

ITWorks User Documentation Standards

Deviation from the below style guide

If you have different styles or fonts that you wish to use in your user documentation this is NOT prohibited but MUST be confirmed with your manager when you are discussing requirements before creating your documentation templates.

The colour scheme for ITWorks MUST be followed at all times and cannot be changed.

Logo

Logo to be used in ITWorks documents.

Logo should be in the header of the documents on the right hand side.



Location: [ITWorks logo_new.png](#)

Styles

ITWorks user documentation should have all major headings using the Heading 1 style and all subheadings using Heading 2 style.

Fonts

Font size should be 12 and Calibri for the normal paragraph text in the document.

Document Layout

Set a margin of 2.54cm, top, bottom, left and right. Headers and footers are off-set 1.27cm (1/2 inch).

Colours

The colour scheme for ITWorks is a mix of **Dark Blue**, **Light Blue** and **Grey**. These colours should be used in all formal documentation.

User Document Length

There is no formal user document length standard that needs to be adhered to but all documentation should be as descriptive as possible without being too long. All topics should only cover the issue they are dealing with and not branch off too far into separate topics if possible.

Document Naming

In the first instance before a document is approved the document should be named: "UD_DocumentName.docx" so that the document is clearly identified as being user documentation. After the document is approved the naming should be: "UD_ApplicationName_User_Documentation.docx"

Headers and Footers

You will have the name of the document in the header and the ITWorks logo.

The name of who created the document and the page number in the footer.

These can be styled using the Word styles if you wish.

Table of Contents

The table of contents should show the headings and the first subheadings from the document.

Development Program

All development of user documents should be done using Microsoft Word until the document is approved and then converted PDF format. Other word processing applications can be used with approval.

Use of Images

Images should be used liberally in any documentation. Every item that is being described should have a corresponding image so that the reader is aware of what is being discussed. If necessary an arrow or circle should be included to further clarify the element being focused on.

Where is the documentation going to be kept?

Eventually all documentation will be stored in the ITWorks document portal but for now it will be kept on the Learn site.

What format should the documentation be in?

The documentation draft should be in .docx format

The final approved documentation should be in .pdf format

Required documentation and Industry Standards

Following industry standards for ITWorks is very important as it ensures a common and professional approach to all documentation. ITWorks mandates that all documentation endeavour to follow the Australian Government Style Manual for all documentation.

The Australian Government Style Manual can be accessed on this website - <https://www.stylemanual.gov.au/>