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Sommario/riassunto	ISO/IEC/IEEE 26512:2011 was developed to assist users of ISO/IEC 15288:2008 (IEEE Std 15288-2008) or ISO/IEC 12207:2008 (IEEE Std 12207-2008) to acquire or supply software user documentation as part of the software life cycle processes. It defines the documentation process from the acquirer's standpoint and the supplier's standpoint. ISO/IEC/IEEE 26512:2011 covers the requirements for information items used in the acquisition of user documentation products: the Acquisition Plan, Document Specification, Statement of Work, Request for Proposals, and the proposal. It provides an overview of the software user documentation and information management processes which may require acquisition and supply of software user documentation products and services. It addresses the preparation of requirements for software user documentation. These requirements are central to the user documentation specification and Statement of Work. It includes requirements for primary document outputs of the acquisition and supply process: the Request for Proposal and the Proposal for user documentation products and services. It also discusses the use of a Documentation Management Plan and a Document Plan as they arise in the acquisition and supply processes. ISO/IEC/IEEE 26512:2011 is independent of the software tools that may be used to produce documentation, and applies to both printed documentation and on-

screen documentation. Much of its guidance is applicable to user documentation for systems including hardware as well as software. Keywords: acquisition, information management, proposal, software user documentation, statement of work, supply.
