



Terminology Standardization and Harmonization

ISO/TC 37 "Terminology and other language and content resources"
<http://www.iso.org/tc37>

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IMPRESSUM

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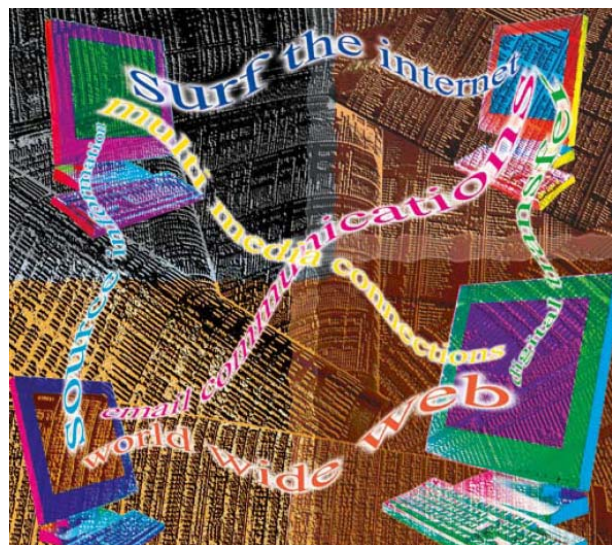
Offenlegung nach § 24 Mediengesetz:

Terminology Standardization and Harmonization (TSH) ist ein vierteljährlich erscheinendes informationsblatt des Sekretariats des Technischen Komitees ISO/TC 37 "Terminology and other language and content resources" der Internationalen Normungsorganisation (ISO) und des Internationalen Informationszentrums für Terminologie (Infoterm). TSH enthält Informationen und Nachrichten über Ereignisse, Tätigkeiten und Projekte aus dem Bereich der Terminologienormung auf nationaler, regionaler und internationaler Ebene und verfolgt dabei keine parteilichen oder ideologischen Zielsetzungen. Ziel dieser Publikation ist es, alle terminologisch tätigen und interessierten Organisationen und Personen über die laufenden Aktivitäten auf dem Gebiet der Terminologienormung zu informieren, aktuelle Informationen und Hilfestellung für ihre berufliche Tätigkeit zu liefern sowie ihre Zusammenarbeit zu fördern. TSH is a joint publication of the Secretariat of ISO/TC 37 and Infoterm. It has been created in 1989 with the objective to foster communication and cooperation among organizations and individuals involved in terminology standardization and harmonization. It provides information on terminology standardization, especially within the framework of technical Committees, as well as on the results of their activities. TSH est publié conjointement par le Secrétariat de l'ISO/TC 37 et Infoterm. TSH fut fondé en 1989 afin de stimuler et d'encourager la communication et la coopération entre les organismes et les personnes engagés dans le domaine de la normalisation de la terminologie. Il renseigne sur les activités de normalisation de la terminologie au niveau international ainsi que sur celles au sein des comités techniques.

Can machines be smart?

by Anja Drame, Administrative Assistant,
Secretariat of ISO/TC 37, Terminology and
other language and content resources

You should be warned before you go any further, that this article is about “ontologies” – a concept that at first exposure might confuse even the very clever. Everyone else risks being downright lost.



This is unfortunate, because discussions about ontologies abound everywhere, from climate change debates to epidemic control projects to e-commerce. These days, ontologies tend to be a topic in most global communication activities.

In fact, I might add that people can be roughly divided into those who have no idea what an ontology is (and suspect it to be just another empty buzzword), and those who embrace the study of ontologies, believing ardently in the potential of information and communication technology to improve society, economy and the future of humankind (and who may still believe it to be just a buzzword).

The term ontology has its origins in philosophy, but has been adopted in computer science and information science to indicate the representation of a set of concepts within any given domain¹⁾ and the relationships between those concepts. It is used to reason about the properties of domains.

Ontologies are used in artificial intelligence, the semantic Web, software engineering, biomedical informatics, library science and information architecture as a form of knowledge representation.

For our purposes, ontologies are (Web) content of a domain, represented in a structured way, using a standardized formalism. The content is described in the form of concepts and their possible and varied relations with one another. This enables organization of domain knowledge for sharing, reuse and further processing.

Confused yet ? Consider yourself clever.

Hip and new – everybody wants it

Even among advocates of ontologies, astoundingly few can claim to fully grasp the situation. The field is too complex. Moreover, reliable and useful information is hard to come by for the layperson. For the casually interested, the wealth of literature and discussion is likely to create confusion. The result is a steady increase in half-information which does not help to foster real understanding.

