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## Information processing systems — User documentation and cover information for consumer software packages

*Systèmes de traitement de l'information — Documentation pour l'utilisateur et renseignements sur l'emballage des progiciels grand public*

# Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

Draft International Standards adopted by the technical committees are circulated to the member bodies for approval before their acceptance as International Standards by the ISO Council. They are approved in accordance with ISO procedures requiring at least 75 % approval by the member bodies voting.

International Standard ISO 9127 was prepared by Technical Committee ISO/TC 97, *Information processing systems.*

Users should note that all International Standards undergo revision from time to time and that any reference made herein to any other International Standard implies its latest edition, unless otherwise stated.

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# Information processing systems — User documentation and cover information for consumer software packages

## 0   Introduction

Consumer software packages are ready-made packages sold off-the-shelf to the consumer. Typically the software is sold pre-wrapped with its user documentation.

The information provided in the user documentation on the cover of the package is often the only means whereby the manufacturer or marketing organization can communicate with the consumer and user. It is therefore vitally important that sufficient information is given to enable the consumer to use the software successfully.

## 1   Scope and field of application

This International Standard describes the user documentation and cover information supplied with consumer software packages:

— User documentation

This documentation provides users with all the information they need to install and run the software. Typically this documentation takes the form of one or more manuals included with the software inside the wrapping. As a result, users are not able to consult the manual(s) until they have bought the package.

User documentation is described in section one of this International Standard.

— Cover information

This is information given on the external wrapping of the package. Its purpose is to enable prospective purchasers to decide on the applicability of the software to their requirements.

Cover information is described in section two of this International Standard.

This International Standard does not cover

— Marketing literature.

— The brochures and leaflets whose purpose is to promote the package.

— Technical descriptions of the software

All the system, program and data documentation required to maintain and enhance the software, i.e. the documen-

tation which describes the content of the software as opposed to its use. Manufacturers produce this documentation in order to be able to adequately support the software, but in order to protect their proprietary interests, they will not normally release it to the consumer.

This International Standard does not give guidance on how the information should be presented, nor does the ordering given to information in this International Standard imply a prescribed order for the information content of the documentation of an individual package.

This International Standard is applicable to software packages sold off-the-shelf to consumers for business, scientific, educational and home use.

## 2   References

ISO 6592, *Information processing — Guidelines for the documentation of computer-based application systems.*

ISO 7185, *Programming languages — PASCAL.*