Hardware and Network Servicing

Level-III

Based on Nov, 2023, Curriculum Version - II

Module Title: Create Technical Documentation

Module code: EIS HNS3 M07 1123

Nominal duration: 20Hour

Prepared by: Ministry of Labor and Skill

November 2023

Addis Ababa, Ethiopia

Table of Contents

Acknowledgment

Ministry of Labor and Skills wish to extend thanks and appreciation to the many representatives of TVET instructors and respective industry experts who donated their time and expertise to the development of this Teaching, Training and Learning Materials (TTLM).

Acronym

LAP - Local Area Plan

FAQ - Frequently Asked Questions

API - Application Programming Interface

PDF - Portable Document Format

HTML - Hypertext Markup Language

ISTC - Institute of Scientific and Technical Communicators

Introduction to the Module

In Hard ware and Network Servicing field, Creating Technical Documentation have a great importance. absolutely Done well, technical documentation simplifies complicated ideas into clear and easy-to-understand guides that even non-experts can understand.

This module is designed to meet the industry requirement under the Hard Ware and Network Servicing occupational standard, particularly for the unit of competency Creating Technical Documentation

Module covers the units:

- Identify and analyze documentation needs

- Design documentation

- Develop documentation

- Evaluate and edit documentation

Learning Objective of the Module

- Basic concept of Documentation

- Identifying documentation requirements

- Investigating industry and documentation standards

- Interpreting and evaluating documentation requirements

- Defining and documenting scope of work

- Consulting client to validate and confirm the scope

- Identify information requirements

- Creating document templates

- Conducting the system review

- Extracting content that meets information requirements

- Validating technical documentation structure

- Writing technical documentation

- Translating technical terminology

- Applying content format and style

- Submitting technical documentation for review

- Gathering and analyzing feedback

- Incorporating alternatives to the technical documentation

- Editing technical documentation

Module Instruction

For effective use this module trainees are expected to follow the following module instruction:

1. Read the information written in each unit

2. Accomplish the Self-checks at the end of each unit

3. Perform Operation Sheets which were provided at the end of units

4. Do the "LAP test" giver at the end of each unit and

5. Read the identified reference book for Examples and exercise

Unit One: Documentation Needs

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Consulting client to identify documentation requirements
- Interpreting and evaluating documentation requirements and confirming with client
- Investigating industry and documentation standards
- Defining and documenting scope of work
- Consulting client to validate and confirm the scope of work

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Consult client to identify documentation requirements
- Interpret and evaluating documentation requirements and confirm with client
- Investigate industry and documentation standards
- Define and document scope of work
- Consult client to validate and confirm the scope of work

1.1. Consulting client to identify documentation requirements

1.1.1. Basic Concept of Documentation

Documentation refers to the process of creating, collecting, and maintaining documents that provide information, instructions, or evidence. It plays a crucial role in various fields, including software development, business, education, healthcare, and more. Here are some basic concepts related to documentation:

- **Purpose:**
  - ➤ **Communication:** Documentation serves as a means of communication, conveying information to different audiences such as users, developers, administrators, and stakeholders.
  - ➤ **Reference:** It provides a reference point for understanding processes, procedures, systems, or products.

- **Types of Documentation:**
  - ➤ **User Documentation:** Intended for end-users and includes manuals, guides, FAQs, and other materials to help users understand and use a product or service.
  - ➤ **Technical Documentation:** Aimed at developers, system administrators, or other technical audiences, providing in-depth details about the inner workings of a system or software.

- **Components of Documentation:**
  - ➤ **Instructions:** Clear and concise step-by-step guidance on how to perform a task or use a product.
  - ➤ **Descriptions:** Detailed explanations of concepts, processes, or components.
  - ➤ **Examples:** Illustrative cases or scenarios to demonstrate usage or implementation.
  - ➤ **Visuals:** Diagrams, charts, screenshots, or other visual aids to enhance understanding.

- **Technical Documentation**

Technical documentation is a type of documentation that provides detailed information about a technical product, system, or process. It is primarily aimed at a technical audience, including developers, system administrators, engineers, and other professionals who need in-depth knowledge to understand, implement, or maintain a technology. Here are key aspects of technical documentation:

Types of Technical Documentation:
- **API Documentation:** Describes the Application Programming Interface (API) of a software, detailing how developers can interact with it.
- **System Documentation:** Provides an overview of the entire system architecture, components, and their interactions.
- **Code Documentation:** Includes inline comments within the source code to explain the logic, functions, and methods.
- **Hardware Documentation:** Describes the specifications, configurations, and usage guidelines for hardware components.
- **Network Documentation:** Details the network architecture, protocols, and configurations.
- **User Manuals for Technical Users:** Manuals that provide detailed instructions for technical users, often in addition to standard user documentation.

