Conclusion and Additional Resources

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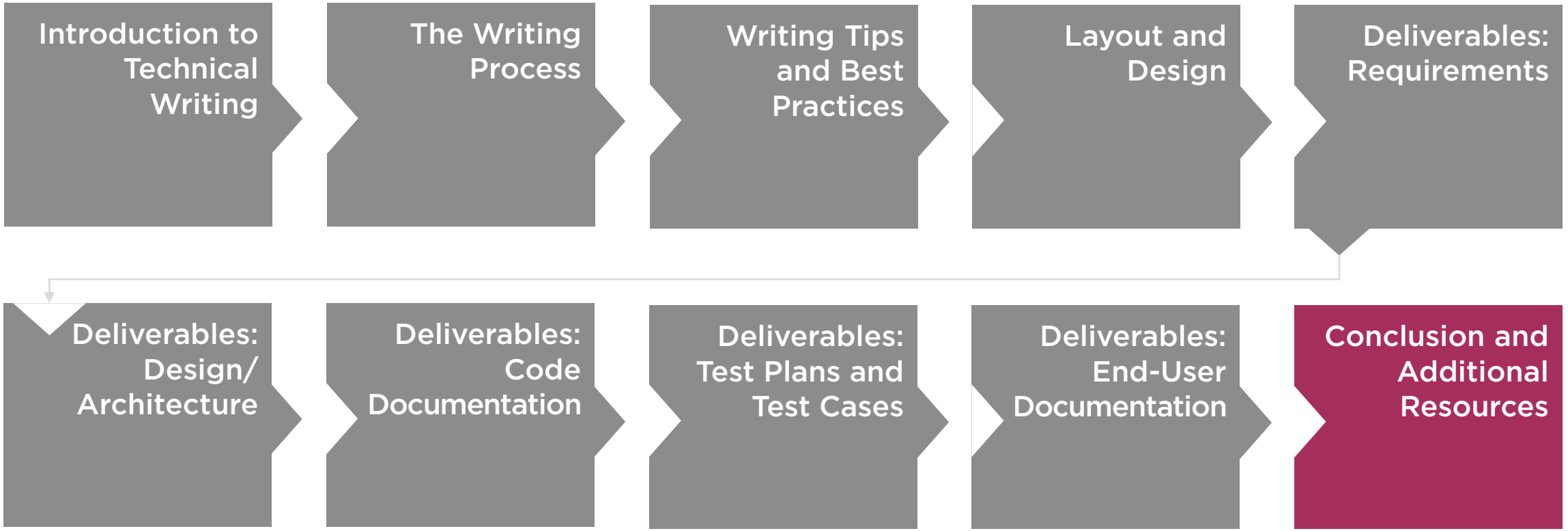
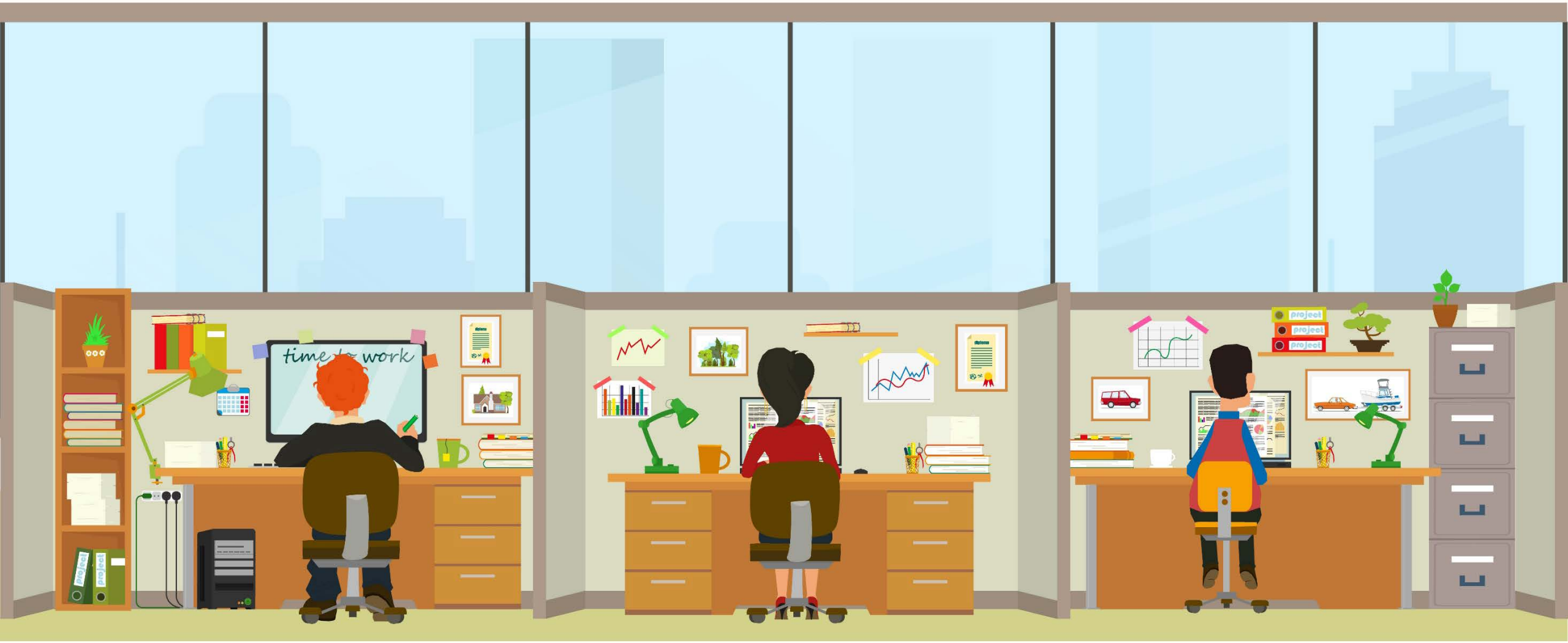
Course Outline



Friday, 1:00 p.m.



