
**Systems and software engineering —
Content of systems and software life
cycle process information products
(Documentation)**

*Ingénierie des systèmes et du logiciel — Contenu des systèmes et
produits d'information du processus de cycle de vie du logiciel
(documentation)*

**iTeh STANDARD PREVIEW
(standards.iteh.ai)**

[ISO/IEC 15289:2006](https://standards.iteh.ai/catalog/standards/sist/c1eaf318-8162-47c7-96a2-0a845f6efd45/iso-iec-15289-2006)

<https://standards.iteh.ai/catalog/standards/sist/c1eaf318-8162-47c7-96a2-0a845f6efd45/iso-iec-15289-2006>

PDF disclaimer

This PDF file may contain embedded typefaces. In accordance with Adobe's licensing policy, this file may be printed or viewed but shall not be edited unless the typefaces which are embedded are licensed to and installed on the computer performing the editing. In downloading this file, parties accept therein the responsibility of not infringing Adobe's licensing policy. The ISO Central Secretariat accepts no liability in this area.

Adobe is a trademark of Adobe Systems Incorporated.

Details of the software products used to create this PDF file can be found in the General Info relative to the file; the PDF-creation parameters were optimized for printing. Every care has been taken to ensure that the file is suitable for use by ISO member bodies. In the unlikely event that a problem relating to it is found, please inform the Central Secretariat at the address given below.

iTeh STANDARD PREVIEW
(standards.iteh.ai)

[ISO/IEC 15289:2006](https://standards.iteh.ai/catalog/standards/sist/c1eaf318-8162-47c7-96a2-0a845f6efd45/iso-iec-15289-2006)

<https://standards.iteh.ai/catalog/standards/sist/c1eaf318-8162-47c7-96a2-0a845f6efd45/iso-iec-15289-2006>

© ISO/IEC 2006

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

Published in Switzerland

Contents

Page

Foreword.....	vii
Introduction	viii
1 Scope	1
2 Applicability.....	3
3 Conformance.....	3
3.1 Definition of Conformance.....	3
3.2 Conformance Situations	4
3.3 Type of Conformance	4
4 Normative references	5
5 Terms and definitions.....	5
6 Life cycle data and information items	6
6.1 Life cycle data characteristics.....	6
6.2 Records compared to other information items (documents).....	6
6.3 Management of life cycle data (records)	7
6.4 Management of information items (documents)	7
6.4.1 Developing the documentation plan.....	7
6.4.2 Managing and controlling information items.....	7
7 Generic information types and information items	8
7.1 Overview	8
7.2 Record – generic content guidelines.....	8
7.3 Description – generic content guidelines	9
7.4 Plan – generic content guidelines.....	10
7.5 Procedure – generic content guidelines	11
7.6 Report – generic content guidelines.....	12
7.7 Request – generic content guidelines	13
7.8 Specification – generic content guideline.....	14
8 Mapping of information items to the life cycle	14
8.1 Mapping of information items to the system life cycle.....	15
8.2 Mapping of information items to the software life cycle	20
9 Records.....	27
9.1 General.....	27
9.2 Specific record contents.....	27
10 Specific information item (document) contents	28
10.1 Acceptance plan	28
10.2 Acceptance procedure	29
10.3 Acceptance review and testing report.....	29
10.4 Acquisition plan	29
10.5 Acquisition report.....	29
10.6 Asset management plan	29
10.7 Audit acknowledgement report	30
10.8 Audit report	30
10.9 Change request.....	30
10.10 Configuration management plan.....	30
10.11 Configuration management procedures	31
10.12 Configuration status report	31
10.13 Contract	31
10.14 Database design description.....	31

