# International Organization for Standardization

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# TC/SC Chairs Conference 2005

## Sixth working session: ISO Central Secretariat services and support

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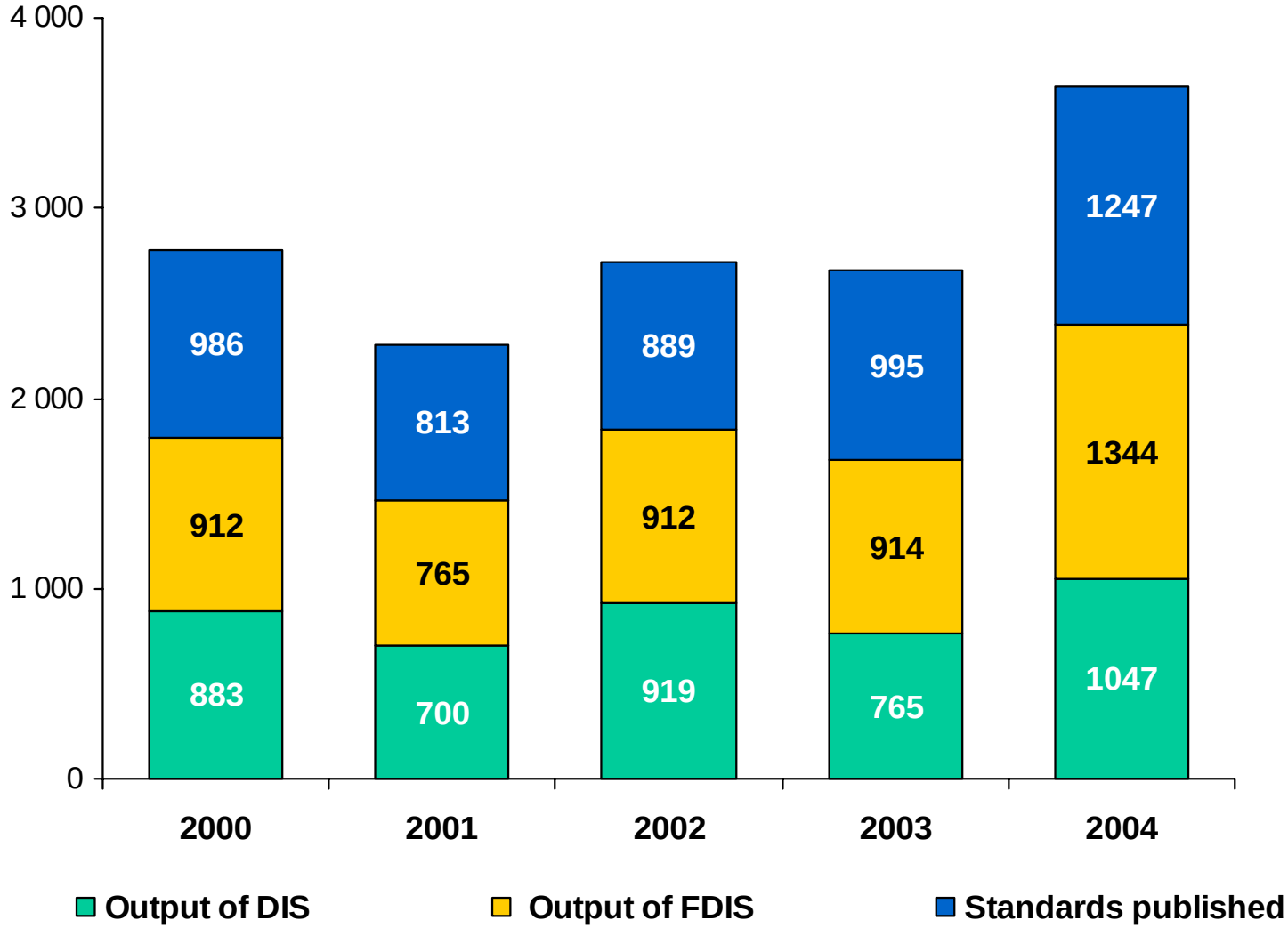
Geneva, 2005-06-17

# Contents

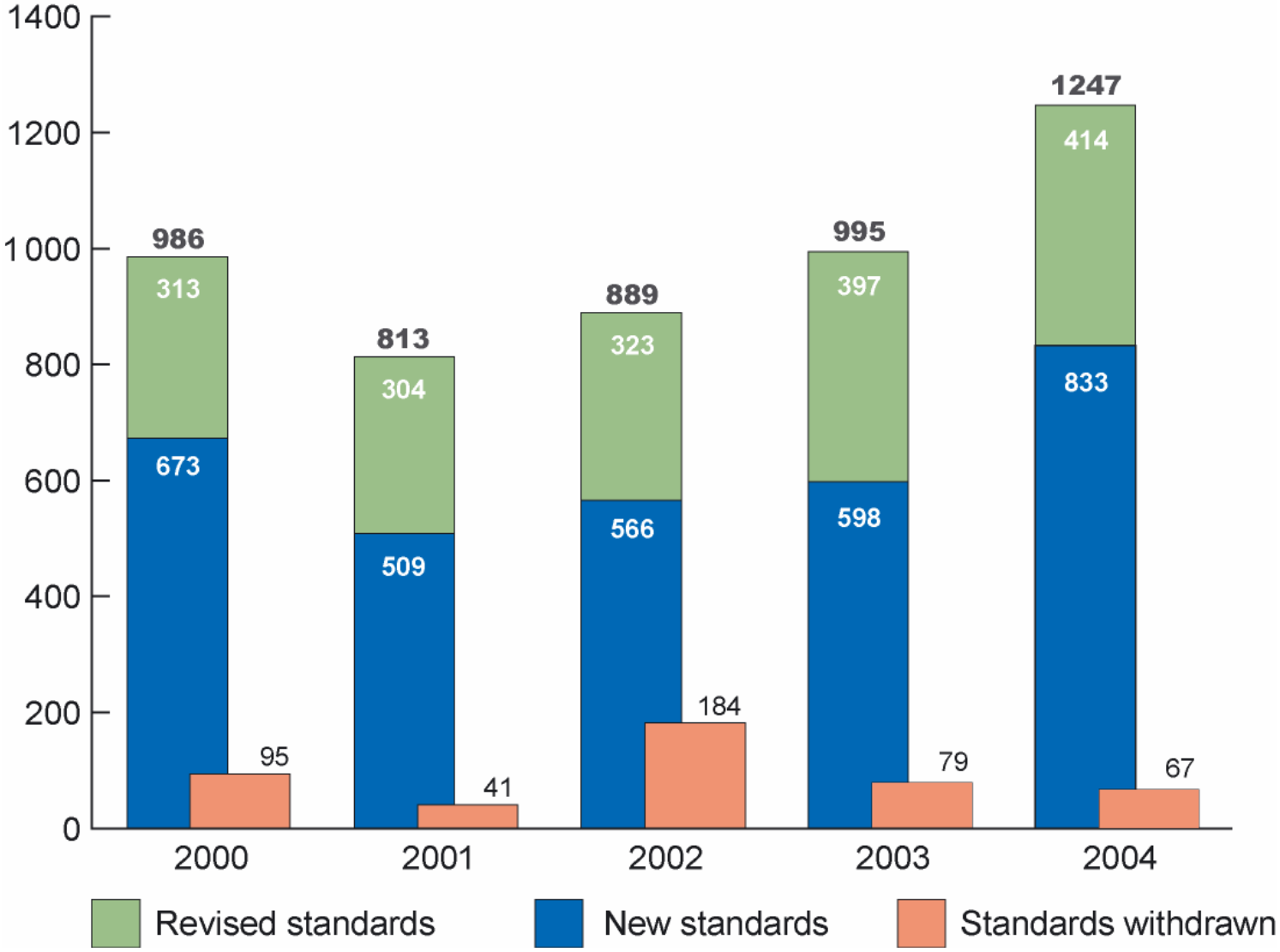
- Statistics
- STAND overview
- Technical groups
- Production services