LOGIN
<script>
</html>
</php>
<html>
<script>
<php>

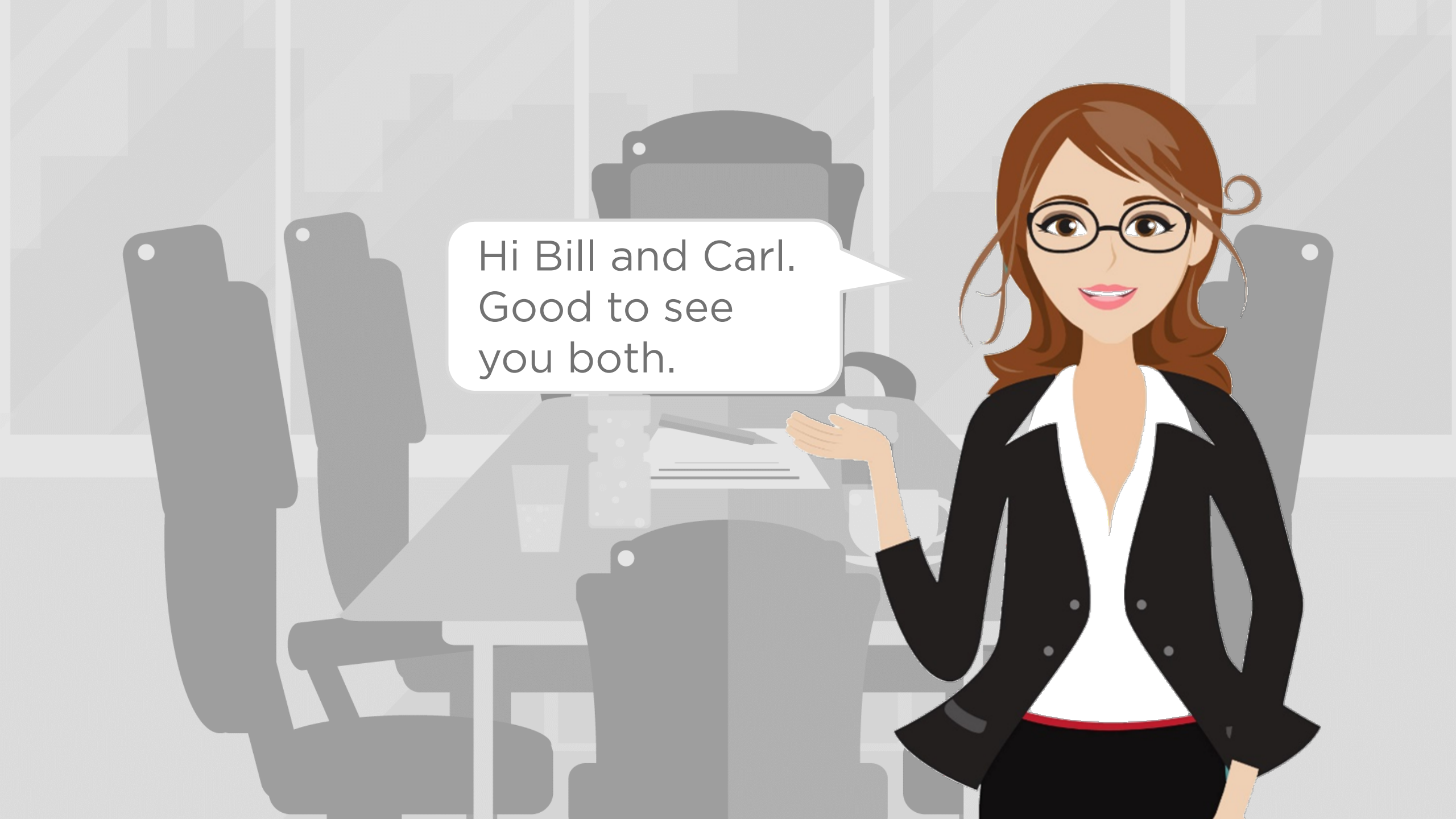
SEARCH
</script>

Hi, Carl. I understand you're about done with documentation. Can I have a look?

Sure. Let me grab my things and I'll meet you in the conference room.

I’ll ask Anne to join us as well.

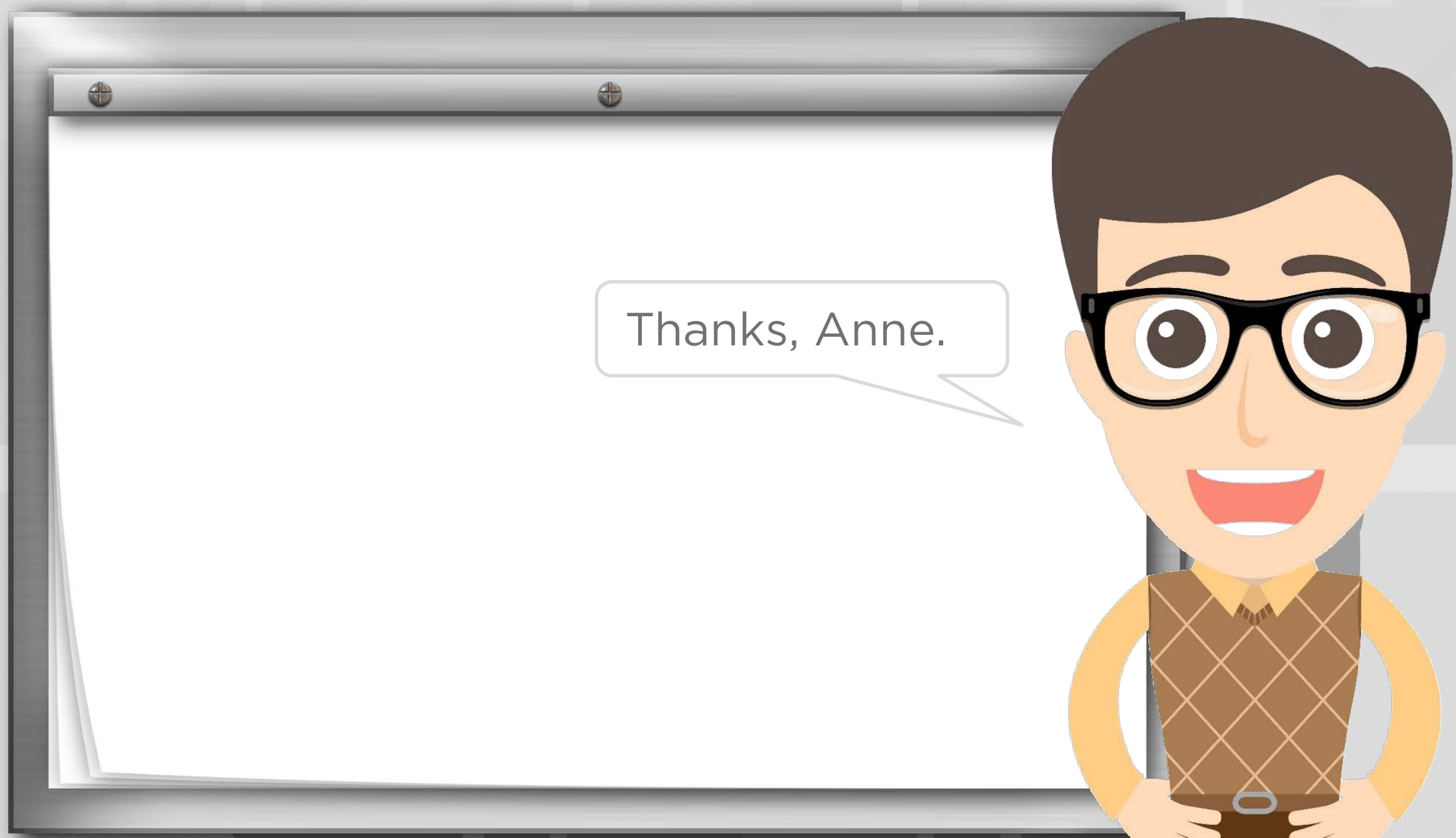
Recap of Technical Writing and the Writing Process


Hi Bill and Carl.
Good to see
you both.

