

# *Online Documentation Style Guide*

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**Mobil Oil Corporation  
Global Information Services**

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# *Introduction*

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## **Overview**

The Online Documentation Style Guide contains style standards for all Global Information Services (GIS) online documentation. Style in this context means the organization of material, the formatting of text, the conventions for presenting information, and the final online production. Online documentation includes all information viewed electronically.

This guide is intended for the technical writers responsible for researching, writing, editing, and producing online documentation for the GIS department and GIS clients. It is also intended for all GIS personnel who desire to publish documents within Systems KnowHow. This guide is not intended to override existing documentation standards, but to enhance standards for online viewing.

All types of documentation are covered by these standards including, but not limited to, user manuals, administration manuals, procedure guides, technical references, project reports, quick reference pages, meeting reports, and other materials that are not printed and bound. Conversion of existing paper documentation to online documentation is also guided by these standards.

The Standard Managed Environment's electronic viewer is Netscape Navigator. With Netscape, all employees may view online documentation located in Systems KnowHow on Mobil's intranet. From Systems KnowHow, a Mobil employee may view published information in three ways. Original files may be viewed by launching the original application such as MS Word or Excel. HyperText Markup Language (HTML) files may be viewed directly through Netscape. And, Adobe portable document format (PDF) files may be viewed by launching Adobe Acrobat.

Many different writers are anticipated to contribute to the overall documentation repository. Therefore, a structured methodology is needed which uses templates and style guides essential to the development of uniform documentation. Since these

writers have knowledge of multiple word processing applications, this document provides general guidelines appropriate for all applications.

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## Guide Contents

This guide includes the following chapters.

<b>Introduction</b>	Purpose, audience, and objectives of this document
<b>Design</b>	Basic information to assist the writer in designing new online documentation or deciding to convert existing documentation to online documentation including structure, topic, link, and display issues
<b>Organization</b>	Common chapters or topics of standard outline documentation and the structure by which the electronic files are maintained
<b>Format</b>	Formatting conventions for online documentation including the paragraph tag style, fonts, and table and list design
<b>Graphics</b>	General graphics information for online documentation as well as Mobil Corporation standards for the use and appearance of registered trademarks
<b>Practices</b>	Writing conventions and styles specific to well written online documentation
<b>Conversion</b>	Information pertinent to the conversion of existing documents to HTML for viewing within Systems KnowHow
<b>Publishing</b>	General guidelines for publishing information in Systems KnowHow
<b>Maintenance</b>	Guidelines pertaining to the maintenance of documents published in Systems KnowHow
<b>References</b>	Bibliographical references to documents used as reference to the creation of this document

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## Online Benefits

The standards presented in this guide are intended to do the following.

- Ensure that all online documentation is easy to read, use, and understand so users can efficiently and painlessly access information.
- Provide a flexible format that is adaptable to different types of online documents while ensuring a uniform, recognizable, attractive appearance.
- Provide an effective document structure that increases the writer's productivity and reduces rework and revision cycles.
- Increase creation of online documentation and thereby reduce documentation maintenance costs by making updates easier and quicker.
- Enhance the ability to update and distribute information in a timely manner without the need to print, reprint or distribute documents each time an update is needed.



# Design

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## Overview

The Design chapter presents information to assist you in designing the online documentation. The design of a document should do the following.

- Move users toward self-support of common problems encountered while using an application.
- Provide comprehensive system documentation to help encourage the cross-training of information and the transfer of knowledge among technical personnel.

When designing a document, consider the following questions and include the answers in the design of the document.

- Is it beneficial to the user to create the documentation by process or by task?
- Does the user follow certain steps when performing a task and thereby need task oriented documentation?
- Does the user follow application menus when completing a task and thereby need process oriented documentation?

As a writer, you may encounter several situations. You may have a new application which needs new documentation. Or, you may have an existing application which needs updated documentation or new documentation suitable for online viewing.

When designing the documentation, you must consider the design of the application, the user needs, and the documentation needs. The applications with existing documentation need further consideration. Does the existing documentation meet the current needs of the users? If not, re-writing the document may be necessary.

Documentation will meet one of the following criteria.

- Documentation exists and may be published into Systems KnowHow without modification. Documents written using a Systems KnowHow acceptable

application, such as Microsoft Word and Excel, and those less than 25 pages long and contain few graphics will be converted to HyperText Markup Language (HTML) format and published immediately.

- Documentation exists, but must be converted to a format accepted by Systems KnowHow. Documents longer than 25 pages with many graphics will be converted to Adobe's portable document format (PDF) and published immediately.
- Documentation exists, but only in a paper format. Paper format only means that there is no electronic copy of the documentation available and must be manually entered into a word processing application.
- Documentation exists, but requires a complete rewrite. The need for a complete rewrite indicates the documentation does not meet the needs of the intended audience.
- Documentation exists, but requires a partial rewrite. The need for a partial rewrite indicates the documentation meets some of the needs of the intended audience, but not all.
- No documentation exists.
- System documentation exists, but no user documentation is available.
- User documentation exists, but no system documentation is available.

If the documentation you are creating is new or requires a redesign, continue reading this chapter. If the documentation exists and may be published without modifications or if the document is to be placed in Systems KnowHow as a PDF file, continue to Conversion on page 7-1.

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## Convert or Re-Design

Most people believe if there is existing documentation, you convert it to an HTML format for online viewing and the job is done. Wrong! An intelligent analysis of the existing document must be completed before any conversion can take place. Most paper documents were not created to be viewed on a computer screen. There are several aspects of a document which must be reviewed and possibly changed before a document can be effective online.

## Chapters and Size

Paper documents are normally separated into chapters which contain separate sections or topics. A piece of information is put into a chapter because it relates to the other information in the chapter. This type of structure is not a requirement of online documentation. Since a user is not going to flip a page to get to the next topic, it is not necessary to have more than one subject covered in one topic. Users click to access, link, and move between the topics, table of contents, and index.

Studies prove that readers typically will not read more than three screen pages of material per topic. With this in mind, online documents must be separated into more manageable chunks of information than paper documents. While this is not as important for documentation being converted to PDF, it is important for documentation displayed in HTML. Since most paper documentation contains several headings within one chapter, you should create a separate file for each major heading and link the user to the next or previous topic.

If a 40 page manual must be placed online, review the content. Is it possible to reduce the size of the document? Some material may be outdated. Is all of the referenced material necessary, or does some of the material already exist elsewhere? With online documentation, you can link several documents together, preventing the need to re-create existing material, and thereby open the possibility of making a large document smaller and more manageable.

More information is available on PDF and HTML conversion in the Conversion chapter starting on page 7 - 1.

