

How To Write A User Guide

The overwhelming majority of a software system's lifespan is spent in use, not in design or implementation. So, why does conventional wisdom insist that software engineers focus primarily on the design and development of large-scale computing systems? In this collection of essays and articles, key members of Google's Site Reliability Team explain how and why their commitment to the entire lifecycle has enabled the company to successfully build, deploy, monitor, and maintain some of the largest software systems in the world. You'll learn the principles and practices that enable Google engineers to make systems more scalable, reliable, and efficient—lessons directly applicable to your organization. This book is divided into four sections: Introduction—Learn what site reliability engineering is and why it differs from conventional IT industry practices Principles—Examine the patterns, behaviors, and areas of concern that influence the work of a site reliability engineer (SRE) Practices—Understand the theory and practice of an SRE's day-to-day work: building and operating large distributed computing systems Management—Explore Google's best practices for training, communication, and meetings that your organization can use

The imperative to "publish and not perish" has never been more compelling. Yet millions of manuscripts are prepared each year without a clear path to publication by a peer-reviewed medical journal. Enter "The Gutkin Manual." Drawing from the author's distinguished, nearly 30-year career, this comprehensive and supportive guide helps to get your paper accepted—and by the journal of first choice. Elucidating pivotal principles of quality, and biostatistics, and informed by the belief that your writing can be engaging, elegant, and memorable—no matter how technical and complex the subject matter, this volume can be your trustworthy companion as you seek to enhance both the structure and substance of your manuscripts.

You are a writer and you have a killer book idea. When your project starts to take off you will find yourself managing a writhing tangle of ideas, possibilities and potential potholes. How do you turn your inspiration into a finished novel? Writing a User's Manual offers practical insight into the processes that go into writing a novel, from planning to story development, research to revision and, finally, delivery in a form which will catch the eye of an agent or publisher. David Hewson, a highly productive and successful writer of popular fiction with more than sixteen novels in print in twenty or so languages, shows how to manage the day to day process of writing. Writers will learn how to get the best out of software and novel writing packages such as Scrivener, which help you view your novel not as one piece of text, but as individual linked scenes, each with their own statistics, notes and place within the novel structure. As you write, you will need to assemble the main building blocks to underpin your artistry : story structure; genre - and how that affects what you write; point of view; past, present or future tense; software for keeping a book journal to manage your ideas, research and outlining; organization and more. The advice contained in this book could mean the difference between finishing your novel, and a never-ending work in progress. An essential tool for writers of all kinds. Foreword by Lee Child.

Why do some innovation projects succeed where others fail? The book reveals the business implications of Jobs Theory and explains how to put Jobs Theory into practice using Outcome-Driven Innovation.

How to Write a Really Good User's Manual

The Train-Of-Thought Writing Method

Fifty Quick Ideas to Improve Your User Stories

Theory to Practice

As a User, I Can Express a Business Need in User Story Format to Get the It Solution I Need

A Guide to Writing the Security Features User's Guide for Trusted Systems

Usability Engineering

User story mapping is a valuable tool for software development, once you understand why and how to use it. This insightful book examines how this often misunderstood technique can help your team stay focused on users and their needs without getting lost in the enthusiasm for individual product features. Author Jeff Patton shows you how changeable story maps enable your team to hold better conversations about the project throughout the development process. Your team will learn to come away with a shared understanding of what you're attempting to build and why. Get a high-level view of story mapping, with an exercise to learn key concepts quickly Understand how stories really work, and how they come to life in Agile and Lean projects Dive into a story's lifecycle, starting with opportunities and moving deeper into discovery Prepare your stories, pay attention while they're built, and learn from those you convert to working software

This book will help you become a better product leader. Benefitting from Roman Pichler's extensive experience, you will learn how to align stakeholders and guide development teams even in challenging circumstances, avoid common leadership mistakes, and grow as a leader. Written in an engaging and easily accessible style, How to Lead in Product Management offers a wealth of practical tips and strategies. Through helpful examples, the book illustrates how you can directly apply the techniques to your work. Coverage includes: * Choosing the right leadership style * Cultivating empathy, building trust, and influencing others * Increasing your authority and empowering others * Directing stakeholders and development teams through common goals * Making decisions that people will support and follow through * Successfully resolving disputes and conflicts even with senior stakeholders * Listening deeply to discover and address hidden needs and interests * Practising mindfulness and embracing a growth mindset to develop as a leader Praise for How to Lead in Product Management: "Roman has done it again, delivering a practical book for the product management community that appeals to both heart and mind. How to Lead in Product Management is packed with concise, direct, and practical advice that addresses the deeper, personal aspects of the product leadership. Roman's book shares wisdom on topics including goals, healthy interactions with stakeholders, handling conflict, effective conversations, decision-making, having a growth mindset, and self-care. It is a must read for both new and experienced product people." ~Ellen Gottesdiener, Product Coach at EBG Consulting "Being a great product manager is tough. It requires domain knowledge, industry knowledge, technical skills, but also the skills to lead and inspire a team. Roman Pichler's How to Lead in Product Management is the best book I've read for equipping product managers to lead their teams." ~Mike Cohn, Author of Succeeding with Agile, Agile