# Output of DIS, FDIS and standards published 2000 – 2004

**Last update : 2005-01-01**



# Yearly production of new and revised standards 2000 – 2004



# Standards and work in progress 2000 – 2004

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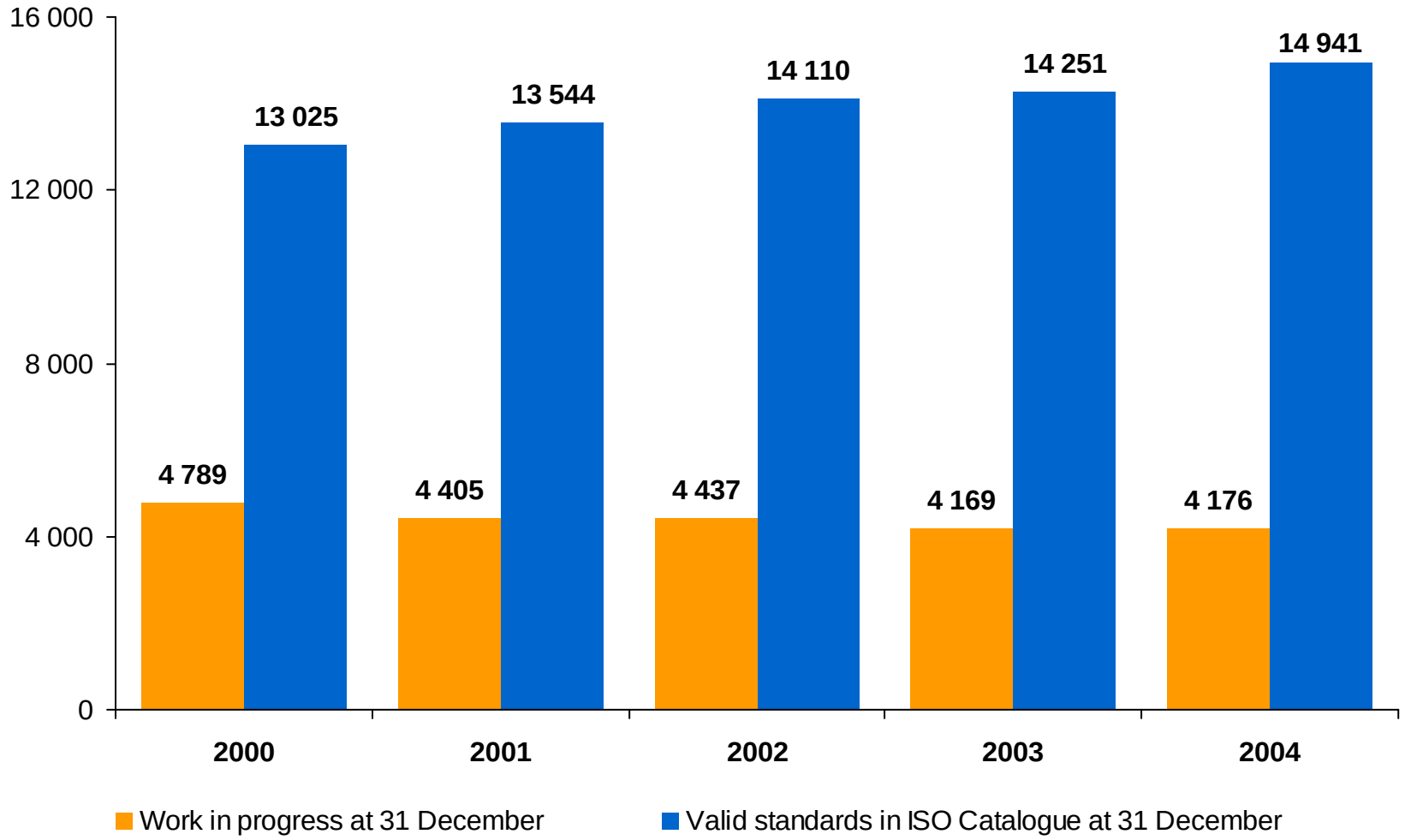
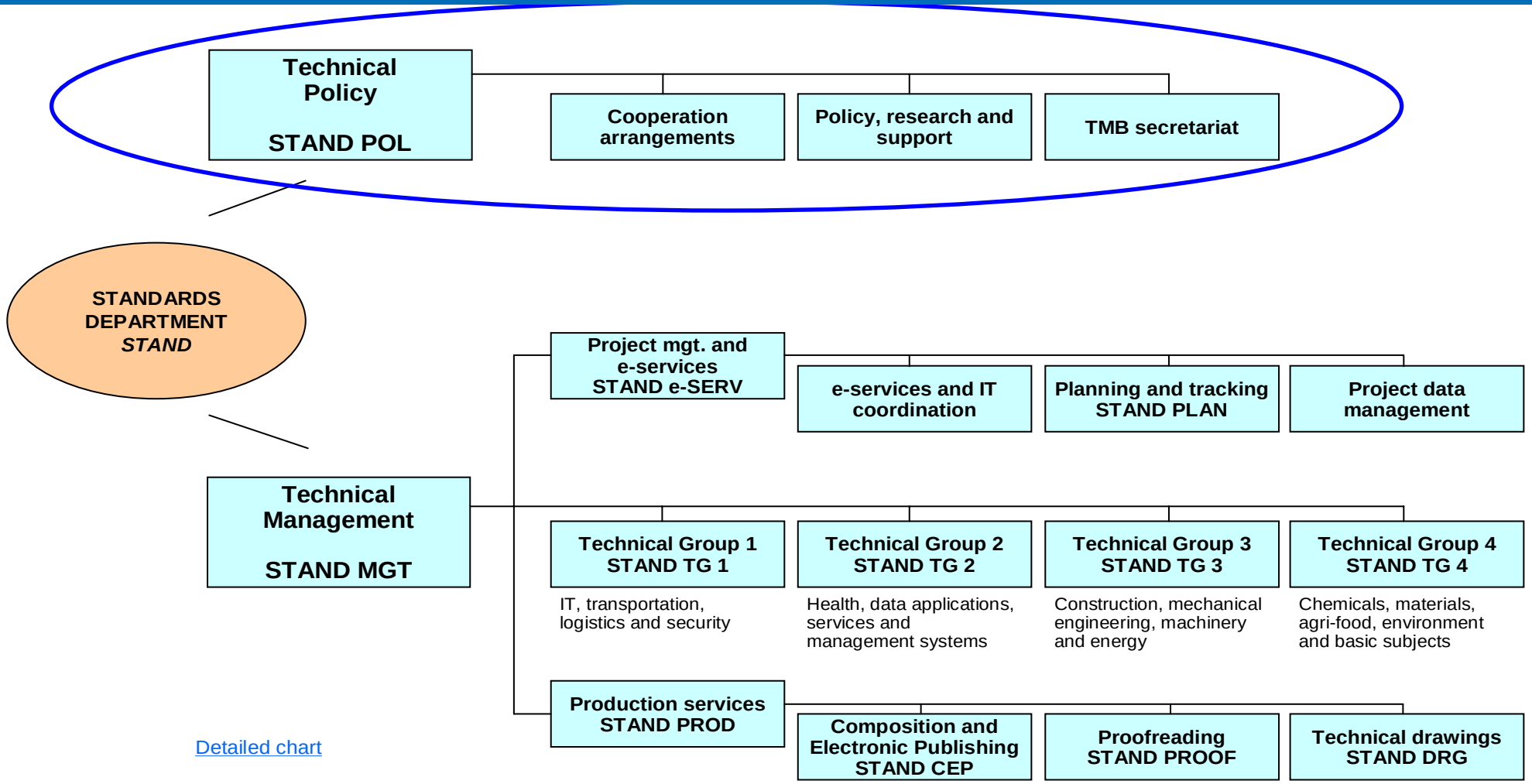


