



**International
Standard**

ISO 24183

**Technical communication —
Vocabulary**

Communication technique — Vocabulaire

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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.

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).

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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.

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.

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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.

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.

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.

[SOURCE: IEC/IEEE 82079-1:2019, 3.42, modified — "information for use" has been replaced by "an information product" and "by the supplier" has been deleted in the definition. The admitted term "audience" and Note 1 to entry have been added.]

3.2.3

skilled person

person with relevant technical education, training and/or experience

[SOURCE: IEC/IEEE 82079-1:2019, 3.36, modified — "individual" has been replaced by "person", "or" has been replaced by "and/or" and "to enable perceiving risks and avoiding hazards occurring during use of a product" has been deleted in the definition.]

3.3 Concepts relating to product and information life cycles

3.3.1

put into service

prepare a system for its *intended use* ([3.6.4.1](#))

3.3.2

put out of service, verb

change a system from an operational status to a non-operational status

3.3.3

product life cycle

period of time from the first idea to the ultimate *disposal* ([3.3.4.10](#)) or *recycling* ([3.3.4.11](#)) of a *product* ([3.1.3](#))

Note 1 to entry: The product life cycle is divided into defined periods called phases in which activities that belong together are grouped, e.g. product concept, design, production. The beginning and end of phases require definite decisions.

[SOURCE: ISO 15226:1999, 3.7, modified — "or recycling" has been added in the definition. "(e.g. releases)" has been deleted.]

3.3.4

product life cycle phase

stage in the *product life cycle* ([3.3.3](#))

EXAMPLE Design, development, *storage* ([3.3.4.8](#)), transport, *installation* ([3.3.4.1](#)), *commissioning* ([3.3.4.2](#)), *operation* ([3.3.4.4](#)), troubleshooting, *maintenance* ([3.3.4.5](#)), *repair* ([3.3.4.6](#)), *decommissioning* ([3.3.4.9](#)), dismantling, *disposal* ([3.3.4.10](#)).

3.3.4.1

installation

product life cycle phase ([3.3.4](#)) in which a *product* ([3.1.3](#)) is prepared such that it fulfils its *intended use* ([3.6.4.1](#))

3.3.4.2

commissioning

procedures *prior*, or related, to the handing over of a physical *product* ([3.1.3](#)) ready to be placed into service

Note 1 to entry: Commissioning can include final acceptance testing, the handing over of relevant documentation for the *supported product* ([3.1.5](#)) or instructing personnel.

[SOURCE: IEC/IEEE 82079-1:2019, 3.2, modified — "physical" added before "product" in the definition.]

3.3.4.3

setup

process by which a system or component is prepared for *operation* ([3.3.4.4](#))

**3.3.4.4
operation**

product life cycle phase (3.3.4) comprising all technical, administrative and managerial actions, other than *maintenance* (3.3.4.5) actions, that result in the *supported product* (3.1.5) functioning according to its *intended use* (3.6.4.1)

**3.3.4.5
maintenance**

set of actions intended to retain a *product* (3.1.3) in, or restore it to, a useful and safe condition, in which it can perform the *intended use* (3.6.4.1)

**3.3.4.6
repair**

corrective *maintenance* (3.3.4.5) of defective or damaged parts or functions of a *product* (3.1.3)

[SOURCE: IEC/IEEE 82079-1:2019, 3.31]

**3.3.4.7
emergency operation**

set of actions and functions intended to end or avert an emergency situation

[SOURCE: ISO 12100:2010, 3.39, modified — "all" has been replaced by "set of" at the beginning of the definition.]

**3.3.4.7.1
emergency stop**

emergency operation (3.3.4.7) by means of a single human action

**3.3.4.8
storage**

life cycle phase of a physical *product* (3.1.3) being kept available in an adequate environment

**3.3.4.9
decommissioning**

life cycle phase of a physical *product* (3.1.3) being *put out of service* (3.3.2) permanently

**3.3.4.10
disposal**

life cycle phase of a physical *product* (3.1.3) describing its elimination or repurposing

**3.3.4.11
recycling**

life cycle phase involving the repurposing of a material or component which has previously been processed for inclusion in a *product* (3.1.3)

[SOURCE: ISO 10209:2022, 3.13.5, modified — "action of reprocessing" has been replaced by "life cycle phase involving the repurposing" at the beginning of the definition.]

