC Fellow

Some companies moving to the Darwin Information Typing Architecture (DITA), an open standard, XML-based, structured writing methodology, want to take advantage of single sourcing, while others need an economical format in which to translate their documentation. Many writers affected by the move to DITA have used the Information Mapping method, another structured writing approach. For writers deeply vested in Information Mapping, the move can be filled with angst, if not outright resentment.

This article shares insights for writers on moving from Information Mapping to DITA. Its purpose is not to endorse one way of writing over another, nor to explain how to convert existing documents from Information Mapping to DITA. Instead, this article compares and contrasts the two methods, so that writers accustomed to Information Mapping can see how their knowledge applies in positive ways to using DITA and in what ways DITA requires them to do things differently.

## Information Categories

Information Mapping and DITA categorize information similarly. Each of the seven map types in Information Mapping is roughly analogous to one of the three topic types in DITA. The Information Types row shows the general correlations between maps and topics. Map types and topic types are similar in scope: all are about the same size, all have a single focus, and all are governed by specific rules and guidelines for use. Because of these similarities, writers who come from an Information Mapping background adapt very easily to the topic orientation of DITA.

## The Separation of Content and Presentation

One of the biggest adjustments writers need to make is to realize that DITA almost completely separates content creation from presentation. DITA's strength as a single-sourcing architecture comes from the fact that its outputs can be placed seamlessly into print, Web, or help formats.

Since DITA is a structured markup language, it contains rules about which tags can go in specific topics and which tags can nest within other tags. These rules help unify a document's structure and enforce best practices of information development. For example, the <step> tag in a procedure must contain a <cmd> (command) tag. And if a step element has a result, the <result> tag must follow the <cmd> tag. A writer does not have to know this best practice; DITA authoring tools do not present tags unless the DITA standard prescribes they can be used in a particular situation. Even if you try to force the issue by editing the markup outside the authoring tool, a DITA-compliant transformation will not render it.

Another key element of DITA is that it is a semantic markup language, as opposed to a presentation markup language like other authoring systems. In many authoring systems, the emphasis is to tag an element based on what part of the document it is; for example, <h1> in HTML indicates a main heading and <p> indicates a paragraph. DITA has useful structural tags, such as <ul> for unordered list, but its emphasis is to tag an element based on what kind of content resides in the element.

*Parsers, Page 2*

In June, the Boston Chapter celebrated our end-of-year and held a 2007—2008 award ceremony at the Sky Restaurant in Norwood. I'd like to take this opportunity to thank our Council members and volunteers for sharing their time to maintain the Chapter's goals of providing benefits to our members. Thank you, also, to Steve Greffenius for serving as our president during the past year.

Our 2008—2009 goals are projects, such as: the redesign of the Web site to make it more user-friendly, more tool-related programs to provide you with skills to bring to your job the next day, expansion of our program locations by periodically presenting programs in Boston/Cambridge and Central Massachusetts, development of a Student Outreach Program which includes educating people about the technical communication profession and mentoring to provide informational interviews to recent graduates to help them sharpen their interviewing skills, and expansion of our marketing efforts and communicate with other associations to provide you with schedules of other industry-related programs.

We welcome Mark Clifford as the new president of the Society, Cindy Currie as the first vice president, and Michael Hughes as the second vice president.

Society released new strategic plan goals that include the following topics:

- Define the profession of technical communication
- Communicate the value of technical communication and STC
- Establish and expand strategic partnerships
- Globally improve the practice of technical communication
- Ensure the long-term viability of the organization

You can read the whole plan at: <http://www.stc.org/about/strategicPlan.asp>.

This year's Technical Communication Summit included sessions relating to the new Adobe Technical Communication Suite, using Open Source Internet programs to create videos you can use in your documents, and the expansion of social networking and its variety of uses. In the theme of the new phase of net-

For example, DITA has tags such as `<uicontrol>` for user control, `<wintitle>` for the title of a software screen, and `<menucascade>` for a sequence of menu actions, such as `File > Send to > Exchange Folder`. Presentation markup would render this sequence as follows: `<bold>File > Send to > Exchange Folder</bold>`. In DITA, the markup for this sequence looks like this: `<menucascade><uicontrol>File</uicontrol><uicontrol>Send to</uicontrol ><uicontrol>Exchange Folder</uicontrol></menucascade>`.

Whether the font should be bold or italics, whether elements should be separated with angle brackets or arrows—these concerns are independent of the content. Having tagged this sequence as a menu cascade, writers do not have to concern themselves with how it will be rendered.

