



2019 edition

Getting started **t o o l k i t**

***for ISO working group
Convenors***

Getting started **t o o l k i t**

for Convenors



Contents

Abbreviations	3
Introduction	5
1. The role of Convenor	6
2. Training.....	7
3. ISO Rules and procedures	9
3.1 ISO/IEC Directives.....	9
3.2 The ISO Code of Conduct	9
3.3 The ISO Global Relevance Policy	9
3.4 Intellectual Property Rights/Copyright/Trademarks ..	10
3.5 Competition law guidelines.....	11
3.6 Policy on communication of committee work and Data Protection Policy	11
4. Project management	12
4.1 Time for change	12
4.2 Plan to succeed, hit your targets and work together....	12
4.3 ISO deliverables and development tracks	13
4.4 Tools and guidance	14
5. Document preparation	17
5.1 Guidance and rules on drafting standards	17
5.2 Submitting drafts to ISO/CS	17
6. Preparation of other committee documents	18
7. Participants in ISO's technical work	19
7.1 ISO membership status.....	19
7.2 Delegates vs experts.....	19
7.3 Experts in working groups	20
7.4 Liaisons	20

Contents (cont'd)

- 8. Meetings 21**
 - 8.1 The role of the Convenor in ISO meetings 21
 - 8.2 Hosting of meetings 22
 - 8.3 Meeting organisation and management..... 22
- 9. ISO electronic applications (e-Services)..... 25**
 - 9.1 Access 25
 - 9.2 ISO eCommittees 25
 - 9.3 ISO Projects 27
 - 9.4 Other electronic applications 27
- 10. Other useful resources and links 28**
- Annex A: Meeting organization and management
for Convenors 31**