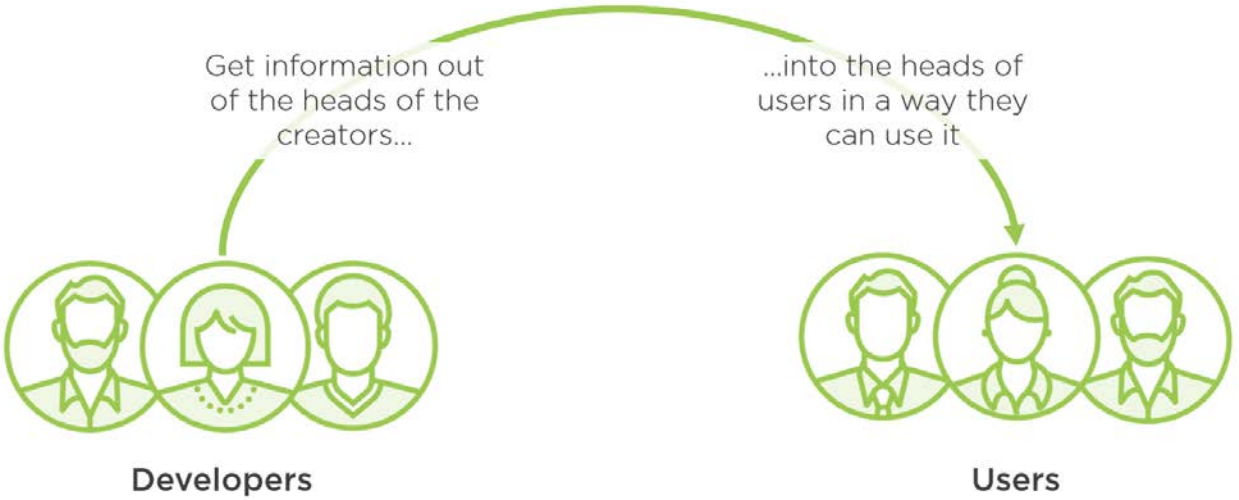
We’re here to review the project documentation?

Yeah, that’s right.

Well, Carl did most of the work so I'll hand it over to him.


Thanks, Anne.

The Purpose of Technical Writing



The Writing Process

The Writing Process

- **Purpose**
- **Audience**

The Writing Process

- Documentation review
- Use existing software
- SME interviews

The Writing Process

- **Organize**
- **Draft**
- **Review/revise**

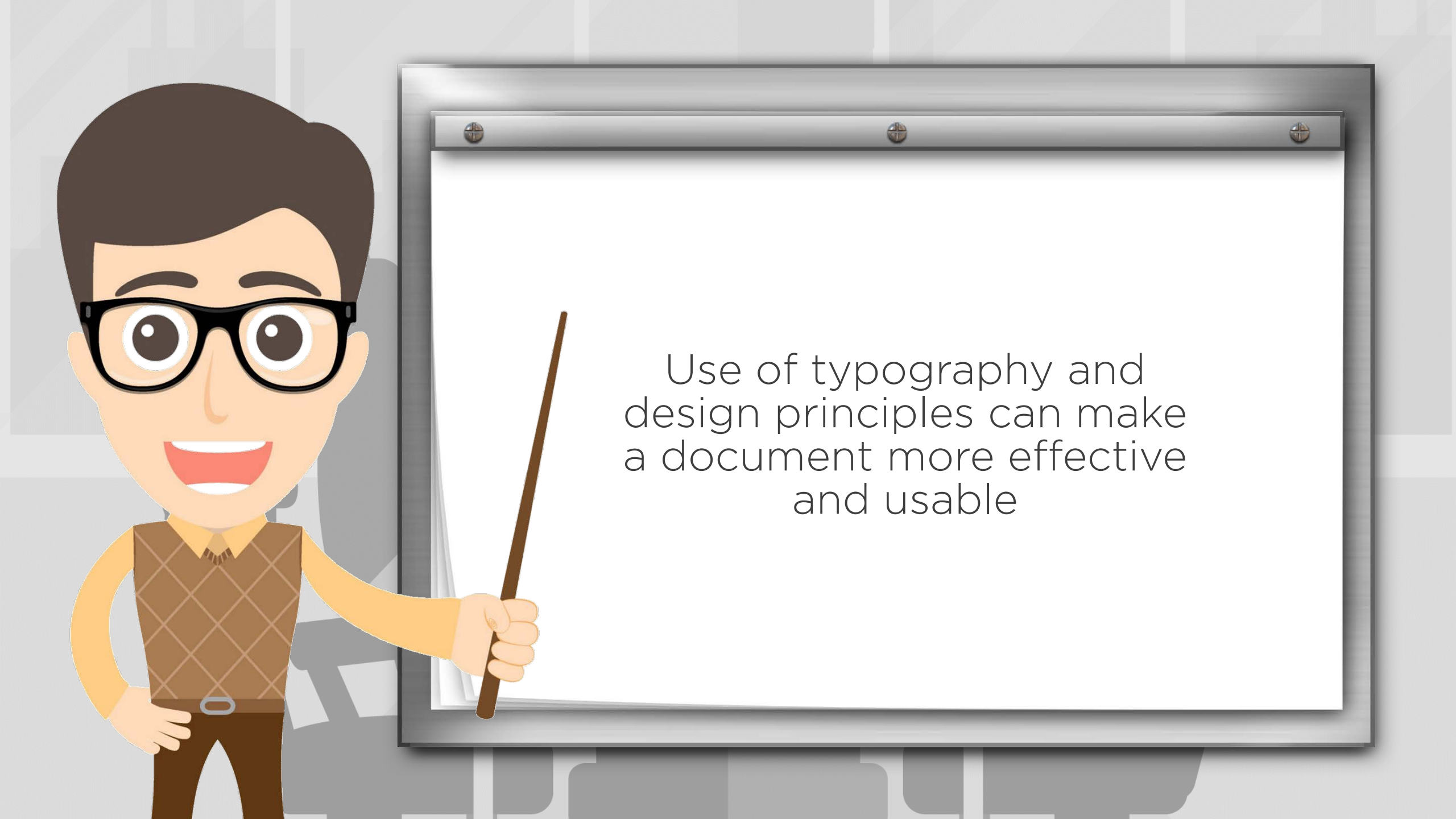
The Writing Process

- **Edit, edit, edit**
- **Usability testing**

The Writing Process

- Translate
- Package
- Coordinate release with dev team

Writing Tips and Best Practices
Style Guides
Accuracy
Clarity
Conciseness
Tone
Tense
Grammar, Spelling and Terminology


