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Introduction

This draft standard is based on national and international discussions. Your comments on this draft are invited and will assist in the preparation of the consequent standard.

For international standards, comments will be reviewed by the relevant UK national committee before sending the consensus UK vote and comments to the international committee, which will then decide appropriate action. If the international standard is approved, it is usual for the text to be published as a British Standard.

For national standards, comments will be reviewed by the relevant UK national committee and the resulting standards published as a British Standard.

UK Vote

Please indicate whether you consider the UK should submit a negative (with supporting technical reasons) or positive vote on this draft. Please indicate if you are aware of any reason why this draft standard should not be published as a British Standard.

Submission of Comments

- **Annotated drafts are not acceptable and will be rejected.**
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Template for comments and secretariat observations

Date: xx/xx/20xx	Document: ISO/DIS xxxx
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1	2	(3)	4	5	(6)	7
MB	Clause No./ Subclause No./Annex (e.g. 3.1)	Paragraph/ Figure/Table/Note	Type of comment	Comment (justification for change) by the MB	Proposed change by the MB	Secretariat observations on each comment submitted
	3.1	Definition 1	ed	Definition is ambiguous and needs clarifying.	Amend to read '...so that the mains connector to which no connection...'	
	6.4	Paragraph 2	te	The use of the UV photometer as an alternative cannot be supported as serious problems have been encountered in its use in the UK.	Delete reference to UV photometer.	



DRAFT International Standard

ISO/IEC/IEEE DIS 26513

Systems and software engineering — Testing and reviewing of information for users

*Ingénierie des systèmes et du logiciel — Exigences pour testeurs
et vérificateurs de documentation utilisateur*

ICS: 35.080

ISO/IEC JTC 1/SC 7

Secretariat: **BIS**

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2026-01-19

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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. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

IEEE Standards documents are developed within the IEEE Societies and the Standards Coordinating Committees of the IEEE Standards Association (IEEE-SA) Standards Board. The IEEE develops its standards through a consensus development process, approved by the American National Standards Institute, which brings together volunteers representing varied viewpoints and interests to achieve the final product. Volunteers are not necessarily members of the Institute and serve without compensation. While the IEEE administers the process and establishes rules to promote fairness in the consensus development process, the IEEE does not independently evaluate, test, or verify the accuracy of any of the information contained in its standards.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

The main task of ISO/IEC JTC 1 is to prepare International Standards. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

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Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/IEC JTC 1, Information technology, Subcommittee SC 7, Software and systems engineering, in cooperation with the Software & Systems Engineering Standards Committee of the IEEE Computer Society, under the Partner Standards Development Organization cooperation agreement between ISO and IEEE.

This second edition replaces the first edition (ISO 26513:2017),

The main changes are as follows:

- replacement of terms to reflect ‘information for users’ throughout to align with other 265xx standards;
- updates to roles, process and evaluation approaches (impact of Agile development methods in industry);
- identification of AI implications in review and testing of information for users;
- editorial changes.

A list of all parts in the ISO 265xx series can be found on the ISO website.

ISO/IEC/IEEE DIS 26513:2025(en)

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

Well-designed information for users not only assists end-users and helps to reduce the cost of training and support, but also enhances the reputation of the product, its producer, and its suppliers. Verification, validation testing, and expert review of information for users during development provides feedback to information developers regarding the accuracy and usability of their work. This document addresses the evaluation and testing of information for users to perform tasks, make decisions in context, and gain understanding of software and systems. It applies to both initial development and subsequent releases of software and systems.

This document is independent of the software tools that can be used to produce information for users and applies to any modality of information for users, embedded in the software and integrated user interface (labels, icons, navigation, etc.). Much of its guidance is applicable to information for users for systems as well as to the software used to control machinery or hardware devices. Increasingly, information developers are responsible for interface design and interaction behavior.

This document is developed to assist those who review and test information for users as part of the information management process. This document defines the information management and validation processes of ISO/IEC/IEEE 12207 from the information assessors' and testers' standpoints. This document may be used as a conformance or a guidance document for products, projects, and organizations claiming conformance to ISO/IEC/IEEE 15288:2023 or ISO/IEC/IEEE 12207. Readers are assumed to have experience with or general knowledge of reviewing and testing processes.

