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Systems and software engineering — Requirements for testers and reviewers of information for users

*Ingénierie des systèmes et du logiciel — Exigences pour testeurs et
vérificateurs de documentation utilisateur*

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Foreword

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The main task of ISO/IEC JTC 1 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.

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

This second edition of ISO/IEC/IEEE 26513 cancels and replaces ISO/IEC 26513:2009 which has been technically revised. The main changes compared to the previous edition are as follows:

- additions to the Terms and Definitions;
- updates to the Documentation Review and System Test of Documentation sections;
- expanded sections for Accessibility Testing and Translation and Localization Review and Testing;
- replacement of the editorial checklists in Annex A with User-centered Test and Review Guidelines;
- editorial changes; and
- additions to the bibliography.

Introduction

Well-designed documentation not only assists users and helps to reduce the cost of training and support, but also enhances the reputation of the product, its producer, and its suppliers. Verification, validation testing, and expert review of content during development provides feedback to information developers regarding the accuracy and usability of their work. This document addresses the evaluation and testing of information provided for users to perform tasks, make decisions in context, and gain understanding. It applies to both initial development and subsequent releases of the software and user documentation.

This document is independent of the software tools that may be used to produce documentation and applies to printed and electronic documentation, embedded content in the software, and online documentation. Much of its guidance is applicable to user documentation for systems including software user documentation as well as the software used to control machinery or hardware devices.

This document was developed to assist those who test and review software user documentation as part of the software lifecycle process. This document defines the information management and validation processes of ISO/IEC/IEEE 12207:2017 from the information assessors' and testers' standpoints. This document can be used as a conformance or a guidance document for products, projects, and organizations claiming conformance to ISO/IEC/IEEE 15288:2015 or ISO/IEC/IEEE 12207:2017. Readers are assumed to have experience with or general knowledge of reviewing and testing processes.

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