# Overview of STAND




Detailed chart

AJB/mn/Org_chart-STAND.ppt 2004-09-17
ID: 13415965

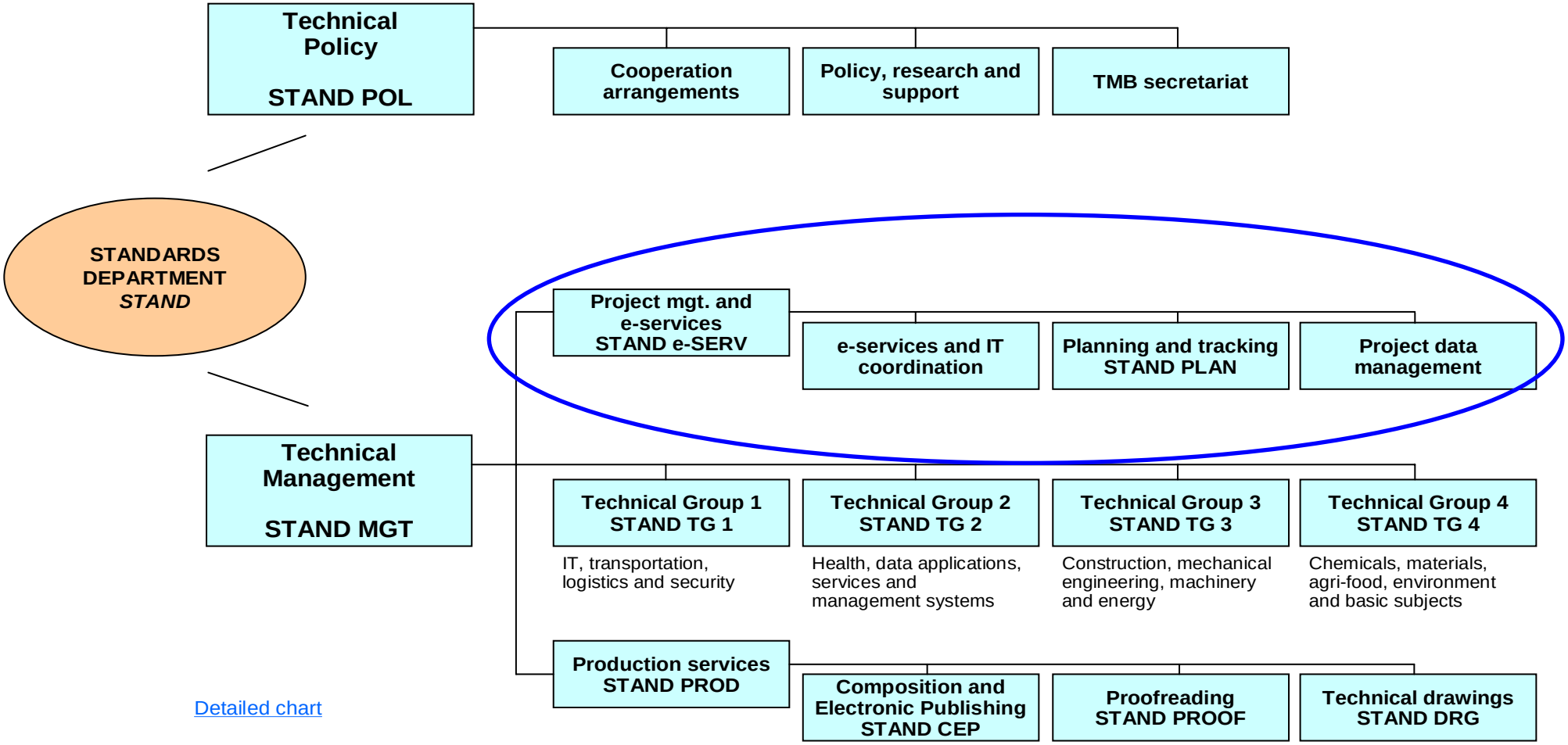
# STAND Technical Policy

Provides Secretariat services and policy support to the ISO Technical Management Board

Coordinates projects and maintains policies/procedures for work developed under the ISO-CEN Vienna Agreement

Provides research and support services for potential new fields of standardization (e.g., social responsibility)

