

Price: R6,400.00 excl. VAT
Duration: 3 days
Code: TCDOC

Technical Documentation

Description

The Technical Documentation course emphasises the importance of documentation and the skills necessary to develop relevant, useful technical documents, from specifications to training material to policies. Digital formats and documentation projects are also discussed.

Objectives

Delegates who complete the Technical Documentation course will be able to:

- Understand the importance of documentation and documentation management.
- Understand the different types of documentation.
- Understand patterns for organising information.
- Implement a process for design and delivery of technical documents.
- Make informed choices as to the best digital format for documentation.
- Understand how to improve the style and readability of a document.

Intended Audience

The Technical Documentation course is suitable for anyone who is required to develop technical documentation, including specifications, procedures and training material.

Prerequisites

Previous exposure to IT systems and word-processor programs. Familiarity with web development will be an advantage.

Course Contents

The lecturer reserves the right to modify the contents of the course to suit the needs of the delegates.

Overview • The importance of documentation. • Why documentation fails. • The responsibility for documentation. • Documentation and industry standards. • Approaches to documentation.

Types of technical documents • Project documentation. • System documentation: user, functional and technical specifications. • User documentation: manuals, instructions. • Company documentation: policies, procedures.

The Documentation Process • Using the right person for documentation. • Identify the purpose. • Identify the audience. • The best time to develop the documentation. • Planning the documentation. • Developing documentation prototypes. • Managing the process.

Developing the Document • Components of a document: metadata, front matter, main matter, back matter. • Gathering information. • Creating an outline. • The five factors in document organisation. • Testing for usability.

Style and Design • Formatting issues. • Grammar and writing style. • Learning to write clearly. • Tables and lists. • Diagrams and flowcharts. • The importance of standards and styles.

Digital Formats • Advantages and disadvantages of different types of digital formats: word-processor, web, database/XML. • Formats to avoid. • Engineering for reuse.

Documentation Project Management • The Information Plan. • Planning the project. • Tracking progress. • Project standards. • Review and control.

Documentation Management • Defining documentation management. • Documentation management systems. • Revision and version control.