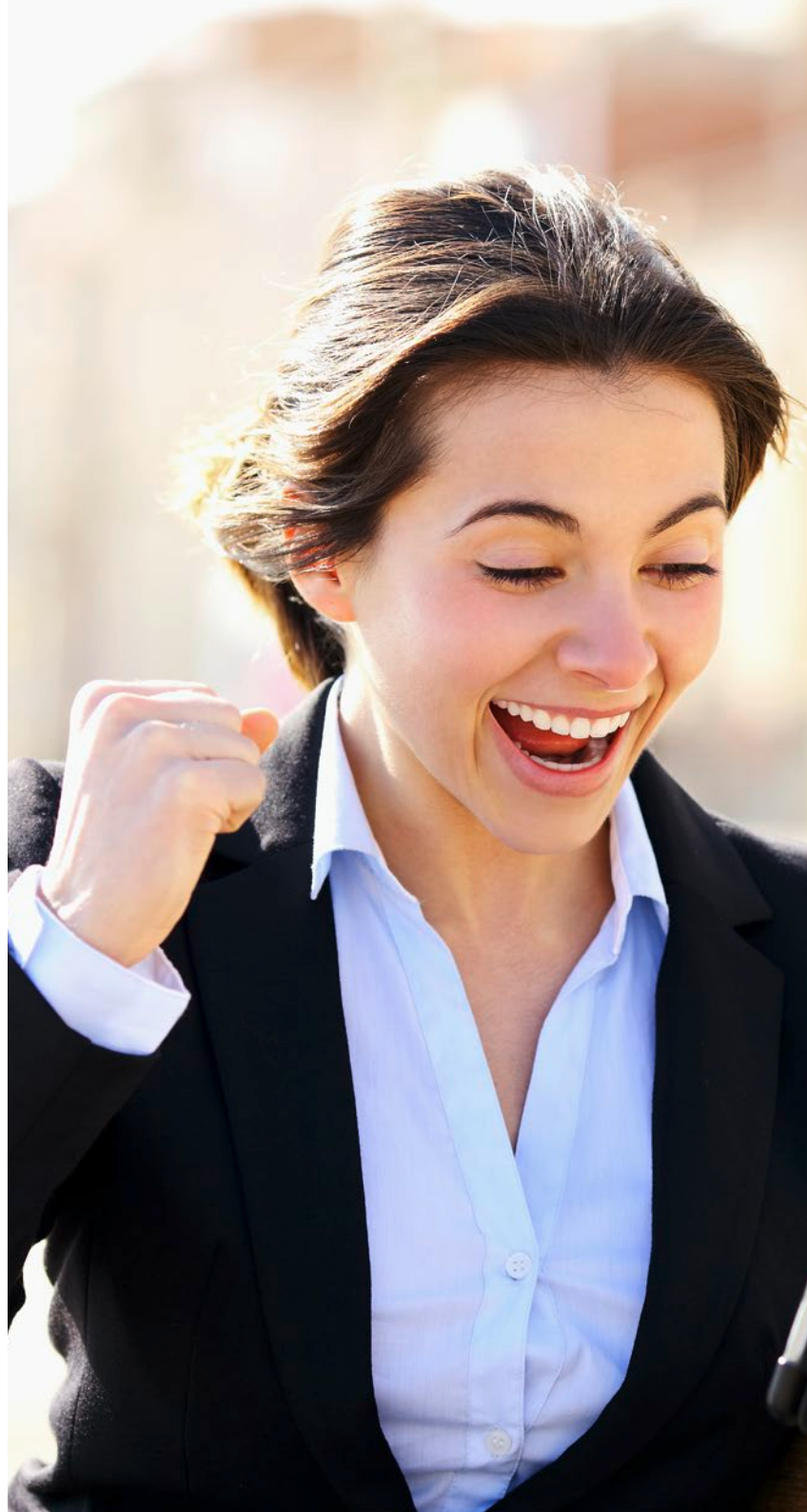
Abbreviations

- ▶ CD Committee Draft
- ▶ DIS Draft International Standard
- ▶ FDIS Final Draft International Standard
- ▶ IEC International Electrotechnical Commission
- ▶ IPR Intellectual property rights
- ▶ ISO International Organization for Standardization
- ▶ ISO/CS International Organization for Standardization/
Central Secretariat
- ▶ NSB national standards body
- ▶ NP New work item proposal
- ▶ SC subcommittee
- ▶ TC technical committee
- ▶ TMB Technical Management Board
- ▶ TPM Technical Programme Manager
- ▶ WD Working Draft
- ▶ WTO World Trade Organization

This information document has been designed to assist ISO committee Convenors in ISO's technical work. It is a guidance document only.

The **following publications** prevail in any case:

- ▶ **ISO Statutes**
- ▶ ISO/IEC Directives – Part 1 – Procedures for the technical work
- ▶ ISO/IEC Directives – Part 2 – Rules for the structure and drafting of International Standards
- ▶ ISO/IEC Directives, Supplement – Procedures specific to ISO
- ▶ JTC 1 Supplement – Procedures specific to JTC 1





Introduction

Congratulations on your appointment as Convenor of an ISO working group. The role of Convenor is an important role in the ISO technical community, as effective leadership on your part will be critical to your working group's success. As Convenor you are responsible for calling and chairing meetings of your working group, and for development of the working group's project(s).

There are many resources made available by the ISO Central Secretariat (ISO/CS) to assist you in performing your duties as Convenor. This toolkit is designed to help you get started in your new role and to bring together all of these resources in one place.

For any further assistance or questions, contact the Committee Manager of your parent committee. The **Technical Programme Manager** (TPM) for your committee is also at your disposal at ISO/CS. You can find the name and contact email of your TPM listed under “ISO Central Secretariat contact” on your committee page on ISO online: www.iso.org/iso/list_of_iso_technical_committees.htm

If you are new to ISO, the following brochure may provide a nice introduction and general guidance on the work of ISO and the different roles in the technical community:

My ISO job: www.iso.org/iso/my_iso_job.pdf.

..... 1. The role of Convenor

Responsibilities of an ISO working group Convenor include the following:

Lead meetings effectively and fairly

Directing delegates and experts towards consensus, making sure that all views receive equal treatment.

Act purely in an international capacity

A Convenor is impartial and does not represent any one country.

Project management

Ensuring that projects are managed according to agreed target dates and in accordance with the project plan. Managing documents and sharing them via e-committees.

Know the subject, the sector and market needs

Proposing decisions to progress or stop work based on market needs.

Know and follow ISO procedures

Ensuring that the ISO/IEC Directives are followed.

Foster and value cooperation with other ISO and IEC committees and partners

Reaching out to and working cooperatively with other committees in the case of joint or related projects.

For more information, see **ISO/IEC Directives, Part 1, Subclause 1.12 and 2.1.8** and **Annex SQ of the Consolidated ISO Supplement: Selection criteria for the people leading the technical work.**

2. Training

Each year, ISO/CS organizes training sessions for the staff of ISO members and professionals engaged in standards production activities. There are no registration fees for these training sessions, but participants must cover their own travel and accommodation costs.

Convenors – especially those whose working group does not have a dedicated Secretary – may be interested in attending an **ISO Committee Managers’ week** training session. These 4-day training sessions take place 3 times per year and are held at the ISO Central Secretariat (ISO/CS) in Geneva (2) and at the ISO regional office in Singapore (1). Participants learn about Procedures for ISO Committee Managers, How to write standards and eServices.

Dates of training sessions can be found on ISO online: <https://connect.iso.org/display/devt/Training+Sessions+in+2019>

Training courses are also advertised via circular letters, which are sent to Technical committee (TC)/subcommittee (SC) Chairs and to ISO Member Bodies and Correspondent Members.

Keep an eye out for **ISO’s regional training events for Chairs and Convenors**, which focus on developing leadership skills. The training course for Chairs & Convenors can also be organized on national level and is available upon request to ISO member bodies. More information on the training course can be found in the publication ***Chairs & Convenors Training course – Description and practical information***.

For further information, please contact training@iso.org.