## Graphics

You must consider and review the size and nature of all graphics including images, illustrations, tables, charts, and graphs. Some graphics are not suitable for screen presentation. If the size of a graphic is too large, the browser paints the graphic very slowly. Readers get frustrated with the time it takes to display the document and simply will not use the documentation. Remember the purpose of placing documents online is to increase usability.

Verify that original graphics files are still available for reuse. It is possible that original screen shots were printed and pasted on a shell document before printing? If so, it may be necessary to re-create the graphics.

Each graphic should be the correct size and resolution for optimum screen display. It may be necessary to alter the pixel size, color, or format of the graphic through a stand-alone application to ensure recognition and rapid display by the browser.

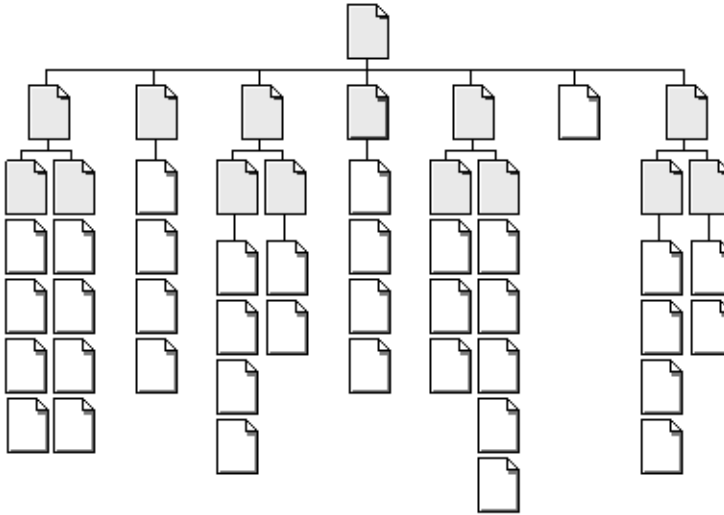
More information can be found in the Graphics chapter starting on page page 5 - 1.

## Structure

All documents should be structured in a logical, non-linear manner. Online documents are not viewed page by page the way paper documents are viewed. Online documentation must have a multi-level topic structure which is logically layered.

You must provide navigation where the user moves easily from one topic to the next without getting lost or confused. You want to guarantee that the online document has the same organization and navigational abilities of a paper manual, but not the physical appearance.

When organizing the document, place information in a non-linear structure so the user may view related topics by cluster rather than hunting and pecking for the needed topic. The following graphic displays a good example of a balanced topic structure.



**Figure 2 – 1** Balanced File Structure

## Topics

The content of the document is separated into chapters or topics. Paper documentation has defined chapters with each one covering a single topic. Online documentation is separated into similar sections called clusters, but with easier maneuverability than paper. As a writer, you must ensure that the information presented is placed within easy reach of the user. Organizing topics into clusters allows the user to access the needed information without getting lost. Since your user cannot hold a finger or a piece of paper in between pages to save a favorite place, your design must allow the user to return to any place within the document easily.

Topics should be organized in a sequence also known as the browsing order. The browsing order is the order in which the user moves through the topics. Topic organization is just as important as topic size. Do not force the user through a series of excessively long display sequences. If the information you are presenting is considerable in length, place a small table of contents with an abstract or overview of each section and a cross reference to that section where the user can jump to the needed information.

When deciding whether to convert or redesign a document, review the existing documentation for user needs and usability. Print the existing information, and if necessary, cut apart the sections and reorganize. Place clusters of topics together relating to each other. Since displaying large topics within a browser can be slow, make sure that you limit the size of the file to less than 32 kilobytes.

## Links

Navigational links are electronic cross references which enable users to skip around the document to only those sections of immediate interest or importance. Links do not require the turn of a page, but rather the single click of a mouse to move the user to the next topic. Links enable the user to track down needed information faster and more efficiently. Basic links include TOP, BOTTOM, NEXT, and PREVIOUS allowing the user to move to the top or bottom of a topic or to the next or previous topic. Make navigation easy to get to another section as well as get back to their starting point.

Local links are those which connect material within the same file. Cross reference links allow the user to move to related topics in different chapters. Uniform Resource Locator (URL) links are those which connect material from within the document to material located outside of the document on the internet. All links must be used carefully and creatively. If you use too many links, the user may get lost or confused. If you use too few links, the user may have to find too many topics in order to answer their questions.

The following are standard links which should be in place for each document.

- The Table of Contents (TOC) must have a cross reference link to each chapter.
- Each chapter must have a small chapter table of contents in the Overview with local links to the appropriate sections so the user may move to needed information with ease.

## Display

The displaying of text and graphics is a very important part of online documentation usability. The communication of your subject occurs visually. You must remember that paper and screen are different media and must be approached differently. The design of the screen, the length of the topics, and the color are very important considerations. You must design the page with user display in mind.

The screen is very different from a paper page. A typical 15 inch screen displays 800 x 600 pixels which translates to 32 lines of 80 characters. When you allow room for the heading, white space, and text on a monitor screen, you are able to present only a third of a paper page of information. Use of a landscape orientation allows more of the page's content to be visible. Viewers will get annoyed if they have to spend time resizing a window before they can read the contents.

According to most sources, web pages are limited to 3 screen pages in length to prevent user eye strain and to promote use. However, online documentation does not have this forced constraint since the users are not browsing; they are looking for specific information. If the document is to be viewed from a launched application or converted to an Adobe Acrobat PDF file, this is not a consideration. If the document is to be converted to HTML, file length is a concern. Keep the file size to 32 kilobytes to reduce browser loading time.

In order to create an effective online document, design your document considering the file size and speed of the display. Break down the topic into chunks by major headings and use reference links to connect associated material. Create a table of contents or outline of the material on the first page of the topic and provide reference links to the associated sections. See the Topics section in this chapter page 2 - 4 for related information.

White space is an important factor when creating online documentation. Do not place so much text on a page that the user cannot comprehend what is being read. Text and graphics should only fill 65 to 85 percent of the screen. This allows the user to both read and scan the page without losing information. Once again, if viewing from a launched application or PDF file, this is not a concern.

Use a white background with black text since most users read black and white text easily and with few errors. Improper or excessive use of color can fatigue the eye and cause the reader to become inattentive.

Once the design is decided, complete the documentation process by ensuring that the topics are well organized, the display is easy to view, the links are tested, and the text is properly proofed.

# Organization

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## Overview

The Organization chapter presents the standard outline for online manuals. When a system, procedure, or process requires an introduction and separate sections or chapters, an online manual is structured in the standard format. The elements described in this manual can, however, be applied to other types of documentation such as online white papers, meeting reports, project plans, and so forth. Apply the standards correspondingly so that all online documents have a consistent design.

