

Problem Statement:

The problem with the current file management system, and the lack of direct customer interface is affecting business revenue, causing a decline in profits and reducing the client portfolio. This is impacting long term business and is allowing competing business to gain an edge within the market.

To solve this, a new file management system would be implemented, which also streamlines customer interface and accessibility, and improves information flow within the business.

Technical Documentation Reference Report:

ISO/IEC 26514 is a technical documentation standard developed by the International Electrotechnical Commission in collaboration with the International Organisation for Standardisation. This standard was created to provide specifications and guidelines for the design of software user documentation implemented from the viewpoint of the software developer. The standard outlines and specifies the structure, content and format for user documentation, and provides guidance for user documentation style.

ISO/IEC 26514 is available for purchase in English for $323.31 Hardcopy, or $290.98 PDF.

It is available through for purchase through:

https://infostore.saiglobal.com/en-au/Standards/ISO-IEC-26514-2008-589528\_SAIG\_ISO\_ISO\_1350435/