INTERNATIONAL STANDARD

ISO/IEC 25030

Second edition
2019-08

Systems and software engineering — Systems and software quality requirements and evaluation (SQuaRE) — Quality requirements framework

This document is a preview generated by EVS

Reference number
ISO/IEC 25030:2019(E)

© ISO/IEC 2019

This document is a preview generated by EVS

COPYRIGHT PROTECTED DOCUMENT

© ISO/IEC 2019

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Fax: +41 22 749 09 47
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

Page

Foreword ..... **v**
Introduction ..... **vi**
1 Scope **1**
2 Normative references **1**
3 Terms and definitions **2**
4 Abbreviated terms **4**
5 Conformance **5**
6 Concept of quality requirements **5**
6.1 General 5
6.2 Types of quality requirements 5
6.3 Targets for quality requirements 5
6.4 Quality models and measures for quality requirements 7
6.5 Important considerations of quality requirements 7
6.5.1 Sources of quality requirements 7
6.5.2 Categories of ICT products 8
6.5.3 Interrelation with functional/data requirements 8
6.5.4 Derivation of quality requirements 9
6.5.5 Quality requirements trade-offs 9
7 Quality requirements processes **10**
7.1 General 10
7.2 Overview of quality requirements processes 10
7.3 Elicitation of quality needs 11
7.3.1 Identification of stakeholders 11
7.3.2 Defining stakeholder needs 11
7.4 Steps for defining quality requirements 12
7.4.1 Overall description 12
7.4.2 Definition of steps 14
8 Using and governing quality requirements **16**
8.1 Critical success factors for implementing quality requirements 16
8.2 Quality requirements traceability 17
8.3 Critical factors for testing quality requirements 17
Annex A (informative) **Recommended process for elicitation of quality needs** **18**
Annex B (informative) **Example for mapping quality needs to quality characteristics** **24**
Annex C (informative) **Example for specifying quality requirements** **27**
Annex D (informative) **Relationship to ISO/IEC/IEEE 15288 (System lifecycle processes)** **28**
Annex E (informative) **Relationship to ISO/IEC/IEEE 29148 (Requirement engineering)** **31**
Annex F (informative) **Derivation from quality in use requirements to product quality requirements** **35**
Annex G (informative) **Example of relationship between product quality characteristics** **37**
Annex H (informative) **Example of deployment and traceability of quality requirements to software** **39**
Annex I (informative) **Example of stakeholder-target matrix** **40**
Annex J (informative) **Examples of level of quality required for different ICT products(using decision table format)** **42**
Annex K (informative) **IT service quality requirements** **45**

This document is a preview generated by EVS

© ISO/IEC 2019 – All rights reserved

Bibliography **46**

This document is a preview generated by EVS

 © ISO/IEC 2019 – All rights reserved

Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents) or the IEC list of patent declarations received (see http://patents.iec.ch).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and Systems Engineering*.

This second edition cancels and replaces the first edition (ISO/IEC 25030:2007), which has been technically revised.

The main changes compared to the previous edition are as follows:

— extension of the view from software to system;

— enhancement and deployment of quality requirements;

— clarification of quality requirements definition steps:

  — stating them exhaustively by using the quality models;

  — specifying them with the quality measures with criteria for evaluation;

— clarification of how to use quality requirements.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

This document is a preview generated by EVS

© ISO/IEC 2019 – All rights reserved

Introduction

It is important to identify and specify quality requirements as part of system, software and data requirements, because finding the right balance of quality requirements, in addition to well-specified functional requirements, is a critical success factor to meet the stakeholders' objectives. Quality requirements are needed for:

— specifying the system, including contractual agreements and call for tender;

— planning the project, including feasibility analysis;

— developing the system, including identification of architecture drivers or potential quality problems during development; and

— evaluating the system, including objective assessment and certification of quality.

This document focuses on defining, using and governing quality requirements. If not clearly defined, they can be viewed, interpreted, implemented and evaluated differently by the relevant stakeholders. This can result in systems that are inconsistent with user expectations and of poor quality; and time and cost overruns to rework the system. Therefore quality requirements for the system need to be specified clearly at the earliest stage of the development or acquiring process as possible, to provide a critical input to the development or acquisition.