1) The official ISO/TC 37 definition of a domain is : “ field of special knowledge ”, often used synonymously with “ subject field ” or “ field ”.

The problems start with the rampant use (and abuse) of the term itself. “ Ontology is the trendy term ”, says an ISO Focus article (see “ Practical business solutions for ontology data exchange ”, ISO Focus, December 2007). It is hip and new, and the players in every domain want to use it.

Some experts understand ontologies to be a type of knowledge organization system, together with concept systems (as used in terminology science), classifications, thesauri, nomenclatures, topic maps, and so on. Some see the term as an umbrella for all these types, while others do not make any distinction at all. The result is that nearly everyone now claims to “ have an ontology ”, although what they really have is probably just a good old concept system as has existed in terminology for decades.

“ ISO/TC 37’s strengths lie in its long experience in terminology and concept systems methodology as, well as its focus on content aspects ”

Furthermore, a variety of methods have evolved, following very different approaches from ontology engineering, translation (machine translation and translation memory systems) or language engineering traditions (e.g. WordNet, TBX and markup languages). All of these try to keep pace with the rapid expansion of knowledge across domains. However, as expressed by Dr. Christian Galinski of ISO technical committee ISO/TC 37, *Terminology and other language and content resources*, most projects re-invent the wheel again and again, causing them to lag perpetually behind.

Smart machines

So we may think we know what we are talking about when referring to ontologies. But do we really ? Will an international standard on this one help us out of the mess ? While a common global ontology would be ideal to achieve semantic interoperability, this solution is simply impossible to create and maintain in light of the rapid development of knowledge and technology.

Semantic interoperability refers to the ability of two or more computer systems to exchange and accurately interpret information without the need for human intervention. It is thus crucial for the retrieval, reuse and sharing of information – which is the actual goal of using ontologies.

The semantic Web is a next generation Web technology envisioned by Sir Tim Berners-Lee, the originator of the World Wide Web, as a universal medium for information and knowledge exchange.

The semantic Web aims to enable machines to actually understand meaning in Web documents, albeit on fairly primitive levels. As a simple example, in the semantic Web a search engine would find related concepts along with the search term. So if I tell my computer that I want to send a letter from Hyderabad to Frankfurt, it would be able to lead me to relevant sites for postal services, perhaps in English, Urdu and Telugu – even though none of that was explicitly stated in the search question. How ? Because the Web would have understood that “ letter ” is a concept related to postal service, that Hyderabad is the capital of the Indian state of Andhra Pradesh, in which those three languages are dominant.

But to achieve that, the Web needs our help in organizing the world’s knowledge, and this is where ontologies play a role.

Not forgetting the human factor

The semantic Web has been conceived primarily in terms of machine-to-machine communication. However, since it is based on natural language, it also has to deal with the realities of traditional human communication.

Although the primary language of the semantic Web is still English, this trend is rapidly changing. Today, an excellent command and precise use of English is required. Will that be good enough? In the future, more and more other languages – some with completely different linguistic features and writing systems, such as Chinese – are likely to dominate.

For any technology to catch on, the human factor must not be forgotten. And humanity is diverse – not only culturally and linguistically, but also in terms of age, gender, education, physical capability, and much more. Human beings communicate in countless different ways. This means that machines, with their need for exact structures, must be equipped with user interfaces adapted to the many facets of the real world. Ontologies should help address this need by providing the necessary representation of knowledge to enable machines to function smartly.

Bringing clarity into the mess

The active involvement of ISO/TC 37 in ontology work formally started in August 2007, when a group of specialists drawn from the committee formed a task force to discuss the most pressing problems and identify ways to address them. The members of this group have backgrounds in concept systems and semantics, various ontology application areas (lexicography, translation, etc.), computational sciences and databases, and computational linguistics. For years, ISO/TC 37 has networked with other committees that are also concerned with ontologies, most notably ISO/IEC JTC 1/SC 32, *Data management and interchange*, ISO/TC 184/SC 4, *Industrial data*, and ISO/TC 215, *Health informatics*, as well as a number of strategically important industry associations, such as the World Wide Web Consortium. A few years ago the committee extended its title and scope from the classical terminology aspects towards including other forms of structured content.

ISO/TC 37's strengths lie in its long experience in terminology and concept systems methodology, as well as its focus on content aspects and cultural diversity. This committee's adoption of the topic will ensure that the diversity and multilingual aspects of ontologies – frequently neglected by more technology-oriented committees – are considered at last.

