

$$00A0 \ 2203\exists \ 2200\forall \ 2286\subseteq \ 2713x \ 27FA\iff 221A\sqrt{} \ 221B\sqrt[3]{} \ 2295\oplus \ 2297\otimes$$

alpha

2020 12 16

1	3
2	5
3	7
4	9
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Doc like Code

1. `reStructuredText`
2. `Sphinx`
3. `github`
4. `Read the Docs`
5. `MS Visual Studio Code`

:

CHAPTER 1

date 2018-03-10 10:20

- Creative Writing
- Commercial copy writing)
- Business writing)
- Scientific writing)
- (Technical writing)

(Accessibility)

1.1

- 1.
- 2.
- 3.

1.2

load) (information over-
(empathy) “ ”

:	1.	2.	3.	4.	5.	6.
---	----	----	----	----	----	----

1.3

“ ”

- 1.
- 2.
- 3.

CHAPTER 2

munication)

(Technical Com-

date 2010-10-03 10:20

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CHAPTER 4

date 2010-10-03 10:20

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date 2010-10-03 10:20

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date 2010-10-03 10:20

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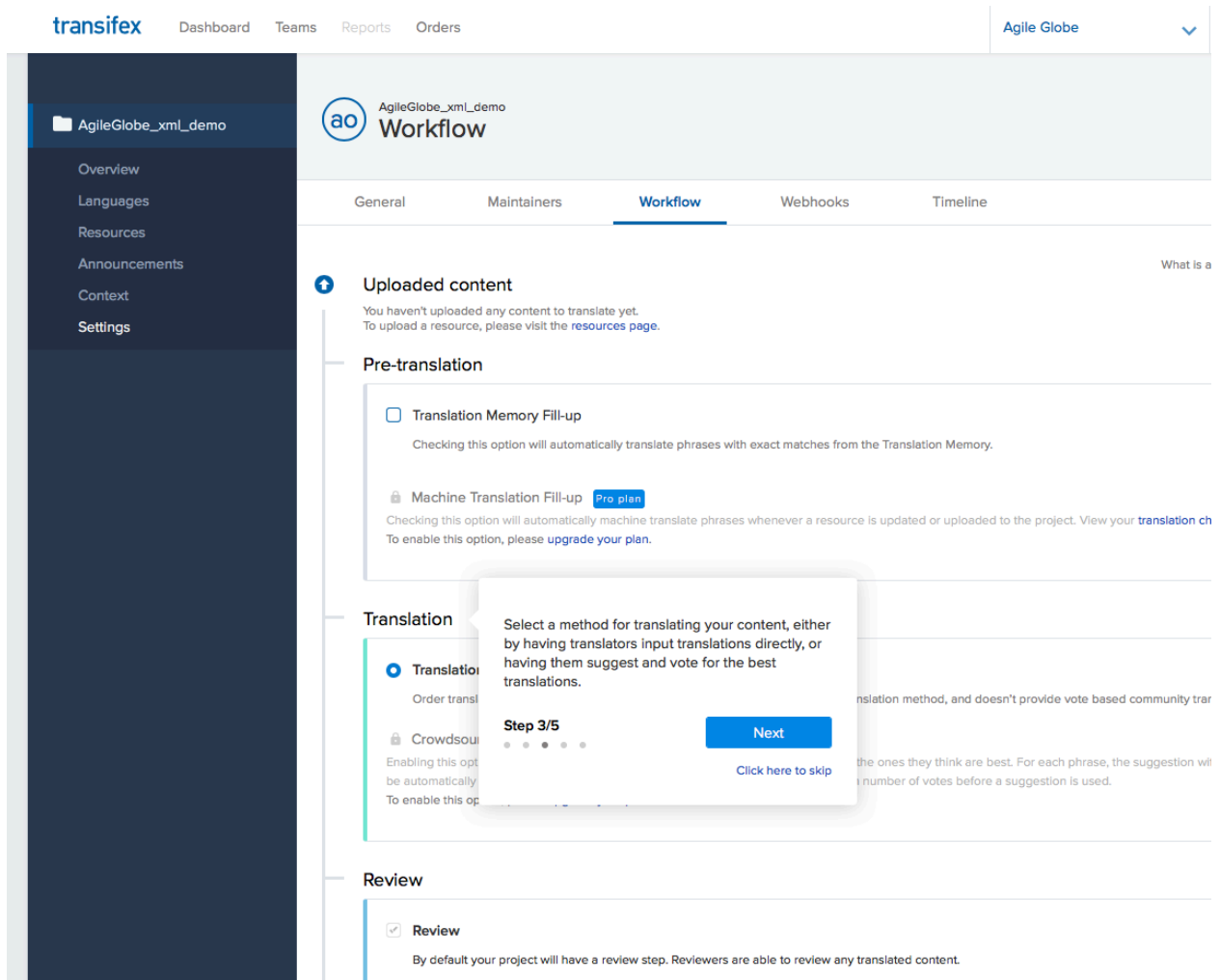
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CHAPTER 9