10.15	Database detailed design description	32
10.16	Database test procedure	32
10.17	Database test report	32
10.18	Development plan	32
10.19	Documentation plan.....	33
10.20	Domain engineering plan	33
10.21	Evaluation report.....	33
10.22	High-level software design description	33
10.23	Infrastructure plan	34
10.24	Installation plan	34
10.25	Installation report.....	34
10.26	Integration and test report	34
10.27	Interface Description	35
10.28	Joint review minutes.....	35
10.29	Low-level software design description	35
10.30	Maintenance plan	35
10.31	Maintenance problem/ modification report	36
10.32	Maintenance procedures	36
10.33	Migration plan.....	36
10.34	Modification notification report	36
10.35	Modification requirement report.....	37
10.36	Modification test report	37
10.37	Monitoring and control report.....	37
10.38	Operational test procedures	37
10.39	Operations plan	37
10.40	Organizational procedures.....	38
10.41	Problem report.....	38
10.42	Problem resolution procedure.....	38
10.43	Process assessment procedure	39
10.44	Process improvement analysis report.....	39
10.45	Product need assessment.....	39
10.46	Production plan	39
10.47	Progress report	40
10.48	Project management plan	40
10.49	Proposal	40
10.50	Qualification test procedure	41
10.51	Qualification test report.....	41
10.52	Quality assurance plan.....	41
10.53	Quality management procedures	41
10.54	Release record	42
10.55	Request for proposal (RFP)	42
10.56	Retirement notification report.....	42
10.57	Retirement plan	42
10.58	Reuse plan	43
10.59	Risk management plan	43
10.60	Risk management procedures.....	43
10.61	Software integration test plan.....	43
10.62	Software requirements specification	44
10.63	Software unit description	44
10.64	Software unit test plan.....	44
10.65	Software unit test procedure	44
10.66	Software unit test report.....	44
10.67	Software user documentation.....	45
10.68	Strategic plan.....	45
10.69	Supplier selection procedure.....	45
10.70	System architecture description	45
10.71	System description	46
10.72	System element description	46
10.73	System life cycle description.....	46
10.74	System integration test procedure.....	46

ITeH STANDARD PREVIEW

(standards.iteh.ai)

ISO/IEC 15289:2006

[https://standards.iteh.ai/catalog/standards/sist/c1eaf318-8162-47c7-96a2-](https://standards.iteh.ai/catalog/standards/sist/c1eaf318-8162-47c7-96a2-0a845f6ef145/iso-iec-15289-2006)

[0a845f6ef145/iso-iec-15289-2006](https://standards.iteh.ai/catalog/standards/sist/c1eaf318-8162-47c7-96a2-0a845f6ef145/iso-iec-15289-2006)

10.75	System requirements specification	47
10.76	Training documentation	47
10.77	Training plan	47
10.78	User Documentation.....	47
10.79	Validation plan	48
10.80	Validation test specification	48
10.81	Validation report	48
10.82	Verification plan	48
10.83	Verification report.....	48
Annex A	(informative) Procedure for identifying information items and their contents	50
Annex B	(Informative) Bibliography	51

iTeh STANDARD PREVIEW
(standards.iteh.ai)

[ISO/IEC 15289:2006](https://standards.iteh.ai/catalog/standards/sist/c1eaf318-8162-47c7-96a2-0a845f6efd45/iso-iec-15289-2006)

<https://standards.iteh.ai/catalog/standards/sist/c1eaf318-8162-47c7-96a2-0a845f6efd45/iso-iec-15289-2006>

List of Tables

Table 1 – Mapping of ISO/IEC 15288:2002, Clauses to Information Items for Each System Life Cycle Process	16
Table 2 – Mapping of ISO/IEC 12207 Clauses to Information Items for Each Software Life Cycle Process	21
Table 3 – Record References and Contents.....	27

iTeh STANDARD PREVIEW (standards.iteh.ai)

[ISO/IEC 15289:2006](https://standards.iteh.ai/catalog/standards/sist/c1eaf318-8162-47c7-96a2-0a845f6efd45/iso-iec-15289-2006)

<https://standards.iteh.ai/catalog/standards/sist/c1eaf318-8162-47c7-96a2-0a845f6efd45/iso-iec-15289-2006>

Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of the joint technical committee is to prepare International Standards. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights.

ISO/IEC 15289 was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

This International Standard is based on ISO/IEC 12207:1995, with Amendments 1 and 2, ISO/IEC 15288:2002, and IEEE/EIA 12207.1-1996, *Industry implementation of ISO/IEC 12207:1995*. The IEEE Computer Society participated as a liaison organization in the development of this International Standard.

