

S E C O N D E D I T I O N

# WRITING SOFTWARE DOCUMENTATION

*A Task-Oriented Approach*

THOMAS T. BARKER

THE AILEY & BACON SERIES IN TECHNICAL COMMUNICATION

# Writing Software Documentation A Task Oriented Approach

**Sandra W. Harner, Tom G. Zimmerman**



## **Writing Software Documentation A Task Oriented Approach:**

*Writing Software Documentation* Thomas T. Barker, 1998 Part of the new Allyn Bacon series in technical communication Writing Software Documentation features a step by step strategy to writing and describing procedures This task oriented book is designed to support both college students taking a course and professionals working in the field Teaching apparatus includes complete programs for students to work on and a full set of project tracking forms as well as a broad range of examples including Windows style pages and screens and award winning examples from STC competitions

**Guide to the Software Engineering Body of Knowledge** Alain Abran, James W. Moore, 2004 The purpose of the Guide to the Software Engineering Body of Knowledge is to provide a validated classification of the bounds of the software engineering discipline and topical access that will support this discipline The Body of Knowledge is subdivided into ten software engineering Knowledge Areas KA that differentiate among the various important concepts allowing readers to find their way quickly to subjects of interest Upon finding a subject readers are referred to key papers or book chapters Emphases on engineering practice lead the Guide toward a strong relationship with the normative literature The normative literature is validated by consensus formed among practitioners and is concentrated in standards and related documents The two major standards bodies for software engineering IEEE Computer Society Software and Systems Engineering Standards Committee and ISO IEC JTC1 SC7 are represented in the project

*Technical Writing Style* Dan Richard Jones, 1998 Advanced technical communication books are becoming more and more available However each book is solely devoted to a specialized topic such as technical editing design illustration usability testing and online documentation Despite all of these introductory and advanced books not one is available specifically devoted to the challenges of style in technical communication

**KEY TOPICS** This 12 point approach offers the most current and comprehensive instruction available in achieving an effective style in technical documents It shows that technical prose style varies from the highly formal to the colloquial from the pretentious to the plain and it demonstrates the many stylistic strategies writers should consider for every technical document they write Anyone who has to write professional and technical documents specifically engineers software developers consultants medical writers professional technical writers Part of the Allyn Bacon Series in Technical communication

**Oral Presentations for Technical Communication** Laura J. Gurak, 2000 Oral Presentations for Technical Communication provides what most technical communication books lack clear accessible instruction on speaking This book helps professionals master public speaking in a technical or scientific environment whether it be through traditional presentations with whiteboards and flipcharts or presentations with computer software such as PowerPoint Unlike most general speech texts which include examples from various disciplines Oral Presentations uses specific examples from the fields of science and technology and shows how skilled technical communicators make complex information accessible to non technical audiences The first three parts of the book focus on basic skills and concepts including four basic types of presentations

relevant to technical communication The last two parts introduce more advanced topics such as legal privacy and censorship issues and the changing nature of presentations in the digital age Oral Presentations thus brings together the best most current instruction from three fields technical communication rhetoric speech communication and computer and information technology For professionals in public speaking oral presentations and technical communication

**Technical Editing** Carolyn D. Rude,1998 A textbook for a graduate or undergraduate course presenting not lists of rules but principles and strategies of grammar punctuation style organization and visual design of technical information Revised from the 1991 edition to incorporate changes on the technology and the global marketplace s

**Writing Better Computer User Documentation** R. John Brockmann,1986 Helping data processing professionals to write accurate clear computer documentation this book presents a systematic approach to writing manuals online documents system messages menus and on line tutorials Covers the process of creating these materials from the inception of the documentation project to its revision after publication Addresses the rapidly changing role of the documentation writer and the move toward manual less software Also provided are extensive reference sections at the end of each chapter