3. ISO rules and procedures

3.1 The ISO/IEC Directives

The **ISO/IEC Directives, Part 1 and Consolidated ISO Supplement** define the official procedures to be followed when developing and maintaining an International Standard and procedures specific to ISO (see www.iso.org/directives).

3.2 The ISO Code of Conduct

The ISO Code of Conduct is an obligation for those participating in ISO work – participants in ISO committees, working groups or consensus groups are asked to work to the principles in the ***Code of Conduct*** during all aspects of the technical work.

The ISO Technical Management Board has developed some suggestions for implementation of the ***ISO Code of Conduct***: www.iso.org/publication/PUB100397.html.

3.3 The ISO Global Relevance Policy

The adoption of the WTO Technical Barriers to Trade Agreement (WTO/TBT), placed an obligation on ISO to ensure that the International Standards it publishes are globally relevant (for details see tbcode.iso.org/sites/wto-tbt/home.html).

ISO committees should ascertain at the outset of a project whether:

- ▶ a globally relevant International Standard presenting one unique international solution in all of its provisions is feasible
- ▶ an International Standard is feasible that presents options in specific provisions to accommodate existing and legitimate market differences, where justified

- ▶ the preparation of a globally relevant International Standard is not feasible and work should not be undertaken in such circumstances

Additional practical guidance for committee leaders and delegates/experts may be found in the ISO/TMB's **Global Relevance Implementation Guidance document**.

3.4 Intellectual Property Rights/Copyright/Trademarks

Intellectual Property Rights (IPR) Issues and other legal issues are addressed for TCs in the IPR section of **ISO Connect** (<https://connect.iso.org/display/ipr/Intellectual+Property>). Here you can find answers to questions related to :

- ▶ How to protect ISO's copyright in ISO standards.
- ▶ How to address copyright issues in relation with content of ISO standards. See also **Declaration on copyright and data protection for participants in ISO activities**
- ▶ How TCs are allowed to use the ISO short name "ISO" and the ISO logo. See also **ISO's name and logo policy**
- ▶ That trademarks, services or products of third parties in ISO standards should in principle be avoided and how to address these issues
- ▶ Which procedures need to be followed for patents in ISO standards. See also **ISO's patent policy resource area**

For further information, contact your TPM or write to logo@iso.org.

3.5 Competition law guidelines

ISO provides broad ***Guidelines on competition law issues for all participants in the ISO standards development process***. Compliance with competition law in the standards-setting process is essential to ensure that markets operate efficiently and competitively, and that the ISO standards development process remains a platform of trust. Any questions regarding the guidelines can be directed to the member body or the Technical Programme Manager.

3.6 Policy on communication of committee work and Data Protection Policy

Participants in the ISO standards development process may be asked (e.g. by the media), or may wish on their own initiative (e.g. through social media), to share information with external parties about various aspects of committee work. ISO has developed a **Policy** for such external communications.

ISO/CS has also developed **Social Media Guidelines** to guide you if you want to talk about your ISO work on social media or create an account for your committee.

This ***Policy on communication of committee work*** builds on ISO's data protection policies. All those participating in ISO standardization activities have rights and obligations related to data protection. These are reflected in the **Data Protection Policy** for ISO members and a **Declaration** to which all those involved in ISO standardization must agree. Any questions regarding the **Policy** or the **Declaration** can be directed to the ISO Data Protection Officer : **DataProtectionOfficer@iso.org**.

..... 4. Project management

4.1 Time for change

In 2017, the TMB established a special Task force to focus on ways to improve ISO's efficiency and effectiveness in delivering high quality documents in a timely manner, thanks to better project management practices.

Project management is fundamental at ISO to ensure :

- ▶ Quality of ISO deliverables
- ▶ Resource efficiency (most participants in the ISO community have a full-time job which requires them to be efficient to find time for their ISO related work)
- ▶ Respect of stakeholder needs and market expectations in terms of timeliness and availability of the deliverable

4.2 Plan to succeed, hit your targets and work together

Key messages :

Watch this animated video summarizing the key messages and principles of project management for ISO committees on go.iso.org/projectmanagement-keymessages.

Customized methodology :

To help you in your role as Committee Manager, the **Project Management Methodology** and **Roles and Responsibilities** brochures have been designed to provide you with practical advice and guidance for successful development of ISO documents.

More support, training, tips and tools available :

Stay tuned for updates on project management on our designated page on ISO/Connect : go.iso.org/projectmanagement. Here you will find many tips and tools to support you in successfully managing your projects (i.e. a calculation tool to schedule your project's target dates ; training material for you and your support team).



4.3 ISO deliverables and development tracks

Committee Managers have the challenging task of keeping track of a committee's projects and contribute to setting priorities which ensure that progress is made and target dates can be met.

Knowing and understanding the **different requirements, stages and timelines** of ISO deliverables is essential for efficient project management.

