

ISO/IEC TS 25011:2017-06 (E)

Information technology - Systems and software quality requirements and evaluation (SQuaRE) - Service quality models

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Normative references	1
3	Terms and definitions	2
3.1	Quality in use model	2
3.2	IT service quality model	2
3.3	General	6
4	Conformance	8
5	Quality models framework	8
5.1	Overview	8
5.1.1	General	8
5.1.2	Applying the quality in use model to IT services	9
5.1.3	IT service quality model	10
5.2	Scope of the quality models	11
5.3	Applying the quality models to IT services	12
Annex A (informative) Context of using the model and different IT service types		13
Annex B (informative) IT service quality life cycle		14
IEC 25012		16
Annex D (informative) Definitions of the quality in use characteristics and sub-Annex E (informative) Feedback on this document		20
Bibliography		21