Here’s the **comprehensive sentence-by-sentence study note breakdown** of your *“Documentation Types Notes”* document, formatted professionally for Word, numbered for clarity, and retaining all critical details.

**Documentation Types – Study Notes**

1. **Overview of Documentation Types for Technicians**
   * Common types:
     + **Acceptable Use Policies (AUP)**
     + **Standard Operating Procedures (SOPs)**
     + **Incident Reports**
     + **Network Topology Diagrams**
2. **Acceptable Use Policies (AUP)**
   * Define what employees **can and cannot do** with company services or resources.
   * Tailored to organizational values and workflows; no universal standard.
   * Examples:
     + Religious organization → Block gambling/porn sites.
     + Casino → Allow gambling site access for competitive research.
     + Playboy → Allow adult site access for industry purposes.
   * US Government example: No gambling, pornography, or online buying/selling on work computers (e.g., eBay, Craigslist).
   * Restrictions may apply to:
     + Websites visited.
     + Applications installed.
     + Phone calls made (e.g., block personal long-distance calls).
   * May include **regulatory compliance** clauses:
     + Monitoring all activity on company devices/networks.
     + Logging and reporting user actions (e.g., bank logins, social media use).
   * **Splash screens** may be used to reinforce AUP:
     + Displayed before login (Windows 10/11).
     + Include legal statements binding user to AUP upon clicking “OK.”
     + Example: Department of Defense systems require explicit acknowledgment of terms.
   * Violating the AUP can result in enforcement actions.
3. **Standard Operating Procedures (SOPs)**
   * Step-by-step actions to ensure consistent execution of tasks in compliance with policy.
   * Goal: All employees follow **the same method** for specific actions.
   * Examples of SOPs:
     + New user setup checklist.
     + End-user termination checklist.
     + Software installation procedures.
   * SOP content often includes text plus visual aids (screenshots, videos).
   * **New User Setup SOP**:
     + Issuing ID badge, secure credentials, device issuance, security group assignment, office location, system login instructions.
   * **End-User Termination SOP**:
     + Return/sanitize devices, release software licenses, disable accounts, reclaim ID badge, change shared passwords/locks.
   * **Software Installation SOP**:
     + Verify system requirements, confirm authentic download source, check file hash, validate license, install software, follow change control/monitoring, train end-user.
   * Even small companies may have dozens of SOPs (e.g., Dion Training has 50+).
4. **Incident Reports (After Action Reports / Lessons Learned)**
   * Purpose: Document details of major incidents to **learn from and prevent recurrence**.
   * Completed after incident resolution.
   * Collects input from: Users, customers, technicians, managers, stakeholders.
   * Key elements:
     + What happened.
     + What caused it.
     + How to prevent it in the future.
   * Example: Web server crash investigation → Determine cause (overload, power loss, hardware failure, network outage) → Implement preventative measures.
   * Reports should be **widely shared internally** to promote organizational learning.
5. **Network Topology Diagrams**
   * Show network design and device connectivity.
   * **Two types**: Logical and Physical diagrams.
   * **Logical Diagram**:
     + Focus on Layer 2/Layer 3 (data flow, IP schemes, port connections).
     + Useful for diagnosing connectivity and routing issues.
   * **Physical Diagram**:
     + Focus on Layer 1 (physical layout, cabling, device locations).
     + Often overlaid on building floor plans.
     + Shows routers, switches, cable runs, and physical infrastructure.
   * Scale varies by network size:
     + Small networks: May include all endpoints.
     + Large networks: Show only core routers/switches and edge switches; details broken out in sub-diagrams if needed.
   * Choosing diagram type depends on troubleshooting layer:
     + Layer 2/3 issues → Logical diagram.
     + Layer 1 issues → Physical diagram.
6. **Key Takeaway**
   * Technicians should be familiar with:
7. **AUPs** – Define and enforce acceptable resource use.
8. **SOPs** – Ensure consistent, documented task execution.
9. **Incident Reports** – Capture lessons learned from outages.
10. **Network Topology Diagrams** – Provide visual network structure for troubleshooting.

If you’d like, I can now create a **Condensed CompTIA A+ 1102 Exam Quick Reference** for these four documentation types so you can rapidly review them before the test. This would make recall faster under exam time pressure. Would you like me to prepare that?