

CORE COURSE – XV - SOFTWARE COMMUNICATION AND DOCUMENTATION

UNIT I

Importance of communication and documentation ; Different types of communications ; Spoken communication ; written communication ; Different types of documentation.

UNIT II

Elements of good individual communication – getting over nervousness – organizing one self – characteristics of effective communication – augmenting spoken words by actions and other means – other aspects of spoken communication like speeches; presentation; use of visual aids.

UNIT III

Meeting – Effective participation – effective management of meetings – preparing minutes – “Virtual” meetings – audio conference – video conference – use of collaboration tools.

UNIT IV

Principles of effective written communication – differences between written communication and spoken communication – resume writing – email; effective email techniques – proposals – contracts – user guides – external technical documentation for software – internal software technical documentation – users guides – letters and different types of letters – legal issue.

UNIT V

Use of various tools and technologies – need for standardization – role of processes and standards in documentation – on-line help – Impact of internet on documentation – common challenges in the harnessing of technology ; course summary.

TEXT BOOKS

1. Huckin, et al, Technical Writing and Professional Communication, McGraw Hill, 1991.
2. Ron Ludlow and Fergus Panton, The Essence of Effective Communication, PHI (P) Ltd., New Delhi, 1995.

REFERENCES

1. Gloria Wilson and Garry Bitter, Learning Media Design (Text and CD Rom), PHI (P) Ltd., New Delhi, 1998.
2. Simmon Collin – Multimedia Made Simple Asian Books (P) New Delhi, 1996.
3. Bennet – Illustrated World of DTP Dreamland Publications, New Delhi, 1998.