# Overview of STAND




Detailed chart

AJB/mn/Org_chart-STAND.ppt 2004-09-17
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# Project Management and E-Services

Maintain ISO's central databases for:

- Tracking of all standards development projects (>4300 active)
- Committee membership, Liaisons, Chairs, Secretariats, etc

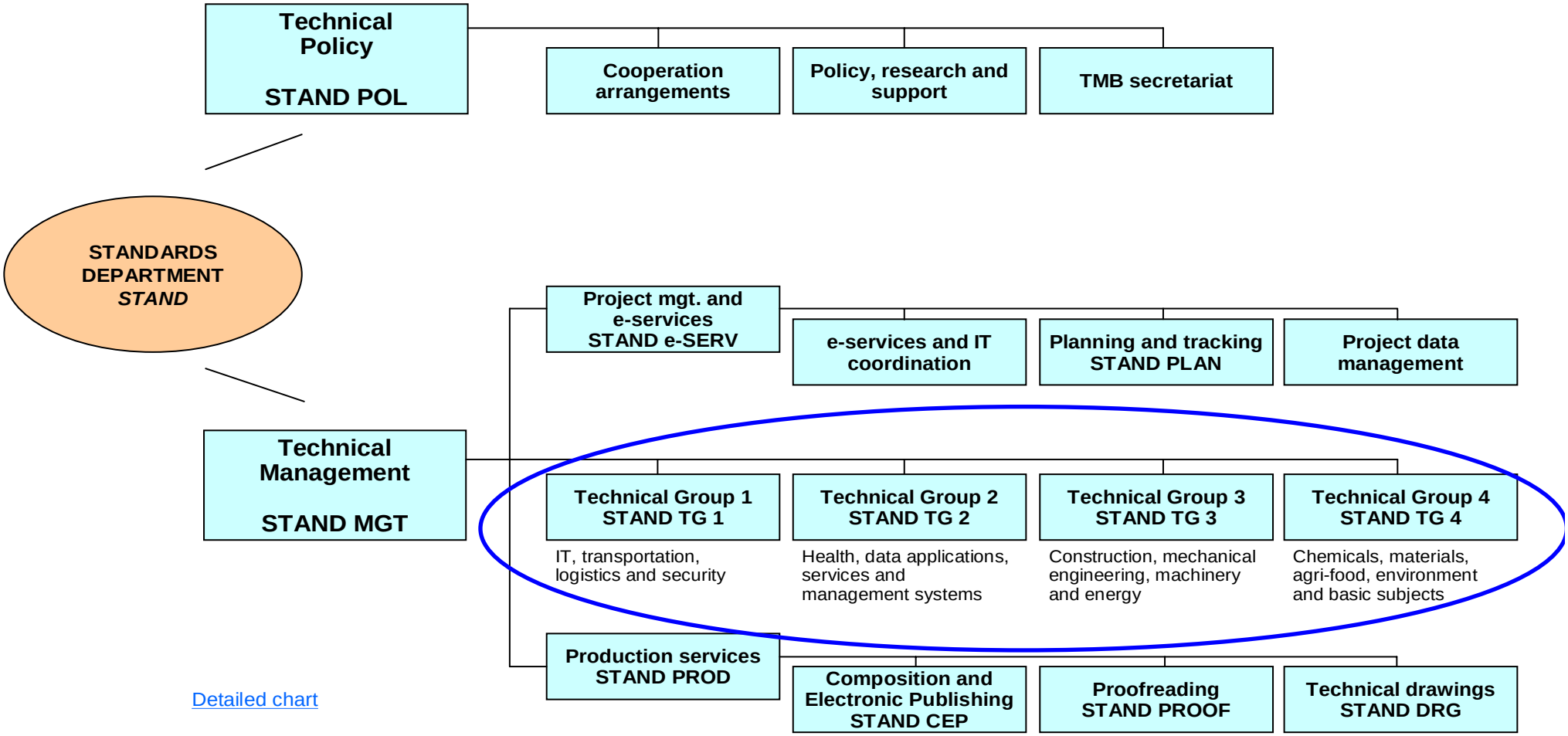
ISO TC Portal - resource and information site

