

Documentation Planning and Development



1.0 Documentation Planning

1.1 Description

The documentation planning step is the first high-level, comprehensive summary of the project's documentation strategy, resource requirements, and estimated timeline. Key tasks center on

- Developing a clear vision of who the target customer is
- Knowing what tasks the product's software will perform for the target customer
- Outlining a target documentation set
- Outlining critical documentation milestones from a top-down schedule (optimal release date)
- Estimating what documentation skills, project hours, and other resources are required

Unless otherwise stated, the term *documentation* refers to all printed and online documentation created by Technical Publications.

1.2 Deliverables

The documentation plan is the primary deliverable. The documentation plan is maintained throughout the life of the project.

1.3 Responsibilities

Denise Stone is responsible for preparing the documentation plan.



2.0 Documentation Development

2.1 Description

The documentation development step covers the actual writing, editing, keystroking, and beta-production of the documentation set. Key tasks center on developing the information described in the documentation plan, getting the information reviewed for accuracy and clarity, and amending the plan as needed.

2.2 Deliverables

All printed and online documentation described in the documentation plan should have been written and gone through the documentation cycles described.

2.3 Responsibilities

Denise Stone is responsible for tracking all deliverables, and for alerting the Core Team and making alternative recommendations if a documentation milestone is in danger of slipping.

3.0 Documentation Refinement

3.1 Description

The documentation refinement step covers the quality cycles of documentation development. Key tasks center on producing the information described in the documentation plan and in finalizing the online PDF files.

3.2 Deliverables

All printed and online documentation described in the documentation plan should have been written and reviewed. Only final fixes will be entered at this time.

Print documentation should be entering the final production phase (no new writing) and delivered to the Core Team.

Online PDF documentation should be entering the final production phase (no new writing) and delivered to "TheMaster" file server.

3.3 Responsibilities

Denise Stone is responsible for tracking all deliverables, and for alerting the Core Team and making alternative recommendations if a documentation milestone is in danger of slipping.



4.0 Task Descriptions

Task	Description
Assess target audience	Work with Marketing, QA, and Engineering to identify the target customers and their needs (from a documentation perspective). Assure that the information is consistent with the product specification.
Determine customer profile and task matrix	Decide what tasks users need to be shown how to perform.
Develop high-level documentation strategy	Plan how best to present the information to the target audience. Choose media (print and PDF).
Develop documentation plan	Determine what books and online text files go in the doc set and the content of each.
Determine resource requirements and schedule	Include writing and editing resources, hardware and software tools, external reviews, milestone deliverables, and production time and costs.
Draft and review documentation plan	Pull together the materials generated in the planning process and distribute to the Core Team.