Technical Documentation Content and Structure:
- **Overview:** A high-level introduction to the product or system, explaining its purpose and key features.
- **Installation:** Detailed instructions for installing and setting up the product or system.
- **Configuration:** Information about how to configure the system, software, or hardware for specific requirements.

- **Usage Guidelines:** Instructions on how to use the product or system effectively, including command references, workflows, and best practices.
- **Troubleshooting:** Guidance on identifying and resolving common issues, error messages, and problems.
- **API Reference:** Detailed information on all the functions, classes, and methods exposed by an API, including parameters, return values, and usage examples.
- **Release Notes:** Information about changes, updates, bug fixes, and new features introduced in each version.

1.2. Identifying documentation requirements

- **Documentation requirements**:

  The specific criteria, standards, and guidelines for creating and maintaining documents in various fields and industries.

- **Common aspects**:

  Regulatory compliance, project documentation, quality management, software development, product documentation, health and safety, and environmental management are some common aspects that may have documentation requirements.

- **Considerations**:

  Documentation requirements may vary depending on the context, industry, and regulatory environment. They are important to ensure consistency, traceability, and compliance with standards.

1.3. Investigating industry and documentation standards

Documentation standards are guidelines, specifications, or best practices that provide a framework for creating, formatting, and organizing various types of documents. These standards ensure consistency, clarity, and quality in documentation across industries and fields. Here are some common documentation standards used in different domains:

- **ISO (International Organization for Standardization):**
  - ➤ **ISO 9001:** Quality management system standards that include requirements for documentation related to quality processes.
  - ➤ **ISO 27001:** Information security management system standards with documentation requirements for managing information security risks.

1.4. Interpreting and evaluating documentation requirements

The text describes the key steps to understand and assess the needs and standards for creating effective documentation for different purposes and audiences. The text lists the following contents:

- **Understand the purpose**: Know the goal of the documentation.
- **Identify the audience**: Tailor the content to the target users.
- **Review standards and regulations**: Comply with industry or regulatory guidelines.
- **Clarify content requirements**: Determine what information to document.
- **Consider format and structure**: Follow a consistent and clear format.
- **Verify version control and updates**: Keep the documentation accurate and current.
- **Evaluate accessibility requirements**: Make the documentation accessible to all users.
- **Feedback and iteration**: Use feedback to improve the documentation over time

- **How to investigate technical documentation standards**: It gives some steps to research and understand the standards for creating and maintaining technical documentation in different industries or fields.
- **Factors to consider**: It mentions factors such as regulatory requirements, international standards, industry-specific standards, government regulations, professional organizations, and documentation examples from leaders in the field.
- **Why it matters**: It implies that investigating technical documentation standards is important for ensuring quality, compliance, and best practices in technical documentation

1.5. Defining and documenting scope of work

Defining and documenting the scope of work is essential to ensure that the documentation project meets its objectives, is well-structured, and aligns with the needs of the audience. Here's a step-by-step guide specifically tailored for defining and documenting the scope of work in technical documentation:

1. Project Overview:

- Provide a concise overview of the technical documentation project. Include information on the purpose of the documentation, target audience, and how it fits into the larger context of the product or system.

2. Documentation Objectives:
- Clearly articulate the objectives of the documentation. Define what the documentation is expected to achieve, such as supporting end-users, aiding in troubleshooting, or providing information for developers.

3. Types of Documentation:
- Specify the types of documentation to be created. This could include user manuals, API documentation, technical specifications, installation guides, and any other relevant document types.
4. Audience Analysis:

- Conduct an audience analysis to understand the knowledge level, roles, and expectations of the target audience. Tailor the documentation to meet the needs of different user groups.

5. Content Inclusions and Exclusions:

- Clearly outline what content will be included in the documentation and what will be excluded. This helps manage expectations and avoids unnecessary scope creep.

6. Document Structure and Format:

- Define the structure and format of the documentation. Specify how information will be organized, the use of headings and subheadings, the inclusion of visuals, and any style guide requirements.