<https://standards.iteh.ai/catalog/standards/sist/c1eaf318-8162-47c7-96a2-0a845f6efd45/iso-iec-15289-2006>

Introduction

This International Standard was developed to assist users of ISO/IEC 15288:2002 or ISO/IEC 12207:1995/AMD 1:2002/AMD 2, to manage information items as products of the system or software life cycle processes. In many cases, ISO/IEC 12207:1995 may state that the result of a process must be documented or may imply the need for a document (or information item). ISO/IEC 12207:1995 clauses often do not specify the contents of documents. The indicated information items in ISO/IEC 12207:1995 aid in planning, producing, and evaluating the results of the life-cycle processes. Information items are essential to preserving what transpired when using system life cycle processes, and may be identified as deliverable documents.

This International Standard may be used as a conformance or a guidance document for projects and organizations claiming conformance to ISO/IEC 15288:2002 and/or ISO/IEC 12207:1995 and amendments. This International Standard's nomenclature for information items, document titles and contents is informative.

iTeh STANDARD PREVIEW (standards.iteh.ai)

[ISO/IEC 15289:2006](https://standards.iteh.ai/catalog/standards/sist/c1eaf318-8162-47c7-96a2-0a845f6efd45/iso-iec-15289-2006)

<https://standards.iteh.ai/catalog/standards/sist/c1eaf318-8162-47c7-96a2-0a845f6efd45/iso-iec-15289-2006>

Systems and software engineering — Content of systems and software life cycle process information products (Documentation)

1 Scope

This International Standard assumes an organization is implementing life cycle processes in conformance with ISO/IEC 15288:2002 or ISO/IEC 12207:1995, with Amendments 1 and 2. ISO/IEC 15288:2002 defines a set of processes for managing and performing the stages of a systems life cycle. It defines an Information Management process, but “does not detail documentation in terms of name, format, explicit content, and recording media” (1.3). ISO/IEC 12207:1995 with AMD 1 and 2, establishes a common framework for software life cycle processes, and in passing identifies or requires a number of documentation items.

The purpose of this International Standard is to guide users of ISO/IEC 12207:1995 (with Amendments 1 and 2) and ISO/IEC 15288:2002 in identifying and planning the specific information items to be produced during systems and software life cycles. As stated in G.5 of IEEE/EIA 12207.0:1996,

STANDARD PREVIEW
(standards.iteh.ai)

The use of the Documentation process should achieve the following objectives:

- a) Identify all documents to be produced by the process or project;
- b) Specify the content and purpose of all documents and plan and schedule their production;
- c) Identify the standards to be applied for development of documents;
- d) Develop and publish all documents in accordance with identified standards and in accordance with nominated plans;
- e) Maintain all documents in accordance with specified criteria.

This International Standard identifies the purpose and content of all identified Systems and Software Life Cycle information items. The information item contents are defined according to generic document types, as presented in Clause 7, and the specific purpose of the document (Clause 10). The generic document types (which may be referred to as information item types to conform to [3]) are to be used to identify the information necessary to support the ISO/IEC 15288:2002 agreement, enterprise, project, and technical processes; and the ISO/IEC 12207:1995, primary, supporting, and organizational life cycle processes.

This International Standard identifies records and information items based on analysis of references in ISO/IEC 15288:2002 and ISO/IEC 12207:1995, which in some cases provide partial or complete outlines for the content of specific documents. However, the requirements for the life-cycle processes do not uniquely and unambiguously state the requirements for the information items contents or the information needed by a user of an information item. Moreover, the information from the life-cycle processes may overlap or may be created and revised at different times. In short, the analyzed references do not result in a logically complete list of information items. For example, for each life-cycle process, it would be possible to prepare a plan, procedures, and reports, as well as numerous records, requests, descriptions and specifications. Such an elaboration of a

ISO/IEC 15289:2006(E)

documentation schema would be more rigorous than specified by either ISO/IEC 15288:2002 or ISO/IEC 12207:1995. Thus, information items may be combined or subdivided as needed for project or organizational purposes, as further defined in Clause 2, Applicability, and Clause 3, Conformance.

NOTE ISO/IEC 15504-5 provides guidance on the content of work products as well as information items. Its guidance includes descriptions of a set of information items (documents), which an assessor may encounter. The information items in its guidance may be produced by combinations and subdivisions of the required information items in this International Standard.

