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**Systems and software engineering —
Content management for product life-
cycle, user and service management
documentation**

*Ingénierie des systèmes et du logiciel — Gestion de contenu relatif à la
documentation du cycle de vie du produit, de l'utilisateur, et de la
gestion de service*



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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 ISO/IEC JTC 1 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.

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Introduction

This International Standard was developed to assist users of ISO/IEC/IEEE 15288:2008, *Systems and software engineering – System life cycle processes*, ISO/IEC/IEEE 12207:2008, *Systems and software engineering – Software life cycle processes*, or ISO/IEC 20000-1:2011 (IEEE Std 20000-1-2013), *Information technology – Service management – Part 1: Service management system requirements*, in the management of the content used in product life-cycle, user, and service management documentation. The accurate description of the requirements for content management helps documentation meet the needs of its users and be efficiently produced.

This International Standard is independent of the software tools that may be used to manage documentation content and applies to both printed documentation and on-screen documentation.

Content management allows an organization to control the storage and retrieval of content objects, track content revisions, maintain a content audit trail, and enable a collaborative environment. Component content management supports the reuse of content objects among deliverables and supports multiple deliverable formats.

A consequence of content management is increased collaboration on content development across the enterprise. Technical authors, instructional designers, support staff, and others may develop a body of content together that is written once and supports many needs.

Documentation is often regarded as something done after the software has been implemented. However, for high-quality software documentation, its development should be regarded as an integral part of the software life cycle. In fact, quality documentation or information management services are important enough to require specific planning.

This International Standard is consistent with ISO/IEC/IEEE 15288, *System and Software Engineering – System life cycle processes*, and ISO/IEC/IEEE 12207, *Systems and software engineering – Software life cycle processes*, as an implementation of the Information Management Process. This standard is not a management system standard.

This International Standard is intended for use in all types of organizations, whether they have a dedicated documentation department or not. It may be used as a basis for local standards and procedures. Readers are assumed to have experience or knowledge of general processes for information management, project management, and document development.

This International Standard is intended for managing technical content which is included in:

- User information such as topic collections, manuals, guides, multimedia, user assistance displayed with software, style guides, and other content that supports the effective use of a system or software product.
- Product life cycle information such as design documents, use cases, personas, project management plans, feature requests, and testing plans.
- Service management items such as service level agreements, records, policies, procedures, and other documents.

The order of clauses in this International Standard does not imply that the content management activities should be performed in this order, nor that documentation should be developed in this order or presented to the organization in this order.

In each clause, the requirements are independent of media and document creation and management specifications.