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## **Systems and software engineering — Engineering and management of websites for systems, software and services information**

*Ingénierie des systèmes et du logiciel — Ingénierie et gestion de sites  
web pour les systèmes, logiciels et services d'information*

Reference number  
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## Foreword

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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO/IEC documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives) or [www.iec.ch/members\\_experts/refdocs](http://www.iec.ch/members_experts/refdocs)).

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This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*, in cooperation with the Systems and Software Engineering Standards Committee of the IEEE Computer Society, under the Partner Standards Development Organization cooperation agreement between ISO and IEEE.

This second edition cancels and replaces the first edition (ISO/IEC/IEEE 23026:2015), which has been technically revised.

The main changes are as follows:

- updates relating to enhanced technical capabilities for website design and sustainment;
- attention to threats to data privacy and website integrity;
- reorganization to present both the life cycle processes of website information for informational websites and the requirements for website features.

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This corrected version of ISO/IEC/IEEE 23026:2023 incorporates the following correction:

- the edition number on the cover page has been corrected.

## Introduction

Continuing improvements in Internet capabilities for technical communication, and the accelerating development of new technical protocols, products and services for website development and hosting, have both simplified and complicated the engineering and management of websites. This document is intended to account for new capabilities, approaches, and interests in using websites to communicate technical information. To a large extent, use of digital communications, particularly those accessible through the Internet or intranets, has supplanted printed publications for conveying technical information. This trend applies to information for users, systems and services documentation, and operational plans, policies, and procedures.

Other factors have also affected the design and operation of websites. The increasing sophistication of information security threats to technical enterprises and their information, as well as concerns for the privacy of Internet users, have markedly complicated the process of delivering information and communication technology (ICT) information over the Web. This document therefore has increased emphasis on information security and privacy concerns.

The diversity of websites for commercial marketing and social networking purposes reflects different interests and media choices from those websites that deliver ICT reference information. This document applies primarily to websites whose purpose is to deliver information about ICT systems, software, and services. It includes increased emphasis on the human factors concerns for making information easily retrievable and usable for the intended audience. It recommends practices for websites based on World Wide Web Consortium (W3C) and related industry guidelines. It continues to address the entire life cycle of website strategy, design, engineering, testing and validation, and management and sustainment, which are the responsibility of the website owner and website provider.