**Writing Effective Documentation**

**LATEST SUBMISSION GRADE**

100%

1.Question 1

**Overview:** Documentation is an important part of an IT Support Specialist role. It’s vital to document processes and policies not only for yourself but for your teammates that may encounter the same issue. This writing assessment will help you get in the habit of writing good documentation.

**What You'll Do:** For this writing project, you will write documentation to explain the process of making a peanut butter and jelly sandwich to someone who has never seen one before. You’ll want to be detailed yet concise. Specifically, the documentation should have:

1) A description of the problem.

2) A description of the end result.

3) The solution detailed in a step-by-step manner.

**1 / 1 point**

Product: System documentation System documentation provides an overview of the system and helps engineers and stakeholders understand the underlying technology. It usually consists of the requirements document, architecture design, source code, validation docs, verification and testing info, and a maintenance or help guide. It’s worth emphasizing that this list isn’t exhaustive. So, let’s have a look at the details of the main types. Product requirement document A product requirement document or PRD provides information about system functionality. Generally, requirements are the statements of what a system should do. It contains business rules, user stories, use cases, etc. This document should be clear and shouldn’t be an extensive and solid wall of text. It should contain enough to outline the product’s purpose, its features, functionalities, maintenance, and behavior. The best practice is to write a requirement document using a single, consistent template that all team members adhere to. The one web-page form will help you keep the document concise and save the time spent on accessing the information. Here’s a look at an example of a one-web-page product-requirements document to understand various elements that should be included in your PRD. Nevertheless, you should remember that this isn’t the one and only way to compile this document. Here are the main recommendations points to include in your product requirement document: Roles and responsibilities. Start your document with the information about project participants including a product owner, team members, and stakeholders. These details will clarify responsibilities and communicate the target release goals for each of the team members. Team goals and business objective. Define the most important goals in a short point form. Background and strategic fit. Provide a brief explanation of the strategic aim of your actions. Why are you building the product? How do your actions affect product development and align with the company’s goals? Assumptions. Create a list of technical or business assumptions that the team might have. User Stories. List or link user stories that are required for the project. A user story is a document written from the point of view of a person using your software product. The user story is a short description of customer actions and results they want to achieve. Acceptance criteria. Those are the conditions that indicate a user story is completed. The main purpose of acceptance criteria is to define a satisfactory result for a usage scenario from the end-user perspective. Check our dedicated article on acceptance criteria to learn more. User interaction and design. Link the design explorations and wireframes to the page. Questions. As the team solves the problems along the project progression, they inevitably have many questions arising. A good practice is to record all these questions and track them. Not doing. List the things which you aren’t doing now but plan on doing soon. Such a list will help you organize your teamwork and prioritize features.

**Correct**

Thank you for your submission. Could someone who didn’t know what a peanut butter and jelly sandwich was read this documentation and be able to assemble one? If so, great job!