

CBIIT Technical Documentation Service Request

Wiki management and technical documentation support is available to CBIIT project teams and (non-CBIIT) NCI teams.

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How We Can Help You

The documentation team can help make a project successful by performing the following tasks and others. We require a charge code for all work. We are experts at accessibility for electronic documents and will make sure that all materials we deliver are Section 508-compliant.

- Develop **user documentation** such as **user guides**, **admin guides**, and **quick reference guides** for release in Confluence, Word, PDF, and other formats.
- Using Lucid Chart, Balsamiq, and other tools, design menus and information on **web pages**.
- Overhaul or update existing user guides for a new release, including **release announcements**.
- Write scripts for and record explainer **videos** about software usage.
- Write **online help** or **tutorials** built into the user interface of an application.
- Write/review **UI text** and **error messages** for an application.
- Integrate user documentation with project **code in GitHub**.
- Write or edit software lifecycle documents, **API guides**, **architecture guides**, and **developer documentation**.
- **Analyze** content in Jira, GitHub, or PowerPoint and create other documents based on that content.
- Create **templates** for developers to easily create documentation.
- Perform **file conversions**, typically to Confluence wiki format, and other file operations as required.
- Remediate any document or wiki page for **Section 508 compliance**.
- Support project management by preparing **team process documents**.

How to Request Help

Send the following information in an email message to the [NCI Leidos-CBIIT Documentation Team](#).

- Your name
- Your organization (please spell out acronyms)
- Your request

Determining Level of Effort

The documentation team can work with the Technical Project Manager to develop a level-of-effort estimate for documentation support. To start this process, provide as much of the following information as possible in an email to the [NCI Leidos-CBIIT Technical Documentation Team](#):

- JIRA issues explaining new features
- URL for the Development and/or QA servers
- Functional requirements document, if available
- Any other supporting documentation that describes how the features will be implemented
- Development schedule
- Budget available for technical documentation

Upon request, the documentation team can create a detailed documentation plan to estimate the time required to complete the work, confirm the scope of the project, and agree on deliverables. To improve the plan's accuracy, send as much of the information above as possible to the technical writer as soon as possible.

Benefits of Involving the Documentation Team

Involving the documentation team in your project has many benefits, some of which follow.

- Documentation is clear and accurate, supporting ease of task completion and expanded and optimal use of applications.
- Documentation meets accessibility standards including Section 508 compliance.
- Documentation is organized to information within it is easy to find.
- Wiki users are able to readily create new wikis and expand existing content, including new topics and formats.
- Technical staff can spend more time using their unique talents instead of creating or updating user documentation.

Documentation Feature Catalog

The [Documentation Feature Catalog](#) demonstrates selected features available on the NCI Wiki. Ask us for help incorporating them into your documents. For exploratory purposes, this catalog also includes examples of these features implemented using a site generator.