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Charlotte Robidoux holds a Ph.D. from The Catholic University of America and specializes in rhetoric, technical communication, and science. Charlotte’s doctoral work focused on the role of rhetoric in genetics research. She is a content strategy manager for the Enterprise Storage & Servers division at HP and leads the organization’s single-sourcing initiative, overseeing content reuse and the team’s content management system. Her interest in collaboration stems from the development of processes for reusing content effectively across products. Because typically writers have been accustomed to working independently, they need best practices for writing collaboratively in virtual settings. Charlotte joined HP in 2000 and has worked in technical communication for over 17 years as an author, editor, and manager. She is a recipient of the Center for Information Development (CIDM) “Rare Bird” award for her work on an HP document tracking database. She began her career in technical communications as a consultant for Washington, DC. firms holding contracts with the Department of Defense, Department of the Navy, Environmental Protection Agency, and others. In addition to writing numerous articles of the CIDM Best Practices newsletter, she is the author of “Rhetorically Structured Content: Developing a Collaborative Single-Sourcing Curriculum” published in Technical Communication Quarterly, co-author of “Is There a Write Way to Collaborate?” published in STC’s Intercom, and co-author of “Streamline Your Path to Metadata” published in The Information Management & Architecture Framework.

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France Baril has a B.A. in Communication from the University of Ottawa and a B.Sc. in Computer Science from Université de Sherbrooke. This unique background along with the fact that she is fluent in more than one language serves her well in a Tech Pub industry that embraces evolving content models, new technologies, localization and process automation. France has been able to wear many hats in this field of practice: computer programmer, analyst, technical writer, technical localization/translation specialist, documentation architect, and product manager of a Content Management System (CMS) designed for DITA. Today, she owns Architextus through which she offers her services to organizations that want to profit from her 360° view of the documentation processes and life cycle. Whether clients need her to acts on one or many levels, she always keeps an eye on systemic coherence and often acts as interpreter between managers, writers and developers.

Kristin Blicharz is a technical writer at IBM in Littleton, MA. She has been working as an information developer with virtual teams all around the world for the past three years. Her work involves creating online support documentation, authoring core documentation in DITA, and facilitating knowledge sharing between customer service teams and writing teams. Kristin works on Windows based data analysis software and database software on the mainframe. Prior to joining IBM, she enjoyed teaching business writing, science writing, and technical writing courses at New Mexico State University. In her spare time she participates in a range of sports leagues and enjoys cooking dinners for friends. She also enjoys weekend trips exploring all the unique areas of New England and taking trips all around the world. Her best trip so far was visiting the Jokulsarlon glacial lagoon in Iceland.

Beth Brunk-Chavez is an Associate Professor of Rhetoric and Writing Studies at the University of Texas at El Paso. She is a 2009 recipient of the University of Texas System Regents’ Outstanding Teaching Award and is the Director of First-Year Composition. Beth teaches graduate and undergraduate courses in Rhetoric and Writing Studies and serves on several national committees. Her research interests are in teaching with technology, writing with technology, composition pedagogy, and writing program administration. Her work has appeared in Kairos, Writing Program Administrator, Teaching English in the Two-Year College, various edited collections, and a forthcoming textbook for first-year composition. Beth is also participating on a number of grants intended to revise instruction and improve the quality of education at the college-level. She and her husband, Eddie, have two inquisitive boys: Jackson and Carter.

William Carney is an Assistant Professor of English and Director of Composition at Cameron University in Lawton OK. He holds a PhD in English from Texas Tech University and MA degrees in English from the University of Texas at San Antonio and in Applied Psychology from Stevens Institute of Technology. His research interests include social and psychological factors in the dissemination of tacit knowledge, the training of composition instructors, and the writing behaviors of international university students. In his rapidly dwindling spare time, he enjoys jazz and “classic” country music, baseball, and cooking. These days, he and his wife spend much time on their new home in a truly scenic part of Southwestern Oklahoma with a wonderful view of Mt. Scott.

