

Standards & Best Practices

Resources for documentation mastery

Zuzana Lena Ansorgová • lena@nic.cz • 13.06.2019



Contents

- Best Practices for Beginners
- Standards for Advanced Professionals



Best Practices – Marc Achteilig

- **Technical Documentation Basics:
How To Write That F*** Manual**
The essentials of technical writing in a nutshell
(208 pages)



Best Practices – Marc Ahtelig

- Planning And Structuring User Assistance
- Designing Templates And Formatting Documents
- Writing Plain Instructions
- <https://www.technical-documentation-best-practices.com>



Standards – “Suite” for Docs

- Set of standards for user documentation
- Cooperation of ISO, IEC and IEEE
- Requirements and recommendations
- Various documentation stakeholders in an organization



Standards – By stakeholders

- Managers
 - Requirements for managers of user documentation, ISO/IEC/IEEE Standard 26511, 2018
- Acquirers and suppliers
 - Requirements for acquirers and suppliers of user documentation, ISO/IEC/IEEE Standard 26512, 2018



Standards – By stakeholders

- Testers and reviewers
 - Requirements for testers and reviewers of user documentation, ISO/IEC/IEEE Standard 26513, 2017
- **Designers and developers**
 - Requirements for designers and developers of user documentation, ISO/IEC/IEEE Standard 26514, 2008 (in review)



Standards

- Agile
 - Developing user documentation in an agile environment, ISO/IEC/IEEE Standard 26515, 2018



Standard for designers & developers

- ISO/IEC/IEEE Standard 26514 (154 pages)
- Two parts
 - Chapters for the documentation process
 - Chapters for documentation products
- Concise checklists for compliance checks
- Informative recommendations for a style guide, writing & formatting style, translation and localization



Evaluation of the standard (26514)

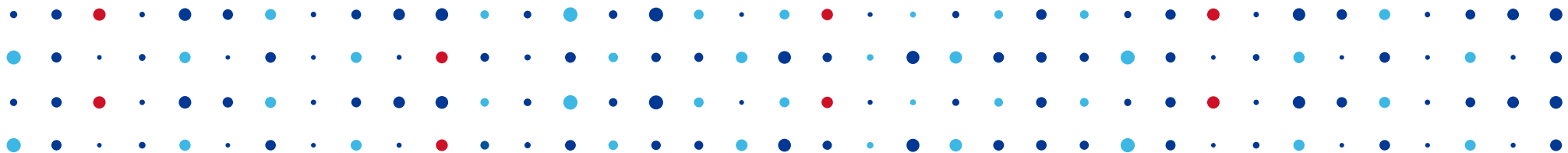
- Well written, practical
- Parts that need clarification/disambiguation
- Hopefully to be addressed in the current review



ISO

- <https://www.iso.org>





Thank You

Zuzana Lena Ansorgová • lena@nic.cz

