Product Documentation

Process Assess Library

Office of Information and Technology

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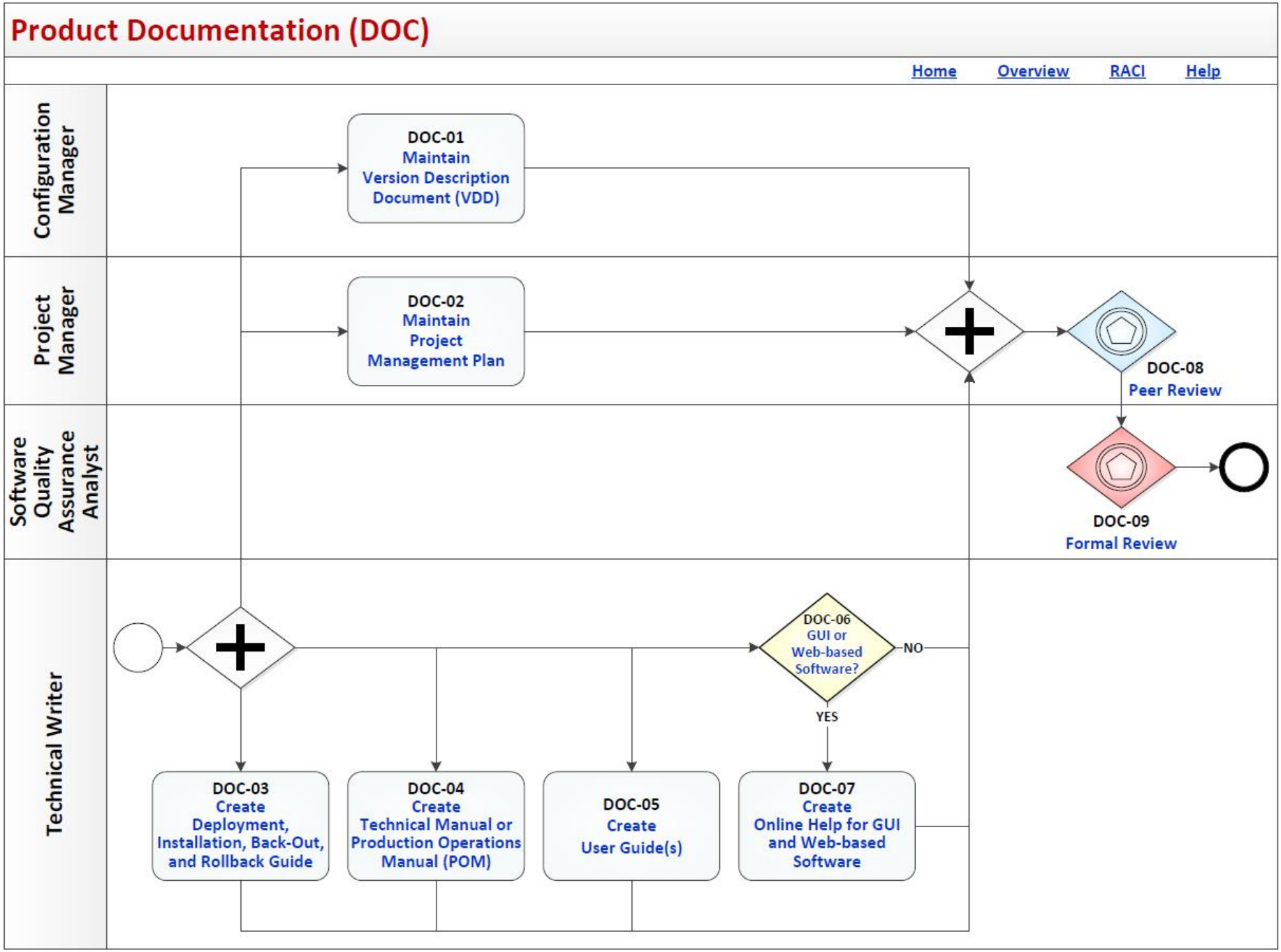
Process Map(s)



Process: Product Documentation

Overview: The process map for Product Documentation cycles through the following process and review activities:

DOC-01 Maintain Version Description Document (VDD)
DOC-02 Maintain Project Management Plan
DOC-03 Create Deployment, Installation, Back-Out, and Rollback Guide
DOC-04 Create Technical Manual or Production Operations Manual (POM)
DOC-05 Create User Guide(s)
DOC-06 GUI or Web-based Software?
DOC-07 Create Online Help for GUI and Web-based Software
DOC-08 Conduct Peer Review of Product Documentation
DOC-09 Conduct Formal Review of Product Documentation

Product Documentation Description and Goals

Description

This process provides required artifacts for Veteran-Focused Integration Process (VIP). It ensures necessary documentation is developed according to standards and best practices and is accurate, complete, and clear for both internal teams and end users for continued development and sustainment efforts.

