



# Standards for Online Communication

*JoAnn T. Hackos, Dawn M. Stevens*

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## **Standards for Online Communication** JoAnn T. Hackos, Dawn M. Stevens

Experience firsthand what makes online information work and why *Standards for Online Communication* gives you guidelines for how to place information online within your company. It provides both a design and development process and a set of guidelines for the Internet, intranets, and help systems for designers and authors who need to create effective electronic information. Drawing on their design and consulting experience, authors JoAnn Hackos and Dawn Stevens demonstrate how to judge what will work for your users, how to translate users' needs into a set of clear specifications, and how to implement these specifications. Using examples of good design, they provide expert advice and guidance on: Giving customers and employees the online information they need to do their jobs How to organize online information so your users can easily navigate through it Dealing with the special design requirements of the Web, intranets, and online help systems What graphics users really need and where sound and video fit in The issues involved with accessibility and navigation-multimedia, maps, indexes, hypertext, and more On the accompanying CD, you'll find a winhelp file of the book designed according to the principles taught in the book. Whether you are a webmaster, user-interface designer, content creator, or technical writer, with *Standards for Online Communication* you'll experience firsthand what makes online information work and why. Visit our Web site at: <http://www.wiley.com/compbooks/>

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