CADANT

Lancelot 2100 CMTS Documentation Project Plan

This project plan outlines the proposed contents for the Lancelot 2100 CMTS User Guide (documentation). Also, this project plan describes what is to be developed, the *kind* of information to be provided, and the *way* the information is to be presented.

This project plans includes six sections:

I. General Information – project background, feature information, constraints
II. Analysis Information – customer (user) and task analysis that may impact development
III. Formatting Information – components (sections) and format
IV. Structural Information – outline, equipment requirements, supporting docs
V. Planning Information – development schedule, and evaluation strategy
VI. Core Team Responsibilities and Contact Information

SECTION I - GENERAL INFORMATION

1.1. Introduction & Overview (Issue No., Release No., Due Dates)

The LANCELOT 2100 CMTS User Guide, Issue No. 1.0, will be made available upon the product release date (anticipated for 11/00).

1.2. Project Background

The first release of the LANCELOT 2100 CMTS User Guide is intended to offer customers who are new to CADANT's LANCELOT 2100 Cable Modem Termination System (CMTS) the necessary knowledge and skills to successfully install, configure, operate, manage, and diagnose the CMTS and its associated components using the software interface(s) provided with the system.

1.3. Features List (for Release 1.0)

The LANCELOT 2100 CMTS User Guide, (Release 1.0) will cover only those features numbered and identified in the Feature Matrix CMTS-000522.xls document, for the Field Trial Simplex release. Todd Kessler provided this document to us on 5/23/00. The feature list includes:

Feature #1. Network-side Interface Cards/Capacity
Feature #2. Subscriber-side Interface Cards/Capacity
Feature #3. CMTS User Interface
Feature #4. Service Flows Support (QoS)
Feature #6. Logging Management
Feature #7. Availability
Feature #8. Fault Management
Feature #9. State Change and APS Notification Management
Feature #10. Accounting/Billing
Feature #11. Spectrum and Bandwidth Management
Feature #12. EMS Interfaces and Internal Servers
Feature #13. Security
Feature #14. Integrated Advanced Network Protocols
Feature #15. Regulatory and Standards Compliance
Feature #16. Statistics and Capacity Planning
Feature #17. Interoperability
Feature #18. CMTS Capacity
Feature #19. Mechanical, Power, Electrical Specs

1.4. Significant Constraints & Open Items

The LANCELOT 2100 CMTS information product development will coincide with LANCELOT 2100 CMTS product development. It is expected that there will be some changes to the product architecture, feature list, feature availability and/or functionality throughout the documentation development cycle.

1.5. Purpose of User Guide Development

The LANCELOT 2100 CMTS User Guide will offer new CADANT customers proven and tested product information and procedures to follow when managing the LANCELOT 2100 CMTS system.
Specific customers have not been identified for the LANCELOT 2100 CMTS User Guide at this time.

1.6. Scope

The scope of the LANCELOT 2100 CMTS User Guide will include:

- Compliance information,
- Main benefits (tie to Marketing info),
- System Overview (Specs),
- CMTS Installation Information (Hardware/Software),
- Interface Overview (EMS),
- Recommended "Management Procedures" (Routine, Non-Routine, and Troubleshooting)
    - Topology Management
    - Configuration Management
    - Performance Management
    - Event Management
    - Fault Management
    - Accounting/Billing Management
- Customer Support (contact) information,
- Glossary/Acronym,
- Appendices (Quick Reference Guide for CLI and MIB commands)
- Index.

IMPORTANT NOTE: This user guide is not intended to provide the customer with additional skills such as:

- Marketing solutions
- Sales support
- Customer Service, or
- Policy information.

The Customer Support/Sales/Service related topics noted above should be identified and provided for in a development effort separate from the technical (Products and Services) feature information.

1.7. Feature Information

The LANCELOT 2100 CMTS User Guide, (Release 1.0) will cover the following information *for each feature* (as identified in the Feature Matrix CMTS-000522.xls, Field Trial Simplex release, attached):

- Benefits
- Functionality
- Onsite requirements, if any (hardware/software)
- Recommended Procedures/Tasks required for each feature
- Capacity
- Security

1.8. Target Audience and Assumptions

The primary audience for the LANCELOT 2100 CMTS User Guide is the cable service provider personnel who will administer, operate, and maintain the LANCELOT 2100 CMTS head-end system.

