

Checklist for Developing an Online Help Standard

- Have you created a comprehensive project guideline or definition?
 - Have you defined the essential goal(s) for the interface?
- Have you developed a document specification for the project?
- Have you created a compliance checklist to ensure that
 - Each task laid out in the document specification is completed?
 - Each component of the software includes the same level and quality of help?
- Have you learned as much as you can about the environment in which the interface will be used? Have you articulated your assumptions about the users and under what circumstances they will use the help system?
 - Specific information about the intended users.
 - Typical task flows within the work environment.
 - Relevant corporate strategies that impact how work is done and hence how the interface will be used.
- Have you decided on general interface issues by completing tasks such as the following?
 - Determine standard keys and key combinations.
 - Identify an agreeable and functional color scheme.
 - Design the screen elements you will use, including
 - Menus
 - Browsers
 - Forms
 - Toolbars
 - Icons
 - Design and test screen layouts and create templates.
 - Draft a working model for each screen type.
 - Define standard navigation pathways.
 - Define how many levels of secondary windows will be allowed.
- Have you decided on verbal style principles, including the following?
 - Active voice
 - Present tense
 - Concise wording
 - Consistent terminology
 - Standardized typography
- Have you created a project style sheet to document each style decision?