

Request for:
Documentation Plan for FRED

Request from:
Utica Computer Development Group

Documentation Plan Audience =
COMPUTER DEVELOPMENT GROUP

Documentation Audience =
TECHNITIONS

FRED (Field Report Enquiry Database): Database providing efficient communication of problems concerning Utica Office and Freight Elevators and their respective solutions

Technicians use FRED to:

1. FILE problem reports
2. CONSULT FRED's reference section to see whether any similar problem
 - a. was previously reported,
 - b. how it was identified
 - c. how it was solved

Company Management use FRED to:

1. MONITOR problem resolutions
2. GENERATE statistics regarding elevator performance

Marketing Goal of FRED: **FAST REPAIR SERVICE:** This database will enable technicians to **identify and repair any common problem within one hour.**

HOW LONG IS TOO LONG – WHEN YOUR BEST CLIENT IS STUCK IN YOUR ELEVATOR?

Due out: September

FRED 1.0 DOCUMENTATION PROJECT

special note: FRED Documentation 1.0 will be written in English since the FRED database is being written in English and all reports entered into FRED must be in English. As of this time, plans for translating the documentation into other language have not been made.

Information Development Plan

The following is a comprehensive description of the full product (i.e. FRED documentation) we intend to deliver:

User Requirements:

Users: The users for the FRED documentation will be

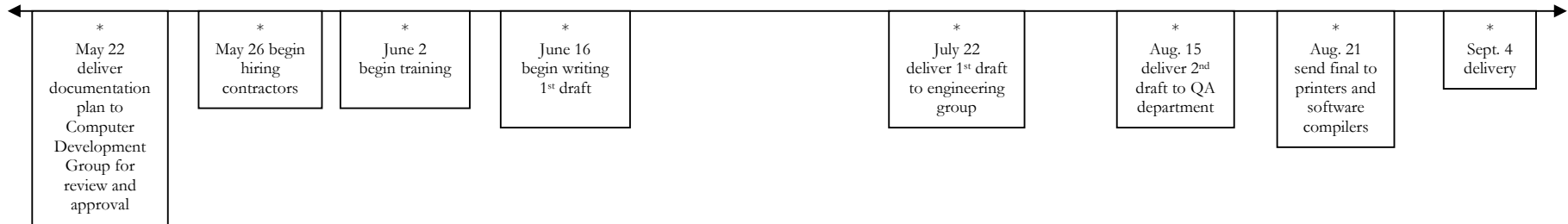
1. Technicians
2. Management Personnel

Users	User Requirements
Technicians will use the FRED documentation to:	<ul style="list-style-type: none">▪ find out how to INSTALL and CONNECT to FRED on their laptops▪ find out how to FILE reports and solutions on FRED –need to understand the various reporting fields (screen cap)▪ find out how to CONSULT FRED's database to see whether any similar problem was previously reported and to find out: –how it was identified –how it was solved
Management Personnel will use FRED documentation to:	<ul style="list-style-type: none">▪ find out how to INSTALL and CONNECT to FRED on their PCs▪ find out how to MONITOR reports and solutions on FRED▪ find out how to get FRED to GENERATE statistics regarding elevator performance