Use of typography and design principles can make a document more effective and usable

Use Strong Alignment (Usually Left or Right)

Heading

Lorem ipsum dolor sit amet, ne commodo intellegat sit. Ne quo melius prodesset, eum feugait accumsan iracundia eu, id nec altera theophrastus. Per melius dissentias neglegentur ea, sea odio semper lucilius te. Ea mazim dictas usu, mazim civibus accusamus in pro, eu sit nullam integre phaedrum. Est paulo commodo elaboraret cu, semper labores no ius, natum propriae et eum.

Heading

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Heading

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Proximity Implies a Relationship (Or Lack Thereof)

Contrast Makes Things Stand Out

Article Heading

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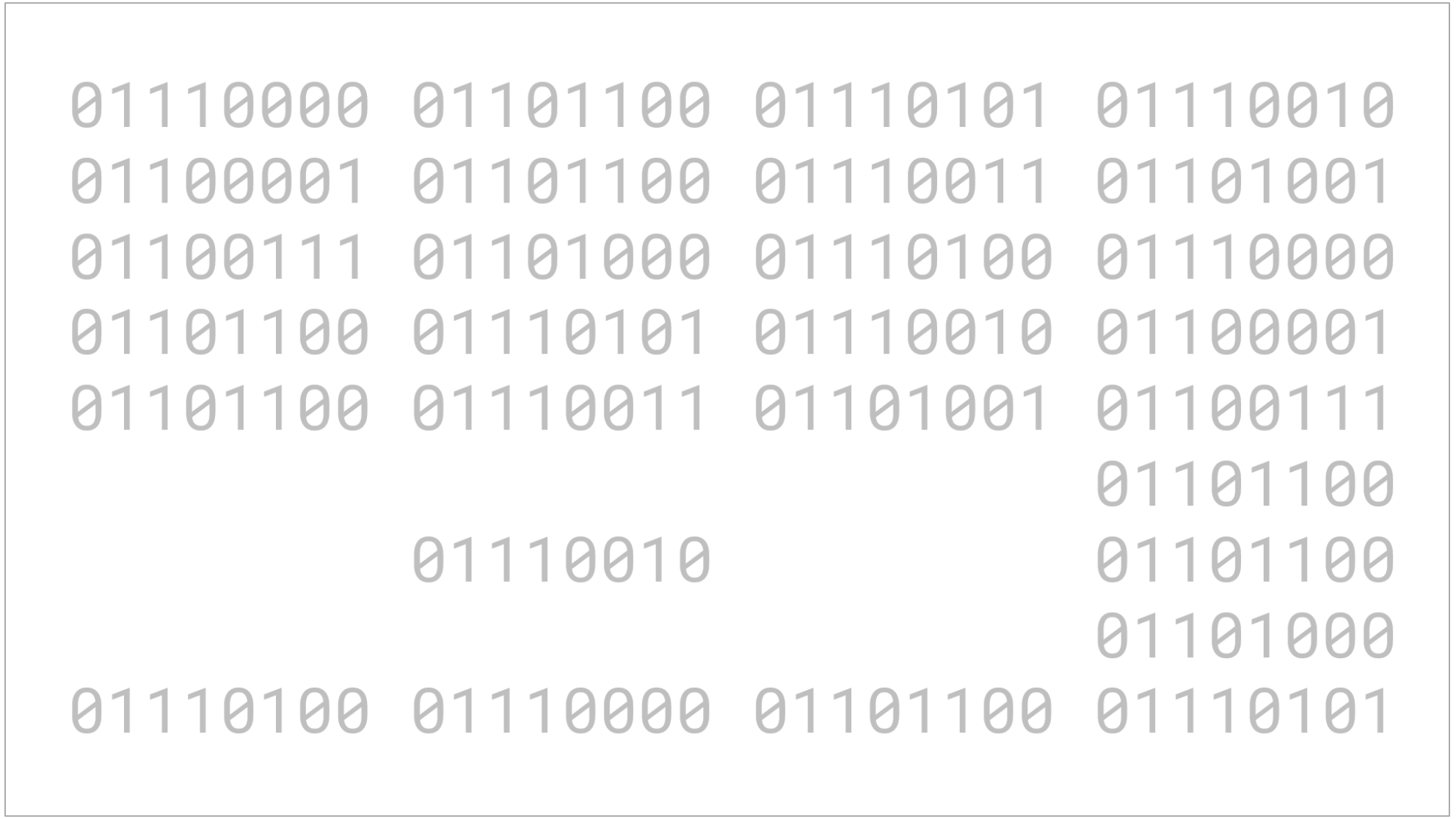
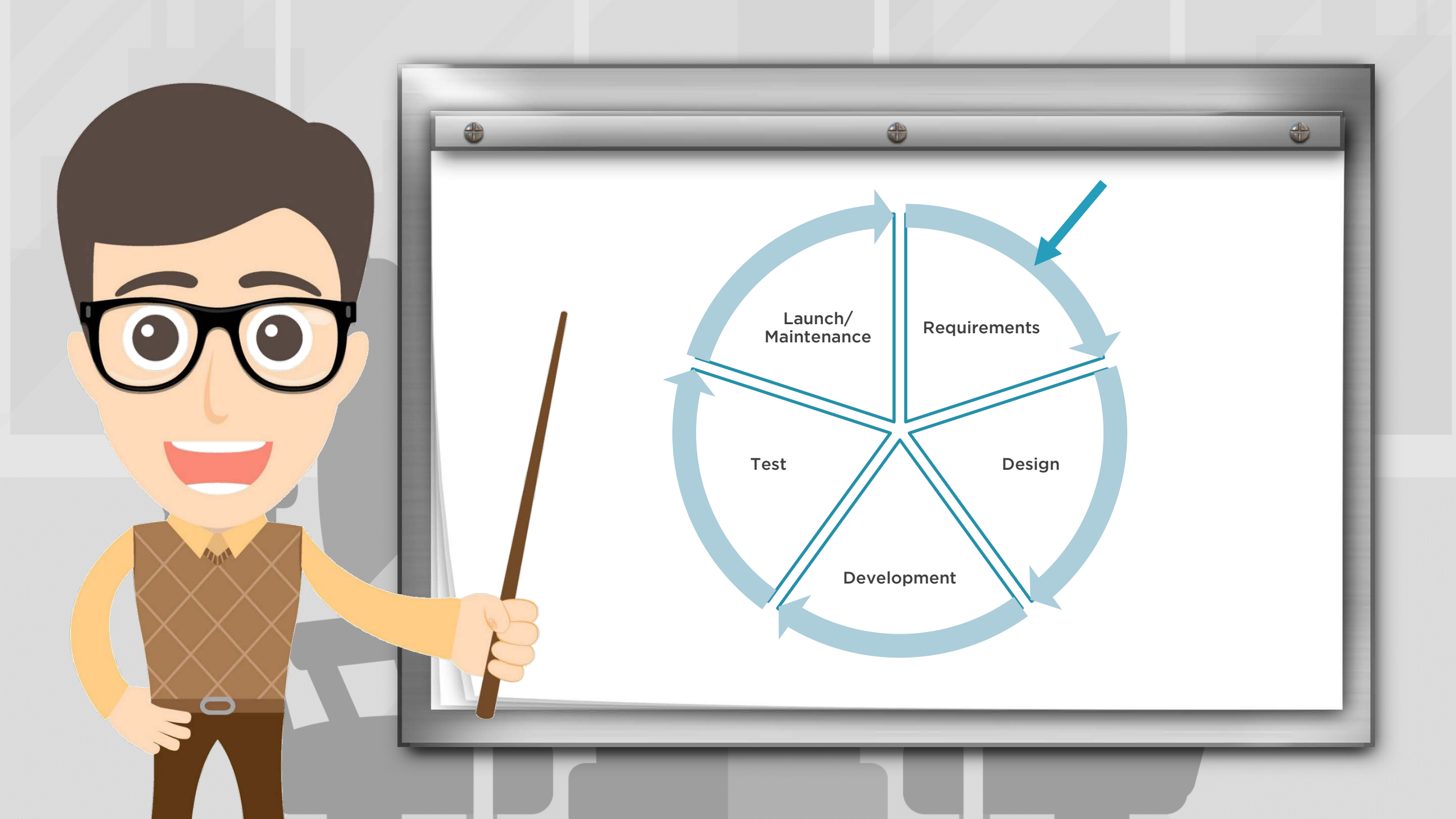
Whitespace Lets a Design Breathe



