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Systems and software engineering — Requirements for managers of information for users of systems, software, and services

*Ingénierie des systèmes et du logiciel — Exigences pour les
gestionnaires de l'information pour les utilisateur de systèmes,
logiciels, et services*



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Contents

	Page
Foreword	vi
Introduction	vii
1 Scope	1
2 Normative references	2
3 Terms, definitions, and abbreviations	2
4 Conformance	7
5 Managing strategy for information development	8
5.1 Information-development strategy defined.....	8
5.1.1 Purpose of strategy.....	8
5.1.2 Responsibility for strategic planning.....	8
5.1.3 Frequency of strategic work.....	9
5.1.4 Reporting structure.....	9
5.1.5 Compliance.....	9
5.2 Stakeholders.....	10
5.3 Manager's strategic tasks and potential actions to support them.....	11
5.3.1 General.....	11
5.3.2 Business environment and organization situation.....	11
5.3.3 Organizational alignment.....	12
5.3.4 Product portfolio.....	12
5.3.5 Information-development organization.....	12
5.3.6 Stakeholder needs.....	13
5.3.7 User needs.....	13
5.3.8 Vision.....	13
5.3.9 Executing strategy.....	13
5.4 Key decisions.....	14
5.4.1 General.....	14
5.4.2 Information-product delivery structure.....	14
5.4.3 Intellectual property.....	14
5.4.4 Content management system.....	14
5.4.5 Staffing.....	14
5.4.6 Communication.....	15
5.4.7 Information development methodology.....	15
5.4.8 Project management.....	15
5.4.9 Information management, version and change control, and archiving.....	15
5.4.10 Establishing a long-term content life cycle policy.....	16
5.4.11 Managing distribution.....	16
5.4.12 Security and disaster recovery.....	16
5.4.13 Acquisitions.....	17
5.5 Translation and localization.....	17
6 Conducting a user needs assessment	17
6.1 User needs assessment defined.....	17
6.2 Components of the user needs assessment.....	17
7 Planning an information-development project	18
7.1 Information-development project planning defined.....	18
7.2 Developing the information-development project plan.....	18
7.2.1 Identifying project goals.....	20
7.2.2 Analyzing project scope.....	20
7.2.3 Describing users of information.....	20
7.2.4 Describing topics to be developed.....	21
7.2.5 Specifying an information reuse strategy.....	22
7.2.6 Describing accessibility requirements.....	22
7.2.7 Describing translation and localization requirements.....	22

7.2.8	Describing project deliverables	22
7.2.9	Identifying project tools requirements	23
7.2.10	Identifying quality, review, and testing requirements	23
7.2.11	Determining the information-development project schedule	23
7.2.12	Estimating the time and costs required to complete the project	24
7.2.13	Analyzing risks	26
7.2.14	Identifying information-development project team members	26
7.3	Developing an integrated information plan	27
8	Managing an information-development project	27
8.1	Information-development project actions	27
8.2	Managing the project team	27
8.2.1	Promoting project success	27
8.2.2	Establishing team communications	27
8.2.3	Promoting team collaboration	28
8.2.4	Orienting new team members	28
8.2.5	Managing productivity and performance issues	28
8.2.6	Implementing quality processes	29
8.2.7	Managing staff changes	29
8.3	Tracking project deliverables and schedule	30
8.3.1	General	30
8.3.2	Managing project planning documents	30
8.3.3	New development tools	30
8.3.4	Managing scheduling issues	30
8.4	Managing project changes	31
8.4.1	Managing change control	31
8.4.2	Planning and preparing for changes	31
8.4.3	Assessing the impact of project changes	32
8.4.4	Revising project estimates	32
8.4.5	Recalculating the project due to changes in scope	32
8.4.6	Maintaining quality and the project vision	33
8.4.7	Instigating changes	35
8.4.8	Discovering quality issues	35
8.5	Communicating with the project team and management	36
8.5.1	General	36
8.5.2	Communicating with the project team	36
8.5.3	Communicating with stakeholders	36
8.5.4	Communicating with senior management	37
9	Staffing and forming teams	37
9.1	Staffing and forming teams defined	37
9.1.1	Identifying and assessing required skills	37
9.1.2	Defining roles and responsibilities	39
9.1.3	Hiring and training staff	40
9.1.4	Outsourcing staff	41
9.1.5	Evaluating staff	42
9.1.6	Developing staff	42
9.1.7	Succession planning	43
9.2	Aligning teams with the engineering life cycle	43
10	Managing technical reviews	44
11	Managing the translation process	44
11.1	Translation requirements	44
11.1.1	Languages	44
11.1.2	Character sets	45
11.1.3	Timing	45
11.1.4	Deliverables	45
11.2	Selecting translation and localization approaches and services provider(s)	46
11.3	Translation cost estimates	46

