How To Write User Documentation

The legendary Funnel of Nurnberg was said to make people wise very quickly when the right knowledge was poured in; it is an approach that designers continue to apply in trying to make instruction more efficient. How do people acquire beginning competence at using new technology? The legendary Funnel of Nurnberg was said to make people wise very quickly when the right knowledge was poured in; it is an approach that designers continue to apply in trying to make instruction more efficient. This book describes a quite different instructional paradigm that uses what learners do spontaneously to find meaning in the activities of learning. It presents the "minimalist" approach to instructional design - its origins in the study of people's learning problems with computer systems, its foundations in the psychology of learning and problem solving, and its application in a variety of case studies. Carroll demonstrates that the minimalist approach outperforms the standard "systems approach" in every relevant way - the learner, not the system determines the model and the methods of instruction. It supports the rapid achievement of realistic projects right from the start of training, instead of relying on drill and practice techniques, and designing for error recognition and recovery as basic instructional events, instead of seeing error as failure. The book's many examples - including a brief discussion of recent commercial applications - will help researchers and practitioners apply and develop this new instructional technology. John M. Carroll has participated for a number of years as a leader in the interdisciplinary field of human-computer interactions. He is Manager of User Interface Theory and Design at IBM's Watson Research Center. The Nurnberg Funnel inaugurates the Technical Communications series, edited by Ed Barrett.

Learn how to attract and keep successful software professionals Software Engineering Quality Practices describes how software engineers and the managers that supervise them can develop quality software in an effective, efficient, and professional manner. This volume conveys practical advice quickly and clearly while avoiding the dogma that surrounds the software profession. It concentrates on what the real requirements of a system are, what constitutes an appropriate solution, and how you can ensure that the realized solution fulfills the desired qualities of relevant stakeholders. The book also discusses how successful organizations attract and keep people who are capable of building high-quality systems. The author succinctly describes the nature and fundamental principles of design and incorporates them into an architectural framework, enabling you to apply the framework to the development of quality software for most applications. The text also analyzes engineering requirements, identifies poor requirements, and demonstrates how bad requirements can be transformed via several important quality practices.

Part of the new Allyn & Bacon series in technical communication, Writing Software Documentation features a step-by-step strategy to writing and describing procedures. This task-oriented book is designed to support both college students taking a course and professionals working in the field. Teaching apparatus includes complete programs for students to work on and a full set of project tracking forms, as well as a broad range of examples including Windows-style pages and screens and award-winning examples from STC competitions.

Designed to help processing professionals and technical writers write clear, accurate computer user documentation. Presents a systematic approach to writing paper and online documentation. Version 2 retains much essential material from the first edition, while offering new information on desktop publishing, CASE tools and the ``software factory'' programming technologies. Also covers new techniques such as team writing, hypertext, mass storage and more.

Equip current and future user-support professionals with the critical people skills and exceptional technical knowledge necessary to provide outstanding support with Beisse's A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS, 5E. This useful guide focuses on the informational resources and technical tools students need most to function effectively in a support position. Readers develop the skills to handle troubleshooting and problem solving, successfully communicate with clients, determine a client's specific needs, and train end-users, as well as handle budgeting and other management priorities. Clear, balanced coverage in this edition highlights the latest trends and developments, from Web and e-mail-based support to assistance with Windows 7 and cloud computing. Engaging special features, such as Tips and On the Web Pointers, provide important insights, while new Discussion Questions and Case Projects encourage active participation in the learning process. Leading professional software HelpSTAR and Microsoft Office Project Professional 2010 accompany Beisse's A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS, 5E to reinforce the knowledge and skills your students need for success in today's user-support positions. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