Estimating and Planning, and User Stories Applied "This is the book that has been missing for product people. Roman has created another masterpiece, a fast read with lots of value. It's a must read for every aspiring product manager." ~Magnus Billgren, CEO of Tolpagorni Product Management "How Lead in Product Management is for everyone who manages a product or drives important business decisions. Roman lays out the key challenges of product leadership and shows us ways of thoughtfully working with team members, stakeholders, partners, and the inevitable conflicts." ~Rich Mironov, CEO of Mironov Consulting and "Smokejumper" Head of Product

Thoroughly reviewed and eagerly anticipated by the agile community, User Stories Applied offers a requirements process that saves time, eliminates rework, and leads directly to better software. The best way to build software that meets users' needs is to begin with "user stories": simple, clear, brief descriptions of functionality that will be valuable to real users. In User Stories Applied, Mike Cohn provides you with a front-to-back blueprint for writing these user stories and weaving them into your development lifecycle. You'll learn what makes a great user story, and what makes a bad one. You'll discover practical ways to gather user stories, even when you can't speak with your users. Then, once you've compiled your user stories, Cohn shows how to organize them, prioritize them, and use them for planning, management, and testing. User role modeling: understanding what users have in common, and where they differ Gathering stories: user interviewing, questionnaires, observation, and workshops Working with managers, trainers, salespeople and other "proxies" Writing user stories for acceptance testing Using stories to prioritize, set schedules, and estimate release costs Includes end-of-chapter practice questions and exercises User Stories Applied will be invaluable to every software developer, tester, analyst, and manager working with any agile method: XP, Scrum... or even your own home-grown approach.

Does your company need a software manual written because they have purchased software but had it customized to fit their needs? And now the manual that came with the product is useless? How to Write In-house Software User Manuals shows you how to write your own software user manuals. It takes you from the process of interviewing the SME to creating screen shots to formatting the document and generating lists. Companies can save money by assigning this task to someone already on their payroll. Anyone with a little computer and writing skills can master the art of writing and formatting a software user manual in no time. The best advantage is that the manual can be used in training classes for the rest of the employees.

Designing the User's Journey

Words and the User Experience

How to Lead in Product Management: Practices to Align Stakeholders, Guide Development Teams, and Create Value Together

RESTful Web Services

Jobs to Be Done

How to Write Usable User Documentation

The Path to Lasting Agile Transformation

The truly world-wide reach of the Web has brought with it a new realisation of the enormous importance of usability and user interface design. In the last ten years, much has become understood about what works in search interfaces from a usability perspective, and what does not. Researchers and practitioners have developed a wide range of innovative interface ideas, but only the most broadly acceptable make their way into major web search engines. This book summarizes these developments, presenting the state of the art of search interface design, both in academic research and in deployment in commercial systems. Many books describe the algorithms behind search engines and information retrieval systems, but the unique focus of this book is specifically on the user interface. It will be welcomed by industry professionals who design systems that use search interfaces as well as graduate students and academic researchers who investigate information systems.

This guide will help readers learn how to employ the significant power of use cases to their software development efforts. It provides a practical methodology, presenting key use case concepts.

User Stories Applied For Agile Software Development Addison-Wesley Professional

Writing assignments are road maps-or they should be. They guide the writer on a journey. They lay out a process, envision a destination. They are designed. As Jim Burke explains it: "What we are really doing when we create a year's worth of writing assignments, of experiences, is designing a story. Each day's class a sentence, each week a paragraph, each unit a chapter in the story of the year students spend in our classes. And as with any good story, there needs to be tension and transformation by the time one arrives at the end, or what I have called 'the user's journey.'" These maps are crucially important for engaging students with academic writing, which is often unfamiliar territory. Drawing on his extensive review of academic writing assignments across the country, Jim identifies six major categories of writing assignments that help students become better writers, readers, and thinkers: - Writing to learn - Short answer - Writing on demand - Process paper (which goes through multiple drafts) - Research paper/report - Alternate forms (multimedia presentations, etc.). For each assignment type, Jim invites us into his own practice. He shows how he composes the assignment, how he creates gateway activities to help prepare students, how he troubleshoots common problems, how he gives response, how he clarifies the criteria on which students will be judged. He also shows how these assignments are related-how the earlier assignments build to later more complex ones So please join a master teacher at work. Take this journey with him.

Search User Interfaces

Writing High-Quality Medical Publications

How to Write User Manuals, Online Help, and Other Forms of User Assistance That Every User Understands

Creating Mobile Apps with Xamarin.Forms Preview Edition 2

You Can Earn a Great Living as a Writer Now! The Six Academic Writing Assignments This Is Service Design Doing

Written by the author of the best-selling *HyperText & HyperMedia*, this book is an excellent guide to the methods of usability engineering. The book provides the tools needed to avoid usability surprises and improve product quality. Step-by-step information on which method to use at various stages during the development lifecycle are included, along with detailed information on how to run a usability test and the unique issues relating to international usability. * Emphasizes cost-effective methods that developers can implement immediately * Instructs readers about which methods to use when, throughout the development lifecycle, which ultimately helps in cost-benefit analysis. * Shows readers how to avoid the four most frequently listed reasons for delay in software projects. * Includes detailed information on how to run a usability test. * Covers unique issues of international usability. * Features an extensive bibliography allowing readers to find additional information. * Written by an internationally renowned expert in the field and the author of the best-selling *HyperText & HyperMedia*.

