

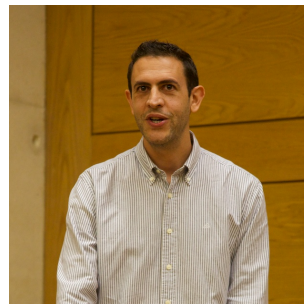


**FCSH**  
20 MAY 2015  
18H – 21H

*“Technical writing is about the technique of writing,  
and not just writing about technical stuff.”*



*Joaquim Baptista*  
Consultant



*Daniel Bofill*  
SISCOG

# *The 7th Report*

# Contents

<b>What happened?</b>	<b>3</b>
<b>Joaquim Baptista</b>	<b>4</b>
20 Years of Technical Writing	5
Effective Knowledge for Effective People	7
<b>Daniel Bofill</b>	<b>9</b>
About SISCOG	9
Assembling the User Manual Puzzle	10
<b>Public notes</b>	<b>14</b>
André Carvalho	14
Catarina Duarte	14
Marisa Campos	15
Anonymous #4	15
Tânia Fonseca	15
Anonymous #6	15
Anonymous #8	16
Anonymous #9	16
<b>Institutional support</b>	<b>17</b>
About EuroSIGDOC	17
About APCOMTEC	18
About CLUNL	19

# What happened?

After the class at FCSH last month, professor Rute Costa praised the event to her colleagues. Some students did not attend the first class because of scheduling conflicts, so Rute asked us to go back for a second class. We set a new date. Unfortunately, Rui Diogo Serra could not return on May 20th due to professional conflicts.

The room was nicely filled with 15 students from the masters of Writing and Text Edition, plus the professors Clara Nunes Correia and Antónia Coutinho. Although they went to the trouble of requesting a larger room to leave space for outsiders, we had a single outsider.

Joaquim Baptista started by explaining the major difficulties and evolution of technical writing in Altitude Software between 1997 and 2014, including details of the hiring and coaching processes. Then, he explained all the different tasks that a technical writer can do, actually a summary of the tasks he did during his work at Altitude Software. This vision forms the basis for his new consulting business.



Daniel Bofill explained the complexity of SISCOG products, especially their customization. He added details of the project to systematize all documentation, which was approved one month ago. He stressed that he was presenting the problems at SISCOG, and that he is still searching for the solutions.

Answering to a question, Daniel Bofill explained his view that technical writing is about the technique of writing, instead of writing about technical stuff.

Nine persons returned their public reports, mostly filled with curiosity and kind words.

There was some initial misconception in class that “Technical Writers @ Lisbon” was a commercial enterprise, and that misconception was only dismissed near the end of class. Some of the comments reflect that initial confusion.

I would like to thank professors Rute Costa, Clara Nunes Correia, Antónia Coutinho, and all the attendees for their attention and their questions. We certainly felt welcome.

— Joaquim Baptista, px@acm.org

# Joaquim Baptista

Joaquim starts 2015 as an independent consultant. He draws on his extensive experience to offer effective solutions with the sophistication that typically requires a whole team of consultants.

Joaquim Baptista started the documentation team at Altitude Software in 1997. Under his leadership, the team wrote documentation and helps from scratch, then grew to manage translations in 1999, develop a proprietary XML-based documentation system in 2000, champion a company-wide wiki in 2003, adopt the XML DITA standard in 2005, develop training materials in 2006, recreate topic-based writing in 2009, create technical comics in 2013, and conduct ethnographic interviews in 2014.



## Joaquim "px" Baptista

Effective Knowledge for Effective People.  
Your flexible consultant for knowledge management.



### Learn what your company should know!

Learn where you stand to plan for the future.  
Your company cannot manage what it does not know.



### Manage with agility!

Discover and deliver incrementally.  
Remove annoyances, manage risk.



### Optimize the flow of your company knowledge!

Structure the company knowledge  
for consumption and maintenance.  
Have a place for everything.



### Make your knowledge easy to consume!

Write clear thoughts in clear words.  
Inspire with illustrations and comics.  
Explain APIs with code samples.



### Design effective training and demos!

Create inspiring demos.  
Create hands-on lessons or tutorials  
with guaranteed learning objectives.



### Craft your company software!

Capture requirements precisely.  
Design the customer experience.  
Streamline decisions for everyone. Automate.



### Protect the future with open formats!

Embrace flexible tools and open formats  
that adapt to the growing needs of your company.



He adopted and refined agile practices since 2004, and published the 2008 practices at ACM SIGDOC'08 under the name uScrum. He continuously adapts the agile practices to suit the needs of an evolving team and evolving workload.

Before tackling documentation he worked as trainer, programmer, system administrator, and academic researcher.

