

## 1. INTRODUCTION

### 1.1. PURPOSE

The purpose of this document is to describe style conventions used in the documentation.

### 1.2. OVERVIEW

This document includes three (3) sections: “Introduction”, “General Description”, and “Consistency and Style Conventions”. “Introduction” explains the document itself. “General Description” provides a brief summary of the use of consistency and style conventions. “Consistency and Style Conventions” describes the various consistency and style conventions (with examples) used in the documentation.

## 2. GENERAL DESCRIPTION

Consistency and style conventions allow the documentation group to create documentation that is consistent within and among manuals.

## 3. CONSISTENCY AND STYLE CONVENTIONS

Each consistency and style convention, and example(s), displays below for each category. Categories include “Bold”, “Bold Italics”, “Italics”, “Capitalization”, “Quotation Marks”, “Parentheses”, “Commands”, and “Word Choices”.

### 3.1. BOLD

- A. Use bold for field names.
  - **StreetNumberSuffix**
- B. Use bold when specifying what user types.
  - **Type CMP1.**

### 3.2. BOLD ITALICS

- C. Use bold italics for keys and key combinations.
  - ***F1 key***
  - ***Shift+F1 keys***

### 3.3. ITALICS

- A. Use italics for emphasis.
  - **Changes in master records result in the *retransmission* of affected location records.**
- B. Use italics for actual screen messages.
  - **The *Please wait ...* message appears.**
- C. Use lower case italics for directories and filenames.
  - **The “*Creating Acknowledgment Forms*” procedure can be found in *C:\doc\\*.doc*.**
- D. Use italics to refer to books and manuals.
  - ***The Chicago Manual of Style***
  - ***Getting Started Manual***

### 3.4. CAPITALIZATION

- A. Capitalize using convention from the screen.
  - **Check the value in the *StreetNumberSuffix* field.**
- B. Do not capitalize the words program, process, file, screen, menu, database, record, table, form, script, query, etc.
  - **The program ...**
- C. Names of processes, programs, files, macros, etc., are considered proper names. As such, they have initial caps.
  - **The Overseer process ...**
- D. Capitalize references to common titles.
  - **Refer to the Glossary for term definitions.**
  - **Refer to Chapter 1 for further information.**

### 3.5. QUOTATION MARKS

- A. Use quotation marks to refer to other documents.
  - **Refer to the “Editing Procedures” document for additional information.**
- B. Use quotation marks for references to names of parts of a document.
  - **Refer to “Special Notes” for additional information.**
  - **Refer to Chapter 1, “Introducing 911–App” for additional information.**
- C. Do not include punctuation within quotation marks unless part of text
  - **“Introduction”, “General Description”, and “Procedures”.**

### 3.6. PARENTHESES

- A. Use parentheses to specify the first occurrence of an acronym.
  - **Structured Query Language (SQL)**
- B. Use parentheses to offset long examples.
  - **A Structure is part of a Complex. (For example, Neiman Marcus is part of the Galleria.)**

### 3.7. COMMAS

- A. Use a comma before *and* or *or* in a list.
  - **tables, forms, and views**
  - **tables, forms, or views**

### 3.8. SPACES

- A. Use a single space between sentences.
  - **A Structure is part of a Complex. A Complex may contain many structures.**

### 3.9. COMMANDS

- A. Click the <label> button. (GUI buttons)
  - **Click the OK button.**
  - **Click the Cancel button.**
- B. Press <key name>. (keyboard)
  - **Press *F1* for help on this topic.**
- C. For key combinations, press <key1+key 2>.
  - **Press *Alt+F1*.**
- D. Select the <option name> option. (menu options)
  - **Select the Edit option.**
- E. Select <menu option> | <menu option> | <menu option>. (menu)
  - **Select File | Open | Screen.**

### 3.10. WORD CHOICES.

- A. The word Section appears only for reference to the main body of the manual. If the reference is to one of the front matter sections or one of the appendices, only the title of the section or appendix appears.
  - **Refer to Section 2.1, “Maintaining the Databases” for information about ...**
  - **Refer to the Glossary for a list of terms and their definitions.**
- B. The heading name appears for reference to another area within the same section.
  - **Refer to “Special Notes” for additional information.**

- C. The table below shows possible word choices. Documentation uses the version in the first column, entitled **Alternative #1**. Note that some of the items listed in other columns are actually misspellings of items in the first column.

Alternative #1	Alternative #2	Alternative #3
56 Kbps	56 KB	56 kb
9-1-1	911	
abend	Abend	ABEND
AC	ac	
auto process	auto program	
cannot	can not	
customer	subscriber	
database	data base	
ensure	insure	make sure
Ethernet	ethernet	
incoming	incomming	
life-threatening	life threatening	
login	log-in	
Maintenance Group	Technical Support Group	
menu-driven	menu driven	
on call	on-call	
operating system	Operating System	
operations personnel	operator	craft personnel
separately licensed	separately licensable	
Service Order Interface	service order interface	
service orders	Service Orders	
service-affecting	service affecting	

<b>Alternative #1</b>	<b>Alternative #2</b>	<b>Alternative #3</b>
subsystem	Subsystem	sub-system
System Administrator	system administrator	
table-driven	table driven	
user	User	clerk
user-friendly	user friendly	
wildcard	wild card	