

U.S. Department
of Transportation

United States
Coast Guard



Commandant
United States Coast Guard

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U. S. Coast Guard
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COMDTINST 5234.3

1 OCT 1986

COMMANDANT INSTRUCTION 5234.3

Subj: Standard Terminal Application Software Deployment

Ref: (a) COMDTINST M5234.2, ADS Documentation Standards

1. **PURPOSE.** This instruction provides policy and procedures for the deployment and support of Standard Terminal software applications.
2. **BACKGROUND.**
 - a. **Documentation Problems.** Deployment of Standard Terminal software applications has resulted in numerous support problems. Inadequate documentation is one of the primary problems encountered.
 - b. **Support Problems.** New software or updates have been forwarded to units without coordinating with the district Information Resource Management (IRM) staff. District personnel frequently request assistance from their respective IRM staffs. In order to provide the best possible support, the users and their IRM support staffs must be provided with comprehensive documentation, access to application specific training and a Headquarters' point of contact for problem resolution.
3. **DISCUSSION.** Each Standard Terminal software application is unique. However, there are minimum documentation needs to make the application useful to the end users. If the application is a complex system it may require several manuals to meet these needs. If it is a simple application the documentation needs may be met in a few pages. The deployment of software applications and supporting documentation is an ongoing process. Documentation standards must be met with the initial deployment and each update or revision.

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4. POLICY.

- a. New Software Applications. Prior to being deployed, all Standard Terminal software applications shall be documented to the extent necessary to accomplish the following:
 - (1) Define the objective of the software application.
 - (2) Describe how the software application will accomplish its objective.
 - (3) Define minimum user hardware and software requirements (e.g., hard disk storage requirements, memory requirements, software licenses needed etc.).
 - (4) Define any files, data, or commands needed to install, use, or maintain the application.
 - (5) Explain in detail the user's role and responsibilities.
 - (6) Identify who is responsible for support of the software application (i.e., the person or organization who will assist the user in solving problems relating to the application). Give the routing symbol and phone number of those responsible for support.
 - (7) Identify who is responsible for maintenance of the software application (i.e., the person or organization who will modify the software application to upgrade the performance of the application or eliminate bugs in the application).
 - (8) Explain how training on the software application is to be accomplished.
- b. Existing Software Applications. Standard Terminal software applications in existence shall be documented to the extent necessary to accomplish the requirements of paragraph 4.a.(1-8) within one year of the date of this instruction. Program and Support Managers may accomplish this by deploying supplements to existing documentation.

5. PROCEDURES.

- a. All program and support managers deploying Standard Terminal software to the districts and field units shall become familiar with reference (a).
- b. All programs and support managers deploying Standard Terminal software applications, revisions to software applications, or revisions to software documentation shall submit a completed copy of enclosure (2) and a copy of the documentation to Commandant (G-TDS) for review and approval before deployment.

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5.
 - c. Commandant (G-TDSE) shall review all documentation for compliance with paragraph 4 above, using enclosure (1) as a checklist.
 - d. The Commandant (G-TDS) review shall be limited to reviewing the documentation package and maintenance procedures. Resources do not permit a review of the software for processing accuracy, completeness, and efficiency.
 - e. Commandant (G-TDS) will respond within fifteen working days of receipt.
 - f. If the originating program or support manager does not receive a response from Commandant (G-TDS) by the end of the fifteen day period, the software and documentation may be deployed. If Commandant (G-TDS) finds deficiencies in the documentation after deployment, the documentation shall be revised by the originator and resubmitted to Commandant (G-TDS) for approval.
 - g. A copy of the software application and documentation shall be sent to the IRM staff in all districts where the application has been deployed.
6. EXEMPTIONS.
 - a. Program and Support Managers may ask Commandant (G-TDS) for exemption from the requirement to submit documentation for approval. Exemption will be based on the program or support managers demonstrated compliance with this instruction.
 - b. Program and support managers who receive exemption from Commandant (G-TDS) shall comply with all other requirements of this instruction including the submission of enclosure (2) to Commandant (G-TDS).
 - c. Commandant (G-TDS) may withdraw the exemption described in paragraph 6.a at any time if requirements of this instruction are not being complied with.
7. ACTION. Chiefs of offices, special staff divisions, and commanding officers of Headquarters units shall ensure compliance with this Instruction.

/s/ W.F. MERLIN
Chief, Office of Command, Control & Communications

- Encl: (1) Minimum Requirements for Documentation Checklist
(2) Software Summary Form
(3) Software Summary Form Example

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Minimum Requirements for Documentation

Checklist

1. POINT OF CONTACT FOR SUPPORT:
 - a. Organization.
 - b. Name.
 - c. Phone Number.
2. POINT OF CONTACT FOR MAINTENANCE:
 - a. Organization.
 - b. Name.
 - c. Phone number.
3. GENERAL DESCRIPTION:
 - a. Intended user.
 - b. Purpose of the application.
4. SYSTEM REQUIREMENTS:
 - a. Limitations on types of terminals needed.
 - b. Memory requirements.
 - c. Disk requirements.
 - d. Peripheral hardware needed.
 - e. Additional software needed.
5. CONTENTS OF DISTRIBUTION MEDIA (diskette or tape).
 - a. Number of diskettes or tapes.
 - b. List of all files on the distribution media.
 - c. General description of each file.
6. INSTALLATION PROCEDURES:
 - a. Files needed.
 - b. Commands needed.
 - c. Step-by-step instructions.

Encl (1) to COMDTINST 5234.3

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7. TRAINING:
 - a. Who is responsible for training.
 - b. How training is to be accomplished.

8. USER'S DETAILED INSTRUCTIONS:
 - a. Procedures to initiate the application.
 - b. Step-by-step operating instructions.
 - c. List of known deficiencies (bugs) and discrepancies.
 - d. List of changes since the last release.

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Software Summary Form

Application Name: _____

Revision: _____ Date Submitted: _____

Developed By: _____

Point of Contact: _____

Routing Symbol: _____

Phone Number: _____

System Requirements:

Software/Commands Needed: _____

Special Hardware Requirements: _____

Memory Needed: _____

Disk Space Needed: _____

User Information:

Intended User: _____

Developed For: _____

Brief Description of Application:

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Software Summary Form EXAMPLE

Application Name: Small Purchase Summary

Revision: 3.2 Date Submitted: 03 Feb 1986

Developed By:

Point of Contact: LTJG Roy Harris

Routing Symbol: G-TDS-2A

Phone Number: (202) 555-5555

System Requirements:

Software/Commands Needed: ReQuest, Multiplan, and
Word Processor

Special Hardware Requirements: Graphics Board

Memory Needed: 95k

Disk Space Needed: 8 Sectors

User Information:

Intended User: Book Keeper

Developed For: Supply Branch

Brief Description of Application:

This is a work sheet to separate classes of purchases for a report that requires the SUM and COUNT of each category as well as a grand total. The report also requires a graphic display of the data. The sheet is broken up into quarters. It is implemented by the month with an external summary sheet that receives its data from a ReQuest database. The Word Processor is used to enhance headings by making them boldface.