Lesson 2: The Deliverables.

→ Make your life easier by deciding about what information go into the document.

→ Do not include Key information in every place where you think it can be helpful.
    ↳ will   Cause maintainence / Consistency Problem.

Single- Sourcing the Key
               ↳ ONE PLACE ONLY

Content- Reuse
    Break the information into small enough components, or topics, so that Each topic can be used in the appropriate Place.

Topic - Oriented Writing?
    Each topic is a unit of information that Stands alone. or can be mixed and matched

with other units.

The decision on how you present the documentation content depends on

→ What your users need to know

→ how they will use documentation

→ how much time you have to work on the project.

Task - Based documentation →

− Clearly define the starting point and the stopping for each task.

− What is the first step the user do to start the procedure.

− What is the final step that indicates success.

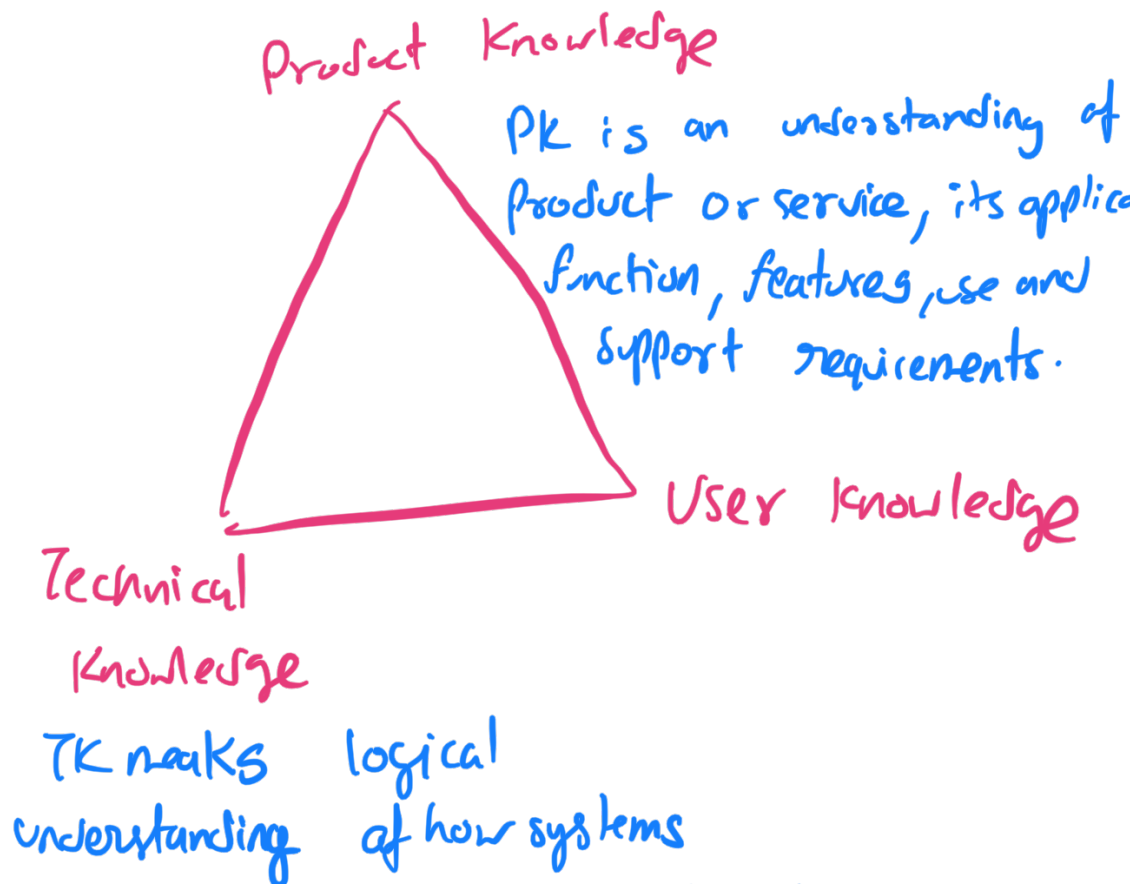Reference − Based approach

Focus is on

→ what the product does

→ What it looks like

→ what each menu, item, and button do.

Scenario-Based information

Think of a scenario as the basis for everything you write

Acquiring the THREE TYPES OF KNOWLEDGE

Product Knowledge

PK is an understanding of product or service, its applica function, features, use and support requirements.

User Knowledge

Technical Knowledge

TK means logical understanding of how systems

and processes work and interact
with each other.
    ↳ Product Mangement
    ↳ QA
    ↳ User Experience
    ↳ Engineering
    ↳ Business Development.