All our deliverables:

There are different deliverables that can be developed by an ISO committee depending on the market need and maturity or the situation of the project (you may change deliverable in the course of the development)

- ▶ ISO Standards
- ▶ ISO/PAS Publicly Available Specifications
- ▶ ISO/TS Technical Specifications
- ▶ ISO/TR Technical Reports

For more information on ISO deliverables, see www.iso.org/deliverables-all.html

Our Standard Development Tracks (SDTs):

The SDT is selected at the beginning of a project (new project or revision) and this requires a discussion with the proposer/project leader.

The SDT you define sets the **Limit Dates** of your project (DIS and Publication dates) which, if not met, may lead to the cancellation of your project.

Your **Target Dates**, both for intermediate stages (optional WD and optional CD) and mandatory stages: DIS and Publication, shall be within the **Limit Dates**. Target dates are a support tool for you and trigger only reminders, not cancellation. The target date planner (on **page 15**) shows the four main development tracks for project managing the development of an ISO standard: 18 months, 24 months, 36 months or 48 months.

For more information on SDTs and on how to select the appropriate SDT for your project, visit this page on ISO Connect: <https://connect.iso.org/x/cgCMCQ>

Note that we have recently introduced the SDT18 which means you can now benefit from an accelerated ISO/CS publication processing time for your project. To opt for this track, you need to reach DIS within 8 months. We encourage you to select this SDT whenever possible, as it is a real opportunity for ISO/Committees. Your TPM can assist with any questions you may have.

ISO online – support for standards development

This page on ISO's website contains information about, and links to, the resources needed for each stage in the standards development process: www.iso.org/stages-and-resources-for-standards-development.html

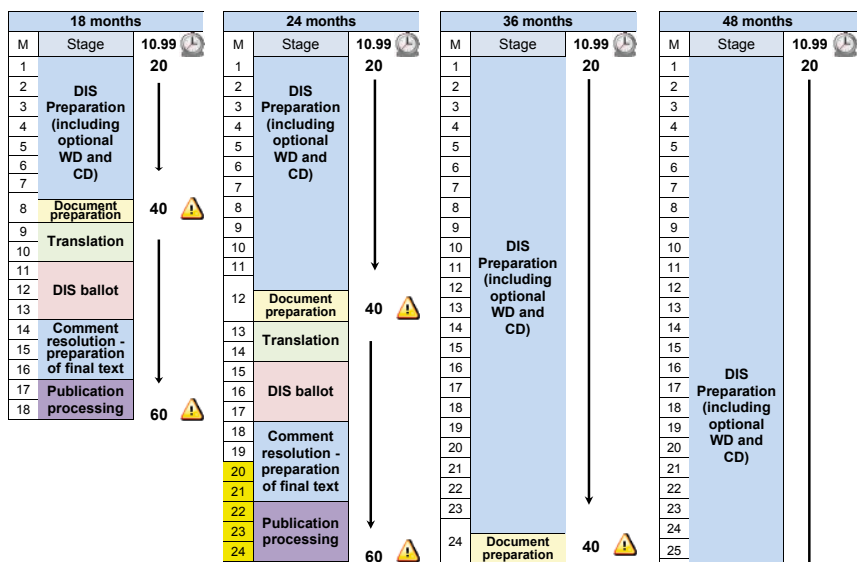
4.4 Tools and guidance

ISO forms and models

To complete some project management tasks, it is necessary to fill out and submit the correct form – for example, proposals for new work, extension of project target dates, etc.

ISO also provides models/templates for things such as: committee strategic business plans, a report of DIS voting, results of systematic review, cover page of a committee draft, and more.

All forms and models are available at: www.iso.org/forms.



In case of an FDIS, account for the following in your planning:

weeks		months
2	FDIS preparation	1
3		
4		
5		
6	FDIS ballot	2
7		
8		
9		
10		
11		
12		
13		
14	Publication processing	3
15		
16		
17		
18		
19		
		4

	The clock starts when NP approved (at stage 10.99)
	Months marked as limit dates. Missing these dates means action is needed to avoid eventual cancellation of the project
	ISO Technical Committee time Document being developed in the relevant committee.
	ISO/CS time Document preparation
	ISO Member body time Document translation.
	ISO Member body time Document circulated to all ISO member bodies for ballot.
	ISO/CS & Committee Manager time Publication processing* *Translation, if needed, is done in parallel

Figure 1: Target date planner (NOTE: relevant for non-Vienna Agreement documents)



TMB Communiqué

No. 59 – June 2018

Contents

- HIGHLIGHTS FROM THE JUNE 2018 TMB MEET
- 1. New criteria for Twinning.....
- 2. Task force on Effective technical collaboration with.....
- 3. Task force on UN Sustainable Development Goals (.....
- 4. Call for candidates: IVP Pilot Project.....
- 5. New video on Project management available.....
- 6. Guidance on 'Legal statements in ISO Deliverable.....
- NEWS.....
- 7. L.D. Eicher Award 2018 – Winner to be announ.....
- 8. Revision of the Getting started toolkits and My.....
- 9. New Toolkit on ISO Services Standards.....
- 10. New addition to the Foreword in ISO Standar.....
- REMINDERS.....
- 18-month track for standards development avail.....
- New web-conferencing system (Zoom).....
- EVENTS.....
- Smart cities.....
- ISO General Assembly.....
- NEW COMMITTEES.....
- TMB RESOLUTIONS.....

