

Jasmine Tools Documentation Plan			
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Project Description:	Fox Customer Management Tool – Integrated Jasmine tool for single user support, reporting and bulk updates.		

Table of Contents

1. Executive Summary	3
2. Product Overview	4
3. Assumptions	4
4. Audience	5
5. Objectives and Strategies	6
5.1 Help File and Glossary	6
6. Components	6
6.1 Online help file.....	6
6.2 Online glossary.....	6
6.3 Error and other codes.....	7
6.4 Icon graphics production	7
6.5 Jasmine Wizard.....	7
6.6 Mouse-over not available.....	7
6.7 Tool overview “film”	8
7. Usability Considerations	8
7.1 UI Design	8

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7.2 Test Issues.....	8
7.3 Testing	8
8. Accessibility.....	8
9. Localization.....	8
10. Production Tools	9
10.1 Online Help and Glossary production	9
10.2 Icons	9
11. Schedule and Milestones	9
11.1 Milestone Schedule	9
12. Staffing	10
13. Dependencies.....	10
14. Open Issues	10
15. Related Documents and References.....	11
16. Revision History.....	11
17. Appendix A: Online Help Table of Contents effective 4-11-03.....	13
18. Appendix B: Online Help Image.....	15
19. Appendix C: Glossary Terms.....	16
20. Appendix D: User class details.....	18
21. Appendix E: Client Result Codes	18
22. Appendix F: Result Type Descriptions	18
23. Appendix G: Jasmine Icons.....	19

1. Executive Summary

The purpose of the Jasmine project is to assist all tiers of Jasmine customer support staff by replacing the multiple tools they currently use to one single tool. This consolidation should result in easier problem-solving for support staff.

There are several user assistance tools planned for Jasmine installation, primarily an online help file and a glossary. There may be other tools developed as the project progresses. See [Section 6: Components](#) for any other Jasmine UA tools.

All work will be produced by the Technical Writer. The size of the UA tools are unknown at this time.

2. Product Overview

Jasmine – Integrated framework for Fox business components.

Currently, there are a variety of tools for different levels of support, all housed in different locations. The Jasmine framework will integrate all Fox-specific components into one central framework, with access controlled by a robust and granular security infrastructure. Jasmine will serve as a framework for four purposes:

1. Single user support
2. Customer communication
3. QoS Reporting
4. Real-time dashboard



This tool will be used by Technical Support Reps (Tiers 1-3 and RTAC). Additionally, other areas of Jasmine will use the tool for customer communication, reporting, and batch processing purposes. For further details on the usage of this tool, see [Section 4: Audience](#).

NOTE: In this document, “online help file and glossary,” “user assistance tools,” and “Jasmine UA tools” are equivalent and will be used interchangeably.

3. Assumptions

For the user assistance tools, the following assumptions are made:

1. The project is described in the multiple Jasmine functional specifications. At this time, the Jasmine *Framework and Security* and *Search and Diagnostic* specs are complete. Future specifications will outline other aspects of the Jasmine tool set.
2. The functional specs will identify the different procedures, etc. to be included in the online help and online glossary components.
3. The current plan is to provide online help for every function and task.
4. The online help file and glossary will be added to the actual Jasmine tools application by another party. I will only be responsible for generating the products. If I need to take any special measures so that my products can be incorporated into the Jasmine tool set, I would be informed of those requirements in advance.
5. The Technical Writer will be using RoboHelp to create the online help and glossary products.
6. The Program Manager will have ultimate authority over the contents and formats of the online help and glossary.
7. The Technical Writer will act as the project usability liaison and will coordinate usability with the regular Jasmine Usability team (see [Section 7: Usability](#)).
8. No troubleshooting guides will be created at this time.

