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Systems and software engineering — Requirements for testers and reviewers of information for users

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

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Foreword

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This document was prepared by 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, under the Partner Standards Development Organization cooperation agreement between ISO and IEEE.

This second edition of ISO/IEC/IEEE 26513 cancels and replaces ISO/IEC 26513:2009 which has been technically revised. The main changes compared to the previous edition are as follows:

— additions to the Terms and Definitions;

— updates to the Documentation Review and System Test of Documentation sections;

— expanded sections for Accessibility Testing and Translation and Localization Review and Testing;

— replacement of the editorial checklists in Annex A with User-centered Test and Review Guidelines;

— editorial changes; and

— additions to the bibliography.

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Introduction

Well-designed documentation not only assists users and helps to reduce the cost of training and support, but also enhances the reputation of the product, its producer, and its suppliers. Verification, validation testing, and expert review of content during development provides feedback to information developers regarding the accuracy and usability of their work. This document addresses the evaluation and testing of information provided for users to perform tasks, make decisions in context, and gain understanding. It applies to both initial development and subsequent releases of the software and user documentation.

This document is independent of the software tools that may be used to produce documentation and applies to printed and electronic documentation, embedded content in the software, and online documentation. Much of its guidance is applicable to user documentation for systems including software user documentation as well as the software used to control machinery or hardware devices.

This document was developed to assist those who test and review software user documentation as part of the software lifecycle process. This document defines the information management and validation processes of ISO/IEC/IEEE 12207:2017 from the information assessors' and testers' standpoints. This document can be used as a conformance or a guidance document for products, projects, and organizations claiming conformance to ISO/IEC/IEEE 15288:2015 or ISO/IEC/IEEE 12207:2017. Readers are assumed to have experience with or general knowledge of reviewing and testing processes.

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Systems and software engineering — Requirements for testers and reviewers of information for users

1 Scope

This document supports the interest of software users in receiving consistent, complete, accurate, and usable documentation and specifies processes for use in testing and reviewing of user documentation (Clause 6). It is not limited to the test and review stage of the lifecycle, but includes activities throughout the information management and documentation management process.

This document is intended for use in all types of organizations, whether or not a dedicated documentation department is present. In all cases, it can be used as a basis for local standards and procedures. Readers are assumed to have experience or general knowledge of testing or reviewing processes.

This document deals with the evaluation of end-user content only, and not with the evaluation of the software it supports.

NOTE 1 Documentation is also included in evaluation of the software product, as in the ISO/IEC 25000 and 29000 series of standards. In particular:

— ISO/IEC TR 25060;

— ISO/IEC 25062;

— ISO/IEC 25063:2014;

— ISO/IEC 25064:2013; and

— ISO/IEC/IEEE 29119-3:2013.

This document provides the minimum requirements for testing and reviewing user documentation (Clause 7), including both printed and online documents used in work and other environments by the users of software which includes application software, systems software, apps on mobile devices, and software that controls machinery or hardware devices. It applies to printed user manuals, online help, user assistance, tutorials, websites, and user reference documentation.

This document can also be helpful for testing and reviewing the following types of documentation:

— documentation of products other than software, for example, hardware or devices;

— multimedia systems using animation, video, and sound;

— tutorial packages and specialized course materials intended primarily for use in formal training programs;

— documentation produced for installers, computer operators, or system administrators who are not end users; and

— maintenance documentation describing the internal operation of systems software.

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