7. Collaboration and Review Process:

- Outline the process for collaboration among team members and subject matter experts. Define how reviews will be conducted, including feedback collection and revision processes.

8. Tools and Technologies:

- Identify the tools and technologies that will be used for creating and managing documentation. This could include documentation authoring tools, version control systems, and collaboration platforms.

9. Versioning and Updates:

- Establish a versioning system for the documentation. Define how updates, revisions, and new releases will be managed to keep the documentation current

1.6. Consulting client to validate and confirm the scope of work

Consulting with the client to validate and confirm the scope of work for technical documentation is a critical step to ensure alignment between your understanding and their expectations. Here's a guide on how to effectively consult with the client for scope validation:

- **Schedule a Kickoff Meeting:**

  ➢ Initiate a kickoff meeting with key stakeholders, including representatives from the client's side. This meeting provides an opportunity to introduce the documentation team, clarify objectives, and discuss the scope.

- **Review Initial Understanding:**
  ➢ Present your initial understanding of the scope of work based on your research and discussions. This serves as a starting point for discussion and ensures that both parties are on the same page.

- Clarify Client Objectives:
  ➢ Allow the client to articulate their objectives and expectations for the technical documentation. Encourage open communication to capture any additional requirements or nuances that might not have been initially identified.

- Identify Key Stakeholders:
  ➢ Confirm and identify key stakeholders on the client's side who will be involved in the review and approval process. Understand their roles and expectations regarding the documentation.

- Discuss Audience and User Needs:
  ➢ Review and discuss the identified audience for the documentation. Validate that the client's expectations align with your understanding of the audience's needs and knowledge levels.

- Present Document Types and Structure:
  ➢ Share your proposed types of documents and their structure. Discuss whether the client has additional document types or specific structural preferences that need to be considered.

Self-Check 1

Part I: True False Questions

1. Technical documentation is essential for users to effectively use products and technologies.
2. Effective technical documentation offers benefits such as increased customer retention, increased sales, and saved time and effort.
3. Documentation process standards define the process that should be followed for document production.
4. product technical documents and process technical documents are the two main types of technical documentation

Part II. Choosing

1. Technical Documentation is information about
   A. Application
   B. Purpose
   C. architecture of a product or service
   D. All

2. _____ Review the scope of work with all stakeholders to ensure that it accurately reflects the project requirements.
   A. Define quality standards
   B. Identify risks
   C. Define acceptance criteria
   D. Review and finalize

Part III. Short Answer Questions

1. What is Technical Documentation?
2. What is mean by scope of the work?
3. What is technical document evaluation?

Unit Two: Design Documentation

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Identify information requirements
- Creating document templates
- Conducting the system review
- Extracting content that meets information requirements
- Validating technical documentation structure

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Identify information requirements
- Create document templates
- Conduct   the system review
- Extract content that meets information requirements
- Validate technical documentation structure

2.1. Identifying information requirements

Designing technical documentation involves careful planning and consideration of various elements to ensure that the documentation effectively communicates complex technical information to the intended audience. Here are key pieces of information required for designing technical documentation:

1. Document Purpose and Objectives:

- Clearly state the purpose of the documentation. Is it for end-users, developers, administrators, or a combination of audiences?
- Outline the specific objectives the documentation aims to achieve, such as providing instructions, explaining concepts, or troubleshooting guidance.

2. Audience Analysis:

- Understand the characteristics of the target audience, including their technical expertise, roles, and knowledge level.
- Tailor the documentation to meet the needs and expectations of different user groups within the audience.

3. Document Scope:

- Define the scope of the documentation, specifying what topics will be covered and any limitations or exclusions.
- Clearly communicate the boundaries of the documentation to manage user expectations.

4. Document Structure:

- Establish a logical and user-friendly structure for the documentation.
- Define the hierarchy of sections, chapters, and subsections to facilitate easy navigation.

5. Visual Design Elements:

- Determine the use of visual elements such as diagrams, charts, screenshots, and illustrations.
- Define a consistent style for visuals to enhance understanding and maintain a professional appearance.

6. Style Guide:

- Develop a style guide that outlines the preferred writing style, terminology, and formatting conventions.
- Ensure consistency in language and presentation throughout the documentation.

7. Document Format:

- Choose an appropriate document format, considering factors such as print vs. online, PDF vs. HTML, or other formats based on user preferences.

