

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 |