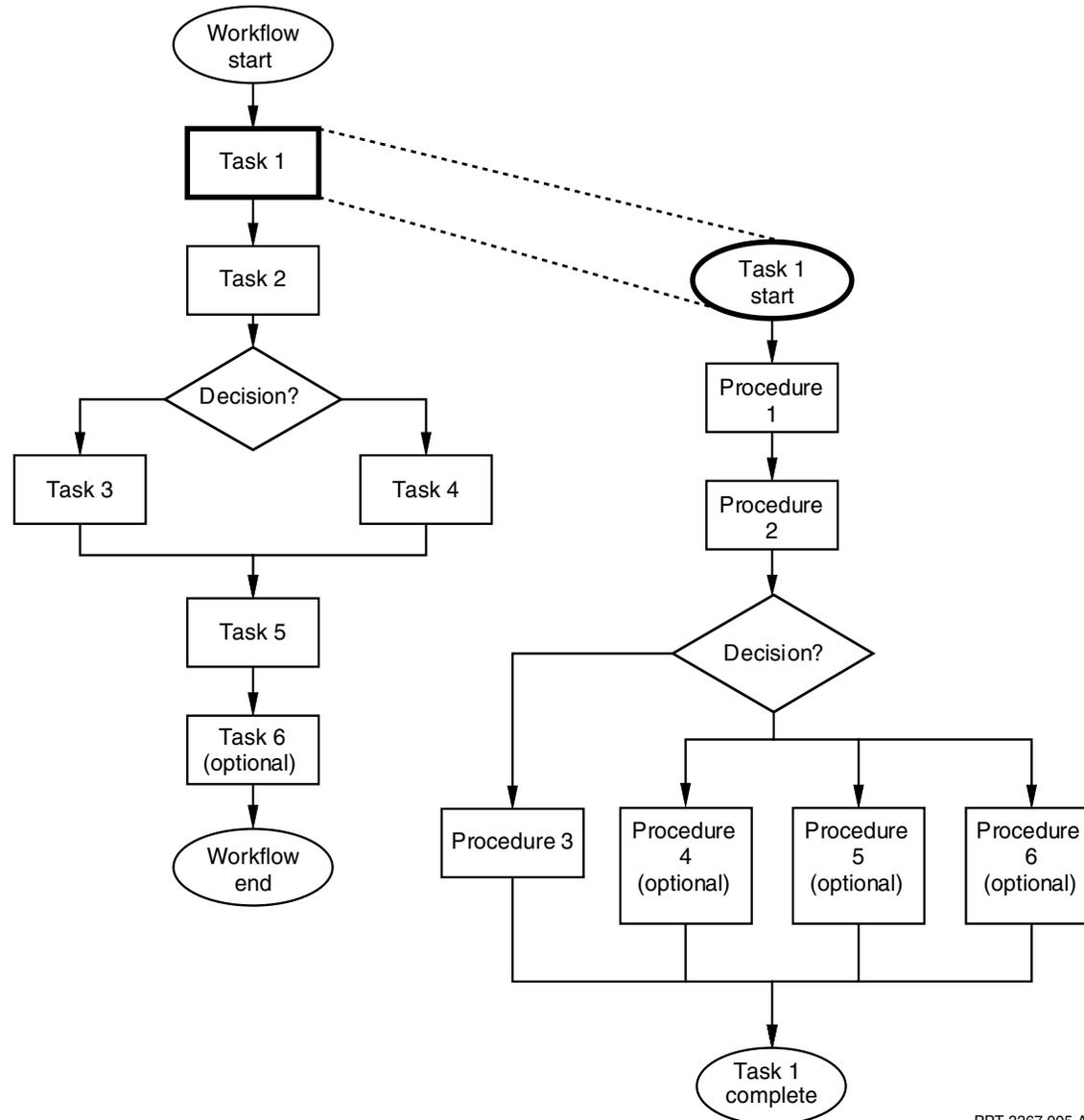


Relationship between work flows, task flows, and procedures in task-based documentation



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Using Task-based Documentation Job Aid

NN10600-002

What is task-based documentation?

Task-based documentation is a new way of packaging customer information in a structured, modular, task-centric format.

Task-based documentation focuses on what the user must do and the sequence in which tasks must be performed.

The goal is to make Nortel documentation easy to find, easy to use, timely, and accurate.

How is task-based documentation used?

In task-based documentation procedural information is placed in the front of the document. Supporting conceptual and reference information is provided and the user is guided to use it through identified prerequisites or direct links and references.

The user navigates the information by following the flows that are provided for tasks and procedures

Task flows

Task flows are flowcharts that illustrate which procedures and decisions are involved with completing an activity.

The task flows guide the user through any type of activity on the Nortel Multiservice Switch node, whether it is configuration, upgrade, installation, maintenance, or even troubleshooting. Each flow provides the prerequisites and links to the tasks or procedures needed to be performed. To perform or refer to a procedure, always follow the subsequent task flows. Only by following the task flows of the activity can the user be sure all the requirements have been met for successful completion.

What do work flows, task flows, and procedures look like?

Work flows, task flows and procedures have similar elements to maintain consistency and usability. Each section has a specific function.

- Purpose statements
- Prerequisites
- Work flows or task flows
- Procedure steps (for procedures only)
- Variable definitions (for procedures only)
- Job aid

Purpose statements

Used to explain why or when you would perform a work flow, task, or procedure and its impact.

Prerequisites

Lists all the considerations that the user must do or know prior to starting the through the workflow, task, or procedure such as; tasks that should have already been completed, risks, confirmation of system status, required knowledge, time estimates or limitations, and links to supporting information.

Work flows or task flows

This section is the flow chart diagram representing the task flow with navigational links to the tasks or procedures in the flow.

Procedure steps

Steps in numerical order for performing the procedure. Each step is a single action.

Variable definitions

Possible values, ranges, or definitions of any variable used in the procedure steps.

Job aid

Information that assists the user in performing the procedure. The job aid is usually information that the user must know to complete the procedure successfully.

Some procedures may also have example procedures to provide the user with a sample of how the procedure is performed correctly.

Task-based documentation terms

The following terms are often used with task-based documentation.

Term	Description
work flow	A high-level or top-level grouping of tasks.
task or task flow	A logical grouping of procedures that is represented as a single action in a flowchart diagram. Complex tasks may be broken down into simpler tasks or sub-tasks.
procedure	A logical grouping of steps that can be described as a single action in a task flow.
step	A single action that is performed in a procedure.
variable	A place holder in procedure steps that can be used to represent the value or definition of an attribute.

Restructuring Nortel technical documents into a task-based format is an ongoing initiative. The documentation for some Nortel products has already been converted to the new format.

Questions? and Feedback

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