To deal with the flexible architectures and evolving functionalities of complex modern systems, the agent metaphor and agent-based computing are often the most appropriate software design approach. As a result, a broad range of special-purpose design processes has been developed in the last several years to tackle the challenges of these specific application domains. In this context, in early 2012 the IEEE-FIPA Design Process Documentation Template SC0097B was defined, which facilitates the representation of design processes and method fragments through the use of standardized templates, thus supporting the creation of easily sharable repositories and facilitating the composition of new design processes. Following this standardization approach, this book gathers the documentations of some of the best-known agent-oriented design processes. After an introductory section, describing the goal of the book and the existing IEEE FIPA standard for design process documentation, thirteen processes (including the widely known Open UP, the de facto standard in object-oriented software engineering) are documented by their original creators or other well-known scientists working in the field. As a result, this is the first work to adopt a standard, unified descriptive approach for documenting different processes, making it much easier to study the individual processes, to rigorously compare them, and to apply them in industrial projects. While there are a few books on the market describing the individual agent-oriented design processes, none of them presents all the processes, let alone in the same format. With this handbook, for the first time, researchers as well as professional software developers looking for an overview as well as for detailed and standardized descriptions of design processes will find a comprehensive presentation of the most important agent-oriented design processes, which will be an invaluable resource when developing solutions in various application areas.

A clear and focused guide to creating useful user experience documentation As web sites and applications become richer and more complex, the user experience (UX) becomes critical to their success. This indispensable and full-color book provides practical guidance on this growing field and shares valuable UX advice that you can put into practice immediately on your own projects. The authors examine why UX is gaining so much interest from web designers, graduates, and career changers and looks at the new UX tools and ideas that can help you do your job better. In addition, you'll benefit from the unique insight the authors provide from their experiences of working with some of the world's best-known companies, learning how to take ideas from business requirements, user research, and documentation to create and develop your UX vision. Explains how to create documentation that clearly communicates the vision for the UX design and the blueprint for how it's going to be developed Provides practical guidance that you can put to work right away on their own projects Looks at the new UX tools and ideas that are born every day, aimed at helping you do your job better and more efficiently Covers a variety of topics including user journeys, task models, funnel diagrams, content audits, sitemaps, wireframes, interactive prototypes, and more Communicating the User Experience is an ideal resource for getting started with creating UX documentation.

Do you need to create some user assistance for your product? Do you want to make your user manual and online help system stand out from those of your competitors but don't have the time to study a dozen all-embracing textbooks about technical writing before getting down to work? This book provides you with a compilation of those rules that really matter. If you follow the given

recommendations, this will significantly improve the quality of what you write, all with the least amount of effort. You get hands-on advice and simple, catchy examples-free from theoretical elaborations and highbrow grammar terms. The book is exemplary for what you need to achieve, too. It contains lots of valuable information on as few pages as possible in a clear and simple form. Topics covered: Structuring principles, including building topics, establishing headings, and determining the best possible order of information; Layout and formatting essentials; General technical writing rules; Rules for building sections; Rules for building sentences; Plain language; Grammar and word choice FAQ. Audience: developers, marketing professionals, product managers. Brings together stories, theories, and research that can further inform the ways in which writing teachers situate and address intellectual property issues in writing classrooms. The essays in the collection identify and describe a wide range of pedagogical strategies, consider theories, present research, explore approaches, and offer both cautionary tales and local and contextual successes.

For more than 40 years, Computerworld has been the leading source of technology news and information for IT influencers worldwide. Computerworld's award-winning Web site (Computerworld.com), twice-monthly publication, focused conference series and custom research form the hub of the world's largest global IT media network.

Users want manuals that are easy to read, with short sentences, simple words, and unambiguous instructions. Unfortunately, writing plain language is much more difficult than writing overblown instructions that only an expert can understand. Writing complex texts is simple-writing simple texts is complex. This book shows you how to write simple user assistance rather than complex user annoyance. As it's a book about stating your message clearly, it also states its own messages clearly. It's free of boring theory and free of highbrow grammar terms and gives you clear recommendations and catchy examples that you can easily remember and apply to your own work. Topics covered: General technical writing principles that make your texts plain, simple, and easy to understand; On the topic level: Rules for writing "Concept topics," "Task topics," and "Reference topics."; On the paragraph level: Rules for writing the standard elements that form a topic, such as headings, subheadings, procedures, lists, tables, warnings, notes, tips, examples, cross-references, and links; On the sentence level: Rules for building plain and unambiguous sentences; On the word level: Recommendations for using simple words; Spelling and punctuation FAQ; Grammar and word choice FAQ; Standard terms and phrases. Audience: technical writers, developers, marketing professionals, product managers.