Systems and software engineering — Testing and reviewing of information for users

1 Scope

This document supports the interest of software and systems users in receiving consistent, complete, accurate, and usable information for users and specifies processes for use in reviewing and testing of information for users ([Clause 5, 6 & 7](#)). " It is not limited to the review and test stage of the software and system lifecycle but includes activities throughout the information management process. The principles may also support earlier design activities (see [Annex A](#)). Information for users may be provided for application software, systems software, applications on mobile devices, software that controls machinery, and hardware devices. It applies to information such as printed or electronic user manuals, online help, embedded user assistance, tutorials, websites, or reference materials.

This document is intended for use in all types of organizations, whether a dedicated information development team is present or not. In all cases, it can be used as a basis for local guidelines and procedures. Readers are assumed to have experience or general knowledge of reviewing and testing processes as they pertain to content suitable for information for users.

NOTE 1 Information for users is also included in evaluation of the software or system, as in the ISO/IEC 25000 and 29000 series of standards:

- ISO/TR 25060:2023;
- ISO/IEC 25062:2025;
- ISO/IEC 25063:2014;
- ISO/IEC 25064: 2013;
- ISO/IEC/IEEE 29119-3:2021.

This document is applicable to reviewers, testers, and other related roles, including a variety of specialists:

- reviewers of information for users, and subject-matter experts;
- information developers and architects who plan the structure and format of products for information for users;
- usability specialists and business analysts who identify the tasks the intended users perform with the software;
- editors;
- customer support groups such as training, technical support, installers, system administrators.

This document can also be consulted by those with other roles and interests in the information management process. Managers of the software development process or the information management process consider the testing of information for users as part of their planning and management activities.

NOTE 2 Testing of information for users can highlight problems with the software. Resolving problems with the software is not in the scope of this document.

The order of clauses in this document does not imply that information for users is meant to be reviewed, assessed, edited, or tested in this order.

The works listed in the Bibliography provide additional guidance on the processes of managing, preparing, and testing of information for users.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this standard, the terms and definitions given in ISO/IEC/IEEE 24765: 2017, available at <http://www.computer.org/sevocab> and the following apply.

ISO, IEC and IEEE maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org>
- IEEE Standards Dictionary Online: available at <http://dictionary.ieee.org>

3.1

A/B testing

technique to determine the *effectiveness* (3.10) of minor changes in a product or design where “A” represents the original version and “B” represents the modified version

Note 1 to entry: This notation is typically used in *usability testing* (3.42). In this instance, A/B does not refer to alpha and beta *testing* (3.39).

3.2

accessibility

extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of user needs, characteristics, and capabilities to achieve identified goals in identified contexts of use

Note 1 to entry: Context of use includes direct use or use supported by assistive technologies.

[SOURCE: ISO 9241-940:2017, 3.1]

3.3

artificial intelligence

AI

capability of an engineered system to acquire, process and apply knowledge and skills

[SOURCE: ISO/IEC TR 29119-11 :2022, 3.1.13]

3.4

audience

category of users sharing the same or similar characteristics and needs (for example, purpose in using the information *for users* (3.22), tasks, education level, abilities, training, experience) that determine the content, structure, and use of the intended information

Note 1 to entry: There can be different audiences for *information for users* (3.22) (for example, management, data entry, maintenance, engineering, business professionals).

[SOURCE: ISO/IEC/IEEE 23026:2023, 3.1.2]

3.5

caution

advisory information that states that performing some action can result in minor or moderate injury or lead to consequences that are unwanted or undefined, such as loss of data or an equipment problem

Note 1 to entry: See also *danger* (3.8) and *warning* (3.48).

[SOURCE: ISO/IEC/IEEE 26514:2022(en), 3.1.8]

3.6

complete information

including all *critical information* (3.7) and any necessary, relevant information for the intended *audience* (3.4) and purpose

[SOURCE: ISO/IEC/IEEE 15289:2019, 3.1.3, Modified]

3.7

critical information

information on the safe use of the product, the security of the information created with the product, or the privacy of the information created by or stored with the product

3.8

danger

hazardous situation, which if not avoided, can result in death or serious injury

Note 1 to entry: See also *caution* (3.5) and *warning* (3.48).

[SOURCE: ISO/DIS 3864-2:2015, definition 3.3, Modified, "signal word used to indicate" removed from definition.]

3.9

document (noun)

uniquely identified unit of information for human use

EXAMPLE Report, specification, manual, or book in printed or electronic form.

