

**ISO/IEC JTC1/SC7 /N3245**

**2005-05-25**

<b>Document Type</b>	Study Group Report
<b>Title</b>	Report of SC 7 Study Group on User Documentation Standards
<b>Source</b>	Study Group
<b>Project</b>	
<b>Status</b>	Final
<b>Reference</b>	
<b>Action ID</b>	FYI or ACT
<b>Due Date</b>	
<b>Distribution</b>	AG
<b>No. of Pages</b>	8
<b>Note</b>	

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ISO/IEC JTC 1/SC 7/WG 2 N 354

2005-05-26

ISO/IEC JTC 1/SC 7/WG 2  
System Software Documentation

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TITLE: Report of SC 7 Study Group on User Documentation Standards

SOURCE: Dr. Yoshikazu Yamamoto

WORK ITEM:

STATUS: Report & Proposal

REFERENCE: Resolution 729, SC 7 Plenary, Montreal 2003

ACTION: As appropriate

## Report of SC 7 Study Group on User Documentation Standards

Resolution 729, SC 7 Plenary, Montreal 2003

JTC 1/SC 7 instructs its Secretariat to establish a Study Group to determine an appropriate relationship structure for User Documentation Standards.

The terms of reference for the group are to show the relationships between the existing and potential International Standards on software user documentation. The structure would be related to a potential new business plan for WG 2 and will take into account liaison with the IEEE Computer Society.

### Study Group Participants

Dr. Yamamoto (Japan) led the Study Group.

The remaining active members were Richard Hodgkinson (UK & WG 2 Convenor), Annette Reilly (USA), Tom Kurihara (USA), Phil Cohen (Australia), Ralph Robinson (Canada), Mike Unwalla (UK), Margery Watson (New Zealand), Alastair Walker (South Africa) and James Moore (IEEE CS).

### Study Group Meetings

Three meetings of available members of the Study Group have since been held during scheduled WG 2 meetings. In Brisbane, Australia (May 2004), in Takayama, Japan (October 2004) and in Helsinki, Finland (May 2005).

The Study Group used the methodology from ISO/IEC 15910 and ISO/IEC 18019 to develop the structure of the standards outlined in the following proposal.

In Brisbane the Study Group discussed the intended users, their tasks and requirements in the context of documentations standards. These were grouped into logical areas of standardisation and the current suite of standards compared against the list. In addition to overlaps, gaps were also identified (e.g. for software documentation testing) (WG2 N346).

In Takayama the Study Group discussed the draft documents prepared in Brisbane. Consequently a schema was agreed which provides a comprehensive structure for future documentation standards addressing both user documentation and systems and lifecycle documentation for documentation designers and developers, managers, acquirers and suppliers, testers and assessors.

The current suite of WG 2 and IEEE documentation standards were then reviewed and allocated as potential material for normative and informative clauses of the future standards (WG2 N351).

### Proposed WG 2 Business Plan:

At the SC 7 meeting in Helsinki, WG 2 will prepare initial new work item proposals for new standards, which will incorporate and supersede the current set of WG 2 standards. The new suite will also incorporate the content of IEEE 1063 (Standard for Software User Documentation) and other related sources.

At the Helsinki meeting WG 2 will also prepare a business plan for producing the drafts in context of the revision dates of existing WG 2 standards.

The new standards will contain both Normative and Informative clauses. The topics for the standards are described in greater detail in the Annex, prepared in Takayama.

The Annex also links the contents of existing WG 2 standards to the proposed topics in the proposed new standards.

It was agreed that all eight standards should be easily identifiable by type and audience, so that they will have systematic numbers such as shown in Table 1 and not parts of a single standard. As part of the new work item proposal, we request to have a block of 100 numbers so that these standards may be identified as a group.