Users want manuals that are easy to read, with short sentences, simple words, and unambiguous instructions. Unfortunately, writing plain language is much more difficult than writing overblown instructions that only an expert can understand. Writing complex texts is simple-writing simple texts is complex. This book shows you how to write simple user assistance rather than complex user annoyance. As it's a book about stating your message clearly, it also states its own messages clearly. It's free of boring theory and free of highbrow grammar terms and gives you clear recommendations and catchy examples that you can easily remember and apply to your own work. Topics covered: General technical writing principles that make your texts plain, simple, and easy to understand; On the topic level: Rules for writing "Concept topics," "Task topics," and "Reference topics."; On the paragraph level: Rules for writing the standard elements that form a topic, such as headings, subheadings, procedures, lists, tables, warnings, notes, tips, examples, cross-references, and links; On the sentence level: Rules for building plain and unambiguous sentences; On the word level: Recommendations for using simple words; Spelling and punctuation FAQ; Grammar and word choice FAQ; Standard terms and phrases. Audience: technical writers, developers, marketing professionals, product managers.

WHAT IS THIS BOOK ABOUT? This Book Is About the "Card" (User Story: Card, Criteria, Conversation) User Stories are a great method for expressing stakeholder requirements, whether your projects follow an Agile, Iterative, or a Waterfall methodology. They are the basis for developers to deliver a suitable information technology (IT) app or application. Well-structured user stories express a single action to achieve a specific goal from the perspective of a single role. When writing user stories, stakeholders knowledgeable about the role should focus on the business result that the IT solution will enable while leaving technology decisions up to the developers. Good user stories are relevant to the project, unambiguous, and understandable to knowledge peers. The best user stories also contain crucial non-functional (quality) requirements, which are the best weapon in the war against unsatisfactory performance in IT solutions. This book presents two common user story structures to help you ensure that your user stories have all the required components and that they express the true business need as succinctly as possible. It offers five simple rules to ensure that your user stories are the best that they can be. That, in turn, will reduce the amount of time needed in user story elaboration and discussion with the development team. This book targets business professionals who are involved with an IT project, Product Owners in charge of managing a backlog, or Business Analysts working with an Agile team. Author's Note The term "User Story" is a relative new addition to our language and its definition is evolving. In today's parlance, a complete User Story has three primary components, namely the "Card", the "Conversation", and the "Criteria". Different roles are responsible for creating each component. The "Card" expresses a business need. A representative of the business community is responsible for expressing the business need. Historically (and for practical reasons) the "Card" is the User Story from the perspective of the business community. Since we wrote this book specifically to address that audience, we use the term "User Story" in that context throughout. The "Conversation" is an ongoing discussion between a developer responsible for creating software that meets the business need and the domain expert(s) who defined it (e.g., the original author of the "Card"). The developer initiates the "Conversation" with the domain expert(s) to define the "Criteria" and any additional information the developer needs to create the application. There is much to be written about both the "Conversation" and the "Criteria", but neither component is dealt with in any detail in this publication. A well-written User Story ("Card") can drastically reduce the time needed for the "Conversation". It reduces misinterpretations, misunderstandings, and false starts, thereby paving the way for faster delivery of working software. We chose to limit the content of this publication to the "User Story" as understood by the business community to keep the book focused and address the widest possible audience. WHO WILL BENEFIT FROM READING THIS BOOK? How organizations develop and deliver working software has changed significantly in recent years. Because the change was greatest in the developer community, many books and courses justifiably target that group. There is, however, an overlooked group of people essential to the development of software-as-an-asset that have been neglected. Many distinct roles or job titles in the business community perform business needs analysis for digital solutions. They include: - Product Owners - Business Analysts - Requirements Engineers - Test Developers - Business- and Customer-side Team Members - Agile Team Members - Subject Matter Experts (SME) - Project Leaders and Managers - Systems Analysts and Designers - AND "anyone wearing the business analysis hat", meaning anyone responsible for defining a future IT solution TOM AND ANGELA'S (the authors) STORY Like all good IT stories, theirs started on a project many years ago. Tom was the super techie, Angela the super SME. They fought their way through the 3-year development of a new policy maintenance system for an insurance company. They vehemently disagreed on many aspects, but in the process discovered a fundamental truth about IT projects. The business community (Angela) should decide on the business needs while the technical team's (Tom)'s job was to make the technology deliver what the business needed. Talk about a revolutionary idea! All that was left was learning how to communicate with each other without bloodshed to make the project a resounding success. Mission accomplished. They decided this epiphany was so important that the world needed to know about it. As a result, they made it their mission (and their passion) to share this ground-breaking concept with the rest of the world. To achieve that lofty goal, they married and began the mission that still defines their life. After over 30 years of living and working together 24x7x365, they are still wildly enthusiastic about helping the victims of technology learn how to ask for and get the digital (IT) solutions they need to do their jobs better. More importantly, they are more enthusiastically in love with each other than ever before!