Although Information Mapping does not prescribe a set of tags or styles, most writers use Information Mapping within an authoring tool template that imposes style tags and rules. Writers accustomed to such an environment have a strong sense of association between content and presentation. They either consciously use presentation styles, such as “This is a term so I will make it italics.”, or they use style tags they know to have certain presentation attributes, such as “I will tag this with the label style, and I know that will make it bold.” These habits of tagging elements according to how they will look when published must be left behind when moving to DITA. Although disconcerting at first, this separation of content from presentation can become quite liberating. It lets writers focus on where to add the most value; that is, on which information will be useful and how to document it clearly. Of course, effective presentation is an important part of effective communication, but in DITA, presentation and content are two distinctly different hats. And like most hats, each is better if worn alone.

## Metadiscourse

Information Mapping topics talk about themselves more than DITA topics do. Certain Information Mapping elements, such as introductory blocks and stem sentences, provide redundancy that some would argue is useful and others would argue is not. In DITA, stem sentences go away, and in my opinion, without any perceivable loss. Imagine a map titled “How to Print a Report” with an introductory block and a procedure block. The procedure block typically starts with a stem sentence like, “Follow these steps to print your report.” Did the reader expect it to be about anything else?

In practice, I see many Information Mapping documents that follow this pattern: A title that says, “How to...” followed by an introductory block that says, “This topic explains how to...” and then a procedure that begins: “Follow these steps to [whatever the how-to is about].” DITA topics tend to have a leaner footprint, and most writers do not begrudge the loss of stem sentences and blocks that add no value beyond what the topic title has already provided.

DITA has an element called the short description `<shortdesc>` that can be a descriptive or informative abstract of the topic. It is shorter than what you would find in an Introduction or Overview block in Information Mapping, typically no longer than 25 words. The short description is displayed immediately below the topic title in the topic itself, and if you link to a topic, that topic's short description appears in the link's hover text. Additionally, if you search in an Information Center, the topic titles displayed in the search result can have their short descriptions displayed as well.

Most writers have no trouble making the move from paragraph-sized introduction blocks to the more concise short descriptions. They also value the automated display of those descriptions in links and search results.

## Unit of Composition

In Information Mapping, the unit of composition is the block. DITA uses conventional rhetorical units such as paragraphs and sections. Some writers have a tendency to use sections in DITA in the same way they used blocks in Information Mapping. This prac-

*President, continued from Page 2*

working, the keynote speaker was Howard Rheingold, one of the creators of Hot Wired Magazine. He discussed the imaginative uses of new technology and held a book signing session for his new book *Smart Mobs: The Next Social Revolution*.

Volunteers and candidates for Council are always needed for regular Chapter business as well as special programs such as the competitions. We need people with negotiation, organization, leadership and marketing skills. Serving as a Chapter volunteer widens your networking base and lets you strengthen skills that you may not otherwise be able to use on the job.

Our Boston Chapter 2008—2009 Council members include: Arun Jain, first vice president, and our council-at-large members: Dan Greenberg, Rebecca Hopkins, Katie Lesesne, Ellen Lidington, Rick Lippincott, Ed Marshall, Kevin McCauley, and Donna Ayers Weitz. The second vice president position is still open.

We look forward to meeting you at our programs this year and encourage you to share your ideas and suggestions to help us understand your needs and preferences. You can contact us at: <http://www.stcboston.org/chapter-info/contacts.shtml>.

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## Volunteering Is About You!

Consider working with us and learn how volunteering can fit into your schedule. For more information, please visit: <http://www.stcboston.org/chapter-info/contacts.shtml>.



*Parsers, continued from Page 2*

tice is not terribly problematic, but writers should know that a section is a larger unit than a block. Writing in blocks can be useful for staying focused on a concept or principle, but should not be a writer's information grouping device in DITA. DITA topics should have fewer section subtitles than maps have blocks. In most cases, a DITA topic should be focused enough that it doesn't need sections at all.

## Trust the Tool

The best advice for writers moving to DITA is to trust the tool. Much research and thought went into its underlying structure and rules, just as much research and thought went into Information Mapping. If you find yourself coming up with workarounds, you might not be following a good practice. My experience making the transition taught me that when I did what was easy to do and avoided what was hard to do in DITA, my final document was better.

## Positive Change

Change is almost always uncomfortable, and moving from a tool that has served us well, such as Information Mapping, can make any writer nervous. DITA, however, is built on many of the principles of structured writing that are embodied in Information Mapping, and experience with one transfers in many positive ways to the other. Take advantage of the similarities and embrace the differences. As a reference, Table 1 compares and contrasts the significant features of Information Mapping and DITA.