Product Requirements Table

Information Deliverable Description	Delivery Media Description	Estimated Page Count	Justification
<p>an installation guide</p> <ul style="list-style-type: none"> -includes system requirements -specifically this guide gives instructions to the user on installing the FRED interface: very simple instructions since the software is self-install 	cd-rom jacket	2 cd-rom jacket pages	the user may need to consult the system requirements or installation guide if the software does not readily self-install
<p>a trouble-shooting reference card</p> <ul style="list-style-type: none"> - includes number to call for FRED helpdesk - softcopy of information contained on the card will also be available via the Comprehensive Help File 	thick plastic 21x30 cm card, double-sided	2 pages	a hard copy trouble-shooting reference serves a special purpose of providing PONI (Point of Need Information) in case -for some reason- the user is not able to access the software
<p>a Comprehensive Help file that will include</p> <ul style="list-style-type: none"> - a TOC and searchable index for the total contents of the Comprehensive Help file - troubleshooting screen - link to the Quick Start tutorial - link to the technicians help file - link to the management personnel help file 	software file contained within the FRED interface	<p>4 screen pages</p> <ul style="list-style-type: none"> -1 TOC screen -1 searchable index -1 troubleshooting screen -1 page of hyperlinks to QS, tech help, management personnel help 	instead of issuing 2 different cd-roms (one for techs, with the technician help file and one for management personnel with their help) it will save time and money to simply contain both the files along with the QS tutorial in one comprehensive help file
<p>a Quick Start tutorial that will</p> <ul style="list-style-type: none"> - pop up automatically on installation of the FRED software (also available via the Comprehensive Help file) - give an overview of FRED - acquaint users with basic procedures for: <ol style="list-style-type: none"> a. FILING reports b. FILING solutions c. CONSULTING the database d. MONITORING problems and solutions e. GENERATING performance statistics 	software file contained within the FRED interface	<p>7 screen pages</p> <ul style="list-style-type: none"> -2 overview screens including 1 graphic -5 procedure screens including 5 screen captures 	this is the fastest and most cost-effective method of bringing both the technicians and the management personal up to speed on the basic functions of the FRED software
<p>a technicians help file (part of the Comprehensive Help File) that will include</p> <ul style="list-style-type: none"> - detailed procedures on filing reports/solutions and consulting FRED 	software file contained within the FRED interface	<p>7 screen pages</p> <ul style="list-style-type: none"> -1 links screen -6 procedure screens 	this is the most cost-effective method of providing documentation on FRED; providing a computer-based documentation for technicians rather than hard-copies cuts down on the number of items the techs must carry
<p>a management personnel help file (part of the Comprehensive Help File) that will include</p> <ul style="list-style-type: none"> - detailed procedures on monitoring reports/solutions and generating statistics using FRED 	software file contained within the FRED interface	<p>7 screen pages</p> <ul style="list-style-type: none"> -1 links screen -6 procedure screens 	this is the most cost-effective method of providing documentation on FRED

Scheduling Timeline



Scheduling Table (note: days = working days)

Documentation Plan writing & approval time	7 days
Hiring Time for 1 contractor for this project	6 days
Training time for Technical Communications Department	5 days
Documentation writing time for 1st draft	20 days
Technical review time from the engineering group in the Computer Development Group	15 days
Review and Change time producing 2nd draft (i.e. time to review remarks from technical review and make recommended changes)	3 days
Testing Time from Quality Assurance Department	3 days
Finishing time (i.e. time to review QA testing and make changes) producing final draft	1 day
Printing time for installation instructions on cd-rom	10 days
Printing time for troubleshooting card	
Compiling time for software	3 days

Note: I will be on vacation July 21 through August 1 during this time the documentation will be reviewed by the engineering group in the Computer Development Group -Sara

Risk Table

Access to Computer Development Group Specifications for FRED	Risk accounting adds 30% to time estimate
Access to changes made to Specs	
Hiring contractors difficulties (including contracts, legal issues)	
Training in new software and working with engineering group for the first time	
Other projects which may take priority	
Last minute changes to the FRED software requiring changes to the documentation	

Total Time Estimate: 95 man days roughly 5 man months; since I only have 4 man months and my one technical writer will be tied up in other assignments (though we should talk about prioritizing these to see if she can assist on this project as well), I will need to hire a contractor to for one man month. This will cost 7200 in Euros.

I approve the approve Information Development Plan for FRED Documentation		
Computer Development Group Manager	_____	_____
	(signature)	(date)

Calculation box

4 printed pages: 5 hours each = 20 hours
 21 screen pages: 2.5 hours each = 52.5 hours
 1 graphic and 5 screen captures: 4 hours each = 24 hours

 TOTAL: 96.5 man hours or 20 man days

Documentation Writing Time
20 man days

Activity	Weeks																
	15-May	19-May	26-May	2-June	9-June	16-June	23-June	30-June	7-July	14-July	21-July	28-July	4-Aug	11-Aug	18-Aug	25-Aug	1-Sept
write and get approval for Doc Plan	█	█	█														
hiring			█														
training				█	█												
write 1 st Draft of full Doc						█	█	█	█	█	█						
1 st Draft to Engineers for Tech Review										█	█	█	█				
write 2 nd Draft of full Doc														█			
2 nd Draft to QA for Testing															█		
write Final Draft																█	
send Final Draft to Printers and Compilers																	█
Deliver																	█