BS ISO 24183:2024

BSI Standards Publication

Technical communication — Vocabulary

Documents
Document Sharing Hub

Full document details: BS ISO 24183:2024

National foreword

This British Standard is the UK implementation of ISO 24183:2024.

The UK participation in its preparation was entrusted to Technical Committee TS/1, Terminology.

A list of organizations represented on this committee can be obtained on request to its committee manager.

Contractual and legal considerations

This publication has been prepared in good faith, however no representation, warranty, assurance or undertaking (express or implied) is or will be made, and no responsibility or liability is or will be accepted by BSI in relation to the adequacy, accuracy, completeness or reasonableness of this publication. All and any such responsibility and liability is expressly disclaimed to the full extent permitted by the law.

This publication is provided as is, and is to be used at the recipient's own risk.

The recipient is advised to consider seeking professional guidance with respect to its use of this publication.

This publication is not intended to constitute a contract. Users are responsible for its correct application.

© The British Standards Institution 2024
Published by BSI Standards Limited 2024

ISBN 978 0 539 04989 3

ICS 01.040.01; 01.110

Compliance with a British Standard cannot confer immunity from legal obligations.

This British Standard was published under the authority of the Standards Policy and Strategy Committee on 29 February 2024.

Amendments/corrigenda issued since publication

Date	Text affected

Documents
Document Sharing Hub

Full document details: BS ISO 24183:2024

International Standard

ISO 24183

Technical communication — Vocabulary

Communication technique — Vocabulaire

First edition
2024-01

Reference number
ISO 24183:2024(en)

© ISO 2024

Documents
Document Sharing Hub

Full document details: BS ISO 24183:2024

COPYRIGHT PROTECTED DOCUMENT

© ISO 2024

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Documents
Document Sharing Hub

Full document details: BS ISO 24183:2024

Contents

Page

Foreword ... **iv**
Introduction ... **v**
1 Scope ... **1**
2 Normative references ... **1**
3 Terms and definitions ... **1**
3.1 Core concepts ... 1
3.2 Concepts relating to users ... 3
3.3 Concepts relating to product and information life cycles ... 4
3.4 Concepts relating to information for use ... 5
3.5 Concepts relating to information creators ... 6
3.6 Concepts relating to the information development process ... 7
3.6.1 Research and analysis ... 7
3.6.2 Content-related processes ... 8
3.6.3 Translation and localization ... 8
3.6.4 Risk management processes ... 9
3.6.5 Principles of information quality ... 10
3.6.6 Tools and resources ... 11
3.7 Concepts relating to information product elements ... 11
3.7.1 General ... 11
3.7.2 Safety-related information ... 12
3.7.3 Lists and tables ... 13
3.7.4 Directories ... 13
3.7.5 Pointers ... 14
3.7.6 Status indicators ... 14
3.8 Concepts relating to information products ... 14
3.8.1 General ... 14
3.8.2 Information products according to life cycle phases ... 15
3.8.3 Catalogues ... 17
3.8.4 Diagrams ... 17
3.9 Concepts relating to information delivery ... 17
Annex A (informative) **Concept models** ... **19**
Bibliography ... **21**
Index ... **23**

© ISO 2024 – All rights reserved

Documents
Document Sharing Hub
Full document details: BS ISO 24183:2024

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.

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 document 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).

ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents. ISO shall not be held responsible for identifying any or all such patent rights.

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/TC 37, *Language and terminology*.

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.

© ISO 2024 – All rights reserved

Documents
Document Sharing Hub
Full document details: BS ISO 24183:2024

Introduction

Suppliers of goods and services provide information for the use of their products, such as instructions, manuals, service information, information for assembly or troubleshooting information. Technical communication is the process of defining, creating and delivering these information products for the safe, effective and efficient use of supported products.

A standardized common terminology as provided in this document helps to prevent misunderstandings and disputes between acquirers and suppliers of information products as well as between manufacturers and customers. A standardized terminology for technical communication will support both acquirers and suppliers of information products. Organizations that provide information products can formulate more precise requirements, and providers can deliver information products according to specifications.

A standardized common terminology also helps to foster mutual understanding, both within the technical communication community and in contact with other relevant communities, such as the language services industry. Furthermore, this document can be used as a basis for researching and teaching technical communication in various settings.

Annex A contains two concept models that illustrate the interrelations between some key concepts in technical communication.

© ISO 2024 – All rights reserved

Documents
Document Sharing Hub

Full document details: BS ISO 24183:2024

Documents
Document Sharing Hub

Technical communication — Vocabulary

1 Scope

This document defines terms for the theory and application of technical communication. It prepares the terminological background for all other standards in the field of technical communication by providing precise definitions and standardized terms for basic concepts in this domain.

This document is applicable to persons creating information products in the field of technical communication or using these information products professionally.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1 Core concepts

3.1.1
technical communication
DEPRECATED: technical writing
process of defining and creating *information for use* (3.1.2) to be delivered as *information products* (3.1.4) for the safe, effective and efficient use of a *supported product* (3.1.5) throughout its life cycle

Note 1 to entry: Technical communication includes all modes, such as *text* (3.7.1.2), image, *audio* (3.7.1.3) and all media, e.g. printed manuals, tutorial videos, *online help* (3.8.1.2).

