

THE TYPES OF BOOKS

“The Better The Book The More for The Reader”

Holbrook Jackson, Maxims of Books and Reading

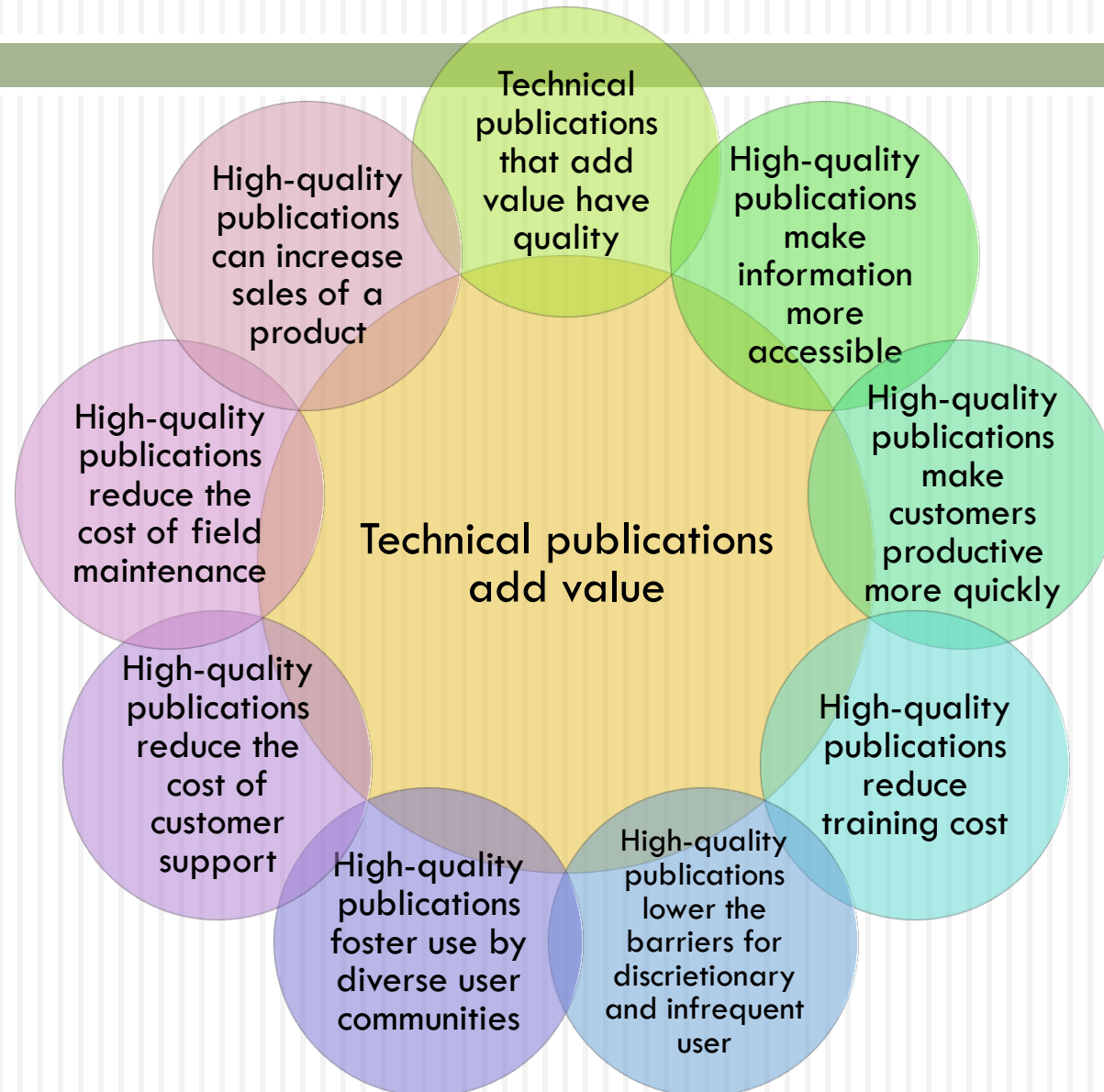
George Holbrook Jackson (1874 - 1948) was a British journalist, writer and publisher. He was recognised as one of the leading [bibliophiles](#) of his time



Quality in Technical Publications

- Quality in technical publications is relative
 - ▣ Quality in technical publications depends at least in part, upon the perceptions of the user
 - ▣ conformance to requirements - kesesuaian dengan persyaratan (Crosby, 1979)