Page Design Elements

Increase the effectiveness of a document through:

- Table of contents
- Revision history
- Headers and footers
- Lists/bullets
- Captions
- Glossary


Launch/
Maintenance
Requirements
Test
Design
Development

LEVEL OF DETAIL
High
Low
Use Cases
Traditional (Text-Based)
User Stories
LEVEL OF SPECIFICATION
High
Low

Requirement Writing Styles

- User Stories
- Traditional (Text-Based)
- Use Cases

Requirement Types

- Business
- User (Stakeholder)
- Functional
- Non-Functional
- Interface

Software Requirements Specification (SRS)

Table of Contents

Revision History

Introduction

- Purpose
- Document Conventions
- Intended Audience
- Product Scope
- References

Overall Description

- Product Perspective
- Product Functions
- User Classes and Characteristics
- Operating Environment
- Design and Implementation Constraints
- User Documentation
- Assumptions and Dependencies

External Interface Requirements

- User Interfaces
- Hardware Interfaces
- Software Interfaces
- Communications Interfaces

Functional Requirements

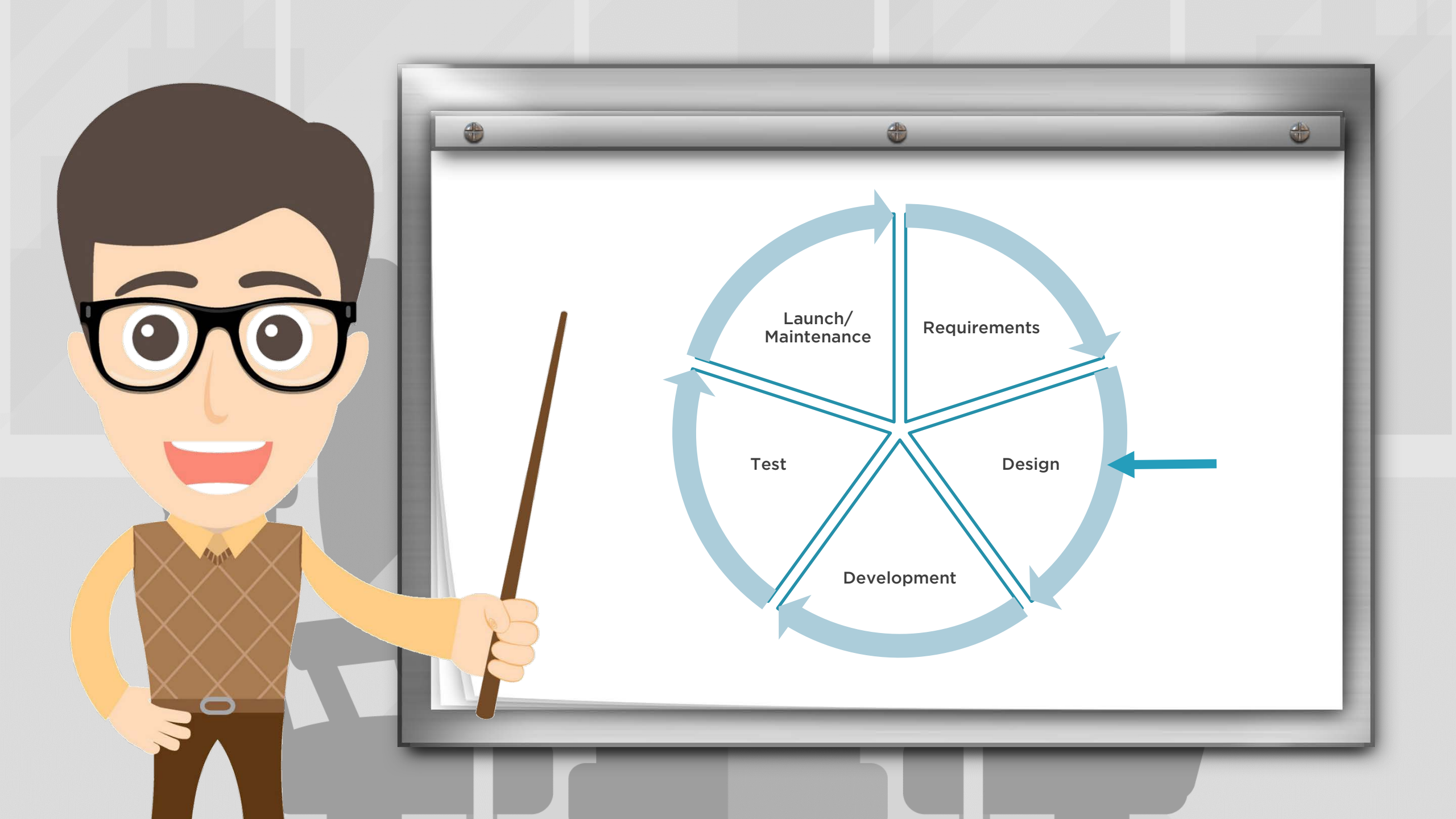
- System Feature 1
- System Feature 2
- ...