Anne DiPardo is a Professor in the School of Education at the University of Colorado at Boulder, where she works with literacy-studies graduate students and prepares secondary-level language arts teachers. Her published work has focused on the nature of English education as a field, the role of col-
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**Mike DiPardo** is a director of applications development with a global software company that designs products for use in the healthcare industry. A telecommuter since 1991, he and his geographically dispersed coworkers have witnessed the evolution of technologies that mediate and support collaboration, enriching their work and relationships as tools such as e-mail, instant-messaging, and live Web meetings have become commonplace. When he’s not developing software, he enjoys snowshoeing and cycling in the Rockies.

**Norma Emery** holds a BA in English from Hood College, Frederick, Maryland, and is currently completing a graduate-level certificate program in French proficiency. She has more than 30 years of experience in content and document development with an emphasis on content reuse and quality assurance. Prior to joining Alcatel-Lucent in 1998, Norma worked as a senior technical writer and project manager for GE Information Services and for a computer systems contractor to the U.S. Department of Energy. In her career, Norma has authored numerous technical manuals and guides, primarily for telecommunications products and computer applications. As a senior technical editor for Alcatel-Lucent, Norma is involved in technical writing and editing, research, analysis, and project management. Norma’s primary professional focus is the development of writing, content, terminology, and information architecture standards for Alcatel-Lucent. She currently serves on the Localization and Industry Standards Association (LISA) Terminology Special Interest Group. Her personal interests include spending time with her three sons, studying French, painting, needlework, and contributing her time to community and environmental issues in Washington County, Maryland. She currently serves as Chair of the county's Solid Waste Advisory Committee and on the board of directors of Camp Joy, a volunteer mission project that assists low-income families by making home repairs and improvements. She is also a member of the Hancock Arts Council.

**Douglas Eyman**, Senior Editor of *Kairos: A Journal of Rhetoric, Technology, and Pedagogy*, is an assistant professor of English at George Mason University, where he teaches in the professional writing and rhetoric program. He coordinates the Computer Connection at the annual Conference on College Composition and Communication, serves as list and reviews editor for H-DigiRhet, and recently has joined the editorial staff of *Enculturation: A Journal of Rhetoric, Writing, and Culture*. His PhD dissertation, Digital Rhetoric: Ecologies and Economies of Digital Circulation (Michigan State University), received the 2007 Computers and Composition Hugh Burns Best Dissertation Award.

**Alexia P. Idoura** has been in the information development business for almost twenty years. She has managed and supported global teams of writers for large software companies for over eleven years. As an internal consultant and trusted advisor, collaboration and communication have been a key part of her involvement with teams. At one of the companies, she received the Chairman’s award for teamwork, analysis, and execution. Her current team of information architects both collaborates on content creation as well as supports other teams in the technical aspects and process aspects of collaborative writing. Previously, she worked for eight years as a manager, information developer, and trainer for the software and steel industries. Alexia has a Professional Writing degree from Carnegie Mellon University,
a Masters certificate in Business Management from Tulane University, a certificate in Supply Chain Management through Stanford University, and Lean Six Sigma Black Belt course completion through the University of Notre Dame (certification pending). She also has participated in a number of other collaborative writing efforts, including commercial books and a technical journal article; has been an instructor for an STC Content Management certification course; and has traveled to China as a citizen ambassador for the Technical Communication profession.

Judy Kessler has worked in technical communication in the software industry for more than 30 years. She has worked as an author, editor, and manager in the U.S. and internationally. Currently she serves as an information architect and DITA transition leader for Sybase, Inc., helping Sybase’s 60+ member Tech Pubs organization move to DITA and content management, by providing guidelines, training, information models, and user support. Judy also oversees the Sybase Tech Pubs Initiative councils, a collaborative approach to developing policies and processes, and educating writers and managers in new roles. She has presented at conferences and published articles for technical writing audiences. Judy received her B.A. in English and teaching certificate from the University of Michigan, where she also managed classified advertising for The Michigan Daily. When time and inspiration allow she enjoys writing fiction. Judy and her husband live in the Boston area, and are extremely proud of their two adult children.

