

## Proficiency of Software package – Week 8

### Types Of Documentation (Part 3)

#### Technical Documentation

This is intended for technical maintenance of the system. Engineers and software developers will refer to the technical documentation in order to make changes to the system after it has been installed.

Technical documentation is created from the very first stages of the development phase as the original project team set down the details of the system.

#### Typical content of technical documentation includes:

- Sources code with copious commentary explaining how that part of the code works.
- Data structures used within the system.
- File formats used.
- File naming convention
- Validation ranges for data input.
- Macro scripts, including comments to explain each stage of the macro.
- Internal details of a database such as tables, relationships, records, queries used.
- Navigation layout such as a site map or link map of the system.

#### Other technical details to help with maintenance includes:

- Test logs and test results
- Security details of the system
- How to install the system
- How to backup and restore the system.

#### Advantages of Technical Documentation

- Improved sales that result from the availability of easily-referenced product information.
- Training that is more effective because of high-quality written materials.
- Computer system functions that are clarified and improved to better reflect business needs.
- Errors and gaps in a company's disaster recovery plan that are revealed and corrected.
- Menu names, screen titles, wording of screen options, and general usability that are improved for clarity, accuracy, and consistency.
- Agreement that is reached on system functionality between I/T staff and business departments as a result of developing and finalizing system and user documentation.

- Testing all options of a computerized system in order to produce complete user documentation.
- Access to a computerized system that is reorganized as a result of writing user procedures.
- Reviewing a computer system's functions as part of the process of reviewing and finalizing user documentation.
- Errors that are avoided because of accurate, clearly-written procedures.

### **Disadvantages of technical documentation**

- Need to be at the computer to access it
- Context-sensitive help.
- Resources required to provide ongoing training and awareness.

### **Theory Questions**

**Q1: Describe the function of the following keys of a keyboard.**

- a) ESC
- b) F1
- c) Caps Lock
- d) Space Bar

**Q2: The following is a list of three types of printers. Arrange the printer in descending order of print quality, that is, best print quality first.**

**Dot matrix printer, laser printer. Ink jet printer.**

1. ....
2. ....
3. ....
- 4.

**Q3: Fill in the blanks with the following words**

Byte, Virus, CPU, Instructions, Data, Information

- a) A .....is a program intentionally created to destroy data.
- b) The .....consists of ALU, control unit and memory unit.
- c) A group of 8 bits forms one .....
- d) Input is processed to produce .....
- e) Input is processed according to a set of .....
- f) .....means raw facts and figures.

**Q4: Tick True or False next to each of these statements.**

	True	False
A browser is used surf the internet		
A spreadsheet is used to look for information on the internet		
A spreadsheet package can be used to produce accurate charts		
A spreadsheet package can be used to perform calculations automatically		
A search engine can be used to type letters		
Presentation software can use animations, but not text formatting		
An operating system is an application program.		

**Q5: Differentiate between the two types of page orientation:**

- Portrait:
- Landscape:

**Q6: Briefly describe the purpose of the following worksheet view options:**

- a) Page layout view
- b) Page break view