



FIT3048 Industry experience studio project 2 - S1 2023

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Started on	Monday, 1 May 2023, 3:08 PM
State	Finished
Completed on	Monday, 1 May 2023, 3:10 PM
Time taken	2 mins 2 secs
Marks	8.00/8.00
Grade	10.00 out of 10.00 (100%)

[Print friendly format](#)**Question 1**

Correct

Mark 1.00 out of 1.00

Documentation that is provided before the user has encountered a problem, in order to prevent issues and can include [onboarding tutorials](#) and contextual tips is

Select one:

- ☒ Proactive help
- ☐ Reactive help



Your answer is correct.

The correct answer is: Proactive help

Question 2

Correct

Mark 1.00 out of 1.00

Documentation that includes materials such as documentation, videos, or even tutorials for those situations when users have an issue and they seek out advice to address it is

Select one:

- ☐ Proactive Help
- ☒ Reactive help



Your answer is correct.

The correct answer is: Reactive help

Question 3

Correct

Mark 1.00 out of 1.00

Which three things must you always consider when developing documentation?

Select one:

- ☐ Audience, Scope, Planning
- ☐ Purpose, Scope, Timing
- ☒ Audience, Purpose, Scope



Your answer is correct.

Your answer is correct.

The correct answer is: Audience, Purpose, Scope

Question 4


Correct

Mark 1.00 out of 1.00

The 4 types of documentation to support and help answer questions about your system, when it's deployed are?

Select one:

- ☐ User doc, Trello board, PGP, Help for External Visitors
- ☐ User doc, Tech Doc, Trello board, PGP
- ☐ User doc, Trello board, External Visitors, Tech Doc.
- ☐ User doc, Trello board, Tech Doc, Customer communications

- ☒ User doc, Tech doc, PGP, Help for external visitors to website  Yes, User doc, Tech doc, PGP, Help for external visitors to website is correct. The help for external visitors is documentation to help them use the system but is developed and shown in your help information on your screens, such as date format, lengths of input fields etc, giving feedback explaining if they have done something incorrectly. These are all forms of documentation to support and help answer questions about your system, when it's deployed.

Your answer is correct.

The correct answer is: User doc, Tech doc, PGP, Help for external visitors to website

Question 5

Correct

Mark 1.00 out of 1.00

Question about the way you should write an instruction for your client.

Which is better, A or B?

A

- THE CUSTOMER NAME IS INPUT INTO THE MARKED FIELD AND THEN ENTER IS PRESSED

OR

B

- ENTER THE CUSTOMER NAME
- PRESS ENTER

Select one:

- ☒ B  Yes, in an active voice, telling your user what to do, not about it!
- ☐ A

Your answer is correct.

The correct answer is: B

Question 6

Correct

Mark 1.00 out of 1.00

For which of the following have we considered documentation ?

We discussed 3 types.

Select one or more:

- ☒ for technical development people for improving or maintaining this system in the future ✓
- ☒ for the visitors to the client's website - help on screens, field formats on input screens, validation messages ✓
- ☒ for The Client, maybe report, maybe PDF ✓
- ☐ for the visitors to the website - PDFs sent to them

Your answer is correct.

The correct answers are: for The Client, maybe report, maybe PDF, for the visitors to the client's website - help on screens, field formats on input screens, validation messages, for technical development people for improving or maintaining this system in the future

Question 7

Correct

Mark 1.00 out of 1.00

Does your client need a table of contents?

Select one:

- ☐ No
- ☒ Yes ✓

Your answer is correct.

The correct answer is: Yes

Question 8

Correct

Mark 1.00 out of 1.00

Do you have screen grabs for every interaction that your client has, in your user doc.?

Select one:

- ☒ No
- ☐ Yes

✓ You are correct, They are not need to describe interactions that are obvious from what is actually on the screen. For example, if the screen say
To LOG IN - enter email address _____
why would you have a screen grab in your documentation to show that?
You need to ensure that you do not make your documentation too big or too difficult for your clients to find things easily and quickly and, adding to it with unnecessary information makes it that more difficult.

Your answer is correct.

The correct answer is: No

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