TECHNICAL REPORT

ISO/IEC TR 9294
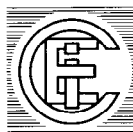
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Information technology — Guidelines for the management of software documentation

Technologies de l'information — Lignes directrices pour la gestion de la documentation technique du logiciel

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) together form a system for worldwide standardization as a whole. 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.

The main task of a technical committee is to prepare International Standards but in exceptional circumstances, the publication of a technical report of one of the following types may be proposed:

— type 1, when the necessary support within the technical committee cannot be obtained for the publication of an International Standard, despite repeated efforts;

— type 2, when the subject is still under technical development requiring wider exposure;

— type 3, when a technical committee has collected data of a different kind from that which is normally published as an International Standard ("state of the art", for example).

Technical reports of types 1 and 2 are subject to review within three years of publication, to decide whether they can be transformed into International Standards. Technical reports of type 3 do not necessarily have to be reviewed until the data they provide are considered to be no longer valid or useful.

ISO/IEC TR 9294, which is a technical report of type 3, was prepared by ISO/IEC JTC 1, *Information technology*.

Introduction

Documentation is required for all stages of the software lifecycle. As a result, the preparation and maintenance of documentation constitutes a necessary and continuous effort from the inception of the software through to its disposal. Documentation begins with the initiation of a software project and continues with the design, development, testing, installation, use, modification and enhancement of the software. The documentation process can only be regarded as having ended when the software comes to the end of its life.

Documentation is essential for the success of any software development project, and the production of documentation requires the commitment of time, effort and money. It is the responsibility of management to ensure the effective deployment of these resources, recognizing the importance of documentation to the quality and success of the software product.

Information technology — Guidelines for the management of software documentation

1 Scope

This Technical Report offers guidance on the management of software documentation to those managers responsible for the production of software or software-based products. The guidance is intended to assist managers in ensuring that effective documentation is produced in their organization.

The report addresses the policies, standards, procedures, resources and plans which managers must concern themselves with in order to manage software documentation effectively.

The guidance given is intended to be applicable to all types of software, from the simplest program to the most complex software suite or software system. All types of software documentation are covered, relating to all stages of the software lifecycle.

The principles of software documentation management are the same whatever the size of the project. For small projects, much of the detail given in this report may not apply, but the principles remain the same. Managers may tailor the recommendations to their particular needs.

It should be stressed that the guidance given is from the point of view of documentation management. Detailed advice on, for example, the content and layout of software documents is not provided.

2 References

ISO 2382 : 1984, *Data processing — Vocabulary — Part 1: Fundamental terms.*

ISO 6592 : 1985, *Information processing — Guidelines for the documentation of computer-based application systems.*

ISO 9127 : 1988, *Information processing systems — User documentation and cover information for consumer software packages.*