Just like vinyl LPs, static sites are making a comeback, evidenced by the wide array of static-site generators now available. This practical book shows you hands-on how to build these simple sites for blogs and other use cases, and how to make them more powerful. In the process, you'll work with some of today's more mature and popular static-site generators. Authors Raymond Camden and Brian Rinaldi explain the advantages of using static-site generators for building fast and secure sites. Web and frontend designers and developers will also explore methods for adding dynamic elements and for migrating an existing CMS to a static site. Build a basic four-page static site with the Harp generator Create a simple blog with Jekyll Develop a documentation site with Hugo by generating site files and creating the layout Add dynamic elements, such as forms, comments, and search Integrate a CMS with tools such as CloudCannon and Netlify CMS Use one of several options to deploy your static files Learn methods for moving an existing CMS to a static site

This book constitutes the refereed post-conference proceedings of the 16th International Conference on Persuasive Technology, PERSUASIVE 2021, held as a virtual event, in April 2021. The 17 full papers presented in this book together with 8 short papers were carefully reviewed and selected from 67 submissions. The papers are grouped in topical sections as follows: persuasive affective technology; digital marketing, ecommerce, etourism and smart ecosystems; and persuasion and education.

Let's face it, a lot of technical documentation reads as if it had been translated into English from Venutian by a native speaker of gibberish. Which is annoying for you and expensive for the manufacturer who pays with alienated customers and soaring technical support costs. That's why good technical writers are in such big demand worldwide. Now, Technical Writing For Dummies arms you with the skills you need to cash in on that demand. Whether you're contemplating a career as a technical writer, or you just got tapped for a technical writing project, this friendly guide is your ticket to getting your tech writing skills up to snuff. It shows you step-by-step how to: Research and organize information for your documents Plan your project in a technical brief Fine-tune and polish your writing Work collaboratively with your reviewers Create great user manuals, awesome abstracts, and more Write first-rate electronic documentation Write computer- and Web-based training courses Discover how to write energized technical documents that have the impact you want on your readers. Wordsmith Sheryl Lindsell-Roberts covers all the bases, including: All about the red-hot market for technical writing and how to get work as a technical writer The ABCs of creating a strong technical document, including preparing a production schedule, brainstorming, outlining, drafting, editing, rewriting, testing, presentation, and more Types of technical documents, including user manuals, abstracts, spec sheets, evaluation forms and questionnaires, executive summaries, and presentations Writing for the Internet—covers doing research online, creating multimedia documents, developing computer-based training and Web-based training, and writing online help Combining examples, practical advice, and priceless insider tips on how to write whiz-bang technical documents, Technical Writing For Dummies is an indispensable resource for newcomers to technical writing and pros looking for new ideas to advance their careers.

This popular handbook presents a step-by-step method for clearly explaining a product, system, or procedure. The easy-to-follow text--packed with examples and illustrations--explains the unique demands of this form of writing and shows how to set up the best user model. The book covers developing a modular outline and storyboard, generating the draft, revising, developing a formal usability test, and supporting and updating user documentation. Also included are a glossary of terms, a listing of books and periodicals for additional information, and an index.

Maximize the impact and precision of your message! Now in its fourth edition, the Microsoft Manual of Style provides essential guidance to content creators, journalists, technical writers, editors, and everyone else who writes about computer technology. Direct from the Editorial Style Board at Microsoft—you get a comprehensive glossary of both general technology terms and those specific to Microsoft; clear, concise usage and style guidelines with helpful examples and alternatives; guidance on grammar, tone, and voice; and best practices for writing content for the web, optimizing for accessibility, and communicating to a worldwide audience. Fully updated and optimized for ease of use, the Microsoft Manual of Style is designed to help you communicate clearly, consistently, and accurately about technical topics—across a range of audiences and media.

Looks at a successful software project and provides details for software development for clients using object-oriented design and programming.

The Art of Technical Documentation presents concepts, techniques, and practices in order to produce effective technical documentation. The book provides the definition of technical documentation; qualities of a good technical documentation; career paths and documentation management styles; precepts of technical documentation; practices for gathering information, understanding what you have gathered, and methods for testing documentation; and considerations of information representation, to provide insights on how different representations affect reader perception of your documents. Technical writers and scientists will find the book a good reference material.

