



PREPOS
DATA MINING ENVIRONMENT

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Manual do Usuário

[Company Name]

[Company Name]

[Street Address]

Curitiba, Brasil

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Notes:

- The following template is provided for writing an ITIL User Manual.
- [Inside each section, text in green font between brackets is included to provide guidance to the author and should be deleted before publishing the final document.]
- Inside each section, text in black font is included to provide a realistic example for a fictitious application called "Sample Application".
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Document Control

Preparation

Action	Name	Date
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1.0		N/A	All	First Release

Distribution List

Name	Organization	Title

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1. Introdução

[User manuals are written to help end-users understand and operate an application. These manuals contain step by- step instructions on how to use the application, as well as descriptions of what should typically be done in provided scenarios.]

1.1 Objetivo

[Explain the purpose of this user manual.]

The Sample Application User Manual is intended for users and administrators, who must install, configure and operate the Sample Application version 1.0.

1.2 Related Documents

[Mention any document or reference that support or extend the present manual.]

The following related documents for the Sample Application are available:

- The Sample Application Design Manual: contains information about the structure and architecture of the application. It is intended for Application Administrators.
- The Sample Application Administration Manual: describe the activities required to configure and manage the Sample Application environment. It is intended for Application Administrators.

1.3 Conventions

[List here the typing conventions that will be used throughout the user manual.]

Throughout this user manual, the following conventions are used:

Note: To specify something that should be taking into account.

Warning: To alert about something that could produce an undesirable effect.

REFERENCE: A cross-reference to another part of the document.

1.4 Contatos

[Provide contact information for getting assistance, for coordination or for reporting a problem. You can create sub-sections like “Error reporting”, “Help Desk”, “More Information”, etc.]

Note: Before reporting an error, please look first for a solution in the [SECTION 7 TROUBLESHOOTING](#) in this manual.

For getting assistance or reporting an error, please contact:

The Organization Help Desk

Phone number: +1 (800) xxx xxxx option 4-3-2

helpdesk@theorganization.com

For better assistance, please have at hand the following information:

- System affected (this system).
- Module affected.
- Option where problem is occurring.
- Error message or undesirable behavior.

1.5 Sections in this Manual

[Give a brief description of each section in this manual.]

This manual is divided into the following sections:

1. INTRODU: This section.
2. OVERVIEW: A description of the application and its functions.
3. SETUP: How to install and configure the application.
4. GETTING STARTED: Instructions about how to start using the application.
5. ADVANCE PROCEDURES: A comprehensive navigation throughout the functions in the application and how to perform advanced tasks.
6. REPORTING: How to execute and customize the reports available.
7. TROUBLESHOOTING: Recommendations for solving most common issues.
8. REFERENCES: A comprehensive list of error codes.
9. ANNEX: A glossary, a list of tables, a list of figures and an index.

2. Overview

[Explain the purpose for which the application is intended. Describe its functions and how they are implemented. If the application is part of a broader system, describe its specific function and the relation with other parts of the global system.]

2.1 Functional Description

[Describe how the system performs its functions, including any supporting material.]

The Sample Application is designed to train the users of the organization in the safe operation of the organization's systems. The Sample Application portrays in a safe manner the common graphical interface that it is used by most of the application in use in the organization.

When the user logs in into the Sample Application, a main form and a main menu appear with the same layout that is used by almost all the business applications in the company (see [FIGURE 1. SAMPLE APPLICATION MAIN FORM.](#)).

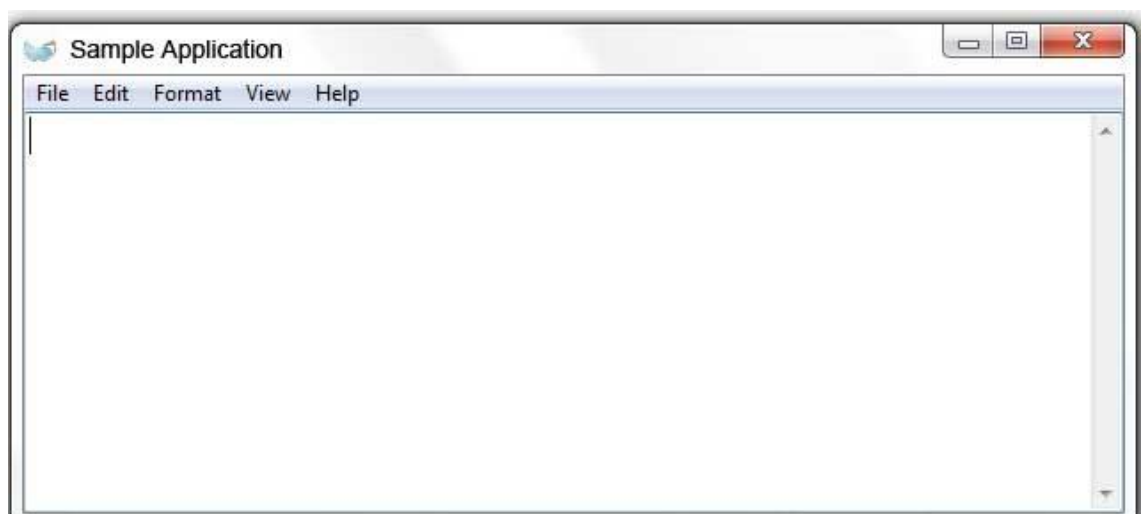


Figure 1. Sample Application Main Form.

2.2 Related Systems

[Describe the interaction with other parts of the broader system.]