**Table 1 Proposed numbering schema for new series of documentation standards**

Type \ Audience	User documentation	Software and system lifecycle documentation
Managers	ISO/IEC xxx11	ISO/IEC xxx 21
Acquirers and suppliers	ISO/IEC xxx 12	ISO/IEC xxx 22
Testers and assessors	ISO/IEC xxx 13	ISO/IEC xxx 23
Designers and developers	ISO/IEC xxx 14	ISO/IEC xxx 24

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## **Annex: Proposed new suite of system software documentation standards**

### **Software and Systems Engineering – User documentation standard for managers**

#### ***Normative:***

- User documentation roles and job descriptions (ISO/IEC 9294)
- User documentation process (ISO/IEC 12207, 15910 & 18019)
- User documentation plan content (ISO/IEC 6592, 15910, 15289 & 18019)
- User documentation suite design (ISO/IEC 9127, 15910, 18019 & IEEE 1063)
- User documentation testing process (ISO/IEC 15910, 18019)
- User documentation configuration management (ISO/IEC 9294, 15289, 15910 & 18019)
- User documentation metadata (ISO/IEC 11179)
- User documentation audience and task analysis (ISO/IEC 6592, 15910, 18019 & IEEE 1063)
- Software and systems engineering lifecycle overview (ISO/IEC 12207 & 15288)

#### ***Informative:***

- User documentation estimation (ISO/IEC 15910 & 18019)
- User documentation work breakdown structure (PMI WBS)
- User documentation quality metrics (ISO/IEC 9126, 25000 & SC 7/WG 9)
- User documentation tools and infrastructure requirements (ISO/IEC 15288, SC 7/WG 4 & W3C)

### **Software and Systems Engineering – User documentation standard for documentation acquirers and suppliers**

#### ***Normative:***

- User documentation plan content (ISO/IEC 6592, 15910, 15289 & 18019)
- User documentation statement of work (ISO/IEC 15910)
- User documentation tender assessment criteria
- User documentation product specification (ISO/IEC 9127 & IEEE 1063)
- User documentation process (ISO/IEC 12207, 15288, 15910 & 18019)
- User documentation proposal content (ISO/IEC 15910 & 18019)

#### ***Informative:***

- Contract terms (ISO/IEC 15289, 15910 & PMI)

## **Software and Systems Engineering – User documentation standard for documentation testers and assessors**

### ***Normative:***

- User documentation test strategies (ISO/IEC 12119, 15910 & 18019)
- User documentation product specification (ISO/IEC 9127 & IEEE 1063)
- User documentation process (ISO/IEC 12207, 15910 & 18019)

### ***Informative:***

- User documentation process maturity characteristics (ISO/IEC 15504?)

## **Software and Systems Engineering – User documentation standard for documentation designers and developers**

### ***Normative:***

- User documentation presentation formats (ISO/IEC 18019 & IEEE 1063)
- User documentation human factors (ISO/IEC 18019 & IEEE 1063)
- User documentation illustration design (ISO/IEC 18019 & IEEE 1063)
- User documentation content selection (ISO/IEC 18019 & IEEE 1063)
- User documentation style for different delivery mechanisms (ISO/IEC 18019)
- User documentation style for localisation (ISO/IEC 15910)
- User documentation style for task oriented writing (ISO/IEC 18019 & IEEE 1063)
- User documentation style guide structure (ISO/IEC 15910 & 18019)
- User documentation audience and task analysis (ISO/IEC 6592, 15910, 18019 & IEEE 1063)
- User documentation test strategies (ISO/IEC 15910, 18019)

### ***Informative:***

- User documentation tools and infrastructure requirements (ISO/IEC 15288, SC 7/WG 4 & W3C)
- User documentation topic design principles (ISO/IEC 9127, 15910, 18019 & IEEE 1063)
- User documentation styles for different cultures (ISO/IEC 15910 & 18019)
- User documentation text and graphic integration (ISO/IEC 18019, ATA 100 & IEEE 1063)
- User documentation writing style (ISO/IEC 18019, ATA 100 & AECMA SE)
- User documentation interview techniques (check relevance)
- User documentation project objectives and constraints (ISO/IEC 18019)
- User documentation review process (ISO/IEC 12207, 15910 & 18019)