Most of all, do not try to merely reformat an Information Mapping document through the clever use of DITA tags. In the end, you will end up with the worst of both worlds and the advantages of neither.

*Michael Hughes ([mhughes2@us.ibm.com](mailto:mhughes2@us.ibm.com)) works for IBM Internet Security Systems as a user assistance architect identifying tools, methods, and standards to integrate the content and delivery of user assistance. He has spent the last year re-architecting his company's user documentation to incorporate DITA. He is co-author of *A Research Primer for Technical Communication* (Erlbaum, 2008) and a regular columnist for *UXmatters* ([www.uxmatters.com](http://www.uxmatters.com)).*

*This article first appeared in the May 2008 issue of intercom magazine.*

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## The Broadside Needs Your Input!

We're always looking for contributions from our readers. If you want to submit an article for publication, send it to: [boston.broadside@gmail.com](mailto:boston.broadside@gmail.com).

For the September issue, please submit any content by August 22. In general, the *Broadside* is published on the second or third week of the month.

Remember, the *Boston Broadside* is for our readers and by our readers, so it's what **you** make of it. Thanks!



## STC Annual Conference Session Materials Available Online



If you didn't get a chance to attend the STC's annual Technical Communication Summit this year in Philadelphia, PA and feel left out because

you missed the excellent presentations made throughout the conference, there's no need to fuss because the materials are available online.

Check out the [Session Materials from the Annual Conference link](#) of the STC Web site for a complete list of the 129 topics and links to the downloadable materials.

Topics at this year's conference included:

- *Globalizing Garmin: Finding the Way and Other Points*
- *Best Practices in Management*
- *Improving Organizational Performance*
- *Show and Tell: Building Usability into E-learning*
- *Convergence of Authoring and Translation in the Web 2.0*
- *Getting Real-world Feedback on Your Information: A Case Study*
- *Lone Writer SIG Progression*
- *Improving Source Content Quality for Global Audiences*
- *Delivering on the Promise of Lower Localization Costs*
- *Compliance and Regulatory Training: Turn Boring into Engaging*
- *Five Critical Success Factors for Converting Instructor-led Training into eLearning*
- *Instructional Design for the Real World: Tricks to Speed it Up, Make it Less Painless, and Amaze Your Friends*
- *Unclog the Brain Bandwidth: Designing to Decrease Cognitive Load and Increase Efficiency in Learning*



## A Note of Distinction

### STC-Boston Chapter Wins Coveted Community Award

By Bryan Davis  
Broadside Managing Editor

The STC-Boston Chapter was honored at the STC's Annual Conference in June with the highly coveted Community of Distinction Award.

Taking top honors in the "geographic community with more than 600 members" category, the Boston Chapter was lauded for hosting regular meetings for members, sponsoring several workshops, and holding its annual online communication, technical art and technical publication competitions.

"This community, one of the largest in the Society, serves its members diligently through its programs, initiatives, and community SIGS," according to the judges' feedback. "The Chapter always recognizes its outstanding members by nominating them for Associate Fellow, the Distinguished Chapter Service Award, and their own Landers/Carbrey Spirit of Volunteerism Award."

The judges also praised the Chapter's work in conducting a member survey over the last year to determine the location and topics for its programs, initiating a student outreach program in which speakers met with students in the Middlesex Community College Technical Writing Program, and establishing a public relations committee to spread the word about the Chapter to members, local media, and online information sources.



Receiving the Chapter of Distinction Award on behalf of the Boston chapter were, from left: STC member Val Rushanan, STC Director-at-Large Steve Jong, council member Rick Lippincott, STC Fellow Marguerite Krupp, STC President Linda Oestereich, and STC Second Vice President Cindy Currie.

Steve Greffenius, president of the Boston Chapter council last year, recognized the volunteer work of everyone in the Chapter, in particular the hard work of Boston Chapter Council member Rebecca Hopkins, who coordinated the effort to complete the award application which involved culling together a voluminous amount of supporting material for the extensive application.

"Congratulations to this outstanding team on the Chapter of Distinction award," he said. "Your leadership in so many areas deserves recognition. Thanks for your hard work, persistence, and commitment. The award honors the entire chapter, but you know your leadership is critical."