Guided Tour

date 2018-04-10

Guided Tour



9.1

- Crumble
- Bootstrap Tour bootstrap Tour
- Joyride JS+CSS
- HopScotch JSON API

9.2

- Walkme .

CHAPTER 10

Help Desk

Skype qq

10.1

- zendesk
- freshdesk

date 2010-10-03 10:20

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date 2018-06-30

author

12.1

12.2 1.

12.2.1 1.1

1.1.1 Information Information can be any difference you perceive, in your environment or within yourself. It is any aspect that you notice in the pattern of reality.

** ** ** **

1.1.2 Information Need An information need is a recognition that your knowledge is inadequate to satisfy a goal that you have.

** **

1.1.3 Information Seeking Information seeking is a conscious effort to acquire information in response to a need or gap in your knowledge.

1.1.4 Information Behavior, IB

Information behavior (hereafter, “IB”) encompasses information seeking as well as the totality of other unintentional or passive behaviors (such as glimpsing or encountering information), as well as purposive behaviors that do not involve seeking, such as actively avoiding information.

“IB”

12.2.2 1.2

12.2.3 1.3

1.3.1 “ ”

Only “objective” information is valuable.

1.3.2 More information is always better.

“ ” “ ”

1.3.3

Objective information can be transmitted out of context.

1.3.4 Information can only be acquired through formal sources.

1.3.5

There is relevant information for every need.

;

1.3.6

Every need situation has a solution.

_____ -

1.3.7

It is always possible to make information available or accessible.

1.3.8

Functional units of information, such as books or TV programs, always fit the needs of individuals.

; “ ” ;

1.3.9

Time and space—individual situations—can be ignored in addressing information seeking and use.

“ ”

1.3.10 People make easy, conflict-free connections between external information and their internal reality.

“ ” “ ” “ ”

12.3 2.

2.1

2.2

2.3

2.4

2.5 “ ”

12.4 3. “ ”

information “ 1 2 ; “

Dervin

1 .

2 .

3 . “ ”

12.5 4.

1 need

Grunig “ ” “ ” inner motivational state

Andrew Green “ ” “ ” 4

a need is always instrumental: it involves reaching a desired goal

needs are usually contestable

need is related to the concept of necessity in such a way as to carry, at times, more moral weight

need is not necessarily a state of mind, and it is possible to be unaware of one’s true needs.

2 vs (needs vs demands)

—

Connor

3

1

2

3

4

4

** **

information behavior

12.5.1 4.1

1 . Decision Making

1 Making Decisions

Donohew and Tipton

“ ” ;

2 Solving Problems

Simon ,

Sperber Wilson 1995 “ ”

2 . Browsing, Scanning, and Serendipity

“ ”

“ ” “ ” “ ”

“ ” ,

“ ”

Boyce, Meadow, and Kraft (1994) “ ” “ ”

**** **** A B

3 . Avoiding Information

1

2

“ ” [1] ; [2] ; [3]

3

Miller 1960

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7. :

12.6 5.

Wilson Dervin Ellis Kuhlthau wang Bates Saracevic
Markey Atherton 5 Krikelas (1983) Bystrom Jarvelin (1995) Leckie
(1996) Johnson(1997) Savolainen(2005)
: Donohew Tipton(1973) “ ”

12.6.1 5.1

1. Krikelas

JamesKrikelas (1983) “ ” Krikelas
13 1 Krikelas “ ” “ ” “ ” “ ”
“ ‘ ’ ” “ ” ; Krikelas

1 James Krikelas

Krikelas Henefer Fulton(2005) “ ” “ ” “ ”
Krikelas ; Krikelas “ () ” “ ()
” “ ” QQ ; “ () ” “ ” “ ”
2. Bystrom Jarvelin Bystrom Jarvelin(1995) “ ” 2 9
: “ ”() “ ”() “ ”(
) “ ”() ;
; Bystrom Jarvelin 14 ;

