# *Development Project II (420-E63-HR)*

# *Assignment 5 – User Documentation*

Date assigned: Friday, March 22, 2018

Date due: **Wednesday, April 4, 2018, 11:50PM Section 1(No late assignments accepted)**

**Friday, April 6, 2018, 4pm Section 2**

**Friday April 20, 2018, 11:50pm, Section 3**

**Learning Objectives**

Upon successful completion of this assignment, the student will be able to:

* Identify what user-facing documentation is required for a system.
* Identify the type of on-line help that should be written for a new application
* Develop an outline and framework for on-line help
* Write on-line help for a web application
* Understand best practices for Release Notes
* Write Release Notes for their product

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To do:

# Section 1 – Individual Work

## Part A – Release Notes

1. Identify the purpose of Release Notes and the intended audience.

Release notes is a document or set of documents distributed to the users, clients or customers of a system when it is released or when it gets an update pushed. Release notes serve to inform them about the functions of the software

1. Identify 3 articles on Release Notes Best Practices. Provide the links and a summary for each. I’d like to see 5-8 best practices that you’d like to adopt described that you’d recommend.

<https://uxdesign.cc/design-better-release-notes-3e8c8c785231>

* Summarize your notes before the notes. Put your TL;DR first.
* Remember the major release – include the previous state in the release notes
* Make it easy for people to get in touch
* Basic formatting concepts (bullets, titles, sections, spacing, etc)
* Don’t be afraid to call out the bugs you’ve fixed in the release notes.
* Keep users informed about upcoming updates.

<https://medium.com/@DigitalGov/the-life-changing-magic-of-writing-release-notes-4c460970565>

* Write the document for other humans to read. Not developers.
* Focus on why the update is important.
* Keep is organized (New, changes, fixed, removed, security, etc.)
* Don’t include every detail, keep it high level
* Provide links to the pages where the changes exist, this gives reassurance.
* Make the release notes easy to find, easy to access. Don’t make someone dig.

<https://www.prodpad.com/blog/writing-release-notes/>

* Sections to the notes
* Use everyday language
* Embrace the product/brand personality

Practices I’d like to adopt:

* TL;DR before the notes
* Make it easy for people to get in touch with technical people of the system
* Call out the bugs that you’ve fixed in the notes
* Make sure the document is written for non-technical people
* Format the document properly.
* Keep the document high level.
* Make the release notes easy to find and access.

1. Design your Release Notes. Provide a template for Release Notes that you would propose to your team. (I don’t care about formatting, just organization). Your proposal should have enough detail so that a team mate would understand how to fill it out. Capture this as a PowerPoint proposal (**username\_Teamxx\_A05\_ReleaseNotes.pptx** convincing your team mates that you’ve got a well thought-out and achievable approach. This proposal should be structured so that it takes less than 10 minutes to present and discuss. Include answers to the items 1,2 above, and a sample of your proposal for the first sandbox release you provided to the user.

## Part B – Online User Documentation, Help and Usability aids

1. Identify 2 articles on Documentation and Help Best Practices. Provide the links and a summary for each (no more than 2 paragraphs per article). Two that I liked are [here](https://www.smashingmagazine.com/2009/04/help-elements-design-showcase/) and [here](https://alistapart.com/article/good-help-is-hard-to-find), go find your own. I’d like to see 4-8 best practices that you’d like to adopt described that you’d recommend. Provide examples of the best practices on live web pages. (i.e. how Google, MS or others implement this best practice).
2. Identify the benefit of a system with good help elements and documentation.
3. Design your own. Provide a proposal that you’d present to your team on what online documentation, help and usability elements should be incorporated into your system. See Appendix I for some discussion points and constraints. Capture this as a PowerPoint proposal (**username\_Teamxx\_A05\_OnlineDocHelp.pptx)** convincing your team mates that you’ve got a well thought-out and achievable approach. This proposal should be structured so that it takes less than 10 minutes to present and discuss. Include answers to items 1,2 (above) as part of your presentation.

# Section 2 – Team work

## Part A – Team Convergence – Formats: Release Notes and User Documentation, Help and Usability aids

Meet as a team to discuss each of your proposals. One meeting for Release Notes, another for Online Documentation, Help and Usability aids.

The agenda for each meeting is as follows:

1. Each person presents their proposal.
2. Team discussion and agreement on a team proposal. Collate this into a Team PowerPoint proposal.
3. Present the proposal to Richard.
4. Minutes are captured for the team meeting and presentation to Richard.

## Part B – Team Plan - User Documentation, Help and Usability aids

Given the Team’s vision of User Documentation, Help and Usability aids:

1. Identify work items required to fulfill this vision
2. Divide the work items amongst the team

At a minimum, all the business workflows need to be captured. A complete workflow should be a single work item owned by a single team member.

Provide this as a table below:

# Section 3 – Individual work

## Part A – System Overview

Capture your system overview document in a word document (**username\_Teamxx\_A05\_Overview.docx**)

## Part B – Documentation Tasks

Given the Team’s plan provided in Section 2, part B. Provide the list of your documentation tasks and proof of completion. (Details forthcoming, ask Richard)

**To submit**

Submit portions to the appropriate folders in Moodle. Note the Rubric also provided in Moodle on how this assignment will be assessed.

# Appendix I – User Documentation

## System Overview requirements

As per PEA, each student is required to write an introduction to the Help for the system that you developed, including the following elements:

* 1. Brief description of the system
  2. Brief description of the users and the type of access they have to the system
  3. Brief description of the main functionality of the system, including the key work flows

## Documentation and Help approaches/considerations

There are a couple of common approaches to providing user assistance for your consideration. (There may be other approaches that you may discover.)

### Static Help

* 1. Help icons provide some fixed documentation
  2. Content may change based on location of help icon (page or field)

### Searchable Help

* 1. Help icon pulls up search bar
  2. User provides keywords and is shown several possible matches hyperlinked to further detail.

### Context sensitive Help

* 1. Based on focus, hover or some trigger to show field specific documentation or examples