The Seven Righteous Fights

You Should Be Fighting

Heidi Waterhouse

LISA 2016

#7fights

h.waterhouse@gmail.com

@wiredferret

Definition of a Technical Writer:

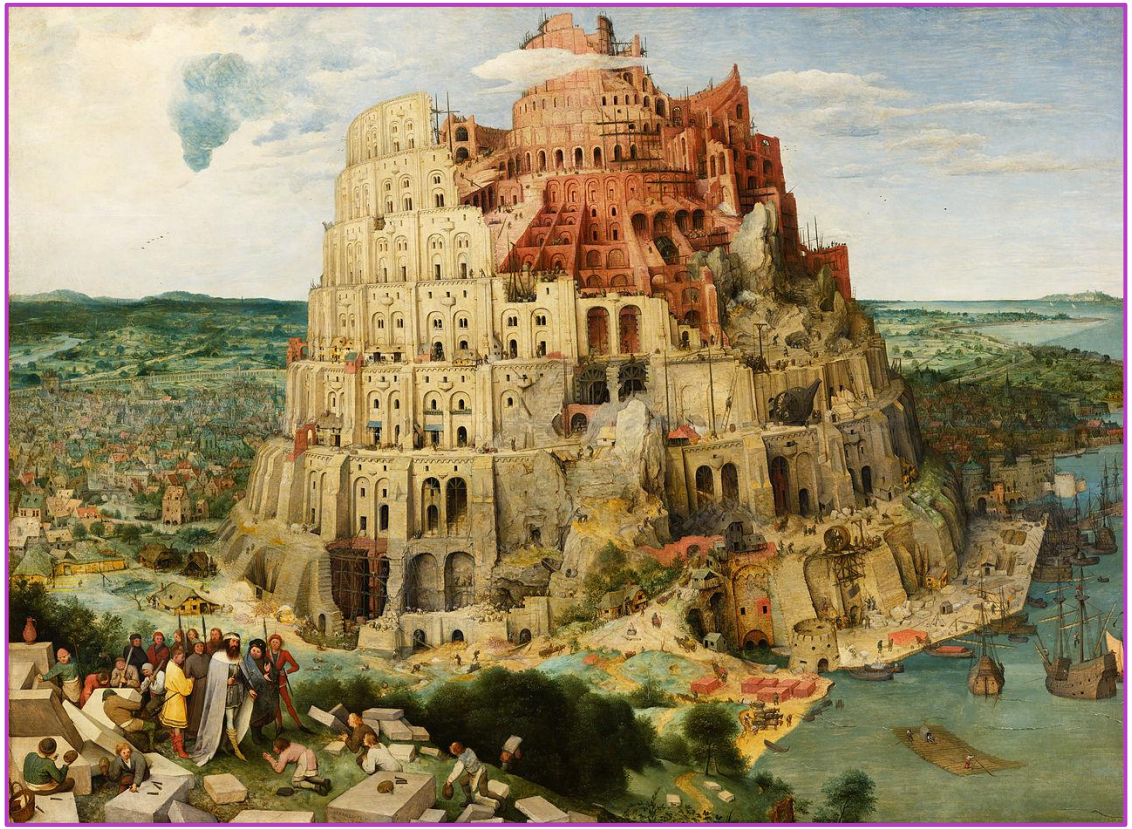
A master of assembling technical clues into a narrative whole

—

This truck is stuck in the mud

BANQUE DE FRANCE
5000
BANCA D'ITALIA
LIRE
CINQVEMILA
LA
RÉPUBLIQUE DU TCHAD
5000
日本銀行券
五千円
5000
BANQUE DES ÉTATS DE L'AFRIQUE CENTRALE
5000
THE UNITED STATES OF AMERICA
5000