Keeping up to date with changes to procedures, tools or services

From time to time, ISO/CS upgrades its tools or services related to the standards development process – these changes may affect your work processes. To be notified of these changes, subscribe to the *Changes to services* page on *ISO Connect* by choosing *Watch* from the Tools menu: <https://connect.iso.org/display/iso/Changes+to+ISO+Services> (access ISO Connect using your Global Directory username/password).

The **ISO/IEC Directives Part 1 and Consolidated ISO Supplement** are also updated every year – a new edition is released in May. The ISO/IEC Directives Part 2 is updated less frequently, but please check that you are using the current edition. Your ISO/CS Technical Programme Manager will keep you informed of relevant changes via your TC/SC Committee Manager, but also make sure you read the **TMB Communiqué**, a newsletter that is published after each TMB meeting and summarizes important news for the technical community. Published 3 times per year, it is sent to all Chairs, Committee Managers and Convenors, but can also be accessed here : www.iso.org/tmb-communication.

5. Document preparation

5.1 Guidance and rules on drafting standards

How to write standards: this document provides simple guidance on how to write clear, concise and user-friendly ISO International Standards and other publications. It should be used in conjunction with the **ISO/IEC Directives, Part 2**, which gives more detailed authoring and editorial rules for ISO deliverables.

www.iso.org/iso/how-to-write-standards.pdf

www.iso.org/directives

For the revision of a standard, the Convenor should advise the project leader to request the Word file of the published standard from his/her NSB.

The **Online Browsing Platform** (OBP) is another useful resource when drafting standards. It allows users to preview the content of standards, run full-text searches and more. You can use the OBP to check if key terms have already been defined, so as to avoid redefining them (www.iso.org/obp/ui/, click on **terms and definitions** and then use the search function).

5.2 Submitting drafts to ISO/CS

Your TC/SC Committee Manager will submit drafts to ISO/CS at the DIS stage and the FDIS stage, if this stage is used). Note: new work item proposals and CD stages are balloted directly by the Committee Manager, not sent to ISO/CS.

Some useful information for preparing the submission can be found in *Guidelines on text and graphics* <https://isotc.iso.org/livelink/livelink/open/18862226>.

..... 6. Preparation of other committee documents

Documents distributed to the working group must contain certain information, such as a subject line, reference number, title, expected action, etc. **Annex SB of the Consolidated ISO Supplement** provides a list of these requirements and a table to show who needs to be sent what, and when.

When distributing documents to the working group using e-Committees, it is necessary to give each document an **N-number**. This is so that each official WG document has a unique identifier. The system will automatically suggest the next available N-number, but the Convenor can choose any number, as long as it has not yet been assigned. (See the **e-Committees user guide** for more details, link provided in 9.1).



7. Participants in ISO's technical work

Convenors must know the rights and obligations of the different kinds of participants in ISO committee meetings (see **ISO/IEC Directives, Part 1, Subclause 1.7**).

7.1 ISO membership status

There are three member categories in ISO:

- ▶ **full members**
- ▶ **correspondent members**
- ▶ **subscriber members**

Each category of members has **different participation rights** in ISO committees. Only full members can actively participate in the development of international standards*. For further information on ISO membership, refer to the ***ISO membership manual*** which can be downloaded from this page: www.iso.org/iso/iso_members.htm.

***NOTE:** The New Rights Programme (Council resolution 03/2013, 22/2015 and 43/2019), allows correspondent and subscriber members to participate in a maximum of five committees with training and support from ISO.

7.2 Delegates vs experts

Members of ISO committees (Participating P- and Observer O-members) are delegates of national standards bodies – the members of a country's delegation are drawn from its national mirror committee and they represent the views of their *national members* on the international stage.

In contrast, members of working groups are experts who have been nominated by their national standards body and should be aware of their national point of view, but act in a *personal capacity*.

Working group level recommendations: **one expert = one voice**

Committee level decisions: **one country = one vote**

7.3 Experts in working groups

Experts are appointed by the P-members of the parent committee (also by A- and C-liaisons) (see **ISO/IEC Directives, Part 1, Subclause 1.12**).

7.4 Liaisons

Liaisons exist between ISO TCs/SCs, between ISO and IEC TCs/SCs, and with other organizations at the TC/SC level (liaison categories A and B) and **at the working group level (liaison category C)**.

Liaisons must be approved by consultation with the P-members of the committee. For more information on liaisons, see the **ISO/IEC Directives, Part 1, Subclauses 1.15-1.17**.