Technical publications add value



Achieving quality in technical publications

- The most commonly accepted practices to ensure quality in technical publications are to:
 - ▣ Set Standart
 - Format and Typography
 - Writing Style
 - Use of special terminology
 - Spelling and abbreviations
 - Organization of publications
 - Organization of libraries
 - Publication-development process
 - ▣ Hire Good People
 - ▣ Use good tools

SIX STEPS IN THE WRITING PROCESS

1. Analyzing the audience
2. Making an outline definition
3. Making a detailed definition
4. Choosing the style and format you are going to use
5. Writing the manual
6. Testing the manual

4 KINDS OF MANUAL AVAILABLE TO SOFTWARE USER

1. Introductory Manuals
2. Training Manuals
3. User Manuals
4. Reference Manuals

Two Possible Audience

1. Potential customer who is considering whether to buy product
2. One who has the product, but does not know anything about it yet

Example : a word processor operator

INTRODUCTORY MANUALS

Purpose

- ❖ Give a general overview of the product, Emphasize the benefits to be gained from using it
- ❖ Describe the product features that are of most interest to the reader
- ❖ It may be the next book they read after sales brochure

Content

- ❖ General overview
- ❖ Describe each feature
- ❖ Summary of the main points at the end

Style

- ❖ Must be light
- ❖ The reader must want to continue reading

Purpose

- ❖ For new user, to help them learn what to do
- ❖ To introduce the user to the systems or product
- ❖ Must take the place the teacher
- ❖ Confirm that they are doing is right
- ❖ Give them confidence

Content

- ❖ Must be a series of lesson
- ❖ Overview of each lesson
- ❖ Limited amount of information (never talk about product

Style

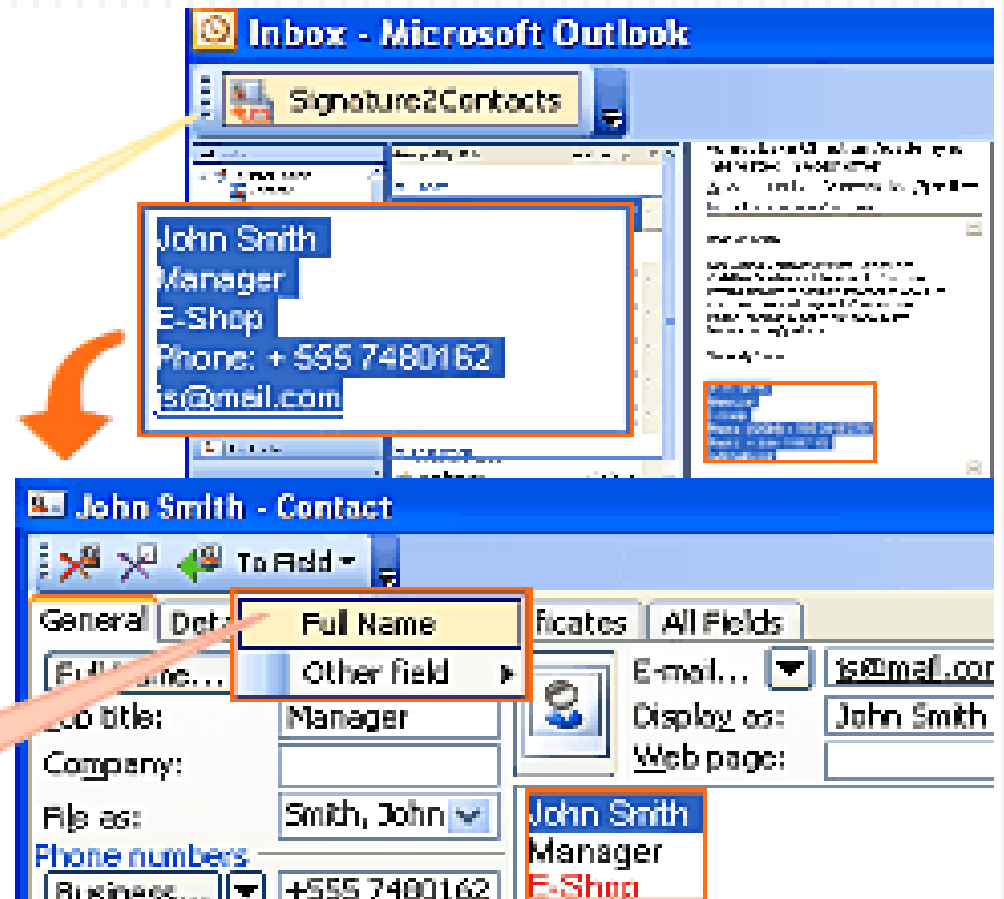
- ❖ Simple, repetitive, reassuring
- ❖ Step by step instruction
- ❖ Anticipate possible mistake
- ❖ Teach the ideas from specific cases
- ❖ Keep the audience firmly in mind
- ❖ Don't leave any "what if ?"