The outline described in this chapter contains places for all possible front and end matter. Once your material is organized in this fashion, writing is easier and more productive. Some documents may have special chapter needs, beyond the standard organization presented here. When this happens, you can address those situations better with a standard outline in place.

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## Common Components

The list shown below indicates possible components of a manual. You may find that you need many more components for a manual describing a larger process or system, or that many of these components can be compressed into a single chapter for a smaller scale manual.

- Title Page
- Table of Contents
- Introduction
- Content Topics
- Appendix
- Index

- Other Components

While each of these components represents a single chapter in a hard copy manual, the online manual will contain several separate topics linked together. Each of these components is discussed in the sections that follow.

## Title Page

Since online manuals are not bound, there is no inside or outside cover page. However, there is a title page which conforms to the existing documentation standards. This page should be neat, attractive, and contain pertinent information about the manual, including:

- Document title
- Published date
- Company and department name
- Confidentiality statement or other required legal notices or disclaimers

For some manuals other data may be required such as a version number of the software, if available. And, if the manual is a revision of a previous one, an original issue date and revision date might be included.

Do not include extensive acknowledgments or long lists of contributors or authors. If the manual documents a team project, the team members may need to be listed.

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## Table of Contents

The table of contents outlines the material covered in the manual and helps the reader find needed information. The table of contents lists chapter names, first-level headings, second-level headings, and third-level headings.

Each table of contents item needs to be reference linked to the associated chapter.

## Introduction

The Introduction contains necessary information regarding the document. You should include an abstract of all chapters with a hypertext link to each. See the Introduction to this guide on page 1 - 2 as an example. The following sections may be included in the Introduction if small enough. Otherwise, separate topics or files may be created.

## Using This Book

This section may also be called *About This Guide*. It tells the reader about the manual itself and explains how to use it. Listed below are some suggested sections for this topic. Note that not all sections are applicable to every manual.

<b>Section Names</b>	<b>Descriptions</b>
Intended Audience	The definition of the audience gives direction about who will benefit most from the document. Not every reader will need all parts, so point out particular sections to designated readers.
Purpose of the Manual	The purpose tells the reason the material was documented or its intent.
Organizational Information	This information provides a road map of the manual. Include the chapter titles in hypertext and describe the contents of each.
Special Features of the Manual	The features point out any unusual sections or give hints about how the material can be used.
Conventions Used	Conventions show the way text is presented, such as key names entered in brackets, system messages in courier font, commands in bold, and variable data in italics. See the Practices chapter for more information about conventions.
Related Documentation	This section lists any supporting documentation which can help in understanding the material. Include reference links to the associated sections.

## Introducing the System

If you are documenting software, this section presents basic information about the concepts and capabilities of the software. Discuss the overall structure of the software and the relationship of the software's modules. Use flowcharts, illustrations, and/or comparisons to non-computer methods of accomplishing the tasks. Do not go into detail about how the system actually works, such as which key to press. This section is simply meant to alert the reader to the software's capabilities.

Introducing the system should also explain why the software is important to the reader and how the information relates to other systems. Point out how the software makes the reader's job easier or faster. Motivate the reader to want to use the software.

## Getting Started

The purpose of this section is to tell the readers what they need to know to begin using the system or software. It tells how to get started and includes information such as:

- Log on and log off instructions
- Standard keystrokes
- Platform specific terms, such as Windows or UNIX navigational aids
- Important terms
- System set-up instructions

This section is designed for flexibility. Tailor its contents to meet the needs of the particular system described in your manual. Be creative in determining how this section can best serve the documentation you write.

## Content Topics

The main chapters of the manual comprise the bulk of the manual and may be a single topic or many topics. The structure may be purely menu-driven, meaning orderly descriptions of each menu choice. Organize the sections according to tasks performed by the system. For example:

- Setting up the database
- Updating the data
- Creating a report from the data

Explain each task in detail, including step-by-step instructions for completing that task. If many chapters are used, make sure the reader is aware of what subjects are covered in each topic so the user may find needed material rapidly. Include a table of contents at the beginning of each topic to meet this objective.

There are two formats for presenting procedures. The action-response format is effective for presenting procedures. It lists the action taken by the reader, followed by the system's response. Or you can describe a procedure by listing the steps to complete it.

## Action Response Example

Here are two formats for showing user entry and system response. When you use steps to describe a task, be sure that each step is an action.

Example: At the System prompt, enter your *USERID*.  
The system prompts you for your password.

Enter your *password* to display the Main Menu.

## Steps Example

The following shows an example of steps where the user action and the corresponding system action are described. Note that each step begins with an action verb.

1. Log on to the network, making sure you have access to the drive and directory where the software is to reside.
2. Start Windows.
3. Insert the installation disk into the floppy drive.
4. Select Run from the File menu and type `a:\setup.exe` in the command line field.
5. Click OK. The installation program displays a dialog box with the message Your default directory is `c:\ngh` and the files will be copied to it.
6. Enter a new path if necessary.
7. Type `t:\apps\ngh` in the field provided and then click CONTINUE.

## Appendix

An appendix topic is added to a document when additional material is useful but not required. Appendices may include the following information.

Appendix	Contents
Abbreviations and acronyms list	Definitions of acronyms and abbreviations used in the manual
Glossary	Definition of terms, commonly used words, or phrases that may be unfamiliar to the reader

Appendix	Contents
References	Sources the reader can consult for additional or related information
Reports	Sample reports or documents produced by the system

Depending on the complexity of the system the manual describes, you may need multiple appendixes. It is a good idea to insert hypertext where the word is being used within the document where the reader may jump to the definition, abbreviation list, or reference section.

If only one appendix section is used, such as a Glossary, the need for an appendix is less important. Create and insert as a chapter unto itself. If more than one section is required, make a separate chapter for each.

## Index

An index is not required for every manual. It is essential, however, in a technical document with many terms and tasks. A good index builds the reader's confidence in the system by helping the reader find information quickly and easily. The index should contain the table of contents headings and terms the user may eventually search. However, the index should not simply be a replica of the table of contents. It needs both terms and concepts. Link the index to the referenced sections.

In addition, include buzzwords and important terms used in graphics and screen labels. Think of different ways the reader might want to reference the same information and include these words as well. If the manual is large, you may need to research indexing conventions so that yours fits the purpose of the material.

If you need to index items which begin with non-alphabetic characters, such as "386 requirements" or "56 code," include a *Symbols* section at the very beginning of the index. Format it just like the other index sections for A, B, C, and so forth.

When the index is complete, check these items:

- Ensure that all index items are in hypertext and provide the reader with the correct link.
- If some entries seem overanalyzed, try to combine some of them by modifying your markers.
- Simplify lengthy subheadings in all associated markers.

