

First edition
2009-10-15

Systems and software engineering — Requirements for testers and reviewers of user documentation

*Ingénierie des systèmes et du logiciel — Exigences pour testeurs et
vérificateurs de documentation utilisateur*

Reference number
ISO/IEC 26513:2009(E)



This is a preview of "ISO/IEC 26513:2009". [Click here to purchase the full version from the ANSI store.](#)

PDF disclaimer

This PDF file may contain embedded typefaces. In accordance with Adobe's licensing policy, this file may be printed or viewed but shall not be edited unless the typefaces which are embedded are licensed to and installed on the computer performing the editing. In downloading this file, parties accept therein the responsibility of not infringing Adobe's licensing policy. The ISO Central Secretariat accepts no liability in this area.

Adobe is a trademark of Adobe Systems Incorporated.

Details of the software products used to create this PDF file can be found in the General Info relative to the file; the PDF-creation parameters were optimized for printing. Every care has been taken to ensure that the file is suitable for use by ISO member bodies. In the unlikely event that a problem relating to it is found, please inform the Central Secretariat at the address given below.



COPYRIGHT PROTECTED DOCUMENT

© ISO/IEC 2009

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

Published in Switzerland

This is a preview of "ISO/IEC 26513:2009". Click here to purchase the full version from the ANSI store.

Contents

Page

Foreword	iv
Introduction.....	v
1 Scope	1
2 Conformance	2
2.1 Definition of conformance	2
2.2 Conformance situations	3
3 Terms and definitions	3
4 User documentation process within the systems/software life cycle	8
5 Documentation evaluation process requirements, objectives, and constraints	9
5.1 General	9
5.2 Documentation evaluation activities	10
5.3 Selection of an evaluation method	10
5.4 Documentation review	10
5.5 Documentation test	11
5.6 Project requirements affecting documentation evaluation.....	11
5.7 Resource requirements and planning.....	12
5.7.1 Impact of evaluation on project schedules.....	13
6 Documentation evaluation methods and procedures	13
6.1 Documentation review	14
6.1.1 Planning documentation review	14
6.1.2 Documentation review procedures	16
6.1.3 Managing the results of documentation review	17
6.1.4 Problem resolution and the documentation review cycle.....	17
6.2 System test of documentation	17
6.2.1 Planning system test of documentation	18
6.2.2 Performing and assessing results of system test of documentation	22
6.2.3 Problem resolution and the system test of documentation life cycle	22
6.3 Usability testing of documentation	22
6.3.1 Objectives for usability testing of documentation.....	23
6.3.2 Measures and metrics for documentation usability testing	23
6.3.3 Planning usability tests	24
6.3.4 Performing usability test of documentation	26
6.3.5 Problem resolution for documentation usability tests	27
6.4 Accessibility testing of documentation	27
6.4.1 Planning accessibility tests.....	27
6.4.2 Performing accessibility tests	28
6.5 Localization and customization testing	28
6.5.1 Planning for localization and customization testing	28
6.5.2 Performing localization and customization testing	28
6.6 Problem resolution process	29
Annex A (informative) Checklists for user documentation	30
Annex B (informative) Test and review checklist	37
Bibliography.....	53

Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of the joint technical committee is to prepare International Standards. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights.

ISO/IEC 26513 was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

This is a preview of "ISO/IEC 26513:2009". [Click here to purchase the full version from the ANSI store.](#)

Introduction

Anyone who uses application software needs accurate information about how the software will help the users accomplish a task. The documentation might be the first tangible item that the users see, and so influences the first impressions the users have of the product. If the information is supplied in a convenient form and is easy to find and understand, the users can quickly become proficient at using the product. Therefore, well-designed documentation not only assists the users and helps to reduce the cost of training and support, but also enhances the reputation of the product, its producer, and its suppliers.

This International Standard addresses the evaluation and testing of user documentation. It applies to both initial development and subsequent releases of the software and user documentation.

This International Standard is independent of the software tools that might be used to produce documentation, and applies to both printed documentation and on-screen documentation. Much of its guidance is applicable to user documentation for systems including hardware as well as to software user documentation.

This International Standard conforms with ISO/IEC 26514:2008 *Systems and software engineering — Requirements for designers and developers of user documentation*, ISO/IEC 15288:2008, *Systems and software engineering — System life cycle processes*, and ISO/IEC 12207:2008, *Systems and software engineering — Software life cycle processes*. This International Standard was developed to assist those who test and review software user documentation as part of the software life cycle process. This International Standard defines the Documentation Management and Validation processes of ISO/IEC 12207:2008 from the tester's standpoint. This International Standard may be used as a conformance or a guidance document for products, projects and organizations claiming conformance to ISO/IEC 15288:2008 or ISO/IEC 12207:2008.