This International Standard:

- a) Addresses the technical information needed by those involved in ISO/IEC 15288:2002 and ISO/IEC 12207:1995 (with Amendments 1 and 2) processes;
- b) Is intended for use in an agreement process as described in ISO/IEC 15288:2002 or a two-party situation as described in ISO/IEC 12207:1995. The two-party situation may range from an informal agreement within an organization or to a legally binding contract between organizations;
- c) May be used by a single party as self-imposed tasks;
- d) May be applied to any type of project and life-cycle process;
- e) May be applied to any of the activities and tasks of a project and system or software product or service life cycle;
- f) Is not limited by size, complexity or criticality of the project;
- g) May be applied to all forms of information items, information item content and document delivery media;
- h) May be used for information items described in Commercial-Off-the-Shelf (COTS) products when the COTS product is specified as an integral part of a deliverable under a two-party situation (See ISO/IEC 12207:1995, clause 1.2).
- i) May be used to develop information items that provide evidence for process assessment performed with respect to ISO/IEC 15504: Process Assessment, and to guide process improvement activities.

Not included in the scope of this International Standard are:

- Information items showing only approval of an ISO/IEC 12207:1995 subclause, such as ISO/IEC 12207:1995, 5.1.1.3;
- Any ISO/IEC 15288:2002 or ISO/IEC 12207:1995 subclause not explicitly or implicitly identifying the recording of information about an activity or task, for example, ISO/IEC 12207:1995, 5.1.1.4;
- The form and content of approving information items or organizational management information such as business strategies, human resources and investment policies, personnel selection criteria, or payroll data;
- Instructions on combining or subdividing information items and information item contents of a similar nature;
- Guidance on selecting an appropriate presentation format, delivery media, and maintenance technology for system and software life cycle data, records, information items, or documentation, such as electronic publishing systems or data repositories;

NOTE ISO/IEC 18019-2004 provides guidance on formats for software user documentation.

2 Applicability

This International Standard is applicable for use by:

- a) Project Managers responsible for the Information Management process of ISO/IEC 15288:2002 (5.4.8) during a system life cycle;
- b) Project Managers responsible for identifying information item requirements and document contents when using ISO/IEC 12207:1995, or any other software engineering life-cycle process, to help determine what should be documented, when the documentation should occur, and what the contents of the documents should be;
- c) Acquirers responsible for determining what information items are needed to ensure the quality of the project, or delivered system, product or service;
- d) Individuals who write or support the design and development of systems and software information items;
- e) Individuals responsible for identifying information items required to claim conformance with ISO/IEC 12207:1995 (and Amendments 1 and 2) or consistent with ISO/IEC 15288:2002;
- f) Individuals undertaking system or software process improvement in their organizations.

ISO/IEC 12207:1995 does not always specify when software information items are to be prepared, nor does it identify information item contents. This International Standard provides a mapping of ISO/IEC 15288:2002 and ISO/IEC 12207:1995 clauses with a set of recommended information items. Users should map this International Standard to the requirements and needs of their agreements, or project and organizational procedures.

(standards.iteh.ai)

Reviewing and understanding the requirements, needs and background of users and stakeholders are essential to applying this International Standard accurately and economically, since some information items are designed for various purposes and user groups.

- To provide information to specialized types of users who may not be a part of a particular project.
- To address the same type of user but in environments not normally coexisting in the same effort.
- To aid both users who are expected to be computer-literate and understand technical terminology, and users who may not have this background.

The type of decision to be made, or work to be performed, by users of the information should be considered before that information is prepared.

3 Conformance

This International Standard may be used as a conformance or a guidance document for projects and organizations claiming conformance to ISO/IEC 15288:2002 and/or ISO/IEC 12207:1995 with Amendments 1 and 2.

3.1 Definition of Conformance

Having tailored the selected system or software life cycle processes, to claim conformance to this International Standard, the organization or project shall prepare the information items identified in this International Standard applicable to the selected and tailored ISO/IEC 15288:2002 processes or the selected and tailored ISO/IEC 12207:1995 activities and tasks.

In this IS for simplicity of reference, each information item is described as if it were published as a separate document. However, information items shall be considered as conforming if they are unpublished but available in a repository for reference, divided into separate documents or volumes, or combined with other information items into one document.