The Sample Application has the same look and behavior as almost all of the business applications in use in the organization because they are integrated into the same system, called Integrated Business Applications (IBA). Company's business applications and the Sample Application share the same Graphical Engine and the same Database. All of them work in a Client-Server topology.

3. Setup

[This section of the user manual includes all the steps required to install and make operational the system.]

3.1 Requirements

[Enumerate all the conditions required and/or desired for the proper installation and operation of the system.]

In order to install Sample Application into a Client PC, the following requirements must be met:

Description	Required	Recommended
Memory	1 Gb	2 Gb
HDD free	55 Mb	1 Gb
Operating System	Windows XP and higher	Windows 7
Security	Must be a user domain with administrative rights on the client machine	
Connectivity	Network connectivity to installation servers and databases servers	

Table 1. Installation requirements.

3.2 Installation

[Describe here all the steps needed for the installation of the system.]

To install Sample Application in a client PC, follow the steps below:

1. Ensure you have network permissions to install software in your PC.
2. Request Access Management for access permission to the server's point of installation.
3. Connect to the server's point of installation at the following address:
<http://install.organization.local/SampleApp>
4. Read the instructions on the Web page and execute the installation link.
5. Read and accept the Terms of Use.
6. Accept or change the installation's path on your computer.
7. Press Install.
8. Wait until installation is finished and press Close.

3.3 Initial Configuration

[Describe here all the steps needed for the initial configuration of the system.]

After Sample Application has been installed, some initial configuration may be needed. Follow the steps below:

1. In the Start Menu, go to the Sample Application program group.
2. Execute Optimize Now.
3. Select if you want configuration optimized for fast network access or for fast calculations.
4. Press Optimize and then Close.

4. Getting Started

[In this part of the user manual you describe the basic procedures for starting using the system. You may divide it in subsections if there is enough content to do so.]

4.1 Login

[Explain the options for login in into the system.]

For getting started with the application, follow the steps below:

1. Go to Sample Application program group in the Start Menu (alternatively, you can find a shortcut to the application in your computer desktop).
2. Execute the shortcut to the application. A login dialog should appear.
3. In the login dialog, enter the credentials supplied to you by Access Management or check “Log into the system with my domain credentials”. Press Log in.
4. First time the logon process should take longer as the user profile for the program is created and replicated to the server.

4.2 Basic Procedures

[Explain here the basic options in the menu for performing the main activities. This content can be spanned into several subsections.]

4.2.1 Connecting to a Module

[This is just an example. Add as many procedures as required]

Content in the IBA is usually organized by modules. To connect to a model, follow the steps below:

1. Go the menu option File, Open and then Module. Alternatively you can press Ctrl-M.
2. Select a module in the list and press OK.

5. Advance Procedures

[This section of the user manual is for advanced users. You may include advanced procedures, customization, programming, configuration, etc.]

5.1 Advanced Configuration

[In this example, one or more subsections are provided for an administrator to perform advanced configuration into the system.]

5.1.1 Change Memory Allocation.

[This is just an example. Add as many procedures as required]

In some cases you may want to control the system memory allocated to the Sample Application processes. This is useful when you want to optimize performance or need to solve bottlenecks. Follow the steps below:

1. Close any instance of the Sample Application program that may be opened.
2. Open the application configuration file Sample.cfg with any text editor. Sample.cfg. should be located in the installation directory (usually c:\Program Files\IBA\SampleApp).
3. Look for the section header **Memory**.
4. Modify the values for Memory allocated.

Warning: When modifying the Sample.cfg file, you should be careful as a mistake or a syntax error may corrupt the application.

6. Reporting

[This portion of the user manual is used to explain the reporting capabilities of the system.]

6.1 Statistics Report

[This is an example of a report. Add all reports that the system provides.]

To view or print statistics of the application use, you should run the Statistic report.

1. Go the menu option File, Execute Report.
2. Select the Statistic report and press Open.
3. Select the amount of days to be included in the report and press Execute.

7. Troubleshooting

[This section of the user manual is devoted to help users in troubleshooting problems and errors.]

7.1 Issues

[This subsection provides an example of a list of common issues users may face and recommendations about them.]

The following table provides a list of common issues and possible actions to solve them. Please look for a solution to your problem here before contacting Help Desk.

Issue	Description	Troubleshooting
1	Cannot connect to the installation point	Check with Access Management for your access permissions
2	Cannot install in the local PC	Check your permissions in the local PC
3		

Table 2 List of issues.

8. References

[This part of the user manual may be used to provide references, e.g. error codes, alphabetically ordered commands, etc.]

8.1 Error Codes

[This example shows error codes.]

The following table provides a list of error codes.

Error	Description	Cause	Solution
1	Invalid credentials	An attempt was made to access a functionality for which you don't have permission	Check with Access Management if you should have access to the functionality
2			

Table 3. Error codes

9. Annex

[Insert here anything you may like to attach to support the user manual.]

9.1 Glossary

[This section of the user manual provides the definitions of terms, acronyms, and abbreviations required to understand this document.]

Term	Definition
Access Management	The process responsible for allowing users to make use of IT services, data or other assets..
Application	Software that provides functions which are required by an IT service.
Application Management	The function responsible for managing applications throughout their lifecycle.

Table 4. Glossary.

9.2 List of Tables

[This portion of the user manual provides a list of all the tables used in the document.]

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9.3 List of Figures

[Here the user manual provides a list of all the figures used in the document.]

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9.4 Index

[This section of the user manual provides a list of keywords used in the document along with the page numbers on which they appear.]

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