2 Bystrom Jarveliin

Bystrom Jarvelin Ingwersen Jarvelin Bystrom Jarvelin
“ ” “ ” “ ” Bystrom Jarvelin

3. Leckie

Leckie Petigrew Sylvain(1996) “ ” “ ”
14 6 (3) “ ” “ ”

3 Leckie

4. Johnson

Johnson(1997) (CMIS Comprehensive Model of InformationSeeking)
(4 7 4 ;)
() Johnson ; “ ”
; 4
; CMIS Johnson (CMIS)
(CMIS) Johnson “ ” Johnson (CMIS)
Johnson Johnson
CIMS Johnson
“ ”

4 Johnson (CMIS)

5. Savolainen

Savolainen(2005) (ELIS Everyday Life Information Seeking) 5 3 (way of life)
(mastery of life) ; ;
_____ _____ 4 ; ;
_____ ;
“ ”

5 Savolainen

Savolainen

Savolainen

Savolainen 4

12.6.2 5.2

Krikelas	Bystrom Jarvelin	Leckie	Johnson	Savolainen	Krikelas	Leckie	Savolainen
Bystrm	Jrvelin	Johnson					1 5
Johnson							

12.7 6.

12.7.1 6.1

1.

(Agreeableness) 5 (Extraversion) (Openness) (Neuroticism)
(Conscientiousness) 1

2.
2

12.7.2 6.2

Heinstrom : 3

1. Joanna ;

3

2. Gorman
Joanna

3. Heinstrom

Bawden “ ” Tidwell Sias

12.7.3 6.3

1. Hamburger
Marcus Guadagno

2. Facebook 4

Facebook ; ; Facebook ;
Amichai-Hamburger Facebook yan Facebook
Facebook -
Correa

3. SNS Muscanell
Facebook oss yan -

12.8

[1]Case, D. O.Looking for Information—A Survey of Research on Information Seeking, Needs, and Behavior[M]. England: London, 2007.

[2] . [J]. ,2014 5 .

[3] . [J]. 2011 11 .

CHAPTER 13

(Human Factors)

date 2010-10-03 10:20

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date 2010-10-03 10:20

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CHAPTER 15

date 2010-10-03 10:20

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date 2018-03-14

author

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date 2018-03-08
author

17.1

Single Sourcing Ament (2002)

“ ”

17.1.1

10

-
-
-
-

1
2 10

3

4

5

17.1.2 1

“ ” “ ”

17.2

-

-

17.3

17.4

17.5

-

-

-

-

17.5.1 2

10 3 “ ” 4 “ ”

#.

#.
#.

#.

#.

#.
#.

#.

#.
#.

17.5.2 3

“ ”

17.6

17.7

17.8

CPU

17.9

17.10

GIF

JPEG

17.11

17.12

17.13

“ ” “ ”

17.14

17.15

17.16

17.17

17.18

:)

17.19

“ ”

17.20

17.21

17.22

“ ”

17.23

17.24

17.24.1 4

“ ” “ ”

17.25

Language” “HTML” “HyperText Markup
Inc.” “International Business Machines,
“UMB” “upper memory block”

17.26

Preview” “About this guide” “AUTOEXEC.BAT” “database”

17.27

17.28

17.29

:

17.30

“ ” “ ” “ ”

17.31

“ ”

17.32

17.32.1 5

CMS

17.33

17.34

FrameMaker

Adobe

17.35

	SGML XML		Adobe	
FrameMaker			Quadralay WebWorks	
Publisher		CMS		Arbortext
Epic Editor Documentum				

17.36

17.37

17.38

17.39

17.40

17.41 Information Mapping

<http://www.informationmapping.com/fspro2013-tutorial/infotypes/infotype2.html#tab2>

CHAPTER 18

date 2010-10-03 10:20

HOW DO I INSTALL THE OFF-CAMPUS ACCESS BUTTON?	+
HOW DOES IT WORK?	+
USING THE OFF-CAMPUS ACCESS BUTTON, AN EXAMPLE	+
MORE INFORMATION?	+

CHAPTER 19

date 2010-10-03 10:20

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CHAPTER 20

date 2010-10-03 10:20

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date 2018-05-08

author

XML

XML

- XML
- CSS/XSLT
- DTD/Schema

22.1 XML

```
<?xml version="1.0"?>

<BusinessCard>
  <Name>Gao Zhijun</Name>
  <phone type="mobile">+86 10 8264 9812</phone>
  <phone type="work">+86 10 6127 3510</phone>
  <phone type="fax">+86 10 6127 3510</phone>
  <email>gaozhijun@ss.pku.edu.cn</email>
</BusinessCard>
```

