

# Question-and-Answer Format Example

The following example uses Q-and-A format to explain a firewall product aimed at technophobic lay readers. Most lay readers greatly prefer the Q-and-A format to a more traditional technical manual. The style is highly conversational and easy to read. Note that this tone is generally inappropriate for a serious technical audience.

## **InfiGuard (an example of Q-and-A format)**

This document explains how the InfiGuard Firewall protects your PC.

### **Why do I need a firewall?**

A firewall protects you from individuals trying to harm your PC or steal data from it.

### **But I'm a good person. Why would someone want to damage my PC?**

We know you're a good person. We only sell to good people. However, there are some very bad people on the Internet.

### **What could they do to my PC?**

Unspeakable things. They could render your PC completely unusable. Or, they could mess up your PC so badly, you'd wish it were dead. Or, they could spy on you and take note whenever you went to a questionable Web site.

### **How does a firewall protect my PC?**

A firewall only lets trusted people and organizations gain access to your PC (and only to certain benign portions of your PC, at that). The firewall prevents any untrustworthy people and organizations from gaining access to your PC.

### **How does the firewall know who to trust?**

The firewall will ask you.

### **Do I need a degree in computer science to answer its questions?**

No. The firewall asks you in plain English. For example, the firewall might ask you a question such as, "Dexco Unlimited is trying to install a file on your system. It looks suspicious. Should I prevent Dexco Unlimited from installing the file? (Yes or No.)"

### **Is it really that easy?**

About 95% of the questions really are just that easy. A few questions are more complex, but the InfiGuard Firewall will recommend an answer for the really tough ones.