- Ensure that the format aligns with the distribution method and accessibility requirements.

8. Interactive Elements:

- Identify opportunities for interactive elements, such as hyperlinks, cross-references, or interactive tutorials.

- Enhance user engagement and facilitate easy navigation within the documentation.

9. Version Control:

- Establish a version control system for the documentation to track changes and updates.

- Clearly indicate the document version and update history to keep users informed.

2.2. Creating document templates

- **Document templates**: A practical way to create consistent, efficient, and standardized documents for various purposes.

- **To create Document templates**:
  - ➢ Identify the document type,
  - ➢ outline key sections and components,
  - ➢ define document structure,
  - ➢ consider formatting and styles,
  - ➢ create header and footer,
  - ➢ insert placeholder text and images, include tables and graphs,
  - ➢ incorporate branding elements.

- **Benefits of templates**: Streamline the document creation process, facilitate knowledge transfer, and maintain visual coherence.

2.4. Extracting content that meets information requirements

Extracting content that meets information requirements involves identifying and retrieving specific information from various sources. Here are general steps to guide you in this process:

This is a shortened version of the text that captures the main ideas:

- **Information Extraction Process**: The text describes a general process for extracting information from various sources. It consists of the following steps:

  - ➢ **Define Requirements**: Outline the specific information needed and the scope of the topic.
  - ➢ **Identify Sources**: Determine the potential sources of information, such as databases, websites, or documents.
  - ➢ **Use Search Strategies**: Use effective search methods to locate the required information, such as keywords, Boolean operators, or filters.

- **Evaluate Sources**: Assess the credibility, reliability, and relevance of the sources, considering the author, date, and context.
- **Data Extraction Tools**: Use tools or software that facilitate data extraction, such as web scrapers, APIs, or data extraction software.
- **Read and Analyze**: Read the sources thoroughly and extract relevant information, paying attention to context, nuances, and biases. Analyze the data to ensure it meets the requirements.
- **Document Findings**: Keep detailed notes of the extracted information, documenting the source, key points, and contextual information.
- **Organize Information**: Organize the extracted information in a structured manner, using categories, headings, or a system that aligns with the requirements.
- **Verify Information**: Cross-verify information from multiple sources to ensure accuracy and consistency. Identify and resolve any discrepancies or conflicting data.

2.5. Validating technical documentation structure

Validating the structure of technical documentation is crucial to ensure clarity, completeness, and effectiveness. Here are steps to validate the structure of technical documentation:

- **Define Documentation Objectives:**

- Clearly define the objectives of the technical documentation. Understand the purpose, target audience, and expected outcomes.

- **Check for Consistency:**
- Ensure consistency in terminology, formatting, and style throughout the document. Consistency enhances readability and understanding.

- **Review Table of Contents:**
- Check the table of contents to verify that it accurately reflects the document's structure. Ensure all sections are appropriately listed and in the correct order.

- **Evaluate Document Flow:**
- Assess the logical flow of information. Ensure that topics are organized in a coherent manner, and the document progresses logically from introduction to conclusion.

- **Examine Heading Hierarchy:**
  - ➢ Review the hierarchy of headings and subheadings. Ensure a clear and hierarchical structure to guide readers through the document.

- **Validate Section Introductions:**
  - ➢ Each section should have a clear introduction outlining the purpose and content. Confirm that introductions provide context and set expectations.

- **Verify Consistent Formatting:**
  - ➢ Ensure consistent formatting for headings, bullet points, numbered lists, fonts, and other elements. Consistency contributes to a professional and polished appearance.

- **Check for Redundancy:**
  - ➢ Eliminate redundant information. Each section should contribute to the overall understanding without unnecessary repetition.

- **Assess Visual Elements:**
  - ➢ Review the placement and relevance of visual elements such as images, diagrams, charts, and tables. Visuals should enhance understanding and align with the adjacent text.

Self – Check 2

Part I. True False Questions

1. Organizing your documentation is essential to make it coherent, logical, and comprehensive.
2. You need to organize your documentation according to the goals, tasks, and scenarios of your audience
3. Formatting your documentation is important to make it easy to read, understand, and navigate.