Committee Server - maintenance and continual enhancements

DIS/FDIS electronic balloting services

Global Directory

# Overview of STAND




Detailed chart

AJB/mn/Org_chart-STAND.ppt 2004-09-17
ID: 13415965

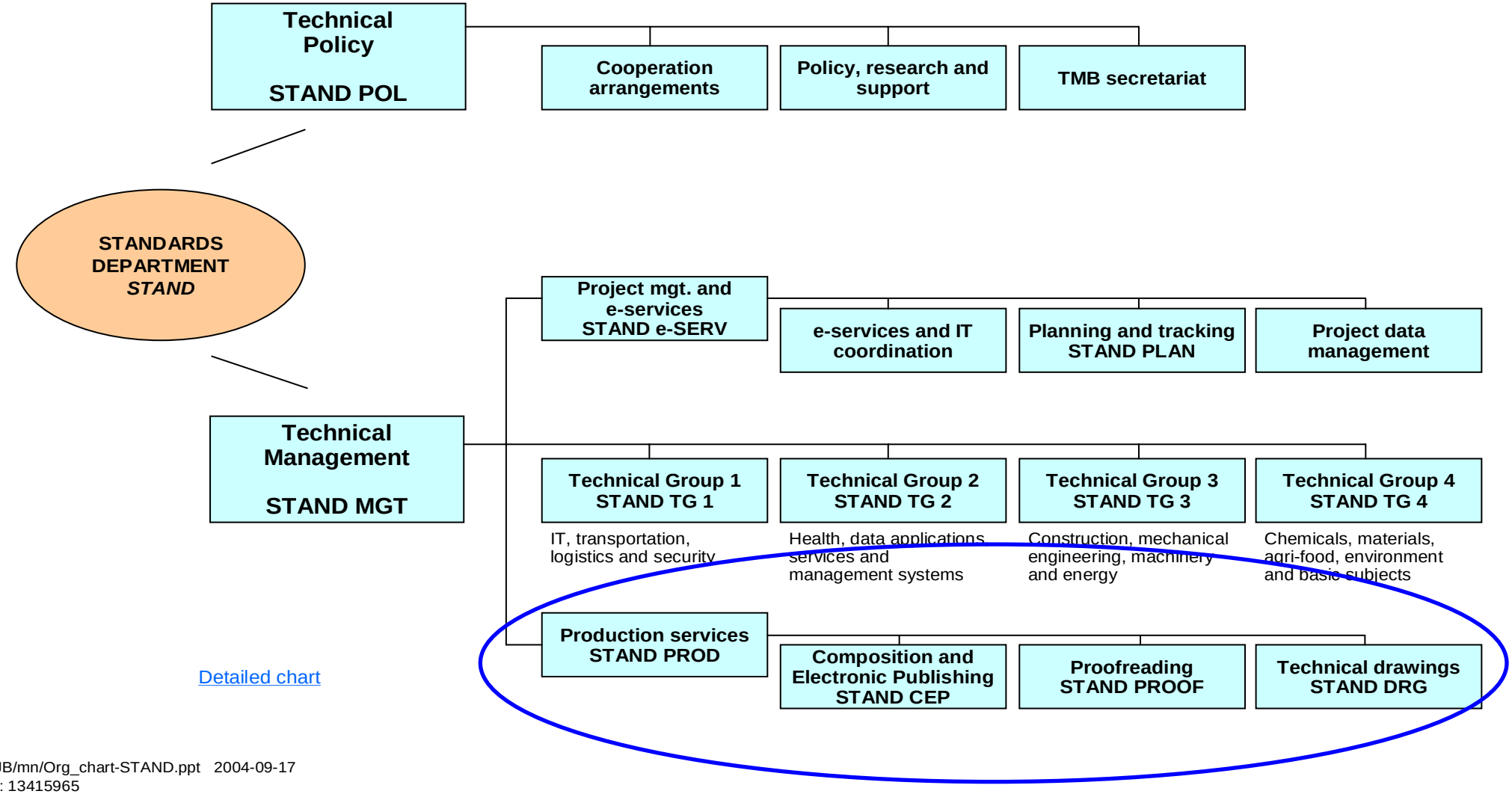
# Technical Group Services

Teams of Technical Programme Managers, Technical Editors grouped by sectors

Central staff contact points for ISO Committees providing:

- Procedural support/advice (e.g., Dir Part 1, TMB policy decisions)
- Information on all aspects of ISO CS and its services (E-services, training, ISO strategies)
- Project management and review with Secretaries and Chairs to ensure timely progression of work
- Connection to relevant international organizations in liaison
- Editorial review services (Dir Part 2) at DIS, FDIS and publication

# Overview of STAND




Detailed chart

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# Production Services

Editorial policy support, including maintenance of the ISO/IEC Directives, Part 2

Supporting tools and aids

Drawing office -- new charged service for preparation of graphics files

Composition and electronic publishing

Proofreading

# Standards Development Training Services

Coordinated by Development and Training Unit (DEVT)

STAND and IT Services support courses on:

- ISO Project Management
- Using the ISOSTD Template
- Writing ISO Standards
- Preparing Graphics
- ISO E-Services
- ISO Committee Server and E-Balloting

# STAND support
# Content

- Role of Standards Department in the overall process
- Support for the standards development process
  - On-Line Committee Work Programme (CWP)
- Support for the committee-prepared and submitted projects (DIS, FDIS, other deliverables…)

# Role of the Standards Department in the overall process

Rules for the process defined in:

- ISO/IEC Directives, Part 1: Procedures for the technical work
- Supplement: Procedures specific to ISO
- ISO/IEC Directives, Part 2: Rules for the structure and drafting of International Standards
- various supporting documents (provided on the ISOTC portal), e.g. Vienna agreement

# Role of the Standards Department in the overall process

Provision of

- information and guidance regarding the standards development and production processes
- tools to support the process