8. Meetings

8.1 The role of the Convenor in ISO meetings

- ▶ Be impartial
- ▶ Circulate attendance lists (if Secretary is not present)
- ▶ Ensure agenda is followed and completed in time
- ▶ Advance the document(s). Use project management to fix deadlines
- ▶ Listen, resume, and draft recommendations for approval at SC or TC levels
- ▶ Help deal with any difficult situations that arise; diffuse tensions
- ▶ Remind English native speakers to speak clearly
- ▶ Set the example – Present the ISO Code of Conduct and ask the participants to uphold it and to act appropriately



8.2 Hosting of meetings

Meetings may be hosted by:

- ▶ any ISO member (member body, correspondent member, subscriber member);
- ▶ for working group meetings only, any liaison member of the committee concerned.

For technical committee or subcommittee meetings, the ISO member in the country is considered the primary host and its pre-approval of the meeting details is required.

For working group meetings, the ISO member in the country where the meeting will be located must be informed of the meeting before it is called.

A member body wishing to act as host for an ISO committee meeting must contact the TC/SC secretariat. See **Annex SF to the Consolidated ISO Supplement** for details.

All meetings are conducted in English by default (ISO/IEC Directives, Part 1, Clause 4.3).

8.3 Meeting organisation and management

The organization of working group meetings is much more informal than for committees. ISO has developed a checklist for Convenors to help with meeting organization and management (see **Annex A**).



Important rules about working group formation and meetings

- For new working groups – the parent committee must immediately appoint a Convenor and the WG must hold a first meeting **within 12 weeks**
- When a new working group is formed, all P-members, A- and C- liaisons shall be invited to appoint experts **within 6 weeks**



E-meetings!

Remember – only call a physical meeting when it is necessary in order to discuss committee drafts or matters of substance that cannot be settled by other means.

ISO uses the **Zoom web/video conferencing service**. Participants do not need an account to participate. An account is only required to host meetings.

Information on **Zoom** (account eligibility, How-To's, support) can be found here:

<https://connect.iso.org/display/it/Video+Conferencing>.

For any questions about **ISO Zoom accounts**, please contact the ISO Web Conferencing team at **webconferencing@iso.org**



Electronic applications

Display: [icon] [icon]

eCommittees (ISOTC)

Committee members / Committee officers / Voters



Working area for ISO TCs/SCs/WGs, Policy Development and Governance Committees, including

- Document management for committee work
- Member list by Committee
- Links to meetings and ballots

Electronic Balloting

Committee officers / Voters



Platform for voting on ISO Committee projects and documents, including

- Committee internal ballots and Working Group Consultations
- DIS, FDIS and JTR ballots
- Votes to all members
- Access to Post-voting decision process for closed ballots

Project Portal

Committee officers



Aggregated project status information, including

- Project status alerts and warnings
- Full project history with stage dates
- Access to Post-voting decision process

Meeting Management

Committee members / Committee officers



Support ISO committees meetings organization, including

- All meetings in your committees
- All ISO meetings as displayed on ISO Online

Need help?

- Details on IT tools
- Electronic applications user guide
- Training resources
- Data Protection Policy
- Contact helpdesk

More applications

- Online Browsing Platform
- WebEx Meetings
- ISO Connect
- STADIST Download
- Comment Collation Tool
- Commenting Template
- ISO Solutions Applications
- CEN Applications



9. ISO electronic applications (e-Services)

9.1 Access

ISO has developed a set of electronic applications to support the full standard development process and the work of Convenors. This set of applications can be accessed using the ISO electronic application portal : <https://login.iso.org>.

Note that access to ISO electronic applications is limited and managed by the NSBs and ISO following established rules. Users must be therefore registered through their NSB in order to be issued a username and password.

9.2 ISO eCommittees

The use of e-committees is mandatory for ISO committees (and for working groups).

ISO eCommittees provides Convenors with the tools to manage their working group work. It is a document management system allowing you to circulate documents and drafts to experts using an automatic notification process. It also includes additional features to simplify daily work : a member list allowing you to follow up the assignment of experts, an email feature allowing you to send/archive emails to all your experts, discussion forums, etc. As Convenor of a Working Group you are granted read-only access to the documents of all SCs and Working Groups under your parent TC.

ISO eCommittees is integrated with other ISO electronic applications such as the Electronic Balloting application, the **ISO Meetings** (see below). This allows you to display information on upcoming meetings and ballots on your eCommittee homepage. ISO eCommittees can also be linked to National Mirror Committees platforms, facilitating consultation at the national level.

The use of e-committees is mandatory for ISO committees (and for working groups).