Part II: Choosing

1. Before you start designing a document you must know about:

    B. who will use the documents

    C. what they will use the documents for, and how they will use the documents

    D. what they are expected to do with the information in the document

2. Creating _____can help you maintain consistency in your technical documentation.

    A. document templates
    B. style guides
    C. Format
    D. A and B

3. The design of technical documents includes deliberate choice of:

    A. Genre

    B. Function

    C. Structure

    D. All

Part III: Short Answer Questions
1. What is Group of Data Elements
2. What is mean by documentation Review
3. By what way you can Share the developed documentation

Unit Three: Develop Documentation

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Writing technical documentation
- Translating technical terminology
- Applying content format and style

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Write technical documentation
- Translate technical terminology
- Apply content format and style

3.1. Writing technical documentation

Writing technical documentation is a critical skill for effectively communicating complex information to various audiences. Here's a guide on how to write technical documentation:

1. Understand Your Audience:

- Identify your target audience, whether they are end-users, developers, system administrators, or a combination. Tailor your language, tone, and level of detail to meet their needs.

2. Define the Purpose:

- Clearly define the purpose of your documentation. Is it instructional, reference material, troubleshooting guide, or a combination? Understanding the purpose helps shape the content and structure.

3. Organize Information Logically:

- Structure your documentation in a logical and hierarchical manner. Use headings, subheadings, and bullet points to break down information into manageable sections.

4. Start with an Introduction:

- Begin with an introduction that outlines the scope, objectives, and intended audience. Provide a brief overview of what the documentation covers.

5. Use Clear and Concise Language:

- Use plain and straightforward language. Avoid jargon and unnecessary technical terms, or explain them when they are essential. Strive for clarity and simplicity.

6. Provide Context:

- Place technical information in context. Help readers understand the significance of the information and how it fits into the broader context of a system or process.

7. Include Visuals:

- Use visuals such as diagrams, flowcharts, screenshots, and tables to illustrate concepts. Visuals enhance understanding and make the documentation more engaging.

8. Write Step-by-Step Instructions:

- If your documentation includes procedures or instructions, present them in a step-by-step format. Clearly outline each step and use action verbs.

9. Include Examples and Use Cases:

- Provide real-world examples and use cases to demonstrate how the information is applied. This helps users relate the theoretical knowledge to practical scenarios.

Fig. 3.1. image that shows creating technical documentation

3.2. Translating technical terminology

Translating technical terminology requires a thoughtful and accurate approach to ensure that the meaning of specialized terms is preserved in the target language. Here are some guidelines for translating technical terminology

- **Translating technical terms**: A guide for translating specialized terms in a technical context.

- **Context**: Understand the subject matter, industry, and field of technology.

- **Glossary**: Create and use a glossary of terms in both languages.

- **Industry standards**: Follow established terminology in the technical field.

- **Research**: Read technical publications in the target language.

- **Audience**: Adjust the translation to suit different levels of expertise.

- **Consistency**: Use the same translation for the same term throughout the document.

- **Transliteration**: Use similar sounds in the target language for terms with no equivalent.

- **Culture**: Consider cultural connotations of terms and avoid inappropriate translations.

- **Experts**: Consult with technical professionals who are fluent in both languages.

3.3. Applying content format and style

Applying a consistent format and style to technical documentation is essential for clarity, readability, and overall effectiveness. Here are guidelines to help you apply a cohesive format and style to your technical documentation:

Use a Clear Document Structure:

- Organize your documentation with a logical and hierarchical structure. Use headings, subheadings, and a table of contents to guide readers through the content.

Consistent Formatting:

- Maintain consistent formatting throughout the document. Ensure uniformity in font styles, sizes, and colors. Consistency enhances professionalism and readability.

Headings and Subheadings:

- Structure your document with clear and descriptive headings. Use a hierarchy to distinguish main sections from subsections. This aids navigation and comprehension.

Bullet Points and Numbered Lists:

- Use bullet points or numbered lists to break down complex information into digestible points. Lists improve readability and make information more scannable.

Visual Elements:

- Incorporate visuals such as diagrams, charts, screenshots, and illustrations to complement text. Ensure that visuals are relevant, labeled, and have clear captions.

Consistent Terminology:

- Establish and adhere to a consistent set of technical terms. Create a glossary to ensure uniformity in terminology usage throughout the documentation.

Emphasize Key Points:

- Use formatting elements like bold, italics, or underline to emphasize key points, important terms, or warnings. Be consistent in how you apply these formatting elements.

Page Layout:

- Design a clean and professional page layout. Pay attention to margins, spacing, and overall aesthetics. A well-organized layout contributes to a positive user experience.

