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 Termsanddefinitions 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)Definitionsofthequalityinusecharacteristicsandsub- Annex E (informative)Feedbackonthisdocument 20

Bibliography 21