

Tekom – Cluj-Napoca, 2026

Technical Communication - Quality in the Agentic age

December 4, 2026, 16:00-19:00 EET

Agenda

16:00 – 16:15: **Welcome**

16:15 – 16: 30: **Introductory note** (Voichița Ghenghea, Head of tekcom Romania)

16:30 – 17:00: **The Second Reader. Making documentation agent ready** (Sonia Pavlenko, Technical Writer @Ascom Mobile Solutions & Melania Duma, Senior Technical Writer @UiPath)

17:00 – 17:30: **Between walled gardens and GenAI** (Daniel Prindii, Content Strategist @ E&K Interactive Studios)

17:30 – 18:00: **Human + AI: Designing Software Documentation That Actually Helps People** (Monica Chis, Freelance Software IT Consultant and Trainer)

18:00 – 18:30: **AI changed the rules. Now what?** (Veronica Cernea, Documentation Manager @Snyk)

18:30 – 19:00: **Writing for Machines and Humans: How Technical Writers Shape AI Understanding** (Andreea Pelea, Technical Writer @Ascom Mobile Solutions)

The Second Reader. Making documentation agent ready

Sonia Pavlenko (Technical Writer @Ascom Mobile Solutions), Melania Duma (Senior Technical Writer @UiPath)

Abstract

Documentation has always been written for one reader: a person who skims and infers missing context. Your documentation now has a second reader, an AI agent, which doesn't skim, but extracts. The AI agent doesn't share your context, but guesses instead, and it sounds equally confident whether it's right or wrong. Many teams are asked "is our documentation AI-ready?" without a shared definition of what that means. This talk offers one, covering how content is written, what infrastructure it can live on, what a documentation site needs to expose, and what getting it wrong costs in tokens. You'll leave

with a practical checklist to run on any page you own, and the reminder that agent-readiness isn't a new project. It's the same rigor good technical writing has always asked for, and now a reader is grading it.

Bio (Sonia Pavlenko): *Technical Writer, PhD in Philosophy, language expert and British Council examiner with over a decade of experience in the field. She is interested in information design that enhances usability and comprehension. Skilled in collaborating with developers, product managers and UX teams to produce content that bridges the gap between technical complexity and user understanding. Passionate about simplifying complexity and translating technical concepts into accessible content for diverse audiences.*

Bio (Melania Duma): *Senior Technical Writer at UiPath, PhD in Linguistics and British Council examiner. She is interested in helping development teams get their message across users and stakeholders in a clear, simplified manner. For the past 14 years, she has been working with CMS systems, XML editors, DITA, GitHub. She holds the tekomp Expert Technical Writing certificate.*

Between walled gardens and GenAI

Daniel Prindii (Content Strategist @ E&K Interactive Studios)

Abstract

To make GenAI work you need a walled garden. Contrary to the free and open internet manifesto, sometimes a walled garden is necessary. The presentation will explain the elements of a walled garden and how the concept can be used in a generative setup.

The idea is that by creating a closed system for your company you can control: how the human collaboration happens; the quality of the data that is ingested by the system; the ways to measure results, mitigate errors and improve outputs; the security and privacy of your data and systems. Through the presentation we'll discuss what is an ideal technical setup, we'll look at the ways people should create tasks, structure information, analyse results, and how compliances regarding privacy, security is maintained. The presentation is useful for content designers, product managers, technical writers and marketing professionals.

Bio: *Daniel Prindii is a Content Strategist, focused on Information Architecture, Community Design, Data Governance and the knowledge economy. He has worked with companies and collectives in coworking, team augmentation, radio, member-supported newsrooms, open-source bookmarking products and book publishing. He is writing Miscellanea, a weekly newsletter for the independent thinker, at the intersection of digital content, knowledge management and culture. Currently, he's a founding partner at E&K Interactive Studio, where he works as a consultant or in a fractional capacity with SMEs, startups, and collectives.*

Human + AI: Designing Software Documentation That Actually Helps People

Monica Chis (Freelance Software IT Consultant and Trainer)

Abstract

Software documentation is no longer just about explaining how a product works. It is about helping people understand, decide, and successfully accomplish something. With the rapid adoption of generative AI, technical writers can now automate and accelerate many documentation activities—from research and content creation to review, translation, and maintenance. But faster software documentation does not necessarily mean better documentation. This presentation explores how **human expertise and AI capabilities can work together throughout the software documentation process**. We will look at a practical documentation lifecycle, including **information gathering, audience analysis, content planning, drafting, review, validation, publishing, feedback, and continuous maintenance**, and examine where AI can support each stage. The focus will be on finding the right balance: **what should AI do, what should humans do, and where is human judgment essential?** Through practical examples and workflows, we will explore how AI can help technical writers reduce repetitive work while allowing them to focus more on information architecture, user needs, accuracy, clarity, empathy, and strategic communication. Ultimately, the goal is not to create software documentation *with less human involvement*, but to create documentation that **helps humans more effectively**.

Bio: *Monica is a freelancer Software IT Consultant and Trainer. She has been working in various roles in different areas: IT industry, Research, and University for more than 23 years. She has experience with external audits and with software development quality management, with highlighting the important key points for clear processes. She was Quality Manager for software projects in Air Traffic Management and telecommunications, Project Manager and Delivery Manager in IT companies. Her experience involves all aspects of a project, product, and software development life cycles. She is a customer-oriented person and she has worked in multi-cultural competitive environments. She likes working with people from different cultural groups. She is enthusiast and passionate about technology and Software Quality Assurance field and she is promoting agile methodology. She really believes that it is possible to create simple processes for delivery Quality Software Products.*

AI changed the rules. Now what?

Veronica Cernea (Documentation Manager @Snyk)

Abstract

AI can write our content. It can review it. It can automate parts of the work we've been doing for years. But should we actually let it? I'll share what happened when we moved AI from experiments to real workflows in a documentation team: what we changed, what surprised us, what didn't work, and where human judgment still matters. No AI hype. No predictions about the end of technical writing. Just a practical look at what changes when AI becomes part of how a team actually works.

***Bio:** Veronica Cernea is a documentation leader focused on making complex products easier to understand, use, and maintain. She enjoys turning messy content ecosystems into clear structures, better workflows, and documentation that actually works for its users. She is passionate about content strategy, information architecture, and treating documentation as part of the product rather than an afterthought. She works closely with Product and Engineering teams to make documentation a more effective part of how technology is built and delivered. Her current focus also includes how AI is changing the way documentation teams work, collaborate, and define their role.*

Writing for Machines and Humans: How Technical Writers Shape AI Understanding

Andreea Pelea (Technical Writer @Ascom Mobile Solutions)

Abstract

When your docs are clear, concise, and searchable, AI can provide accurate responses and users can follow procedures with confidence. But do materials written for AI differ from those written for human audiences? Come explore how to create content that works beautifully for both your readers and your AI systems.

***Bio:** Andreea is a Technical Documentation Specialist at Ascom Mobile Solutions. Her focus is on two key areas: training and technical writing. She has created a wide range of end-user documents and training manuals in English and French and has delivered onsite training courses to companies in Europe, Asia, and Africa. With ten years of experience using DITA, she enjoys creating clear, well-structured documentation. She is passionate about learning and sharing knowledge. Instructional design is especially meaningful to her, because she values the strategic thinking involved in designing courses that are interactive and genuinely effective for learners.*