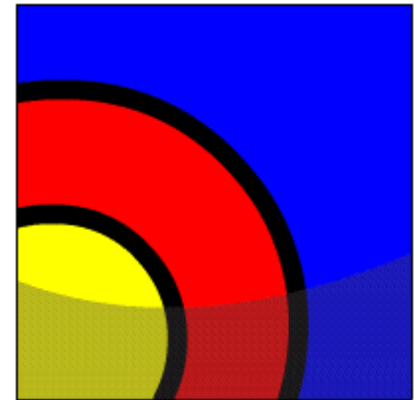


# Preparing Written Documentation

## What Will I Learn?

**In this lesson, you will learn to:**

- Compose well-organized written documentation to accompany your presentation
- Create a rough draft for the written documentation, review, and finalize

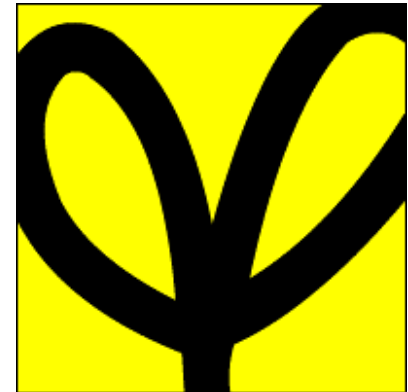




## Why Learn It?

Written documentation is part of any professional presentation. Clients will expect it as part of the overall deliverable of any project.

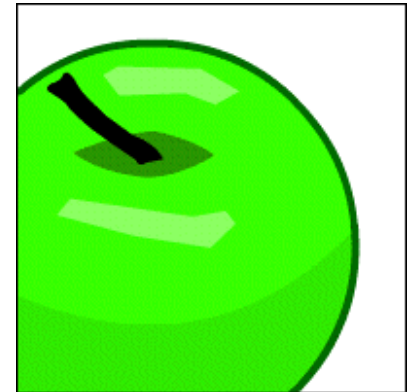
Written documentation supports your oral presentation. It provides details that you cannot give the client during the allotted time. This allows the client to review your proposed solution more closely after the presentation.



## **Tell Me / Show Me**

Written documentation should begin with an introduction that:

- States the business need as defined by the client
- States the problem that currently exists as defined by the client
- States the proposed solution that directly addresses the business need



# Tell Me / Show Me

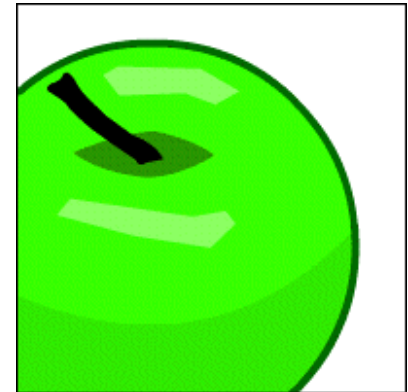
## Overview

Describe the business or organization and its mission.

State the information requirements of the business or organization.

State the business rules as they apply to the information requirements of the company or organization.

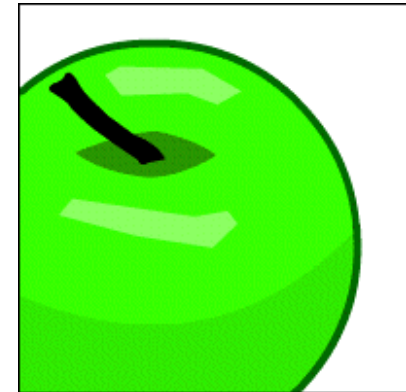
List and describe the assumptions that had to be considered.



## Tell Me / Show Me

### What Are Assumptions?

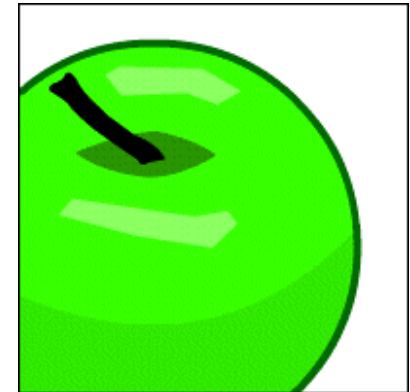
Assumptions can be relationships or rules in the data model that you did not have time to verify. They can also be conditions that need to be true in order for the proposed solution to be successful. These may not be directly reflected in the ERD.



### Examples of Assumptions:

- There is only one Global Fast Foods restaurant. The current model does not consider a chain of restaurants.

## Tell Me / Show Me



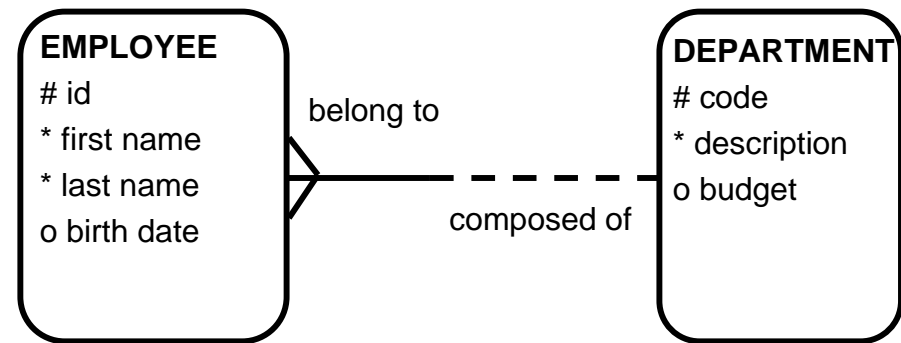
### Examples of Assumptions:

- The manager of each Global Fast Food employee will be in charge of the shift assignment for that person.
- Customer refunds are rare and will be handled manually on a case-to-case basis.
- A food item on the promotional menu can be “converted” into a regular menu item if it becomes really popular.

