

# User Manual

## Purpose

The User Manual clearly explains how a novice business user is to use the automated system or application from a business function perspective. The User Manual is usually organized topically or by task.

## Document Lifecycle

The User Manual is conditionally required for new development and maintenance projects, dependent on the circumstances of the project. For new development projects, the creation of the User Manual should begin no later than the Design Phase, with a baselined version completed by the end of the Test Phase. The User Manual is utilized by the business stakeholders during user acceptance testing of the system/application in the Test Phase, and is most significantly utilized during the Implementation Phase and Operations & Maintenance (O&M) Phase. The User Manual should be revised as needed throughout the life cycle as changes are made to the system.

## Audience

The target audience for the User Manual is primarily the business stakeholders.

## Roles and Responsibilities

The following stakeholders have a prescribed interest in the development, content, review and approval of the User Manual:

Stakeholder	Interest
Project Manager	Ensures the User Manual is appropriately developed, if designated as being required per the Project Process Agreement (PPA).
Government Task Leader (GTL)	Ensures that the User Manual is delivered in accordance with the requirements of the Statement of Work (SOW) or Task Order (TO).
Business Owner	Approves the final User Manual and ensures its proper distribution to applicable business stakeholders.
System Developer or System Maintainer	Prepares the User Manual in collaboration with all applicable stakeholders. Updates the User Manual as needed during the life cycle of the system or situation.
Technical Review Board (TRB)	Ensures that an approved User Manual exists for the system if the deliverable has been designated as required per the PPA, in order for the project to pass the Validation Readiness Review (VRR),

	Implementation Readiness Review (IRR), and/or Operational Readiness Review (ORR).
ESD Peer Review Group [for ESD IDIQ Contract Task Orders only]	Reviews the User Manual to identify any issues, risks, or actions that may affect the content. Identifies changes or problems with the User Manual requiring further consideration and/or updates to the document.
ESD Engineering Review Panel (ERP) [for ESD IDIQ Contract Task Orders only]	Has no appreciable interest in the content of the User Manual.
OIS Stakeholders (e.g., EDCG, EDG, etc.)	Participate in the development of the User Manual with the System Developer or System Maintainer as needed.
IT Infrastructure Implementation Agent or Contractor	Ensures the content of the User Manual reflects complete and accurate point-of-contact information for user support as applicable.
IV&V Contractor	Reviews the User Manual to identify potential improvements or identify problems before they occur.
Configuration (or Change) Control Board (CCB)	Ensures that the User Manual is appropriately updated to reflect changes made to the system during the O&M Phase.

## Related Deliverables

The content of the following deliverables should be considered during the development of the User Manual:

- Requirements Document
- System Security Plan (SSP) and/or Information Security Risk Assessment (IS RA)
- System Design Document (SDD)
- Interface Control Document (ICD)
- Database Design Document
- Data Conversion Plan
- Release Plan
- Business Product/Code
- Version Description Document (VDD)
- Contingency Plan
- Implementation Plan
- Test Plan
- Test Case Specification
- Test Summary Report(s)
- Training Plan
- Training Artifacts
- Operations and Maintenance (O&M) Manual
- Change Requests

- Problem Reports

## Framework Reviews

The User Manual serves as input to the following System Lifecycle Framework reviews:

- **Validation Readiness Review (VRR)** – During the VRR, the User Manual is reviewed to ensure that an acceptable draft is available for reference during user acceptance testing.
- **Implementation Readiness Review (IRR)** – During the IRR, the User Manual is reviewed to ensure that the document has been updated appropriately to reflect any modifications made to the system/application based on the results from testing and to ensure that it reflects the current version of the system/application that is ready for implementation.
- **Operational Readiness Review (ORR) [a.k.a., Production Readiness Review for maintenance projects]** – During the ORR, the User Manual is reviewed to ensure that the document has been updated appropriately to reflect any modifications made to the system/application based on the results from implementation activities and/or to ensure that it reflects the current version of the system/application that is ready for release into the production environment for sustained operations and maintenance support.

## Template

A template exists for the creation of this deliverable, which provides a proposed structure for the document and a detailed description of the information content that should be considered for inclusion in a User Manual.

The template for the User Manual is available at:

[http://www.cms.hhs.gov/SystemLifecycleFramework/03C\\_Templates.asp#TopOfPage](http://www.cms.hhs.gov/SystemLifecycleFramework/03C_Templates.asp#TopOfPage)

## Other Available Guidance

Not applicable