	DOC: Jasmine Framework and Security functional specification
	DOC: Jasmine Search and Diagnostic functional specification

4. Audience

The Jasmine tool set is planned to address the needs of several sections of Jasmine support:

1. **Technical Support Rep (Tiers 1-3 and RTAC).** All levels of technical support will use Jasmine to address customer issues regarding narrowband and broadband.
2. ~~**Customer Support.** While Phoenix may be the primary tool for customer support reps, JASMINE will be used to address Jasmine-specific order and connectivity issues.~~
3. **Global Service Center (GSC).** GSC will have access to most functions related to single user support in order fix escalations from support.
4. **Member Policy/Legal.** This group will utilize tools that provide customer data that aid in customer investigations.
5. **Business Operations.** Business operations will utilize tools that provide customer data that aid in customer investigations.
6. **Product Group.** Depending on what specialty the user has, members of the Fox product group will have varying access to all spectrums of the tool.
7. **Operations.** Security, prop team, *sallyc* and build out teams will be responsible for the day-to-day management of the servers hosting Jasmine.
8. ~~**Management.** Depending on what focus the user has, members of management will have varying access to all spectrums of the tool.~~

NOTE: See the Jasmine Requests document for more information about the features requested.

	DOC: Jasmine Requests document
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5. Objectives and Strategies

5.1 Help File and Glossary

Every function and task will be included in the online help and glossary to provide assistance and information to the user.

6. Components

The user assistance products for Jasmine users will consist of an online help file and glossary, an error message table, and UI icons. If time permits, there will also be an introductory training video.

6.1 Online help file

~~The online help file will be ordered by the hierarchy of the Jasmine tool itself:~~

- ~~1. Core Component~~
- ~~2. Major Area~~
- ~~3. Function~~
- ~~4. Task~~

The online help file will document every function and task that exists in the Jasmine tool. It will provide a keyword search so that users can find the help topic quickly. It will provide step-by-step instructions (how-tos) to perform tasks. Online help keywords will have hyperlinks to the online glossary. See [Appendix A](#) for the current online help Table of Contents.

Only root administrators will be authorized to add, edit, or delete tasks in the online help file and in the online glossary. (This might be an ongoing process that the technical writer will assist with.)

The final compiled help module (.chm) will be organized by function, i.e. customer research, group administration, user administration, et. al.

6.2 Online glossary

The online glossary will be sorted in alphabetical order and will also have a search function. It will contain terms used in Jasmine that are specific to the service, along with any acronyms used. Other general glossary terms may be included as needed. See [Appendix C](#) for the current list of glossary terms.

6.3 Error and other codes

Jasmine online help will include references for error codes and other useful information. The .chm currently contains a list for the following:

- Appendix B: User Class Details
- Appendix C: Client Result Codes
- Appendix D: Result Type Descriptions

Other references will be added as appropriate.

6.4 Icon graphics production

I will be discovering (or creating) icons to use in the Jasmine UA Tools GUI. Icons will be produced for different levels and tasks. The list of icons below comes from the Jasmine Search and Diagnostic Spec review (3/10/03). More icon images may be added needed.

- Icon1 → Search
- Icon2 → Client Viewer
- Icon3 → Data Sheet
- Icon4 → Troubleshooter
- Icon5 → Detailed Connection History
- Icon6 → Customer Information
- Icon7 → Administration
- Icon8 → Personal Settings
- Icon9 → Help
- Icon10 → Notifications
- Icon11 → Save Search
- Icon12 → Open Saved Search

6.5 Jasmine Wizard

The current design plan is to include a troubleshooting wizard with the Jasmine tool. This wizard is intended to guide users through the steps needed to resolve problems. The Technical Writer will not be involved in the wizard production.

~~6.6 Mouse over not available.~~

- ~~▪ **NOTE:** The Jasmine framework functional spec lists that "mouse overs should link to glossary." I will not be able to enable this feature—it would need to be implemented by the UI developer. The developer would be able to use the online glossary terms as a content resource.~~

6.7 — Tool overview “film”

~~If time permits, we will also create an online Tool Overview that will introduce the user to the Jasmine Tool by providing a short demo “film” of the most common tasks.~~

7. Usability Considerations

7.1 UI Design

An ideal team for designing a User Interface (UI) would include a UI design expert. However, the Jasmine tool design team does not an expert to consult with. Thus design team members are making a best effort to keep usability in mind during the design process. As the usability liaison for Jasmine, I have taken part in some design discussions, but for the most part my participation has been minimal.

7.2 Test Issues

Performance is a key component that needs to be thoroughly tested and signed off. Customer support reps are reviewed on service levels and the more time on a call a representative takes, the more money it costs Jasmine.

7.3 Testing

As usability liaison, I contacted Dennis Pixel, Lead Usability Engineer at Jasmine Usability. Dennis informed me that no resources for testing internal tools exists at this time.

