Documentation Plan

Gmail (Website & Application)

Documentation Overview

Project Scope

Project Scope Description	Development of sample user guide on Gmail (Website & Application) • Accomplishing the deliverables and ensuring a collective understanding of the project's scope among all stakeholders. • All project work should occur within the framework of the project scope statement and directly support the project deliverables.
Mission	Collect and analyze data to produce an understanding of Gmail.
Acceptance criteria	To ensure a thorough crosschecking and successful completion of the project, both qualitative and quantitative. All acceptance criteria must be met to achieve the success of the project: Meet all the deliverables and milestones within the scheduled time and as per the project requirements.
Project requirements	Technical capability and product understanding Tools and resources
Project Assumptions	Basic understanding of Gmail and its basic features
Project constraints	Careful planning should be done to ensure that all the milestones are met to affect the project's schedule and scope.
Project exclusions	Not applicable
Project boundaries	The project is divided into three phases. For detailed information, refer to work break down and review cycle Phase 1- Creation of first draft documentation and reviewed by Swetha and updating its revision. Phase 2- Completing the draft for publishing review by Swetha Phase 3-Publishing the final document

Project Objectives

Document the features and functionality of Gmail (Website and Application)

.

Documentation Scope and Objectives

Development of sample user guide Gmail (Website & Application) and aims in support of delivering the final product including the documentation lifecycle:

- Plan
- Draft
- Review
- Test
- Produce
- Publish
- Maintain

At the end of the project, the documentation of the product – Gmail (Website and Application) should be ready for publishing. End-user should understand and implement or use the features effectively. For this, we should follow the below factors.

- Ease-of-use.
- User satisfaction.
- Capability to achieve change management goals.
- Thoroughness and logical flow.
- Compliance with usability, brand, intellectual property, and regulatory guidelines.

Outline of Deliverables

Deliverable	Gmail (Website and Application) – User Guide
Purpose	Provide conceptual and procedural information on performing actions
Audience	All users of the software:
Output Media	PDF, Print
Writer/Owner	Swetha
SME	
Reviewers	Swetha
Start Date	
Pub Date	
Notes	

Gmail (Website and Application) – User Guide

Goals and Objectives

This User Guide provides comprehensive but concise information, both conceptual and procedural, to aid the audience in performing all tasks associated with accessing the application, applying all the rules and features about software when preparing or using the software.

Audience

This document is for the user who wants to learn about this software and its feature.

Approach

To collect and analyze data about this product/software and then document all the conceptual and procedural information about the features and sub-features in terms of chapters, topics, and subtopic.

Initial Outline

First, we research and familiarize ourselves with the website and application. Once we get the information and understanding about the features and functionalities of the application or website, we document all the features and functionality accordingly.

1) Introduction to the Application
2) Key Tasks
   a) Download and install Gmail App
   b) Set up ID and password
   c) Familiarize with Dashboard
      i) Default layout screenshot
      ii) Descriptions of each area
3) Where to get more information/help
   a) Accessing in-app help
   b) Knowledge base reference article
   c) Invitation to join online user community

Work Breakdown and Expected Review Cycle

1) Content plan
   a) Content plan creation, review, and update.
2) Draft 1 – complete outline, Introduction Tasks
   a) Written and reviewed by Swetha
3) Draft 2 – revisions of draft one
   a) Screen captures and graphics
   b) Revised and reviewed by Swetha
4) Last version
   a) Final review by Swetha
   b) Release to production
5) Production
   a) PDF

Timeline and Milestones

Assumptions

Completion of all deliverables outlined in this plan assumes the following:

- Understanding the software.
- Availability of resources.
- Milestones and timelines are met.
- Subject Matter Experts have been assigned to supply input and feedback.

Constraints

We have found the following constraints on completing documentation activities for Gmail (Website and application)

Timely approval of requirements and reviews as outlined in this documentation plan.

- Business Constraints
  - Resources
- Technical Constraints
  - Timeline and milestones
  - software's

Resources

Completing all documentation deliverables as outlined requires the following:

- 15 minutes per subject matter expert time for the first interview.
- 1 hour per subject for SME

Timeline

Milestone	Start	Completion	Duration
Documentation Plan	06/01/2021	06/01/2021	
Deliverable 1 Content Plan Approval	06/01/2021	06/01/2021	1 day
Deliverable 1 Content Draft 1	06/02/2021	06/02/2021	
Deliverable 1 Design completed	06/02/2021	06/02/2021	1 day
Deliverable 1 Release to Production	06/03/2021	06/03/2021	
Deliverable 1 Published	06/03/2021	06/03/2021	1 day