

## 12 Documentation

This section identifies the requirements for deliverable information products for Product X, Release n.n.

### 12.1 Online Help

Product X's primary way to deliver product use information to users will be an .HTML-based help system with the following features.

Requirement	Release	Description
12.1.10	1.0	Product X shall include an .HTML-based, platform- and browser-independent help system.
Justification:		
12.1.20	1.0	The Product X help system shall be based on HTML 4.
Justification:		
12.1.30	1.0	The Product X help system shall include both full-text and keyword search capabilities.
Justification:		
12.1.40	1.0	The Product X help system shall contain three types or levels of information: <ul style="list-style-type: none"> <li>• Task- or scenario-based help which tells the user how to complete a task or solve a problem</li> <li>• Screen- or panel-level help which tells the user what s/he can do on a particular screen/panel or within a functional area; this is comparable to the current online help system for Product X</li> <li>• What's this? help for individual Product X controls and defined interface areas</li> </ul>
Justification:		
12.1.50	1.0	The Product X help system shall include a defined browse sequence, and shall provide "forward" and "back" (or "previous" and "next") controls to aid browsing.
Justification:		
12.1.60	1.0	The Product X help system shall provide means for printing both individual topics and the entire help system.

Requirement	Release	Description
Justification:		
12.1.70	1.0	The Product X interface shall also provide a <b>status text</b> area which will display an expansion of the tooltip information when appropriate.
Justification:		
12.1.80	1.0	The Product X GUI shall provide two mechanisms for accessing the help system: <ul style="list-style-type: none"> <li>• Access to the complete content of the help system shall be by means of a <b>Help</b> control on the main interface as well as by the standard Windows keyboard-equivalent (F1).</li> <li>• Access to “what’s this” (widget- or control-level) help shall be by means of a <b>question mark (?)</b> icon on the main interface as well as by the standard Windows keyboard-equivalent (&lt;shift&gt;+F1).</li> </ul>
Justification:		
12.1.90	1.0	When a user clicks the Help control, Product X shall spawn a separate browser window (IE or Netscape, depending upon the user’s environment) and open the help system.
Justification:		
12.1.100	1.0	When a user uses the keyboard-equivalent to the Help control (F1), Product X shall spawn a separate browser window (IE or Netscape, depending upon the user’s environment) and open the help system.
Justification:		
12.1.110	1.0	Once accessed, the Product X help system shall stay open on the user’s desktop until it is either minimized or closed by the user.
Justification:		
12.1.120	1.0	The Product X help system shall make use of “related topics” functionality to reference related or helpful topics where appropriate.

Requirement	Release	Description
Justification:		
12.1.130	1.0	When a user clicks the ? icon then clicks a defined interface region or a control in a defined interface region, Product X shall spawn a popup window containing context-specific information.
Justification:		
12.1.140	1.0	When a user uses the keyboard-equivalent to the ? control, (<shift>+F1) then clicks a defined interface region or a control in a defined interface region, Product X shall spawn a popup window containing context-specific information.
Justification:		
12.1.150	1.0	What's this? help popups close at a subsequent mouse-click (either within the popup or anywhere on the screen).
Justification:		

## 12.2 Internal Support Documents

This section presents requirements related to internal support documents to be developed for Product X, Release n.n.

### 12.2.1 Product X Administrator Guide

Requirement	Release	Description
12.2.1.10	1.0	The Product X Administrator Guide (document number) shall be updated to reflect changes included in Product X, Release n.n.
Justification:		
12.2.1.20	1.0	The Product X Administrator Guide shall be delivered as a .pdf file to <company name> Operations and Operations Engineering personnel. This document is considered internal-only and will not be distributed outside the company.

Requirement	Release	Description
Justification:		

## 12.2.2 Product X Release Notes - Internal

Requirement	Release	Description
12.2.2.10	1.0	An internal-only version of Product X Release Notes shall be generated to reflect the current known state of Product X, Release n.n.
Justification:		
12.2.2.20	1.0	<p>The internal-only version of Product X Release Notes shall include the following main categories of information:</p> <ul style="list-style-type: none"> <li>• What's new in the release</li> <li>• Supported operating systems/browsers</li> <li>• Server-side software and system requirements</li> <li>• Release documentation</li> <li>• Transition activities</li> <li>• Known issues</li> </ul> <p>Where appropriate, specific bugs/incident reports will be referenced in the <i>What's New</i> and <i>Known Issues</i> sections.</p>
Justification:		
12.2.2.30	1.0	The internal-only Product X Release Notes shall be delivered as a .pdf file to Operations, Operations Engineering, Test/QA, and Development personnel. This information shall be provided concurrent with production-release of Product X, Release n.n.
Justification:		

## 12.3 Customer Documents

This section presents requirements related to customer documents to be developed for Product X, Release n.n.

### 12.3.1 Product X Release Notes - Customer

Requirement	Release	Description
12.3.1.10	1.0	A customer version of Product X Release Notes shall be generated to reflect the current known state of Product X, Release n.n.
Justification:		
12.3.1.20	1.0	<p>The customer version of Product X Release Notes shall include the following main categories of information:</p> <ul style="list-style-type: none"> <li>• What's new in the release</li> <li>• Supported operating systems/browsers</li> <li>• Server-side software and system requirements</li> <li>• Release documentation</li> <li>• Transition activities</li> </ul> <p>Known issues are specifically excluded from this document, as are references to specific bugs/incidents.</p>
Justification:		
12.3.1.30	1.0	The internal-only Product X Release Notes shall be delivered as a .pdf file to the Manager of Operations, who shall be responsible for disseminating the information to customers. This information shall be delivered to the Manager of Operations no less than three working days prior to production-release of Product X, Release n.n.
Justification:		

### 12.3.2 Product X Site Administration Guide

Requirement	Release	Description
12.3.2.10	1.0	The Product X Site Administration Guide shall be updated to reflect the features and functionality of Product X, Release n.n.
Justification:		

Requirement	Release	Description
12.3.2.20	1.0	This document shall be delivered as a .pdf file to Product Marketing, who shall be responsible for disseminating the information to customers. This information shall be delivered to Product Marketing as soon as possible following production-release of Product X, Release n.n.

### 12.3.3 Product X Event Management Guide

Requirement	Release	Description
12.3.3.10	1.0	The Product X Event Management Guide (currently in development) shall be updated to reflect the features and functionality of Product X, Release n.n.
Justification:		
12.3.3.20	1.0	This document shall be delivered as a .pdf file to Product Marketing, who shall be responsible for disseminating the information to customers. This information shall be delivered to Product Marketing as soon as possible following production-release of Product X, Release n.n.