There are no current plans to perform any type of usability testing on Jasmine on our own.

8. Accessibility

Accessibility will not be addressed with this user assistance product set.

9. Localization

Localization will not be addressed with this user assistance product set.

10. Production Tools

10.1 Online Help and Glossary production

The online help file and glossary will be constructed using RoboHelp®. RoboHelp® is very adept at handling Microsoft Office files, and it is the best product development environment for these user assistance products.

10.2 Icons

Icons will be produced using Adobe PhotoShop® in addition to Microsoft image editing tools.

11. Schedule and Milestones

11.1 Milestone Schedule

The Jasmine product will be created in stages. The online help file and glossary will be developed at each stage as the content is revealed during each development stage. Timing of the Jasmine UA tools development may be closely interrelated with the actual project development. It is unknown at this time when and how these tools will be "plugged in" to the main Tools app.

The below schedule includes my preliminary estimates for the online help and glossary files based on the milestone schedules for specifications. The original milestone schedule for the Jasmine project can be viewed in the functional specs located at <http://Jasminepm/tools/Shared%20Documents/JasmineFramework.doc>.

Milestone	Date
MO Requirements and Spec	
Requirements Gathering	1/10/03 complete
Framework Spec complete	1/27/03 complete
Documentation Plan draft	2/10/03 complete
Search and Diagnostic Spec complete	2/14/03
M1 Online help TOC complete	2/21/03 complete
M1 Online glossary complete	2/21/03 complete
M1 Base Framework development and testing	
Code complete	2/17/03
Test signoff in TST	2/28/03
M2 - RTO Framework and Base Search	

Code complete	3/19/03
M2 Online help TOC complete	4/09/03
M2 Online glossary complete	4/04/03
Documentation Plan final	4/11/03
Test signoff	4/15/03
Beta trial and Usability testing	4/21 - 5/2
M3 - Search and Diagnostic Development and testing	
Code complete	5/23
Test signoff	6/23
V1 Deployment to production	6/24 - 6/27

12. Staffing

The Jasmine UA tools as described in section will be produced by the Jasmine Technical Writer (Susan Kaltenbach), in addition to work by the developers and program manager(s).

~~Testing for the documentation set will be performed by Jasmine Usability staff in partnership with myself and the Program Manager.~~

Technical review of the tasks outlined in online help may be performed by members of the Functional Spec review committee during the Jasmine UA tools development process.

13. Dependencies

The production of user assistance products is dependent upon the Functional Specs for all tasks to be completed with Jasmine Tools. Thus, any slippage in the development schedule will correspond to a slip in the documentation schedule.

Content of the online help file is dependent on the information being revealed in the Jasmine functional specifications.

14. Open Issues

1. The user interface prototype is being developed by SallyC. It is important to know the layout of the Jasmine tool so that help instructions can contain appropriate references for instructions, etc.
2. Need to identify how much memory the user assistance products are allowed. If there are tight restrictions on file size, it will dictate how content is presented in the online help and glossary.

15. Related Documents and References

Name	Location
Jasmine Framework functional spec	http://foxpm/tools/Shared%20Documents/JasmineFramework.doc
Jasmine Search and Diagnostic s functional spec	http://foxpm/tools/Shared%20Documents/JasmineSearchandDiagnostic.doc
Jasmine requests and requirements	http://foxpm/tools/Shared%20Documents/Jasmine_Requests.xls
Radius and Client log Spec	http://foxpm/Functional%20Specs/Radius%20and%20Client%20Log%20Data%20Transfer.doc

16. Revision History

Date	Notes	Author
2/5/2003	Created Document	Susank
2/10/2003	Updated online help file contents to include Admin Tasks, Real Time Dashboard, and Personal Settings.	Susank
2/10/2003	Added components for top ten tasks and error messages. Updated online help TOC to follow.	Susank
2/13/2003	Added items from the new Jasmine Search and Diagnostics spec. Added User Class Details to appendix.	Susank
2/17/2003	Added items from Doc Plan review meeting re: Intro to Jasmine.	Susank
4/9/2003	<ul style="list-style-type: none"> Updated section 6 (Components) to include icon requirements (6.4). Added Client Result Codes (Appendix E) Added Result Type Descriptions (Appendix F) 	Susank
4/11/2003	<ul style="list-style-type: none"> Updated online help TOC (Appendix A) Added image of compiled online help file (Appendix B) Added draft sheet of icons to meet requirements in section 6.4 (Appendix G) 	Susank
4/14/2003	<ul style="list-style-type: none"> Completed Executive Summary. Updated section 4: Audience. Removed "Customer Support" and "Management." Updated section 6: Components to remove hierarchy discussion (6.1). 	Susank