Catherine Colalillo Lyman is the director of the Information Engineering team at NetApp, Inc. The NetApp IE team of about 80 staff members creates the product documentation and is also a ‘center of writing excellence’ with which other teams in NetApp partner. It is spread across five sites (in addition to home-based staff) in the U.S. and India. Ever since she was a writer at Informix Software in the 1980s, she has been imagining how database technology could be used to deliver targeted information to end users. Catherine received her BS in Mechanical Engineering from Princeton University and holds advanced degrees in management and communication from the schools of Parenting and Silicon Valley. She has lead information development teams at Informix Software, Compaq, Hewlett-Packard, and NetApp. When not working, Catherine enjoys meeting people from around the world and many outdoor activities including backpacking and trail running, and is proud of recently making it to the top of Mount Whitney (with her husband and two college-age children) via the Mountaineer’s route. She deeply appreciates all of the writing and management teams on whom she has tried new techniques and from whom she has learned more than she could ever have taught to them.

Suzanne Mescan learned through part-time jobs in high school to never work in a food business if you ever intend to eat it again (she no longer eats donuts or peppermint patties). After college, she briefly marketed financial services, and then joined the information publishing and content management industry in 1987, currently serving as the Vice President of Marketing for Vasont Systems. Prior to this role, she spent 12 years creating and managing Progressive Publishing Alternatives, a full-service division of the Company offering editorial, design, and project management services. She earned a BS in Marketing from The Pennsylvania State University, where she also marched with the Penn State Blue Band for four years. Suzanne and husband Chris have two feline “kids” who love to shred furniture in their spare time. They put lots of blood and sweat into their 1803 log home that they spent six years gutting and remodeling.
About the Contributors

**Joddy Murray** teaches rhetoric and new media as an Associate Professor at Texas Christian University in Fort Worth, Texas. He recently published *Non-Discursive Rhetoric: Image and Affect in Multimodal Composition* from SUNY Press (2009), and he continues to research the intersections between rhetoric, language, and image. In addition, Joddy writes and teaches poetry, publishing in journals such as *River Oak Review, Cider Press Review,* and *Hubbub.*

**David W. Overbey** is an Assistant Professor of English at Bellarmine University, USA, where he teaches writing and rhetoric in convergent media. His current scholarship and research focuses on how digital environments are adapted to social practice. He has presented at numerous international conferences on literacy and technology. David has published *Verifying web-based information: Detailed accounts of web use in real time,* based on a quantitative and qualitative study of how adult professionals make credibility judgments of online information in real time.

**Sunay Palsole** is the Director of Instructional Support at the University of Texas at El Paso. A geophysicist by academic training, he began to design multimedia applications for teaching and learning in the mid 1990’s. Since then, he has helped faculty from varied disciplines integrate technology in teaching, learning and research. He has also taught and designed various blended learning and online courses, most of which use Web 2.0 technologies integrated into the curriculum. Sunay also co-developed the Digital Academy, a training program that was a finalist for the Innovation Award by the Professional and Organizational Development Network. This Academy has been taught in diverse locations as El Paso, New Jersey, India, and Chile. Sunay has collaborated on and has been PI and co-PI on a number of grants related to education, educational technology, and online course development. He has also served on review committees for a variety of national conferences. Sunay has presented at numerous national and international conferences including Educause, E-Learn, ED-Media, CSCL and First Year Experience.

**Dirk Remley** is a Lecturer at Kent State University, where he teaches professional writing and technical writing courses. His research into collaborative writing practices has focused on how students use collaborative technologies and activity theory perspectives on the collaborative writing process. He is also interested in how technology shapes writing activity. Dirk has presented at numerous conferences nationally and regionally, and he has published work in *Across the Disciplines, Computers and Composition Online,* and the *Community Literacy Journal.*

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**Kent M. Taylor** is a 30-year industry veteran, and recovering Pubs Director. An engineer by birth defect, a manager by accident, confirmed technology junkie and Quality zealot, with 18 years of Tech
About the Contributors

Pubs management experience at a very large equipment manufacturer, 5 years of SGML/XML/Content Management consulting, and 5 years working with industry start-ups, he has experienced the good, the bad, and the ugly. He arrived on the scene just in time to help drive the transition from pencils and blue-lined pads to green-screen terminals, and has driven deployments of everything from gen-code to large-scale multi-language multi-media production systems and ISO-9000 certified publication processes. Currently VP & GM of acrolinx® North America, Kent continues to work with leading-edge technology in the industry he knows and loves, while satisfying his passion for Quality. (The acrolinx® IQ tools enable Departmental and Enterprise-level Information Quality Management, employing sophisticated Natural Language Processing and Linguistic Analysis Engines that analyze text for spelling, grammar, style/readability/translatability, and terminology issues, and enable automated, objective Quality Management processes in the Information Development environment.)