See your word processor manual or online help files for indexing information.

## Other Components

Each project has different documentation requirements. The following are some other components that may be needed.

- System messages list — An alphabetical listing of each system or error message and brief explanation of the message.
- Troubleshooting — A section describing possible problems, causes, and solutions. Some systems may need an entire section on troubleshooting tips, the most common and/or serious problems readers may encounter when using the system.

These topics should be created as separate chapters and placed as part of the Appendix.

---

## File Structure

Since so many writers may contribute to the project a document file structure must be considered. Since converting to HTML requires separation of chapters and topics due to file size and graphics size, the file structure is important.

## Book Creation

A book or master document is a collection of files, each no larger than 50 kilobytes, which contains the cover, table of contents, lists, introduction, chapters covering the bulk of the material, appendices, glossaries, and an index. Use a file naming convention that sorts the files in their logical order or provide a text file with the file names listed in the correct order. This is helpful when you must send all the files to someone else for conversion. The guesswork is removed about the correct order of the chapters.

Assign file names with chapter topic embedded and incorporate the application name, if possible. The following is a list of sample file names for a fictitious DB application.

DB00.bk	Book file, if applicable
DB00.ext	Cover file
DBTOC.ext	Table of Contents
DB01.ext	Chapter 1
DB02.ext	Chapter 2
DB03.ext	Chapter 3
DB0A.ext	Appendix A, Glossary, as an example
DB0B.ext	Appendix B, Error Messages, as an example
DBIX.ext	Index
DBALL.doc	Master Word document, if applicable

If you have files of supporting data, such as report samples, a glossary build, and screen capture images, you can name them so that they appear alphabetically in a group below the chapters, or create a separate subdirectory named GRAPHICS for all extra material. Place the document files themselves in a subdirectory named DOCS.

## Location

Original document files and their updates should be located on a shared network drive labeled as the project dictates. All GIS files will be stored in the same manner as in Systems KnowHow.

### Information Systems

Application Names in alphabetical order

Beneath this structure lies the directories for each application. So under the application, there will be up to four sub-directories.

- System documentation
- User documentation
- FAQs
- Miscellaneous documentation where other files not pertaining to any of the three categories listed above are located

The possible directory structure is shown below.

### Shared network drive

Application names in alphabetical order

UserDocs	User documentation
DB00.bk	Book file, if applicable
DB00.ext	Cover file
DBTOC.ext	Table of Contents
DB01.ext	Chapter 1
DB02.ext	Chapter 2
DB03.ext	Chapter 3
DB0A.ext	Appendix A, Glossary, as an example
DB0B.ext	Appendix B, Error Messages, as an example
DBIX.ext	Index

#### Graphics Subdirectory

Sample01.gif  
Sample02.gif

SystDocs	System documentation
DB00.bk	Book file, if applicable
DB00.ext	Cover file
DBTOC.ext	Table of Contents
DB01.ext	Chapter 1
DB02.ext	Chapter 2

#### Frequently Asked Questions (FAQs)

See the subject matter expert (SME) for specifics on file locations for your specific project.

# *Format*

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## Overview

The Format chapter presents the standard format for online documents. The format described in this chapter is applicable to all documents regardless of which desktop publishing application you use. This style is consistent and easily converts to HTML. You can organize and write your manual first and apply formatting later or format as you go. This chapter assumes you know how to apply the format to the documents using your particular desktop publishing application.

Keep in mind that if the text is converted to HTML, the format will be mapped to match that of the preset or default HTML style. Therefore, you need to use the standard format elements as much as possible so that all documentation retains the same look and feel.

If the text is to be placed online in Adobe's portable document format (PDF), keep existing documentation styles since the document as a whole, including all styles, is placed online.

---

## Style Sheet

The standard online format style accepts the existing documentation style. However, since online viewing is considerably different, several aspects have changed.

## Page Layout

The page style changes the most as defined in the following attributes.

- Page layout is 10.0 inches x 7.5 inches landscape.

- Body text indented 0.5 inches from each edge, where body text extends from margin to margin.
- Body text is left justified and ragged right. As an example, this guide is formatted in this style.

Keep in mind that when the text is converted to HTML, the formatting will be mapped to match that of the preset or default HTML style.

## Standard Font

Another of the changes in the existing format includes using only three fonts.

- Body text font is 11 point, Times New Roman.
- Heading font is Arial with varying point size depending upon the heading level. Level one, used for the chapter name, is 24 point, bold font with a thick line frame below the text. Level two, used for main topics, is 18 point, bold font with a thick line frame above the text. Level three, used for sub-topics, is 14 point, bold font. Level four, used for the level beneath sub-topics, is 12 point normal font and is indented to match the body text.
- The key, field, menu, and screen names are presented in Courier New, 11 point.

## Headings

The number of heading levels is reduced to coincide with web page standards. There are normally only four or five headings used per chapter. The chapter name is assigned the first level heading. The topic names or general material headings are assigned the second level headings. The specific material headings which fall beneath the second level headings are consecutively assigned lower level headings of three through five.

A sample of the heading levels is displayed in this chapter.

Heading Level	Example(s)
Level One	Chapter name: Format
Level Two	Main topics: Overview, Style Sheet, and Templates
Level Three	Material specific to Style Sheet, a Level Two heading: Page Layout, Standard Font, Headings, Tables, Special Instructions, Lists, and Hypertext Links
Level Four	Material specific to Lists, a Level Three heading: Unordered Lists — Bullets and Ordered Lists



## Tables

Tables work well for presenting information that can be organized into groups of logical categories. The number and size of columns in a table depend on the information presented. However, the suggestions given below apply to all tables:

- Column headings are 11 point, Arial bold with initial caps and aligned flush left above the appropriate columns.
- Repeat the header row if the table flows to another page.
- Table text is the same font as body text, 11 point Times New Roman, and aligned flush left within the column.
- Tables use single line styles for all borders.

The following table is an example of the described table attributes.

	<b>Server 4155</b>	<b>Server 2101</b>	<b>Server 7253</b>
	2nd floor	5th floor	10th floor
	75 users	125 users	30 users
	1 gigabyte	2 gigabytes	1 gigabyte

Times New Roman, 11 point

Arial 11 point, Bold

## Special Instructions

Special instructions are presented in a separate paragraph and identified with all upper case letters. Special instructions including notes and warnings serve the following purposes.

- Notes call the reader's attention to particular information while hints provide tips or shortcuts to using the system effectively.

NOTE: This is an example of one type of special instruction.

- Capitalized text, such as IMPORTANT, calls attention to significant information, warnings, and cautions. Warnings and cautions alert the reader when damage may result from improper action. Caution usually indicates system damage, while warning indicates potential harm.