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	<p>Updated section 6.3 to reflect the appendices of the .chm file dealing with error/reference codes. Added section 6.5, Jasmine wizard. Removed sections 6.6 and 6.7.</p> <ul style="list-style-type: none">• Updated section 7: Usability testing to include a discussion of UI design, and also to indicate no usability tests planned at this time.	
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17. Appendix A: Online Help Table of Contents effective 4-11-03

Welcome to Jasmine Help

Jasmine Search and Diagnostics

Search

- Starting Search**
- Basic Search**
- Advanced Search**
- Phoenix Initiated Search**
- Search Result**
- Customer Information**
- Saved Searches**
- Input passed**
- Multitasking**
- Error Handling**

Diagnostics

- Broadband Customer Diagnostics**
- Quick View Connection History**
- POP Health**
- Radius Simulation**

User Notification Submission

- User Notification Submission**
- User Notification Display**

Customer Specific Notifications

- Notification Submission Function**
- Notification display**

Jasmine User Management

User Management

- About Usernames**
- Create or Re-Enable New User**
- Disable User Account**

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Modify User Group Membership

Modify User Permissions

View or Modify User Properties

View User Group Membership

View User Permissions

Group Management

Create New Groups

Delete Group

Modify Group Membership

Modify Group Permissions

View, Modify or Add Group Properties

View Group Membership

View Group Permissions

Your Feedback

Appendix A: Glossary

Appendix B: User Class Details

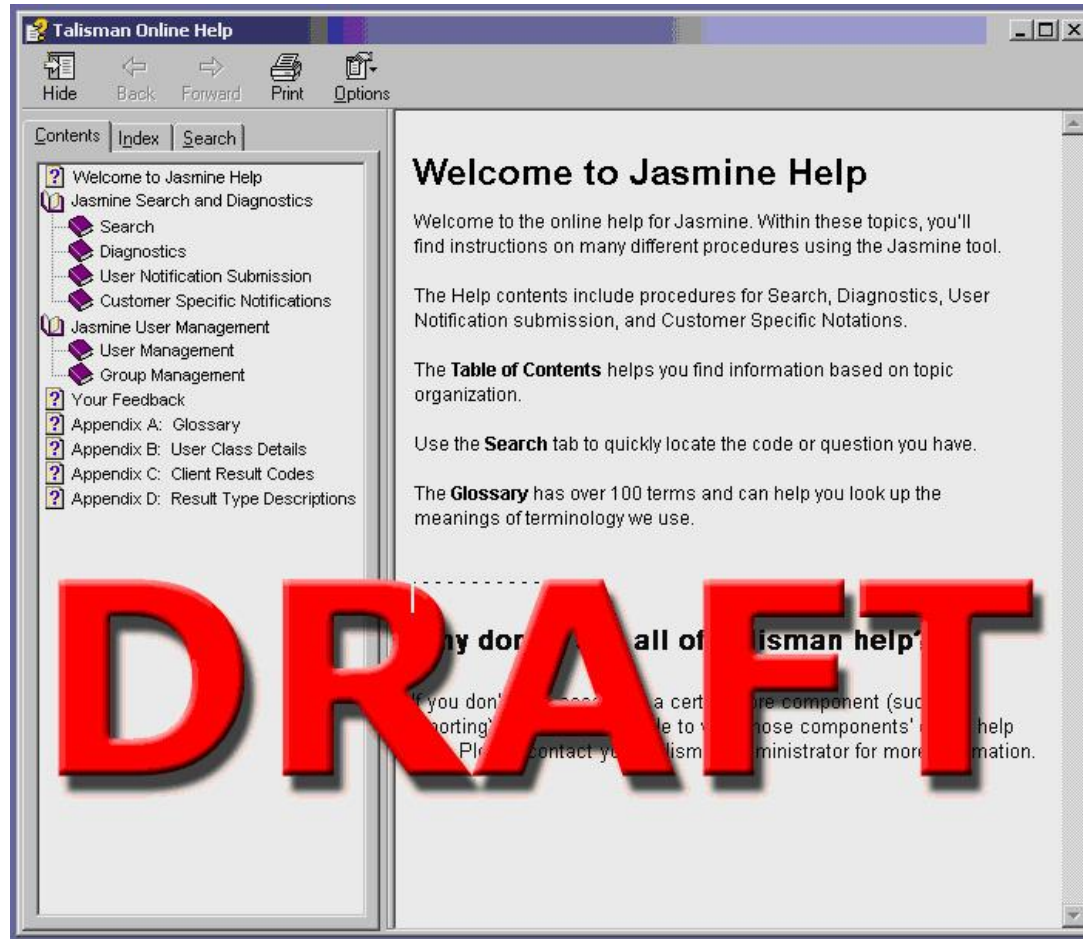
Appendix C: Client Result Codes

Appendix D: Result Type Descriptions

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18. Appendix B: Online Help Image

Below is an image of the Jasmine online help .chm file as of 4-11-03.



19. Appendix C: Glossary Terms

Last updated: 7/20/09

Term	Description
API	Applied Programming Interface
BB	Broadband
BTN	Billing telephone number
Case sensitive	A data field that distinguishes between uppercase (capitals) and lowercase letters
Congestion error	An error caused by a lack of capacity on the provider's network
Core Component	The high-level core functions of JASMINE
CS	Customer support
Frame Relay	A packet-switching protocol for use on <u>WANS</u> (wide area networks). Uses variable-length packets over predetermined paths (see <u>PVC</u>).
Function	A group of tasks that can be performed
IP Address	The address of a computer attached to a TCP/IP network. Every client and server station must have a unique IP address.
ISDL	ISDN digital subscriber line
ISP	Internet Service Provider
IVR	Interactive Voice Response. The system used to provide the customer with information and mechanism to perform actions via the phone.