It's the little things that turn a good digital product into a great one. With this practical book, you'll learn how to design effective microinteractions: the small details that exist

inside and around features. How can users change a setting? How do they turn on mute, or know they have a new email message? Through vivid, real-world examples from today's devices and applications, author Dan Saffer walks you through a microinteraction's essential parts, then shows you how to use them in a mobile app, a web widget, and an appliance. You'll quickly discover how microinteractions can change a product from one that's tolerated into one that's treasured. Explore a microinteraction's structure: triggers, rules, feedback, modes, and loops Learn the types of triggers that initiate a microinteraction Create simple rules that define how your microinteraction can be used Help users understand the rules with feedback, using graphics, sounds, and vibrations Use modes to let users set preferences or modify a microinteraction Extend a microinteraction's life with loops, such as "Get data every 30 seconds"

Business Analysis Techniques for Discovering User Stories, Features, and Gherkin (Given-When-Then) Scenarios

As a User, I Can Express a Business Need in User Story Format To Get the IT Solution I Need

User Story Mapping

Building Ontologies with Basic Formal Ontology

From Paper to Hypertext, Version 2.0

Writing Plain Instructions

A Common Sense Approach to Web Usability

The First Guide to Scrum-Based Agile Product Management In Agile Product Management with Scrum, leading Scrum consultant Roman Pichler uses real-world examples to demonstrate how product owners can create successful products with Scrum. He describes a broad range of agile product management practices, including making agile product discovery work, taking advantage of emergent requirements, creating the minimal marketable product, leveraging early customer feedback, and working closely with the development team. Benefitting from Pichler's extensive experience, you'll learn how Scrum product ownership differs from traditional product management and how to avoid and overcome the common challenges that Scrum product owners face. Coverage includes Understanding the product owner's role: what product owners do, how they do it, and the surprising implications Envisioning the product: creating a compelling product vision to galvanize and guide the team and stakeholders Grooming the product backlog: managing the product backlog effectively even for the most complex products Planning the release: bringing clarity to scheduling, budgeting, and functionality decisions Collaborating in sprint meetings: understanding the product owner's role in sprint meetings, including the dos and don'ts Transitioning into product ownership: succeeding as a product owner and establishing the role in the enterprise This book is an indispensable resource for anyone who works as a product owner, or expects to do so, as well as executives and coaches interested in establishing agile product management.

It is said that writing is 10 percent inspiration and 90 percent perspiration. I absolutely agree, and I'm sure most successful writers would echo my sentiments: Inspiration is the easy part. Over the years I have spoken with and taught beginning writers from all around the world, in all sorts of settings. I have helped them review, edit, and rewrite their work, and I have found one common thread among those would-be writers who eventually become published authors: They are willing to devote themselves to the not-so-easy part of writing the 90 percent perspiration. As I worked with these many writers I discovered what I consider to be the simplest and most practical writing method available the train-of-thought method. This excellent, well known writing method did not originate with me, but it seems no one had ever taken the time to put the method in book form. I therefore decided to do so myself. This is not a book about proper grammar or punctuation, or how best to choose the voice or set the scene for your great American novel. There are already countless books covering those subjects, if that's what you're looking for. But if you want to know how best to take your thoughts and dreams and put them into a clear, compelling, readable manuscript, then this is the book for you. Having personally seen the train-of-thought writing method help so many new writers learn to organize, write, and polish their ideas into successful manuscripts, I offer this book to those who would do the same. May it direct and encourage you as you enter into the 90 percent perspiration phase of your writing career the serious phase through which true writers are formed.

Designed to help processing professionals and technical writers write clear, accurate computer user documentation. Presents a systematic approach to writing paper and online documentation. Version 2 retains much essential material from the first edition, while offering new information on desktop publishing, CASE tools and the "software factory" programming technologies. Also covers new techniques such as team writing, hypertext, mass storage and more.

This book is intended for anyone whose job involves writing formal documentation. It is aimed at non-native speakers of English, but should also be of use for native speakers who have no training in technical writing. Technical writing is a skill that you can learn and this book outlines some simple ideas for writing clear documentation that will reflect well on your company, its image and its brand. The book has four parts: Structure and Content: Through examples, you will learn best practices in writing the various sections of a manual and what content to include. Clear Unambiguous English: You will learn how to write short clear sentences and paragraphs whose meaning will be immediately clear to the reader. Layout and Order Information: Here you will find guidelines on style issues, e.g., headings, bullets, punctuation and capitalization. Typical Grammar and Vocabulary Mistakes: This section is divided alphabetically and covers grammatical and vocabulary issues that are typical of user manuals.

How to Become a Technical Writer

Applying Service Design Thinking in the Real World

Agile Product Management with Scrum

How to Write In-House Software User Manuals

A practical guide to planning, starting and finishing a novel

The Innovation Mode

Writing Effective Use Cases

This book presents unique insights and advice on defining and managing the innovation transformation journey. Using novel ideas, examples and best practices, it empowers management executives at all levels to drive cultural, technological and organizational changes toward innovation. Covering modern innovation techniques, tools, programs and strategies, it focuses on the role of the latest technologies (e.g., artificial intelligence to discover, handle and manage ideas), methodologies (including Agile Engineering and Rapid Prototyping) and combinations of these (like hackathons or gamification). At the same time, it highlights the importance of culture and provides suggestions on how to build it. In the era of AI and the unprecedented pace of technology evolution, companies need to become truly innovative in order to survive. The transformation toward an innovation-led company is difficult - it requires a strong leadership and culture, advanced technologies and well-designed programs. The book is based on the author's long-term experience and novel ideas, and reflects two decades of startup, consulting and corporate leadership experience. It is intended for business, technology, and innovation leaders.

