**DOCUMENTATION**

Consist of documents which describe a data processing system or parts of such a program. The system is not complete without the accompanying user and tecnical manuals.

*Purpose of Documentation*

* Supervisory review of progress of development of an application.
* Communication of facts about system to users and between personnel working on a development project.
* Provision of necessary information to allow corrections or revisions of a system or its computer programs.
* Provision of operating instructions to users and operators.
* Assist in instructing new personnel by providing background on the application and its programs.
* Provision for reconstruction of the system incase its destroyed.

**Types of Documentations**

When it comes to System Design, there are following four main documentations −

* Program documentation
* System documentation
* Operations documentation
* User documentation

*Operations Documentation*

Operations documentation contains all the information needed for processing and distributing online and printed output. Operations documentation should be clear, concise, and available online if possible.

It includes the following information −

* Program, systems analyst, programmer, and system identification.
* Scheduling information for printed output, such as report, execution frequency, and deadlines.
* Input files, their source, output files, and their destinations.
* E-mail and report distribution lists.
* Special forms required, including online forms.
* Error and informational messages to operators and restart procedures.
* Special instructions, such as security requirements.

*User Documentation*

It includes instructions and information to the users who will interact with the system. For example, user manuals, help guides, and tutorials. User documentation is valuable in training users and for reference purpose. It must be clear, understandable, and readily accessible to users at all levels.

The users, system owners, analysts, and programmers, all put combined efforts to develop a user’s guide.

A user documentation should include −

* A system overview that clearly describes all major system features, capabilities, and limitations.
* Description of source document content, preparation, processing, and, samples.
* Overview of menu and data entry screen options, contents, and processing instructions.
* Examples of reports that are produced regularly or available at the user’s request, including samples.
* Security and audit trail information.
* Explanation of responsibility for specific input, output, or processing requirements.
* Procedures for requesting changes and reporting problems.
* Examples of exceptions and error situations.
* Frequently asked questions (FAQs).
* Explanation of how to get help and procedures for updating the user manual.

*System Documentation*

System documentation serves as the technical specifications for the IS and how the objectives of the IS are accomplished.

System documentation provides the basis for understanding the technical aspects of the IS when modifications are made.

* It describes each program within the IS and the entire IS itself.
* It describes the system’s functions, the way they are implemented, each program's purpose within the entire IS with respect to the order of execution, information passed to and from programs, and overall system flow.
* It includes data dictionary entries, data flow diagrams, object models, screen layouts, source documents, and the systems request that initiated the project.
* Most of the system documentation is prepared during the system analysis and system design phases.
* During systems implementation, an analyst must review system documentation to verify that it is complete, accurate, and up-to-date, and including any changes made during the implementation process.