

Technical Writing Skills

SD-100

Electronic Communications

Learning Objectives

- ▶ Identify several different types of technical documents produced by Software Developers
- ▶ Understand the importance of electronic communication

Electronic Communication

- ▶ There are many types of electronic communication used in the software developer industry: email, chat, ticketing systems, forums, blog posts and other various pieces of documentation, just to name a few.
- ▶ Email and chat are the most common forms of daily electronic communication for a software developer. Who will you email?
 - Supervisors
 - Project Team
 - Project Managers
 - Clients
- Emails are use to *explain, report, confirm, discuss, correct, recommend* etc. They can do a lot of good, or a lot of damage.

Electronic Communication

- ▶ More about writing emails still to come later in the course.
- ▶ Good writing skills, like good programming skills, requires practice. Although we may not be perfectly equipped yet to write amazing emails, we'll start with what we know and build on that.

Other Types of Electronic Communications

- ▶ Documentation is another major part of software development, depending on the role you play, you may be asked to write one of a variety of documents.
- ▶ There are dozens of different types of technical documents, but each company typically has their own expectations and standards

API

- ▶ Application Programming Interface
- ▶ Clearly outlines how to use/integrate a framework, language, existing software application
- ▶ Ruby API - <https://apidock.com/ruby>
- ▶ Google Maps API - <https://developers.google.com/maps/>
- ▶ Windows API - [https://msdn.microsoft.com/en-us/library/windows/desktop/ff818516\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/windows/desktop/ff818516(v=vs.85).aspx)
- ▶ Mailchimp API - <https://developer.mailchimp.com/>

READMEs

- ▶ Documents a an application, library, software project, etc.
- ▶ Often considered part it's technical documentation
- ▶ Often includes information such as:
 - What it is
 - How to install
 - Use case (in what scenario would I use this)
 - How to use it
 - What makes it good
 - And more...
- ▶ HTTPie README - <https://github.com/jakubroztocil/httpie/>

Instructions

- ▶ How do I perform a task with your piece of software
- ▶ End-user focused (the person using it)
- ▶ Think about instruction manuals you've receive for electronics you've bought
- ▶ We often write software for other humans, we need to tell them HOW to use it.
- ▶ We will cover this in more depth in future lessons
- ▶ How to create a Digital Ocean server -
<https://www.digitalocean.com/community/tutorials/how-to-create-your-first-digitalocean-droplet>

Other Technical Documents

- ▶ Software Architecture Diagram - <https://i.stack.imgur.com/lGw7P.png>
- ▶ Technical Requirements - <https://www.slideshare.net/ALATechSource/sample-project-requirements-document-library-blog>

Email Writing Task

- ▶ Weekly email writing task
- ▶ The topic, audience and a description of what's required will be provided in a handout
- ▶ Emails are to be between 150-250 words.
- ▶ A rubric has been provided. As additional skills are taught in class, more criteria on the rubric will be evaluated..
- ▶ Emails should be:
 - Clearly written
 - *Concise*
 - *Complete thoughts*
 - Free from spelling, grammar and punctuation errors