3.4 Concepts relating to information for use

**3.4.1
information type**

class of information determined according to structural principles

**3.4.2
conceptual information**

information for use (3.1.2) which explains and describes the relevant operating principles of the *supported product* (3.1.5)

EXAMPLE *Functional description* (3.4.2.1).

Note 1 to entry: In analysing information for use, it is possible to differentiate between conceptual information, *instructional information* (3.4.3) and *reference information* (3.4.4).

3.4.2.1

functional description

overall description that explains how each part of a *product* (3.1.3) is expected to operate, interact and be interacted with

[SOURCE: ISO 16484-1:2010, 3.10, modified — "the system/plant" has been replaced by "a product" and Note 1 to entry has been removed.]

3.4.3

instructional information

information for use (3.1.2) which states procedures and task-oriented steps to be followed or considered

EXAMPLE *Step-by-step instructions.*

3.4.4

reference information

information for use (3.1.2) which comprises additional details that need to be retrieved on occasion

EXAMPLE *Troubleshooting information* (3.8.2.3.5), commands, codes.

3.4.5

document type

class of a document defined with respect to its specified purpose, function and form of presentation

3.5 Concepts relating to information creators

3.5.1

terminology manager

expert responsible for the planning, organization and coordination of all terminological activities in the information development process

3.5.2

terminologist

expert who performs *terminology work* (3.1.14) as a main function of a professional activity

[SOURCE: ISO 12616-1:2021, 3.30]

3.5.3

terminology worker

person whose role is to perform *terminology work* (3.1.14) as an ancillary function of other professional activities

[SOURCE: ISO 12616-1:2021, 3.29]

3.5.4

information architect

person who collects target audience requirements and develops an information strategy

Note 1 to entry: Other terms that are used in some contexts are "content strategist", "indexer" or "taxonomy architect", who carry out similar tasks.

3.5.5

information developer

person responsible for designing, creating, collecting or implementing a range of *information product* (3.1.4) aspects, such as *text* (3.7.1.2), video, photos or other media

Note 1 to entry: Information product aspects include modes, such as text, image, *audio* (3.7.1.3) and media, for example printed manuals, tutorial videos, *online help* (3.8.1.2).

3.5.6

expert reviewer

subject matter expert or information product design expert responsible for examination of an *information product* (3.1.4) according to defined criteria

3.5.7

translator

person who renders *source language* (3.6.3.2) content into *target language* (3.6.3.3) content in written or other recorded form

[SOURCE: ISO 20539:2023, 3.1.12, modified — "translates" has been replaced with "renders source language content into target language content in written or other recorded form" at the beginning of the definition.]

3.6 Concepts relating to the information development process

3.6.1 Research and analysis

3.6.1.1

product design analysis

process of evaluating product requirements and specifications for the creation of an *information product* (3.1.4)

3.6.1.2

information research

set of actions that are necessary to find information on a specific subject

3.6.1.3

information retrieval

IR
set of techniques and processes used to identify resources relevant to an information need, from a collection or network of information resources

[SOURCE: ISO 25964-1:2011, 2.28, modified — "all the" has been replaced by "set of" at the beginning of the definition, and "documents" is replaced by "resources".]

3.6.1.4

use case

description of behavioural requirements of a system and its interaction with a *user* (3.2.1)

[SOURCE: ISO/IEC/IEEE 26515:2018, 3.15, modified — Note 1 to entry has been removed.]

3.6.1.5

persona

model of a fictitious *user* (3.2.1) with defined properties, based on *information research* (3.6.1.2)

3.6.1.6

target audience analysis

analysis and classification of the intended types of *target audiences* (3.2.2) of an *information product* (3.1.4)

3.6.1.7

task analysis

analysis on how a task is accomplished, including a description of both manual and mental activities performed by intended *user(s)* (3.2.1)

3.6.1.8

research interview

questioning technique which results in a transfer of information from a person or group being interviewed to an interviewer or researcher

3.6.2 Content-related processes

3.6.2.1

content creation

contribution of information to any media, targeting a specific *user* (3.2.1), *target audience* (3.2.2) or system in specific contexts

Note 1 to entry: The receiver of the *content* (3.1.6) can be a system or, in industrial internet of things environments, a digital asset (data representation of a physical object) that uses it, for example, for self-maintenance.

