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PEOPLE'S REPUBLIC OF CHINA**

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**Systems and software engineering -- Requirements for
designers and developers of user documentation**

系统与软件工程 用户文档的设计者和开发者要求

(English Translation)

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Foreword

This standard was drafted in accordance with GB/T 1.1-2009 given rules.

This standard uses redrafted law revision using ISO/IEC 26514:2008 Designer "system and user documentation and software engineering open Developer Requirements "(in English).

The Standard and ISO/IEC 26514:2008 technical differences are as follows.

--- The ISO/IEC 26514:2008 Chapter 12 moved to Appendix A, as an information appendix.

--- Remove the ISO/IEC 26514:2008 Annex A, Annex B and Annex C.

--- Remove the ISO/IEC 26514:2008 Appendix D.

--- Remove the ISO/IEC 26514:2008 requirements for English language habits of the content and format of the body part and the relevant examples.

Please note that some of the content of this document may involve patents. Release mechanism of the present document does not assume responsibility for the identification of these patents.

This standard by the National Information Technology Standardization Technical Committee (SAC/TC28) and focal points.

This standard was drafted. National Network Software Product Quality Supervision and Inspection Center (Jinan), China Electronics Standardization Institute, Guangzhou Wide soft Information Systems Management Consulting Co., Ltd., Shanghai computer software technology development center.

Introduction

Each user application software needs accurate information about how the software to help them complete the task. Documents may be a user to see the first tangible items, so it will affect the user's first impression of the software product. If the document is to provide a convenient way of letter Interest rates, and the information is easy to find and understand, then users will be able to quickly familiar with the software product. Thus, the document is not well-designed Only help customers reduce the cost of training and support, and can enhance the reputation of products, manufacturers and suppliers.

Although software developers committed to user interface design is very intuitive, so that users no longer need a separate document, but it is not nearly possible. Today's software offers more robust functionality, not only within the application, the application is also among the intelligent post information change. Furthermore, most of the software design includes potential rules, calculation, or algorithm, when users use the software, it will affect their access the result of. These potential programming techniques only through painstaking tests to be recognized user. For these reasons and more, the user Documentation is still a major component of easy-to-use software products.

Documentation is often used as software to do after work. However, for high-quality software documentation, its development should be considered an integral part of the software life cycle process. Want to do documentation or information management, the workload will be large enough to need its own process plan.

Design and development documentation is part of the software life cycle process, this standard helps ISO/IEC 15288:2008 "Systems and Software Engineering Cheng system life cycle process "or ISO/IEC 12207:2008" Systems and software engineering - Software life cycle processes, "the user design and development documentation. It is a document from the developer's position defines the document process.

In addition to defining a standard process, this document also covers standard products. This standard specifies the structure, content and format of the document, but also for use User documentation showing the format provides detailed guidance.

Early results tend to standard documentation procedure is considered a separate book or volume set, one-time delivery. Gradually, document designers realized most of user documentation controllable from previously developed information (single source document) multiplexing, after adaptation for soft the new version of the member or for presenting on a variety of screen and print media. Although this standard does not describe

how to build a content management system (Contentmanagementsystem, referred to as CMS), but documentation is still organized to prepare for the single source document.

This standard applies to printed documents and screen documents, regardless of document generation software tools. Most of its guidance applies to system User documentation, including hardware and software, user documentation, to ensure consistency of the document, completeness, accuracy and availability.

Systems and Software Engineering Designers and developers of user documentation requirements

1 Scope

This standard specifies two aspects.

- a) a standard procedure, the preparation and the process of user documentation;
- b) Documentation Product Standards require the user document structure and content requirements.

The standard Chapter 5 - Chapter 9 defines the documentation process of user documentation designers and developers. Comprising. establishing user needs Information, the information presented to the user to determine the way information is prepared and the information available. This process is not limited to the design and development life cycle Stage, through activities including information management and documentation processes.

Chapter 10 and Chapter 11 provides information on the structure and content of the user requirements document. For Software system users in the work environment Used in printed documents and screen documents, including printed user manuals, online help, tutorials, and user reference documentation.

Appendix A gives for English versions of the user documentation rendering format, Appendix B, Appendix C, Appendix D provides each user text

File checklist, the terms and documentation requirements checklist and procedure requirements of the terms and checklists product documentation.

Although this standard does not cover all aspects of the following types of documents, but for its development may be helpful.

- a) In addition to the software product documentation;
- b) the use of animation, video, audio, multimedia systems;
- c) computer-based training (CBT) packages based curriculum materials and formal training programs for use;
- d) for the installation personnel, computer operators or system administrators and other production rather than production for the end user documentation;

- e) description of maintenance documentation system software internal operations;
- f) incorporated into the document user interface.

This standard applies to the designers and developers of the document, including a variety of experts.

- a) document information on product planning designers and architects in the centralized structure and format of the document;
- b) determining the usability experts and business analysts expect the user to use the software to perform tasks;
- c) staff development and editing of user documentation written content;
- d) have a graphic designer electronic media expertise;
- e) to design the document on the screen presented in the form of user interface designers and ergonomics experts.

This standard also for documentation in the process of other actors and stakeholders Now.

- a) software development process or management documentation processes;
- b) Read the demand side of the document prepared by the supply side;
- c) usability testers, documentation experts and reviewers;
- d) document creation screen developer tools;
- e) determining the principles to make the document easier to understand and easy to use human factors expert.

2.1 Overview

This standard can be used for the organization or project declaration of conformity ISO/IEC 15288.2008 Systems and software engineering-