Verification that the rules have been applied

Preparation of drafts and final drafts, and abstracts

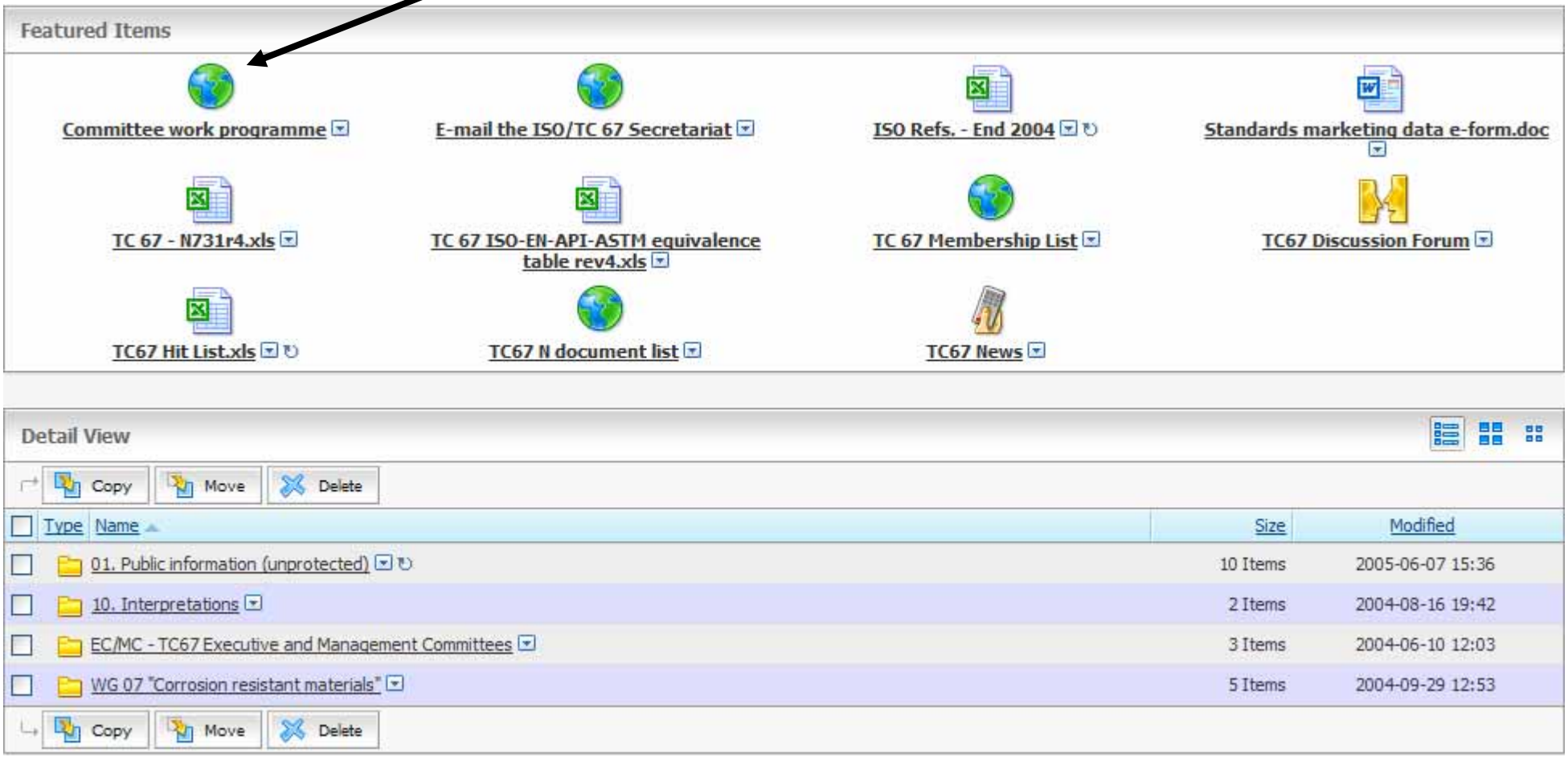
Administration of the balloting process

Preparation of final publications in the formats (text and graphics) required by the member bodies

# Page from ISOTC portal

# On-Line Committee Work Programme (CWP) Committee-based View

Click here to view the work programme



# On-Line CWP
# Committee-based View (2)

Project status

Cancelled

Critical

Empty=OK

Warning

Status detail

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| STOP | ISO/AWI 10303-58 *(id 38504) (WG 3)* | Industrial automation systems and integration - Product data representation and exchange -- Part 58: Integrated generic resource - Risk | 2003-02-06 [28] | | 20.98 *print* | 2005-03-03 | | | Cancelled |
| ! | ISO/DIS 10303-107 *(id 39607) (WG 12)* | Industrial automation systems and integration -- Industrial data -- Part 107: Integrated application resource -- Finite element analysis definition relationships | 2003-10-08 [20] | 24 | 40.60 *print* | 2004-05-13 | FDIS: 2005-04-08 IS: 2005-10-08 | | Critical |
| ! | ISO/CD 10303-110 *(id 36174) (WG 3)* | Industrial automation systems and integration -- Product data representation and exchange -- Part 110: Integrated application resource: Mesh based computational fluid dynamics | 2001-08-14 [46] | | 30.99 *print* | 2003-12-08 | DIS: 2004-01-30 FDIS: 2004-07-30 IS: 2004-07-30 | | Critical |
| | ISO/CD 10303-111 *(id 39561)* | Industrial automation systems and integration -- Product data representation and exchange -- Part 111: Integrated application resource : Construction history features | 2003-12-23 [18] | 48 | 30.99 *print* | 2003-12-23 | DIS: 2005-12-23 FDIS: 2006-06-23 IS: 2006-12-23 | | |
| ⚠ | ISO/CD 10303-112 *(id 39581) (WG 12)* | Industrial automation systems and integration -- Product data representation and exchange -- Part 112: Integrated application resource: 2d standard modeling commands for the procedural parametric exchange | 2003-09-18 [21] | 36 | 30.99 *print* | 2005-04-11 | DIS: 2005-09-01 FDIS: 2006-05-01 IS: 2006-09-01 | | Warning |

# On-Line CWP
# Committee-based View (3)

Includes all active (and recently automatically cancelled) projects by committee, in read-only mode with status, full project data & relevant required action.