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## Chapter Membership Report

By Virginia Adams  
Membership Committee Manager

We would like to welcome the following people who joined the Boston Chapter in May 2008:

Total Boston Members: 555

### New Community Members (6):

- Gail DeMoura
- Sarah Downing
- Al Hillman
- Lisa Mosley
- Michael Rugo
- Mariellen Sheridan



### Members Transferring in (1):

- Caitlyn Burke

#### About the Society for Technical Communication

**Mission:** *Creating and supporting a forum for communities of practice in the profession of technical communication.*

For more information, visit us online at:

Society for Technical Communication

[www.stc.org](http://www.stc.org)

Boston Chapter

[www.stcboston.org](http://www.stcboston.org)



## DITA/TECHCOMM CONFERENCE

There's a lot we **don't** offer you in 4 days.

- ~~Sales people presenting pitches~~
- ~~Vendors selling to you in a session~~
- ~~Untried, vague, first-time presenters~~
- ~~High costs while your budget tightens~~

We know that regardless of how hyped, how well spoken, or how rich it is, you don't want bull. Our conference provides access to real users, experts, and answers.



- You deserve *udderly* clear answers to your technical communication questions!

The Bright Path Solutions DITA and technical communication conference has sessions on:

- ✓ Understanding XML
- ✓ Working with and developing for DITA
- ✓ Deciding on a CMS
- ✓ Case studies on XML, DITA and CMS tools
- ✓ Developing FO
- ✓ Creating XSLT
- ✓ Content reuse
- ✓ Tech comm tools:
- ✓ FrameMaker
- ✓ Acrobat
- ✓ RoboHelp
- ✓ Captivate
- ✓ InDesign
- ✓ XMetaL
- ✓ WebWorks
- ✓ much more...

## November 3–6, 2008

McKimmon Conference Center  
Raleigh, NC, USA

**For more details or to register online:**  
[www.brightpathsolutions.com/nobull](http://www.brightpathsolutions.com/nobull)

Enter the promo code BostonB to save up to US\$100!



## Passing the Baton

By Bryan Davis  
Broadside Managing Editor



This issue of the *Boston Broadside* is my last as managing editor.

I can't believe it's been two years since I took over the *Broadside* and looking back, I have to say it's been a lot of fun. Whenever I've been to an event like the STACIES or the Online Competition judging day, someone inevitably seems to find me and say, "So **you're** Bryan Davis. Great work on the *Broadside*!"

Things like that always made me feel good, because I was never really sure exactly how many people read this newsletter. Much like blogging, unless you receive feedback, it's difficult to determine the extent of your readership.

I hope you have enjoyed reading the *Broadside* as much as I have enjoyed working on it. I've always tried to include a diversity of articles and topics in the newsletter so that it was something people looked forward to every other month. As I page through past issues, I feel like I've succeeded.

And I'm proud to say that while sitting at the helm, the *Broadside* won a Merit Award in the STC's annual newsletter contest.

But this newsletter was never just about me. It wouldn't have been possible without a number of people who made my life as managing editor a lot easier, including: Bill Gruener, who always submitted write-ups on monthly programs in a timely fashion; past Boston Chapter president Mike Ball, who was great about writing articles during and after his tenure; STC-Boston Chapter's former immediate past president Steve Greffenius, a true wordsmith who always met his deadlines; Neil Perlin, associate STC fellow and frequent contributor; Katie Lessene, a new STC member whose enthusiasm will be felt as she continues to write for the newsletter, and most especially my two editors, Karen Giventer and Karlyne Hutchings, without whom I literally could not have done my job as their keen eyes always caught what mine missed.

Finally, thanks to everyone who took the time to submit something for publication. I look forward to reading the *Broadside* with the new managing editor Sharon Popovsky at the helm. No doubt it will be great.

Remember, the *Broadside* is for and about its readers, so keep sending articles to: [boston.broadside@gmail.com](mailto:boston.broadside@gmail.com).



*Award, continued from Page 4*

The Community of Distinction Award is given annually to a Chapter that must meet numerous strict criteria, including: publishing a newsletter and member services directory, holding at least five programs, contacting non-renewing and lapsed members, sharing membership material with other chapters, hosting SIGS, promoting and marketing the STC through student outreach programs and other outlets, maintaining a job bank for members, sponsoring a mentor program, holding annual competitions, and honoring members for their outstanding work in and commitment to the Chapter.

"I am delighted to see that the Boston Chapter has taken home the top honors again this year," added Steven Jong, STC director-at-large. "It's a well deserved recognition of the hard work you and the Council have put into providing services for members—not just to pull together the application at the end of they year, but from day one. Bravo!"

