ISO/IEC TS 25025:2021 (E)

Information technology — Systems and software Quality Requirements and Evaluation (SQuaRE) — Measurement of IT service quality

Contents

Foreword

Introduction

1 Scope

2 Normative references

3 Terms and definitions

4 Conformance

5 Use of IT service quality measures

5.1 IT service quality measurement concepts
5.2 Approach to IT service quality measurement

6 Format used for documenting the IT service quality measures

7 IT service quality measures

7.1 General
7.2 Suitability measures
7.2.1 General
7.2.2 Completeness measures
7.2.3 Correctness measures
7.2.4 Appropriateness measures
7.2.5 Consistency measures
7.3 Usability measures
7.3.1 General
7.3.2 Appropriateness recognizability measures
7.3.3 Learnability measures
7.3.4 Operability measures
7.3.5 User error protection measures
7.3.6 Accessibility measures
7.3.7 Courtesy measures
7.4 Security measures
7.4.1 General
7.4.2 Confidentiality measures
7.4.3 Integrity measures
7.4.4 Traceability measures
7.5 IT service reliability measures
7.5.1 General
7.5.2 Continuity measures
7.5.3 IT service recoverability measures
7.5.4 Availability measures
7.6 Tangibility measures
7.6.1 General
7.6.2 Visibility measures
7.6.3 Professionalism measures
7.6.4 IT service interface appearance measures
7.7 Responsiveness measures
7.7.1 General
7.7.2 Timeliness measures
7.7.3 Reactiveness measures

7.8 IT service adaptability measures
7.8.1 General
7.8.2 Customizability measures
7.8.3 Initiative measures
7.9 IT service maintainability measures
7.9.1 General
7.9.2 Analysability measures
7.9.3 Modifiability measures
7.9.4 Testability measures

Annex A (Informative) Context of using the model and different IT service types

Page count: 23