This book is intended for anyone whose job involves writing formal documentation. It is aimed at non-native speakers of English, but should also be of use for native speakers who have no training in technical writing. Technical writing is a skill that you can learn and this book outlines some simple ideas for writing clear documentation that will reflect well on your company, its image and its brand. The book has four parts: Structure and Content: Through examples, you will learn best practices in writing the various sections of a manual and what content to include. Clear Unambiguous English: You will learn how to write short clear sentences and paragraphs whose meaning will be immediately clear to the reader. Layout and Order Information: Here you will find guidelines on style issues, e.g., headings, bullets, punctuation and capitalization. Typical Grammar and Vocabulary Mistakes: This section is divided alphabetically and covers grammatical and vocabulary issues that are typical of user manuals.

Providing details of the writing process - from preparation through to editing - this guide should be useful to anyone who has to organize or write user documentation. With an emphasis on computing and business this book provides information for all practitioners.

"Technical communication is the process of making and sharing ideas and information in the workplace as well as the set of applications such as letters, emails, instructions, reports, proposals, websites, and blogs that comprise the documents you write...Specifically, technical writing involves communicating complex information to a specific audience who will use it to accomplish some goal or task in a manner that is accurate, useful, and clear. Whether you write an email to your professor or supervisor, develop a presentation or report, design a sales flyer, or create a web page, you are a technical communicator." (Chapter 1)

This book provides a broad perspective about the essential aspects of creating technical documentation in today's product development world. It is a book of opinions and guidance, collected as short essays. You can read selectively about subjects that interest you, or you can read the entire collection in any order you like. Information development is a multidimensional discipline, and it is easy to theorize. We have written this book from our direct experience, using the concrete insights and practices we apply to our work every day.If you work as an information developer, a manager in a documentation team, or in another part of product development that collaborates with a doc team, there is information in this book for you. Perhaps you are a technical writer in a small, high-growth company that is figuring out its processes. Perhaps you are an information-development manager in a large enterprise company with an expanding product line and an ever more complex matrix of cross-functional dependencies. You might work at a medium-sized company where your management is asking you to do more with fewer people, and you want some additional perspective that will help you find a leaner and more effective way to deliver what your business demands. Or you might work outside the technical documentation world, in another part of product development, and are wondering how to collaborate most effectively with the documentation team.The purpose of The Product is Docs is to provoke discussion, shine light on some murky areas, and--we hope--inspire our colleagues to consider their processes and assumptions with new eyes.All proceeds from the sale of The Product is Docs will go to charity.

"The Encyclopedia of Microcomputers serves as the ideal companion reference to the popular Encyclopedia of Computer Science and Technology. Now in its 10th year of publication, this timely reference work details the broad spectrum of microcomputer technology, including microcomputer history; explains and illustrates the use of microcomputers throughout academe, business, government, and society in general; and assesses the future impact of this rapidly changing technology."

Looking for a way to invigorate your technical writing team and grow that expertise to include developers, designers, and writers of all backgrounds? When you treat docs like code, you multiply everyoneOs efforts and streamline processes through collaboration, automation, and innovation. Second edition now available with updates and more information about version control for documents and continuous publishing.

"This book will help all writers research, plan, write, review, produce, and maintain successful user documentation." -- Preface.

Explains why user instruction manuals are necessary, offers advice on writing assembly, installation, operating, and maintenance instructions, and introduces basic principles of instructional writing

In this volume, methodological, cultural, technological, and political boundaries felt by writers are analyzed, translated, and challenged in a way that will appeal to researchers, theorists, graduate students, instructors, and managerial audiences. Instead of extracting rules from previous research, the contributors, working from multidisciplinary perspectives, describe and analyze the social and technological contexts surrounding nonacademic writing. Their essays present a formative rather than summative outlook toward future research on nonacademic writing. Collectively, these chapters articulate a unique perspective toward nonacademic writing that considers: * The centrality of emerging communications technologies in nonacademic writing research and the need for a socio-technological perspective. New technologies reshape the concept of text and significantly impact the writing process and written products in nonacademic settings. * The relationship between the academy and the workplace. A number of chapters challenge us -- sometimes from opposing perspectives -- to scrutinize our role as writing educators in preparing students for the workplace. Should we support the interests of corporate employers, or should we resist those interests? Should we enculturate students in workplace writing practices by placing them in these environments, or should we examine the tacit knowledge gained by workplace professionals and deliver this via classroom instruction? * New theory, new research agendas. Contributors from diverse fields offer new theoretical lenses or use established lenses in innovative ways, expanding the agenda for nonacademic writing research. This volume represents the vision the social landscape demands for research and pedagogy in nonacademic writing.

