

ISO/IEC/IEEE 23026:2015-05 (E)

Systems and software engineering - Engineering and management of websites for systems, software, and services information

Contents		Page
1	Scope	1
2	Conformance	1
3	Normative references	2
4	Terms and definitions	2
5	Abbreviated terms	5
6	Planning websites for systems, software, and services documentation	6
6.1	Defining the purpose, users, and context of the website	6
6.2	Establishing the informational website design strategy	6
6.3	Developing a strategy for website lifecycle management	8
7	Designing websites for systems, software, and services documentation	9
7.1	Information architecture	9
7.1.1	Information structure of a website	9
7.1.2	Shared resources	10
7.1.3	Website home page	10
7.1.4	Identifying the website and its owner	11
7.1.5	title and header	11
7.2	Site index and search	12
7.2.1	Search filtering	13
7.2.2	Keywords	13
7.2.3	Metadata for indexing	13
7.2.4	Flushing search engines	13
7.2.5	Robot exclusion	13
7.3	Site navigation	15
7.3.1	Links	16
7.3.2	Offsite warning	16
7.3.3	Usage tracking and cookies	17
7.3.4	Frames	17
7.4	Website content	17
7.4.1	Intellectual property rights	18
7.4.2	Time-sensitive content	18
7.5	Presentation of information on websites	20
7.5.1	Consistency	20
7.5.2	Presentation of text	20
7.5.3	Graphic images	20
7.5.4	Animations, 3D, sound, video	21
7.5.5	Use of color in websites	21
7.5.6	Interactivity	22
7.5.7	Collaboration and user generated content	22
7.5.8	Energy and environmental conservation	22
7.6	Security	22
7.6.1	Authentication	24
7.6.2	Authorization	25
7.6.3	Cookies	25
7.6.4	Digital signatures	25
7.6.5	Single sign-on	25

7.6.6	Data encryption	25
7.6.7	Security measures and metrics	26
7.6.8	Continuous monitoring and risk assessment	26
7.7	Privacy	26
7.7.1	Notice	27
7.7.2	Choice	28
7.7.3	Onward transfer (transfers to third parties)	28
7.7.4	Access	28
7.7.5	Security	28
7.7.6	Data integrity	28
7.7.7	Enforcement	28
7.7.8	Reporting	28
7.8	Accessibility	29
7.9	Translation and localization	30
7.9.1	Browser language selection	31
7.9.2	Icon use	32
7.9.3	Holidays and time zones	32
7.9.4	Place of origin	32
7.9.5	Hemisphericals	32
7.9.6	Units: metric, monetary	32
7.9.7	Regulations	32
7.9.8	Contact Information	33
8	Website platform engineering	33
8.1	Selecting technical formats and standards to use for the website	33
8.1.1	HTML versions	34
8.1.2	Cascading style sheets	34
8.1.3	Bandwidth efficiencies	35
8.1.4	Document type declaration	35
8.1.5	Description meta-tag	35
8.1.6	XML considerations	35
8.1.7	Image formats and compression	36
8.2	Server technology independence	36
8.3	Scripting and executable considerations	36
8.3.1	Scripting languages	36
8.3.2	JavaScript	37
8.3.3	Java	37
8.4	Database management system considerations	37
9	Evaluation and testing of websites	38
9.1	Evaluating site usability	38
9.2	Testing websites before release	39
9.3	Validation of markup language and accessibility conformance	39
9.3.1	Active links	40
9.3.2	Dead links	40
10	Site management and sustainment	40
10.1	Website life-cycle management	40
10.2	Planning for site management and sustainment	40
10.3	Providing user support	41
10.4	Maintenance procedures and methods	41
10.4.1	Backups	42
10.4.2	Content changes	42
10.4.3	Site or page relocation	43
10.4.4	Redirection	43
10.4.5	Versioning	44
10.5	Archiving	44
	Bibliography	45