Goals

-Maintain Version Description Document (VDD)

-Maintain Project Management Plan (PMP)

-Create Deployment, Installation, Back-Out, and Rollback Guide

-Create Production Operations Manual (POM) or Technical Manual (for VistA applications)

-Create User Guide(s)

-Create Online Help (optional)

Product Documentation RACI Information

The following describes the RACI information for this process:

DOC-01 Maintain Version Description Document (VDD)

Responsible Role: Configuration Manager

Accountable Role: Project Manager

Consulted Role: Technical Writer

Informed Role: Project Team; Stakeholders; Release Manager; Developer

DOC-02 Maintain Project Management Plan

Responsible Role: Project Manager

Accountable Role: Program Manager

Consulted Role: Technical Writer; Stakeholders

Informed Role: Project Team

DOC-03 Create Deployment, Installation, Back-Out, and Rollback Guide

Responsible Role: Technical Writer

Accountable Role: Project Manager

Consulted Role: Developer; Software Quality Assurance Analyst

Informed Role: Project Team; Release Manager; Stakeholders

DOC-04 Create Technical Manual or Production Operations Manual (POM)

Responsible Role: Technical Writer

Accountable Role: Project Manager

Consulted Role: Software Quality Assurance Analyst; Developer

Informed Role: Project Team; Release Manager; Stakeholders

DOC-05 Create User Guide(s)

Responsible Role: Technical Writer

Accountable Role: Project Manager
Consulted Role: Software Quality Assurance Analyst; Developer; Project Team; Stakeholders
Informed Role: Release Manager

DOC-06 GUI or Web-based Software?

Responsible Role: Technical Writer
Accountable Role: Project Manager
Consulted Role: None Listed
Informed Role: None Listed

DOC-07 Create Online Help for GUI and Web-based Software

Responsible Role: Technical Writer
Accountable Role: Project Manager
Consulted Role: Developer; Software Quality Assurance Analyst
Informed Role: Project Team; Release Manager; Stakeholders

DOC-08 Conduct Peer Review of Product Documentation

Responsible Role: Project Manager
Accountable Role: Program Executive Officer
Consulted Role: Project Team; Stakeholders
Informed Role: Release Manager

DOC-09 Conduct Formal Review of Product Documentation

Responsible Role: Software Quality Assurance Analyst
Accountable Role: Project Manager
Consulted Role: Project Team; Stakeholders
Informed Role: Release Manager

Product Documentation Associated Artifacts Information

Associated Artifacts information (including hyperlinks) for this process include:

Artifact Review Agenda and Minutes Template

Artifact Template

Deployment, Installation, Rollback, Back-out Guide Template

Guidance Document Template

Product Documentation Artifacts Approval Signatures Template

Product Documentation Review Checklist

Production Operations Manual with RACI Template

Project Management Plan (PMP)

Record of Notification Template

Release Notes Template

Review Findings Summary Template

Security Guide Template

Technical Manual Template

User Guide Template

Version Description Document Template

Product Documentation Tools and Web Sites Information

The Tools and Web Sites associated with this process (including hyperlinks) include:

VA Technical Reference Model

Technology Support Squad

Section 508 Intranet Home Page

VA Software Document Library

VIP Assessment and Reporting

Product Documentation Standards Information

Standards associated with this process (including hyperlinks) include:

Digital Signature Guide

Displaying Sensitive Data Guide

Documentation Style Guide

Federal Information Processing Standards Publications (FIPS) 186-4, Digital Signature Standard (DSS)

OIT Documentation Standards

OIT Master Glossary

Release Requirements User Stories Decision Tree

Section 508 Conformance Quick Reference for MS Word Guide

Section 508 Policy and Procedures

Section 508 Standards Checklists, and Document Applications Checklists

Section 508 Standards for Electronic and Information Technology

VA Acronym Lookup

Veteran Focused Integration Process (VIP) Guide

Product Documentation Process

Process Activity Name: DOC-01 Maintain Version Description Document (VDD)

Concurrent Activities

DOC-02 Maintain Project Management Plan

And

DOC-03 Create Deployment, Installation, Back-Out, and Rollback Guide

And

DOC-04 Create Technical Manual or Production Operations Manual (POM)

And

DOC-05 Create User Guide(s)

And

DOC-06 GUI or Web-based Software?