[www.pxquim.com](http://www.pxquim.com) – [px@acm.org](mailto:px@acm.org) – +351 91 784 2996

# 20 Years of Technical Writing

Joaquim Baptista

## 20 Years of Technical Writing

altitude software

ISDOC'14  
Lisboa  
Portugal  
17-May-2014

## Why Start a Technical Writing Department?

English translation of developer Portuguese?

Expensive, outdated, outsourced documentation?

© Altitude Software, ISDOC'14, Lisboa, Portugal 17-May-2014 2

## Major points, after 20 years

Learn before writing. "Clear thoughts in clear words."  
Then, learn better, write better.

No formal training on technical writing.

1. Hire English, wits.
2. Train on product.
3. Train on writing.
4. Innovate.

© Altitude Software, ISDOC'14, Lisboa, Portugal 17-May-2014 3

## (Learning) Operations

Unique concepts.  
Business variation.  
Operational implications of technical decisions.

© Altitude Software, ISDOC'14, Lisboa, Portugal 17-May-2014 4

## (Learning) Systems

21 services.  
26 applications.  
6 telephony gateways.  
..... 1000 small parameters.

Also, third-party systems.

© Altitude Software, ISDOC'14, Lisboa, Portugal 17-May-2014 5

## (Learning) Telephony Gateways

Unified telephony model, but...

... varies with switch.  
... varies with switch configuration.

© Altitude Software, ISDOC'14, Lisboa, Portugal 17-May-2014 6

## (Learning) Scripting

Proprietary language with unique concepts.  
(or your choice of language)

Several worlds to coordinate.  
Specific roles to fulfill.

## (Learning) Curriculum Development

Chunking.  
Hands-on exercises.

## Learning to Illustrate

Patrícia Magrinho

## Effective Tools

**Operations**

- Books in HTML
- Books in CHM
- Contact Center Operations
- Indicators and Reports
- uAgent Windows
- uAgent Windows Layout Editor
- Quick Script Editor
- uSupervisor

DITA Open Toolkit.  
Serna XML Editor.  
Subversion, Unix tools.  
Scripts to generate topics.

1360k words.  
6800 topics.  
1075 slides.  
3800 images.  
170 maps.

## Hiring Technical Writers

Newspapers. Recruiters. Recommendations.

CV English. Technically minded. Phone call?

Test Write procedure. Rewrite confusion. Change program?

Interview Whole team. Writing samples? Additional test?

## Training Technical Writers

101 book, product training

Coaching

Expert books?

1 Year 25%

2 Years 25%

3 Years 17%

33%

## People and Innovation

Dot-com bubble

97 98 99 00 01 02 03 04 05 06 07 08 09 10 11 12 13 14

Word XML DITA

Features Tasks Patterns

Wiki Altinet

Localization Agile Training Illustrator Comics

## Summary

Professional learners (not just writers).

- Technical writing (for lack of formal training).
- Product (unique, vast).
- Audience background (several of them).

What has helped?

- Audience profiles.
- Improved training.
- Writing patterns.

"Everything is hard until someone makes it easy." – xkcd.com/1349

# Effective Knowledge for Effective People

## Effective Knowledge for Effective People

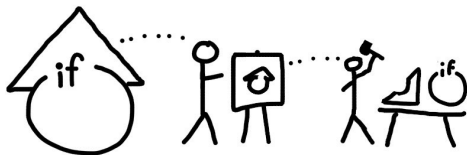
Joaquim Baptista



## Joaquim "px" Baptista

1982-1988	FCT/UNL	Computer Science.
1989-1996	FCT/UNL	System administration. Research in programming languages and robotics.
1997-2014	Altitude Software	Technical writer. Manager. Instruction developer.
2015	pxQuim.com?	Knowledge Management consultant.

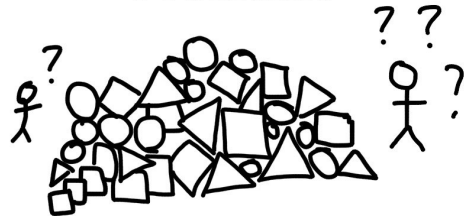
## Explain



Write clear thoughts in clear words.  
Explain APIs with code samples.  
Inspire with illustrations and comics.

3

## Problem?



Make sense of knowledge.  
Apply knowledge.

4

## Learn



Study + Enquire + Enumerate + Consolidate.  
Facilitate. Survey. Ethnographic interview.

5

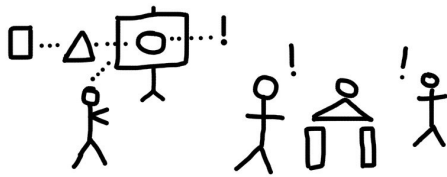
## Structure



Structure for consumption and maintenance.  
Have a place for everything.