The user guide for eCommittees can be accessed here :
<http://isotc.iso.org/livelink/livelink/open/8753204>

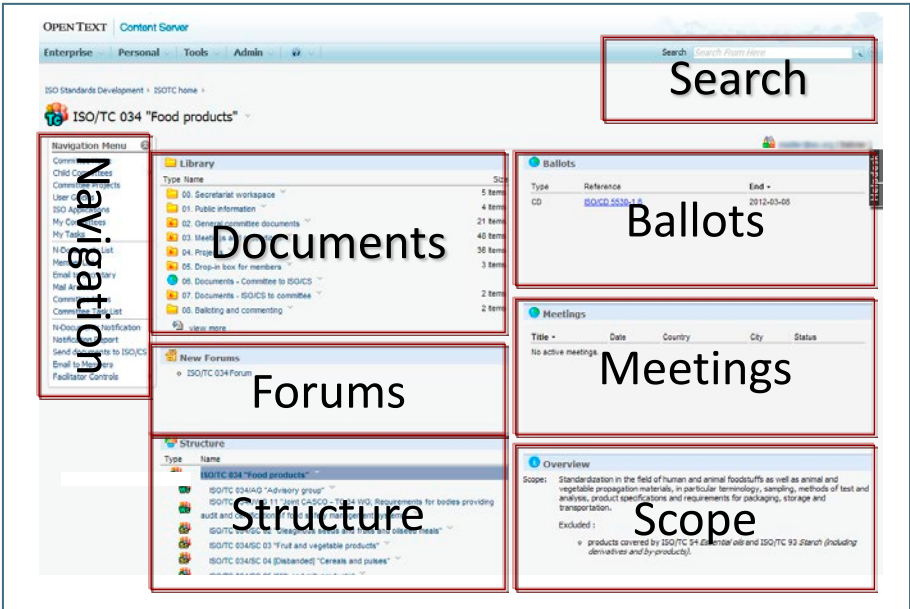


Figure 2: ISO eCommittees

9.3 ISO Projects

The ISO Projects gives detailed information about ISO projects, their history, status, and milestones. You can also view the overall work programme of any other committee.

ISO Projects improves many core functionalities and introduces some features such as :

- ▶ Improvement of portfolio monitoring with direct access to projects via a “My Projects” portfolio
- ▶ Integration of meeting dates in the project timeline to support planning, forecasting and better reporting
- ▶ The use of target dates, both for intermediate and mandatory stages with useful reminders
- ▶ Enhanced search experience, with the possibility to save frequently used search criteria
- ▶ Updates of the project timeframe : Setting and updating the project target dates allows you to monitor your programme
- ▶ Replacement of the STADIST download area ; The documents are now available on the Project Detail screen directly, in the “Documents” card

Use the “**export function**” to download a spread sheet showing all of the details of your committee projects – this can be a useful document to have at committee meetings!

It is also a good idea to use the ISO Projects to periodically check the standards that you have normatively referenced, to see if they are undergoing revisions. Changes in requirements in another document could impact on the requirements in your own document.

NOTE: The default filter for project stage is Active/Preliminary/Published. You can change the filter to another stage by using the “filter by” option.

User guides

User guides area available for all ISO electronic applications:

www.iso.org/e-guides

You can also contact the ISO International Helpdesk at

helpdesk@iso.org for help with any of ISO’s electronic applications.

For any question regarding *your access to ISO electronic applications*, contact your National Standards Body.

9.4 Other electronic applications

E-balloting – voting platform supporting consensus feedback processes in ISO. At the working group level, the Convenor can initiate ad-hoc ballots (free from ballots allowing you to select the question and possible answers).

ISO Meetings – central access point to ISO meetings (organizers, participants, ISO/CS).

Zoom – Web conferencing service, offered free of charge to persons with specific roles within ISO committees (see <https://connect.iso.org/display/it/Eligibility+to+get+an+ISO+Web+Conferencing+account>).



10. Other useful resources and links

Who to ask for help

Technical questions related
to committee work or procedures

your TPM at ISO/CS

Questions related to :

- ▶ electronic applications **helpdesk@iso.org**
- ▶ DIS, FDIS, SR and WDRL votes **votes@iso.org**
- ▶ committees and meeting management **tcsupport@iso.org**
- ▶ the submission of projects **projects@iso.org**
- ▶ the development of ISO standards **standards@iso.org**
- ▶ the ISO/IEC Directives or Consolidated
ISO Supplement **directives@iso.org**
- ▶ the Vienna Agreement **va@iso.org**
- ▶ copyright and trademarks **logo@iso.org**
- ▶ Zoom and video/web
conferencing **webconferencing@iso.org**

Other useful sources of information

- ▶ The TMB Communiqué **www.iso.org/tmb-communicue**
- ▶ ISO Connect **https://connect.iso.org/**
- ▶ Resource library **https://isotc.iso.org/livelink/
livelink/Open/15507012**

ISO Connect is for people working within the ISO system who want to know more about, or participate in, ISO's general activities. It provides news and high-level information about ISO initiatives excluding the technical work. Download the user guide here : **go.iso.org/isoconnectguide**.