L2TP error	An error occurred during the set up of the L2TP connection
LAN	Local area network. A group of computers and related devices distributed over a limited area and interconnected by communications links.
Major Area	Core components further broken out into areas of concentration
Modem	Modulator-Demodulator. A device used to convert computer information to a format that can be transmitted over phone lines and decoded at the receiving end.
MTTR	Mean time to resolution
N/A	Not applicable
NB	Narrowband
Network	An error occurred while assigning an IP address
NIC	Network Interface Card

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Term	Description
Operating System	Software that controls the allocation and usage of hardware resources such as memory, CPU time, disk space, and peripheral devices. This program runs the basic functions of computers.
POP	Point Of Presence, a modem bank connected to a service provider. The box calls a POP to connect to the Internet.
PPP	Point-to-point protocol
PPP error	An error that occurs during the PPP set up or handshake process
QOS	Quality Of Service
SD	Site Directory
SDK	Software development kit
SKU	Stock keeping unit
SSL	Secure Sockets Layer. A security technology that encrypts and authenticates data between a Web server and browser.
Jasmine	A tool for different levels of support that integrates specific Internet components into one central framework.
Task	An individual action that can be performed. A task can be used to display or manipulate data.
TBD	To be determined.
TOU	Terms of use
UI	User Interface
URL	Universal Resource Locator. A unique Internet/Intranet address.
USB	Universal Serial Bus
User error	An error that is the result of a user's configuration of the system/hardware.
User Interface	Combination of menus, screen design, keyboard commands, command language and online help, which dictates the way a user interacts with a computer.
VISP_ID	Account ID. VISP means Virtual Internet Service Provider.

20. Appendix D: User class details

NOTE: The User class detail table is not included in this MS external work sample.














21. Appendix E: Client Result Codes

NOTE: The Client Result Codes table is not included in this MS external work sample.

22. Appendix F: Result Type Descriptions

NOTE: The Result Type Descriptions table is not included in this MS external work sample.

23. Appendix G: Jasmine Icons

Icon1 → Search			
Icon2 → Client Viewer			
Icon3 → Data Sheet	(to follow)		
Icon4 → Troubleshooter	(to follow)		
Icon5 → Detailed Connection History			
Icon6 → Customer Information		 (original)	
Icon7 → Administration			
Icon8 → Personal Settings			
Icon9 → Help			
Icon10 → Notifications			
Icon11 → Save Search			
Icon12 → Open Saved Search	