**United States Department of Agriculture**

Food and Nutrition Service



**FNS Office of Information Technology**

**Portfolio Management Division (PMD)**

**FNS User Manual Template**

**for**

**[Project or System Name]**

**Version 1.1**

September 09, 2013

**Revision History**

|  |  |  |  |
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| **Version** | **Date** | **Author** | **Change Description** |
| 1.0 | 03-18-2013 | IT Governance Branch (ITGB) | Created the document. |
| 1.1 | 09-09-2013 | IT Governance Branch (ITGB) | Re-formatted the document. |
| 1.2 |  |  |  |
| 1.3 |  |  |  |

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# Glossary

| **Acronym** | **Description** |
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# System Overview

This section provides a brief description of the information system and the high level functionality provided by the system.

## Purpose, Scope, and Objectives

**Purpose of the System**

Describe the purpose of the system.

**Scope**

Provide a description of the intended scope of the system, how it will accomplish its purpose.

**Objectives**

List the functional Capabilities that will be provided in a solution. Describe in terms of problems that will be solved, issues to be addressed or functions to be performed.

1. Capability Shortfall, Problem or Issues to be addressed
   * 1. Improvement#1
     2. Improvement #2
     3. Improvement #3

For example:

* Provide optimal reach to audiences
* Better serve specific audiences
* Broaden user base

1. Functions

List functions to be performed.

* + 1. Function #1
    2. Function #2
    3. Function #3

For example:

* Provide updated and expanded data
* Enhance functionalities and capabilities
* Employ up-to-date technology

**Business Needs**

*Specify business needs to be satisfied.*

**Start and End Dates of the Project**

*MM/DD/YYYY to MM/DD/YYYY.*

**Exclusions**

Specify any scope or objectives to be excluded.

## System Overview

Provide a brief system overview description as a point of reference for the remainder of the document.

**System Description**

Describe the system in narrative form using non-technical terms.

**Name of System**

Identify the system by its official Title. Also indicate acronym or short name if applicable.

**Sponsor Organization**

Enter the name of the organization that initiated and is champion of this effort.

**System Category**

Select from following categories:

Small Project

* + - * Expected cost is less than $25,000
      * Risk and complexity are low
      * An individual unit is involved
      * Expected duration is less than 4 months

Medium Project

* + - * Expected cost is $25,000 to $500,000
      * Complexity is medium to high
      * Multiple people/departments are involved
      * Expected duration is less than a year

Large Project

* + - * Expected cost is greater than $500,000
      * Full Project Management methodology is required
      * Expense, risk, or complexity are high
      * Large number of people/departments is involved.
      * Anticipated lifecycle is long

## Operational Status

Select the operational status of the system:

1. Operational
2. Under development
3. Undergoing a major modification

## Authorized Use Permission

Provide a warning regarding unauthorized usage of the system and making unauthorized copies of data, software, reports, and documents, if applicable. If waiver use or copy permissions need to be obtained, describe the process.

## Points of Contact

List the names, titles, and contact information of the major participants in the project.

**Information**

Provide a list of the points of organizational contact (POCs) that may be needed by the document user for informational and troubleshooting purposes.

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Title | Contact Phone Number | Contact Email |
|  | Help Desk POC |  |  |
|  | Development/Maintenance POC |  |  |
|  | Operations POC |  |  |

**Help Desk**

Provide help desk information including responsible personnel phone numbers for emergency assistance.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Title** | **Contact Phone Number** | **Contact Email** |
|  |  |  |  |
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# System Description

This section provides a general overview of the system written in non-technical terminology. The summary should outline the uses of the system in supporting the activities of the user and staff.

## Hardware and Software Requirements

**Hardware**

Briefly describe the minimum hardware requirements to use this system.

**Software**

Describe the versions of the software required to be installed on the local machine before the user can use the system.

## System Configuration

Briefly describe and depict graphically the equipment, communications, and networks used by the system. Include the type of computer input and output devices.