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11.4	Translation memory management	46
11.5	Machine translation	46
11.6	Translation review and quality control	47
11.7	Terminology management	47
11.8	Writing for translation	47
11.9	Managing the translation and localization of the user interface	48
11.10	Guidelines for user interface translation and localization:	48
12	Managing final production and delivery	48
12.1	Final production and delivery defined	48
12.1.1	Final approvals	48
12.1.2	During production	49
12.1.3	At delivery	49
12.2	Before production time	50
13	Measuring content quality and user satisfaction	50
13.1	Measuring content quality and user satisfaction defined	50
13.1.1	Measuring quality defects	51
13.1.2	Measuring user satisfaction	52
13.1.3	Correcting quality defects and improving the process	53
13.1.4	Using user feedback to validate measurements and improve processes	53
13.2	Identifying predictive measurements for preventive action	54
14	Measuring productivity, efficiency, and cost	54
14.1	Importance of measuring cost, productivity, and efficiency	54
14.1.1	Operational costs	54
14.1.2	Labor costs	55
14.1.3	Non-labor costs	55
14.1.4	Translation, printing, and publishing costs	55
14.2	Project costs and time tracking	55
14.2.1	Time intervals	55
14.2.2	Time allocation	56
14.2.3	Typical activities for tracking time	56
14.2.4	Overtime	56
14.2.5	Monitoring project costs	56
14.2.6	Reporting project costs	57
14.3	Productivity measurements	57
14.4	Efficiency measurements	58
14.4.1	Content re-use	59
14.4.2	Content rework	59
14.4.3	Cycle time	59
15	Evaluating organization process maturity	60
15.1	Organization process maturity evaluation	60
15.2	Process Improvement	61
	Annex A (informative) User and task analysis	62
	Annex B (informative) Project plan example	65
	Annex C (informative) Translation management	69
	Bibliography	76
	IEEE notices and abstract	78

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.

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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 a standard requires approval by at least 75 % of the national bodies casting a vote.

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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 Software & Systems Engineering Standards Committee of the IEEE Computer Society of the IEEE, under the Partner Standards Development Organization cooperation agreement between ISO and IEEE.

This second edition of ISO/IEC/IEEE 26511 cancels and replaces ISO/IEC/IEEE 26511:2011, which has been technically revised. The main changes compared to the previous edition are as follows:

- increased emphasis on strategic planning to develop a comprehensive content strategy;
- introduction of comprehensive information for managing the translation and localization process;
- comprehensive requirements for conducting a user needs assessment;
- comprehensive requirements for managing an ongoing project;
- focused information on customer quality and project productivity and efficiency measurements; and
- information on process maturity.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

Effective management of information for users makes information for users usable, accurate, and delivered when needed by the users. Information managed effectively is produced efficiently and maintained in response to software and system updates and changing user requirements. This document addresses the management of information for users in terms of the overall strategic direction of the information, its initial development, and its subsequent updates.

The role of the information-development manager is comprehensive. The manager is responsible for strategic planning, project planning, project management, staff development and assessment, translation, production and delivery, and quality and productivity measurements. The manager may delegate some or all of these responsibilities to well-qualified staff members.

Information development takes place in organizations of all types, including government entities, corporations, and non-profit organizations.

Effective, well-designed, appropriately delivered information for users increases the return on investment for the development of a software or systems product. It helps to reduce the cost of training and support, enabling the users to decrease the time required to productively use a product. As such, it enhances the reputation of the product, its producer, and its suppliers.

The development of effective information for users should be regarded as an integral part of the software and systems lifecycle processes from the planning and design stages onwards.

This document was developed to assist users of ISO/IEC/IEEE 15288:2015, *Systems and software engineering — System life cycle processes* or ISO/IEC/IEEE 12207:2017, *Systems and software engineering — Software life cycle processes* to manage information for users as part of the Information Management process. This document defines the information-management process from the information-development manager's point of view. It was developed to assist those who provide input to, perform, and evaluate information-development.

NOTE Other documents in the ISO/IEC 265NN family address the documentation and information management processes from the viewpoint of information designers and developers, testers and reviewers, and acquirers and suppliers.

Beyond the development and production of user manuals, help systems, or sets of information for a single software product, it applies to a broader range of information management opportunities, including information for those who install, implement, administer, and operate software, services, and systems for end users. Frequently, information-development managers are responsible for the development and reuse of information (content management) for the following:

- updates of user information as the software or system is updated;
- reuse or adaptations of information to support related products;
- multiple translated or localized versions of information for users; and
- a portfolio of unrelated information-development projects being managed concurrently within an organization.

This document is not intended to advocate the use of either printed or electronic media for information for users or any particular information management, content management, information testing, or project management tools or protocols.