Updated daily from the ISO/CS project monitoring database

Accessible, from committee work area on ISOTC server, to all individuals registered to the Global Directory

System-generated monthly notifications to committee secretariats (cc to TPM) for all projects requiring action

In operation since Q3 2004

# CWP – potential evolutions

Direct link between CWP and the Submission Interface

Remote update of project data for stages under committee-responsibility, with built-in ISO/CS procedural double-check, resulting in systematic update of the ISO/CS project monitoring database

Increased transparency regarding ISO/CS-internal processing steps (i.e.: editing, drawings, proof…) with relevant status, step-completion target dates…

# Authoring templates

For text: STD – simplified document preparation and exchange

- ISOCS styles: consistent wording and formatting and direct importation by ISOCS
- automated text entries and numbering
- toolbars, special menus and shortcuts
- document skeleton, including optional extracts from ISO/IEC Directives, Part 2

For graphics

# Supporting tools

Guidelines for the preparation and submission of text and graphics

Models

Submission rules

FAQs

# ISO/CS charged service for preparation of graphics files

Announced to ISO members on 2005-03-31 by circular letter

Trial period of 1 year to determine demand

Service agreements place responsibility on secretariat to provide graphics in revisable machine-readable form – use of charged service at the discretion of the secretariat

Request

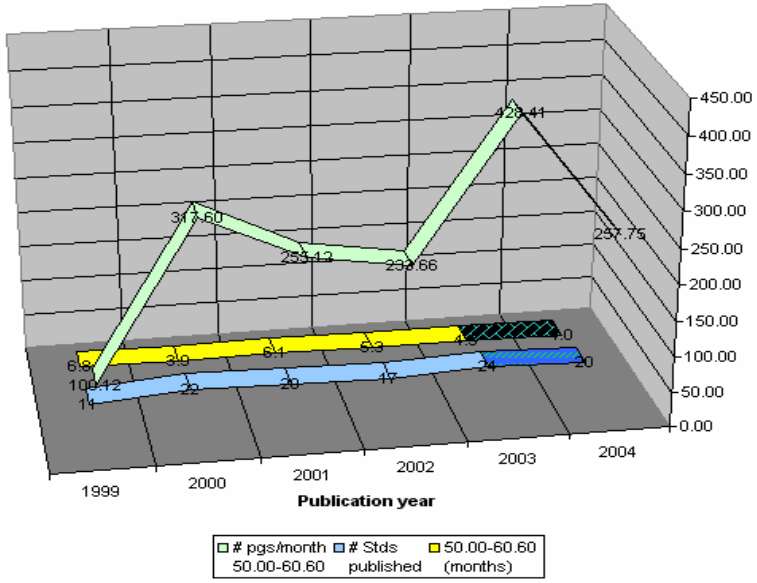
- To: maugain@iso.org
- cc: [surname of TPM]@iso.org

# Standards department staff working together include

- Technical Programme Managers (TPMs) and their assistants
- Technical Editors (TEs) – English and French
- document planning and production programming operators
- draughtsmen
- compositors
- proofreaders

# TPM
# provide guidance and information on

- current and new ISO TMB-initiated policy
- committee performance (KPIs)
- identified market requirements
- deliverable market relevance
- project management of work programme
- multi-sector applicability of deliverables
- standards development procedures
  - types of deliverables – IS, TS, PAS, TR, IWA
  - development time frames – 2, 3 or 4-years
  - publication medium – paper, database, CD, DVD…



# TPMs
# ensure collaboration and increase awareness

ISO participation and presence at key international gatherings (WPC, IRF…)

Sector-policy documents

High level support via active liaising (for facilitation) with RLO and other SDOs (UNECE, COPANT, OECD, CODEX, OGP…)

Relevant ISO/CS units (PR, MP…) and ISO policy-developing committees (CASCO, COPOLCO…)

Communication of, and adherence to, ISO Guides:

- Guide 7 (PAS 17001) on Conformity Asessment
- Guide 21-1 on National adoptions
- Guide 71 on Needs for disabled persons
- Guide 72 on the development of MSS
- …

# TPM
# involvement in committee work

TPMs participate in key meetings to:

- address and resolve identified issues
- provide guidance and training
- promote the ISO/IEC Directives, Part 1, Supplement and Part 2
- report on committee and ISO standards production performance
- ensure open and transparent 2-way communication between ISO/CS and committee

# TPM
# involvement in committee work (2)

On a continual basis TPMs:

- ensure progression of work between meetings
- assist to coordinate stakeholder participation in work, facilitating adjustments to their contributions, thus prioritizing efforts
- identify project champions and provide administrative follow-up
- encourage active involvement of committee chair, vital for successful management of work programme

# Technical Editors
# provision of information and guidance on

- editorial rules
  (ISO/IEC Directives, Part 2, etc.)
- document presentation rules
- use of the ISO template
- good drafting practice, e.g. review by mother tongue expert, consistent style and terminology
- submission rules designed to ensure maximum compatibility with ISOCS for efficient processing
- special rules such as use of URLs: should be persistent, valid for life of standard etc.

# Technical Editor involvement in committee work

Technical Editors participate in key meetings to:

- establish contact with project leaders and editing committees
- provide editorial/template training
- assist experts in completing difficult FDIS before submission