22.2 CSS

```
BusinessCard {
  font-family: Arial, Helvetica, sans-serif;
  background-color: #DACFE5;
  width: 300px;
```

()

()

```

display: block;
padding: 10pt;
border: 1px solid #0D3427;
margin: 5px;
text-align: left;
}

Name {
    color: #0D3427;
    font-weight: bold;
    font-size: 140%;
    display: block;
    margin-bottom: 3%;
}

phone {
    font-size: 90%;
    color: #523819;
    font-size: 90%;
    display: block;
}

email {
    color: #0D3427;
    font-size: 90%;
    font-weight: bold;
    display: block;
    margin-top: 3%;
}

```

CSS XML

```
<?xml-stylesheet type="text/css" href="businesscard.css"?>
```

22.3 DTD

```

<!DOCTYPE BusinessCard [
  <!ELEMENT BusinessCard (Name, phone+, email?)>
  <!ELEMENT Name (#PCDATA)>
  <!ELEMENT phone (#PCDATA)>
  <!ATTLIST phone type (mobile | fax | Work | home) #REQUIRED>

  <!ELEMENT emai (#PCDATA)>
]

```

DTD <https://www.w3school.cn/dtd/dtd-intro.html>

:

- #PCDATA (Parsed Character Data)

22.4 DTD xml

```
<!DOCTYPE BusinessCard SYSTEM "businesscard.dtd">
```


23.1 1.DITA

DITA IT , DITA ,
DITA “Darwin Information Typing Architecture” IBM OASIS OASIS
“Organization for the Advancement of Structured Information Standards”
DITA XML
DITA

23.2 2.DITA

DITA
“ ” DITA DTD DITA
DTD DTD DITA “ ” DTD
Step DITA Procedure Step “ ” “Procedure” “ ” “Step” Procedure
DITA XML
XML
XML
XML “ ” DTD

23.6 6. DITA

DITA IT , () , PTC Arbortext[6] Adobe FrameMaker[7] JustSystems XM
 Toolkit JAVA , DITA [9] DITA , , , DITA
 TA , DITA , DITA , :a. XML , DITA XML ,
 b. , , , DITA DITA (Reuse), , DITA
 c. , DITA ,DITA , , DITA ,
 d. ,DITA , XSLT ,
 e. ,DITA “ ” ,
 () , , , PDF HTML ,
 ” DITA , :a. : , , ;b. : , ;c. : ;d.
 oXygen/> XML Author , , ,
 DITA , , DITA , “ ” DITA , () ,
 DITA , : , ; , , , XSL
 DITA XML , DITA , DITA , DITA DITA

23.7 7.DITA DOCBOOK

DITA DocBook DITA DocBook
 DITA DITA DITA DITA
 DocBook DocBook Section DITA Topic Docbook DI-
 TA DocBook DITA DocBook DITA
 PDF CHM HTML DocBook PDF HTML

<https://docs.oasis-open.org/dita/v1.0/archspec/topiccover.html>

24.1 Topic

General Topic

```
<topic id="topic">
<title>Some little topic</title>
<body>
  <p>Here's a little topic.</p>
  <ul>
    <li>Some item</li>
    <li>Another item</li>
  </ul>
</body>
</topic>
```

Concept Topic

```
<concept id="concept">
<title>Bird Calling</title>
  <conbody>
    <p>Bird calling attracts birds.</p>
    <example>
      <p>Bird calling requires learning:</p>
      <ul>
        <li>Popular and classical bird songs</li>
        <li>How to whistle like a bird</li>
      </ul>
    </example>
```

()

()

```

</conbody>
</concept>

```

Task Topic

```

<task id="ertx">
<title>Creating an ERTX file</title>
  <taskbody>
    <context>Each morning before breakfast you need to
    create a fresh ERTX file.</context>
    <steps>
      <step><cmd>Start ERTX.</cmd></step></steps>
      <step><cmd>Click New ERTX File.</cmd></step></steps>
    </steps>
    <result>You now have your ERTX file for today!</result>
  </taskbody>
</task>

```

Reference Topic

```

<reference id = "boldproperty">
<title>Bold property</title>
<shortdesc>(Read-write) Whether to use a bold font for the specified
text string.</shortdesc>
<refbody>
<refsyn>
  <synph>
    <var>object</var><delim>.</delim><kwd>Font</kwd><delim>.</delim>
    <kwd>Bold</kwd><delim> = </delim><var>trueorfalse</var>
  </synph>
</refsyn>
<properties>
  <property>
    <proptype>Data type</proptype>
    <propvalue>Boolean</propvalue>
  </property>
  <property>
    <proptype>Legal values</proptype>
    <propvalue>True (1) or False (0)</propvalue>
  </property>
</properties>
</refbody>
</reference>

