Proposal of policy for User Documentation

LCG AAM – 7 May 2003

A.Aimar - EP/SFT

SPI - Software Process & Infrastructure

Which "other" documentation

- Internal documents
  - Component document (+architecture document)
  - Testing related documents
  For project developers
- Reference documentation
  - Doxygen
  - LXR
  - ViewCVS

  For developers and users
- User Web and Project Portal
  - discussed separately

User documentation

- Each document should:
  - Have an EDITOR, responsible to get it done.
    Like for a software package.
  - Be in CVS and versioned.

- Use the same tools and have the structure so can be supported centrally.
- Give homogeneity to the projects of the Application Area.

Proposed User Documentation

- Release Notes
  - Described what is new or changed in the current release. Already done by Pool and Seal we define it as template in HTML.

- FAQ
  - Reduces of 90% the requests. Needs to be done from beginning.

- Workbook
  - For developers needing to know how to perform some actions, set of "how to" documents, tutorials, etc.

- Users Guide
  - Documentation for the end user, to get started and see all main functionalities of the software.
  - With working examples delivered on the web.
  - Easily editable, with all the features needed to make it nice.
  - Must be printable, spell checked with and controlled layout.

What to use

- Release Notes
  - Simple HTML template with some fixed headings
- FAQ
  - The one of Savannah is basic but we can use it. Current choice.
  - Better solutions are welcome, if they are simple
- Workbook
  - Template available by J.Beringer
- User Guide
  - Templates are available
  - Root manual has an excellent template by I.Antcheva
  - Simple to use, but all features are there

How to proceed

- Each project should nominate editors for its documents (RN, FAQ, UG, WB). Editors will delegate parts of the document, but make sure follows the policies.

- All templates are available, we just take what is used already in existing projects

- Feedback from the editors will help to improve the templates, but should not prevent from using them

- FAQ and WB can be started early in the project, RN at first release, UG for first public release

- User documentation should be part of the QA validation like testing, verification, etc.