The Resource library contains all information useful for our technical community. Here you can find guidance documents, brochures, toolkits, etc. The library is organized by subjects and updated regularly.

Other key policies and guidance

- ▶ ISO Strategy 2016-2020
[go.iso.org/strategy1620](https://www.iso.org/strategy1620)
- ▶ Vienna Agreement (Agreement on technical cooperation between ISO and CEN)
www.iso.org/va
- ▶ ISO's Global relevance policy
www.iso.org/iso/global_relevance.pdf
and
www.iso.org/iso/key_messages_for_committee_leaders_and_participants.pdf
- ▶ Conformity assessment do's and don'ts
www.iso.org/iso/publication_item.htm?pid=PUB100303
- ▶ Registration authorities, see Annex SN
https://www.iso.org/sites/directives/current/consolidated/index.xhtml#_idTextAnchor619
- ▶ Guidance on new work
https://isotc.iso.org/livelink/livelink/fetch/2000/2122/15507012/20090199/Guidance_on_New_Work.pdf?nodeid=20407727&vernum=-2

ISO online

- ▶ ISO online resources area
www.iso.org/iso/resources-for-technical-work.htm
- ▶ List of ISO technical committees
www.iso.org/iso/list_of_iso_technical_committees.htm
- ▶ Online browsing platform (allows users to preview the content of standards, run full-text searches, and search for graphical symbols, codes, terms and definitions)
www.iso.org/obp

..... Annex A: Meeting organization and management for Convenors

References (rules and procedures)

Always consult the latest edition of the ISO/IEC Directives and Consolidated ISO Supplement for the latest information and rules related to hosting and organising ISO meetings :

- ▶ **ISO/IEC Directives, Part 1, Clause 4, “Meetings”**
- ▶ **Consolidated ISO Supplement, Annex SF, “Hosting meetings”**

Most of the items in the table below are suggestions designed to help you with meeting preparations. **The items in bold are requirements**, as stated in the **ISO/IEC Directives Part 1 and Consolidated ISO Supplement**.

Additional considerations when scheduling a meeting

- ▶ Remember – only call a physical meeting when it is necessary in order to discuss committee drafts or matters of substance that cannot be settled by other means. Otherwise, we recommend that you use Zoom, which can ease time and financial burdens of participation. Consult the web conferencing page on how to get started with Zoom: <https://connect.iso.org/display/it/Video+Conferencing>
- ▶ Consider scheduling/locating the meeting to coincide with an industry event or other committee meetings – this may ease travel costs and increase participation
- ▶ “Strategic seating” is more possible in WG meetings than TC/SC, so take advantage of this to seat participants in a way that will facilitate the meeting goals

NOTE: If the working group meeting is to be held in conjunction with a meeting of the parent TC or SC, some of the below tasks will be performed by the TC/SC Committee Manager. Coordinate with the parent TC/SC Secretariat to ensure efficient meeting organization. In cases where the working group has a secretary, many of the below tasks may be performed by the Secretary.

Planning for working group meetings

Checklist

Timing	
6 weeks before a meeting	
☐	Inform the ISO member body in the country where the meeting will be held (<i>before confirming the location</i>)
☐	Notify the secretariat of the TC/SC and all of the working group members of the meeting date and location (<i>post calling notice on e-committees</i>)
☐	Post meeting agenda on e-committees
☐	Post a registration form on e-committees asking experts to sign up by xxx date
☐	Post information on e-committees about visa applications, hotel options and transport
☐	Coordinate with the meeting host to make practical arrangements for meeting facilities (rooms and equipment such as interpretation facilities, power outlets for computers, wifi etc.)
☐	Remind experts that they must be registered in the Global Directory by their National standards body in order to attend meetings and receive documents. <i>Do not accept members in a WG meeting, if they are not duly registered as experts in the Global Directory</i>
	(Note: Liaison representatives are registered in GD by ISOCs)
☐	Send progress report to TC/SC Committee Manager and alert the Committee Manager to any items that may require decisions
after the meeting	
☐	Provide recommendations to be approved by the parent committee to the TC/SC Committee Manager
☐	Fill out commenting template with secretariat observations (following a CD or DIS ballot)
☐	Post the meeting report on e-committees

About **ISO**

ISO (International Organization for Standardization) is an independent, non-governmental international organization with a membership of 164* national standards bodies. Through its members, it brings together experts to share knowledge and develop voluntary, consensus-based, market-relevant International Standards that support innovation and provide solutions to global challenges.

ISO has published more than 22500* International Standards and related documents covering almost every industry, from technology to food safety, to agriculture and healthcare.

For more information, please visit **www.iso.org**.

*October 2019

International Organization for Standardization

ISO Central Secretariat
Ch. de Blandonnet 8
Case Postale 401
CH – 1214 Vernier, Geneva
Switzerland

iso.org

© ISO, 2019
All rights reserved

ISBN 978-92-67-10990-9

