Outcome of session

- Identify the requirements for various types of systems documentation
- Develop a hypertext Help document for a given situation
- Distinguish between good and poor documentation

Preparation required

Read the seminar notes and the required reading for week 9 and prepare for Activity 1

Activity 1: (30 minutes)

Collect a sample of what you consider to be good documentation and a sample of poor documentation. Be ready to present your reasons for your selection to the class.

Activity 2: (2 hours)

Individual activity

You have been asked to write a hyperlinked help document for one of the ‘systems’ listed below.

- Find and joining a Monash University Sports club (eg basketball) or service (eg Gym)
- Purchasing a car parking permit from Monash university
- Borrowing a book from the Monash University library
- Buying a metcard at Caulfield station using the ticket machine
- Creating a personalized class or examination timetable for semester 1, 2005.

1. As a class discuss what you need to consider before you start developing the documentation.
2. Plan then write it using Microsoft Help Workbench (or similar). Feel free to use content from the web or you may wish to create your own. However, if the content is not yours, you must reference it.

Activity 3: (30 minutes)

Team activity

1. In your assignment teams, decide on the type of documentation you would require if developing the full system outlined in your assignment. What issues do you need to consider?
2. Design standards and templates for the System Report (text and diagram documentation)
3. Establish procedures for updating the documentation