6

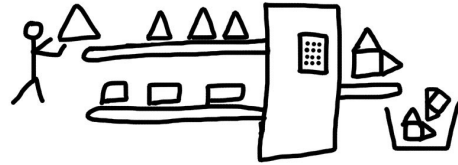
## Show



Create inspiring demos.  
Create hands-on lessons or tutorials  
with guaranteed learning objectives.

7

## Automate



Capture the requirements precisely.  
Streamline decisions for everyone.  
Design the customer experience.

8

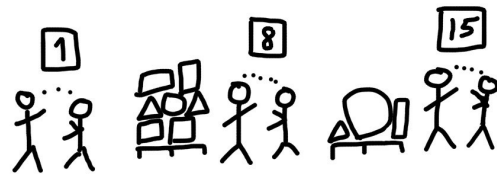
## Open



Embrace flexible tools and open formats.  
Adapt to growing needs. Protect the future.

9

## Agile



Discover and deliver incrementally.  
Remove annoyances. Manage risk.

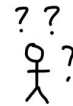
10



## Effective!

Online presence: site, apps, social, email.  
Intranet, extranet: order and process.  
Documents, training: complete, readable, updated.  
Software: useful and usable.  
People: customers, employees, suppliers.

Explain. Learn.  
Organize. Show.  
Automate. Open.  
Agile.



[www.pxquim.com](http://www.pxquim.com)



It's time to manage the intangible assets as well.

# Daniel Bofill

Daniel Bofill is a technical writer at SISCOG.

Born and raised in South Africa, he moved to Portugal in 1994 and found that his knowledge of English created the perfect opportunity to learn and explore the new culture, meet new people and share and develop ideas while learning the new language.

Starting off as a technician for plastic card personalisation machinery, his enthusiasm for understanding why things work the way they do quickly led him to coordinate the production and logistics of smartcard loyalty programs. After a short incursion into home design and teaching, he returned to the technical world where he led a team of specialised technicians in taking care of card issuance centers for the banking industry and access control systems.

Having documented and translated countless machine and configuration manuals, he now works hard to create and deliver software user manuals. He continues to teach English and is always up for a game of tennis.



## About SISCOG

SISCOG is a software company that provides decision support systems for resource planning and management in transportation companies, with special experience in the field of railways.



Founded in 1986, SISCOG uses a combination of Artificial Intelligence and Operational Research technologies, resulting in state-of-the-art optimisation software.

SISCOG addresses the biggest challenge of companies nowadays — productivity.

The business drivers for increased competitiveness and the more stringent customer demands for punctuality, product flexibility, and network expansion are the main issues for companies who are expected to meet these requirements while cutting operating costs and maximising revenues.

By understanding transportation companies needs, regardless of their size or complexity, and by speaking their language, SISCOG offers planners and company executives the tools to quickly, effectively, and accurately optimise their resources and daily work.

# Assembling the User Manual Puzzle

OPTIMISING THE RESOURCES OF THE WORLD

**Assembling the User Manual puzzle.**

SISCOG SISTEMAS COGNITIVOS

22 April 2015

## SISCOG

Software company

- Founded in 1986
- Working in the railway domain since 1988

Specialized in **planning and management of resources** (timetable, vehicles, staff)

- **Products**
- Systems based on products

Offering **powerful optimisers**

Helping railway and metro operators around the world

SISCOG SISTEMAS COGNITIVOS

22 April 2015

## Our Clients

London Underground	Dutch Railways
Lisbon Metro	Finnish Railways
Suburban trains of Copenhagen	Norwegian Railways
	Danish Railways
	Portuguese Freight Railways

*The company with largest number of systems in production in the rail domain*

*Oldest system has been in continuous operation since 1998*

SISCOG SISTEMAS COGNITIVOS

22 April 2015

## Solutions for the main resources

- ONTIME**  
Planning and Management of Timetables (**Track & Time**)
- FLEET**  
Planning and Management of **Vehicles**
- CREWS**  
Planning and Management of **Personnel**

SISCOG SISTEMAS COGNITIVOS

22 April 2015

## Complete integration, for all phases and resources

Phases: Future, Present, Past

Resources: Timetable (ONTIME), Vehicles (FLEET), Staff (CREWS)

Future: Long-term Scheduling (Long-term Scheduler), Short-term Scheduling (Short-term Scheduler), Real-time Dispatching (Real-time Dispatcher), Control (Activity Recorder)

Present: Long-term Scheduling (Long-term Scheduler), Short-term Scheduling (Vehicle Allocator, Short-term Scheduler), Real-time Dispatching (Real-time Dispatcher), Control (Work Recorder)

Past: Duty Scheduler, Roster Scheduler, Staff Allocator, Short-term Scheduler, Real-time Dispatcher, Work Recorder

Web services are connected to various components.