Example



Tower of translation Babel

5 days

Plus two weeks

Fingers crossed

You cannot fix it later

The Seven Righteous Fights

1. Localization
2. Security
3. Extensibility
4. Documentation
5. Affordance
6. Acceptance
7. Accessibility

Localization

~~Localisation~~

Localization

Don't hard code interface elements

No words in logos or images

Bake in extended character support

Security

The most successful hackers actually look like auditors

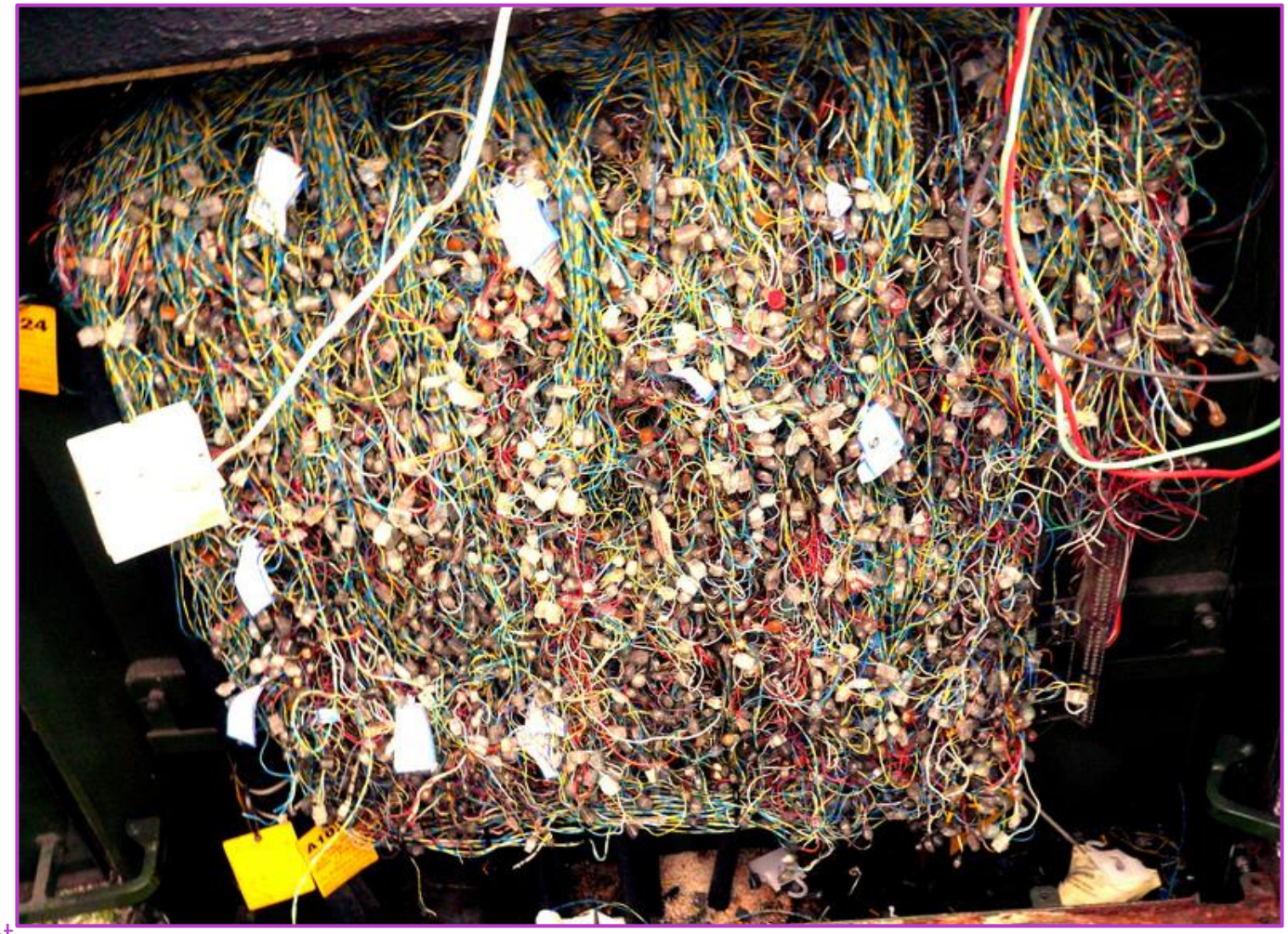
Security is neither cheap nor easy,

But it beats the alternative

Encryptio

Stop saying that word!

