

1 Deliverable Description

ID and Title: D-23 User Manuals

Description: System Operations Documentation that describes all required Systems operational activities and provides guidance on System maintenance and enhancement practices, tools, and approaches. Additional documentation, such as Commercial off the Shelf (COTS) software user manuals, if applicable. The System Operations Documentation encompasses System functionality from a remote user's perspective, a State business user's perspective, and from an information technology and System operations perspective. The intended audience for the User Manuals are State of Vermont technical employees. Training materials referenced in Deliverable 22 are intended for non-technical State of Vermont training audiences. Each user (Navigators, Brokers, Customer Assistors) will receive the appropriate manuals to assist in their intended usage of the HBE system.

Deliverable Owner: Gayle Goodwin

Proposal/Contract Reference: Amendment No. 1 to Master Services Agreement, Exhibit E, section 1.2.3 Transition and Support Deliverables

2 Content

Content Item	Description
1. System Operations Documentation	Documentation that describes all required systems operational activities and provides guidance on system maintenance and enhancement practices, tools, and approaches.
1.1. Screen Description	A description of all screens and how they are interrelated.
1.2. Navigation function descriptions	A description of all help and navigation functions and how to use them.
1.3. Error Message Descriptions	A complete list of error messages, their descriptions, and how to resolve the errors.
1.4. System Documentation	A list of all included System documentation and its use and how to troubleshoot common system problems.
1.5. Key data tables, elements, and their contents	A description of the key data tables, elements, and their contents.
1.6. System Maintenance Functions	How to perform System maintenance functions like data backup and recovery, run batch processes (if applicable), perform data cleanup, and administer user accounts and permissions. Will also include how to troubleshoot common System problems.
1.7. Listing of all logs	A listing of all logs and how to interpret them.
1.8. Key System capacity management considerations	Defines how the system will handle capacity taking into consideration factors such as concurrent users, transaction volumes, data volumes, etc.
1.9. Key security management functionality	Processes for management of security to include internal system access management, role-based access, audit logs, etc.
1.10. Contact information for receiving support	Contact list
1.11. Disaster recovery and business continuity information	Where to find disaster recovery and business continuity information related to the System.

Content Item	Description
1.12. System interfaces	A listing of System interfaces and how to troubleshoot communications problems.
1.13. File descriptions	A list of file descriptions.
1.14. System and System environment configuration baseline	Outlines the baseline configuration details for the system at a high level.
2. Commercial off the Shelf (COTS) software user manuals	Describes the manuals that are available as part of the COTS system.

3 Development and Review Schedule and Approval Distribution List

Approver: Paul Hochanadel

Reviewer(s): Justin Tease, Dana Houlihan, Les Birnbaum, Tena Perrelli, Greg Paradiso, Margot Thistle, Sean Sheehan, Michael Moery, Nicole Weidman, Gartner

Work plan tasks:

Task Name	Start	Finish
Create Deliverable	Mon 8/26/13	Thu 8/29/13
Update User Manuals	Mon 8/26/13	Thu 8/29/13
Review and Approve Deliverable	Fri 8/30/13	Mon 9/9/13
Intl Rev & U/D - User Manuals	Fri 8/30/13	Fri 8/30/13
Rev, Rvs & Appr - User Manuals	Tue 9/3/13	Mon 9/9/13

4 Acceptance Criteria

These manuals must include the following types of information:

- Documentation associated with the deployment and use of the Business Product
- Instructor and student guides
- Audio-visual aids
- Computer-based or other media

Revision History

Version	Date	Modified By	Description
1.0	03/05/2013	Corina Gasner	Delivered to SOV for review
1.2	04/15/2013	Mike Blake	Review revisions