SISCOG SISTEMAS COGNITIVOS

22 April 2015

## General overview

System-specific Development

- Developed according to client's reality.
- Specific knowledge and strategies.
- Customised interface.

Product Customisation

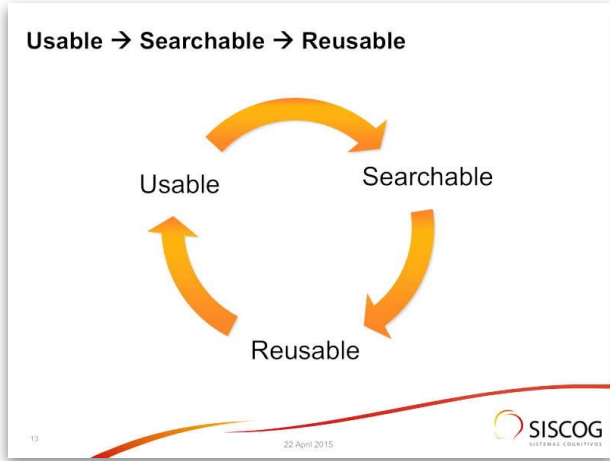
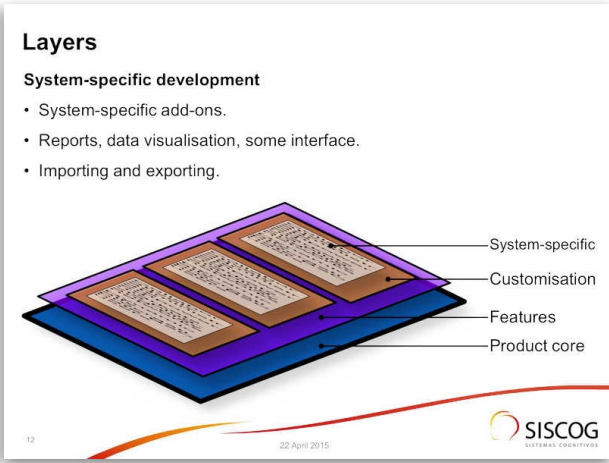
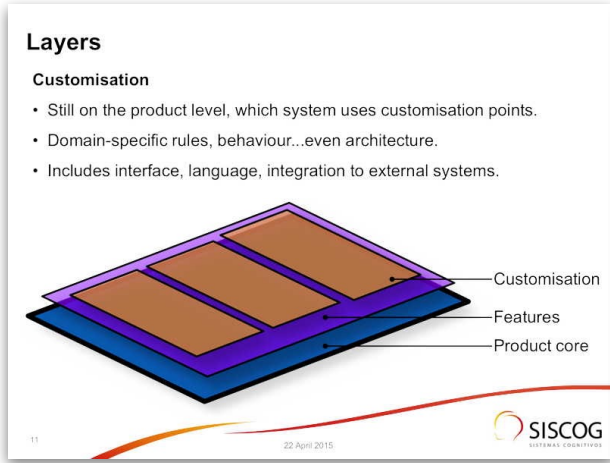
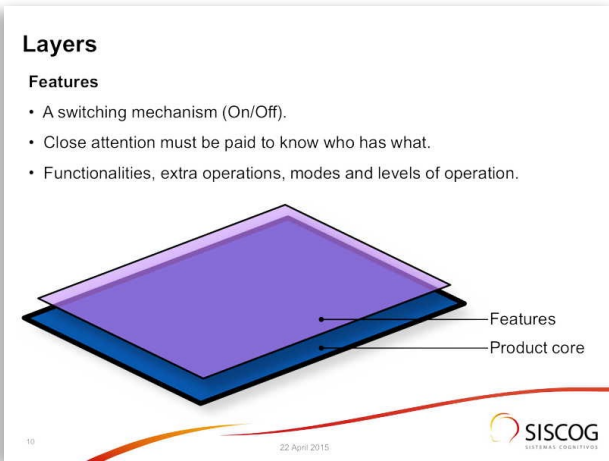
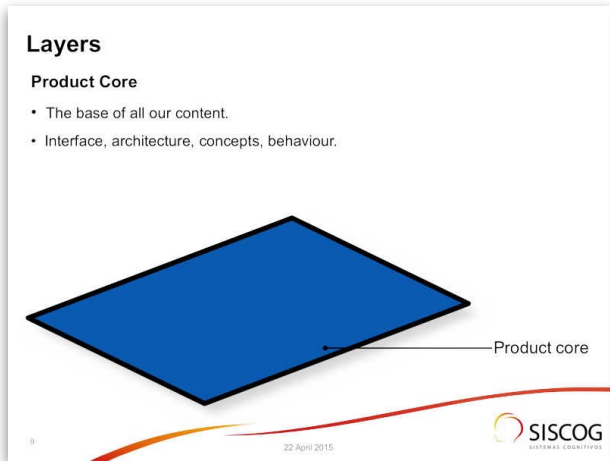
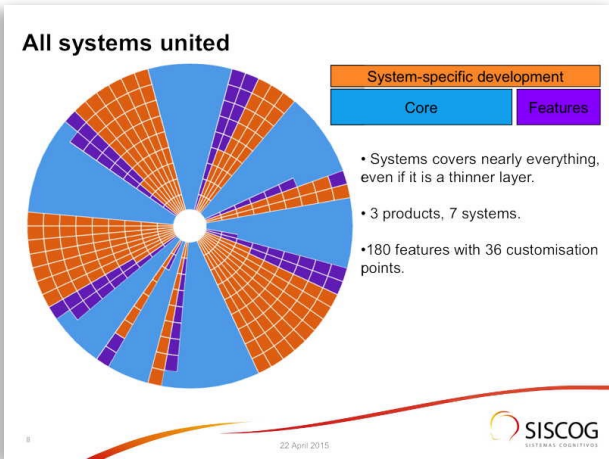
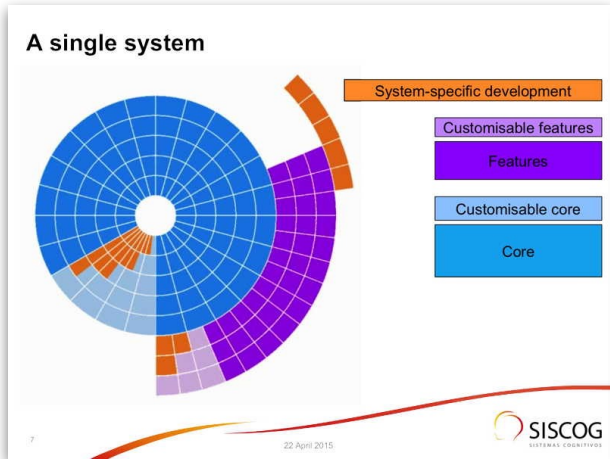
PRODUCT CORE

