CHAPTER 2

INFORMATION SYSTEM DOCUMENTATION STANDARDS

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CHAPTER 2

INFORMATION SYSTEM DOCUMENTATION STANDARDS

1. PURPOSE. The purpose of this chapter is to provide standards for California Highway Patrol personal computer users in preparing documentation when an information system is developed. Information systems should include a level of documentation commensurate with the importance of the system to the agency. The following sections should be included in the standard documentation package for each information system, and the documentation package should be updated each time the system is modified.

2. INFORMATION SYSTEM DOCUMENTATION ROLES AND RESPONSIBILITIES.

a. Office of Primary Interest. The Office of Primary Interest is responsible for providing the below documents and information, and for making critical decisions regarding the design of the system and the handling of the data entered into and retained within it.

b. Creation of Requirements Traceability Matrix. Each system requested must have a Requirements Traceability Matrix. These requirements are considered functional requirements and define the function(s) the system must perform. This document is often a spreadsheet that maps and traces user requirements with test cases to ensure all requirements are tested and met. The Requirements Traceability Matrix should include the following:

(1) Name of the requirement.

(2) Description of the requirement (i.e., explain what information each field in the application should collect).

(3) Priority level of the requirement.

(4) Who owns the requirement.

(5) Acceptance criteria of the requirement (i.e., what defines a successful entry versus what will trigger an error displayed to the user).

(6) Who requested the requirement.

(7) Creation of user manuals that provide instructions for the use of the system.

(8) Information on Security Procedures. Identify any sensitive information to be entered into the system, processes for securing handling, and restrictions required to preserve confidentiality. Describe any system access or login procedures users must follow.

(9) Information on Processing Schedule. Identify the system's processing cycle (e.g., daily, weekly, on demand).

(10) Database Backup and Recovery Procedures. Include all backup and recovery procedures to prevent data loss. This must include schedule dates and frequency of the backup, off-site location of backup media, and a list of personnel authorized to perform the backup and recovery.

(11) Reports/Files.

(a) Include samples of all reports and automated files generated by the system.

(b) Provide a description of all data included in the report/file.

(c) Identify the primary users of the reports/files.

(d) Define the class of the information contained in the report/file (e.g., confidential, sensitive, privacy, other).

NOTE: Refer to Highway Patrol Manual 40.4. Information Security and Administration Manual, Chapter 1, General, paragraph 4. and paragraph 7. for additional information.

(12) Screen Formats. Include samples of all screens used in the system. Provide a description of all fields, buttons, lists, etc.

c. Information Technology Section, Software Development Group. Creation of nonfunctional requirements that define how the system should perform, including how each requirement should function, what software packages to be used to accomplish the requirement, and any special hardware or software requirements necessary to operate the system.

3. NOTES AND CORRESPONDENCE. Include all memorandums or related notes to help document changes to the system and identify special processing needs. Include all formal change requests and approval documents.