"Best Collection of Essays", NCTE Awards for Excellence in Technical and Scientific Communication. Effective Documentation is a major sourcebook that offers technical writers, editors, teachers, and students of technical communication a wide variety of practical guidelines based on often hard to find research in the usability of printed and electronic media. The book's eighteen chapters provide a wealth of material on such topics of current interest as the writing of design manuals, research in cognitive psychology as applied to the design of user manuals, and the organizing of manuals for hierarchical software systems. Included

are chapters by such well known scholars in the field as Philip Rubens, Robert Krull, Judith Ramey, and John Carroll. Effective Documentation reviews the advice offered by other "how to produce usable documentation" books, describing the different types of usability research and explaining the inherent biases of each type. It goes beyond the actual design of textual and/or electronic media to look at these designs in context, giving advice on effective management ("good management is a requisite of good writing"), on the relationship between document design and product design, and on how to find out who one's readers really are. Advances in the presentation of textual information are explained, with suggestions on how to improve the usability of individual sentences and the design of entire books. The concluding chapters discuss advances in the design and use of online information and offer valuable insights into the use of graphic information and the development and design of information communicated via electronic media. Stephen Doheny Farina is Assistant Professor of Technical Communication at Clarkson University. Effective Documentation is included in the Information Systems series, edited by Michael Lesk.

Think Like a UX Researcher will challenge your preconceptions about user experience (UX) research and encourage you to think beyond the obvious. You'll discover how to plan and conduct UX research, analyze data, persuade teams to take action on the results and build a career in UX. The book will help you take a more strategic view of product design so you can focus on optimizing the user's experience. UX Researchers, Designers, Project Managers, Scrum Masters, Business Analysts and Marketing Managers will find tools, inspiration and ideas to rejuvenate their thinking, inspire their team and improve their craft. Key Features A dive-in-anywhere book that offers practical advice and topical examples. Thought triggers, exercises and scenarios to test your knowledge of UX research. Workshop ideas to build a development team's UX maturity. War stories from seasoned researchers to show you how UX research methods can be tailored to your own organization.

We live in an age of electronic interconnectivity, with co-workers across the hall and across the ocean, and managing meetings can be a challenge across multiple time zones and cultures. This makes documenting your projects more important than ever. In Technical Documentation and Process, Jerry Whitaker and Bob Mancini provide the background and structure to help you document your projects more effectively. With more than 60 years of combined experience in successfully documenting complex engineering projects, the authors guide you in developing appropriate process and documentation tools that address the particular needs of your organization. Features Strategies for documenting a project, product, or facility A sample style guide template—the foundation on which you can build documents of various types A selection of document templates Ideas for managing complex processes and improving competitiveness using systems engineering and concurrent engineering practices Basic writing standards and helpful references Major considerations for disaster planning Discussion of standardization to show how it can help reduce costs Helpful tips to manage remote meetings and other communications First-hand examples from the authors' own experience Throughout, the authors offer practical guidelines, suggestions, and lessons that can be applied across a wide variety of project types and organizational structures. Comprehensive yet to the point, this book helps you define the process, document the plan, and manage your projects more confidently.

First published in 2001: This handbook has been written to give those professionals working in the development and use of medical devices practical knowledge about biomedical technology, regulations, and their relationship to quality health care.

Helping data processing professionals to write accurate, clear computer documentation, this book presents a systematic approach to writing manuals, online documents, system messages, menus and on-line tutorials. Covers the process of creating these materials from the inception of the documentation project to its revision after publication. Addresses the rapidly changing role of the documentation writer and the move toward manual-less software. Also provided are extensive reference sections at the end of each chapter.

Whether you're a student or professional, good writing requires rewriting -- and here's a book that actually helps. Practical, challenging, and often entertaining, "100 Writing Remedies: Practical Exercises for Technical Writing" presents thought-provoking examples designed to challenge your ability to recognize grammatical errors or style problems and actually "debug" faulty sentences. These examples combine with explanatory text to sharpen perceptions and strengthen your editing skills. With "100 Writing Remedies: Practical Exercises for Technical Writing", you'll find it easy and rewarding to edit your work for precision and impact. -- From publisher's description.

"Plan, structure, write, review, publish"--Cover.

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