Use of the nomenclature of the information item titles in Clause 10 is not required to claim conformance with this IS. The generic and specific record and information item contents in clauses 7, 9, and 10 of this International Standard may be tailored to satisfy requirements of an organization, its projects, or agreements based on the tailored conformance to ISO/IEC 15288:2002 or ISO/IEC 12207:1995 and amendments. In tailoring, information item titles and contents recommended by this International Standard may be modified (added to, deleted from, combined or reworded). The contents of the information items shall correspond to the selected and tailored processes, activities, and tasks.

Throughout this International Standard, "shall" is used to express a provision that is binding, "should" to express a recommendation among other possibilities, and "may" to indicate a course of action permissible within the limits of this International Standard. When using this International Standard as a guide, replace the term "shall" with "should".

The verb "**include**" used in this International Standard indicates that either (1) the information is present or (2) a reference to the information is listed.

3.2 Conformance Situations

Conformance may be interpreted differently for various situations. The relevant situation shall be identified in the claim of conformance:

iTeh STANDARD PREVIEW

- a) When conformance is claimed for an organization, the organization shall make public a document declaring its tailoring of the records and information items, and its interpretation of any clauses of the standard that reference "the contract."

NOTE One possible way for an organization to deal with clauses that cite "the contract" is to specify that they shall be interpreted in the project plans for any particular project.

- b) When conformance is claimed for a project, the project plans or the contract shall document the tailoring of the records and information items, and the interpretation of any clauses of the standard that reference "the contract."

NOTE A project's claim of conformance is typically specified with respect to the organization's claim of conformance.

- c) When conformance is claimed for a multi-supplier program, it may be the case that no individual project can claim conformance because no single contract calls for all the required records and information items. Nevertheless, the program, as a whole, may claim conformance if each of the required records and information items are produced by an identified party. The program plans shall document the tailoring of the records and information items, and their assignment to the various parties, as well as the interpretation of any clauses of the standard that reference "the contract."
- d) When conformance is claimed for an information item, the item shall contain the generic contents required in clause 9 of this standard and the specific content required in clause 10.

3.3 Type of Conformance

One of the following types of conformance shall be asserted. The selected type shall be identified in the claim of conformance:

- a) Tailored: The minimum set of required information items is determined by tailoring of processes and activities in accordance with annex A of ISO/IEC 12207:1995 or Annex A of ISO/IEC 15288:2002.
- b) Absolute: The minimum set of required information items is all of those specified as mandatory (that is, clauses containing "shall") in the text of the standard.

NOTE Absolute conformance may be claimed for selected processes or information items even if absolute conformance with the entire standard is not claimed.

4 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 12207:1995 /AMD 1:2002/AMD 2:2004, *Information technology — Software life cycle processes*

ISO/IEC 15288:2002, *Systems engineering — System life cycle processes*

5 Terms and definitions

For the purposes of this International Standard, the terms and definitions given in ISO/IEC 12207:1995, ISO/IEC 6592:1999 and the following apply.

5.1

approval

written notification, by an authorized representative, that an information item appears to satisfy requirements, is complete.

NOTE Such approval does not shift responsibility from the supplier to meet requirements under a two-party situation.

5.2

COTS

Commercial-Off-The-Shelf; an item that a supplier offers to several acquirers for general use

<https://standards.iteh.ai/catalog/standards/sist/c1eaf318-8162-47c7-96a2-0a845f6efd45/iso-iec-15289-2006>

5.3

criteria

specific data items identified as contents of information items for appraising a factor in an evaluation, audit, test or review

5.4

database

organization of data, usually controlled within an automated database management system(s)

NOTE Documentation of each database is required in ISO/IEC 12207, 5.3.7.1

5.5

document

generic term for separately identifiable, published (in electronic or printed media) information

5.6

documentation plan

plan identifying the documents to be produced during the system or software life cycle

5.7

information item

a separately identifiable body of information that is produced and stored for human use during a system or software life cycle

5.8

information item content

information included in an information item, associated with a system, product or service, to satisfy a requirement or need

EXAMPLE Information for plans, specifications, designs, test information and manuals.

**5.9
information item type**

a group of information items consistent with a pre-arranged set of generic criteria

EXAMPLE A “plan” is the information item type for all plans and “report” is the information item type for all reports.