Non-Functional Requirements

- Performance
- Safety
- Security
- Software Quality
- Business Rules

Other Requirements

Glossary


Launch/
Maintenance
Requirements
Test
Design
Development

Software Design Document (SDD)

Introduction

- Purpose
- Scope
- Intended audience
- Design goals and rationale

System Architecture

- High-level overview of functionality and responsibilities of the system
- Describe high-level components and how they work together
- Diagrams, flowcharts, models, scenarios and high-level use cases showing system behavior or structure

Detailed System Design

- Describe in detail the functionality and responsibilities for each component of the system
- Use class diagrams and sequence diagrams to show relationships and flows

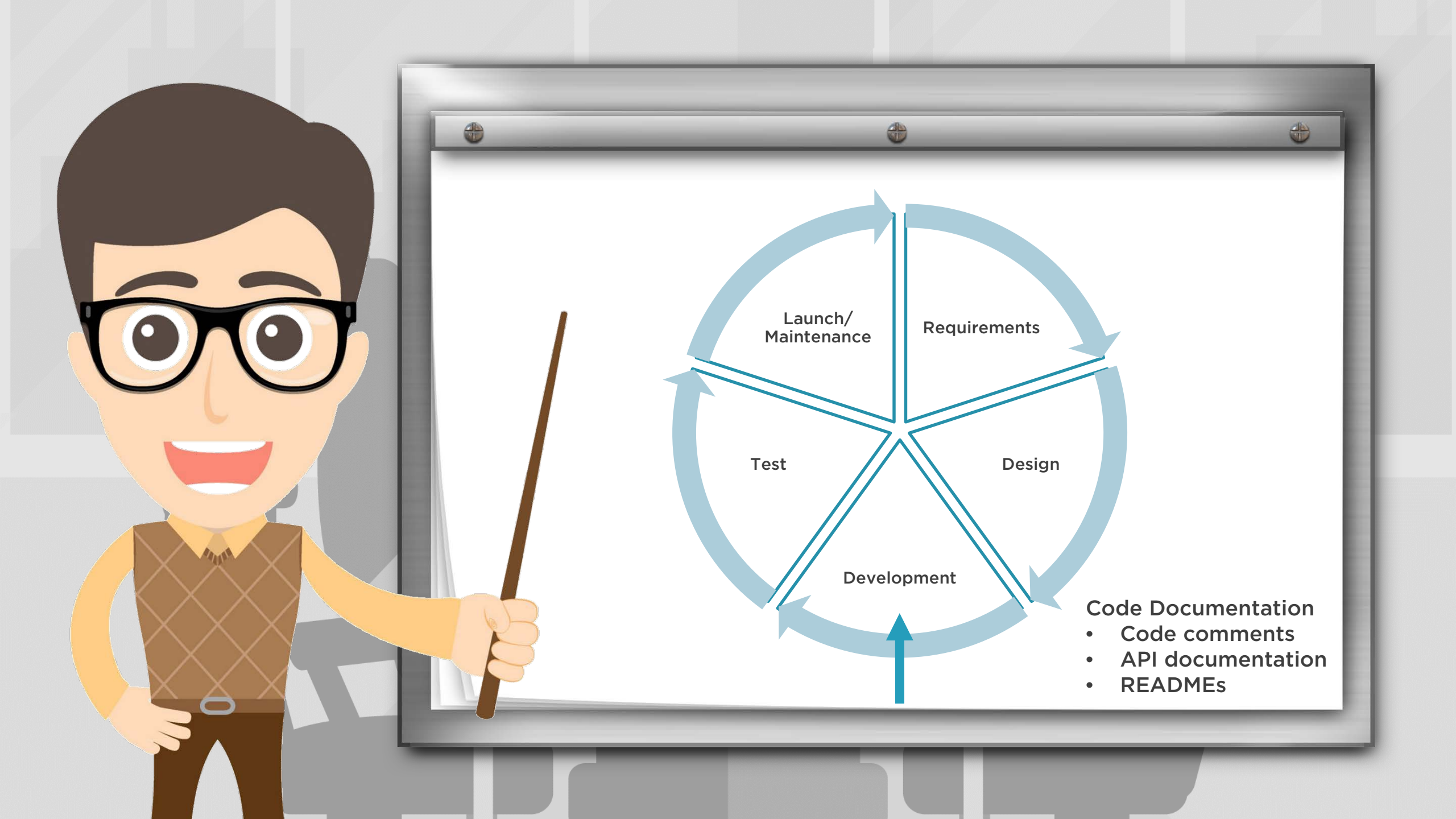
Data Design

- Describe data structures, databases and storage units and their relationships
- Entity Relationship Diagram (ERD) to show structure and relationships

User Interface

- Describe functionality from the user's perspective
- Wireframes or mockups of what the UI will look like
- Describe the controls and their behaviors
- Supported orientations and dimensions

Glossary/Appendix


Launch/
Maintenance
Requirements
Test
Design
Development
Code Documentation
• Code comments
• API documentation
• READMEs

How NOT to Use Code Comments

To state something obvious or redundant

To explain poorly-written or poorly-designed code

To *sort of* delete code

How TO Use Code Comments

High-level comments (usually at the class level)

TODO, HACK, UNDONE for task tracking purposes

The best API in the world will be useless without good documentation

What to Include in API Documentation

- **Reference documentation**
- **Overview and concepts**
- **Tutorials/training**
- **Installation/getting started/troubleshooting documentation**
- **SDK tools documentation**
- **License information**

For more, visit
https://en.wikipedia.org/wiki/Application_programming_interface

README File

REQUIRED

Date

Software name and version number

Short description of the software

Installation requirements and instructions

Copyright and licensing information

Contact information for the developer or distributor

IF IT MAKES SENSE

A file manifest (list of files included)