Providing practical tools

Among the first priorities is to put together an overview of the current situation, with the aim of bringing clarity into the mess, to establish or deepen cooperation with other relevant standards developers, and to strive towards consensus among the different fields and traditions. It is not an easy task we have before us, but a challenging and very important one.

And while some will still not be convinced of its benefits, the need for ontology work is increasing. More and more people will make use of the technology. And with its standards providing practical tools, ISO/TC 37 will not only help them to do so with less hassle than they face today, but will, at the same time, help develop the semantic Web.



About the author

Anja Drame is an expert in intercultural communication. She works as a freelance consultant and project manager for various international NGOs, universities and institutions. She also writes about communication topics. In ISO/TC 37 she is the administrative assistant of the secretariat and she is project leader of ISO 29383, *Terminology policies – Development and implementation*. Contact: anjadrame@gmail.com

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Know what you mean with exhibition terminology

by Winston Wong, Secretary of ISO/PC 237, *Exhibition terminology*

According to The Global Association of the Exhibition Industry (UFI), more than 30 000 exhibitions (of at least 500 net square metres), attracting more than 350 million visitors, take place in different parts of the world every year.

These events provide an important boost to local economies. The influx of visitors generate spending on hotels, restaurants and transportation. The organization of the event itself creates employment and contributes to the development of businesses, as well as raises the profile of the locality. Not to mention the marketing potential of the exhibitions for businesses.

Despite the sheer enormity of the business and the potential benefits to be derived from it, no ISO international standard had been developed in this area – until recently, that is. The worldwide exhibition industry will soon stand to gain from ISO 25639, *Exhibition terminology*. Expected to be published towards the end of 2008, the standard will be the first ISO International Standard developed for the global exhibition industry.

Training trainers, or running sneakers?

Agreeing on terminology is important, especially in businesses that work across international boundaries. A trainer is a running shoe in England, but in the USA, a trainer might well refer to your sports coach, but be careful, a coach is also a bus. Confused ? Well, that is exactly why ISO/PC 237 was established : to develop a standard on exhibition terminology, and thus promote global consistency in this field.

Good progress has been made. At a meeting earlier this year, the project committee identified and defined 57 essential terms commonly used in the exhibition industry.

Mr. Stephen Tan, Chair of ISO/PC 237, emphasized the importance of this work : “ International consensus on this set of terminologies will provide the common reference for exhibitions to be evaluated objectively and consistently. This will allow for a high level of transparency and professionalism in an increasingly global exhibition arena.”

“ ISO 25639 will be the first ISO International Standard for the global exhibition industry.”

The draft standard comprises two parts.

- ISO 25639-1, *Exhibition terminology – Terms and definitions*, contains a list of core terms and definitions often used in the exhibition industry. When a person uses a term found in the standard, others in the industry will know exactly what it means and what they can expect.
- ISO 25639-2, *Exhibition terminology – Measurement procedures*, establishes the measurement procedures for interpreting the terms and definitions listed in Part 1. The two parts are intended to be used together.

Minimizing ambiguity, confusion and misunderstanding

The standard will help to minimize ambiguity, confusion and misunderstanding of terms used in the exhibition industry. For instance, take the case of marketing exhibitions, where organizers often advertise the size of their shows. However, it is not clear to exhibitors and visitors whether the dimensions refer to wall-to-wall space or the actual exhibition area occupied by exhibitors.

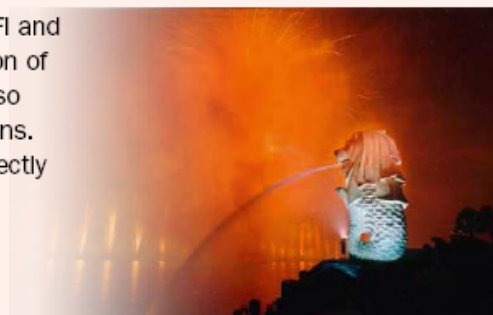
Bringing the experts together

Leading the development of the ISO standard is Mr. Stephen Tan, Chair of ISO/PC 237, *Exhibition terminology*, who, with more than 20 years' experience in the exhibition industry, is well suited to the task. Secretariat support is provided by SPRING SG, the national standards body for Singapore and a member of ISO.

The work began in Singapore in 2005, when the first meeting of an ISO Technical Management Board working group on exhibition terminology was held. Subsequent meetings were held in Berlin, Hong Kong and Kuala Lumpur, by which time the working group had been converted to ISO/PC 237, created specifically to develop the new standard.

