

## 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.

## 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	
1.9. Key security management functionality	
1.10. Contact information for receiving support	
1.11. Disaster recovery and business continuity information	Where to find disaster recovery and business continuity information related to the System.
1.12. System interfaces	A listing of System interfaces and how to troubleshoot communications problems.
1.13. File descriptions	
1.14. System and System environment configuration baseline	
2. Commercial off the Shelf (COTS) software user manuals	

### 3 Development and Review Plan

**Approver:** Lindsey Tucker

**Reviewer(s):** Maureen Connolly, 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
<b>Create Deliverable</b>	<b>Mon 8/26/13</b>	<b>Thu 8/29/13</b>
Update User Manuals	Mon 8/26/13	Thu 8/29/13
<b>Review and Approve Deliverable</b>	<b>Fri 8/30/13</b>	<b>Mon 9/9/13</b>
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