Document Length:

- Consider the optimal length for your document. Long documents should be well-structured with clear breaks, and shorter documents should still cover essential information.

Part I: True or False Questions

1. An editorial calendar can help you stay organized and ensure your content gets published on time.
2. Visuals are essential to any content style guide.
3. The final step in creating your own content style guide is to create a template.

Part II : Choosing

1. Among the following one is important to write effective technical documentation.

    A. Identify your audience and goals.

    B. Create a plan and outline.

    C. Build technical documentation templates

    D. All

2. every standard technical documentation template includes the following:

    A. A table of contents (insert jump-links when applicable) to help readers ascertain the areas they need help with.

    B. A clear title with keywords.

    C. A subheading or intro paragraph that highlights the documentation's purpose.

    D. D. All

3. All technical documentation should have

    A. Goals: What's your reader's aim

    B. Learning objectives

    C. An outline

    D. All

Part III: Subjective Questions

1. Write the best practices for managing terminology
2. How to use terminology and glossaries
3. Write steps used to create Content Style Guide

Operation Sheet 1

Operation Title: Hard Disk Failure Resolution Technical Documentation

Purpose: To acquire the trainees the skill repairing failed Hard Disk

Equipment, tools and materials required: Maintenance Tool kit, Safety equipment, operating system soft wares

The Document should consist the following components

      I.   Introduction

      II.   Purpose of Documentation

      III.   Target Audience

      IV.   Scope of the Document

Procedures we have to follow to resolve the problem.

A. Isolation of the Failing Hard Disk

1. Identify the failing hard disk using system logs or diagnostic tools.

2. Safely power off the system.

B. Backup Data (if not done already)

1. Use appropriate backup tools to copy important data to an external storage device.

2. Verify the integrity of the backup.

C. Replacement of the Hard Disk

1. Follow manufacturer guidelines for physically replacing the hard disk.

2. Ensure proper grounding to prevent electrostatic discharge.

3. Connect the new hard disk according to system specifications.

D. Initialization and Formatting

1. Power on the system.

2. Access the system BIOS/UEFI to detect the new hard disk.

3. Initialize and format the new hard disk.

E. Operating System Installation (if necessary)

1. Install the operating system on the new hard disk.

2. Apply necessary updates and patches.

F. Data Restoration

1. Restore data from the backup to the new hard disk.

2. Verify the integrity of the restored data.

LAP Test 1

Task 1: Identify the failed hard disk and prepare technical documentation that shows the procedures you follow to solve the problem

Unit Four: Evaluate and Edit Documentation

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Submitting technical documentation
- Gathering and analyzing feedback
- Incorporating alterations into the technical documentation
- Editing technical documentation

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Submit technical documentation
- Gather and analyzing feedback
- Incorporate alterations into the technical documentation
- Edit technical documentation

4.1. Submitting technical documentation for review

Submitting technical documentation for review is a crucial step to ensure accuracy, clarity, and effectiveness. Here's a guide on how to prepare and submit technical documentation for review Organizations can do document reviews informally or as part of a formal process.

How to prepare and submit technical documentation for review:

It provides a step-by-step guide on how to finalize, format, and submit technical documentation for review by reviewers.

- **The importance of review**: It emphasizes that review is a crucial step to ensure accuracy, clarity, and effectiveness of technical documentation.
- **The components of submission**: It lists the components of a submission, such as the document version, supporting materials, cover letter, and review goals.
- **The tools for review**: It suggest using a collaborative document review tool that allows reviewers to add comments directly to the document, such as Google Docs or Microsoft Word's Track Changes.

4.2. Gathering and analyzing feedback

Gathering and analyzing feedback on technical documentation is a crucial step in improving the quality, clarity, and effectiveness of the documentation. Here's a guide on how to gather and analyze feedback effectively:

- **Gathering Feedback**: How to identify reviewers, select review tools, provide clear instructions, encourage specific comments, establish a deadline, consider a review meeting, and include a feedback form for technical documentation.
- **Analyzing Feedback**: How to compile, prioritize, identify trends and patterns, and resolve conflicting feedback for technical documentation.
- **Feedback Channels**: How to offer multiple channels for feedback, such as email, comments, or feedback forms.