There are currently 12 participating members in the project committee: Austria, China, France, Germany, Italy, Japan, Republic of Korea, Russian Federation, Singapore, South Africa, United Kingdom and the USA. The four observer members are the Netherlands, Norway, Poland and Spain.

The International Association for Exhibition Management (IAEM), UFI and the Institute for the Standardization of the Meeting Industry (ISMI) are also participating as liaison organizations. The project committee reports directly to the ISO Technical Management Board (TMB).



It began in Singapore

The first national standard for the exhibition industry was developed in Singapore. The development was initiated to help the industry overcome the challenges it faced due to inconsistent use of exhibition terms, which often caused misunderstandings among exhibitors and visitors from different countries.

A working group was formed by SPRING SG, with representation from the Singapore Association of Convention and Exhibition Organisers and Suppliers (SACEOS) and the Singapore Exhibition and Convention Bureau (SECB).

A technical reference, which is an Interim standard, was published in 2001, before being reviewed and published as a full Singapore Standard in 2003.

The Singapore Standard, SS 505:2003, *Exhibition terminology and audit procedures*, provides clear definitions for a core set of standardized terms commonly used in the exhibition industry.

The standard has been adopted widely by the Singapore exhibition industry.

Following on from this success, and with growing regional interest, SPRING SG, with the support of SACEOS and SECB, submitted a proposal to develop an ISO standard on exhibition terminology.

The proposal was accepted by ISO's Technical Management Board in February 2005.

ISO 25639-1 addresses this by defining exhibition space as either “ gross exhibition space ” (which refers to wall-to- wall space) or “ net exhibition space ” (which takes into account the actual content of the exhibition, excluding areas such as corridors and gantries). To complement this, ISO 25639-2 will provide guidelines on the procedures to measure gross exhibition space and net exhibition space.

The use of a standard terminology will also provide a basis for objective comparisons and evaluations across exhibitions around the world, and help prospective exhibitors to better gauge the quality of the exhibitions. This, in turn, will help them to decide in which exhibitions they should participate.

Everyone will benefit

ISO 25639 will serve as a reference for the statistical data and explanations given in publicity brochures, definitions given in show statistics and media publicity, and business-to-business communications. Exhibition organizers, exhibitors, visitors and service providers all stand to benefit from this innovative and useful standard.



About the author

Winston Wong is the Secretary of ISO/PC 237, *Exhibition terminology*. He is a Senior Manager with the Standardization Division of SPRING (Standards, Productivity and Innovation Board) SG, the ISO member for Singapore, and manages standardization projects for the exhibition industry in Singapore.

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About SPRING Singapore

As the national standards and accreditation body, SPRING Singapore works with industries to put in place an internationally-recognized standards and conformance infrastructure. In addition, SPRING SG promotes the use of standards and quality assurance in industry and enterprises to enhance competitiveness.

SPRING Singapore is also the enterprise development agency for growing innovative companies and fostering a competitive small and medium enterprise (SME) sector. SPRING works with partners to help enterprises in finance, capabilities and management development, technology and innovation, and access to markets.

For more information, see: www.spring.gov.sg

Reducing complexity in business processes

by Reinhard Pohn, Managing Director of Paradine GmbH, Vienna, Austria

“What is the height of a sheet of paper in A4 format ? ” I asked. The woman sitting next to me at the workshop answered immediately : “ It’s 297 mm ”. I pointed to a sheet in front of her : “ Are you sure ? ” She seemed surprised by the second question, but then she replied : “ How do you mean – height ? ”

This was the entry question at the beginning of a workshop at which we discussed product properties and product classification. There are plenty more examples where you think you are clear about your meaning, but someone else may not understand.

Sometimes, it is hard to arrive at a mutual understanding of a product or a service, even if both parties are speaking the same language. If you are in a multilingual environment, it is often

impossible to know what is meant if you do not know the context. What does “ spring ” mean ? Is it a season or a technical product ?

Enter metadata dictionaries

Paradine is an Austrian software and consulting company, operating internationally, which specializes in metadata dictionaries. We help companies and organizations to streamline their business processes, by supplying and implementing metadata dictionaries for terminology, as well as for product classification and product description. The data models of these dictionaries are based on international standards.

As markets become global and goods are sold worldwide, suppliers source products and services from all around the world. In this environment, business success requires a clear and common understanding between the buyer and seller of product or service specifications. To achieve this, we have to concentrate on metadata more than we did in the past.