And

DOC-07 Create Online Help for GUI and Web-based Software

Previous Activities

Process Begins

Next Activities

DOC-08 Conduct Peer Review of Product Documentation

Description

The Configuration Manager creates the Version Description Document and maintains it throughout the lifecycle.

Input

Product Components

Version Description Document

Output

Updated Version Description Document

Associated Artifacts

Version Description Document Template

Responsible Role

Configuration Manager

Accountable Role

Project Manager

Consulted Role

Technical Writer

Informed Role

Project Team; Stakeholders; Release Manager; Developer

Tools and Websites

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More Info

When the Version Description Document is updated, also update the Compliance User Stories contained in the project/product instance.

Process Activity Name: DOC-02 Maintain Project Management Plan

Concurrent Activities

DOC-01 Maintain Version Description Document (VDD)

And

DOC-03 Create Deployment, Installation, Back-Out, and Rollback Guide

And

DOC-04 Create Technical Manual or Production Operations Manual (POM)

And

DOC-05 Create User Guide(s)

And

DOC-06 GUI or Web-based Software?

And

DOC-07 Create Online Help for GUI and Web-based Software

Previous Activities

Process Begins

Next Activities

DOC-08 Conduct Peer Review of Product Documentation

Description

The Project Manager, in conjunction with the Stakeholder designated Project Team Membership, updates the Project Management Plan and obtains Sponsor and Member signatures as required.

Input

Project Management Plan

Output

Updated Project Management Plan

Associated Artifacts

Project Management Plan (PMP)

Responsible Role

Project Manager

Accountable Role

Program Manager

Consulted Role

Technical Writer; Stakeholders

Informed Role

Project Team

Tools and Websites

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More Info

None Listed

Process Activity Name: DOC-03 Create Deployment, Installation, Back-Out, and Rollback Guide

Concurrent Activities

DOC-01 Maintain Version Description Document (VDD)

And

DOC-02 Maintain Project Management Plan

And

DOC-04 Create Technical Manual or Production Operations Manual (POM)

And

DOC-05 Create User Guide(s)

And

DOC-06 GUI or Web-based Software?

And

DOC-07 Create Online Help for GUI and Web-based Software

Previous Activities

Process Begins

Next Activities

DOC-08 Conduct Peer Review of Product Documentation

Description

The Technical Writer creates the Deployment, Installation, Back-Out, and Rollback Guide, which is a required document for national releases of products/patches to be installed on multiple platforms (e.g., client/server installations). This artifact provides the information necessary to install the software with little or no assistance from the software developers or support staff as well as troubleshooting, back-out and rollback instructions. Installation procedures are a required

component and must be accessible according to the "Section 508 Standards for Electronic and Information Technology Accessibility" section 1194.41. These artifacts are included in the final overall Release Package.

If this product is an enhancement to an existing product, the current Deployment, Installation, Back-Out, and Rollback Guide is updated.

For the initial distribution of software, Release Notes are optional. Revisions to a product that involve major changes to technical specifications or end-user functionality (e.g., new version releases) require Release Notes. Changes to software or documentation that have a minimal impact (e.g., small scope patches) do not require Release Notes. The project manager, as the authoritative source and in consultation with the technical writer, determines if a Release Notes document is a required artifact for the project.

Input

None Listed

Output

Deployment, Installation, Rollback, Back-out Guide

Release Notes

Associated Artifacts

Artifact Template

Deployment, Installation, Rollback, Back-out Guide Template

Release Notes Template

Responsible Role

Technical Writer

Accountable Role

Project Manager

Consulted Role

Developer; Software Quality Assurance Analyst

Informed Role

Project Team; Release Manager; Stakeholders

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Section 508 Standards Checklists, and Document Applications Checklists

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Veteran Focused Integration Process (VIP) Guide

More Info

When the Deployment, Installation, Back-Out, and Rollback Guide is updated, also update the Compliance User Stories contained in the project/product instance.