PRODUCT FEATURES

- Stable, reliable, tested.
- Decreases costs and development time.
- Incorporates different perspectives.
- "Live" system.

SISCOG SISTEMAS COGNITIVOS

22 April 2015



### Usable

#### Terminology touches upon:

Organize	Create	Localize	Publish	Consume
Outputs	Assign	Select Files	Output Types	Read
Languages	Write	Export	Review	Browse
Terminology	Terminology	Terminology	Terminology	Terminology
Architecture	Review	Import		Search
	Edit	Review		
	Search			

14 22 April 2015 SISCOG SYSTEMS COLLECTIVE

## Usable

- Facilitates:
  - Inter and intradepartmental communication.
  - Client or potential client communication.
  - Understanding concepts.
  - Learning-curve of new recruits.
- Reduces redundancy.
- Transmits credibility.
- Usability leads to relevant and easy searching.
  - Coherence helps when searching.

15

22 April 2015

## Searchable

I know the information exists  
but I don't know where it is!

= Waste of time.

Interesting would be

- Searching by context ou objective.



16

22 April 2015

## Searchable

I don't know if the information exists

= Frustrating and inefficient.



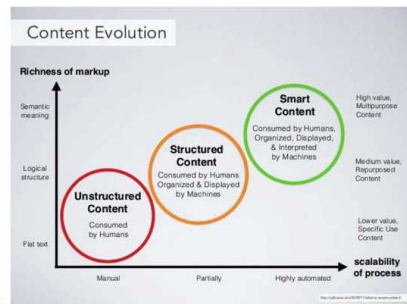
Interesting would be

- Content appears by "suggestion"
- Content is contextual, according to the search terms and/or my profile.

17

22 April 2015

## Searchable



Smart content

- Structurally rich.
- Semantically rich.

18

22 April 2015

## Reusable

The practice of using content components to develop new content.



19

22 April 2015

## Reusable

- Reduces development and maintenance costs.

Example: The author must create 10 new topics.

A Each topic is created from scratch.  
10 topics x 2h/topic = 20h

B 7 out of 10 topics have some reusable content.  
3 topics x 2h/topic = 6h +  
7 topics x 30m/topic = 3,5h (searched and reused)  
Total = 9,5h

20h - 9,5h = 10,5h saved through reusability



20

22 April 2015

## Reusable

- Reduces the effort in revision and approval.