```

DITA MAP

```

<topicref href="A.dita" collection-type="sequence">
<topicref href="A1.dita"/>
<topicref href="A2.dita"/>
</topicref>
<reltable>
<relrow>

```

()

()

```

    <relcell>A.dita</relcell>
    <relcell>B.dita</relcell>
</relrow>
</reltable>

```

24.2 task.dita

```

<?xml version="1.0" encoding="utf-8"?>
<!DOCTYPE task PUBLIC "-//OASIS//DTD DITA Task//EN" "task.dtd">

<task id="replace" xml:lang="zh-cn">
  <title>    </title>
  <shortdesc></shortdesc>
  <taskbody>
    <prereq>    </prereq>
    <steps>
      <step>
        <cmd>    </cmd>
      </step>
      <step>
        <cmd>    </cmd>
      </step>
      <step>
        <cmd>    </cmd>
      </step>
      <step>
        <cmd>    </cmd>
      </step>
      <step>
        <cmd>    </cmd>
      </step>
    </steps>

  </taskbody>
</task>

```

24.3 concept.dita

```

<?xml version="1.0" encoding="utf-8"?>
<!DOCTYPE concept PUBLIC "-//OASIS//DTD DITA Concept//EN" "concept.dtd">

<concept id="gas">
  <title>    </title>
  <shortdesc>    </shortdesc>
  <conbody>
    <p>      →  →  →  →  →      →  →  →      </p>
  </conbody>

</concept>

```


24.4 map.ditamap

```
<?xml version="1.0" encoding="utf-8"?>
<!DOCTYPE map PUBLIC "-//OASIS//DTD DITA Map//EN" "map.dtd">

<map xml-lang="zh-cn">
<title>    </title>
<topicref href="concept.xml" type="concept"/>
<topicref href="task.xml" type="task"/>
</map>
```

24.5 DITA OT

```
bin/dita --input=sourfile --format=pdf
```

date 2010-10-03 10:20

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date 2018-05-16

35.1

AntConc PDF
<http://www.laurenceanthony.net/software/antconc/>
5 4

35.1.1

- AntConc DITA
1. DITA
 2. DITA topic DITA Topic DITA Topic
 3. dita PDF PDF HTML

35.1.2

1. AntConc PDF
2. dita topics
3. 2018 5 29 20 00
4. CATTP

35.1.3

AntConc CCMS easyDITA

- 1.
 - 2.
 3. topic)
 4. ISO 9126-4
-
- 1.
 2. DITA M-DITA reST Markdown ccms github svn webdav
 - 3.
- :
- Greyfiti
 - SeSAM
 - PI-Class (Wolfgang)
 - DITA Style Guide

35.1.4

- 1.
2. PPT 6 5 22 00
3. 6 6

date 2010-10-03 10:20

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date 2010-10-03 10:20

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author

$$(1) \quad (2) \quad , \quad (3)$$

“+”

chatbot										PC
Alan	M.	Turing	1950	Mind	Computing	Machinery	and	Intelli-		
“	”	“	”	Turing Test	“	”	ELIZA[1]	1966	MIT	• Joseph
Weizenbaum	1988	•	Robert		Wilensky	UC UNIX			Consul-	
tant UC	UNIX			•	Hugh G.	Loebner 1990	—	Loebner		
Prize	•	Richard S.	Wallace	1995	ALICE	YAP[5]	CSIEC	Sofia		

3	BUILD	BotFarmework	4	2016	“Chatbot ”	Facebook	Google	Chatbot	
Amazon	Echo	Alexa	6	WWDC	iMessage	5	Google I/O	GoogleAssistant	AlloMessenger
hoo		Chatbot KikMessenger	2017	4	Facebook	“Lara”	SiriSDK	IBM	Ya-

38.3.1 3.1Siri

Siri iPhone4S iPad 3 Mac Siri Alexa Google Assistant
2 Google Assistant 30 Siri 21

38.3.2 3.2

2014 5 29 “ ” AI 1 “ ”
AI 4.32 4.76
“ ”

38.3.3 3.3Facebook M

2015—2018 M Facebook Messenger 1 Facebook M Facebook Messenger
2017 7 Facebook “ ” “ ”

