**Title:** Systems and software engineering -- Content management for product life-cycle, user, and service management documentation

**3.1 Working Group:** Content Management (C/S2ESC/26531)

**Contact Information for Working Group Chair**
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**Contact Information for Working Group Vice-Chair**
None

**3.2 Sponsoring Society and Committee:** IEEE Computer Society/Software & Systems Engineering Standards Committee (C/S2ESC)

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None

**4.1 Type of Ballot:** Individual

**4.2 Expected Date of submission of draft to the IEEE-SA for Initial Sponsor Ballot:** 09/2013

**4.3 Projected Completion Date for Submittal to RevCom:** 05/2015

**5.1 Approximate number of people expected to be actively involved in the development of this project:** 15

**5.2 Scope:** This standard states requirements for efficient development and management of content throughout:
- the life-cycle of a system and software product,
- the provision of user documentation, and
- the management of IT services.  
This standard is independent of the tools, protocols, and systems used for content management. It does not address configuration management of software assets.  
The content to be managed with this standard includes:
- User information such as topic collections, manuals, guides, multimedia, embedded user assistance, style guides, and other content that supports the effective use of a system or software product.
- Product life cycle information such as design documents, use cases, personas, project management plans, feature requests, code files, build files, models, scripts, testing plans, test scripts, defect reports, etc.
- Service management items such as service agreements, support records, asset management, and other documents.  
The standard defines the characteristics of an effective and efficient system through which content is gathered, managed, and published, including the requirements of a system that is supported by an electronic database. Such a database should support documents or topics and content units that may be assembled to produce complete documents for print, electronic output, or content collections published through electronic media. This database is defined as a Component Content Management System (CCMS), which differs from a document management system. The objective of component content management is to create content objects once and use them through linking mechanisms in multiple output formats including but not limited to documents.  
Systems conforming to this standard can fulfill business needs for content development and management, especially the need for a single source of authoritative information. Content objects that are unique and are maintained as independent database objects are efficient to review, approve, and update; may be combined to produce multiple deliverables; and are cost-effective to translate.

This standard is not a management system standard.
5.3 Is the completion of this standard dependent upon the completion of another standard: No

5.4 Purpose: This document will not include a purpose clause.

5.5 Need for the Project: This International Standard was developed to assist users of ISO/IEC/IEEE 15288:2008, Systems and software engineering -System life cycle processes, or ISO/IEC/IEEE 12207:2008, Systems and software engineering - Software life cycle processes, in the management of the content used in product life-cycle, user, and service management user documentation as part of the software life cycle processes. The accurate description of the requirements for content management helps ensure that the documentation meets the needs of its users and can be efficiently produced. Content management allows an organization to control the storage and retrieval of content objects, track content revisions, maintain a content audit trail, and enable a collaborative environment. Component content management supports the reuse of content objects among deliverables and supports multiple deliverable formats.

A consequence of content management is increased collaboration on content development across the enterprise. Technical authors, instructional designers, support staff, and others may develop a body of content together that is written once and supports many needs.

5.6 Stakeholders for the Standard: Any organization that develops content, regardless of size, can benefit from maintaining an effective content management solution and following best practices for the development and management of technical content. This International Standard is intended for use in all types of organizations, whether they have a dedicated documentation department or not. Stakeholders include information managers; authoris of technical information; users of technical information; and producers and suppliers of content management systems.

Intellectual Property
6.1.a. Is the Sponsor aware of any copyright permissions needed for this project?: No
6.1.b. Is the Sponsor aware of possible registration activity related to this project?: No

7.1 Are there other standards or projects with a similar scope?: No
7.2 Joint Development
   Is it the intent to develop this document jointly with another organization?: Yes
   Organization: ISO/IEC JTC1
   Technical Committee Name: Systems and software engineering
   Technical Committee Number: SC7
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8.1 Additional Explanatory Notes (Item Number and Explanation): 7.2 joint development project under the PSDO agreement between IEEE-CS and ISO/IEC JTC 1/SC7