



**International
Standard**

ISO/IEC/IEEE 26512

**Systems and software
engineering — Requirements
for acquirers and suppliers of
information products and services**

*Ingénierie du logiciel et des systèmes — Exigences pour les
acquéreurs et les fournisseurs de produits et de services
d'information*

**Third edition
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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.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives or www.iec.ch/members_experts/refdocs).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html. In the IEC, see www.iec.ch/understanding-standards.

This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*, in cooperation with the Systems and Software Engineering Standards Committee of the IEEE Computer Society, under the Partner Standards Development Organization cooperation agreement between ISO and IEEE.

This third edition cancels and replaces the second edition (ISO/IEC/IEEE 26512:2018), which has been technically revised.

The main changes are as follows:

- removal of superfluous definitions;
- updated version of the information management process from ISO/IEC/IEEE 15288;
- updates to the Bibliography.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

Introduction

This document supports the interest of users in having consistent, complete, accurate, and usable information. It addresses both available approaches to standardization:

- a) process standards, which specify the way that information products are to be acquired and supplied;
- b) information product standards, which specify the characteristics of the information.

As defined in ISO/IEC/IEEE 12207 and ISO/IEC/IEEE 15288, the acquisition and supply activities make up the agreement processes of the software or system life cycle. Acquisition and supply of information for users and related services are specializations of those processes. Such services can be acquired and supplied for any part of the information management process, such as the following:

- information management;
- information design and development;
- information editing and review coordination;
- information testing, particularly usability testing;
- information production and packaging of physical materials;
- information distribution and delivery;
- advice on the selection and implementation of information development tools and supporting systems; and
- information development process improvement.

This document was developed to assist users of ISO/IEC/IEEE 15288 or ISO/IEC/IEEE 12207 to acquire or supply systems and software information for users and information services as part of the life cycle processes. It defines the information development process from the acquirer's standpoint and the supplier's standpoint. This document addresses the identification, definition, and fulfilment of requirements for acquisition and supply of information for users as specializations of the acquisition and supply processes.

This document covers the requirements for information items used in the acquisition of information for users: the acquisition plan, information product specification, statement of work, request for proposals, and the proposal.

This document is independent of the software tools that can be used to produce information for users, and applies to both printed and on-screen material, and to other media such as video or augmented reality systems. Much of its guidance is applicable to information for users for systems including hardware as well as software.

Earlier standards tended to view the results of the information development process as a single book or multivolume set: a one-time deliverable. Increasingly, information acquirers and suppliers recognize that most information for users is now produced from managed re-use of previously developed information (single-source documentation) adapted for new software or system versions, or presentation in various on-screen and printed media. While this document does not describe how to set up a content management system, it is applicable for organizations practicing single-source documentation, as well as for acquirers and suppliers of one-time deliverables.

Anyone who uses products that contain software needs accurate information about how the software helps the user accomplish a task. Information for users can be the first tangible item that the user sees, and so influences the user's first impressions of the product. If the information is supplied in a convenient form and is easy to find and understand, the user can quickly become proficient at using the product. Therefore, well-designed information for users not only assists the user and helps to reduce the cost of training and support, but also enhances the reputation of the product, its producer, and its suppliers.

Although software developers intend to design user interfaces that behave so intuitively that very little separate information is needed, this is rarely possible. Today's software offers increasingly robust functionality, not only within applications, but also across applications which intelligently exchange information with one another. Further, most software includes underlying rules and calculations, or algorithms that affect the results a user can obtain when using the software. These underlying programming mechanics are discernible by users, but only through laborious testing. For these and other reasons, information for users remains an essential component of usable software products and systems.

Information for users is often regarded as something done after the system has been implemented. However, for high-quality information, its development must be regarded as an integral part of the software or system life cycle. In fact, quality information for users or information management services are important enough to require specific planning.

Related standards for those acquiring and supplying information for software users include ISO/IEC/IEEE 26514, ISO/IEC/IEEE 26513 and IEEE 3119-2025. Other International Standards address the information for users and information management processes from the viewpoint of managers and agile projects.

This document is consistent with ISO/IEC/IEEE 12207 and ISO/IEC/IEEE 15288 as an implementation of the acquisition and supply processes, which comprise the agreement processes, and of the information management process.

This document is intended for use in all types of organizations, whether they have a department dedicated to information for users or not. It can be used as a basis for local standards and procedures. Readers are assumed to have experience or knowledge of general agreement processes for acquisition and supply of products and services.

The order of clauses in this document does not imply that the order of the acquisition activities to be performed, nor does it imply the order of development or presentation of information for users.

In each clause, the requirements are media-independent, as far as possible.

The Bibliography contains references to source material used in the development of this document, as well as sources of additional information that can be useful to acquirers and suppliers.

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Systems and software engineering — Requirements for acquirers and suppliers of information products and services

1 Scope

This document provides an overview of the information management processes that are relevant to the acquisition and supply of information for users. It applies the agreement processes (acquisition and supply) to information for users, and addresses the preparation of requirements for this information. These requirements are central to the information for users specification and statement of work discussed in this document. This document also addresses requirements for primary information outputs of the acquisition and supply process: the request for proposal and the proposal for information products and services.

This document is intended for use in acquiring or supplying any type of information for users and is independent of information development or management tools or methodologies.

This document can be helpful for acquiring and supplying the following types of information, although it does not cover all aspects of them:

- multimedia systems using animation, video, and sound;
- computer-based training (CBT) packages and specialized course materials intended primarily for use in formal training programs;
- maintenance information describing the internal operation of systems software;
- virtual reality and augmented reality;
- collaboratively generated, often known as “wiki”, information, which is curated periodically;
- information for users incorporated into the user interface.

This document is applicable to acquirers and suppliers of information for users, including a variety of specialists:

- analysts (e.g. business analysts, human factors engineers) who identify the tasks that the intended users perform with the system;
- managers of the software or system development process or the information management process;
- managers of the acquisition process, and those who authorize and approve acquisitions;
- managers and authors involved in proposal preparation.

It can also be consulted by those with other roles and interests in the information development process:

- information designers and architects who plan the structure, format, and content requirements of information products;
- experienced authors and editors who develop the written content for information for users;
- graphic designers with expertise in electronic media;
- user interface designers and ergonomics experts working together to design the presentation of the information on the screen;
- usability testers, information development reviewers, subject-matter experts;