DRAFT - ICT Project Guidance

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General Document Structuring

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## Description

The purpose of this document is to reduce delivery risk by provide guidance on the preferred approach to developing and structuring documents intended to provide guidance or instruction to project stakeholders.

## Synopsis

The document covers the development of document metadata, background context, and alignment to audience perspectives.

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## Purpose

The purpose of this document is to provide guidance on the development of succinct and informative documents fit for purpose.

## Introduction

BOSSCARD/ RAID: Background [], Objective, Options, Scope[In/Out], Stakeholders [Users], Constraints, Assumptions, Risks, Dependencies, Decisions, Deliverables.

## Document [Metadata]

A document should include metadata to audit its development.

### Descriptors

The metadata that is relevant to a document is:

##### Sensitivity

: the document’s sensitivity (UNCLASSIFIED, IN-CONFIDENCE, SENSITIVE, etc).

##### Purpose

: what is the purpose of the document? To increase value, quality, preparedness? To decrease risk, cost, other? By providing guidance, other?

##### Synopsis

: a succinct factual summary of the document’s content.

##### Author

: the accountable lead author of the document.

##### Latest Version

: the version of the current document.

##### Latest Version Date

: the date the latest version was released for evaluation, approval, etc.

##### Index

: the index of the document’s key structural headers (Headers 1, 2, 3)

##### Revision Catalogue

: a table of previous revisions, potentially the date it was released, and the key changes included in the version.

##### Distribution Catalogue

: the list of stakeholders to which the document was released, potentially adding afterwards a summary of comments made by them which would presumably be incorporated into the next release.

##### Tags

: although rarely done, a document’s metadata should include terms that aid in classifying and finding the document later.

### Placement

Metadata can be included within the document, or managed externally by the Electronic Document Management Service (EDMS) the document is persisted in.

#### In-Document

While it is considered customary by many to put document information at the front of the document, we recommend against this as the purpose of the metadata is auditability, and interferes with the purpose of the document itself.

Instead, if including metadata in the document, we recommend putting:

* the Security rating in the Header of all pages.
* the Author, Latest Version and Latest Version Date on the front page.
* The Purpose and Synopsis on the front page.
* The Index next, on the second page.
* all the rest of the document metadata at the very end, as the first Appendix.

#### In-System

Metadata kept in document’s is notably difficult to keep up to date manually. An EDMS can automatically manage some of the above. Specifically, the document Creator, Document Version catalogue, the Latest Version, Latest Version Date, Index.

While automation is available for the above, it is important to note that aspects of what it can’t automate the document’s Security Rating, Purpose, Synopsis, lead Author (not necessarily the same as the document’s Creator). These values still require manual addition and placement as per described earlier (see *In-document*).

## Document [Contents]

Aside from the metadata that describes the document’s development process, the actual document contents vary depending on the purpose of the document.

That aside, almost all documents start by defining the business context.

## Context

BOSSCARD[[1]](#footnote-2) is a well-known acronym for the key elements of an executive summary.

There are a couple of variations (BOSSCARRDDD, etc.) but they all include the following basics parts:

##### Background

: an Introduction to the problem/opportunity, the background leading up to it, why now.

##### Objectives

: a list of the business outcomes (not Outputs). The value created or saved.

##### Scope

: what’s in scope and what’s out of scope, setting expectations.

##### Stakeholders

: the stakeholders with a role relevant to the context.

##### Constraints

: aspects outside the control of this project that cannot be changed.

##### Assumptions

: assumptions on constraints, conditions, etc.

##### Risks

: perceived risks and their likelihood.

##### Dependencies

: what needs to be put in place for this project to succeed.

##### Decisions

: the decision taken relevant to this context and its desired outcome.

##### Deliverables

: the Outputs that will be delivered.

## ISO-42010

ISO-2510 is the international standard that describes how to develop Solution Architecture Descriptions (SADs) of complex models.

Guidance on the development of SADs is covered in detail within the following document:  
*ICT Project Guidance – Default – Solution Architecture Description (SAD) Development*

However, in summary, the ISO recommends making a series of distinct curated Views (document sections) written to align with the perspective of target stakeholder Groups to facilitate their consumption, validation and/or actioning.

Groups to consider developing curated Views for include:

* Business Stakeholders
* Enterprise Architecture investment governance stakeholders
* Privacy stakeholders
* Data stakeholders
* Developers
* Quality Assurance (QA) Specialists
* Security Specialists
* Operations Specialists
* Maintenance Specialists

As such, while there is no defined minimum, maximum or recommended list of Views to include, the Views that are traditionally developed to describe an ICT system are the following:

##### Context View

: intended for all stakeholders after being validated by business sponsor SMEs, often developed using a BOSSCARD structure,

##### Information View

: intended for Business, Privacy, Operations and Maintenance specialists,

##### Functional View

: intended for Service Consumer, Business Support, and General Support SMEs,

##### Integration View

: intended for Maintenance Specialists,

##### Infrastructure View

: intended primarily for Maintenance Specialists,

##### Security View

: intended for security and monitoring Specialists,

##### Privacy View

: intended for Privacy Specialists to review information and processes required to adhere to legislated Constraints,

##### Accessibility View

: an optional view covering the Usability & Accessibility of the system,

##### Qualities View

: an optional view summarising how the solution complies with ISO-25010/12 system and data quality objectives.

Appendices

Appendix A - Document Information

### Versions

* 1. Initial Draft
  2. Additions

### Images

### Tables

### References

* *ICT Project Guidance – Solution Architect Description (SAD) Development*

**There are no sources in the current document.**

### Review Distribution

The document was distributed for review as below:

|  |  |
| --- | --- |
| Identity | Notes |
| Amy Orr, Data Domain Architect |  |
| Russell Campbell, Project Manager |  |
| Sandy Britain, Enterprise Architect |  |

### Terms

##### BOSSCARD

: well-known acronym for Background, Objectives, Scope, Stakeholders, Constraints, Assumptions, Risks, Dependencies/ Decisions/Deliverables.

##### EDMS

: acronym for Electronic Document Management System.

##### IT

: acronym for Information, using Technology to automate and facilitate its management.

##### ICT

: acronym for Information & Communication Technology, the domain of defining Information elements and using technology to automate their communication between entities. IT is a subset of ICT.

##### SAD

: acronym for *Solution Architect Description* (not ‘*Document*’).

Refer to the project’s Glossary for further terms & acronyms.

1. [BOSCARD (Terms of Reference) (projectsmart.co.uk)](https://www.projectsmart.co.uk/tools/boscard.php) [↑](#footnote-ref-2)