

Effective User Support Documentation for a Toxicological Data Resource: ICE as a Case Study

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Introduction

- Access to high-quality in vivo, in vitro, and in silico data is essential to development and validation of new approaches for chemical safety testing. Such data are provided by the National Toxicology Program's Integrated Chemical Environment (ICE).
- Sources of high-quality data must address user requirements for accessibility, content, and usability. High-quality user documentation supports all three of these requirements.
- Good user documentation also supports FAIR (Findable, Accessible, Interoperable, and Reusable) data principles.
- This poster describes:
 - How user documentation in ICE supports user goals.
 - How each ICE release incorporates improvement to user documentation.



Conclusions

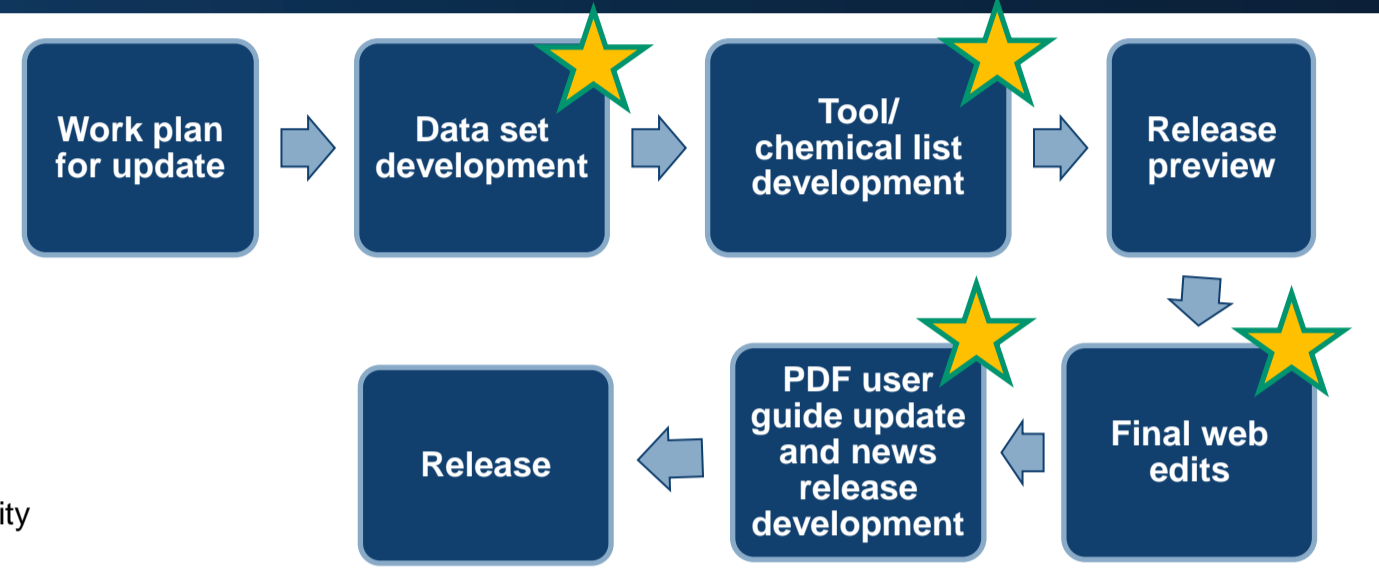
- ICE documentation has been continually expanded and improved in response to stakeholder feedback.
- Help resources provided by ICE:
 - Explain features, terminology, inputs, and outputs.
 - Provide context for downloaded data and explanations of data sets and tools.
- ICE updates include review and revision of documentation that leverages the expertise of subject matter experts and technical communicators to ensure accuracy and continuous improvement.
- ICE user support documentation has been recognized for its utility and quality by both stakeholders and an independent review of technical communications professionals.

The ICE Release Cycle

- Updates released 2-3 times/year provide new data, chemical lists, tools or tool updates.
- Updates incorporate feedback received from advisory groups, users, and documentation experts.
- Documentation activities may include:
 - Full site proofread.
 - New text development.
 - Revision of text or screenshots.
 - Development of home page graphics.

- Contributors include:
 - Release manager.
 - Documentation lead.
 - Technical writer/editor.
 - Subject matter expert for tools.
 - Subject matter expert for data.