Example: Review 1 topic in 10 documents.

A Topic was copy/pasted in each document.  
10 docs x 1h/doc = 10h

B Topic was reused in each document.  
1 doc x 1h/doc = 1h +  
9 docs x 0h/doc = 0h  
Total = 1h review

10h - 1h = 9h saved on review



21

22 April 2015

## No need to reinvent the wheel

- There are a lot of resources out there that we can tailor to our specific needs.
- There is standard-based technology for metadata and architectures that can be used as a strong foundation.
- There are hundreds of tools that handle workflows, authoring, editing, reviewing, approval, collaboration ...and more!

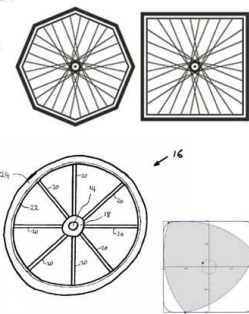


FIGURE 2

22

22 April 2015



# Public notes

All participants received a questionnaire with the following questions:

- Ideas, doubts, comments, reflexions?
- What did you like the most?
- How could we improve? What could we do differently?

The participants were promised that their answers would be published in a final public report.

The following pages have the notes returned by 21 participants, transcribed or translated to English.

The anonymous notes correspond to participants that did not check the “publish?” box.

## André Carvalho

**Comments?** This was a very useful presentation. The methodologies are easily adaptable to any company. The part concerning teaching the working practices to another person was especially interesting.

The second session provided basic concepts in terminology which I wasn't familiar with. There was not many information regarding writing itself but the information was useful for complementary purposes.

I also enjoyed the teachings to improve efficiency in a company.

**Like?** The use of simple images to illustrate the presentation.

**Improve?** There was lack of information regarding linguistic/localization issues.

## Catarina Duarte

**Email?** [cduarte.92@hotmail.com](mailto:cduarte.92@hotmail.com)

### Comments?

The presentations enabled me to understand what was technical writing, something that I only knew vaguely before. They allowed me to understand how technical writing is applied and used.

It is an important and relevant area for companies, which I think that not everyone is aware of, and that might deserve further divulgation.

### public notes

We will contact you through email.  
We will publish your name and email if you say so.  
We will publish your notes below as part of the public report.

Ideas, doubts, comments, reflections?

THIS WAS A VERY USEFUL PRESENTATION. THE METHODOLOGIES ARE EASILY ADAPTABLE TO ANY COMPANY. THE PART CONCERNING TEACHING THE WORKING PRACTICES TO ANOTHER PERSON WAS ESPECIALLY INTERESTING.

THE SECOND SESSION PROVIDED BASIC CONCEPTS IN TERMINOLOGY WHICH I WASN'T FAMILIAR WITH. THERE WAS NOT MANY INFORMATION REGARDING WRITING ITSELF BUT THE INFORMATION WAS USEFUL FOR COMPLEMENTARY PURPOSES.

I ALSO ENJOYED THE TEACHINGS TO IMPROVE EFFICIENCY IN A COMPANY.

What did you like the most?

THE USE OF SIMPLE IMAGES TO ILLUSTRATE THE PRESENTATION.

How could we improve? What could we do differently?

THERE WAS LACK OF INFORMATION REGARDING LINGUISTIC / LOCALIZATION ISSUES.

Thanks!

**Like?** Showing practical examples of the usage of technical writing in companies.

**Improve?** It would be interesting to see in which ways can technical writing be used, and in which areas, besides software.

## *Marisa Campos*

**Email?** [mariza\\_c92@hotmail.com](mailto:mariza_c92@hotmail.com)

**Like?** The practical example from the company 'SISCOG'; it is important to understand how and where can you apply the theoretical frameworks.

## *Anonymous #4*

**Comments?** The presentation of practical and concrete cases is very interesting and useful, because it helps us to realize how things happen at the workplace.

**Like?** The presentation draws attention to aspects that we had never considered, such as the importance of the «structure» of a script that has a very large number of pages.

## *Tânia Fonseca*

**Email?** [taniasfonseca@gmail.com](mailto:taniasfonseca@gmail.com)

**Comments?** Good presentation!

I am a technical translator in a small translation company and I always have been into technical writing. I also watched the videos of the online free course of Stanford University (writing in sciences). Very interesting.

I am glad to hear for the first time of this technical writer's group in Lisbon. That's a great idea to exchange thoughts and experiences. Everybody has to learn, think on the problems/ideas to be able to explain it clearly (according to the target-reader).

I see that it's not easy to work in this field.

**Like?** The explanation of the content's structure.

## *Anonymous #6*

**Comments?**

The system is really interesting, but I think that it should be more understandable to the entire audience.