This document can be used to improve the quality of quality requirements, by providing requirements and recommendations for them, and provides guidance for the steps used to define and use them.

Quality requirements can be categorized into characteristics/subcharacteristics by using the quality models defined in the ISO/IEC 2501n family of standards. Measures of these characteristics/subcharacteristics, which are defined in the ISO/IEC 2502n family of standards, can be used to specify quality requirements and evaluate the quality of the target system or data. After ISO/IEC 25030:2007 was published, several international standards which define these models and measures have been published and so the previous edition has become inconsistent with these standards.

Furthermore many systems are now deeply embedded into social infrastructures used in daily life. This requires the systems to achieve much higher quality; e.g., connected systems need to be interoperable and secure, reliable, maintainable and usable.

This revision updates the quality requirements division of SQuaRE series, aligning it with the other divisions, and furthermore providing more practical guidelines for defining and using quality requirements.

Figure 1 illustrates the organization of the SQuaRE series representing families of standards, further called divisions. The SQuaRE series consists of five main divisions and on extension division. The divisions within the SQuaRE series are:

— **ISO/IEC 2500n — Quality Management Division**. The standards that form this division define all common models, terms and definitions used by all other standards in the SQuaRE series. The division also provides requirements and guidance for the planning and management of a project.

— **ISO/IEC 2501n — Quality Model Division**. The standards that form this division provide quality models for system/software products, quality in use (QIU), data, and IT services. Practical guidance on the use of the quality model is also provided.

— **ISO/IEC 2502n — Quality Measurement Division**. The standards that form this division include a system/software product quality measurement reference model, definitions of quality measures, and practical guidance for their application. This division presents internal measures of software quality, external measures of software quality, QIU measures and data quality measures. Quality measure elements forming foundations for the quality measures are defined and presented.

— **ISO/IEC 2503n — Quality Requirements Division**. The standard that forms this division helps specifying quality requirements. These quality requirements can be used in the process of quality

This document is a preview generated by EVS

 © ISO/IEC 2019 – All rights reserved

requirements elicitation for a system/software product to be developed, designing a process for achieving necessary quality, or as inputs for an evaluation process.

— **ISO/IEC 2504n — Quality Evaluation Division**. The standards that form this division provide requirements, recommendations and guidelines for system/software product evaluation, whether performed by independent evaluators, acquirers or developers. The support for documenting a measure as an Evaluation Module is also presented.

ISO/IEC 25050 to ISO/IEC 25099 are reserved for SQuaRE extension International Standards, which currently include in ISO/IEC 25051 requirements for quality of Ready to Use Software Products (RUSP) and instructions for testing, and in ISO/IEC TR 25060 to ISO/IEC 25069 common industry format for usability.