## Data Flows

Briefly describe or depict graphically, the overall flow of data in the system. Include a user-oriented description of the method used to store and maintain data.

## User Access Levels

Describe the different users and/or user groups and the restrictions placed on system accessibility or use for each.

## Contingencies and Alternate Modes of Operation

On a high level, explain the continuity of operations in the event of emergency, disaster, or accident. Explain what the effect of degraded performance will have on the user. Users can also refer to the existing Disaster Recovery/IT Contingency Plan (DR/ITCP).

# Getting Started

This section provides a general walkthrough of the system from initiation through exit.

## Logging On

Describe the procedures necessary to access the system, including how to get a user ID and log on. If applicable, identify job request forms or control statements and the input, frequency, reason, origin, and medium for each type of output.

## System Screen

This section describes in general terms the system screen first encountered by the user, as well as the navigation paths to functions noted on the screen. Each system function should be under a separate section header, 3.2.1 - 3.2.x.

## Changing User ID and Password

Describe how the user changes a user ID. Describe the actions a user must take to change a password.

## Exit System

Describe the actions necessary to properly exit the system.

# Using the System

This section provides a detailed description of system functions. Each function should be under a separate section header, 4.1 - 4.x, and should correspond sequentially to the system functions listed in subsections 3.2.1 - 3.2.x.

## System Function Name

Provide a system function name and identifier here for reference in the remainder of the subsection. Describe the function in detail and depict graphically. Include screen captures and descriptive narrative.

**System Sub-Function Name**

This subsection provides a detailed description of system sub-functions. Each sub-function should be under a separate section header, 4.1.1. - 4.x.y. Where applicable, for each sub-function referenced within a section in 4.x, describe in detail and depict graphically the sub-function name(s) referenced. Include screen captures and descriptive narrative.

The numbering of the following two sections will depend on how many system functions there are from 4.1 through 4.x. They are numbered here as 4.2 and 4.3 only for the sake of convenience. For example, if system functions run from sections 4.1 through 4.17, then the following two sections would be numbered 4.18 and 4.19.

## Special Instructions for Error Correction

Describe all recovery and error correction procedures, including error conditions that may be generated and corrective actions that may need to be taken.

## Caveats and Exceptions

If there are special actions the user must take to insure that data is properly saved or that some other function executes properly, describe those actions here. Include screen captures and descriptive narratives, if applicable.

# Reporting

This section describes and depicts all standard reports that can be generated by the system or internal to the user. Use screen prints as needed to depict examples of text under each heading.

## Report Capabilities

Describe all reports available to the end user. Include report format and the meaning of each field shown on the report. If user is creating ad hoc reports with special formats, please describe here. A separate subsection may be used for each report.

## Report Procedures

Provide instructions for executing and printing the different reports available. Include descriptions of output procedures identifying output formats and specifying the output’s purpose, frequency, options, media, and location.

# Appendix A: References

Insert the name, version number, description, and physical location of any documents referenced in this document. Add rows to the table as necessary.

The following table summarizes the documents referenced in this document.

|  |  |  |
| --- | --- | --- |
| **Document Name** | **Description** | **Location** |
| Document Name and Version Number | Document description | URL or Network path where document is located |
|  |  |  |
|  |  |  |

# Approvals/Signatures

The undersigned acknowledge that they have reviewed the [name of document] document and agree with the information presented within this document. Changes to this document will be coordinated with, and approved by, the undersigned, or their designated representatives.

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |
| Print Name: |  |  |  |
| Title: |  |  |  |
| Role: | [Project or System Name] Project Manager |  |  |
|  |  |  |  |
| Signature: |  | Date: |  |
| Print Name: |  |  |  |
| Title: |  |  |  |
| Role: | [Project or System Name] Business Owner |  |  |
|  |  |  |  |
| Signature: |  | Date: |  |
| Print Name: |  |  |  |
| Title: |  |  |  |
| Role: | Organization’s Approving Authority |  |  |

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