Maximize the impact and precision of your message! Now in its fourth edition, the Microsoft Manual of Style provides essential guidance to content creators, journalists, technical writers, editors, and everyone else who writes about computer technology. Direct from the Editorial Style Board at Microsoft—you get a comprehensive glossary of both general technology terms and those specific to Microsoft; clear, concise usage and style guidelines with helpful examples and alternatives; guidance on grammar, tone, and voice; and best practices for writing content for the web, optimizing for accessibility, and communicating to a worldwide audience. Fully updated and optimized for ease of use, the Microsoft Manual of Style is designed to help you communicate clearly, consistently, and accurately about technical topics—across a range of audiences and media.

An introduction to the field of applied ontology with examples derived particularly from biomedicine, covering theoretical components, design practices, and practical applications. In the era of “big data,” science is increasingly information driven, and the potential for computers to store, manage, and integrate massive amounts of data has given rise to such new disciplinary fields as biomedical informatics. Applied ontology offers a strategy for the organization of scientific information in computer-tractable form, drawing on concepts not only from computer and information science but also from linguistics, logic, and philosophy. This book provides an introduction to the field of applied ontology that is of particular relevance to biomedicine, covering theoretical components of ontologies, best practices for ontology design, and examples of biomedical ontologies in use. After defining an ontology as a representation of the types of entities in a given domain, the book distinguishes between different kinds of ontologies and taxonomies, and shows how applied ontology draws on more traditional ideas from metaphysics. It presents the core features of the Basic Formal Ontology (BFO), now used by over one hundred ontology projects around the world, and offers examples of domain ontologies that utilize BFO. The book also describes Web Ontology Language (OWL), a common framework for Semantic Web technologies. Throughout, the book provides concrete recommendations for the design and construction of domain ontologies.

PMBOK® Guide is the go-to resource for project management practitioners. The project management profession has significantly evolved due to emerging technology, new approaches and rapid market changes. Reflecting this evolution, The Standard for Project Management enumerates 12 principles of project management and the PMBOK® Guide &- Seventh Edition is structured around eight project performance domains. This edition is designed to address practitioners' current and future needs and to help them be more proactive, innovative and nimble in enabling desired project outcomes. This edition of the PMBOK® Guide: • Reflects the full range of development approaches (predictive, adaptive, hybrid, etc.); • Provides an entire section devoted to tailoring the development approach and processes; • Includes an expanded list of models, methods, and artifacts; • Focuses on not just delivering project outputs but also enabling outcomes; and • Integrates with PMI standards+™ for information and standards application content based on project type, development approach, and industry sector.

How to Write User-friendly User Documentation

User Stories Applied

For Agile Software Development

Drive Engagement, Conversion, and Retention with Every Word

A User's Manual

A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Seventh Edition and The Standard for Project Management (BRAZILIAN PORTUGUESE)

Don't Make Me Think

This second Preview Edition ebook, now with 16 chapters, is about writing applications for Xamarin.Forms, the new mobile development platform for iOS, Android, and Windows phones unveiled by Xamarin in May 2014. Xamarin.Forms lets you write shared user-interface code in C# and XAML that maps to native controls on these three platforms.

Think Like a UX Researcher will challenge your preconceptions about user experience (UX) research and encourage you to think beyond the obvious. You'll discover how to plan and conduct UX research, analyze data, persuade teams to take action on the results and build a career in UX. The book will help you take a more strategic view of product design so you can focus on optimizing the user's experience. UX Researchers, Designers, Project Managers, Scrum Masters, Business Analysts and Marketing Managers will find tools, inspiration and ideas to rejuvenate their thinking, inspire their team and improve their craft. Key Features A dive-in-anywhere book that offers practical advice and topical examples. Thought triggers, exercises and scenarios to test your knowledge of UX research. Workshop ideas to build a development team's UX maturity. War stories from seasoned researchers to show you how UX research methods can be tailored to your own organization.

Designed for authors of the Security Features User's Guide (SFUG) for a specific trusted system undergoing evaluation as a trusted product. Discusses the intent behind the requirement for a Security Features User's Guide and the relationship to other requirements in Trusted Computer System Evaluation Criteria. Describes the various approaches to writing a SFUG. Extensive bibliography.

This popular handbook presents a step-by-step method for clearly explaining a product, system, or procedure. The easy-to-follow text--packed with examples and illustrations--explains the unique demands of this form of writing and shows how to set up the best user model. The book covers developing a modular outline and storyboard, generating the draft, revising, developing a formal usability test, and supporting and updating user documentation. Also included are a glossary of terms, a listing of books and periodicals for additional information, and an index.