# TPM and TE synergy to respond to clients needs

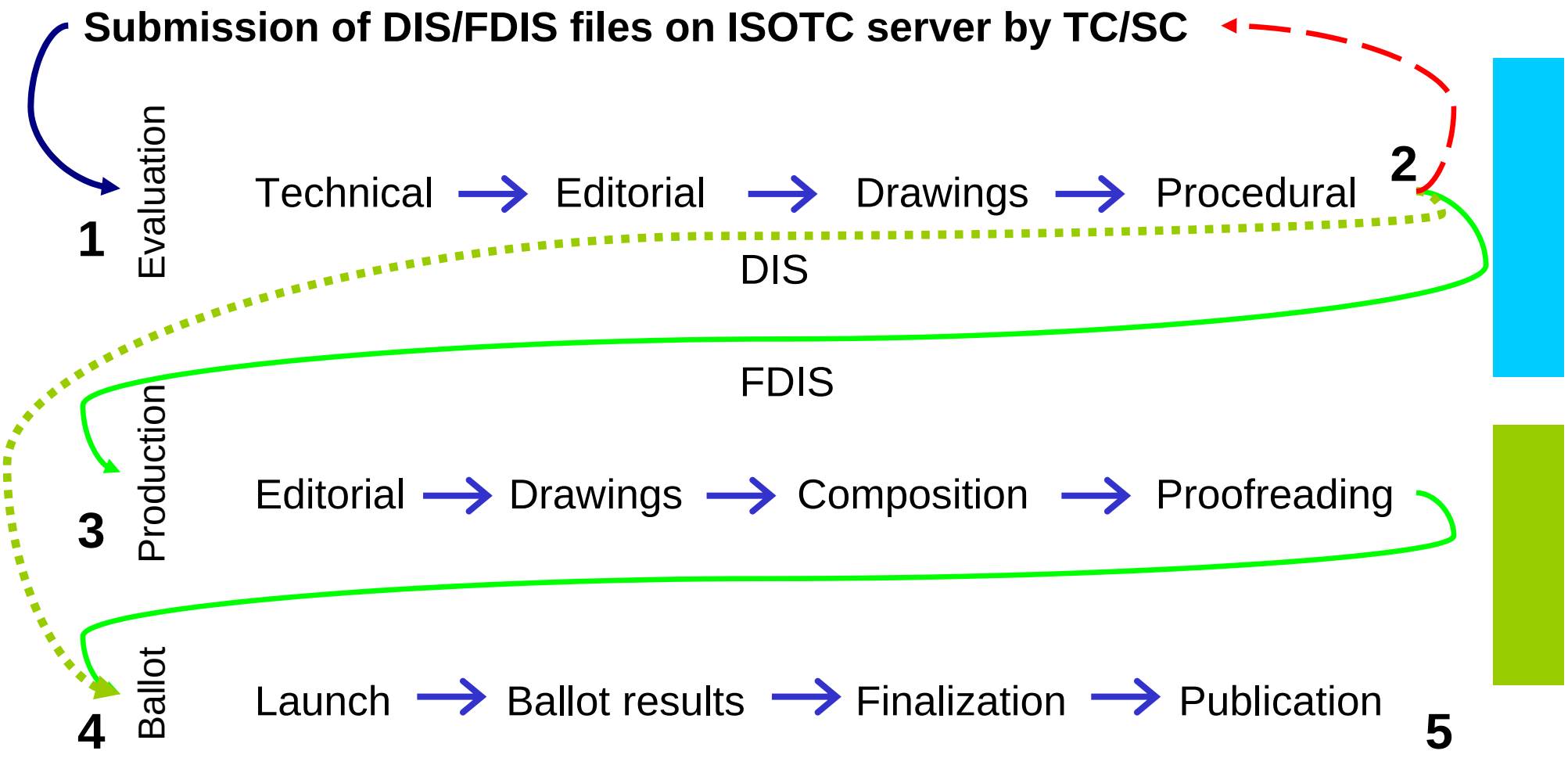
TPMs are the principal committee contacts

TEs work closely with project leaders

Effective communication and team work between TPMs and TEs, via weekly TG meetings vital to:

- the communication of management decision, address and resolve of problem issues, facilitation of open exchanges, building unity and teamwork
- ensuring that market expectations are met in a timely fashion while maintaining “ISO” quality
- meeting specific market needs and expectations
- coordinate efforts
- producing the right document at the right time (e.g. review of DIS comments at upcoming committee meeting)
- meeting regulatory deadlines (e.g. CEN mandates)…

# DIS/FDIS process flow in STAND



# Technical evaluation (step 1)

## DIS

→ PDF file

- PDF version
- printable
- font problems

## FDIS

→ revisable file

- use of ISO template
- font problems
- estimation of work necessary to make publication quality
- evaluation of any electronic attachments to standard

→ PDF file serves as reference copy

# Drawings evaluation (step 1)

## DIS

- legibility
- identification of files already available in ISO database
  (e.g. previous edition, other standard)
- special requirements
  (colour, photographs, …)

## FDIS

- availability of revisable files
- usability of files supplied
- estimation of work necessary to make conformant with rules
- graphical symbols registration check
- special requirements (colour, photographs, …)

# Editorial evaluation (step 1)

*Fit for purpose of enquiry (**DIS**) ballot*

- legibility
- completeness
- editorial acceptability – general compliance with the ISO/IEC Directives, Part 2
- comprehensibility

Identify and list issues which need to be addressed before submission of approved DIS

*Suitable for preparation for approval (**FDIS**) vote*

DIS criteria plus …

- editorial acceptability – compliance with the ISO/IEC Directives, Part 2
- verification that any editorial comments made on DIS have been taken into consideration
- verification that accepted ballot comments have been taken into consideration

# Registration or rejection (step 2)

TPM reviews the technical, drawings and editorial evaluations, and accepts or rejects the project

If accepted, the project is registered, and depending on deliverable type and development stage, enters the respective internal workflow (DIS-ballot, FDIS preparation, TS publication…)

If rejected, justification is provided to the committee secretary with a request for corrective action

# Production stage (step 3)

Editing of text and drawings to remove any remaining nonconformities with ISO/IEC Directives, Part 2, and draughting rules for technical drawings

Must be written in ISO language

Remove jargon and ambiguities but editing must not change meaning

Alignment of text and drawings as necessary

Typographic improvements to make publication quality

# E-balloting
# Administration of DIS/FDIS ballots (step 4)

Electronic balloting application (EB 3)

Impartial administration of ballots cast by ISO members

Administrative and technical support for the balloting application

Ballot results and collation of comments prepared and communicated to committee secretariat

Permanent records of all ballots archived

# Publication stage (step 5)

Editorial review of comments returned by committee secretary:

- integration of acceptable editorial changes into document before publication
- technical comments not taken into consideration but referred back to the committee

Revision if necessary of abstract and CD/DVD cover

Review of comments submitted with approval ballot

# Support e-mail addresses

| | |
|---|---|
| helpdesk@iso.org | E-balloting, Livelink (ISOTC server) |
| directives@iso.org | ISO/IEC Directives helpdesk |
| template@iso.org | Authoring templates helpdesk |
| training@iso.org | Training |

# Questions, comments…

Thank you for your attention !

**http://www.iso.org**