

Unit-4

Documentation testing

Help Doc, user Doc, tech. doc

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Document testing steps



Documentation Testing

The following questions should be answered during documentation and/or help facility testing:

- Does the documentation accurately describe how to accomplish each mode of use?
- Is the description of each interaction sequence accurate?
- Are examples accurate?
- Are terminology, menu descriptions, and system responses consistent with the actual program?
- Is it relatively easy to locate guidance within the documentation?
- Can troubleshooting be accomplished easily with the documentation?
- Are the document's table of contents and index robust, accurate, and complete?
- Is the design of the document (layout, typefaces, indentation, graphics) conducive to understanding and quick assimilation of information?
- Are all software error messages displayed for the user described in more detail in the document? Are actions to be taken as a consequence of an error message clearly delineated?
- If hypertext links are used, are they accurate and complete?
- If hypertext is used, is the navigation design appropriate for the information required?

The only viable way to answer these questions is to have an independent third party (e.g., selected users) test the documentation in the context of program usage. All discrepancies are noted and areas of document ambiguity or weakness are defined for potential rewrite.

INFO

Two phases of Doc. test

- First phase : technical review : examines the document for editorial clarity
- Second phase: live test / demo with conjunction with the actual program.

THANK YOU