Extensibility



Documentation

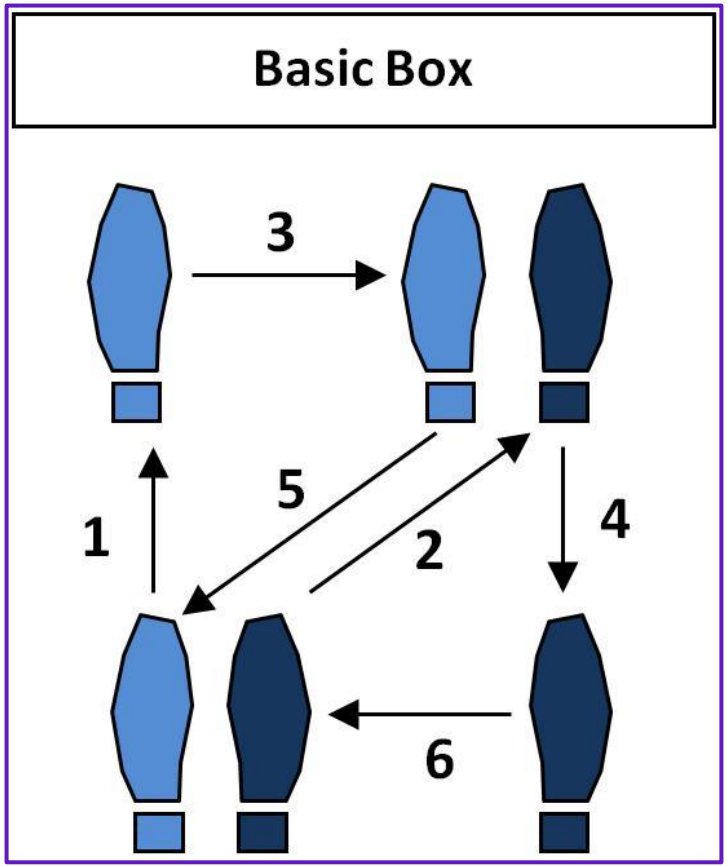
Documentation is not state secrets

Documentation is subtle self promotion

User Documentation

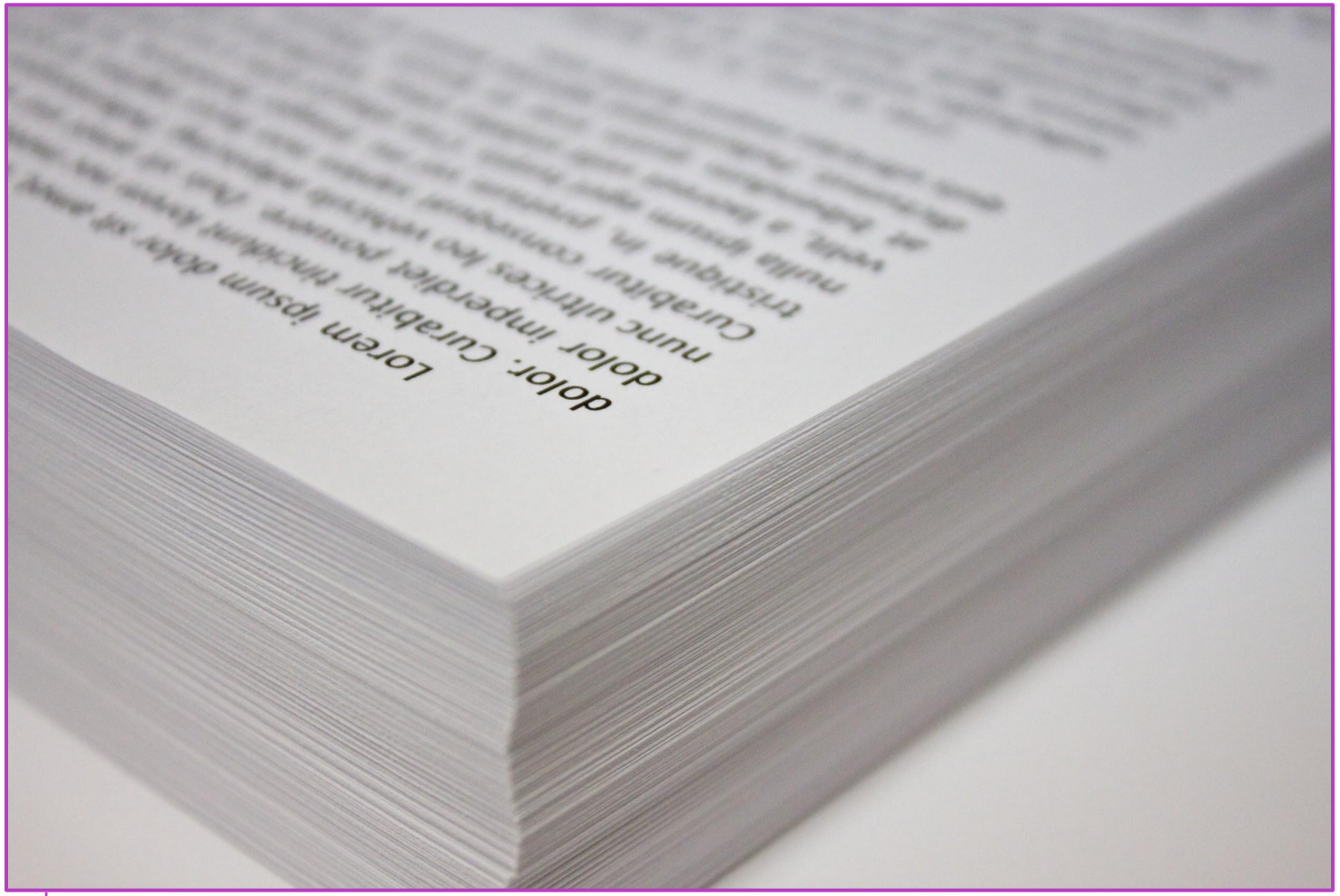
Cupcake ipsum dolor sit amet icing. Lemon drops soufflé gummies danish dragée pastry chupa chups brownie. Cheesecake liquorice cake.

