

User Documentation Needs for Each Customer Group

OPERATIONS

- Backup procedures
- Batch job and printing requirements
- Data extraction/sharing requirements
- Installation procedures
- Resource requirements
- Configuration definition
- Release notes

SUPPORT

- Contact points within development and operations
- Escalation procedures
- Support call recording process
- User documentation (all versions)
- List of new features

USERS

- Reference manual
- Support user's guide
- Tutorial manual
- User manual
- List of new features