System documentation contains:

* Description of the system specifying the scope of the problem, environment in which it functions, its limitation, it’s input requirement and form of output required.
* Detail diagram of the system flowchart and program flowchart.
* Full detail of any modification made since its development.
* Specification of all the input and output media required for the operation of the system.
* Problem definition and objective of developing the program.
* Output and test report of the program.
* Upgrade or maintenance history, if modification of the program is made.

The types of system documentation are:

* Internal Documentation
  + Source code and output generated at the compile time
* External Documentation
  + Data flow, entity relation diagram, database design

User Documentation contains:

* Setup and operational detail of each system (hardware, software, network, etc. requirements)
* Loading and unloading procedures.
* Special check and security measures.
* Problem which could arise, their meaning, reply and operational action.
* Quick reference guide about operating the system

Training Methods:

* Traditional instructor
* Resident expert
* E-learning and distance learning
* Blended learning
* EPSS (electronic performance support system)