38.3.4 3.4 Alexa

Alexa for business Alexa Alexa AlexaFund 1 ,

38.3.5 3.5Account Activity API

Twitter Account Activity API app Twitter API

38.3.6 3.6

Duer 2015 9 Robin DuerOS 22 AI AI

38.3.7 3.7

“ ”

38.4 4

38.4.1 4.1

“ ” “ ” “ ” “ ” “ ”

AppleSiri GoogleNow Cortana
IBMWatson WolframAlpha Magi

38.4.2 4.2

Chatbot QuestionAnsweringSystem 10 Uber Sephora CNN

38.4.3 4.3

LSTM RNN Seq2Seq - Sequence to Sequence Learning with Neural Networks context response

38.5 5

38.5.1 5.1

38.5.2 5.2

38.5.3 5.3

38.5.4 5.4

Facebook 1 19 M M Facebook Messenger AI

38.6 6

2016 7 2021 32 2016 2021 35.3%

1 2
3 “ ” “ ”
4
5

38.7 7

[1]Weizenbaum J. ELIZA—a computer program for the study of natural language communication between man and machine[J]. Communications of the ACM, 1966, 9(1): 36-45. [2] Wilensky R, Chin D N, Luria M, et al. The Berkeley UNIX consultant project[J]. Computational Linguistics, 1988, 14(4): 35-84. [3] Kruschwitz, U., De Roeck, A., Scott, P., Steel, S., Turner, R., and Webb, N. (1999). Natural language access to yellow pages. In Third International conference on knowledge-based intelligent information engineering systems, pages 34–37. [4] Jia J. CSIEC (Computer Simulator in Educational Communication): A virtual

context-adaptive chatting partner for foreign language learners[C]//Advanced Learning Technologies, 2004. Proceedings. IEEE International Conference on. IEEE, 2004: 690-692. [5] Knill O, Carlsson J, Chi A, et al. An artificial intelligence experiment in college math education[J]. <http://www.math.harvard.edu/~knill/preprints/sofia.pdf>, 2004. [6] Ginzburg J, Fernandez R. Computational Models of Dialogue[M]// The Handbook of Computational Linguistics and Natural Language Processing. Wiley-Blackwell, 2010:429-481. [7] L. Shang, Z. Lu, and H. Li. Neural Responding Machine for Short-text Conversation. In Proceedings of ACL, 2015. [8] I.V. Serban., A. Sordoni, Y. Bengio et al. Building End-To-End Dialogue Systems Using Generative Hierarchical Neural Network Models. arXiv:1507.04808v2 [cs.CL] 25 Nov 2015. [9] , . AI — [J]. , 2018(2). [10] . [J]. , 2016(4):34-36. [11] . “ ” [J]. , 2018(7):10-11. [12] . [D]. , 2011. [13] , , . [J]. , 2016(4).

date 2018-06-06

* <https://www.luis.ai>

1. ChatterBot
2. wxpy

```
#!/usr/bin/env python3.5
from wxpy import *
from chatterbot import ChatBot
from chatterbot.trainers import ChatterBotCorpusTrainer

chatbot = ChatBot("gzj")#
chatbot.set_trainer(ChatterBotCorpusTrainer)
chatbot.train("chatterbot.corpus.chinese")#
bot = Bot(cache_path=True)#
group_2 = bot.groups(" ")[0]#

#group_2.send(" ")
hgy=bot.friends().search(' ')[0]
@bot.register(hgy)
def reply_my_friend(msg):
    return chatbot.get_response(msg.text).text

@bot.register(group_2)
def reply_my_friend(msg):
    if msg.is_at:
        return chatbot.get_response(msg.text).text#
# Python
embed()
```


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42.1

1. Sphinx
2. Jekyll
3. DITA
4. oXygen
5. MadCap
6. easydita
7. Guided Tour
8. Help Desk
- 9.

- 1.
- 2.
3. API
4. *Human Factors for Technical Communicators*)
5. Doc as Code)
6. (*Single Sourcing: Building Modular Documentation*)
7. iiRDS

8. Lightweight DITA
- 9.
10. Bootstrap for Technical Writers
11. Github for Technical Writers

42.2

- 1.
- 2.
- 3.
4. IEC82079
5. 100
- 6.
- 7.
8. Storytelling
9. AR/VR

42.3

1. rst
2. 20 PDF
3. 10 PDF
4. 6 19 22 00
5. 6 20
6. CATTP

42.4

- 1.
- 2.
- 3.

CHAPTER 43

- genindex
- modindex
- search