Note 2 to entry: The term "technical writing" should not be used as a synonym for "technical communication" as it is considered a part of a technical communication.

Note 3 to entry: In some contexts, the term "technical communication" can refer to more general communicative acts concerning products, such as e-mail communication between engineers.

3.1.2
information for use
information identified and collected during the information development process

3.1.3
product
result of an action or process

Note 1 to entry: Products can be physical products, technical systems, software and services.

© ISO 2024 – All rights reserved

Documents
Document Sharing Hub
Full document details: BS ISO 24183:2024

3.1.4
information product
product (3.1.3) consisting of *information for use* (3.1.2) that is delivered for the safe, effective and efficient use of a *supported product* (3.1.5)

Note 1 to entry: Information products can also be generated during runtime of a content delivery system.

Note 2 to entry: Information products can contain *conceptual information* (3.4.2), *instructional information* (3.4.3) or *reference information* (3.4.4).

Note 3 to entry: Information products come in various forms, such as *manuals* (3.8.1.1) or *online help* (3.8.1.2).

3.1.5
supported product
product (3.1.3) to which an *information product* (3.1.4) relates

EXAMPLE

— industrial products (e.g. machinery, components, devices, equipment);

— consumer products (e.g. household appliances, audio-visual devices, communication devices, do-it-yourself products);

— medical devices, equipment and systems;

— complex systems of systems (e.g. industrial plants, refineries, production sites, data centres);

— means of transport (e.g. cars, trucks, ships, airplanes);

— application software (e.g. office software, web applications);

— software for operation and automatic control of systems;

— technical services.

Note 1 to entry: An information product is an essential component of a supported product.

[SOURCE: IEC/IEEE 82079-1:2019, 3.40, modified — "the information for use" has been replaced by "an information product" in the definition. The EXAMPLE and Note 1 to entry have been added.]

3.1.6
content
information in any form

EXAMPLE *Text* (3.7.1.2), *audio* (3.7.1.3), video.

[SOURCE: ISO 20539:2023, 3.1.2]

3.1.7
technical documentation
set of *information products* (3.1.4) provided by the supplier of a *supported product* (3.1.5)

3.1.8
technical communicator
DEPRECATED: technical writer
person who develops *information for use* (3.1.2)

Note 1 to entry: The role of a technical communicator can include researching product information, defining target audience information needs, ensuring that legal and normative requirements are met, authoring *texts* (3.7.1.2), creating safety instructions and coordinating *translations* (3.6.3.1).

Note 2 to entry: The term "technical writer" should not be used because it no longer reflects the variety of modes and media in current use.

© ISO 2024 – All rights reserved

Documents
Document Sharing Hub
Full document details: BS ISO 24183:2024

3.1.9
information structure
organization of *information for use* (3.1.2) in order to optimize presentation and understanding

3.1.10
structuring method
content organization according to semantic or functional criteria in order to ensure *consistency* (3.6.5.1.6) and interchangeability of information

3.1.11
style guide
set of specifications designed to ensure *information quality* (3.6.5.1) and *information product quality* (3.6.5.2)

Note 1 to entry: Style guides should take into account information quality principles such as *completeness* (3.6.5.1.1) and *consistency* (3.6.5.1.5) as well as information product quality criteria such as *usability* (3.6.5.2.2) and *readability* (3.6.5.2.4).

3.1.12
single source publishing
content management approach which allows the same source *content* (3.1.6) to be delivered across different forms of media and more than once

3.1.13
terminology
set of designations and concepts belonging to one domain or subject

[SOURCE: ISO 1087:2019, 3.1.11]

3.1.14
terminology work
work concerned with the systematic collection, description, processing and presentation of concepts and their designations

[SOURCE: ISO 1087:2019, 3.5.1, modified — admitted term "terminology management" and Notes 1 and 2 to entry have been removed.]

3.1.15
translatability
ease of rendering *content* (3.1.6) from one language or culture to another

3.2 Concepts relating to users

3.2.1
user
person who interacts with a *supported product* (3.1.5)

Note 1 to entry: Users can be part of a specific *target audience* (3.2.2).

Note 2 to entry: "User" can include persons who install, operate, service, maintain or dispose of the *product* (3.1.3).

[SOURCE: IEC/IEEE 82079-1:2019, 3.47, modified — "product" has been replaced by "a supported product" in the definition. A new Note 1 to entry has been added. The former Note 1 to entry has been renumbered as Note 2 to entry.]

3.2.2
target audience
audience
group of persons for whom an *information product* (3.1.4) is intended

Note 1 to entry: A target audience can consist of specific *users* (3.2.1) or other persons.

© ISO 2024 – All rights reserved

Documents
Document Sharing Hub
Full document details: BS ISO 24183:2024