Outline of March 25 Lecture

1. User Documentation
   1.1 What’s your favorite “bad documentation” story? (First question on quiz)
   1.2 Common themes of good/bad documentation (discussion)
   1.3 User task analysis
   1.4 Different types of user documentation
      • Online help
      • User manuals
      • Reference cards
      • Tutorials

2. Technical Documentation
   2.1 Differences between technical and user documentation
   2.2 Documenting both development and the development process
   2.3 Documentation and Maintenance
   2.4 Summary of Lethbridge paper (from SIGDOC 2002) on survey on technical documentation:
      • Most documents are never updated during maintenance
      • Split on whether documentation should be discarded over time
      • Requirements specifications are usually the most commonly consulted
      • Helpful documentation technologies: word processors, automated tools
      • Most important attributes: content, currency, availability, examples
      • Size of the project doesn’t matter