3.6.2.2

content delivery

distribution of an *information product* (3.1.4) via an application

3.6.2.3

content management

set of processes involved in the creation, production, distribution, manipulation, *storage* (3.3.4.8) and use of *content* (3.1.6)

[SOURCE: ISO 20294:2018, 3.5.5, modified — "set of" has been added at the beginning of the definition, and "digital" has been deleted before "content".]

3.6.2.4

document management

database-driven administration of electronic or electronically collected documents

Note 1 to entry: Document management includes finding documents via metadata, managing of text modules and their versions and variants, storage, approval and production and delivery of *information products* (3.1.4).

3.6.2.5

content mapping

process of delivering appropriate *content* (3.1.6) to the *target audience* (3.2.2) or system for a specific situation in the life cycle of the *supported product* (3.1.5)

Note 1 to entry: The receiver of the content can be a system or, in industrial internet of things (IIoT) environments, a digital asset (data representation of a physical object) that uses the content, for example, for self-maintenance.

3.6.2.6

content reuse

use of existing *content* (3.1.6) in order to create a new *information product* (3.1.4)

3.6.2.7

editing

modification of *content* (3.1.6) or layout of *text* (3.7.1.2)

Note 1 to entry: Editing processes include insertion, deletion and re-arrangement of text.

3.6.2.8

formatting

process of creating a layout of an *information product* (3.1.4)

3.6.3 Translation and localization

3.6.3.1

translation

rendering *source language* (3.6.3.2) content into *target language* (3.6.3.3) content in written form or signed language

[SOURCE: ISO 20539:2023, 3.1.9]

3.6.3.2

source language

language from which *content* (3.1.6) is translated or interpreted

Note 1 to entry: In *technical communication* (3.1.1), *translation* (3.6.3.1) is more relevant than interpretation.

[SOURCE: ISO 20539:2023, 3.1.3, modified — Note 1 to entry has been added.]

3.6.3.3

target language

language into which *content* (3.1.6) is translated or interpreted

Note 1 to entry: In *technical communication* (3.1.1), *translation* (3.6.3.1) is more relevant than interpretation.

[SOURCE: ISO 20539:2023, 3.1.4, modified — Note 1 to entry added.]

3.6.3.4

localization

adaptation of *information products* (3.1.4) for distinct *locales* (3.6.3.5)

[SOURCE: ISO 20539:2023, 3.3.27, modified — "products and services" has been replaced by "information products".]

3.6.3.5

locale

geographic region in which people use linguistic, cultural and technical conventions specific to that region

[SOURCE: ISO 20539:2023, 3.3.26]

3.6.4 Risk management processes

3.6.4.1

intended use

exhaustive range of functions and foreseen applications of a *supported product* (3.1.5)

Note 1 to entry: Functions or applications not listed by the supplier are excluded from the intended use of the supported product and shall not be referred to in the *information product* (3.1.4).

Note 2 to entry: Additional or modified functions or applications resulting from modifications not sanctioned by the supplier are excluded from the intended use of the supported product.

3.6.4.2

reasonably foreseeable misuse

use of a *supported product* (3.1.5) in a way that is not covered by the *intended use* (3.6.4.1) but which can result from readily predictable human behaviour

Note 1 to entry: For possible risk resulting from consumer behaviour, see ISO 10377.

3.6.4.3

residual risk

<generic> risk remaining after risk-control measures have been implemented

[SOURCE: ISO/IEC Guide 51:2014, 3.8, modified — domain < generic > has been added. "risk-reduction measures" has been replaced by "risk-control measures".]

3.6.4.4

residual risk

<machinery> risk remaining after protective measures have been implemented

Note 1 to entry: Information on residual risks is part of *safety notes* (3.7.2.1).

[SOURCE: ISO 12100:2010, 3.13, modified — domain < machinery > has been added. Note 1 to entry has been replaced.]