Designing with Details

Writing Better Computer User Documentation

Writing: A User Manual

Writing Effective User Stories

How Google Runs Production Systems

User Guides, Manuals, and Technical Writing

Discover the Whole Story, Build the Right Product

"This book should be required reading for leaders looking to implement Agile in their organizations." - Sam Brilliant, Sr. Program Manager, Navy Federal Credit Union.

Agile transformation is hard to achieve. It is especially difficult when the common notion of what that means is misconstrued. What many are calling Agile is not Agile, and they don't even know it. This misunderstanding leads to misapplication. The result is that true Agile transformation remains elusive. It's time to rethink your approach!

What you do matters, but why you do it matters more. This book will help you learn from the mistakes of the "common wisdom" and discover a proven path to organizational agility where Mindset Transcends Methodology. "Jimmie has a knack for challenging the common wisdom and helping teams think differently about what success looks like." - John Laub, President, Gray Leaf Technology Consultants. To solve a problem, you must first understand the problem. The first half of the book contrasts the true meaning and intent of Agile with what most organizations are actually doing in order to help you understand where your organization sits within that spectrum. Armed with an understanding of the problem, the latter half of the book provides a tried and proven approach to moving teams and organizations toward a genuine Agile transformation, and ultimately a Timeless Agility. Timeless Agility is the outcome of a mindset that transcends methodology. It consistently allows you to effectively and efficiently identify, produce, and deliver the next right thing, regardless of methodology trends. To attain Timeless Agility, to reach for that elusive organizational agility, your entire organization needs to think differently. Agile transformation, therefore, is going to be more about transforming minds than practices. Your understanding impacts what you do and how you do it. What you believe and value is the foundation from which all else derives. How you do your work will change over time as you learn and grow, but why you do what you do transcends all of those changes. Very few organizations have actually achieved organization-wide transformation. Many are on the wrong path altogether. Perhaps the common approaches and thought processes taught are not necessarily what you should emulate. To get over that proverbial hump, it is time to look at this from a different perspective. This book will show you Agile from a different lens than you may be wearing right now. Embrace it and evaluate for yourself.

Description User Stories are a great method for expressing stakeholder requirements, whether your projects follow an Agile, Iterative, or a Waterfall methodology. This book presents two common User Story structures to help you ensure that your User Stories have all the required components and that they express the true business need as succinctly as possible. It offers 5 simple rules to ensure that your User Stories are the best that they can be. That, in turn, will reduce the amount of time needed in User Story elaboration and discussion with the development team. After reading this book you will be able to:

- * Translate business needs into well-structured User Stories*
- Write User Stories that express the what and avoid the how*
- Apply five simple rules for writing effective User Stories*
- Clarify assumptions in User Stories by adding context*
- Identify and remove ambiguous and subjective terms and phrases in User Stories*
- Select the appropriate format for expressing User Stories for Agile Projects*
- Write stakeholder requirements in User Story format that solve business problems*
- Elaborate User Stories to identify measurable non-functional requirements

Author's

NoteThe term "User Story" is a relative new addition to our language and its definition is evolving. In today's parlance, a complete User Story has three primary components, namely the "Card", the "Conversation", and the "Criteria". Different roles are responsible for creating each component. The "Card" expresses a business need. A representative of the business community is responsible for expressing the business need. Historically (and for practical reasons) the "Card" is the User Story from the perspective of the business community. Since we wrote this book specifically to address that audience, we use the term "User Story" in that context throughout. The "Conversation" is an ongoing discussion between a developer responsible for creating software that meets the business need and the domain expert(s) who defined it (e.g., the original author of the "Card"). The developer initiates the "Conversation" with the domain expert(s) to define the "Criteria" and any additional information the developer needs to create the application. There is much to be written about both the "Conversation" and the "Criteria", but neither component is dealt with in any detail in this publication. A well-written User Story ("Card") can drastically reduce the time needed for the "Conversation". It reduces misinterpretations, misunderstandings, and false starts, thereby paving the way for faster delivery of working software. We chose to limit the content of this publication to the "User Story" as understood by the business community to keep the book focused and address the widest possible audience.