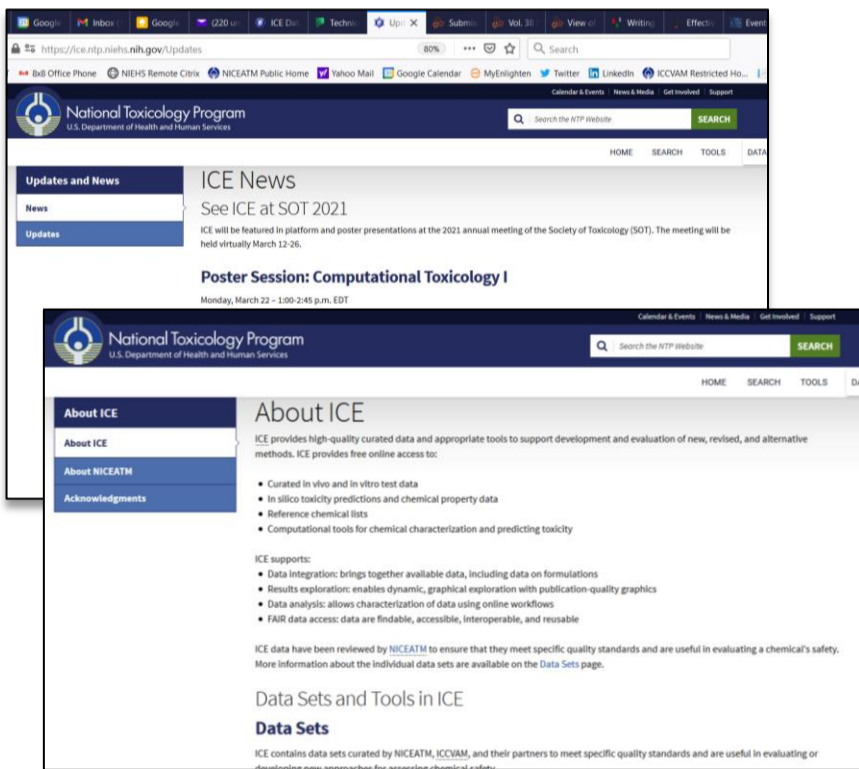
= step includes documentation activity



Features of ICE Documentation

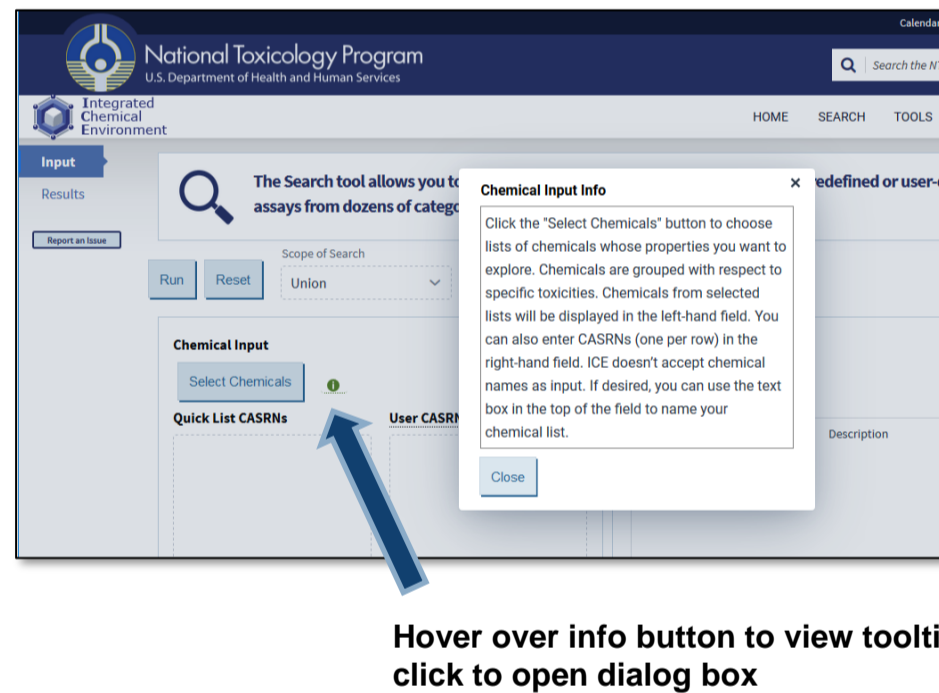
General Information Webpages

- Information on updates, FAQs, specifications, and contact information.