Will the users be required to know/understand various routing protocols? If so, which ones? Provisioning? How data moves through the system? What level of the DOCSIS standards do they need to know? What level of Regulatory compliance? Spectrum management? How Bandwidth works?

SECTION II - ANALYSIS INFORMATION

2.1. User Analysis Data

Users should be familiar with or have prior experience with:

- RF measuring equipment,
- Data over cable TV system installation procedures,
- Cable Modem Provisioning Server,
- Command Line Interface (CLI),
- SNMP Management, and
- General RF cable plant operating methods.

2.2. Task Analysis Data

Need to examine User/Customer profiles to analyze the impact on development.

SECTION III - FORMATTING INFORMATION

3.1. User Guide Components

The User Guide will be comprised of the following components:

I. Legal Page
II. TOC
III. Chapters
    - Sections
    - Subsections
IV. Graphics embedded within text
V. Glossary/Acronym list
VI. Index
VII. Comment Card

3.2. Format (Media & Methods Composition)

The first release of this product will be paper-based manual only. At subsequent releases we may include optional:

- Online access of User Guide
- Associated Job Aids
- Quick Reference Sheets

SECTION IV - STRUCTURAL INFORMATION

4.1. Outline

Additional SME resources are needed to develop a more detailed content outline. What appears below is a proposed high-level organizational outline of the LANCELOT 2100 CMTS User Guide.

- Legal Information,
- Compliance information,
- How to use this document
- Main benefits (tie to Marketing info),
- System Overview (Specs),
- CMTS Installation Information (Hardware/Software),
- Interface Overview (EMS),
- Recommended "Management Procedures" (Routine, Non-Routine, and Troubleshooting)
    - Topology Management
    - Configuration Management
    - Performance Management
    - Event Management
    - Fault Management
    - Accounting/Billing Management
- Customer Support (contact) information,
- Glossary/Acronym,
- Appendices (Quick Reference Guide for CLI and MIB commands)
- Index.

4.2. Equipment Requirements

Are there Equipment requirements to install/configure the CMTS? The EMS? Is there a document that will supply this information?

4.3. Supporting Documentation

N/A

SECTION V - PLANNING INFORMATION

5.1. Documentation Development Schedule & Benchmark Dates

Table Top Review (in time for first Field Trial) – 9/1/00
Final Inspection/Review – 10/1/00
Product GA – 11/00, User Guide due at this time.

5.2. Documentation Evaluation Strategy

Initially, we recommend that a comment card is included for evaluation with each User Guide that is shipped/printed. It is also recommended that a special email account be set-up in order to receive additional comments via email directly from the customer.

SECTION VI – DEVELOPMENT RESPONSIBILITY AND CONTACT INFORMATION

6.1. Developer Responsibilities

The documentation developers will produce all User Guide materials, including proofed and edited versions of the following:

- User Manual,
- Procedures,
- Graphics,
- Flowcharts, and Diagrams,
- Comment cards

6.2. Subject Matter Experts (SME), Reviewers & Source Suppliers Responsibilities

Subject Matter Experts should be able to assist with the development of documentation materials, including:

- Procedures
- Graphics,
- Flowcharts, and
- Diagrams.

SME Reviewers should be able to review draft materials for technical accuracy, validate feature functionality and descriptions, and identify various inconsistencies within the document.

Peer Reviewers should identify formatting, style, grammar, and spelling errors within the document.

Source suppliers should be available to assist with:

- Graphic, flowchart, and other illustrations/materials
- Final editing/proofreading
- Reproduction
- Packing and shipping of materials

6.4. SMEs, Source Suppliers & Reviewers List

Tom Cloonan, SME, Reviewer
Todd Kessler, SME, Reviewer
Don Brown, SME, Reviewer
Mark Meudt, Reviewer
Lynn Hasenfang, Laura Bunte, and Renee Haim, Peer Reviewers
John Schwartz, Source Supplier for graphics.

6.5. Developers Contact List

Please contact any team members listed below with your comments and feedback.
Laura Bunte, x7258, lbunte@cadant.com, Technical Training Development and Delivery
Lynn Hasenfang, x160, lhasenfang@cadant.com, Technical Documentation Developer
Renee Haim, x1969, rmelody@cadant.com, Technical Documentation Developer