# General Information

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| --- | --- |
| **Project Name/Project #:** |  |
| **Business Process Owner/Sponsor:** |  |
| **Author:** |  |
| **Project End Date:** |  |

# Revision / Change History

|  |  |  |
| --- | --- | --- |
| **Revision Level** | **Revision Date** | **Description of Changes** |
| 01 | 5/30/11 | 1. Template version |
| 01 |  | 1. Initial project version |

*The purpose of the User Work Instructions are to define the steps necessary to use the system in terms of business processes. The document should be organized in terms of how the business does their work and as explicitly as possible, define how the system will achieve the necessary goals. This is often a step by step instruction but may also include business process and procedure descriptions.*

*The template includes instructions to the author, boilerplate text, and fields that should be replaced with the values specific to the particular project.*

* Blue italicized text enclosed in square brackets (i.e., [text]) provides instructions to the document author, or describes the intent, assumptions and context for content included in this document.
* Blue text enclosed in angle brackets (i.e., <text>) indicates a field that should be replaced with information specific to the particular project.
* Text and tables in black are provided as boilerplate examples of wording and formats that may be used or modified as appropriate.

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# Overview

*[Describe the purpose of this document, outlining the business processes that will be addressed. For any given system, there may be multiple Work Instructions written either by role or by business process. Include a reference to other Instructions or a library location where those may be stored.]*

# Major Process Heading 1

*[Describe the business process being outlined, starting and ending points, and key considerations when performing this process or function.]*

## Specific Steps 1

*[Describe the specific steps taken in the process and show with screen prints and example data. Include descriptions of exceptions to the process as appropriate. Also describe different options available while navigating through the process. Finally, where possible, define all fields where entry is required.]*

## Specific Steps 2

*[Repeat sections for as many sub-processes as necessary.]*

# Major Process Heading 2

*[Describe the next business process being outlined, starting and ending points, and key considerations when performing this process or function.]*



## Specific Steps 1

*[Describe the specific steps taken in the process and show with screen prints, reports and example data. Include descriptions of exceptions to the process as appropriate. Also describe different options available while navigating through the process. Finally, where possible, define all fields where entry is required.]*

## Specific Steps 2

*[Repeat sections for as many sub-processes as necessary.]*