3.6.5 Principles of information quality

3.6.5.1

information quality

degree to which *information for use* (3.1.2) meets all relevant requirements in a specified context of use

3.6.5.1.1

completeness

principle of *information quality* (3.6.5.1) according to which *information for use* (3.1.2) covers all information that is necessary for the *intended use* (3.6.4.1)

3.6.5.1.2

minimalism

principle of *information quality* (3.6.5.1) according to which *information for use* (3.1.2) includes all relevant information with the least amount of other information needed to be complete

3.6.5.1.3

correctness

principle of *information quality* (3.6.5.1) according to which *information for use* (3.1.2) is technically accurate and contains current information about the *supported product* (3.1.5)

3.6.5.1.4

conciseness

principle of *information quality* (3.6.5.1) according to which *information for use* (3.1.2) avoids unnecessary details

3.6.5.1.5

consistency

principle of *information quality* (3.6.5.1) according to which *information for use* (3.1.2) shares uniform properties with other related information

3.6.5.1.6

comprehensibility

principle of *information quality* (3.6.5.1) according to which *information for use* (3.1.2) is unambiguous, clear and understandable to the *target audience* (3.2.2)

3.6.5.2

information product quality

degree to which an *information product* (3.1.4) meets *target audience* (3.2.2) needs in a specified context of use

3.6.5.2.1

accessibility

criterion of *information product quality* (3.6.5.2) according to which an *information product* (3.1.4) can be used by intended users (3.2.1) in order to achieve the specified goals

Note 1 to entry: Accessibility is cited as a principle of *information quality* (3.6.5.1) in IEC/IEEE 82079-1:2019.

Note 2 to entry: Accessibility applies to both physically and electronically available information products (e-accessibility).

3.6.5.2.2

usability

criterion of *information product quality* (3.6.5.2) according to which an *information product* (3.1.4) can be used by intended users (3.2.1) with effectiveness, efficiency and satisfaction

3.6.5.2.3

searchability

criterion of *information product quality* (3.6.5.2) according to which information in an *information product* (3.1.4) can be found by intended users (3.2.1)

3.6.5.2.4

readability

criterion of *information product quality* (3.6.5.2) according to which an *information product* (3.1.4) is intelligible to intended users (3.2.1)

3.6.5.2.5

visibility

criterion of *information product quality* (3.6.5.2) according to which individual elements of an *information product* (3.1.4) can be easily recognized by intended users (3.2.1)

3.6.5.2.6

legibility

criterion of *information product quality* (3.6.5.2) according to which an *information product* (3.1.4) can be easily consumed by intended users (3.2.1)

Note 1 to entry: Legibility comprises the ability for unambiguous identification of single characters or graphical symbols.

3.6.6 Tools and resources

3.6.6.1

content management system

CMS

software system that supports authoring, storing, translating and publishing *content* (3.1.6)

3.6.6.2

component content management system

CCMS

content management system (3.6.6.1) that supports management and structuring of *information for use* (3.1.2) based on semantic components

3.6.6.3

authoring system

software system used to collect information and provide it to the author in order to create *content* (3.1.6)

3.6.6.4

terminology management system

software tool with a metadata structure specifically designed for collecting, maintaining and accessing terminological data

[SOURCE: ISO 1087:2019, 3.6.13 modified — admitted term "TMS" has been deleted.]

3.6.6.5

translation memory

digital repository used to store and retrieve previously translated *content* (3.1.6) matched with *source language* (3.6.3.2) content

[SOURCE: ISO 20539:2023, 3.5.1.6, modified — admitted term "TM" has been deleted. "target language content" has been replaced with "content" in the definition.]

3.7 Concepts relating to information product elements

3.7.1 General

3.7.1.1

visual

content (3.1.6) in pictorial form

Note 1 to entry: Visuals can be differentiated according to their level of abstraction. The differentiation is dependent on the specific domain in which the visuals are used.

ISO 24183:2024(en)

Note 2 to entry: Visuals can be part of several other *information product* (3.1.4) elements.

EXAMPLE Photograph, line drawing, pictogram, icon, chart, diagram, infographic.

3.7.1.2

text

content (3.1.6) in written form

Note 1 to entry: Text is a standard element of a wide variety of *information products* (3.1.4).

Note 2 to entry: Text can be part of several other information product elements.

[SOURCE: ISO 17100:2015, 2.3.4, modified — Notes 1 and 2 to entry have been added.]

3.7.1.3

audio

content (3.1.6) transmitted by sound

Note 1 to entry: Audio can be part of several other *information product* (3.1.4) elements.

3.7.2 Safety-related information

3.7.2.1

safety note

safety-related information that is collected or grouped in a document or section of a document in a meaningful organizational system to explain safety measures, raise safety awareness and provide a basis for safety-related training of persons

[SOURCE: IEC/IEEE 82079-1:2019, 3.33]

3.7.2.2

warning message

safety-related information that warns about hazards and instructs on how to avoid them

Note 1 to entry: Warning messages are normally given within step-by-step instructions related to hazardous tasks.

