



OPD_Documentation Testing Policy

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1. Purpose of the Document

The document is intended for the documentation testing team. This document should be used as a guide to test product documents and should act as an input for document test plan.

2. Objective of Document Review/Testing

Product documents are produced as collaterals along with the products. In order to ensure that these product documents are of high quality, stringent review processes must be followed. The objectives of the document review processes at 5G are to

- ensure that technically correct product documents are available for users;
- develop documents that have concise information on the product;
- evaluate the documented information for accuracy, completeness and conciseness;
- improve the overall output quality of the organization;
- have accurate and up-to-date documents available for customers, end-users and internal users;
- achieve and improve the credibility of the product.

3. Planning the Review Process

Product documents provided to customers are tested before release by a dedicated review team. At the beginning of the project cycle, while planning the project team, a dedicated person should be identified as the owner of the this activity. Normally the test lead is given the responsibility of ensuring that the quality of the output is as per the pre defined standards.

The Documentation testing is done at 5G to:

- Improve customer's impression about the product.
- Avoid legal implications of poor documentation resulting in improper use of the product.
- Decrease customer support requests due to inadequate / inaccurate documentation.

The technical writing (or) documentation team should be involved from the beginning of the project life cycle. Getting involved in the beginning stages of the project, helps in

- understanding the Project and Module details
- understanding the audience
- deciding the types of manuals required
- selecting the tools to be used for documenting

4. Workflow of the Review Process

- Step 1: Create Document
- Step 2: Send for Review (word document)
- Step 3: Consolidate Comments & Suggestions
- Step 4: Get them approved
- Step 5: Accept or Reject Comments
- Step 6: Communicate to the Reviewer
- Step 7: Update the document
- Step 8: Send for review again, if required
- Step 9: Update the document again, if required
- Step 10: Publish the document

5. Scope

The scope of this document is restricted to the following main aspects of documentation testing:

- Format / Template check
- TOC/Index check
- Audience Orientation Check



- Application Object Reference Check
- Other Documentation Reference Check
- Missing / Inaccurate Information Check

4.1 Format / Template check

The documentation test plan should have format/template check and this requirement is mandatory. This check involves ensuring that the following components exist in the document:

- Document Title (as defined in the “OPD_Document Standard”)
- Document Details (key information on the document such as document path, document version, date, status (final, draft), circulation type and circulation list.
- Revision History
- Table of Content
- Abstract (optional)
- Purpose of the document
- Intended audience (optional)
- List of Tables/Diagrams
- Glossary/Acronyms
- Author(s) Information
- Disclaimers (if needed)
- Disclosure Notice (as applicable)
- Copyright Notice

In case of Outsourced Product Development work assignments, the client's formats and templates must be followed. The Project Manager should ensure that the templates and necessary guidelines of the customers are received by the documentation (or) the technical writing team, during the planning phase of the project.

4.2 TOC/Index Check

Table of content / Index of all documents created should be accurate and a thorough check should be done to ensure that there are no missing/inaccurate entries. This check is also mandatory for document testing.



4.3 Logical flow

All documents prepared should have a logical flow and the user should transition from one topic to another with ease.

4.4 Audience Orientation

Documents are prepared for a wide variety of audience and hence the testing should reflect this. The document should be relevant for the intended audience.

4.5 Reference to application objects (Screen elements, menu items etc.)

The product documents often refer to objects - screen elements such as buttons, fields, etc and menu items in addition to other entities. The documentation testing should include testing the accuracy of these references.

One of the most common document defects is inaccurate menu option (the menu option mentioned in the document is missing in the application or vice versa)

4.6 Reference to other document page(s)

The product documents often refer to other documents. The documentation testing should include testing the accuracy of these references.

4.7 Missing / Inaccurate Technical Information

The document test plan should include tests of identifying missing or inaccurate technical information. Missing important technical information about a product or presenting inaccurate technical information results in dissatisfied customers.

- End of Document -