Developer onboarding



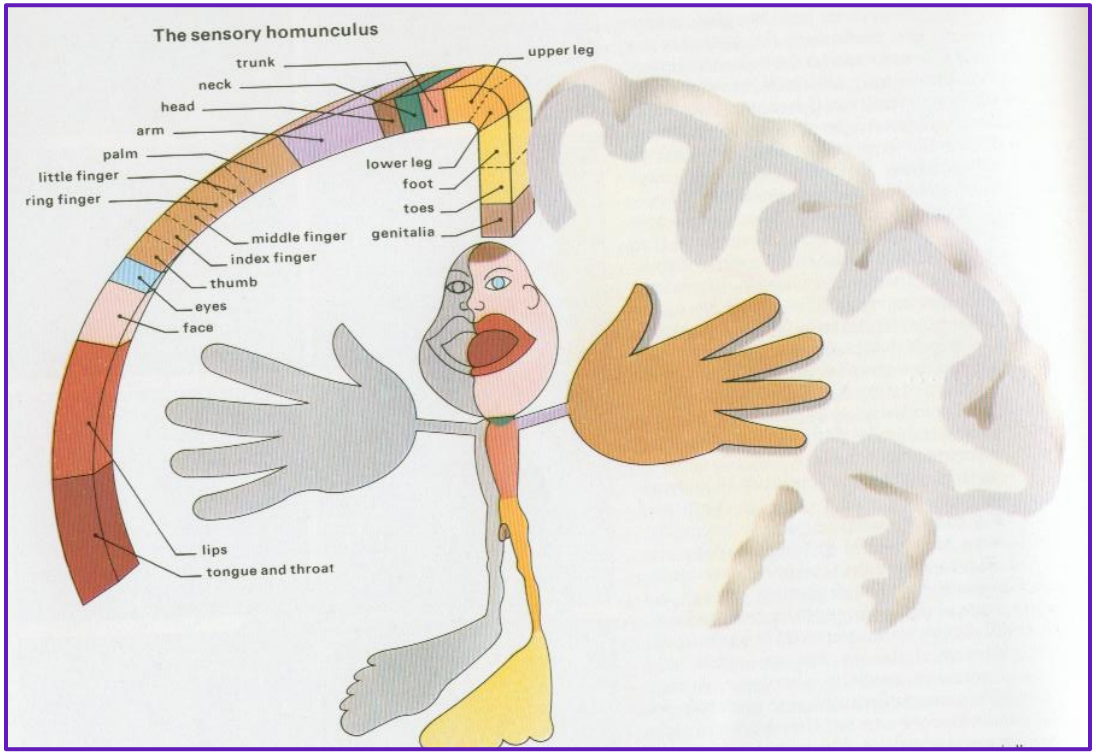
Production scripts and build sequence

Secretive build engineers are bad build engineers


Lorem ipsum dolor sit amet
dolor. Curabitur
dolor imperdiet
nunc ultrices
Curabitur
tristique

Affordance

Some people have more privileges



Homunculus of sensation

Acceptance

Not all Legos have the same job

Shhhhh

Explain nothing

If you can't hire an expert,

become a student.