[SOURCE: IEC/IEEE 82079-1:2019, 3.48]

3.7.2.3

safety sign

sign giving a general safety message, obtained by a combination of colour and geometric shape and which, by the addition of a graphical symbol, gives a particular safety message

[SOURCE: IEC/IEEE 82079-1:2019, 3.34]

3.7.2.4

signal word

word that calls attention to safety-related information

Note 1 to entry: According to IEC/IEEE 82079-1:2019, 7.11.1, safety-related information is *safety signs* (3.7.2.3) and *product safety labels* (3.8.1.5), *safety notes* (3.7.2.1) and *warning messages* (3.7.2.2).

3.7.2.5

safety colour

defined colour to which a safety meaning is attributed

[SOURCE: ISO 3864-1:2011, 3.10, modified — "defined" has been added and "with special properties" has been deleted in the definition.]

3.7.2.6

warning label

label (3.8.1.4) communicating a safety-related message

Note 1 to entry: The design of warning labels often depends on the specific domain in which they are used.

3.7.3 Lists and tables

3.7.3.1

list

set of items with common properties that appear consecutively in an *information product* (3.1.4)

Note 1 to entry: Lists can be ordered or unordered.

3.7.3.2

list item

individual member of a *list* (3.7.3.1)

3.7.3.3

table

arrangement of information, organized in rows and columns and containing a header, to exhibit a set of data or relations in a definite, compact and comprehensive form

3.7.3.4

technical data

part of an *information product* (3.1.4) describing a technical object by means of values or qualitative and quantitative variables

3.7.4 Directories

3.7.4.1

table of contents

list (3.7.3.1) of headings for the parts of an *information product* (3.1.4) in order of appearance, with location indicators

3.7.4.2

list of figures

table of figures

list (3.7.3.1) of captions or titles for *visuals* (3.7.1.1) and their location within *information products* (3.1.4)

Note 1 to entry: Lists of figures are generally organized in order of appearance.

3.7.4.3

list of abbreviations

list (3.7.3.1) of designations formed by omitting parts from longer synonyms, displayed together with those synonyms

3.7.4.4

glossary

ordered *list* (3.7.3.1) of designations and descriptions

Note 1 to entry: Descriptions can take various forms, such as explanations or definitions.

Note 2 to entry: Glossaries can be ordered alphabetically or according to other criteria, such as stroke order in logographic scripts or logical order.

3.7.4.5

index

alphabetically or otherwise ordered arrangement of entries, different from the order of the document or collection indexed, designed to enable *users* (3.2.1) to locate information in a document or specific documents in a collection

[SOURCE: ISO 999:1996, 3.5]

3.7.5 Pointers

3.7.5.1

cross-reference

cross reference

pointer in *information for use* (3.1.2) to an internal or external content location

3.7.5.1.1

hyperlink

link

digital *cross-reference* (3.7.5.1) that points to a uniform resource identifier (URI)

3.7.6 Status indicators

3.7.6.1

error message

information displayed when incorrect data is entered or when some other problem occurs

3.7.6.2

alarm

sensory means of indicating to the operator an equipment malfunction, process deviation or abnormal condition requiring a timely response

[SOURCE: IEC 62682:2022, 3.1.7, modified — "audible and/or visible" has been replaced by "sensory".]

3.8 Concepts relating to information products

3.8.1 General

3.8.1.1

manual

information product (3.1.4) which contains detailed information related to the *supported product* (3.1.5) and specific actions performed on or with it in one or more specific phases of the *product life cycle* (3.3.3)

3.8.1.2

online help

information product (3.1.4) that is intended to be read on the screen by the *user* (3.2.1) while using the *supported product* (3.1.5)

Note 1 to entry: Online help can be displayed in a variety of forms (contextual help, screen tips and examples).

[SOURCE: ISO/IEC/IEEE 26513:2017, 3.28, modified — "information about the software" has been replaced by "information product" and "software" has been replaced by "the supported product".]