# Tell Me / Show Me

## Entity Relationship Diagram

Prepare an entity relationship diagram of the database proposed solution. Observe proper naming and drawing conventions.

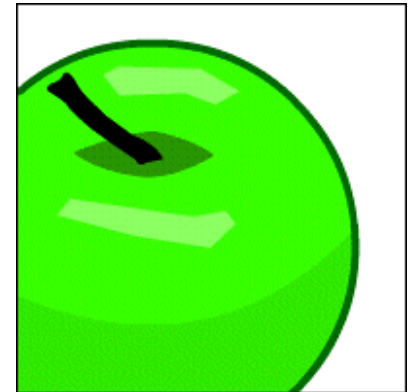




## Tell Me / Show Me

### Tables

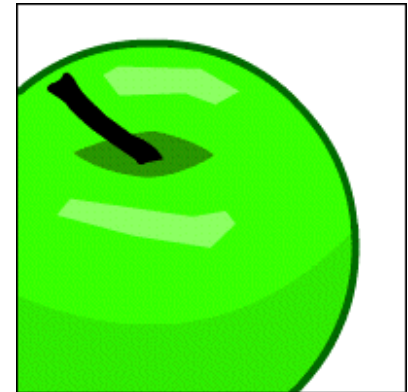
Prepare sample tables of the primary entities. Include SQL queries from the tables that demonstrate the effectiveness of the database solution.



# Tell Me / Show Me

## Conclusion

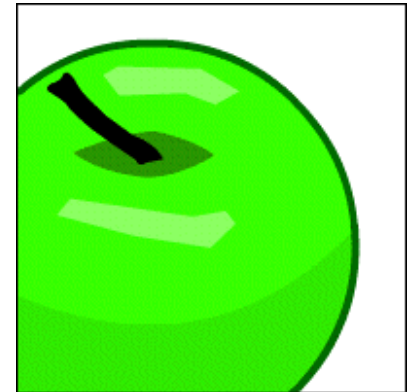
Summarize how the database solution effectively meets the needs of the stakeholders.



## **Tell Me / Show Me**

### **Recommendations**

State any recommendations for further work that will benefit the stakeholders.



# Tell Me / Show Me

## Example

### Documentation Example: Proposal for Overland Travel Agency

- Introduction
- Increased business, duplicate business functions, and delays in servicing client requests point out the need for improvements in handling client information. The addition of an easily accessible, readily updateable database would allow agents to personalize phone and email requests from repeat customers by being able to access past records from one location. In addition, new client information could be entered by each agent at their computer terminal, thus eliminating the backlog of data entries that now exist. Oracle Data Modeling Consultants offers the best solution for this problem. The full implementation of the database should take less than four weeks from the date of approval. All staff will be trained and using the database within that time period.

## Tell Me / Show Me

### Example (continued)

- Oracle Data Modeling Consultants can remedy the existing problem of handling client information by creating a database that agents can access from their computer terminals. Agents, while on the phone or responding to email, will be able to enter a last name and be presented with past travel agendas, travel requests, or pending travel arrangements. Agents will be able to add new clients and be able to generate mailing lists for advertising. Data entry will be immediate, therefore eliminating the backlog that now exists. Agents will be able to share information for group travel events and present an "any agent can" interface to the customer. This remedies the problem of clients having to speak to the same agent to have questions answered. Clients will not need to wait or be called back as is presently done.



# Tell Me / Show Me

## Example (continued)

### Business and Mission

- Overland Travel Agency is a small but growing company that specializes in personal travel arrangements for business and individuals. The mission of the company is to provide personalized service to any client from all of Overland's agents. Overland strives to create a friendly "one-stop" place for clients to make travel arrangements. Overland wants to appear "fresh and up-to-date." They strive to inform clients about new and exciting travel deals and adventures.

### Information Requirements

- Overland Travel needs up-to-date client information, including business and home addresses, last name and first name, past travel arrangements, future travel plans, and client-preferred modes of travel. They also need travel particulars such as handicap accommodations, special meals required, where tickets are billed and delivered, persons who regularly accompany them traveling, and other information pertinent to the customer. Client families or groups must be able to be identified both as a group and as individuals.



# Tell Me / Show Me

## Example (continued)

### Business Rules

- At Overland Travel, each travel agent should be able to assist any customer that calls on the phone or sends an email without having to leave his/her desk. A customer may be referred to as a client. A customer is anyone who has made a request for travel but may or may not have actually booked a reservation. Agents do not work on a commission basis, so access to client information is shared by all agents. Agents should be able to enter and store comments related to each client as needed.

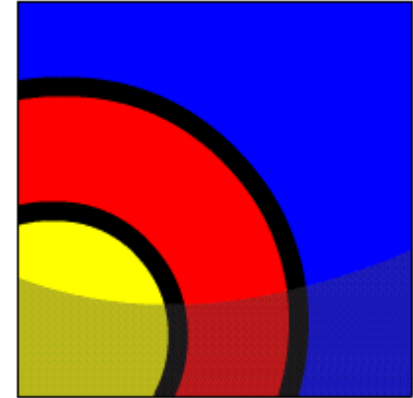
### Assumptions

- Clients are aware that the information they provide will be shared with all agents, and they are agreeable to this.
- Clients are willing to work with different agents on their travel plans. They may request a “preferred agent,” but are willing to talk with someone else if that person is not available.
- Past data will be entered into the database to provide a “history” for clients who have previously done business with Overland Travel.

## Summary

**In this lesson, you have learned to:**

- Compose well-organized written documentation to accompany your presentation
- Create a rough draft for the written documentation, review, and finalize





# Summary

## Practice Guide

The link for the lesson practice guide can be found in the course outline.