## Lists

### Unordered Lists — Bullets

Bullets are used to distinguish items in an unordered list. Unordered means that items in the list are shown in no particular sequence as in the following example.

- Do not use bullets for steps in a procedure. However, you can use bullets for a procedure where the user can choose among several actions.

- Place bullets flush left with text.
- You can single or double space the bulleted items, depending on their length.
- At least two items are required for an unordered list. You cannot have a single bullet by itself.
- Capitalize the first word of each item in the list.
- If each item in the list is a complete sentence, place the appropriate punctuation mark at the end of the sentence. If most of the items in the list are complete sentences, make sure that **all** are complete sentences.
- If none of the items are complete sentences, precede the list with a complete sentence and list each item without punctuation.

For all single level lists, the bullet is the standard small black circle flush left with the text at 0.5 inches. For two level lists, the first and second level bullet are still the standard small black circle; however, the second level bullet is flush left with the indented text at 0.75 inches.

## Ordered Lists

An ordered, numbered, or procedural step list shows items that must appear in a particular sequence — first, second, third, and so on. The format of ordered lists is similar to the format for unordered lists, except numbers are used instead of bullets. Follow the suggestions in the example below to enter an ordered list.

1. First-level ordered lists use numbers, followed by a period and a tab.
2. Second-level ordered lists use lowercase letters, followed by a period and indented 0.75 inches from the first level.
3. An unordered, bulleted list can be used for a second level within an ordered list.

At least two items are required for the list. You cannot have a number 1 step without a number 2 step or an a. without b.

## Hypertext Links

When displaying the document online through PDF files, all hypertext links must be visible to the user. To do this, the ref-text font was created and included in the template. This font duplicates body text styles with two exceptions. The color is blue and the text and spaces are underlined. This allows the users to find the hypertext links easily. The mouse pointer changes from an arrow or hand to a pointing hand when moved over the linked text.

If the document is comprised of several separate files, the following must be included for the file to be viewed as a PDF file.

- The cover page is the first document to be opened from the published location.

- The cover page must have a navigational link to the Table of Contents.
- All chapter files must have a navigational link to the cover page for ease of movement through the document. This navigational link must be located on the first page of each file.
- All hypertext links must be blue and with text and spaces underlined.

If you use these conventions, your user will be able to navigate through your document.

---

## Templates

The standard format style is contained in template files set up according to format standards for each of the desktop publishing applications for Mobil: MS Word and FrameMaker.

Templates are available and located on the shared drive. The directory for templates is the I:\DAL-S1A\DATA\SHARED\EVERYONE\GIS\_DOC\TEMPLATE directory.

The template file for Word is called STNDONLN . STY. The template file for FrameMaker is called TEMPONLN . FM5. Apply the appropriate template to your document.

# Graphics

---

## Overview

Graphics are the emphasis tools used to give strength to important points, logically divide topics, call attention to specific steps and make your document more user friendly. The Graphics chapter describes necessary points specific to online documentation.

---

## General Graphics

Use the following guidelines when placing graphics or screen shots in your manual.

- Use appropriate artwork, graphics, and screens to illustrate your manual.
- If you are creating your online document from scratch, use non-interlaced, Graphics Interchange Format (GIF) graphic file formats. This format may be displayed universally on most browsers.
- Full-sized Windows screen shots need to be 4.75 x 3.5 inches and set at 472 dots per inch (DPI).
- In Netscape, the viewable window size is usually 610 x 280 pixels when the window is set at maximum. Therefore, limit the width to less than 600 pixels wide by 260 pixels high.
- The smaller the file size, the faster the graphic loads on the user's screen. Keep the total size of all images used in a single file to less than 32 kilobytes.
- For non-Windows screen shots, use a rounded box approximately the same width as the body text.
- Dialog boxes and message boxes should be 75 percent or less of the original size when initially imported. Retain the same proportions. Large dialog boxes can be reduced even more when needed.

- All illustrations need a caption. Illustrations are numbered with the chapter number and illustration number. No explanatory sentences should be placed with the caption.
- Graphics should be left justified with the text immediately above, as the example below is placed.



**Figure 5 – 1** Publishing a New Document in Know How

- A frame should surround the graphic as displayed above.

Preview all graphics including illustrations, screen shots, and graphic depictions of navigational buttons or icons to ensure clarity online.

---

## Mobil Graphics

A Mobil documentation style guide would not be complete without corporate rules for using the Mobil trademark and other Mobil graphics. Online documentation uses the same standards set forth in the Documentation Style Guide for paper documentation. This ensures that the Mobil products and services are portrayed in a recognizable image. That image is important to a business enterprise characterizing itself as profitable, progressive, and environmentally sensitive. This chapter includes the portions of the corporate identity rules that apply particularly to online documentation.

## Mobil Trademarks

The word Mobil is the official trademark of Mobil Corporation and is protected by registration in the United States Patent and Trademark Office. Its effectiveness depends on proper and consistent application wherever used. The proportions, style, spacing and color of the trademark cannot be changed in any way.

### Description

The Mobil trademark utilizes special letter shapes, spacing and colors. The shapes of the letters have been specially designed and are unique to Mobil Corporation and its affiliates. Mobil Blue is used for all letters except the O which is Mobil Red. The colors Mobil Red and Mobil Blue (sometimes referred to as Mobil Century Red and Mobil Century Blue) were developed especially for use on a white or light neutral colored background, where they have maximum impact.

### Positioning the Trademark

The Mobil trademark should have a generous amount of background space surrounding it, in order to set it off. For this same reason, the Mobil trademark should never be confused by additional design elements such as border decorations, ornamentation, distracting blocks of color or industry slogans.

Identification is best achieved by having the Mobil trademark appear once on the cover page of a document. Do not scatter a number of Mobil trademarks on the page. The mark should be used at a moderate size.

# Practices

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## Overview

The most commonly used technical writing conventions and styles appear in this chapter. If you need more information about a particular topic, the References chapter lists several good books and dictionaries that can provide additional information on writing and style issues.

---

## Conventions

Key names, commands, and other systems-related terminology must be presented consistently throughout your document. You can ensure that these items are presented consistently by using conventions. Conventions are simply generally accepted ways of presenting information and enable the reader to grasp the material more quickly. The basic conventions specific to online documentation are described in the following sections. Keep in mind that if the text is converted to HTML, the format will be mapped to match that of the preset or default HTML style.

### Names

Naming conventions define the way that key, field, menu, and screen names are identified within text. In the following sections, these conventions are defined.

#### Key Names

Use 11 point Courier New to represent keyboard key names for instruction within online documents. Place the key name in uppercase letters surrounded by brackets.