3.8.1.3

training material

information product (3.1.4) which teaches how to use the *supported product* (3.1.5) safely, effectively and efficiently

3.8.1.4

label

information product (3.1.4) attached to or mark applied on a *supported product* (3.1.5) or its packaging, or writing embossed on the *product* (3.1.3), which displays information related to one or more properties of the product

3.8.1.5

product safety label

label (3.8.1.4) on a *product* (3.1.3) that informs of one or more potential hazards and describes the safety precautions and/or actions required to avoid the hazard(s)

[SOURCE: IEC/IEEE 82079-1:2019, 3.29]

3.8.2 Information products according to life cycle phases

3.8.2.1 Design and development

3.8.2.1.1

design documentation

information product (3.1.4) that contains essential qualitative and quantitative features and specifies criteria to be satisfied in designing a *supported product* (3.1.5)

3.8.2.1.2

requirements specification

information product (3.1.4) that states the necessary criteria for a *supported product* (3.1.5)

Note 1 to entry: Typically included are functional requirements, performance requirements, interface requirements, design requirements and development requirements.

3.8.2.1.3

product specification

information product (3.1.4) stating the set of requirements and core criteria for developing a *supported product* (3.1.5)

3.8.2.1.4

technical specification

information product (3.1.4) specifying the technical requirements for a *supported product* (3.1.5)

3.8.2.1.5

product technical data sheet

product TDS

information product (3.1.4) designed to provide *technical data* (3.7.3.4) on a *supported product* (3.1.5)

Note 1 to entry: The type of information typically includes *product* (3.1.3) uses, features, service properties, application properties, application instructions, packaging information, and information on *storage* (3.3.4.8) and handling.

3.8.2.1.6

safety data sheet

SDS

information product (3.1.4) prepared in accordance with regulatory requirements for occupational safety to convey information about a potentially hazardous substance

Note 1 to entry: A safety data sheet typically describes physical properties, health hazards, and toxicity, fire and reactivity properties, and provides *storage* (3.3.4.8) and handling precautions.

3.8.2.1.7

supplier documentation

set of *information products* (3.1.4) that relates to a third-party *product* (3.1.3) incorporated in a *supported product* (3.1.5)

3.8.2.2 Assembly and installation

3.8.2.2.1

quick-start guide

concise task-oriented *information product* (3.1.4) that facilitates the use of a *supported product* (3.1.5) within a short period of time, often in conjunction with a more detailed information product

Note 1 to entry: Quick-start guides include safety-critical information where relevant.

3.8.2.2.2

configuration guide

information product (3.1.4) that describes how to adapt settings to achieve the desired functionality of a *supported product* (3.1.5)

Note 1 to entry: Configuration guides are often used for software applications.

3.8.2.2.3

packaging instructions

information product (3.1.4) that specifies how to prepare a physical *product* (3.1.3) correctly for transport

3.8.2.2.4

assembly instructions

information product (3.1.4) that describes how and in what sequence parts are to be assembled into a specific final physical *product* (3.1.3)

3.8.2.2.5

installation information

information product (3.1.4) that applies to the correct use of the *supported product* (3.1.5) during *installation* (3.3.4.1)

3.8.2.2.6

README information

information product (3.1.4) that contains important information that the *user* (3.2.1) needs primarily when starting to use or updating a *supported product* (3.1.5)

Note 1 to entry: Often, the supported product is a software program or electronic device.

3.8.2.3 Operation, maintenance and disposal or recycling

3.8.2.3.1

operating information

information product (3.1.4) applying to the correct use of the *supported product* (3.1.5) during *operation* (3.3.4.4)

3.8.2.3.2

inspection checklist

information product (3.1.4) that enumerates tasks that are required to achieve the specified level of quality or functionality

3.8.2.3.3

maintenance information

information product (3.1.4) that states detailed procedures to be followed during *maintenance* (3.3.4.5)

3.8.2.3.4

maintenance plan

information product (3.1.4) that lists the detailed schedule of tasks that includes the activities, procedures, resources and the time scale required to carry out *maintenance* (3.3.4.5)

3.8.2.3.5

troubleshooting information

information product (3.1.4) explaining how to approach, diagnose and resolve technical or performance problems, especially those that are predictable

3.8.2.3.6

repair information

information product (3.1.4) that explains procedures to be followed during *repair* (3.3.4.6)

3.8.3 Catalogues

3.8.3.1

catalogue

catalog

information product (3.1.4) that provides *lists* (3.7.3.1) of items arranged according to certain criteria

3.8.3.1.1

product catalogue

product catalog

catalogue (3.8.3.1) in which *products* (3.1.3) are arranged according to certain criteria

Note 1 to entry: A product catalogue supports customers in ordering products according to their requirements.