Terminology for common understanding

Terminology, as a type of language resource, is a set of terms representing concepts of a specific knowledge domain. Increasingly, terminologies also include non-linguistic concept representations, such as graphical symbols or formulae. The implementation and use of a corporate-wide, multilingual terminology is essential for common understanding. Standards developed in ISO/TC 37, *Terminology and other language and content resources*, have contributed significantly to the harmonization of these methods.

Accuracy – A must for e-business

Processes, products and services must be described very accurately in electronic business. It is not adequate to describe a product by defining a list of properties, where the property only consists of a name. In addition to the preferred name of a property, a multilingual definition for the property must also be provided to make meaning clear. Further information, such as data formats, units of measurement, or icons, might also be needed to avoid misinterpretation. And reference classification data such as eCI@ss is needed to assign the product to the correct structure.

Specifications for the definition of product properties and classes are defined in ISO 13584-42:1998, *Industrial information systems and integration – Parts library – Part 42: Description methodology: Methodology for structuring part families (PLIB)*. The data model may also be used for the definition of company specific properties and classes.

A streamlined approach

In the past, product data management was application-centric. This means that information was handled only when needed in the respective application system (e.g. product design). Product data management was conducted redundantly for each application. Data transfers between applications and to suppliers and customers were complex and expensive.



The voice of the user

- “We are building gas and steam turbines to last for decades and we have to provide continuous plant maintenance and spare parts supply for the entire lifecycle”, says *Gerd K., responsible for product classification and description at a major international turbine manufacturer.*
- “It was a big investment and it took a lot of discussions to set up a corporate-wide product classification and description based on standardized properties. But the payback started immediately and is persistent”, states *Walter F., Director R&D of a European equipment manufacturer.*
- “Our analysis turned up a list of similar pipe-fittings, which we order from the same supplier, under two or three different part-IDs coming from the same factory”, says a *parts manager of a Scandinavian engine manufacturer.* “Stock numbers of these parts were reduced by 22%.”

Today, we are moving toward a corporate-centric approach. Concepts of products and services are described only once in metadata dictionaries from a corporate perspective. A product classification such as eCI@ss is also implemented at this point. The metadata dictionary includes such information as multilingual definitions, remarks, references and icons, serving as a lexicon within the organization. This ensures that the product description is consistent throughout the entire product life cycle.