**5.10
software item**

resulting software source and executable code from the integration of software units and software components

NOTE Includes identification and description of the software product, software life-cycle data, archive and release data and instructions for building the executable object code.

6 Life cycle data and information items

6.1 Life cycle data characteristics

This IS specifies how life cycle data is managed in information items. The required data from the life-cycle process shall be organized into records or a logical part of another information item and be consistent with an information item generic type. An information item shall include its generic information item contents (Clause 7).

iTeh STANDARD PREVIEW

Each set of records and information item produced as a document described in this International Standard shall support the life cycle data characteristics:

- a) Unambiguous: Information is unambiguous if it is described in terms that allow only a single interpretation, aided, if necessary, by a definition.
- b) Complete: Information is complete if it includes necessary, relevant requirements and/or descriptive material, responses are defined for the range of valid input data, and terms and units of measure are defined.
- c) Verifiable: Information is verifiable if a person or tool can check it for correctness.
- d) Consistent: Information is consistent if there are no conflicts within it.
- e) Modifiable: Information is modifiable if it is structured and has a style such that changes can be made completely, consistently, and correctly while retaining the structure.
- f) Traceable: Information is traceable if the origin of its components can be determined.
- g) Presentable: Information is presentable if it can be retrieved and viewed.

6.2 Records compared to other information items (documents)

A record is a special type of information item containing a unit of structured data. Consistent with the ISO 9000 series, the purpose of a record is to state results achieved or to provide evidence of activities performed by an organizational entity. Records gain their value from being combined with other records in a set, typically by inclusion in structured databases or repositories where the individual records are available for retrieval and analysis. Records hold the factual data (evidence) for the other generic information types. A single record, a selection of records, or a complete listing of the repository’s contents is not suitable for issuance as a complete communication product as are the other information items (documents) such as a plan or procedure.

The other information items (documents) are produced and communicated for human use and contain formal elements (such as purpose, scope, and summary), intended to make them usable by their intended audience.

6.3 Management of life cycle data (records)

Life cycle data results from the execution of the activities and tasks of the standard. Many of the clauses in ISO/IEC 15288:2002 and ISO/IEC 12207:1995 require life cycle data to be produced or recorded. The clauses of ISO/IEC 15288:2002 and ISO/IEC 12207:1995 do not, however, dictate the content, location, format, or media to be used to record and maintain the data.

When choosing appropriate data to be recorded, users should also determine where in the organization or project's records the data should be recorded. Records may be maintained in databases, registers, repositories, archives, or other information management systems. Projects shall establish record retention policies in consideration of system life cycle and organizational needs for the data. Annex B of this International Standard lists other standards and guides, which may be consulted for helpful suggestions on choosing appropriate data records, data formatting, and data packaging. Clause 7 defines the content of generic records and Clause 9 recommends content for specific records.

6.4 Management of information items (documents)

The management of information items shall be performed by applying the Documentation Process of ISO/IEC 12207:1995 and/or the Information Management Process of ISO/IEC 15288:2002. The Documentation Process should support the needs of a project and the related product or service. It should include procedures for preparing, collecting, identifying, classifying, distributing, storing, updating, archiving and retrieving information items (documents).

Managers of documents perform the documentation process to achieve the following objectives:

- a) Identify all documents to be produced by the process or project;
- b) Specify the content and purpose of all documents and plan and schedule their production;
- c) Identify the standards to be applied for development of documents;
- d) Develop and publish all documents in accordance with identified standards and in accordance with nominated plans;
- e) Maintain all documents in accordance with specified criteria.

NOTE Annex A provides a procedure for identifying information items and their contents during information management and documentation planning.

6.4.1 Developing the documentation plan

The tasks to be performed in the Documentation Process shall be identified in a Documentation Plan. When developing the Documentation Plan, consideration should be given to policies and procedures of the acquirer and supplier. ISO/IEC 15910 contains requirements for documentation plans for software user documentation. The Documentation Process for each project should be considered as part of a repeatable process for the acquirer and supplier.

NOTE A Documentation Plan may be created for an entire organization or to cover multiple projects that reuse document content.

6.4.2 Managing and controlling information items

Projects and organizations may publish their record descriptions and tailored information item descriptions in a data dictionary. This practice helps the document management, development, and maintenance activities.