Automation Trends in Technical Communication

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Automation

We can see this trend in almost everything new around us

Repetitive / Boring

Anything new is exciting, repeat that a number of times and it will become boring

Volume

If we want to scale up a system to handle a large volume efficiently

Timing

Some things are difficult to accomplish by humans, if not impossible

Automation for cars

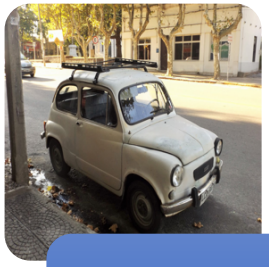
Building cars

From craftsmen to automated assembly lines

Driving cars

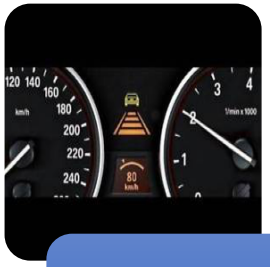
From just a car to autonomous driving

→ speed distance lane route



Just a car

Cruise Control



Adaptive Cruise Control

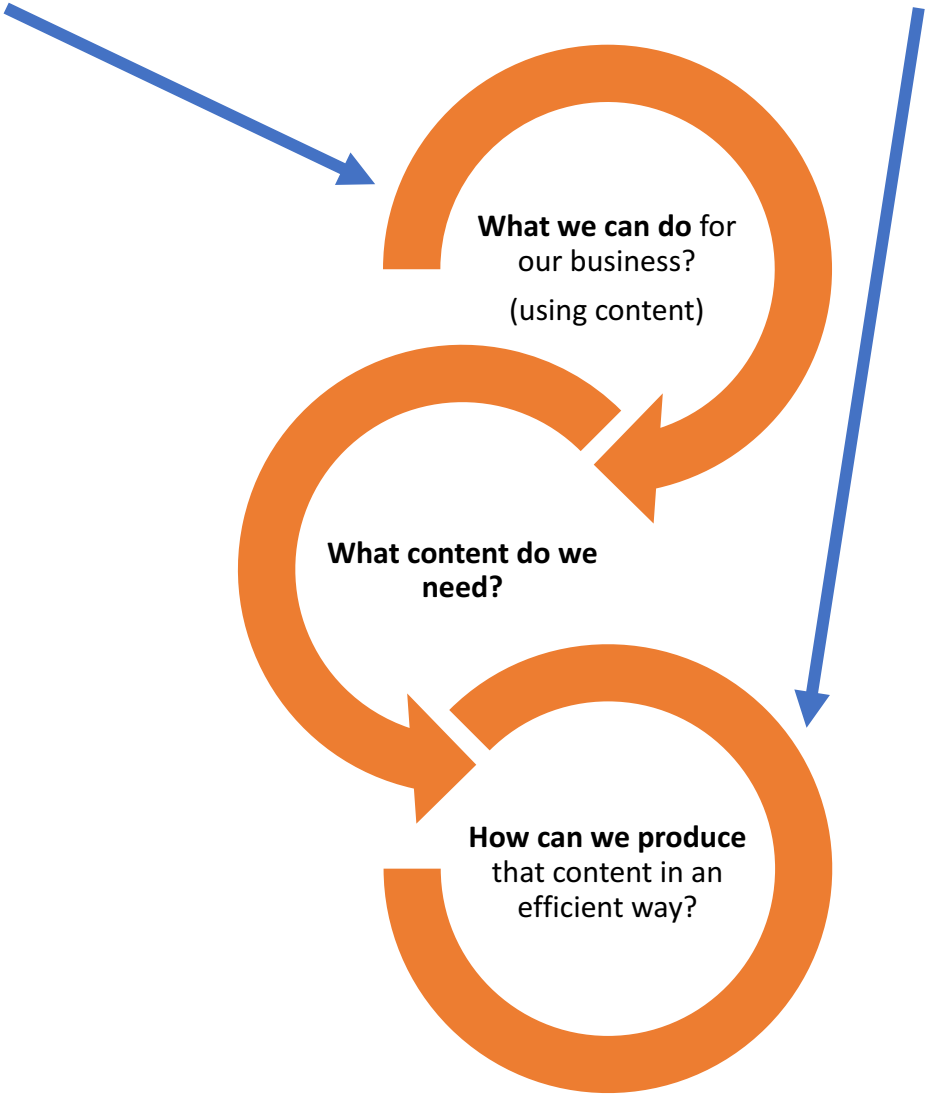
Auto Pilot

Self Driving Car

Create vs Use for Technical Content

Content Engineering vs Content Strategy

Content Strategy drives Content Engineering



When to automate?

Costs versus benefits

Content generation

Move from static documents to dynamic on-demand deliverables

From static documents to on-demand deliverables

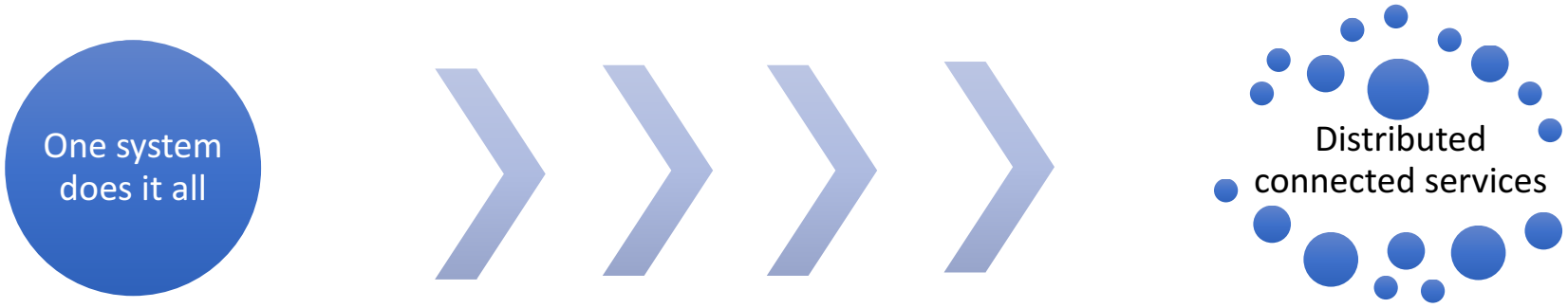
Quality

From manual review to automated style guides

Using a chat-bot to automate style guide rules

Style Guide Agent

Connected systems



Docs as Code inspired workflows

Standards

The key to enable automation

DITA, DocBook
iiRDS

Thank you!

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