
Systems and software engineering — Content management for product life cycle, user and service management information for users

Ingénierie des systèmes et du logiciel — Gestion de contenu relatif aux informations concernant le cycle de vie du produit, l'utilisateur et la gestion de service, à destination des utilisateurs





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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.

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 or www.iec.ch/members_experts/refdocs).

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Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html. In the IEC, see www.iec.ch/understanding-standards.

ISO/IEC/IEEE 26531 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 26531:2015), which has been technically revised.

The main changes are as follows:

- addition of information on the development of microcontent;
- addition of mathematics and vector graphics;
- addition of classification of objects using metadata and taxonomies;
- addition of webhooks and triggers;
- addition of XML reviews using Schematron or other similar systems;
- addition of reporting capabilities;

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— addition of dynamic content generation.

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 and www.iec.ch/national-committees.

Introduction

This document was developed to assist users of ISO/IEC/IEEE 15288 and ISO/IEC/IEEE 12207 in the acquisition of a content management system and the use of that content management system to manage content used in product life cycle, user, and service management information. The accurate description of the requirements for content management helps organizations create information that meets the needs of its users and is efficiently produced.

This document is independent of the software tools that may be used to manage information for users and applies to both printed information for use and on-screen information for use.

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

The use of content management functions can facilitate increased collaboration on content development across the enterprise. Technical writers, instructional designers, support staff, and others can develop a body of content together that is written once and supports many needs.

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

This document is consistent with ISO/IEC/IEEE 15288 and ISO/IEC/IEEE 12207, as an elaboration of the information management process.

This document is not a management system standard.

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

This document is intended for those engaged in the management of information, such as that included in:

- a) information for users such as topic collections, manuals, guides, user assistance displayed with software, style guides, knowledge-based articles, and other content that supports the effective use of a system or software product;
- b) product life cycle information such as design documents, use cases, personas, project management plans, feature requests, and testing plans;
- c) service management items such as service level agreements, records, policies, procedures, documents in response to tender offers, and other documents.

The order of clauses in this document does not imply that the content management activities should be performed in this order, nor that information for users 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.

In this document, the following verbal forms are used:

- “shall” indicates a requirement;
- “should” indicates a recommendation;

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- “may” indicates a permission;
- “can” indicates a possibility or a capability.