Tooltips and Info Boxes

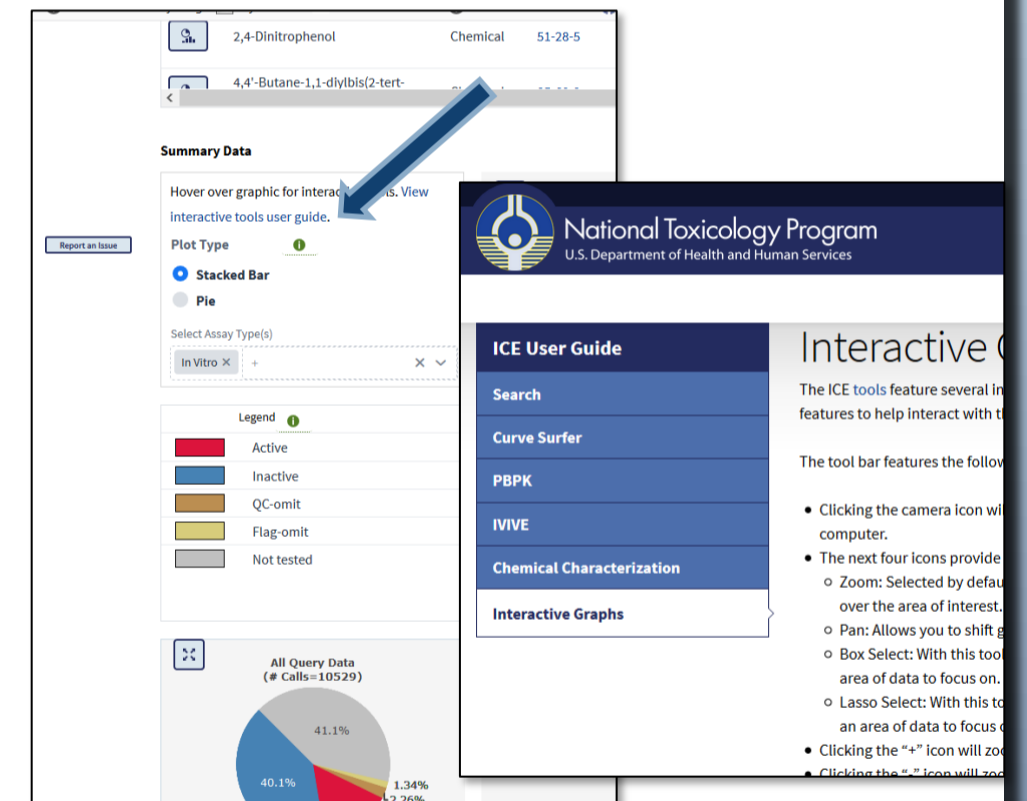
- Detailed information about required inputs.
- Context to help interpret results.



Hover over info button to view tooltip, click to open dialog box

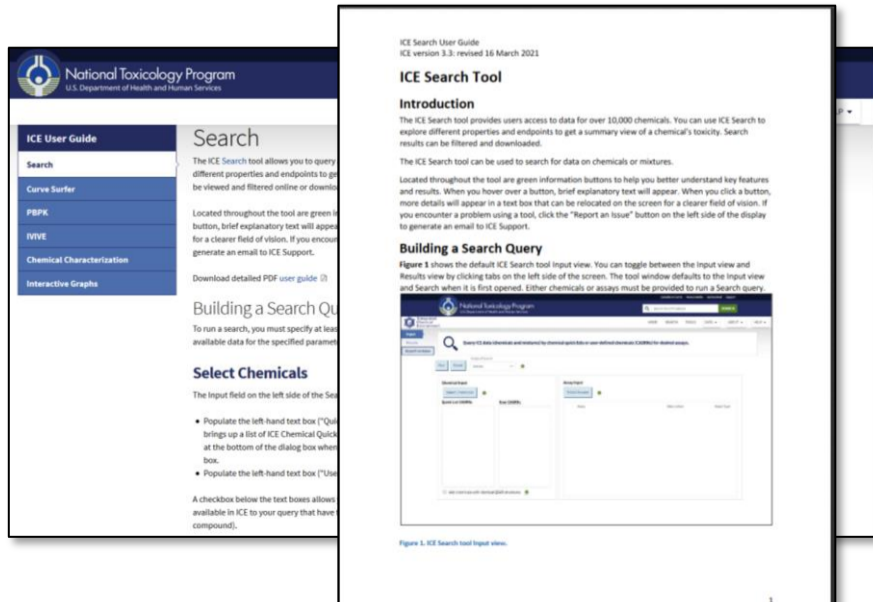
Interactive Graphs User Guide

- User guide link from every graph.