Configuration instructions

Operating instructions

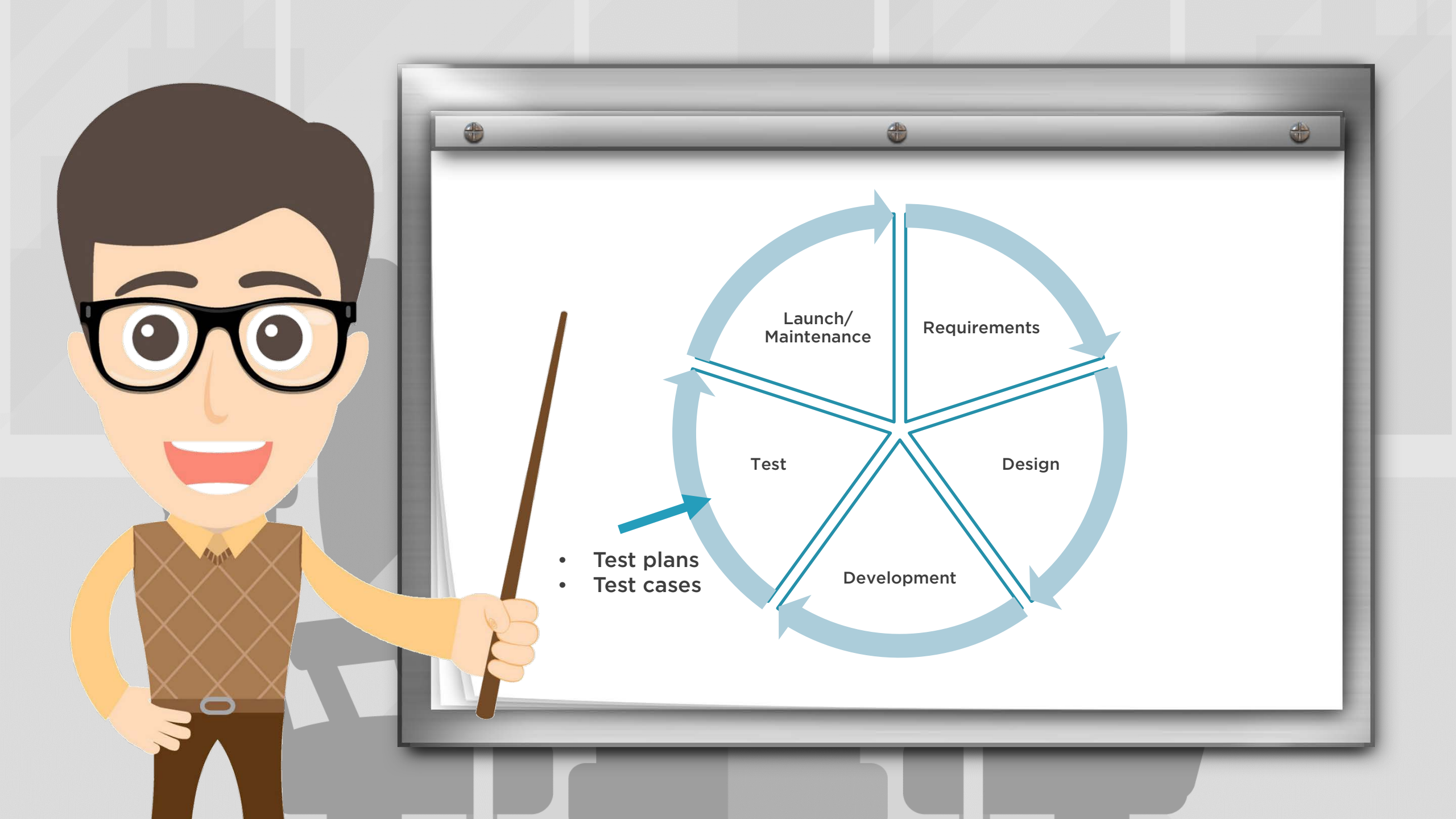
Known bugs

Troubleshooting

Credits and acknowledgments

Change log (usually for developers)

News/updates (usually for users)


Launch/
Maintenance
Requirements
Design
Development
Test
• Test plans
• Test cases

Test Plan

Introduction

- Purpose
- Project overview
- Intended audience

Test Strategy

- Test objectives
- Test assumptions
- Test principles
- Data approach
- Scope and levels of testing
- Estimated effort and resources

Execution Strategy

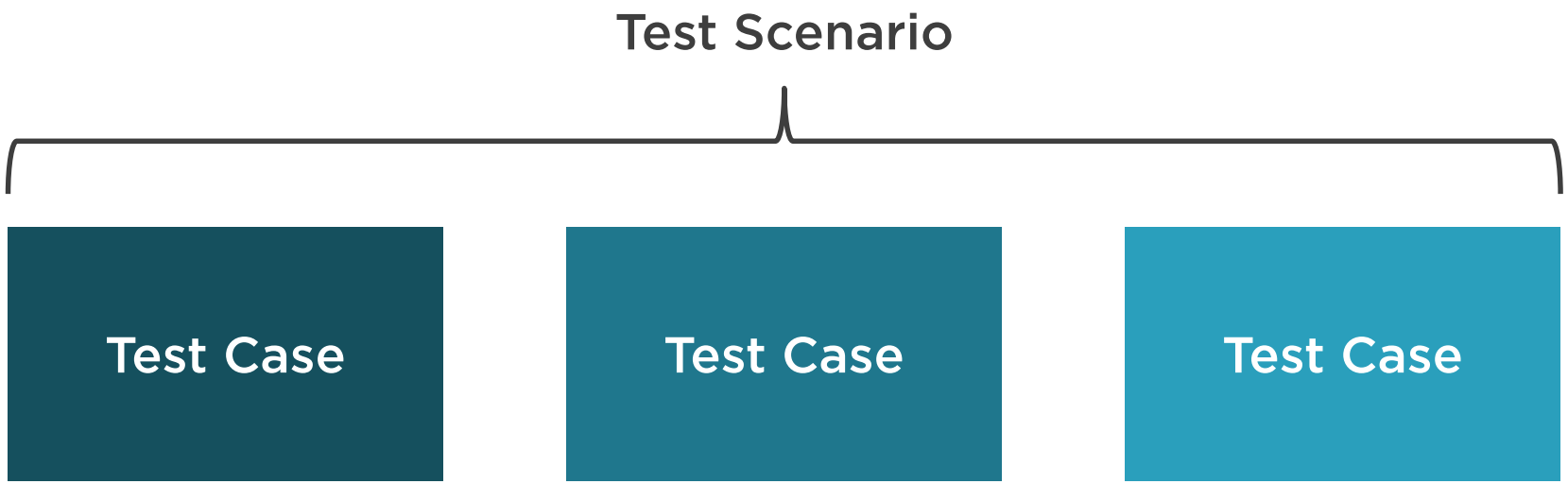
- Entry and exit criteria
- Test cycles
- Defect management
- Metrics
- Defect tracking and reporting

