

# ISO/IEC/IEEE 26511:2011-12 (E)

## Systems and software engineering - Requirements for managers of user documentation

---

<b>Contents</b>		<b>Page</b>
Foreword .....		v
Introduction .....		vi
1	Scope .....	1
2	Conformance .....	2
2.1	Definition of conformance .....	2
2.2	Conformance situations .....	2
3	Normative references .....	3
4	Terms and definitions .....	3
5	User documentation management within life cycle processes .....	6
5.1	User documentation management within the software life cycle .....	6
5.2	Portfolio management and content management .....	8
5.3	Information management strategy and policies .....	8
6	Planning in documentation management .....	10
6.1	Work breakdown structures for documentation management .....	10
6.2	Planning for user documentation .....	11
6.2.1	Determination of purpose and audience .....	12
6.2.2	Design tasks .....	13
6.2.3	Development tasks .....	13
6.2.4	Translation and localization tasks .....	14
6.2.5	Production tasks .....	14
6.2.6	Change management and maintenance tasks .....	14
7	User documentation plans .....	15
7.1	User documentation management plan compared to documentation plan .....	15
7.2	Contents of the documentation management plan .....	16
7.3	Contents of the documentation plan .....	16
8	Project activation .....	17
8.1	Authorization, procedures, and specifications .....	17
8.2	Infrastructure .....	18
8.3	Information development team .....	19
8.3.1	Definition of roles .....	19
8.3.2	Example roles for user documentation .....	20
9	User documentation management control methods .....	24
9.1	Documentation measurements .....	24
9.1.1	User documentation product measurements .....	25
9.1.2	User documentation productivity measurements .....	26
9.1.3	User documentation quality measurements .....	26
9.1.4	Process improvement measurements .....	27
9.2	Documentation estimating .....	27
10	Applying management control to documentation .....	29
10.1	Purpose and outcomes .....	29

10.2	Change management .....	29
10.3	Schedule and cost control .....	29
10.4	Resource management .....	30
10.4.1	Project communication .....	30
10.4.2	Managing documentation team members and suppliers .....	30
10.4.3	Managing translation services .....	30
10.5	Quality management .....	31
10.5.1	Managing for product quality--reviews and tests .....	31
10.5.2	Risk and problem management .....	31
10.5.3	Process improvement .....	32
Annex A (informative) Sample documentation plan .....		33
Annex B (normative) Information Management and Software Documentation Management Processes .....		41
Bibliography .....		45