Examples:     Press [ ENTER ].

When it is necessary to hold down one key while pressing another, couple the keys by using the plus character, (+), and using key names only.

Example:        Press [ CTRL+N ] to display the Notice dialog box.

## Field Names

Use 11 point Courier New to represent all field names, button names, menu options, and list box items. Spell all names as they appear on the screen.

Examples:        Press [ TAB ] to move the cursor to the NUMBER field.

                  Select `Save As` under the File menu.

## Menu and Screen Names

No special font is used to represent the name of a menu or screen in the text. Type the name exactly as it appears in initial caps.

Examples:        Press [ ENTER ] to display the Main Menu.

                  The User Information screen appears.

## Instructions to the Reader

Use the word `press` when referring to function keys. The word `press` usually indicates one keystroke. Use the word `type` for entering characters from the keyboard. `Type` can indicate multiple keystrokes.

Example:        Type *your name* and press [ ENTER ].

Use bold text to highlight words to be typed verbatim. Show in italic non-specific words that the user should type when the words are variable text, to be replaced with something else.

Example:        Type **run** and press [ ENTER ].

                  Type your *password*.

## System Messages

When a system message appears in the text, type the text of the message in 11 point Courier New. Use wording and punctuation exactly as the message appears on the screen. Quotation marks are not used unless they appear as part of the message.

Example:        The system displays the message `File not found`.



## Navigation Methods

In the text, do not define the type of menu with an adjective, such as calling the menus at the top of the window pull-down menus, unless you must emphasize the way the menu works as a feature of the product. However, do use the spelling exactly as it appears on the screen.

Example:       Select `Run` from the `Eile` menu.

When the user needs to select an option with the mouse, use the term `click`.

Example:       Click the `Month` option, and then click `OK`.

---

## Style

The style of a book is determined by its voice, its punctuation standards, and the way supplement material is handled. Since some documentation will be converted to HTML, the style must be considered. Some punctuation, for example, is read by an HTML converter, and by browsers, as code and displays the punctuation symbol differently than what is printed on paper. Therefore, this section provides style guidelines as they pertain to online documentation.

## Punctuation

The purpose of punctuation is to make your document easier to read and understand. However, since many of the documents you are writing may be converted to HTML, your document should contain no characters other than those characters which are actually printed on your screen. HTML code uses quote marks (`"`), the ampersand (`&`) the greater than sign (`>`), and the less than sign (`<`) as part of the HTML code. These are specifically reviewed later in this section.

If you have to hold down any key other than `Shift` to create a character within the text of your document, do not use that character. This does not apply to imported graphics, such as screen shots, or to files which are to be converted to PDF files.

## Quotation Marks

When converting to HTML, do not use quote marks (`"`), nor apostrophe marks (`'`) as browsers attempt to read quotations as HTML code. However, since most references state Netscape does not have a problem recognizing single or double quote marks, if you wish to use the ASCII escape code, use **`&quot;`** prior to and after the text you wish to offset.

Example:       Jim Brown stated, **`&quot;`** I am pleased with your progress. **`&quot;`**

Keep in mind this code is only necessary when converting a document to HTML.

## Reserved Characters

Other special characters recognized by HTML as special tags are `<`, `>`, and `&`. You must also use ASCII escape codes for these characters as shown in the table below.

Code	Result
<code>&amp;lt;</code>	<code>&lt;</code>
<code>&amp;gt;</code>	<code>&gt;</code>
<code>&amp;amp;</code>	<code>&amp;</code>

Example:        The HTML tag, **&lt;** HTML **&gt;** is used at the beginning of the text.

## Dates

Spell out dates to prevent confusion. While Americans view 8/9/94 as August 9, 1994, Europeans view 8/9/94 as September 8, 1994.

Example:        The clerk updated the file on August 2, 1996.

# Conversion

---

## Overview

Many business critical applications do not have documentation or have documentation which must be converted or rewritten to a format appropriate for online viewing. Whereas the preceding chapters have dealt with design and style, this chapter explains the conversion of the document for online viewing. This chapter provides general guidelines and helpful suggestions to the writer handling the document conversion to HTML and Adobe PDF format and assumes you have basic knowledge of the World Wide Web (WWW) and how web servers and client browsers work.

Documentation may be viewed through Systems KnowHow in several different formats: HTML, Adobe PDF files, and the original desktop publishing application.

- Adobe PDF files are viewed through Adobe Reader. Once in Systems KnowHow, you click the desired document title and Adobe Reader is automatically launched as long as you previously installed the Reader and have Netscape properly set up to do so.
- HyperText Markup Language (HTML) files are created in a plain text language used to structure online documents and are viewed directly in Netscape.
- The Mobil standard browser is Netscape Navigator. Netscape is used to access Systems KnowHow and locate the document and then displays the document on your screen or launches the original application necessary to view the document. Some documents may be viewed by launching the original application from Systems KnowHow including Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and Adobe Reader. Once in Systems KnowHow, you click on the desired document title and the associated application is automatically launched.

Netscape must be set up to launch applications from within the browser and to know that .doc and .dot extensions, for example, require MS Word while .xlt and .xls extensions require MS Excel. For online directions for setting up Netscape, see the

Systems KnowHow Tutorial at [http://knowhow.mobil.com/Mobil\\_Repository/Tutorial/](http://knowhow.mobil.com/Mobil_Repository/Tutorial/).

---

## Standard HTML Code

Standard HTML is fairly limited in regard to formatting capabilities: headings, paragraphs, lists and tables. HTML documents consist of text, style tags, which define how the text is to be displayed, and the location of graphic files to be displayed within the text. HTML code is written to include the opening of the style tag, the affected text, and the closing of the style tag and is not case sensitive.

The following sample code, if placed in an HTML file, would look just like the heading for this section as displayed above.

```
<H1> Standard HTML Code </H1>
```

HTML coding is not covered in this document, but is available from many sources. The current version of HTML which is acknowledged by Systems KnowHow is version 3.0 and includes Netscape extensions. See the References chapter for sources which explain HTML code in detail.

---

## Conversion Tools

Mobil documentation may have been written using: Microsoft Word, Corel WordPerfect, Adobe FrameMaker, and Adobe Page Mill. HTML conversion tools are software applications which convert original word processing documents to HTML files. When a document is converted to HTML, the document's style tags for each line are converted to an HTML format. Conversion tools are very helpful because converting an existing file is faster than re-writing it in HTML.

There are several conversion tools available for converting existing documents to HTML. Several you must purchase and a few you may download from the Internet for free. Some of these tools are listed below.

