

Documentation Project Plan: Sample

Our engineering team plans to roll out the Carambola 3000 Weather Station in May. This documentation project plan summarizes the planned documentation set for the product.

The Documentation Set

The documentation set will consist of the titles listed in Table 3-1.

TABLE 3-1 The Titles in the Carambola 3000 Weather Station Documentation Set

Audience	Full Title	Title Abbreviation
Customers	Planning for the Carambola 3000 Weather Station	Planning
	Installing the Carambola 3000 Weather Station	Installing
	Release Notes	Release Notes
Integrators	Developing Applications for the Carambola 3000 Weather Station	Developing
Customer Support Reps	Advanced Troubleshooting for the Carambola 3000 Weather Station	Advanced Troubleshooting
Manufacturing	Schematics	Schematics
	Hardware Specifications	Specs

We detail each of the preceding titles in separate doc specs, which you can find on the corporate intranet.

For Consumers

We will provide the following three titles for customers:

- *Planning*—This guide will help consumers prepare for an installation during the three-week interim between ordering the station and receiving it. This guide will help consumers determine the most effective locations for instruments.
- *Installing*—This guide will help consumers install the hardware and to install and configure the software.
- *Release Notes*—These notes will summarize the features of the product and detail any known bugs. (For subsequent releases, *Release Notes* will also document bugs fixed.)

For Integrators

We will provide the following single title for integrators:



- *Developing*—This is a guide that will detail our APIs for companies that want to integrate the Carambola 3000 with their products (for example, with factory automation software). This book will contain several example programs written in Java.

Customer Support

We will provide the following documentation for our own customer support organization:

- *Advanced Troubleshooting*—This guide will explain how to handle various potential customer complaints. Note that the *Installing* manual also contains a “Troubleshooting” chapter, but the *Advanced Troubleshooting* guide contains solutions (including remote debugging) that require more sophisticated knowledge of internals.

Although we will target *Release Notes* for consumers, we believe that customer support will also find them helpful.

Manufacturing

We will provide the following information for our manufacturing and procurement teams:

- *Schematics*—These will consist of highly detailed schematic diagrams; our manufacturing team requires these schematics to assemble the product.
- *Specs*—These documents contain tolerances and specifications for all hardware components; our procurement department requires these documents.

Media

We will ship documents in the formats listed in Table 3-2.

TABLE 3-2 How We Will Distribute the Documentation Set

Title Abbreviation	Medium	Distribution
Planning	PDF file	We will e-mail this file to consumers right after they buy the product.
Installing	Hard copy	We will kit these on the factory floor.
Release Notes	TXT file	This will be on the installation CD.
Developing	PDF file	This will be on the installation CD.
Advanced Troubleshooting	PDF file	We will post this on our corporate intranet.
Schematics	VSD files	We will post this on our corporate intranet.
Specs	PDF file	We will post this on our corporate intranet.

Issues

We've never used the print vendor before, and we're a little worried about quality.

