

ISO/IEC 26513:2009-10 (E)

Systems and software engineering - Requirements for testers and reviewers of user documentation

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Conformance	2
2.1	Definition of conformance	2
2.2	Conformance situations	3
3	Terms and definitions	3
4	User documentation process within the systems/software life cycle	8
5	Documentation evaluation process requirements, objectives, and constraints	9
5.1	General	9
5.2	Documentation evaluation activities	10
5.3	Selection of an evaluation method	10
5.4	Documentation review	10
5.5	Documentation test	11
5.6	Project requirements affecting documentation evaluation	11
5.7	Resource requirements and planning	12
5.7.1	Impact of evaluation on project schedules	13
6	Documentation evaluation methods and procedures	13
6.1	Documentation review	14
6.1.1	Planning documentation review	14
6.1.2	Documentation review procedures	16
6.1.3	Managing the results of documentation review	17
6.1.4	Problem resolution and the documentation review cycle	17
6.2	System test of documentation	17
6.2.1	Planning system test of documentation	18
6.2.2	Performing and assessing results of system test of documentation	22
6.2.3	Problem resolution and the system test of documentation life cycle	22
6.3	Usability testing of documentation	22
6.3.1	Objectives for usability testing of documentation	23
6.3.2	Measures and metrics for documentation usability testing	23
6.3.3	Planning usability tests	24
6.3.4	Performing usability test of documentation	26
6.3.5	Problem resolution for documentation usability tests	27
6.4	Accessibility testing of documentation	27
6.4.1	Planning accessibility tests	27
6.4.2	Performing accessibility tests	28
6.5	Localization and customization testing	28
6.5.1	Planning for localization and customization testing	28
6.5.2	Performing localization and customization testing	28
6.6	Problem resolution process	29
Annex A (informative)	Checklists for user documentation	30
Annex B (informative)	Test and review checklist	37
Bibliography		53