- Microsoft Internet Assistant for Word — a shareware application which integrates with MS Word to convert Word documents to HTML.
- Quadralay WebWorks — an application which integrates with FrameMaker to convert FrameMaker documents to HTML.
- InfoAccess HTML Transit — an application which does not integrate with any particular word processor, but which can convert FrameMaker (MIF), Interleaf, Lotus AmiPro, Microsoft Word, Rich Text Format (RTF) and WordPerfect files to HTML files.

While each of these tools may take care of getting your document converted to an online format viewable on the Intranet, there are several other aspects to conversion which need to be addressed. Ensure that the selected conversion tool performs conversion within the following parameters.

- Converts to an acknowledged Systems KnowHow application or HTML version.
- Converts all graphics within the document to a viewable format.
- Provides TOP, BOTTOM, PREV, NEXT, and HOME links.

---

## Procedures

Since there are so many conversion tools, this chapter provides general guidelines for converting documents instead of step-by-step instructions.

### Map

Conversion tools map or assign existing styles to HTML code. Therefore, you must verify that your document assigns only one style tag. For example, body text and normal text are the same in different applications. If your application is using body text, ensure that all of your text tags are defined as body text and not partially defined as normal text.

Check each of your style tags for consistency.

If you do not yet have a book of files or master document created for your document, it is a good idea to do so since some conversion tools globally assign formats to a set of files to save you time.

Then, using the conversion tool, correctly map each of the documentation styles to an existing HTML style tag as defined in the Format chapter.

### Convert

Each conversion tool handles graphics in an unique way. Some conversion tools require that all graphics be in a GIF format, while others have no problem converting from TIFF formats. Check the requirements for the tool you are using and correctly convert all graphics prior to using the conversion tool.

Conversion tools also handle tables in different ways. Once again, check the requirements for your tool and verify that your table style tags are prepared for conversion.

Some tools will place navigation aids like TOP, BOTTOM, NEXT, and PREVIOUS links for you. These tools place these links for you or allow you to select buttons or

icons to use as navigation tools for all your converted files. If your tool does not provide navigation aids, insert text links using hypertext code to ensure the user can navigate between files efficiently. See the Hypertext Links section on page 4 - 4.

Once your graphics, tables, and navigational aids have been checked, follow the tool's directions and convert all files in order of presentation.

## **Review**

Finally, preview the document to ensure that conversion of all text, tables, and graphics occurred properly. Make sure that all reference links converted correctly and will transport the user to the correct location when used.

# *Publishing*

---

## Overview

This chapter provides guidelines and helpful suggestions for publishing into Systems KnowHow.

The Systems KnowHow Repository is THE place for GIS information. Systems KnowHow contains documents which are globally available to all Mobil employees. Publishing a document in Systems KnowHow makes a copy of it available to other Mobil employees.

There is a Systems KnowHow tutorial available from the Mobil Intranet. The URL address is [http://knowhow.mobil.com/Mobil\\_Repository/Tutorial/](http://knowhow.mobil.com/Mobil_Repository/Tutorial/).

---

## Valid Publishing File Types

At the time of the publishing of this document, valid publishing file types included the following.

- MS Word (.doc) and templates (.dot)
- HTML (.htm)
- Adobe portable document format (.pdf)
- Text (.txt)
- Graphics (.gif)
- MS Power Point (.ppt)
- MS Excel (.xls) templates, (.xlt), workbooks, (.xlw), macros (.xlm) and charts (.xlc)
- PKZip archive (.zip)

See <http://knowhow.mobil.com/filetype.html> for current publishing types.

---

## Repository Structure

The Systems KnowHow Repository is built as a tree with directories or sub-levels, called nodes. Each node is a separate branch and the associated documents sit on the limbs. The tree is similar to an outline of a single document, but refers to the structure of all the documents located in the Repository.

All GIS documentation files will be stored in the following manner within Systems KnowHow.

### Information Systems

Application Names in alphabetical order

Beneath this node are directories for each application. The following four sub-directories may be found under each application directory.

- System documentation
- User documentation
- FAQs
- Miscellaneous documentation or files not pertaining to any of the three categories listed above

A sample directory structure is shown below.

### Shared network drive

Application names in alphabetical order

UserDocs	User documentation
DB00.bk	Book file, if applicable
DB00.ext	Cover file
DBTOC.ext	Table of Contents
DB01.ext	Chapter 1
DB02.ext	Chapter 2
DB03.ext	Chapter 3
DB04.ext	Chapter 4
DB0A.ext	Appendix A, Glossary, as an example
DB0B.ext	Appendix B, Error Messages, as an example
DBIX.ext	Index
SystDocs	System documentation
DB00.ext	Cover file
DBTOC.ext	Table of Contents
DB01.ext	Chapter 1
DB02.ext	Chapter 2
DB03.ext	Chapter 3



## Frequently Asked Questions (FAQs) Graphics

If there is not an existing node specific to your application, follow the procedure outlined in the Systems KnowHow Tutorial, [http://knowhow.mobil.com/Mobil\\_Repository/Tutorial/mkrpo7d.htm](http://knowhow.mobil.com/Mobil_Repository/Tutorial/mkrpo7d.htm), to add a node and sub-nodes for this application.

The repository maintains catalog cards containing summary information of the online documents. Documents are stored once, but may be linked to several different nodes. These multiple links come into play when there is one application used by several groups. A single reference page may be published by one group and linked to a document published by another group which refers to the same application by a different name or acronym.

Anyone may publish a document in a public area within Systems KnowHow, but certain areas are restricted. Restricted areas require password access before a document may be published or viewed.

## Linking Nodes

When publishing a document a primary node where the document will reside is selected. Since the content of the document may apply to several different areas of the Repository, it may be linked to additional nodes. In fact, you may move the document around in the Repository at any time, add links to the primary node, or maintain multiple links. However, if you remove the last link of a document, it is considered to be deleted. It still resides in the Repository, but is not accessible by normal search functions. If you can find it through the primary node, or through searching through deleted items, you can link it back to a primary node.

Multiple links should not be over used. Only link a document to more than one node if it has genuine relevance to those nodes.

The commands to link and unlink individual documents can be found on the catalog card. The commands to link, unlink, or move links for a set or subset of documents can be found at the node.

---

## Repository Publishing Guidelines

You must publish a document in a way that makes it as easy as possible for the user to find the item. Additional Systems KnowHow publishing guidelines are available to you at [http://knowhow.mobil.com/Mobil\\_Repository/About/PubGuide/index.html](http://knowhow.mobil.com/Mobil_Repository/About/PubGuide/index.html).

## Publish

When you publish a document in Systems KnowHow, the original files remain on your computer or network location. Any updates made to the original files are not reflected in Systems KnowHow until you republish. See Update or Re-publish on page 8 - 7 for information on republishing.