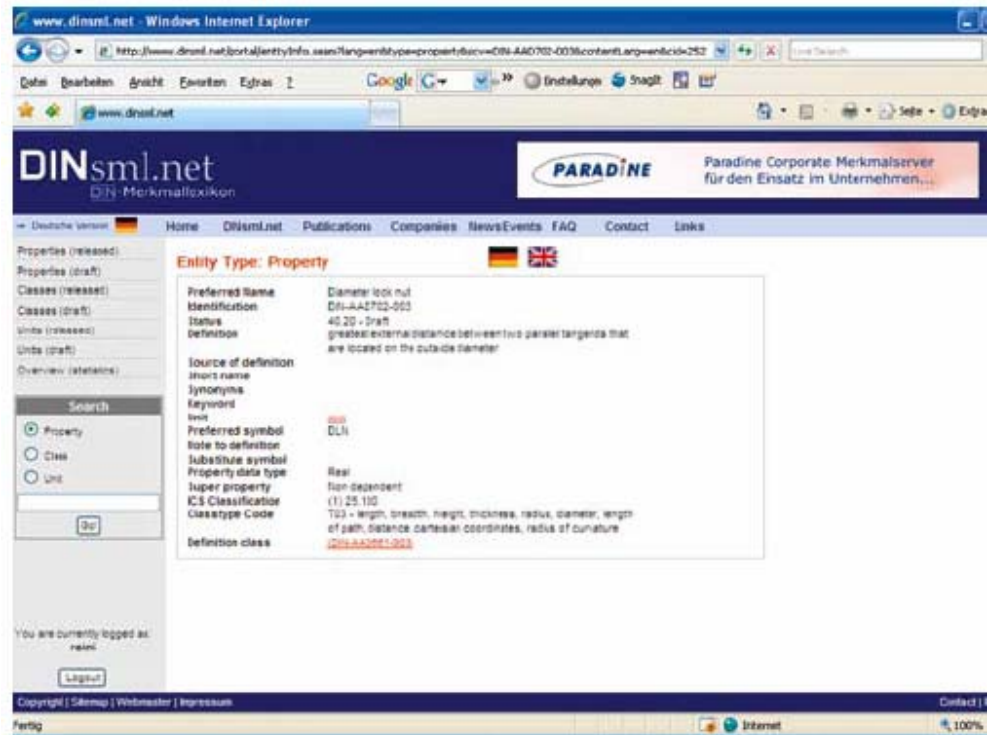


Figure 1 - DIN Properties Dictionary - property attributes

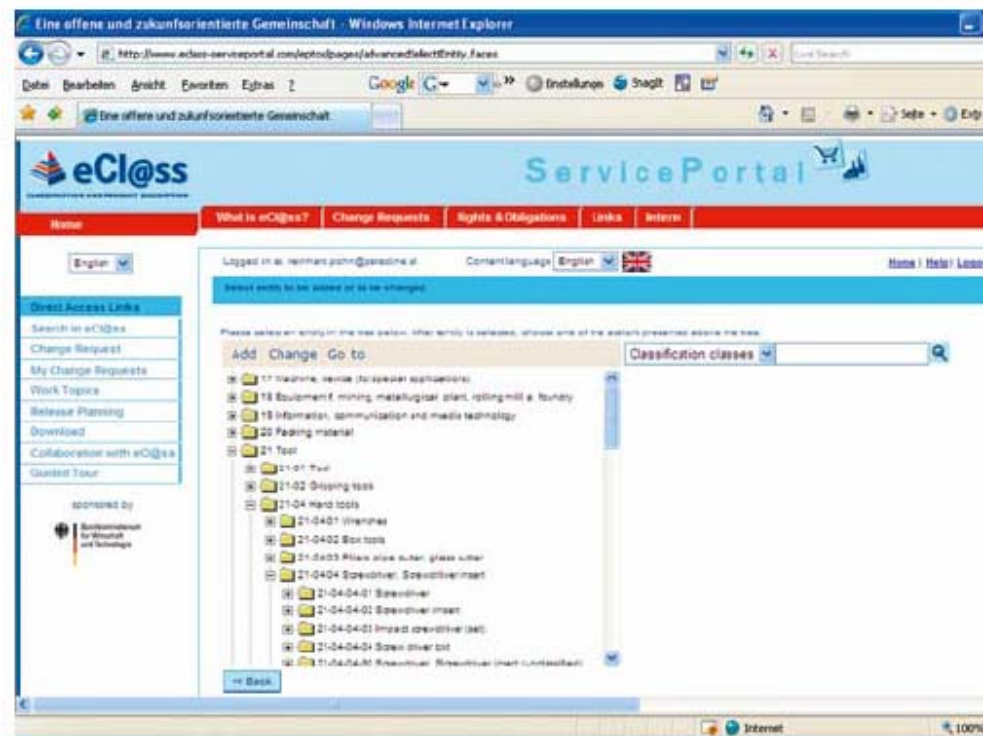


Figure 2 - eCI@ss Service Portal - enter a change request

For application systems such as computer-aided design (CAD), computer-aided engineering (CAE), enterprise resource planning (ERP) and customer relationship management (CRM), only information required for the respective system is transferred. Valuation of the product is done directly in the application systems. Data transfer between two application systems is less complex, as both systems build on the same properties. This streamlines business processes and reduces complexity.

Corporate metadata systems must be built on reliable and stable terminology, product properties and classification systems. Industry has recognized that standardization bodies are the right vehicle to deliver reliable metadata, as they have mature processes and extensive experience in development and maintenance of metadata, for instance, in country codes and language codes.

Paradine is the leading supplier and operator of metadata dictionaries for standardization bodies and industry associations.