Process Activity Name: DOC-04 Create Technical Manual or Production Operations Manual (POM)

Concurrent Activities

DOC-01 Maintain Version Description Document (VDD)

And

DOC-02 Maintain Project Management Plan

And

DOC-03 Create Deployment, Installation, Back-Out, and Rollback Guide

And

DOC-05 Create User Guide(s)

And

DOC-06 GUI or Web-based Software?

And

DOC-07 Create Online Help for GUI and Web-based Software

Previous Activities

Process Begins

Next Activities

DOC-08 Conduct Peer Review of Product Documentation

Description

The Technical Writer defines the Technical Manual or Production Operations Manual (POM) as routine operations. The Technical Manual, for Veterans Health Information Systems and Technology Architecture (VistA) products, or POM, for non-VistA products, provides sufficient

technical information about the software for developers and technical personnel to operate and maintain the software with only minimal assistance from the product support personnel.

The intended audience for this documentation is software support, management, and development personnel for nationally released software. If this product is an enhancement to an existing product, the current Technical Manual or Production Operations Manual (POM) will most likely be updated.

The POM is not published to the VA Software Document Library (VDL), but the Technical Manual is published to the VDL.

Input

Deployment, Installation, Back-Out, and Rollback Guide

Output

Technical Manual or Production Operations Manual (POM)

Associated Artifacts

Artifact Template

Production Operations Manual with RACI Template

Technical Manual Template

Responsible Role

Technical Writer

Accountable Role

Project Manager

Consulted Role

Software Quality Assurance Analyst; Developer

Informed Role

Project Team; Release Manager; Stakeholders

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Veteran Focused Integration Process (VIP) Guide

More Info

When the Program Operations Manual (POM) is updated, also update the Compliance User Stories contained in the project/product instance.

Process Activity Name: DOC-05 Create User Guide(s)

Concurrent Activities

DOC-01 Maintain Version Description Document (VDD)

And

DOC-02 Maintain Project Management Plan

And

DOC-03 Create Deployment, Installation, Back-Out, and Rollback Guide

And

DOC-04 Create Technical Manual or Production Operations Manual (POM)

And

DOC-06 GUI or Web-based Software?

And

DOC-07 Create Online Help for GUI and Web-based Software

Previous Activities

Process Begins

Next Activities

DOC-08 Conduct Peer Review of Product Documentation

Description

The Technical Writer creates a user guide, which is a required documentation component. Multiple User Guides can be produced for any given software (for example: Setup Guide, Deployment Guide, Developer Guide, etc.). This guide is included in the final overall Release Package. User Guides for distinct user audiences can either include separate sections or comprise separate documents specific to the audience (e.g., nurses, pharmacists, technicians, developers, etc.).

If this product is an enhancement to an existing product, the current User Guide(s) will most likely be updated.

Input

None Listed

Output

User Guide(s)

Associated Artifacts

Artifact Template

Guidance Document Template

Security Guide Template

User Guide Template

Responsible Role

Technical Writer

Accountable Role

Project Manager

Consulted Role

Software Quality Assurance Analyst; Developer; Project Team; Stakeholders

Informed Role

Release Manager

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More Info

When the User Guide is updated, also update the Compliance User Stories contained in the project/product instance.

Process Activity Name: DOC-06 GUI or Web-based Software?

Concurrent Activities

DOC-01 Maintain Version Description Document (VDD)

And

DOC-02 Maintain Project Management Plan

And

DOC-03 Create Deployment, Installation, Back-Out, and Rollback Guide

And

DOC-04 Create Technical Manual or Production Operations Manual (POM)

And

DOC-05 Create User Guide(s)

Previous Activities

Process Begins

Next Activities

If "YES":

DOC-07 Create Online Help for GUI and Web-based Software

Or

If "NO":

DOC-08 Conduct Peer Review of Product Documentation

Description

Does this software have a Graphical User Interface (GUI) or is Web-based Software (Yes) or not (No)?

Responsible Role

Technical Writer

Accountable Role

Project Manager

Consulted Role

None Listed

Informed Role

None Listed

Process Activity Name: DOC-07 Create Online Help for GUI and Web-based Software

Concurrent Activities

DOC-01 Maintain Version Description Document (VDD)

And

DOC-02 Maintain Project Management Plan

And

DOC-03 Create Deployment, Installation, Back-Out, and Rollback Guide

And

DOC-04 Create Technical Manual or Production Operations Manual (POM)

And

DOC-05 Create User Guide(s)

Previous Activities

DOC-06 GUI or Web-based Software?

