

ISO/IEC JTC1/SC7 /N3256

2005-06-11

| | |
|----------------------|---|
| Document Type | Study Group Report |
| Title | Report of the Study group on User documentation standards |
| Source | Study Group |
| Project | |
| Status | |
| Reference | |
| Action ID | FYI or ACT |
| Due Date | |
| Distribution | AG |
| No. of Pages | 21 |
| Note | |

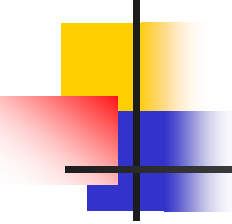
Address reply to: ISO/IEC JTC1/SC7 Secretariat
École de technologie supérieure – Département de génie électrique
1100 Notre Dame Ouest, Montréal, Québec Canada H3C 1K3
secretariat@jtc1-sc7.org

www.jtc1-sc7.org



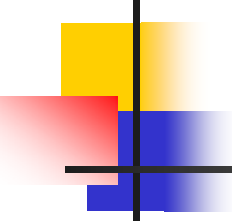
Study group on User documentation standards

Dr. Yoshikazu Yamamoto



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.



Resolution 791, SC7 Plenary, Brisbane 2004

- JTC 1/SC7 instructs its Secretariat to extend the study group to determine an appropriate relationship structure for user documentation Standards for an additional year (Montréal resolution 729).



Members

- Richard Hodgkinson (UK)
- Annette D. Reilly (USA)
- Tom Kurihara (USA)
- Phil Cohen (Australia)
- Ralph Robinson (Canada)
- Mike Unwalla (UK)
- Margery Watson (New Zealand)
- Alastair Walker (South Africa)
- James Moore (IEEE)
- Yoshikazu Yamamoto (Japan)



Meetings

- Brisbane, Australia (May 2004)
- Takayama, Japan (October 2004)
- Helsinki, Finland (May 2005)



Analysis and mapping

- Apply audience/task analysis
 - Intended users
 - Their tasks and requirements
- Map current standards to the result
 - Overlaps
 - Inconsistency
 - Gaps



Proposed structure

- Structured by type
 - User documentation
 - Software and system lifecycle documentation
- Structured by audience
 - Managers
 - Designers and developers
 - Testers and assessors
 - Acquirers and suppliers

Standards & numbering schema

| Target Audience | User Documentation | Software & Life Cycle Documentation |
|---------------------------|------------------------|---|
| Managers | ISO/IEC XXXX 11 | ISO/IEC XXXX 21 |
| Acquirers & Suppliers | ISO/IEC XXXX 12 | ISO/IEC XXXX 22 |
| Testers & Assessors | ISO/IEC XXXX 13 | ISO/IEC XXXX 23 |
| Designers & Developers | ISO/IEC XXXX 14 | ISO/IEC XXXX 24 |



Recommendation

- Accept the report and dismiss the study group.
- Recommend WG2 to consider the study group report in its new business plan.



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)



User documentation standard for managers

- 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)



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)



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?)



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)



User documentation standard for documentation designers and developers

- 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 system lifecycle documentation standard for managers

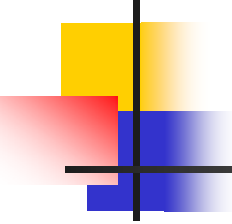
- Normative
 - Software and system lifecycle documentation roles and job descriptions (ISO/IEC 9294)
 - Software and system lifecycle engineering lifecycle overview (ISO/IEC 12207 & 15288)
 - Software and system lifecycle documentation process (ISO/IEC 12207, 15910 & 18019)
 - Software and system lifecycle 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)



Software and system lifecycle documentation standard for managers

- 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 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 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 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)



Software and systems lifecycle documentation standard for documentation designers and developers

- 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)