WHAT IS THIS BOOK ABOUT? Communicate Business Needs in an Agile (e.g. Scrum) or Lean (e.g. Kanban) Environment Problem solvers are in demand in every organization, large and small, from a Mom and Pop shop to the federal government. Increase your confidence and your value to organizations by improving your ability to analyze, extract, express, and discuss business needs in formats supported by Agile, Lean, and DevOps. The single largest challenge facing organizations around the world is how to leverage their Information Technology to gain competitive advantage. This is not about how to program the devices; it is figuring out what the devices should do. The skills needed to identify and define the best IT solutions are invaluable for every role in the organization. These skills can propel you from the mail room to the boardroom by making your organization more effective and more profitable. Whether you: - are tasked with defining business needs for a product or existing software, - need to prove that a digital solution works, - want to expand your User Story and requirements discovery toolkit, or - are interested in becoming a Business Analyst, this book presents invaluable ideas that you can steal. The future looks bright for those who embrace Lean concepts and are prepared to engage with the business community to ensure the success of Agile initiatives. WHAT YOU WILL LEARN Learn Step by Step When and How to Define Lean / Agile Requirements Agile, Lean, DevOps, and Continuous Delivery do not change the need for good business analysis. In this book, you will learn how the new software development philosophies influence the discovery, expression, and analysis of business needs. We will cover User Stories, Features, and Quality Requirements (a.k.a. Non-functional Requirements - NFR). User Story Splitting and Feature Drill-down transform business needs into technology solutions. Acceptance Tests (Scenarios, Scenario Outlines, and Examples) have become a critical part of many Lean development approaches. To support this new testing paradigm, you will also learn how to identify and optimize Scenarios, Scenario Outlines, and Examples in GIVEN-WHEN-THEN format (Gherkin) that are the bases for Acceptance Test Driven Development (ATDD) and Behavior Driven Development (BDD). This book presents concrete approaches that take you from day one of a change initiative to the ongoing acceptance testing in a continuous delivery environment. The authors introduce novel and innovative ideas that augment tried-and-true techniques for: - discovering and capturing what your stakeholders need, - writing and refining the needs as the work progresses, and - developing scenarios to verify that the software does what it should. Approaches that proved their value in conventional settings have been redefined to ferret out and eliminate waste (a pillar of the Lean philosophy). Those approaches are fine-tuned and perfected to support the Lean and Agile movement that defines current software development. In addition, the book is chock-full of examples and exercises that allow you to confirm your understanding of the presented ideas.

WHO WILL BENEFIT FROM READING THIS BOOK? How organizations develop and deliver working software has changed significantly in recent years. Because the change was greatest in the developer community, many books and courses justifiably target that group. There is, however, an overlooked group of people essential to the development of software-as-an-asset that have been neglected. Many distinct roles or job titles in the business community perform business needs analysis for digital solutions. They include: - Product Owners - Business Analysts - Requirements Engineers - Test Developers - Business- and Customer-side Team Members - Agile Team Members - Subject Matter Experts (SME) - Project Leaders and Managers - Systems Analysts and Designers - AND "anyone wearing the business analysis hat", meaning anyone responsible for defining a future IT solution TOM AND ANGELA'S (the authors) STORY Like all good IT stories, theirs started on a project many years ago. Tom was the super techie, Angela the super SME. They fought their way through the 3-year development of a new policy maintenance system for an insurance company. They vehemently disagreed on many aspects, but in the process discovered a fundamental truth about IT projects. The business community (Angela) should decide on the business needs while the technical team's (Tom)'s job was to make the technology deliver what the business needed. Talk about a revolutionary idea! All that was left was learning how to communicate with each other without bloodshed to make the project a resounding success. Mission accomplished. They decided this epiphany was so important that the world needed to know about it. As a result, they made it their mission (and their passion) to share this ground-breaking concept with the rest of the world. To achieve that lofty goal, they married and began the mission that still defines their life. After over 30 years of living and working together 24x7x365, they are still wildly enthusiastic about helping the victims of technology learn how to ask for and get the IT solutions they need to do their jobs better. More importantly, they are more enthusiastically in love with each other than ever before!

"Every developer working with the Web needs to read this book." -- David Heinemeier Hansson, creator of the Rails framework "RESTful Web Services finally provides a practical roadmap for constructing services that embrace the Web, instead of trying to route around it." -- Adam Trachtenberg, PHP author and EBay Web Services Evangelist You've built web sites that can be used by humans. But can you also build web sites that are usable by machines? That's where the future lies, and that's what RESTful Web Services shows you how to do. The World Wide Web is the most popular distributed application in history, and Web services and mashups have turned it into a powerful distributed computing platform. But today's web service technologies have lost sight of the simplicity that made the Web successful. They don't work like the Web, and they're missing out on its advantages. This book puts the "Web" back into web services. It shows how you can connect to the programmable web with the technologies you already use every day. The key is REST, the architectural style that drives the Web. This book: Emphasizes the power of basic Web technologies -- the HTTP application protocol, the URI naming standard, and the XML markup language Introduces the Resource-Oriented Architecture (ROA), a common-sense set of rules for designing RESTful web services Shows how a RESTful design is simpler, more versatile, and more scalable than a design based on Remote Procedure Calls (RPC) Includes real-world examples of RESTful web services, like Amazon's Simple Storage Service and the Atom Publishing Protocol Discusses web service clients for popular programming languages Shows how to implement RESTful services in three popular frameworks -- Ruby on Rails, Restlet (for Java), and Django (for Python) Focuses on practical issues: how to design and implement RESTful web services and clients This is the first book that applies the REST design philosophy to real web services. It sets down the best practices you need to make your design a success, and the techniques you need to turn your design into working code. You can harness the power of the Web for programmable applications: you just have to work with the Web instead of against it. This book shows you how.