3.8.3.1.2

spare parts catalogue

spare parts catalog

catalogue (3.8.3.1) in which product parts are arranged according to certain criteria

Note 1 to entry: A spare parts catalogue provides support in identifying and ordering a spare part required for *maintenance* (3.3.4.5) and *repair* (3.3.4.6) of a product.

Note 2 to entry: Product part information can be product name, part number, product image and *technical data* (3.7.3.4).

3.8.4 Diagrams

3.8.4.1

circuit diagram

schematic representation of system components, usually electrical or electronic, showing relationships and process flow

3.8.4.2

hydraulic diagram

schematic representation of liquid flow for control of devices whose forces are generated or transmitted by the pressure of a liquid

3.9 Concepts relating to information delivery

3.9.1

communication medium

communication means that serves as a carrier of information

EXAMPLE Paper, USB stick, *product* (3.1.3) packaging, product itself.

3.9.1.1

electronic medium

communication medium (3.9.1) that carries information which has been encoded using electricity

Note 1 to entry: Currently, most electronic media are encoded in a series of numeric characters.

3.9.1.1.1

digital medium

electronic medium (3.9.1.1) that carries information encoded in a series of numeric characters

Note 1 to entry: Digital media can include broadcast or storage media, such as television, radio, internet, fax, CD-ROM, DVD, etc.

3.9.1.2

print medium

communication medium (3.9.1) that consists of physical material carrying information that has been encoded in written form or other visual representation

Note 1 to entry: Print media are frequently some form of paper, but can be varied, such as metal signage, embossed product information, etc.

3.9.1.3

delivery medium

communication medium (3.9.1) by which a *user* (3.2.1) is provided with *information for use* (3.1.2) or an *information product* (3.1.4)

Note 1 to entry: The medium can be physical (USB stick, DVD, paper, etc.), electronic (digital networks) or digital information encoded in images (QR code, bar code, etc.).

3.9.1.4

output medium

communication medium (3.9.1) used to store or publish the information conveyed by the *information product* (3.1.4)

3.9.1.5

font

set of printable or displayable *text* (3.7.1.2) characters in a specific style and size

3.9.1.6

font size

standardized size of characters as displayed on *digital media* (3.9.1.1.1) or in *print media* (3.9.1.2)

3.9.1.7

braille

writing system consisting of tactile dot combinations to be used by people with a visual impairment

[SOURCE: ISO/TR 11548-1:2001, 2.1, modified — "blind persons" replaced by "people with a visual impairment".]

3.9.2

communication mode

representation of information via a *communication medium* (3.9.1) which is appropriate for the *target audience* (3.2.2) and *use case* (3.6.1.4)

EXAMPLE *Text* (3.7.1.2), image, sound, gesture.

Annex A (informative)

