



## System Development and Life-Cycle Management (SDLCM) Methodology

<b>Subject</b> User Guide	<b>Type</b>	Standard
	<b>Identifier</b>	S-6051
	<b>Effective Date</b>	February 2002
	<b>Revision No.</b>	3

Approval

CISSCO Program Director

### A. PURPOSE

This standard specifies content and format requirements for the User Guide.

### B. APPLICABILITY

This standard applies to all SDLCM Methodology Project/Tasks. It is used by those persons responsible for developing the User Guide.

### C. REFERENCE PUBLICATIONS

The following publications contain related information:

- *SDLCM Methodology Handbook*
- SDLCM Methodology Standard S-7052, Integrated Education, Training, and Reference Materials Design Document

### D. STANDARD

The User Guide provides a complete written set of instructions for users of the system on how to access and use the system effectively and efficiently. It describes the functions performed by the software and provides specific instructions on how to enter and edit data, how to respond to prompts, and how to generate output and desired results. It also serves as a reference document for the preparation of input data and parameters, and for the interpretation of output results and error messages.

Users of the system are defined as those utilizing the system in the performance of their jobs.

Tailor this standard as needed to be consistent with the size, scope, and complexity of the system. Add sections and subsections for special topics. Sections and subsections that are not applicable should *not* be deleted; they should indicate "not applicable."

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The following paragraphs describe the content of each section of the User Guide.

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## 1. INTRODUCTION

### 1.1 Background

Briefly describe the System or Business area from the point of view of the user.

### 1.2 Objectives

Describe the objectives of establishing the User Guide. For example, the user guide shows users how to execute each function of the system.

### 1.3 Scope

#### 1.3.1 IDENTIFICATION

Fully identify the system and the software to which this document applies, including, as applicable, identification number(s), title(s), abbreviation(s), version number(s), and release number(s).

#### 1.3.2 SYSTEM OVERVIEW

Briefly state the purpose of the system and the software to which this document applies. Describe the general nature of the system and software; summarize the history of system development, operation, and maintenance; identify the Project/Task sponsor, acquirer, user, developer, and support agencies; identify current and planned operating sites; and list other relevant documents.

### 1.4 Assumptions

Specify any assumptions about the User Guide.

### 1.5 Applicable Documents

List the number, title, revision, and date of all documents referenced in this manual (e.g., the Physical Design Document and the Logical Design Document) Also identify the source for all documents not available through normal Government stocking activities.

Note that documents cited in the text should be listed in the References section at the end of the document.

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## 2. SOFTWARE SUMMARY

### 2.1 Software Organization and Overview of Operation

Provide a brief description of the organization and operation of the software from the user point of view. Include, as applicable:

- Logical components of the software, from the user point of view, and an overview of the purpose and operation of each component
- Performance characteristics that can be expected by the user, such as:
  - ◇ Types, volumes, rate of inputs accepted
  - ◇ Types, volume, accuracy, rate of outputs that the software can produce
  - ◇ Typical response time and factors that affect it
  - ◇ Typical processing time and factors that affect it
  - ◇ Limitations, such as number of events that can be tracked
  - ◇ Error rate that can be expected
  - ◇ Reliability that can be expected
- Relationship of the functions performed by the software with interfacing systems, organizations, or positions
- Supervisory controls that can be implemented (such as passwords) to manage the software

### 2.2 Contingencies and Alternate States and Modes of Operation

Explain differences in what the user will be able to do with the software at times of emergency and in various states and modes of operation, if applicable.

### 2.3 Security and Privacy

Provide an overview of the security and privacy considerations associated with the software. Include a warning regarding making unauthorized copies of software or documents, if applicable.

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## 2.4 Assistance and Problem Reporting

Identify points of contact and process to be followed to obtain assistance.

## 3. ACCESS TO THE SOFTWARE

Provide a step-by-step procedure oriented to the first-time or occasional user. Present enough detail so that the user can reliably access the software before learning the details of its functional capabilities. Include safety precautions, marked by WARNING or CAUTION, where applicable.

### 3.1 First-Time User of the Software

Describe the following as appropriate:

- Process for turning on power and making adjustments
- Dimensions and capabilities of the visual display screen
- Appearance of the cursor, how to identify an active cursor if more than one cursor can appear, how to position a cursor, and how to use a cursor
- Keyboard layout and role of different types of keys and pointing devices
- Process for turning power off if special sequencing of operations is needed

### 3.2 Initiating a Session

Provide a step-by-step procedure for beginning work, including any options available. Include a checklist for problem determination in case difficulties are encountered.

### 3.3 Stopping and Suspending Work

Describe how the user can cease or interrupt use of the software and how to determine whether normal termination or cessation has occurred.

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#### 4. PROCESSING REFERENCE GUIDE

Describe how to use the software. If the process is complicated or extensive, additional sections (5, 6, 7, etc.) may be added in the same paragraph structure as this section and with titles meaningful to the sections added. The organization of the document will depend on the characteristics of the software being documented. For example, one approach is to base the sections on the organizations in which users work, their assigned positions, their work sites, or the tasks they must perform. For other software, it may be more appropriate to have Section 5 be a guide to menus, Section 6 be a guide to the command language used, and Section 7 be a guide to functions. Present the detailed process in subparagraphs of Paragraph 4.3. Depending on the design of the software, the subparagraphs might be organized on a function-by-function, menu-by-menu, transaction-by-transaction, or other basis. Include safety precautions, marked by WARNING or CAUTION, where applicable.

##### 4.1 Capabilities

Briefly describe the interrelationships of the transactions, menus, functions, or other processes in order to provide an overview of the use of the software.

##### 4.2 Conventions

Describe any conventions used by the software, such as the use of colors in displays, the use of audible alarms, the use of abbreviated vocabulary, and the use of rules for assigning names or codes.

##### 4.3 Processing Procedures

Explain the organization of subsequent paragraphs, for example, by function, by menu, by screen. Describe any necessary order in which the activities must be performed.

##### 4.3.n (ASPECT OF SOFTWARE USE)

Identify the function, menu, transaction, or other process being described in the title of this paragraph. Describe and give options and examples, as applicable, of menus, graphical icons, data entry forms, user inputs, inputs from other software or hardware that may affect the software interface with the user, outputs, diagnostic or error messages or alarms, and help facilities that can provide on-line descriptive or tutorial information. Adapt the format for presenting this information to the particular characteristics of the software, but use a consistent style of presentation; that is, the

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descriptions of menus must be consistent, the descriptions of transactions must be consistent among themselves.

#### **4.4 Messages**

List, or refer to an appendix that lists, all error messages, diagnostic messages, and information messages that can occur while accomplishing any of the user functions. Identify and describe the meaning of each message and the action that must be taken in response to each such message.

#### **4.5 Quick-Reference Guide**

If appropriate to the software, provide or reference a quick-reference card or page for using the software. Summarize, as applicable, frequently used function keys, control sequences, formats, commands, or other aspects of software use.

### **APPENDIXES**

Use appendixes to provide information published separately for convenience in document maintenance (for example, charts and classified data). As applicable, reference each appendix in the main body of the document where the data would normally have been provided. If an appendix is lengthy, bind it as a separate document for ease in handling. Letter appendixes alphabetically (A, B, etc.).

### **ACRONYMS**

List and define all acronyms used in the User Guide.

### **REFERENCES**

List all cited references.