Accessibility

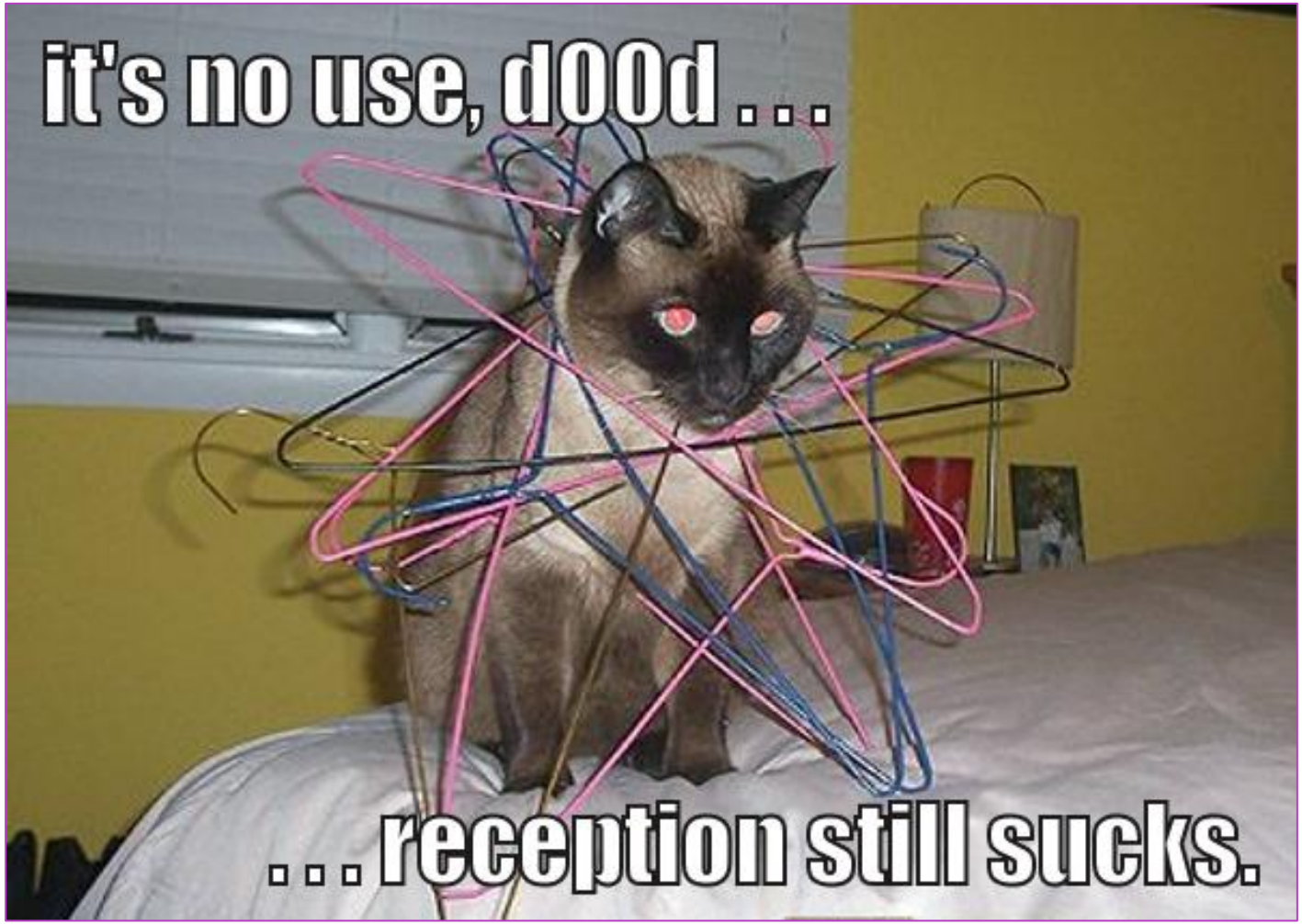
**** COMMODORE 64 BASIC V2 ****
64K RAM SYSTEM 38911 BASIC BYTES FREE
READY.
Commodore 1084S
VIDEO MONITOR
commodore 64