Signature2Contacts

- 1 Select a signature
- 2 Click Signature2Contacts - this command recognizes the signature data and automatically fills in the new Contact

- 3 Quickly assign unidentified information to appropriate Contact fields



The screenshot shows the Microsoft Outlook interface. The top window is titled "Inbox - Microsoft Outlook" and displays a ribbon with the "Signature2Contacts" command highlighted. A callout box shows the signature data extracted from the command: "John Smith", "Manager", "E-Shop", "Phone: + 555 7480162", and "js@mail.com". Below this, a second window titled "John Smith - Contact" shows the contact details form. The "Full Name" field is highlighted, and a callout box shows the information assigned to it: "John Smith", "Manager", and "E-Shop".

Signature2Contacts

John Smith
 Manager
 E-Shop
 Phone: + 555 7480162
 js@mail.com

John Smith - Contact

Full Name: John Smith
 Job title: Manager
 Company: E-Shop
 Phone numbers: +555 7480162

Purpose

- ❖ Intermediate level users
- ❖ Introduce all the capabilities of the system
- ❖ How he can use the product to do what he wants
- ❖ Showing how to achieve results with the product

Content

Focus on results and how to get them

Comprehensive

Style

- ❖ Between training and reference manuals
- ❖ Descriptive headings
- ❖ General way
- ❖ Include all limits

About T-Mobile Customer Care



T-Mobile's Customer Care offers responsive and knowledgeable customer support 24 hours a day, seven days a week. It's a free call anytime. Just dial 611 using the Phone application or **1-800-937-8997** from any other phone.

Device Web Applications



The data you store in the Email, To Do, Calendar, Address Book, and Notes applications are also available for viewing or editing on the Web! To reach the Web applications:

- 1 Point your Web browser to www.tmobileus.com.
- 2 In the Welcome screen, type your **Phone Number** and **Password**, then click the **Sign In** button.

Hint: If you don't know your phone number, you can find it on your device: Press  to open the Jump screen. Press  and select **Preferences**. Scroll down to select **System Info**. Your phone number is listed on this page.

- 3 Your Top Page opens, displaying a summary of your emails, upcoming Calendar events, To Do list, and Notes.
- 4 Use the navigation buttons at the top of the page to open the various applications.
- 5 When finished using the applications, click the **Sign Out** link to exit the Web site securely.

Device Basics

Instructions for performing some common tasks are included below. For a description of all the features of your device, please read the online *T-Mobile Device Owner's Manual* at www.tmobileus.com.

The illustration below identifies the components of your device.



Purpose

- ❖ Have more knowledge of the product
- ❖ Want (or need) to know more
- ❖ Provide all the facts in an easy-to-find, unambiguous way

Style

- ❖ Straightforward
- ❖ Descriptive, matter-of-fact
- ❖ Focus on the capabilities , Nice-to-Know
- ❖ Command or function oriented
- ❖ Have a complete, comprehensive index

HAVE ONE THING IN COMMON

**THEY ARE TO HELP PEOPLE CARRY OUT CERTAIN
TASK**

TUGAS !!!!!

- Tugas Kelompok yang pertama adalah
 - menyusun dokumentasi untuk rencana sistemnya (SDP).
 - Sebelumnya Anda buat desain template dari dokumen Anda nantinya berdasarkan desain template yang standard (desain berlaku untuk setiap dokumentasi).
 - **Kirimkan desain template Anda paling lambat hari Selasa (25 September 2012) pukul 12.00.**

- Tugas Individu adalah
 - ▣ Pilih 2 buah buku di perpustakaan
 - ▣ Analisa buku tersebut dan berdasarkan kriteria jenis buku yang telah dipelajari, buku tersebut termasuk kedalam kategori apa.
 - ▣ Jelaskan juga kelebihan dan kekurangannya. Apa yang bisa anda sarankan untuk memperbaikinya.
 - ▣ **Kumpulkan pada 26 September 2012 (waktu kuliah)**