Next Activities

DOC-08 Conduct Peer Review of Product Documentation

Description

The Technical Writer creates Online Help, which is a required component for all Graphical User Interface (GUI) based or Web-based nationally released software. Online Help must be accessible from within the application and contain context-sensitive help and system help.

Online Help must meet Section 508 requirements according to the "Electronic and Information Technology Accessibility Standards" sections 1194.41 and 1194.22.

Input

User Guide

Output

GUI and Web-based Software Product Online Help

Associated Artifacts

User Guide Template

Responsible Role

Technical Writer

Accountable Role

Project Manager

Consulted Role

Developer; Software Quality Assurance Analyst

Informed Role

Project Team; Release Manager; Stakeholders

Tools and Websites

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More Info

Access listing of evaluated Online Help software by searching for Online Help in the VA Technical Reference Model website.

Process Activity Name: DOC-08 Conduct Peer Review of Product Documentation

Previous Activities

DOC-01 Maintain Version Description Document (VDD)

AND

DOC-02 Maintain Project Management Plan

AND

DOC-03 Create Deployment, Installation, Back-Out, and Rollback Guide

AND

DOC-04 Create Technical Manual or Production Operations Manual (POM)

AND

DOC-05 Create User Guide(s)

AND

DOC-06 GUI or Web-based Software?

AND

DOC-07 Create Online Help for GUI and Web-based Software

Next Activities

DOC-09 Conduct Formal Review of Product Documentation

Description

The Project Manager conducts the Product Documentation Peer Review performing the following general steps:

1. Distribute the Peer Review Materials

2. Review the Peer Review Materials

3. Distribute the Consolidated Peer Review Findings

4. Record the Finding Resolutions

5. Implement the Finding Resolutions

The goal of the peer review of the Product Documentation is to resolve any questions the project team may have and to ensure the quality of the deliverable.

Input

Deployment, Installation, Back-Out, and Rollback Guide

Record of Notification

Technical Manual or Production Operations Manual (POM)

User Guide(s)

Output

Product Documentation Review Checklist (Review Findings Summary included)

Updated Deployment, Installation, Back-Out, and Rollback Guide

Updated Record of Notification

Updated Technical Manual or Production Operations Manual (POM)

Updated User Guide(s)

Associated Artifacts

Artifact Template

Deployment, Installation, Rollback, Back-out Guide Template

Product Documentation Review Checklist

Record of Notification Template

Review Findings Summary Template

Technical Manual Template

User Guide Template

Responsible Role

Project Manager

Accountable Role

Program Executive Officer

Consulted Role

Project Team; Stakeholders

Informed Role

Release Manager

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More Info

When the Program Operations Manual (POM), the User Guide and/or Deployment, Installation, Back-Out, and Rollback Guide are updated, also update the Compliance User Stories contained in the project/product instance.

Process Activity Name: DOC-09 Conduct Formal Review of Product Documentation

Previous Activities

DOC-08 Conduct Peer Review of Product Documentation

Next Activities

Process Ends

Description

The Software Quality Assurance Analyst conducts the Product Documentation performing the following general steps:

1. Plan the Formal Review

2. Review the Formal Review Materials

3. Implement the Finding Resolutions

The goal of the formal review is to obtain stakeholder concurrence of the Product Documentation artifacts and appropriate approval signatures.

Input

Deployment, Installation, Back-Out, and Rollback Guide

Technical Manual or Production Operations Manual

User Guide(s)

Output

Artifact Review Agenda and Minutes

Product Documentation Artifacts Approval Signatures

Product Documentation Review Checklist (Review Findings Summary included)

Updated Deployment, Installation, Back-Out, and Rollback Guide

Updated Technical Manual or Production Operations Manual (POM) (Approval Signatures included)

Updated User Guide(s)

Associated Artifacts

Artifact Review Agenda and Minutes Template

Artifact Template

Product Documentation Artifacts Approval Signatures Template

Product Documentation Review Checklist

Review Findings Summary Template

Technical Manual Template

User Guide Template

Responsible Role

Software Quality Assurance Analyst

Accountable Role

Project Manager

Consulted Role

Project Team; Stakeholders

Informed Role

Release Manager

Tools and Websites

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Documentation Style Guide

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Section 508 Standards for Electronic and Information Technology

VA Acronym Lookup

More Info

When the Program Operations Manual (POM), the User Guide and/or Deployment, Installation, Back-Out, and Rollback Guide are updated, also update the Compliance User Stories contained in the project/product instance.

END OF PROCESS