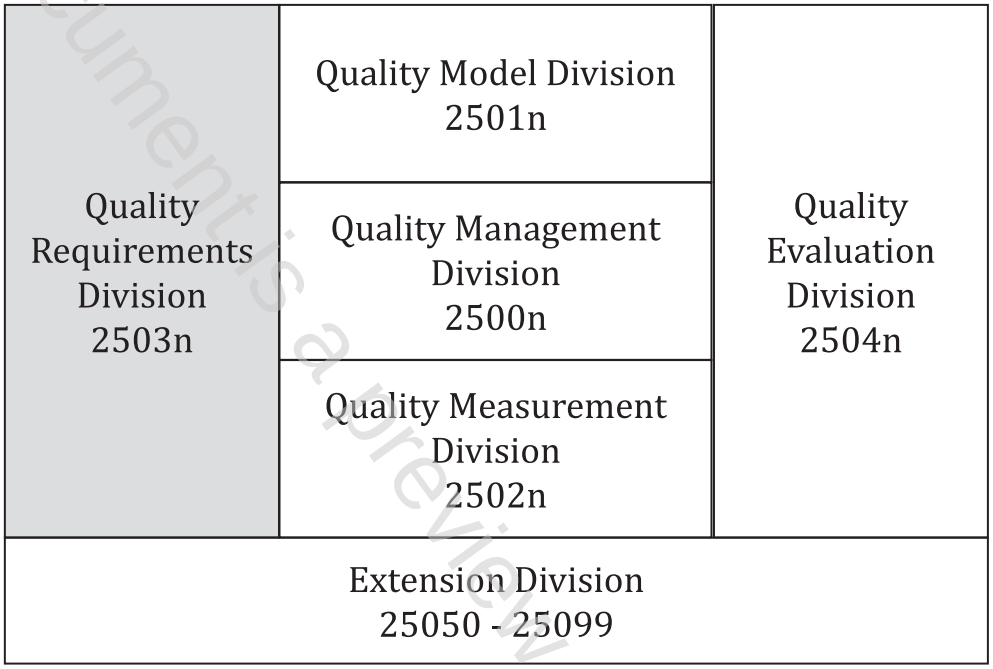

Figure 1 — Organization of the SQuaRE series of International Standards

This document is a preview generated by EVS

© ISO/IEC 2019 – All rights reserved

This document is a preview generated by EVS

Systems and software engineering — Systems and software quality requirements and evaluation (SQuaRE) — Quality requirements framework

This document is a preview generated by EVS

1 Scope

This document provides the framework for quality requirements for systems, software products and data, which includes concept of the quality requirements, and requirements and recommendations for the processes and methods to elicit, define, use and govern them. Intended readers of this document include, but are not limited to:

— acquirers: evaluate if the system/software products/data fulfills their value proposition, i.e., meets the expected quality,

— developers: design, implement and test the system/software products/data to ensure that it meets the expected quality,

— testers: verify and validate that the system/software products/data meets the expected quality,

— project managers: plan, monitor and control the achievement of the expected quality, and

— independent evaluators: evaluate the system/software products/data with the objective criteria.

This document complies with the technical processes defined in ISO/IEC/IEEE 15288, which are relevant for elicitation of stakeholders' quality needs and for defining, analyzing and maintaining quality requirements. In this document, the quality models in ISO/IEC 25010 and ISO/IEC 25012 are used to categorize quality requirements and to provide a basis for quantifying them in terms of quality measures in the quality measure division of ISO/IEC 2502n.

This document does not cover specification of the other requirements (such as functional requirements, process requirements, etc.), and prescribes neither any specific quality measure nor any specific development process.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 25000:2014, *Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — Guide to SQuaRE*

ISO/IEC 25010:2011, *Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — System and software quality models*

ISO/IEC 25012, *Software engineering — Software product Quality Requirements and Evaluation (SQuaRE) — Data quality model*

ISO/IEC 25022, *Systems and software engineering — Systems and software quality requirements and evaluation (SQuaRE) — Measurement of quality in use*

ISO/IEC 25023, *Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — Measurement of system and software product quality*

© ISO/IEC 2019 – All rights reserved

ISO/IEC 25024, *Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — Measurement of data quality*

ISO/IEC/IEEE 15288:2015, *Systems and software engineering — System life cycle processes*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 25000 and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at http://www.electropedia.org/

NOTE The essential definitions from ISO/IEC 25000 and the other ISO standards are reproduced here.

3.1
classification axis
total range of a mapping of systems and software for categorizing them from a particular perspective

[SOURCE: ISO/IEC TR 12182:2015, 3.7]

3.2
context of use
conditions and constraints under which *ICT products* (3.8) are used by specific *users* (3.20) in a specific environment to achieve specific goals as part of the larger *information system* (3.10)

Note 1 to entry: Environment includes physical aspects such as equipment and resources as well as social aspects such as demographics and culture.

3.3
deployment
deployment of requirements
assignment of *requirements* (3.16) along with the system decomposition

3.4
derivation
derivation of requirements
translation and elaboration of *requirements* (3.16) from one type of requirements to another in the same system level

Note 1 to entry: Types of requirements include *quality in use* (3.13) requirements, product *quality requirements* (3.15) and data requirements.

3.5
domain-based requirement
requirement (3.16) originated from its application domain

3.6
functional requirement
requirement (3.16) that specifies a function that a system or system component shall perform

[SOURCE: IEEE 730:2014, 3.2]

3.7
ICT requirement
requirement (3.16) resulting from adoption of some information and communication technologies (ICTs) technical solutions in the design process

Note 1 to entry: ICT technical solutions include web-based technologies, cloud servers, and so on.

This document is a preview generated by EVS

 © ISO/IEC 2019 – All rights reserved