8%

of men are colorblind

Click here. Link. Click here. Link.Click here. Link.Click here. Link.Click here.
Link.Click here. Link.Click here. Link.Click here. Link.Click here. Link.Click here.
Link.Click here. Link.Click here. Link.Click here. Link.Click here. Link.Click here.
Link.Click here. Link.Click here. Link.Click here. Link.Click here. Link.Click here.
Link.Click here. Link.Click here. Link.Click here. Link.Click here. Link.Click here.
Link.Click here. Link.Click here. Link.Click here. Link.Click here. Link.Click here.
Link.Click here. Link.Click here. Link.Click here. Link.Click here. Link.Click here.
Link.Click here. Link.Click here. Link.Click here. Link.Click here. Link.Click here.
Link.Click here. Link.Click here. Link.Click here. Link.Click here. Link.Click here.
Link.Click here. Link.Click here. Link.Click here. Link.Click here. Link.Click here.
Link.Click here. Link.Click here. Link.Click here. Link.Click here. Link.Click here.
Link.Click here. Link.Click here. Link.Click here. Link.Click here. Link.Click here.
Link.Click here. Link.Click here. Link.Click here. Link.Click here. Link.Click here.
Link.Click here. Link.Click here. Link

Screen reader links


it's no use, dOOd . . .
. . . reception still sucks.

TAB

Temporarily Able-Bodied

Now what?

Tactics

Do what you can

Start where you are.
Use what you have.
Do what you can
- Arthur Ashe

Tactic 1

Write a coding style guide and follow it.

Tactic 2

Pair programming for best practices.

Tactic 3

Host brown bag lunches.

Tactic 4

Ask questions.

Tactic 5

Add tests for accessibility and usability.

Tactic 6

Learn to write ROI documents.

Tactic 7

Cultivate inclusion, diversity, and representation.

Money is the root of all business decisions

The Seven Righteous Fights

1. Localization - Make users comfy
2. Security - Make users safer
3. Extensibility - Make code usable
4. Documentation - Disaster-proof
5. Affordance - Nudge good behavior
6. Acceptance - Test with users
7. Accessibility - Include people

tl;rt

Don't build in compounding technical debt that you could trivially avoid.

Be productively lazy.

Credits

Copyright ceridwen and licensed for reuse under this Creative Commons Licence

By Dori (Own work) [Public domain], via Wikimedia Commons

By Bill Bertram (Own work) [CC BY-SA 2.5 (http://creativecommons.org/licenses/by-sa/2.5)], via Wikimedia Commons

https://www.flickr.com/photos/dvortygirl/

https://www.flickr.com/photos/nez/

By Jonathan Joseph Bondhus (Own work) [CC BY-SA 3.0 (http://creativecommons.org/licenses/by-sa/3.0)], via Wikimedia Commons

By User:Bryan Derksen (Own work) [Public domain], via Wikimedia Commons

Joshua Reynolds [Public domain], via Wikimedia Commons

By Ken Teegardin from Boulder, Boulder (Piggy Bank On Pennies) [CC BY-SA 2.0 (http://creativecommons.org/licenses/by-sa/2.0)], via Wikimedia Commons

By Evan-Amos (Own work) [CC BY-SA 3.0 (http://creativecommons.org/licenses/by-sa/3.0)], via Wikimedia Commons

By Lasart75 (Own work) [GFDL (http://www.gnu.org/copyleft/fdl.html) or CC BY-SA 4.0-3.0-2.5-2.0-1.0 (http://creativecommons.org/licenses/by-sa/4.0-3.0-2.5-2.0-1.0)], via Wikimedia Commons

https://www.flickr.com/photos/31333486@N00/

By Jojhnjoy (Own work, based on the work of Anders) [Public domain], via Wikimedia Commons

By Jericho [CC BY 3.0 (http://creativecommons.org/licenses/by/3.0)], via Wikimedia Commons