4.3. Incorporating alternatives to the technical documentation

Incorporating alternatives to technical documentation involves providing additional formats, resources, or methods to enhance accessibility and understanding for a diverse audience. Here are some strategies for incorporating alternatives into technical documentation:

- **Multimodal Documentation:**
  Offer documentation in multiple formats, such as text, audio, and video. This accommodates users with different learning preferences and accessibility needs.

- **Interactive Guides:**
  Create interactive guides or tutorials that allow users to actively engage with the content. This can include clickable elements, simulations, or step-by-step interactive experiences.

- **Visual Aids and Diagrams:**
  Enhance textual information with visual aids, diagrams, charts, and infographics. Visual elements can improve comprehension, especially for complex technical concepts.

- **Video Walkthroughs:**
  Provide video walkthroughs or demonstrations alongside written documentation. Visual demonstrations can be particularly helpful for users who prefer a more hands-on learning approach.

- **FAQs and Troubleshooting Guides:**
  Include Frequently Asked Questions (FAQs) and troubleshooting guides to address common user queries. This helps users quickly find solutions to issues they may encounter.

- **Use Case Examples:**
  Incorporate real-world use case examples to illustrate how technical features or processes can be applied in practical scenarios. Examples make abstract concepts more tangible.

- **Visual Mapping:**
  Use mind maps or visual mapping tools to represent relationships and connections between different components. Visual representations can aid in understanding complex systems.

- **Accessible Text Formats:**

  Ensure that text-based documentation is accessible. Use clear headings, bullet points, and concise language. Provide alternative text for images to accommodate users with visual impairments.

- **Translations:**

  Offer documentation in multiple languages to cater to a global audience. Ensure that translations

4.4. Editing technical documentation

Editing documentation based on feedback is important for continuous improvement. The following possessions are

- Review feedback: Read all feedback and note common themes and suggestions.

- Categorize feedback: Organize feedback into content, clarity, formatting, accuracy, etc.

- Prioritize changes: Address critical issues first, then minor improvements.

- Address accuracy: Verify information with experts or sources and correct errors.

- Clarify ambiguity: Rephrase unclear sections and add examples or explanations.

- Check consistency: Ensure consistent terminology, formatting, and style throughout the document.

- Update visuals: Improve visuals and diagrams to align with text and convey information.

- Incorporate examples: Add relevant examples or use cases to make content more practical.

- Verify references: Check and update cross-references or hyperlinks for easy navigation.

Self-Check 4

Part I: True or False Questions

1. The primary focus of technical document editing is to ensure the accuracy and clarity of the information presented in the text.

2. Technical editors work with writers to help them produce clear, accurate content.

3. It's great that you're gathering feedback on your technical document.

Part II: Choosing

1. Technical document editing is a process of reviewing technical documents, including:

   A. user manuals

   B. Reports

   C. instructions, and briefs.

   D. All

2. _____is an essential part of the engineering process and can help you improve the quality of your work.

   A. Documentation

   B. Feedback

   C. Template

   D. All

3. If document is inaccurate, and not be used.
   A. The document is approved
   B. The documents need changes
   C. The document is voided/rejected

Part III: Subjective Questions

1. Formal document review
2. Informal document reviews
3. Write the typical option in document revision

References

Reference Books:

1. "Technical Writing Process: The simple, five-step guide that anyone can use to create technical documents such as user guides, manuals, and procedures" by Kieran Morgan

2. "Read Me First! A Style Guide for the Computer Industry" by Sun Technical Publications

3. "The Elements of Technical Writing" by Gary Blake and Robert W. Bly

4. "Microsoft Manual of Style for Technical Publications" by Microsoft Corporation

5. "Every Page Is Page One: Topic-Based Writing for Technical Communication and the Web" by Mark Baker

Websites:

6. Techwire

7. Write the Docs

8. ISTC

9. Technical Communication Center

10. Read the Docs

11. Google Developer Documentation Style Guide

Developer's Profile

NO	Name	Qualif	Field of Study	Organization/ Institution	Mobile	E-mail
1	Zerihun Abate	MSc	ITM	Sebata PTC	0911858358	zedoabata2017@gmail.com
2	Abebe Mintafa	MSc	ITM	Ambo TVETC	0929362458	tolabula@gmail.com
3	Endale Bereket	Bsc	Comp.Science	M/G/M/B/P/T/C	0915439694	zesaron1221@gmail.com
4	Yinebeb Tamiru	BSC	Comp.Science	APTC	0936325182	yinebebtamiru07@gmail.com