## Landing a Job in the Tech Writing Field

By Kristen Rountree

According to the Bureau of Labor Statistics, U.S. businesses employed 49,000 technical writers in 2006. The Bureau expects that number to increase to 59,000 by 2016—a jump of 20 percent. That means a constant influx of new technical communicators, both fresh out of college and those looking to make a career switch.

Many starting out in a new field face the age-old problem of needing experience to get a job, but needing a job to get experience. Technical communicators are no exception. So what is a first-timer to do when trying to land that first job?

Many jobs are found on job boards such as Monster.com, CareerBuilder.com, Dice.com and Craigslist.org. Seekers should also join newsgroups such as Yahoo's Ninanet and Techwriters-net and take advantage of organizations such as the STC, said Kim Burns, Assistant Dean of Academic and Community Partnerships at Middlesex Community College.

Jennifer Dittman, a quality assurance associate at Vertex Pharmaceuticals in Cambridge whose job duties include writing procedure manuals and editing scientific reports, explored many avenues throughout her job search, including answering ads, posting her resume on job boards and attending jobs fairs which, she said, were invaluable.

"Even though I didn't get a job through the fairs, it was good experience to talk to people, practice interviewing, and getting a feel for what people are looking for [in a candidate]," she said.

So, what are employers looking for?

Victoria Richardson of the Manchester placement firm Clear-Point Consultants said the most important thing she looks for is

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*Job, continued from Page 6*

credentials; a certificate or degree in technical communication such as the one offered at Middlesex or similar programs at the University of Massachusetts and other schools.

“The field used to be more informal, but it's become a lot more formal in the past few years, and it's difficult to get a job without one,” Richardson said. Even though her firm mostly places senior-level communicators (those jobs are harder to fill and employers are more likely to feel it is a justifiable expense), she does receive a fair number of requests for junior writers as well.

Vertex Pharmaceuticals' Dittman knows the importance of certification from experience. She was recruited by a staffing agent who saw her resume on Monster.com and was impressed by both her scientific undergraduate degree (a B.S. in Biology from the University of Rhode Island) and her enrollment in the Middlesex Technical Writing Program. That combination led to an interview, she said.

Richardson added that writing samples also are very important. Job seekers should have samples from their coursework or past writing jobs, ready to send in electronic format or linked to from a Web site. An important sample to start with is the resume; typos, poor grammar and a difficult-to-read layout are turnoffs for any hiring manager, especially those hiring writers.

Ellen Lidington, Manager of Documentation at Ingenix in Waltham, agrees. “The number one thing to look for is writing ability,” Lidington said. “It is difficult to write really well...and you need time to do it and redo it.”

Even non-writing experience can help candidates, Lidington said, if they can demonstrate their ability to handle new things. “The skills they used would be a clue as to how they tackle relationships with other people and also shows signs of motivation,” she said.

If a candidate has prior experience with other types of writing such as public relations or journalism, it is important to emphasize it, according to Richardson. “Never be shy about trading on that,” she said, adding that while some hiring managers might not regard that as important, others consider it an asset.

A beginning writer need not be a technology expert, but there are basic tools most employers require: Microsoft Word, FrameMaker, RoboHelp or other online help authoring tools, and a basic knowledge of HTML. “Enough to hand code,” Richardson said. This means the user should have the ability to edit script that has already been generated.

The importance of Word cannot be stressed enough, according to Lidington, because of its ability to help users define text and paragraphs styles and the foundation it builds for learning more complex programs such as FrameMaker.

Greg Bartlett, Director of Documentation at MathWorks in Natick, offered a different opinion: the key thing he looks for is technical savvy. “If we are going to invest in training someone to become a technical writer, we want to make sure

they have the technical background and aptitude to ensure that once they get the writing skills honed, they can really excel,” he said.

With so many differing opinions, it seems that the best tactic for those starting out in tech writing would be to get their names out to as many employers as possible by answering ads, attending job fairs, contacting recruiters and, above all — “Network, network, network,” Lidington said.

*Kristen Rountree is a recent graduate of the Tech Writing Certificate Program at Middlesex Community College and is looking for a full-time position in the field. She can be reached at:*

[kmr\\_621@yahoo.com](mailto:kmr_621@yahoo.com)

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## Did You Know?

