ISO/IEC 25064:2013-09 (E)

Systems and software engineering - Software product Quality Requirements and Evaluation (SQuaRE) - Common Industry Format (CIF) for usability: User needs report

Contents

Page

Foreword v

Introduction vi

1 Scope 1

2 Conformance 1

3 Normative references 2

4 Terms and definitions 2

5 Purposes of a User Needs Report 5
5.1 General 5
5.2 User Needs Reports for existing products, services and systems 6
5.3 User Needs Reports for new products, services and systems 6
5.4 User Needs Reports for determining, verifying, changing and elaborating context of use 6
5.5 Relationship to other CIF information items 6

6 Content of a User Needs Report 6
6.1 Content elements 6
6.2 Initial indicators of the needs for system/product/service or improvement 7
6.3 User responsibilities and goals 7
6.4 Source data on which user needs are based 7
6.4.1 General 7
6.4.2 Identified and reported user needs 8
6.4.3 Identified and reported management and other stakeholder needs that impact on user needs 11
6.4.4 Identified performance deficiencies/problems/potential improvements 12
6.5 Consolidated user needs 14
6.6 Recommendations (if appropriate) 15
6.7 Data collection methods/procedures 15
6.7.1 Content 15
6.7.2 Selection of participants for user needs assessment 16
6.7.3 Description of user needs assessment participants 16
6.7.4 Methods and procedures 17
6.8 Supporting information 17
6.8.1 System/Product/Service description, objectives, constraints 17
6.8.2 Data collection instruments 18
6.8.3 Data summaries 18

Annex A (informative) Users of User Needs Report 19

Annex B (informative) User Needs Report Format 20

B.1 General 20
B.2 Title page 20
B.3 Executive summary 20
B.4 Introduction 21

B.5 Initial indicators of the need for system/product/service or improvement (If appropriate) . 21
B.6 Methods and procedures 21
B.7 Identified user needs 21
B.8 Identified management/other stakeholder needs 21
B.9 Identified performance deficiencies/problems/potential improvements 21
B.10 Consolidated user needs 21
B.11 Recommendations 21
B.12 Report annexes (supporting information) 21
B.12.1 System/Product/Service description, objectives, constraints 21
B.12.2 Data collection instruments 21
B.12.3 Data summaries 21

Bibliography 22