Writing in the Health Professions Barbara Heifferon,2005 Practical applied and up to the minute Writing for the Health Professions teaches students healthcare professionals and professional writers the essential skills in medical and health communications Drawing on her extensive experience as a nurse cardio pulmonary technician medical writer and writing teacher Barbara Heifferon addresses the communications requirements of the healthcare professions and those who write in these high tech fields This comprehensive text covers writing situations and documents common in hospitals clinics HMOs health insurance companies public health campaigns and other healthcare environments Special attention is given to visual and electronic forms of communication including Web sites and multimedia productions

**Usability Testing and Research** Carol M. Barnum,2002 Built on a solid foundation of current research in the field Usability Testing and Research provides a comprehensive up to date perspective in this increasingly important area of technical communication Based on the most current research in the field this book reflects the most recent developments and studies on this topic available Sidebars throughout the book catch the attention of the readers and highlight key concepts in the text A chapter on web testing provides coverage of what is now the hottest area in usability testing End of chapter discussions and exercises reinforce learning Frequent examples of planning conducting and reporting usability tests present current samples of projects An appendix on teamwork gives pertinent advice in an area neglected by other texts building and coordinating cross functional teams for usability testing For those interested in usability testing and research

*Writing a Professional Life* Gerald J. Savage,Dale L. Sullivan,2001 This is the first collection of narratives by practicing technical communicators telling their own personal stories about the workplace and their lives on the job The authors portray a wide range of jobs writers editors interface designers marketing writers and trainers working in 9 different technical fields including software R D engineering

medicine transportation and telecommunications The stories vividly demonstrate the unique power of narrative as a teaching and learning tool Unlike fabricated cases these real life narratives show new and veteran technical writers at work on the job dealing with tasks clients and co workers and revealing their insights values and attitudes about their work The stories also show the skills required in the profession and the ethical and other issues raised in the course of the workday For anyone interested in technical communication and professional writing

**Principles of Web Design** David K. Farkas, Jean B. Farkas, 2002 This is a conceptually rich book that teaches web design skills and offers practical guidance within a coherent framework of information design principles and hypertext theory With a very clear yet trim writing style and over 150 illustrations this book offers a broad range of discussion items An emphasis on intellectually challenging questions call for review and synthesis problem solving and the focused examination of Websites A set of 30 Quick Start design principles enables readers to begin working on a project Explanation of copyright issues include public domain content fair use and related issues Emphasis on usability testing and other forms of evaluation teach the importance of involving users in the design process and help plan and conduct basic usability tests For those interested in multimedia and web design

**Technical Marketing Communication** Sandra W. Harner, Tom G. Zimmerman, 2002 This book provides the necessary preparation for the breakneck speed of technical marketing communications in today's Internet economy A progressive approach first explains the role and responsibility of marketing communication in a technology filled world Then on that foundation the book progressively introduces the concepts of needs analysis audience analysis strategy development media choices tactics and continuous evaluation A first person scenario opens each chapter giving readers a glimpse of real world experiences as told by professionals in the field A Summing it Up section at the end of every chapter provides a quick reference guide to the most important material covered in the chapter An Applying What You've Learned section at the end of every chapter includes exercises and discussion starters For those interested in expanding their skills in technical marketing communication

**Encyclopedia of Information Systems: A-D**, 2003 Global Contexts Deborah S. Bosley, 2001 A dozen case studies some fiction some real for use in a graduate or undergraduate technical communication course They reveal issues relevant at the international level offer strategies for recognizing behaviors and patterns of thinking and feeling that affect technical documentation and identi American Book Publishing Record, 2003

**Conference Proceedings**, 2003 **Microcomputer Market Place**, 1985 **Collaborative Writing** Bruce W. Speck, 1999-07-30 Covers theoretical and practical developments in collaborative writing in academic and nonacademic settings from the early 1970s to 1997 **Writing Manuals & Instructions**, 1993 **Proceedings of Share** Share Inc, 1983 *Berkshire Encyclopedia of Human-computer Interaction* William Sims Bainbridge, 2004 Examines how people interact and communicate via computers robots information systems and the Internet Articles present current research in sociology behavioral science anthropology engineering computer science Written for the educated layperson

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