Note 1 to entry: A document can be a single information item or part of a larger information item.

[SOURCE: ISO/IEC/IEEE 15289:2019, 3.1.10]

3.10

effectiveness

accuracy and completeness with which users achieve specified goals

[SOURCE: ISO 9241 11:2018, 3.1.13]

3.11

efficiency

resources expended in relation to the accuracy and completeness with which users achieve goals

Note 1 to entry: Typical resources include time, human effort, costs and materials.

[SOURCE: ISO 9241 11:2018, 3.1.13]

3.12

embedded information for users

information that is delivered and accessed as an integral part of a piece of software

EXAMPLE Tool tips including augmented reality (AR) guidance, voice assistant responses, contextual chatbot text, or other information displayed or provided with the product

Note 1 to entry: See also onscreen *information for users* (3.22).

[SOURCE: ISO/IEC/IEEE 26514, 3.1.22]

3.13

evaluation

systematic determination of the extent to which an entity meets its specified criteria

3.14

function

part of a software application providing functionality including features for users to carry out their tasks

3.15

hazard

source of potential harm

[SOURCE: ISO/DIS 3864-2:2015, definition 3.6, Modified, Note 1 to entry removed.]

3.16

heuristic evaluation

assessment by one or more experts who judge conformance to a recognized set of principles

3.17

illustration

graphical element set apart from the main body of text and normally cited within the main text

Note 1 to entry: In this document, the term *illustration* is used as the generic term for tables, figures, exhibits, screen captures, flow charts, diagrams, drawings, icons, and other graphical elements.

3.18

information architect

person who develops the structure of an information space and the semantics for accessing information on tasks, system functions and features, and other information

[SOURCE: ISO/IEC/IEEE 26514:2022, 3.1.26]

3.19

information development

process of development concerned with determining what content is provided in *information for users* (3.22) and what the nature of the information is

3.20

information developer

person who creates *information for users* (3.22)

3.21

information development lead

person who leads the activities of preparing *information for users* (3.22)

3.22

information for users

information provided by the supplier that provides the target audience with concepts, procedures and reference material for the safe, effective, and efficient use of a supported product during its life cycle

EXAMPLE Printed manuals, onscreen information, and stand-alone online help are examples of *information for users* (3.22).

Note 1 to entry: It can be provided separately or embedded in the product or both.

Note 2 to entry: The term “information for users” in this document is intended as a synonym for “information for use” as used in IEC/IEEE 82079-1 and is defined as such, although it is recognised that the respective ideas, while similar, are not identical.

[SOURCE: IEC/IEEE 82079-1:2019, 3.17, modified — The preferred term has been changed from “information for use” to “information for users”; the admitted term “instructions for use” has been removed; the original EXAMPLE and notes to entry have been removed and replaced by new ones.]

3.23

link

reference from some part of content to some other part of content or object.

Note 1 to entry: Link is a synonym of hyperlink in this document.

3.24

localization

creation of a national or specific regional version of a product or its information for users

Note 1 to entry: information for users can be localized even if the product has not been localized.

3.25

mobile device

portable computing device, typically having a wireless internet connection and a small display screen with touch, pen, or keyboard input, and auditory input and output features

Note 1 to entry: Mobile devices have to fulfil special *usability* (3.41) requirements due to their size and available features for input and output.

3.26

navigation

act of accessing *information for users* (3.22) and viewing different topics

[SOURCE: ISO/IEC/IEEE 26514:2022 3.1.35]

3.27

onscreen information for users

information for users (3.22) that is intended to be read on the screen by the *user* (3.45) while using the software

EXAMPLE Pop-up help and help text on a screen.

[SOURCE: ISO/IEC/IEEE 26514:2022 3.1.36]

3.28

platform

combination of software and hardware that makes up the operating environment in which a program runs

3.29

procedure

ordered series of steps that specify how to perform a task

3.30

project

endeavour with defined start and finish criteria undertaken to create a product or service in accordance with specified resources and requirements

[SOURCE: ISO/IEC/IEEE 26514:2022, 3.1.4]

3.31

project manager

person with overall responsibility for the management and running of a *project* (3.30)

3.32

satisfaction

extent to which the user's physical, cognitive and emotional responses that result from the use of a system, product or service meet the user's needs and expectations

[SOURCE: ISO/IEC 25062:2025, 3.12]