Stephanie Taylor has been a technical writer at IBM for six years. She lives in San Jose, California, but works with a team based in North Carolina and Paris. She has never met any of her current teammates face to face, which she consider lucky because many of them have expressed a strong desire to throw office supplies at her. Her work involves creating online support documentation for software development tools. Prior to joining IBM, she taught technical writing courses at New Mexico State University while she attended graduate school. Prior to graduate school, she worked at museums and newspapers in a variety of writing, editing, and marketing positions. When she’s not working, you can find her watching St. Louis Cardinals and San Francisco Giants baseball games with her partner and son. If you’re a Cubs, Dodgers, or Yankees fan, you just might not want to talk to her.

Robbin Zeff Warner holds a Ph.D. in Folklore and American Studies from Indiana University and a B.A. in Anthropology from Berkeley. She has a long background with technology and writing. Her interest in the teaching of writing started through her involvement with the National Writing Project in 1993. Her interest in online technology was launched when she wrote the landmark book The Nonprofit Guide to the Internet in 1996 when there were so few nonprofits online one could actually count them. This book initiated a series of books on Internet use for the nonprofit community by John Wiley & Sons. She then moved into Internet advertising and not only wrote the first book on online advertising back in 1997 (Advertising on the Internet), which eventually was translated into 6 languages, but she also managed the 10-city "Advertising & Marketing on the Internet” training conference. In addition to being a professional writer and researcher, Zeff has taught business, technical, and academic writing since the early 1990s. In 2009 Robbin and her husband Gene moved to Brussels, Belgium. Her current research interest is Belgium chocolate: milk and dark, praline and ganache. You can find her chocolate-related work at writingwithchocolate.com

Sean D. Williams, Professor of Professional Communication at Clemson University, has published in information architecture, industry/academy relationships, visual communication, and most recently 3-D virtual worlds. His most recent project, Technical writing for teams: Tools and techniques, (co-authored with Alex Mamishev) will be published by Wiley (IEEE imprint) late in 2010. In all, Sean has published more than 30 articles and book chapters, and presented more than 40 different conference papers. Sean has also received significant funding for his work, totaling nearly $2M, most recently serving as the co-Principal Investigator on an NSF award of $1.4M to study 3-D virtual worlds. This
award forms part of the work of the Carolinas Virtual Worlds Consortium, a multi-university research group that interacts with both private companies and K-12 school districts to investigate the role of 3-D virtual worlds in educational settings.

Patti Wojahn is an Associate Professor in Rhetoric and Professional Communication at New Mexico State University. She has worked with and studied how computers and other technologies support communications, particularly during collaboration. She prefers writing collaboratively and has done so in a range of face-to-face as well as virtual contexts. She enjoys teaching courses that are supplemented by digital spaces while considering new strategies for online teaching and learning. While pursuing her PhD at Carnegie Mellon University, she worked with a team that researched and developed software for reviewers and writers. Because her main research interest is in communication in collaborative work, she welcomed the opportunity to contribute to this volume by working with two former graduate students who continue to teach her about life as well as the needs of writers in the world. When she gets the chance, she enjoys hiking in the mountains with her dog, cooking something new each week, as well as taking pictures of old things in New Mexico.

Pavel Zemliansky holds a Ph.D. and is an Associate Professor in the School of Writing, Rhetoric, and Technical Communication, where he also coordinates the graduate program. Pavel teaches courses in writing, rhetoric, and technical communication. He has published books, book chapters, and journal articles in the fields of rhetoric and composition as well as technical communication. His latest book is The Handbook of Research on Virtual Workplaces and the New Nature of Business Practices, which he co-edited with Kirk St. Amant (IGI-Global, 2008). He has a book on the design and implementation of educational computer and video game, which he co-edited with Diane Wilcox, forthcoming from IGI-Global in early 2010.