Getting and Writing IT Requirements in a Lean and Agile World

Strategic Writing for UX

How to Write a Usable User Manual

How to Transform Your Organization into an Innovation Powerhouse

Microinteractions

Pursuing Timeless Agility

Creating Products that Customers Love (Adobe Reader)

This book will help you write better stories, spot and fix common issues, split stories so that they are smaller but still valuable, and deal with difficult stuff like crosscutting concerns, long-term effects and non-functional requirements. Above all, this book will help you achieve the promise of agile and iterative delivery: to ensure that the right stuff gets delivered through productive discussions between delivery team members and business stakeholders. Who is this book for? This is a book for anyone working in an iterative delivery environment, doing planning with user stories. The ideas in this book are useful both to people relatively new to user stories and those who have been working with them for years. People who work in software delivery, regardless of their role, will find plenty of tips for engaging stakeholders better and structuring iterative plans more effectively. Business stakeholders working with software teams will discover how to provide better information to their delivery groups, how to set better priorities and how to outrun the competition by achieving more with less software. What's inside? Unsurprisingly, the book contains exactly fifty ideas. They are grouped into five major parts: - Creating stories: This part deals with capturing information about stories before they get accepted into the delivery pipeline. You'll find ideas about what kind of information to note down on story cards and how to quickly spot potential problems. - Planning with stories: This part contains ideas that will help you manage the big-picture view, set milestones and organise long-term work. - Discussing stories: User stories are all about effective conversations, and this part contains ideas to improve discussions between delivery teams and business stakeholders. You'll find out how to discover hidden assumptions and how to facilitate effective conversations to ensure shared understanding. - Splitting stories: The ideas in this part will help you deal with large and difficult stories, offering several strategies for dividing them into smaller chunks that will help you learn fast and deliver value quickly. - Managing iterative delivery: This part contains ideas that will help you work with user stories in the short and mid term, manage capacity, prioritise and reduce scope to achieve the most with the least software. About the authors: Gojko Adzic is a strategic software delivery consultant who works with ambitious teams to improve the quality of their software products and processes. Gojko's book Specification by Example was awarded the #2 spot on the top 100 agile books for 2012 and won the Jolt Award for the best book of 2012. In 2011, he was voted by peers as the most influential agile testing professional, and his blog won the UK agile award for the best online publication in 2010. David Evans is a consultant, coach and trainer specialising in the field of Agile Quality. David helps organisations with strategic process improvement and coaches teams on effective agile practice. He is regularly in demand as a conference speaker and has had several articles published in international journals.

Without words, apps would be an unusable jumble of shapes and icons, while voice interfaces and chatbots wouldn't even exist. Words make software human – centered, and require just as much thought as the branding and code. This book will show you how to give your users clarity, test your words, and collaborate with your team. You'll see that writing is designing.

When you depend on users to perform specific actions—like buying tickets, playing a game, or riding public transit—well-placed words are most effective. But how do you choose the right words? And how do you know if they work? With this practical book, you ' ll learn how to write strategically for UX, using tools to build foundational pieces for UI text and UX voice strategy. UX content strategist Torrey Podmajersky provides strategies for converting, engaging, supporting, and re-attracting users. You ' ll use frameworks and patterns for content, methods to measure the content ' s effectiveness, and processes to create the collaboration necessary for success. You ' ll also structure your voice throughout so that the brand is easily recognizable to its audience. Learn how UX content works with the software development lifecycle Use a framework to align the UX content with product principles Explore content-first design to root UX text in conversation Learn how UX text patterns work with different voices Produce text that ' s purposeful, concise, conversational, and clear

How can you establish a customer-centric culture in an organization? This is the first comprehensive book on how to actually do service design to improve the quality and the interaction between service providers and customers. You ' ll learn specific facilitation guidelines on how to run workshops, perform all of the main service design methods, implement concepts in reality, and embed service design successfully in an organization. Great customer experience needs a common language across disciplines to break down silos within an organization. This book provides a consistent model for accomplishing this and offers hands-on descriptions of every single step, tool, and method used. You ' ll be able to focus on your customers and iteratively improve their experience. Move from theory to practice and build sustainable business success.

Microsoft Manual of Style

A Guide to Professional English

How to Observe Users, Influence Design, and Shape Business Strategy

Think Like a UX Researcher

Site Reliability Engineering

Writing Is Designing

If you can write clear, concise instructions, then you can be a technical writer. Learn, step-by-step, how to turn your creative writing talent into a highly lucrative career, where you get paid big money consistently to use your writing skills.

Five years and more than 100,000 copies after it was first published, it's hard to imagine anyone working in Web design who hasn't read Steve Krug's "instant classic" on Web usability, but people are still discovering it every day. In this second edition, Steve adds three new chapters in the same style as the original: wry and entertaining, yet loaded with insights and practical advice for novice and veteran alike. Don't be surprised if it completely changes the way you think about Web design. Three New Chapters! Usability as common courtesy -- Why people really leave Web sites Web Accessibility, CSS, and you -- Making sites usable and accessible Help! My boss wants me to _____. -- Surviving executive design whims "I thought usability was the enemy of design until I read the first edition of this book. Don't Make Me Think! showed me how to put myself in the position of the person who uses my site. After reading it over a couple of hours and putting its ideas to work for the past five years, I can say it has done more to improve my abilities as a Web designer than any other book. In this second edition, Steve Krug adds essential ammunition for those whose bosses, clients, stakeholders, and marketing managers insist on doing the wrong thing. If you design, write, program, own, or manage Web sites, you must read this book." -- Jeffrey Zeldman, author of Designing with Web Standards

Practical, User-Friendly Help for Beginning Writers