

## **Critique-Product details documentation(SRS\_DOC\_2)**

- Very few diagrams. The user manual/product documentation should be very diagrammatic, as users tend to understand the features better when explained through a picture. Every component should have a diagram associated with it to ensure that the user understands how to use every feature and how one feature is associated.
- The primary purpose of product documentation is to communicate relevant information about the product and its features to the intended user. Care needs to be taken to ensure that this is done in a precise and straightforward manner. No one would like to read stories/backstories regarding how the product was made. Every feature must be highlighted, preferably with a diagram, and should be accompanied by a couple of lines describing the feature briefly.  
This is what I feel is missing in this documentation.  
→ The author starts with how security systems work and has written 1.5 pages about the various sensors and cameras. This part was unnecessary. He/she could have covered all these in the features section. The user should only know how to use a particular feature; he/she does NOT need to know what sensors are being used in which feature and the work of each sensor.
- Too long and repetitive- In section 2.4, the author has described the control panel display system using long paragraphs. In today's world, whenever a user refers to the documentation, he/she is mainly looking for quick fixes. No one has the time to read long paragraphs. So, I think this section could have been explained in short, using diagrams.
- The document's tone could have been a bit more formal.
- The product documentation should also end with the manufacturer's address/contact number or the customer care's contacts. This product documentation, however, ends abruptly.
- In the SRS, under product features, we had mentioned "Ambulance" and "Contact law enforcement authorities". The product should have these features, but the product documentation does not cite any such feature.
- A lot of other functional and non-functional features have not been mentioned in the product documentation.
- The SRS mentions that the user needs to have a connected mobile device check the system's notification and access the web interface. The SRS also mentions that the user needs to have a dedicated PC with an internet connection, which should be running Windows 7/10, which has greater than 4GB RAM and more than 20GB disk space. All this information, has not been conveyed to the user via the product documentation. These are crucial pieces of information, which might affect the performance of the entire system.
- In general, there were a lot of grammatical errors. The company should always go through a final check of the vocabulary/sentences used to ensure that the documentation is error-free.