

# DIN ISO 26162:2016-12 (E)

## Systems to manage terminology, knowledge and content - Design, implementation and maintenance of terminology management systems (ISO 26162:2012)

---

### Contents

Page

National foreword.....	5
National Annex NA (informative) Bibliography.....	5
Introduction.....	6
1 Scope.....	7
2 Normative references.....	7
3 Terms and definitions.....	7
3.1 Resources.....	7
3.2 Data categories.....	9
3.3 Data modelling.....	11
3.4 Applications.....	13
4 Terminology management system (TMS).....	13
4.1 General description.....	13
4.2 Purchased or self-programmed TMS.....	14
4.3 Predefined or freely definable TMS.....	14
4.4 Desktop, client-server or Web-based TMS.....	14
4.5 Stand-alone, integrated or combined TMS.....	14
4.6 Monolingual, bilingual or multilingual TMS.....	15
4.7 Database or structured text TMS.....	15
4.8 Single-database or multiple-database TMS.....	15
5 Project phases.....	15
5.1 Overview.....	15
5.2 Pre-feasibility study.....	16
5.3 Feasibility study.....	16
5.4 Use-case analysis.....	16
5.5 System requirements.....	16
5.6 Cost-effectiveness.....	17
5.7 System design.....	17
5.8 System development.....	17
5.9 System deployment.....	17
5.10 System test.....	18
5.11 TMS population, use, and maintenance.....	18
6 User-centred design.....	18
6.1 Basic procedures.....	18
6.2 Steps in a user-centred approach.....	19
6.3 Identifying the users and their needs.....	19
6.4 Identifying the output products.....	22
6.5 Performing a task analysis and preparing use cases.....	22
6.6 Identifying and prioritizing requirements.....	24
6.7 Conducting a competitive evaluation.....	25
6.8 Designing and evaluating a prototype.....	25
6.9 Adjusting the design to user feedback.....	25
6.10 Performing a beta assessment.....	25
7 Terminological data categories.....	25
7.1 Introduction to data categories.....	25
7.2 Principles for selecting and using data categories.....	26
7.3 Types of data categories.....	29

7.4	Data entry structures .....	32
7.5	Selecting data categories .....	32
7.6	Translation-specific data categories .....	33
7.7	Prescriptive data categories.....	33
7.8	Workflow-related data categories .....	33
7.9	Standardized data category names and data category concepts .....	33
8	Data modelling .....	34
8.1	The terminological metamodel.....	34
8.2	Data modelling for concept orientation.....	35
8.3	Application-oriented approaches.....	38
8.4	Data modelling examples.....	39
8.5	Accounting for legacy data.....	45
9	Implementing the TMS .....	46
10	Deploying the TMS.....	47
10.1	Deployment activities .....	47
10.2	Preparing documentation, help, and educational materials .....	47
10.3	Providing support and maintenance .....	48
10.4	Meeting stakeholder dependencies .....	48
10.5	Announcing and promoting the TMS.....	48
10.6	Delivering the TMS.....	48
10.7	Providing training .....	48
10.8	Measuring user satisfaction .....	48
11	User interfaces .....	49
11.1	Designing the user interface .....	49
11.2	Displaying terminological data categories .....	49
11.3	Displaying and arranging terminological entries .....	50
12	Inputting and editing data.....	53
12.1	Manually inputting data.....	53
12.2	Importing data .....	58
12.3	Editing data .....	59
12.4	Validating data .....	59
12.5	Automatically generating or modifying data .....	60
12.6	Adding cross-references .....	60
12.7	Adding multimedia files .....	60
13	Search functions.....	61
13.1	Database search features .....	61
13.2	Searching for a term.....	63
13.3	Searching by concept number or characteristics .....	63
13.4	Complex filtering and searching .....	64
13.5	Searching in text fields .....	64
13.6	Browsing.....	64
14	Data output.....	64
14.1	Types of data output .....	64
14.2	Displaying search results .....	64
14.3	Sorting .....	65
14.4	Printouts .....	68
14.5	Exporting the data to a file.....	71
14.6	Exporting data for other applications.....	71
15	Organizing and administering the TMS .....	71
15.1	Creating a management plan.....	71
15.2	Importance of data flow management .....	72
15.3	Changing the data model.....	72
15.4	Providing for data security .....	72
15.5	Controlling access.....	73

<b>15.6</b>	<b>Supporting an interchange format.....</b>	<b>73</b>
<b>15.7</b>	<b>Staffing the TMS.....</b>	<b>74</b>
<b>15.8</b>	<b>Controlling costs and managing resources .....</b>	<b>74</b>
<b>Annex A (informative)</b>	<b>Case studies: Data categories and data modelling.....</b>	<b>76</b>
<b>Bibliography.....</b>		<b>79</b>