If information is considered confidential or there is not an electronic copy of the document, do not publish the document. Publish the document information with the Catalog Card explaining where the document is located and how it may be acquired. See Catalog Card on page 8 - 4 for more information.

When you publish a document, enter information about the owner of a document. A page is created in the Repository listing all the files published by the owner. This list of files is organized by the age of the documents. See Lifespan on page 8 - 5 for information on document lifespan and aging of a document.

## Procedures

Directions for publishing a document in Systems KnowHow can be found at [http://knowhow.mobil.com/Mobil\\_Repository/Tutorial/mkrpb5.htm](http://knowhow.mobil.com/Mobil_Repository/Tutorial/mkrpb5.htm) and provides step-by-step directions to publishing a new document. The provided directions are easy to follow and include the following.

- Selecting a node where the document is to be published
- Entering the file name of the document to be published
- Completing the catalog card details

## Catalog Card

When publishing a document in Systems KnowHow, you must complete the catalog card details. A catalog card in Systems KnowHow is similar to catalog cards used in the public library. Each card contains detail information about a document. Catalog cards are used for documents which have been published in Systems KnowHow as well as documents stored elsewhere. The catalog card contains the information needed to find a document and instructions for acquiring it.

## Title

The title of the document. Use descriptive titles so the users can quickly find documents. The title should define the application and the type of documentation: system, user, FAQ, or miscellaneous.

## Abstract

An abstract is a short paragraph which summarizes and highlights the major points of a document. Abstracts should include information about the purpose of a document and briefly define the document contents. The abstract can be described as an expanded Table of Contents in sentence form.

Prepare the abstract carefully. This is the user's first impression of the document and should accurately reflect the tone and emphasis of the document. Many readers will use this to decide if they should spend their time reading the referenced document.

An abstract must be long enough to adequately summarize the document information. Abstracts should be no longer than 200 words and should be written in complete sentences. Spell out all acronyms and initials. Include whether the document may be found in any other language and if so, where.

## Keywords

Terms frequently used in a document are called keywords. Keywords include application names, acronyms, and applicable systems. You can search documents by keywords.

## Owner's Email User ID and Owner's Email System ID

The Owner's Email User ID refers to the electronic mail user identification code for the owner of the document. The Owner's Email System ID refers to the email node identifier code where the owner's electronic mail identification code resides. The User ID is combined with the System ID to uniquely identify the owner of the published document. An example of this is:

Example:   SJBROOKS (Owner's Email User ID)  
              MDSLVM1 (System ID)

The owner is the person responsible for the content and maintenance of the document. The owner is not necessarily the same person who publishes the document in the Repository. These fields should be completed even if the owner is no longer employed with Mobil or has moved to another department. You can search documents by owner.

## Lifespan

Lifespan is the length of time a document is to be stored in the Repository. At the end of the document's lifespan, the document will age. This means that the document is moved to a special category at each node and owner page and is, by default, excluded

from searches. The purpose of the lifespan is to help keep the Repository up to date by weeding out old material.

The lifespan is controlled by the expiration date which is entered when the document is published. There are three options available.

- Current - Information has not exceeded its expiration date.
- Aged - Information has exceeded its expiration date.
- Deleted - Information has been deleted and all links to it have been removed.

The Lifespan information is used to remind owners to update their items. If documents are not updated or the expiration date not changed in a timely manner, the document could be deleted from the Repository.

## Reference

The reference portion of the catalog card is used to note any formal references to the document. If the catalog card is published with “No electronic copy” in the Location(s) field, the Reference field is particularly important since this is the reference to the document location. The reference may read *John Smith’s office, Mobil Place, Room 103*. Documents that could be published with no electronic copy include books, a journal reference, or a set of manuals which are too large to be placed in the Repository.

## Language

The default for this field is English. If the document is not in English, change the default to the correct language. Include in the abstract whether the document may be found in any other language and if so, where.

## Author(s)

The author is the name of the person who wrote the document. This person is not necessarily the owner or the person who published the document.

## Location(s)

The location is the place where the document may be found. For documents published within the Repository, the words *In Repository* are entered. Location(s) is very important for documents published with the *No electronic copy* notation. The location must contain enough information to allow the user to obtain the document. This field may be completed with terms such as *FTP from this site* or *John Doe’s office, RNT Rm 1013D*.

The Systems KnowHow Tutorial contains more information on completing the catalog Card details at [http://knowhow.mobil.com/Mobil\\_Repository/About/PubGuide/index.html#card](http://knowhow.mobil.com/Mobil_Repository/About/PubGuide/index.html#card).

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## Update or Re-publish

Additional options on the catalog card screen allow you to easily update your document or catalog card. You can read or add notes about the document, re-publish, edit the catalog card details, and add or delete links to the document.

Any changes made to the original files are not reflected in Systems KnowHow until you update the catalog card or re-publish the document.

Re-publishing documents in Systems KnowHow allows a newer version of the document to be placed in Systems KnowHow without writing over the original file. This option allows two versions to be present within Systems KnowHow at one time.

# *Maintenance*

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## Overview

Like paper documentation, online documentation must be maintained. Owners are responsible for maintaining their own documents. However, they can assign those duties to another person. There are several aspects of maintenance that must be considered by the writer. This chapter reviews these aspects.

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## Maintenance Considerations

Review documents on a regular basis to ensure the following statements are true for each document.

- The document is in the best viewing format: HTML or PDF.
- If the document is less than 25 pages in length, the user does not have to launch an application to view the document. Can the document be converted to HTML?
- Does the document meet the business needs of the user by providing:
  - Complete information on installing the hardware and software
  - Complete information on preparing of the hardware and software
  - Explicit information on using the application and associated hardware
  - Troubleshooting techniques for technical level personnel (in-depth techniques and information to perform more comprehensive technical and troubleshooting procedures)
  - Troubleshooting techniques for user level personnel (rudimentary troubleshooting of application errors)
  - Maintenance and service information
  - Current documentation of the current version of the documented system

In addition, consider updating all documents to include the following:

- A glossary where terms are referenced or linked to the location first used
- Complete coverage of the material through process or procedural steps
- User friendly format where all topics are easy to find and comprehensively linked

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## Tailor Converted Documents

Once documents have been converted and published in systems KnowHow, you may notice that the formatting is different or does not meet standards. These are just a few of the things you may wish to review when maintaining your documents.

- Add pop-up windows or links to word definitions in the glossary.
- Ensure each HTML file has reference links to the cover page of the document and that the cover page links to the Table of Content so the user can navigate easily through the document.
- Verify that each HTML file has a title which matches the chapter name or file content since the title appears as the bookmark name and on the title bar of the browser.

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