## **Software and Systems Engineering – Software and system lifecycle documentation standard for managers**

### ***Normative:***

Software and system lifecycle documentation roles and job descriptions (ISO/IEC 9294)

Software and system lifecycle engineering lifecycle overview (ISO/IEC 12207 & 15288)

Software and system lifecycle documentation process (ISO/IEC 12207, 15910 & 18019)

Software and system lifecycle documentation plan content (ISO/IEC 6592, 15910, 15289 & 18019)

Software and system lifecycle documentation suite design (ISO/IEC 6592 & 15289)

Software and system lifecycle documentation test strategies (check relevance)

Software and system lifecycle documentation configuration management (ISO/IEC 9294, 12207, 15288, 15289, 15910 & 18019)

Software and system lifecycle documentation audience and task analysis (ISO/IEC 18019)

Software and system lifecycle documentation metadata (ISO/IEC 11179)

### ***Informative:***

Software and system lifecycle documentation estimation (ISO/IEC 15910 & 18019)

Software and system lifecycle documentation work breakdown structure (PMI WBS)

Software and system lifecycle documentation quality metrics (ISO/IEC 9126, 25000 & SC 7/WG 9)

Software and system lifecycle documentation tools and infrastructure requirements (ISO/IEC 15288, SC 7/WG 4 & W3C)

## **Software & System Engineering – Software and system lifecycle documentation standard for documentation acquirers and suppliers**

### ***Normative:***

Software and system lifecycle documentation plan content (ISO/IEC 6592, 15910, 15289 & 18019)

Software and system lifecycle documentation statement of work

Software and system lifecycle documentation tender assessment criteria

Software and system lifecycle documentation product specification (ISO/IEC 15289)

Software and system lifecycle documentation process (ISO/IEC 12207 & 15288)

Software and system lifecycle documentation needs analysis (ISO/IEC 15288 & 15289)

Software and system lifecycle documentation proposal content (ISO/IEC 15910)

### ***Informative:***

Software and system lifecycle documentation contract terms (ISO/IEC 15289, 15910 & PMI)

## **Software and Systems Engineering – Software and system lifecycle documentation standard for documentation testers and assessors**

### ***Normative:***

Software and system lifecycle documentation test strategies (ISO/IEC 12119, 15910 & 18019))

Software and system lifecycle documentation product specification (ISO/IEC 15289)

Software and system lifecycle documentation process (ISO/IEC 12207, 15910 & 18019)

### ***Informative:***

Software and system lifecycle documentation process maturity characteristics (ISO/IEC 15504)



# **Software and Systems Engineering – Software and systems lifecycle documentation standard for documentation designers and developers**

## ***Normative:***

Software and system lifecycle documentation presentation formats (ISO/IEC 15289)  
Software and system lifecycle documentation illustration design (relevance?)  
Software and system lifecycle documentation style for different delivery mechanisms  
Software and system lifecycle documentation style guide structure (ISO/IEC 15910 & 18019)  
Software and system lifecycle documentation audience and task analysis (ISO/IEC 6592, 15910, 18019 & IEEE 1063)  
Software and system lifecycle documentation test strategies (ISO/IEC 15910 & 18019)

## ***Informative:***

Software and system lifecycle documentation tools and infrastructure requirements (ISO/IEC 15288, SC 7/WG 4 & W3C)  
Software and system lifecycle documentation topic design principles (ISO/IEC 12207, 15288 & 15289)  
Software and system lifecycle documentation writing style (ISO/IEC 18019)  
Software and system lifecycle documentation project objectives and constraints (ISO/IEC 18019?)  
Software and system lifecycle documentation review process (ISO/IEC 12207, 15910 & 18019)

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