Test Management Process

- Test management tool
- Test design process
- Test execution process
- Test risks and mitigation factors
- Communications plan
- Roles

Test Environment

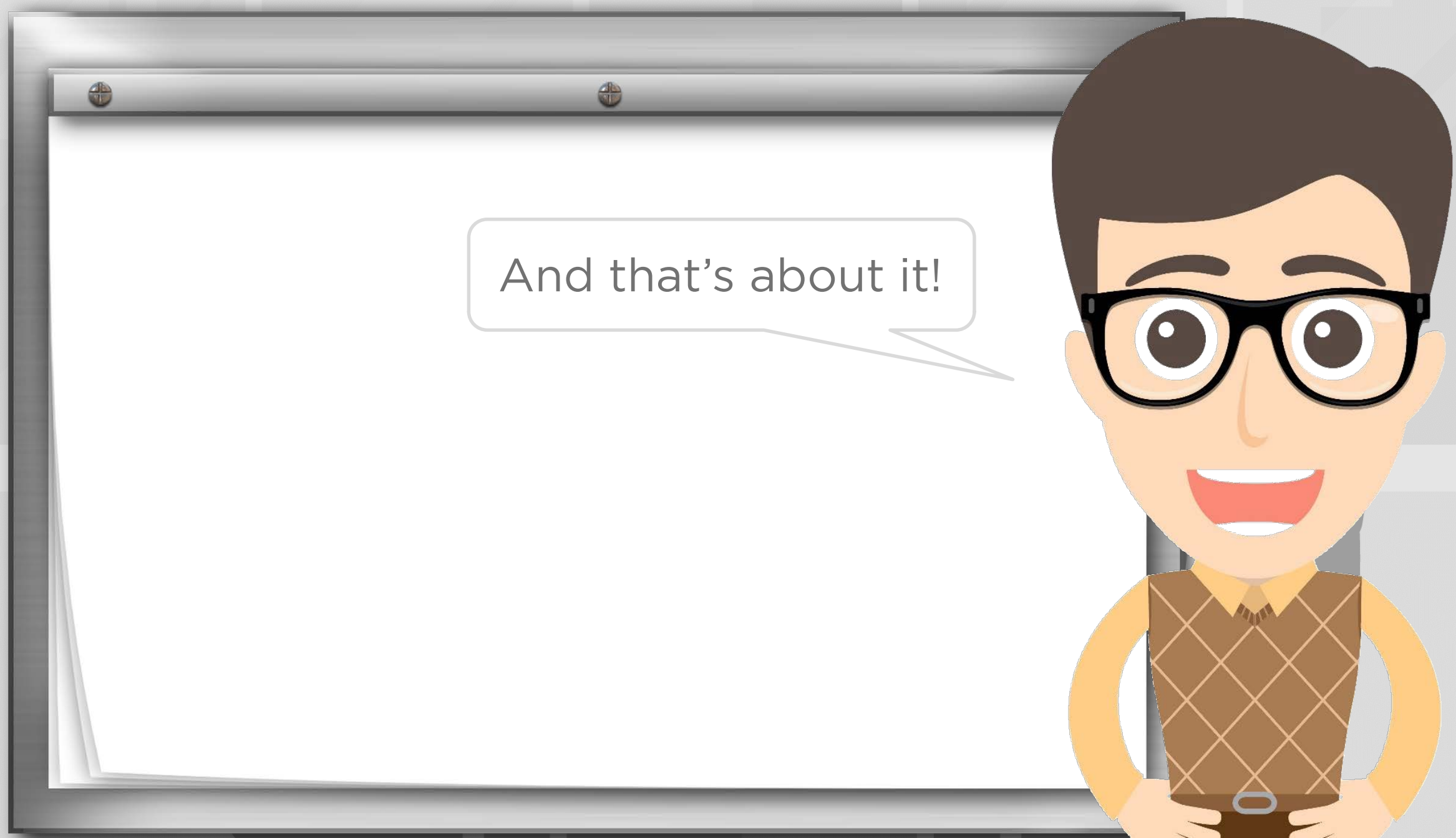
- Location of software to be tested
- Permissions
- Hardware and software required for testers
- Contact information for support


Test Scenario
Test Case
Test Case
Test Case

Test Case Format

Format

Test Case Number:	A unique identifier for this test case
Title:	A strong, descriptive title that makes it easy to identify what is being tested
Related Requirement:	Title or ID for the requirement being validated by this test
Assumptions/Preconditions:	Any conditions that must be true before testing can be started
Test Steps:	Steps and information required to execute this test case
Expected Result:	The expected outcome from executing this test
Actual Result:	The actual outcome from executing the test
Pass/Fail:	Pass/fail
Comments:	Additional notes or outcome information related to the test


And that’s about it!

Wow, you've been busy!
I'm really impressed.

Maybe we should give you Justin’s salary too since you’ve had to clean up his work.

I wouldn’t argue with that!

And you know what? Why don't you go ahead and start your weekend early too. Nice work, Carl.

I wouldn’t argue with that either. Thank you!

Additional Resources

Technical Writing

Elements of Style

- by William Strunk and E. B. White

Handbook of Technical Writing

- by Gerald J. Alred, Charles T. Brusaw and Walter E. Oliu

A Pocket Style Manual

- by Diana Hacker and Nancy Sommers

Requirements

Software Requirements (3rd Edition) (Developer Best Practices)

- by Karl Wiegers

Design/
Architecture

Pluralsight: Introduction to UML

- pluralsight.com/courses/uml-introduction

Code Documentation

Pluralsight: Clean Code: Writing Code for Humans

- pluralsight.com/courses/writing-clean-code-humans

Test Plans, Test Scenarios and Test Cases

softwaretestinghelp.com

en.wikipedia.org/wiki/Software_test_documentation

standards.ieee.org/findstds/standard/829-2008.html

app.pluralsight.com (search for “testing”)

End-User Documentation

Pluralsight: Writing Process Instructions and Directions

- app.pluralsight.com/library/courses/process-instructions

Technical Writing Process: The simple, five-step guide that anyone can use to create technical documents such as user guides, manuals, and procedures

- by Kieran Morgan

Hope to see you on the discussion board

THANK YOU!