### The STC Offers Live Webinars on a Variety of Topics



STC offers a number of ways for technical communicators to further their education and expand their skill sets. In addition to the [STC annual conference](#), the Society offers Web seminars (or webinars). In a seminar, participants listen to the presenter over the phone (much like a conference call) while viewing presentation materials via the Web site. This format provides easier access to materials for reference during the presentation, as well as

a more intimate, classroom setting than the typical telephone seminar. Registrants are provided a toll-free number, a secure URL, and access to both the audio and online elements of the presentation.

**Benefits:** No travel time, pay per site and not per person, train without leaving the office

**Cost:** Members - \$79; Non-members - \$149

#### Future webinars include:

- **Date:** Wednesday, July 16, 1:00–2:30 p.m.  
**Topic:** *Cool Tools for Tech Writers for Less Than \$100*  
**Presenter:** Nicky Bleiel
- **Date:** Wednesday, August 13, 1:00–2:30 p.m.  
**Topic:** *Wikis and Knowledge Management*  
**Presenter:** Nicky Bleiel

For more information and a complete schedule of upcoming webinar presentations, [click here](#).

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# Competition Staff and Committee Members Needed

By Mark Decker

General Competitions Committee Chair

The Boston-Northern New England General Competitions Committee urgently needs a Chairperson for the Online Communications Competition Committee (OCCC). The competition planning season is in progress and the OCCC needs a chairperson right away.

The OCCC Chair is responsible for organizing and running the annual Online Communications competition. The OCCC Chair reports to the General Competitions Committee which oversees the annual competitions.

In addition, our Chapter's three competition committees need volunteers for the 2008 competition season. Volunteers are needed to staff the Technical Publications, Online Communications, and Technical Art competition committees. Each of these committees has a chairperson who needs people to help with the tasks associated with running a competition.

The competition season runs from March to December with the busiest time period from late August through November. Committee tasks vary from season-long duties (for example, publicity) to one-time-only tasks (for example, competition day logistics). The competition chairpersons can provide a list of available tasks.

There are many benefits to working on a competition committee, including:

- Polishing your leadership and organizational skills
- Networking with your peers
- Meeting potential employers and showing them what you can do
- Growing your visibility in the technical communications community
- Building a network of resources

We also need a volunteer Competitions Publicity Manager who handles publicity for the upcoming competition season. The Publicity Manager is a member of the General Competitions Committee and is responsible for publicizing the Chapter's three competitions. **We need to fill this position as soon as possible.**

The competition publicity season runs from March through November. The most important tasks include:

- Submitting our competition dates to STC and local area publications
- Establishing contact with other related professional associations in our area to get our competition dates on their calendars, and vice-versa
- Promoting the competitions at our Chapter meetings (both Boston and Northern New England)
- Writing and submitting promotional items to the Broadside and Nor'Easter
- Submitting promotional items to local area business, technical, and professional publications
- Encouraging local area business, technical, and professional publications to attend and report on our competitions

Please note that this Publicity Manager position is not limited to one person; it can be a shared position.

For more information or to volunteer for a committee, please contact one of the Committee Chairs:

- Steve Straight - Online Communications Committee: [steve.straight@openwave.com](mailto:steve.straight@openwave.com)
- Mike Nelson - Technical Publications Committee: [mnelson@kvh.com](mailto:mnelson@kvh.com)
- Patty Morin - Technical Art Committee: [patty.morin@hp.com](mailto:patty.morin@hp.com)

For more information on the Committee Publicity Manager position, contact Mark Decker at: [mdecker@rsa.com](mailto:mdecker@rsa.com) or [msdhusker@comcast.net](mailto:msdhusker@comcast.net)



## The Broadside Staff

The *Boston Broadside* is published six times throughout the calendar year and would not be possible without the hard work of dedicated volunteers. Many thanks to the following people for their contributions:

### Broadside Staff

Bryan Davis  
*Managing Editor*  
Karen Giventer  
*Copy Editor*  
Karlyne Hutchings  
*Copy Editor*  
Katie Lessene  
*Columnist*  
Kristen Rountree  
*Columnist*

.....

### This Issue's Contributors

Virginia Adams  
Bryan Davis  
Mark Decker  
Michael Hughes  
Kristen Rountree  
Pamela Sarantos

### Thank you, everyone!

.....

### Write for the Broadside

The *Boston Broadside* encourages Chapter members to share their skills, thoughts, and ideas with other professionals in the Chapter.

If you would like to write for an upcoming issue of the *Boston Broadside*, send e-mail to: [boston.broadside@gmail.com](mailto:boston.broadside@gmail.com)

*By submitting an article, you implicitly grant a license to this newsletter to run the article 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.*