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

Systems and software engineering - Requirements for managers of user documentation

Contents

Page

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