I would like to know how technical writing contributes to the communication of the company itself.

## *Anonymous #8*

**Comments?** Everything was presented in a clear way.

**Like?**

- “Effective tools” (I did not even know that there were so many tools)
- The topic in general, because I did not know much about “technical writing”
- The useful advice.

**Improve?**

- More keywords in the slides
- Larger summary.

## *Anonymous #9*

**Comments?**

Is it useful for writers without experience in technical manuals? Is it expected a learning curve/training for a purely potential candidate, only interested in developing new aspects of writing?

What business opportunities does this initiative promote?

**Like?** The existence of a community to share professional experiences. This works ideally to refine positive and challenging aspects of the profession and to try to understand how you should work and what to expect from a technical writer.

**Improve?** Start to publicize the project. It might be useful if this worked as a source to put professionals talking about the profession with customers.

# *Institutional support*

## *About EuroSIGDOC*

EuroSIGDOC is an ACM SIGDOC European chapter.

SIGDOC is the Association for Computing Machinery's Special Interest Group (SIG) on the Design of Communication (DOC).

EuroSIGDOC is a group of researchers and practitioners wanting to pursue the SIGDOC mission in a European context.

Like SIGDOC, EuroSIGDOC focuses on the design of communication as it is taught, practiced, researched, and conceptualized in various fields, including technical communication, software engineering, information architecture and usability.

Since 2010, EuroSIGDOC sponsored the following events:

- OSDOC 2010 — Workshop Open Source and Design of Communication ([eurosigdoc.acm.org/osdoc2010](http://eurosigdoc.acm.org/osdoc2010));
- OSDOC 2011 — Workshop Open Source and Design of Communication ([eurosigdoc.acm.org/osdoc2011](http://eurosigdoc.acm.org/osdoc2011));
- OSDOC 2012 — Workshop Open Source and Design of Communication ([eurosigdoc.acm.org/osdoc2012](http://eurosigdoc.acm.org/osdoc2012));
- OSDOC 2013 — Workshop Open Source and Design of Communication ([eurosigdoc.acm.org/osdoc2113](http://eurosigdoc.acm.org/osdoc2113));
- ISDOC 2012 — Workshop Information Systems and Design of Communication ([eurosigdoc.acm.org/isdoc2012](http://eurosigdoc.acm.org/isdoc2012));
- ISDOC 2013 — International Conference on Information Systems and Design of Communication ([eurosigdoc.acm.org/isdoc2013](http://eurosigdoc.acm.org/isdoc2013));
- ISDOC 2014 — International Conference on Information Systems and Design of Communication ([eurosigdoc.acm.org/isdoc2014](http://eurosigdoc.acm.org/isdoc2014));

Several seminars were sponsored by EuroSIGDOC ([eurosigdoc.acm.org/seminars.html](http://eurosigdoc.acm.org/seminars.html)), and now the TWL (Technical Writers @ Lisbon).

— EuroSIGDOC Board

# About APCOMTEC

## APCOMTEC: uma associação interdisciplinar

Desde a sua criação, em 2006, que a APCOMTEC, Associação Portuguesa para a Comunicação Técnica, com sede na UA, tem vindo a promover e divulgar a prática profissional, formativa e de investigação em Comunicação Técnica (CT), em Portugal. Nos últimos anos, procurou dar a conhecer o seu trabalho e divulgar esta área, recente em contexto nacional, tanto através da formação, da organização de eventos, das redes sociais e da Newsletter

## Missão e objetivos

AAPCOMTEC tem por missão o desenvolvimento, a promoção e a representação da Comunicação Técnica em Portugal, bem como dos respetivos profissionais.

Dos objetivos dos atuais órgãos sociais fazem parte o diálogo próximo entre o meio académico e o meio empresarial, a promoção da interdisciplinaridade inerente à CT, nomeadamente com a Tradução, a Terminologia, a Engenharia Informática e a Divulgação de Ciência, bem como o fortalecimento da presença e o reconhecimento da CT a nível nacional e europeu. AAPCOMTEC é associada da TCEurope – associação que representa os interesses da comunidade de Comunicação Técnica a nível europeu.

## O que temos feito

Enquanto agente divulgador e mediador de experiências, conhecimento, informação, produtos e serviços sobre e de Comunicação Técnica, a APCOMTEC tem dinamizado eventos de informação e formação em CT, nomeadamente através das suas Jornadas e do Colóquio Internacional de Comunicação Técnica 2012.

Foram três as **Jornadas** já organizadas em diferentes pontos do país, desde 2011: no DLC/UA, sobre Comunicação Profissional e Design de Informação, na ESTGA, dedicada à Comunicação Profissional e Planeamento na Documentação Técnica, e no ISCAP, coorganizada com o Centro Multimédia de Línguas (CML), sob o tema “Comunicação Técnica: como traduzir negócios em sucesso”.

