Despite “single-sourcing” and “knowledge-management” being buzz-terms that have existed for a while, they are still misunderstood at the business level. Hart-Davidson, Bernhardt, McLeod, Rife, and Grabill investigate this phenomena through two case studies: a large organization and a smaller enterprise. The authors concluded that incorporating new technical communication terms into work practice is uneven and not easy. With writing practices changing rapidly, businesses are concerned with writing becoming “deskilled” which led the authors to suggest more research is required to investigate writing practices.

In her article, Rockley investigates how single sourcing interacts with technology and how this impacts businesses and desktop publishing. Rockley suggests that just as the advent of desktop publishing changed the landscape of technical communication, so single sourcing and similar technologies are causing another wholesale change in technical communication. After discussing several levels of single-sourcing, Rockley discusses how these technological changes have modified technical communicator roles for writers, information designers, information technologists, and editors. She concludes that technology will continue to drive us and determine how information is presented. Rockley suggests that technical communicators should start controlling this process and lead the technology into different fields – i.e. being proactive rather than reactive to the changing landscape of the field technical communication.