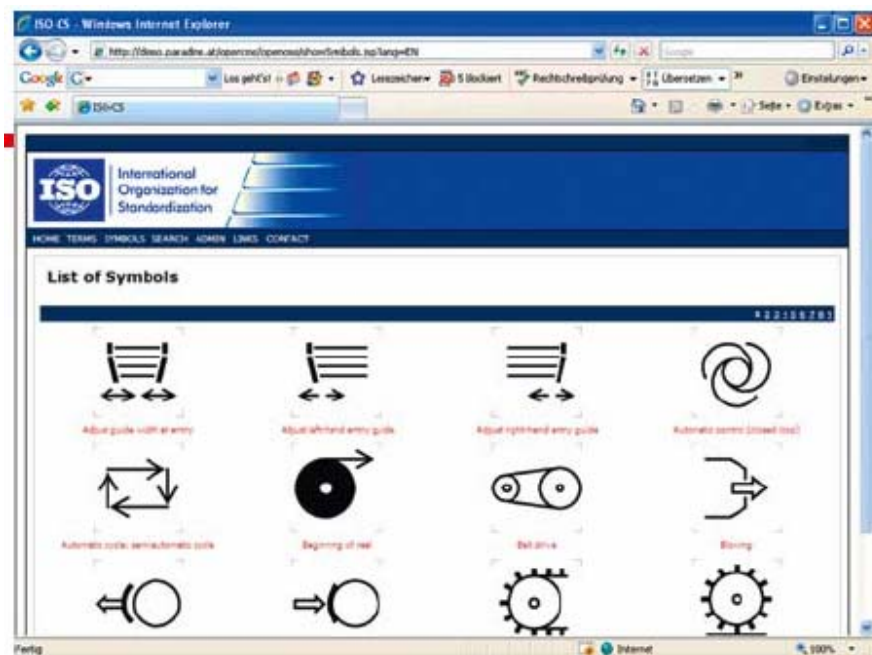


Figure 3 – Concept Data Base – overview of graphical symbols

Online properties dictionary

As one of the first ISO member bodies, the German Institute for Standardization (DIN) began in 2002 to build an online dictionary for standardized product properties. Today the *DIN Properties Dictionary* (www.DINsml.net) offers a Web-based platform for online development and maintenance of properties to describe products and services.

The *DIN Properties Dictionary* was developed and is operated by Paradine on behalf of DIN. The properties are based on the data format according to the international standards ISO 13584-42:1998 and IEC 61360-2, *Standard data element types with associated classification scheme for electric components – Part 2: EXPRESS dictionary schema*. Properties can be identified independent of language, and include attributes such as definition, data format, unit of measurement, etc. Several thousand properties have been released or are under development.

Dictionary collections

In 2004, ISO/TC 172, *Optics and photonics*, began creating a collection of commonly used product properties and terminology in the optical industry, employing the commonly agreed ISO/IEC workflow for content development. The next step is to select a professional database for online development and maintenance of content.

Based on its experience with the DIN online dictionary, Paradine was selected to develop and operate the ISO/TC 172 properties dictionary (www.tc172-prodic.net). In addition to product properties, terminology is made available in English, French and German.

ISO concept database

Following a survey undertaken by the ISO Central Secretariat (ISO/CS) on the use of databases within ISO technical committees, the ISO Technical Management Board (TMB) decided in 2005 to set up the ISO/TMB ad hoc group, AHG "*Standards as databases*". The aim of this group was to address issues arising from the many database initiatives that were emerging in various technical committees.

As a result of the work done by the ad hoc group, it was decided to create a common ISO concept database (ISO/CDB) which is to be available for all technical committees to develop, maintain and provide with "concepts". Concepts are defined as terminology, graphical symbols, product properties and more. ISO/CS and Paradine have signed a long-term partnership agreement for development and operation of the ISO/CDB. Work began in October 2007. The first version of the ISO/CDB is expected to be presented to selected ISO technical committees during the second quarter of 2008.

Benefits for the industry

Standardized terminology, classification and properties offer substantial benefits for industry and trading partners. Product liability issues can be extremely costly, making clearly-defined product specifications and common terminology necessary to avoid misinterpretation.

The role played by standardization bodies and industry associations in providing this information is growing rapidly, because a key factor for industry is long-term security of investment in product description. Reliable and stable processes for creation and change management are highly appreciated.

Payback for companies is usually 18 months or less, and the benefits achieved are ongoing throughout the entire product lifecycle. These include :

- consolidation in parts management, including spare parts ;
- cost reductions in procurement ;
- increased electronic data exchange to suppliers and customers ;
- corporate-wide search for materials is enabled ;
- reduced complexity of business processes and data exchange ;
- increased turnover of stock and decreased fixed capital.



About the author

Reinhard Pohn is co-founder and Managing Director of Paradine, Vienna, Austria. He has been a member of several national and international standardization committees since 1987. He studied mechanical engineering and marketing, and has 23 years of experience in the software business and mechanical engineering. He has extensive experience in the implementation of metadata dictionaries in standardization bodies, industry associations and corporations.

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Standards to boost innovation and competitiveness

Standardisation can make an important contribution to the development of sustainable industrial policy, unlock the potential of innovative markets and strengthen the position of European economy through more efficient capitalising of its knowledge basis. These are the main conclusions of a European Commission communication "Towards an increased contribution from standardisation to innovation in Europe" published today. It identifies the most important challenges faced, presents concrete objectives for standardisation and the use of standards, and consolidates on-going efforts and proposed measures to be launched both by relevant stakeholders and by the Commission. The communication identifies key elements for focusing EU standardisation policy on innovation such as

commitment to market-led standardisation and to the voluntary use of standards, inclusion of new knowledge in standards or access to standardisation of all interested stakeholders, in particular small and medium enterprises, but also consumers and researchers.