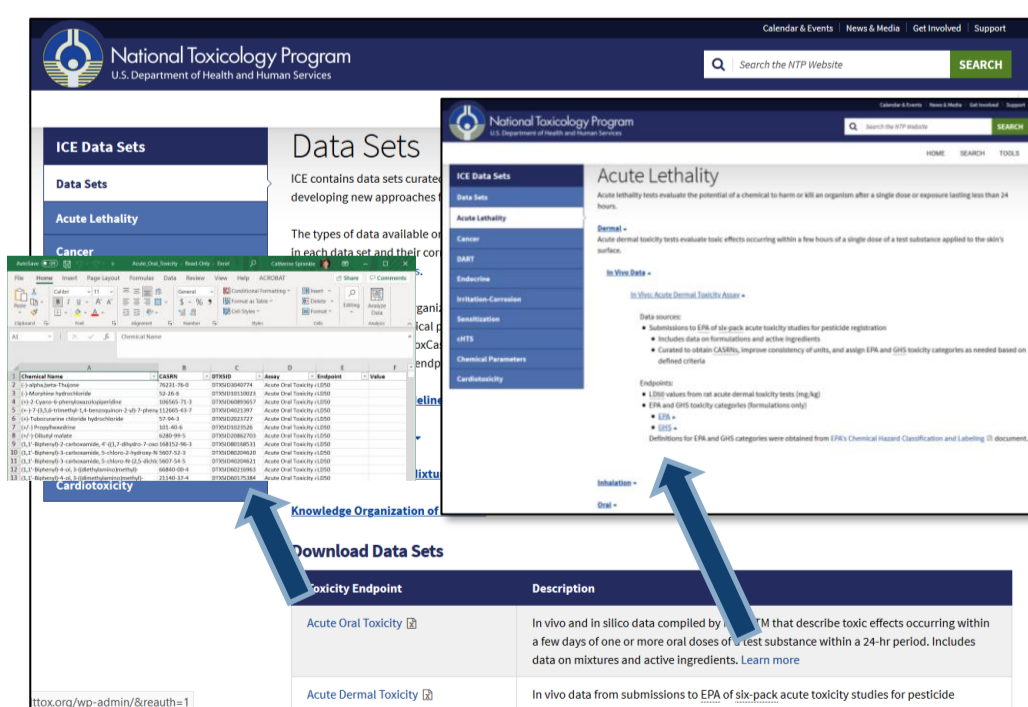
Tools User Guides

- Overview on webpage, downloadable PDF for more detail.



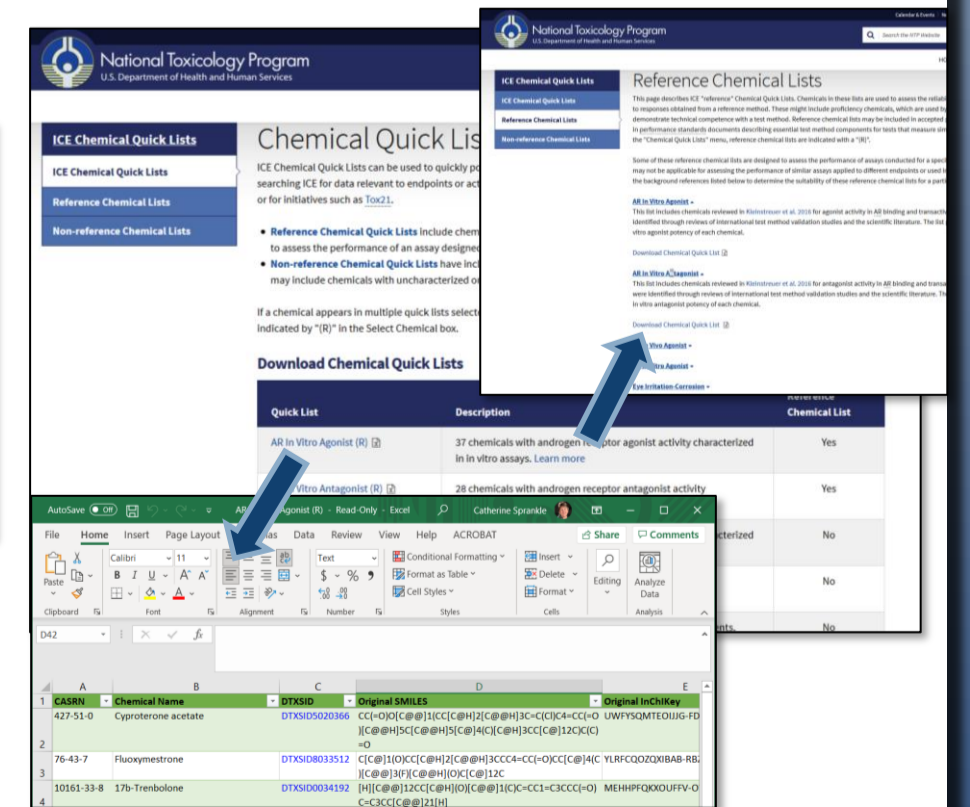
Data Set Documentation

- Detailed explanations of data sets.
- Users can download entire data sets.



Chemical List Documentation

- Detailed explanations of chemical lists.
- Users can download entire chemical lists.



Acknowledgements

ICE is funded with federal funds from the National Institute of Environmental Health Sciences, National Institutes of Health under Contract No. HHSN273201500010C. The views expressed above do not necessarily represent the official positions of any Federal agency. Since the poster was written as part of the official duties of the authors, it can be freely copied.

Learn more about ICE at WC11
 Plenary Session S313, Tuesday 31 Aug;
 Abstract 1008: Bell et al. Improving alternative method adoption through tools and resources to support community knowledge



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<https://ice.ntp.niehs.nih.gov/>