O objetivo destas Jornadas consistia em reunir especialistas e profissionais, na área da Comunicação Técnica (CT), e dar a conhecer o seu trabalho a futuros especialistas, indo assim ao encontro dos próprios objetivos da APCOMTEC.

Quanto ao **Colóquio Internacional de Comunicação Técnica 2012**, constituído por um Pré-colóquio sobre «Sustentabilidade em Comunicação Técnica» e o Colóquio TCEurope 2012 «Technical Communication and Readership», este teve lugar no Departamento de Línguas e Culturas da U. Aveiro em abril de 2012.

O Pré-colóquio permitiu debater acerca da estreita relação entre a Comunicação Técnica, a Terminologia, a Tradução e a Engenharia Informática, que inegavelmente contribuiu para um desenvolvimento mais preciso, adequado e eficaz, assim como para a criação de documentação mais personalizada e intuitiva.

Quanto ao Colóquio TCEurope, o seu objetivo foi fornecer uma visão geral do estado-da-arte de um tópico tão vasto e desafiante como é o público-alvo em Comunicação Técnica, bem como explorar os diferentes e emergentes meios de comunicação aqui utilizados, trocar informação relativa à comunicação técnica e às suas aplicações, avaliar as vantagens e desvantagens dos diversos formatos de edição e produção, assim como as utilizações, as necessidades e as exigências provenientes da e-sociedade.

Este conjunto de eventos contribuiu certamente para o crescimento da associação, tanto a nível do número dos seus associados como da projeção que conseguiu dar a esta área recente do conhecimento, tendo-se este último facto refletido nos inúmeros contactos de qualidade que a APCOMTEC teve com as **empresas e instituições**, essencialmente a nível nacional.

Já a nível europeu, o esforço da associação em manter a ligação à **TCEurope** tornou-se particularmente profícuo aquando da organização conjunta do evento internacional antes mencionado, assim com nas reuniões de trabalho subsequentes, tendo a última acontecido em Bruxelas, em abril de 2013, onde a APCOMTEC esteve presente.



## About CLUNL

Centro de Linguística da Universidade Nova de Lisboa (CLUNL) is a research unit that has as its main objectives the advancement of research in Theoretical and Applied Linguistics, the advanced training of researchers and the promotion of the publication of scientific data in those domains concerned with the nature and structure of languages and texts.



This unit is financed by FCT.

The Centro de Linguística of Universidade Nova de Lisboa (CLUNL) was founded in 2000, in the sequence of a restructuring of the Centro de Estudos Comparados de Línguas e Literaturas Modernas (CEC). CEC, founded in 1979 and financed by the Instituto Nacional de Investigação Científica (INIC), integrated the Núcleo de Estudos de Linguística Contrastiva (NELC), whose members advocated the existence, in FCSH, of a research program in Linguistics.

At the Universidade Nova, the planning of the early research work in linguistics began in 1975, in the area of Línguas e Literaturas Modernas (Modern Languages and Literatures), thanks to the interest of Professors Maria de Lourdes Belchior and Maria Emília Marques. The theoretical approaches of the team members (comprising the domains of Sociology, Computer Sciences, Sociolinguistics, Psycholinguistics, and Language Teaching, within a contrastive and interdisciplinary approach) were presented at the Primeiro Encontro Nacional para a Investigação e Ensino do Português, in 1976.

In 1979, NELC published, in the first issue of *Letras Soltas*, a number of articles integrating some of the domains that would later be developed in CLUNL: Lexicology, Text Theory, Theoretical Issues and Pedagogical Praxis, branching into Sociology of Education and Bilingualism. The second issue of *Letras Soltas* was edited by Professor Maria Henriqueta Costa Campos, who pioneered publishing in the domains of enunciative semantics and relational grammar.

Since its creation, in 2000, the work developed at CLUNL has made an important contribution to linguistic studies in Portugal in the areas of Acquisition (L1 and L2), Discourse Analysis, Text Theory, Lexicography and Terminology, Syntax, Morphology and Historical Linguistics. CLUNL's present research is based on different conceptual and theoretical models. This characteristic is a reflection of the work developed in the Unit throughout the years and it is also what gives the Unit its identity.

Between the years 2000 and 2006, CLUNL was directed by Teresa Lino. Maria de Lourdes Crispim was director between 2006 and 2010, together with Maria Lobo, Fernanda Menéndez and Maria do Céu Caetano.

Previous directory boards have established CLUNL as a competitive and relevant Research Unit, which is attractive to both national and foreign young researchers.