OPD_Documentation Testing Policy

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Revision History

Ver No. & Date	Added/ Revised By	Content Added/ Changed	Reviewed/ Approved By	App. Date	Broadcast Date	Effective Date
1.0 /Jan 19, 2006	Prabhu	Creation of Base Document	Sumitra Seshan	Jan, 2006		
1.1 / Nov 15, 2008	5G PG Team	Adopted new naming conventions, Added sections on engineering documents etc,	Sumitra Seshan	Nov 15, 2008	Nov 30, 2008	Nov 30, 2008

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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 would act as an input for document test plan.

1.1   Scope

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

- o Format / Template check
- o TOC/Index check
- o Audience Orientation Check
- o Application Object Reference Check
- o Other Documentation Reference Check
- o Missing / Inaccurate Information Check

2.   Documentation Testing

Product documents provided to customers are tested before release. Documentation testing is done at 5G to:

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

2.1   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:

1. Document Title (as defined in the "OPD_Document Standard")
2. Document Details (key information on the document such as document path, document version, date, status (final, draft), circulation type and circulation list.
3. Revision History
4. Table of Content
5. Abstract (optional)
6. Purpose of the document

7. Intended audience (optional)

8. List of Tables/Diagrams

9. Glossary/Acronyms

10. Author(s) Information

11. Disclaimers (if needed)

12. Disclosure Notice (as applicable)

13. Copyright Notice

2.2   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.

2.3   Logical flow

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

2.4   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.

2.5   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)

2.6   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.

2.7   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.

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