Commission Vice-President Günter Verheugen, responsible for enterprise and industry policy said: "The success of the European standardisation system in removing technical barriers to trade has played a vital role in ensuring the free movement of goods between Member States. A strong role for Europe in international standardisation means European leadership in new markets and gaining first-mover advantages in global markets".

<http://europa.eu/rapid/pressReleasesAction.do?reference=IP/08/422&format=HTML&aged=1&language=EN&guiLanguage=en>

ISO Press Releases: <http://www.iso.org/iso/pressrelease.htm>

Ref.: 1156

New ISO/IEC standard to help designers and developers of user software documentation

2008-09-09



Anyone who uses application software needs accurate information about how the software will help the user accomplish a task. The documentation may be the first tangible item that the user sees and therefore influences the user's first impressions of the software product.

The new International Standard ISO/IEC 26514:2008 will assist documentation designers and developers and supports the interest of software users.

The standard defines the documentation process from the documentation developer's standpoint. It covers the phases involved in designing, specifying, and producing user documentation. It applies both to printed documentation and on-screen documentation.

ISO/IEC 26514:2008 – Systems and software engineering – Requirements for designers and developers of user documentation, covers the phases involved in designing, specifying, and producing user documentation. It is divided in two parts:

- The first part covers the user documentation process for designers and developers of documentation. It describes how to establish what information users need, how to determine the way in which that information should be presented to the users, and how to prepare the information and make it available. It is not limited to the design and development phase of the life cycle, but includes activities throughout the information management and documentation processes.
- The second part provides minimum requirements for the structure, information content, and format of user documentation, including both printed and on-screen documents used in the work environment by users of systems containing software. It applies to printed user manuals, online help, tutorials, and user reference documentation.

The standard recommends that development of the user documentation should be part of the development of the software product and follows the same processes as the software product life cycle and not a separate exercise.

User documentation remains an essential component of usable software products and ISO/IEC 26514:2008 may be helpful for developing the following types of documentation:

- documentation of products other than software
- multimedia systems using animation, video, and sound
- computer-based training packages and specialized course materials intended primarily for use in formal training programmes
- documentation produced for installers, computer operators, or system administrators who are not end users
- maintenance documentation describing the internal operation of systems software
- documentation incorporated into the user interface itself.

ISO/IEC 26514 is the first of a new suite of standards planned to address software user documentation. Whilst ISO/IEC 26514 has been developed to address the needs of user documentation designers and developers, three further standards are being developed that will address the needs of managers, acquirers and suppliers, and testers and assessors of software user documentation.

ISO/IEC 26514:2008 – *Systems and software engineering – Requirements for designers and developers of user documentation*, was developed by the joint technical committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*. It costs 216 Swiss francs and is available from ISO national member institutes (see the [complete list with contact details](http://www.iso.org/iso/about/iso_members.htm)) and from ISO Central Secretariat through the [ISO Store](http://www.iso.org/iso/iso_catalogue/catalogue_tc/catalogue_detail.htm?csnumber=43073) or by contacting the Marketing & Communication department (see right-hand column).

Ref.: 1153

Hollywood presents Emmy Award to ITU, ISO and IEC

2008-08-25



Revolutionary video standard — H.264 | MPEG-4 AVC — recognized by US TV Academy

The US Academy of Television Arts & Sciences awarded the prestigious Emmy Award for Excellence to ITU, ISO and IEC — global leaders in making standards — for their work in producing an advanced video coding standard, formally known as Recommendation ITU-T H.264 | ISO/IEC Standard 14496-10 on Advanced Video.

more >> <http://www.iso.org/iso/pressrelease.htm?refid=Ref1153>

Ref.: 1126

New ISO standard helps ensure that building and construction "plastics people" worldwide talk the same language

2008-04-29

A new ISO standard will help to ensure consistent communication about one of the most ubiquitous and versatile materials in the global economy, plastics. ISO 19712-1:2008, Plastics – Decorative solid surfacing materials – Part 1: Classification and specifications (http://www.iso.org/iso/iso_catalogue/catalogue_ics/catalogue_detail_ics.htm?csnumber=45044), will ensure that manufacturers, fabricators, installers and specifiers around the world use the same terminology, performance indicators and requirements when working with solid surfacing materials made from plastic.

more >> <http://www.iso.org/iso/pressrelease.htm?refid=Ref1126>