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| **Assessment Task 1 – Written Questions**  Several of the following questions ask you to “briefly describe” or “briefly define” an item or concept. For these questions, you should respond with a short paragraph of around one to three sentences or up to one-hundred words in length. |

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|  | List the eight standard features that a complete collection of user documentation for an ICT product should include. |
| Answer: | 1. Minimum hardware and software requirements. 2. Installation/Setup guide. 3. Instructions on how to start the system. 4. Description of main features 5. Instructions on how to use the system. 6. Cautions and warnings. 7. Troubleshooting steps and examples. 8. Contact information. |
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|  | Briefly define the following four requirements of high-quality user documentation for an ICT product and provide one example of each. |
| Answer: | 1. Accuracy   User documentation should be accurate, providing correct and reliable information. For example, in a user manual for Zoom, accurate instructions would include the steps to join a meeting, ensuring users can successfully connect.   1. Completeness   User documentation should be comprehensive and cover all aspects of using the product. A complete user guide for Zoom would include instructions on scheduling meetings, managing participants, and using advanced features.   1. Usability   User documentation should be user-friendly and easy to understand. An example in Zoom’s user documentation would be clear and concise language with visual aids to help users navigate and understand the instructions.   1. Relevance   User documentation should be relevant to the target audience, addressing their specific needs and concerns. In a user manual for Zoom, relevance would include guidance on integrating Zoom with other platforms or addressing common issues faced by users. |
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|  | Standard for software user documentation   1. What is the code for the IEEE Standard for Software User Documentation? 2. Summarise the scope of the standard including at least one component that is required to be included and one component that should be excluded from software user documentation. 3. List the six routine activities related to the general use of a software product specified by the standard. |
| Answer: | 1. The code for the IEEE Standard for Software User Documentation is: 1063-2001. 2. The scope of the standard includes guidelines for creating user manuals. One required component is the inclusion of clear instructions for users to effectively use the software. One thing that should be excluded is technical details or information that may confuse or overwhelm users. 3. Software installation and de-installation, if performed by the user.   Orientation to use of the features of the graphical user interface.  Access, or log-on and sign-off the software.  Navigation through the software to access and to exit from functions.  Data operations (enter, save, read, print, update, and delete).  Methods of canceling, interrupting, and restarting operations. |
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|  | Complete the following table outlining the four steps in the process to create high-quality user documentation for an ICT product. Briefly describe the four steps in the process. For each step, briefly describe how it impacts upon user documentation design and usability. |
| Answer: | |  |  |  |  | | --- | --- | --- | --- | | **Step** | | **Description** | **Impact on Design and Usability** | | **1** | **Educate yourself about the product** | Thoroughly understanding the product’s features, functionality, and user needs. | **Design**: Ensures that the documentation accurately reflect the product’s features and functionality. | | **Usability**: By thoroughly understanding the product, the documentation can be tailored to address user’s needs. | | **2** | **Decide what to include in the documentation** | Determining the essential information to be included (instructions, FAQs, troubleshooting) | **Design**: Enables documentation to focus on essential information, making it concise and easily digestible. | | **Usability**: By including only relevant content, users can quickly find the information they need. | | **3** | **Use a high-quality template** | Selecting a well-designed template that provides a consistent and good-looking layout. | **Design**: A well designed template provides a visually appealing and consistent layout, enhancing the look and feel of the document. | | **Usability**: A visually appealing and organised layout improves the user’s ability to easily read and understand the document. | | **4** | **Ensure your user documentation is user-friendly and accessible to all users** | Designing the documentation with user-friendliness and accessibility in mind. | **Design**: Involves using clear language, logical structure, and visual aids. | | **Usability**: Making the documentation easily understandable and accessible ensures that all users can effectively use and benefit from the documentation. | |
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|  | Web based user documentation   1. Briefly describe how web-based user documentation differs from the traditional approach to user documentation in terms of both storage and maintenance. 2. List three benefits of a web-based approach to user documentation in contrast to the traditional approach. |
| Answer: | 1. Web based documents are stored online, accessible from anywhere and can be updated in real-time. Traditional user documentation requires manual updates and is physical or static files. 2. 1. Web-based documentation can be accessed from anywhere with an internet connection.   2. Web-based documentation can be instantly updated or revised in real-time ensuring that users will have the most up to date information.  3. Web-based documentation can include interactive features like search and clickable links, making it easier to navigate and understand information. |
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|  | Identify and briefly describe for each item listed below, three user documentation characteristics that should be defined using a:   1. Document template 2. Organisational style guide |
| Answer: | 1. Using a document template should define the formatting of the document’s headings, subheadings etc, the location and style of visual elements and the structure of content (the table of contents, sections, and subsections). 2. Using an Organisational style guide should define the “tone and voice” for the documentation (friendly, professional, etc), the guidelines for the terminology used in the document and the writing guidelines (grammar, punctuation, sentence structure). |
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|  | For each of the following items, indicate whether it is a characteristic of user documentation or technical documentation of ICT products. |
| Answer: | |  |  | | --- | --- | | **Characteristic** | **User or Technical Documentation** | | Outline full troubleshooting procedures to resolve product problems | Technical Documentation | | Describe how to install a product | User | | Focus on a product’s main and most common features and functions | User | | Provide a complete catalog of all of a product’s features and functions | Technical Documentation | | Created for use by end-users of a product | User | | Present the results of a study evaluating a product’s effectiveness | Technical Documentation | | Provide descriptions of a product’s internal and external dependencies and APIs | Technical Documentation | | Explain how to use a product safely | User | |
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