

Annotated Bibliography: Troubleshooting Procedures for High Stress Environments

**By
Andrew Cornell**

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Introduction

Support personnel maintain the operation of complex equipment and are called upon to troubleshoot the equipment when malfunctions occur. Support personnel can have various skill levels, training, educational backgrounds, and life experiences. Because there is cognitive pressure in solving problems, the troubleshooter is often under stress which can affect their ability to repair the equipment. Stress affects people in different ways depending upon their abilities and experience. Some are motivated by stress, however; too much will overload their working memory and will result in decreased performance.

To solve equipment problems in a short amount a time, troubleshooter relies on procedures and their own knowledge and experience working with equipment. Should one of these be weak, the troubleshooter will be burdened to find the necessary information to solve the problem. The procedure writer's task is to construct an effective procedure to reduce the burden of the reader.

This annotated bibliography is a group of articles that can help writers create effective troubleshooting procedures for people who work in stressful environments. These articles are grouped in three areas: Information Processing focuses on the audience and how users interact with documentation and equipment; Group Consideration focuses upon genre and document review; Design Methods focus upon design strategies for effective procedures.