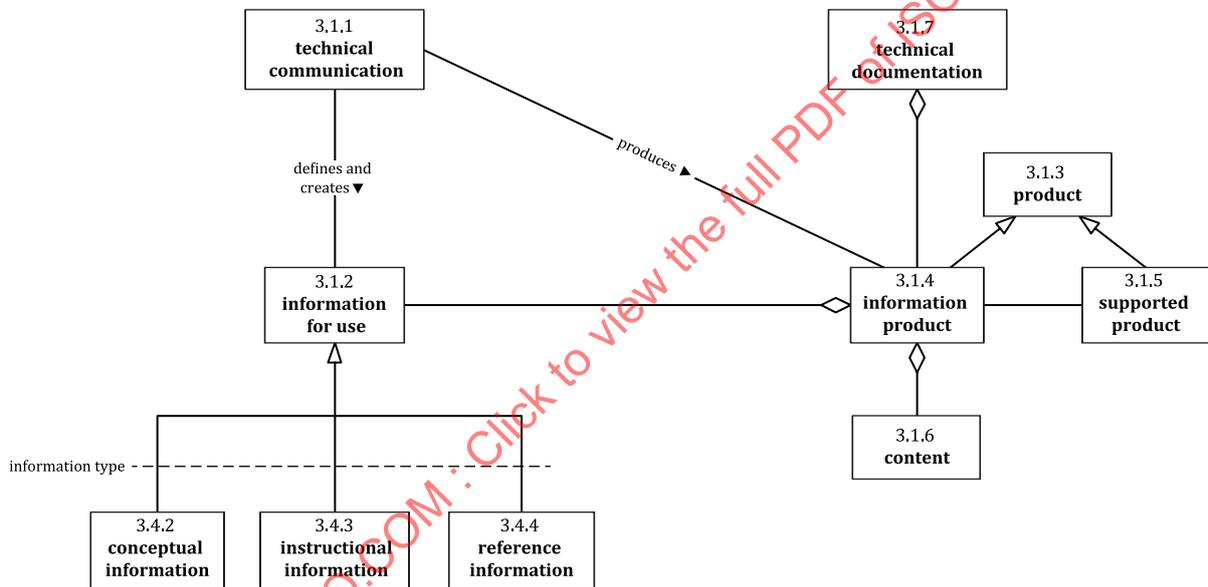
Concept models

A.1 General

Clauses A.2 and A.3 provide concept models that illustrate the relations between some key concepts defined in this document.

A.2 Concept model on technical communication

Figure A.1 provides a concept model on technical communication that corresponds to 3.1 and 3.4. Visualization is in accordance with ISO 24156-1:2014.



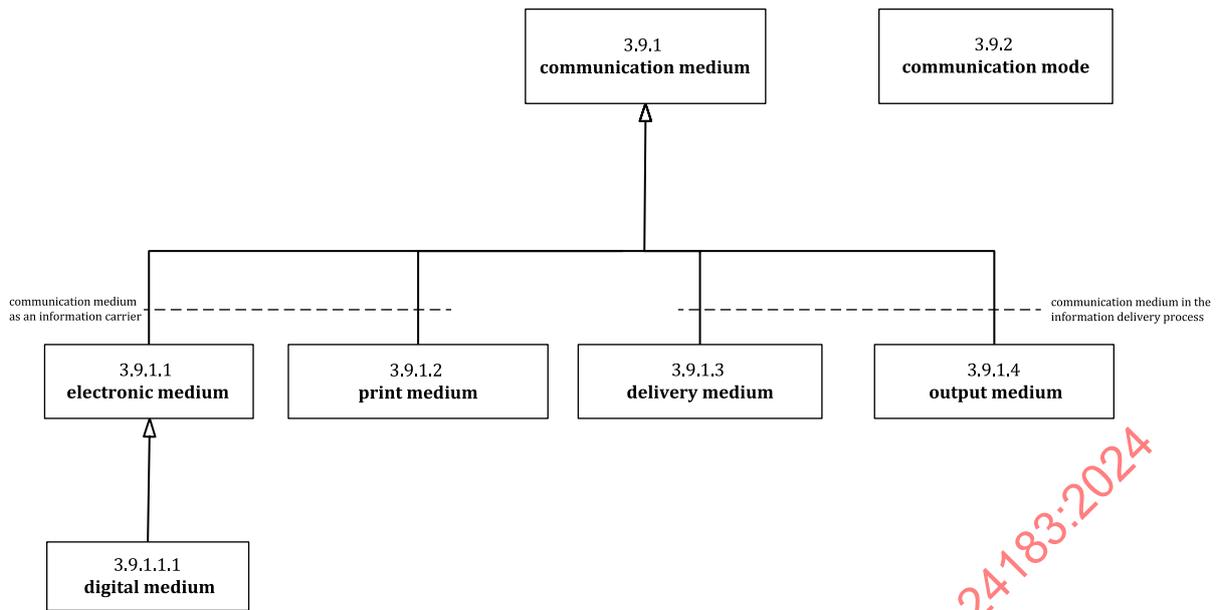
Key

- ◇— partitive relation: aggregation
- ▷— generic relation
- xxxxx— associative relation indicating the associative relation's nature
- subdivision criterion

Figure A.1 — Concept model: technical communication

A.3 Concept model on communication media

Figure A.2 provides a concept model on communication media that corresponds to 3.9. Visualization is in accordance with ISO 24156-1:2014.



Key

- ◇— partitive relation: aggregation
- ▷— generic relation
- xxxx— associative relation indicating the associative relation's nature
- subdivision criterion

Figure A.2 — Concept model: communication media

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