AS ISO/IEC 25023:2019

Australian STANDARD

Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — Measurement of system and software product quality

STANDARDS Australia

AS ISO/IEC 25023:2019

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Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — Measurement of system and software product quality

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Preface

This Standard was prepared by the Australian members of the Joint Standards Australia/Standards New Zealand Committee IT-015, Software and Systems Engineering.

After consultation with stakeholders in both countries, Standards Australia and Standards New Zealand decided to develop this Standard as an Australian Standard rather than an Australian/New Zealand Standard.

The objective of this Standard is to define quality measures for quantitatively evaluating system and software product quality in terms of characteristics and subcharacteristics defined in AS ISO/IEC 25010. It is intended to be used together with AS ISO/IEC 25010. It can be used in conjunction with the ISO/IEC 2503n and the ISO/IEC 2504n standards or to more generally meet user needs with regard to software product or system quality.

This Standard contains the following:

(a) a basic set of quality measures for each characteristic and subcharacteristics; and

(b) an explanation of how to apply software product and system quality measures.

This Standard is identical with, and has been reproduced from, ISO/IEC 25023:2016, *Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — Measurement of system and software product quality.*

As this document has been reproduced from an International Standard, the following applies:

(i) In the source text "this International Standard" should read "this Australian Standard".

(ii) A full point substitutes for a comma when referring to a decimal marker.

Australian or Australian/New Zealand Standards that are identical adoptions of international normative references may be used interchangeably. Refer to the online catalogue for information on specific Standards.

The terms "normative" and "informative" are used in Standards to define the application of the appendices or annexes to which they apply. A "normative" appendix or annex is an integral part of a Standard, whereas an "informative" appendix or annex is only for information and guidance.

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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. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

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).

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

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: Foreword - Supplementary information

The committee responsible for this document is ISO/IEC JTC 1, *Information technology*, SC 7, *Software and systems engineering*.

This first edition of ISO/IEC 25023, which is a part of the SQuaRE series of standards, cancels and replaces ISO/IEC TR 9126-2:2003 and ISO/IEC TR 9126-3:2003, with the following changes:

— the quality measures contained in ISO/IEC/TR 9126-2 and ISO/IEC/TR 9126-3 are reviewed and adopted or rejected according to the practical usefulness;

— in addition, the other quality measures are given for the revised system/software product quality model in ISO/IEC 25010;

— the internal and external measures are aggregated and represented with a simplified format in one table.

The SQuaRE series of International Standards consist of the following divisions, under the general title *Systems and software Quality Requirements and Evaluation (SQuaRE)*:

— *ISO/IEC 2500n — Quality Management Division*

— *ISO/IEC 2501n — Quality Model Division*

— *ISO/IEC 2502*n — *Quality Measurement Division*

— *ISO/IEC 2503n — Quality Requirements Division*

— *ISO/IEC 2504n — Quality Evaluation Division*

— *ISO/IEC 25050 to ISO/IEC 25099 — SQuaRE Extension Division*

Annexes A, B and C are for information only.

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Introduction

This International Standard is a part of the SQuaRE series of International Standards. It provides a set of quality measures for the characteristics of system/software products that can be used for specifying requirements, measuring and evaluating the system/software product quality, in conjunction with other SQuaRE series of International Standards, especially ISO/IEC 25010, ISO/IEC 25030, ISO/IEC 25040 and ISO/IEC 25041.

The set of quality measures in this International Standard were selected based on their practical value and are categorized into two levels of reliability. They are not intended to be exhaustive and users of this International Standard are encouraged to refine them if necessary.

Quality measurement division

This International Standard is a part of the ISO/IEC 2502n series that currently consists of the following International Standards:

— ISO/IEC 25020 — **Measurement reference model and guide**: provides a reference model and guide for measuring the quality characteristics defined in ISO/IEC 2501n quality model division.

— ISO/IEC 25021 — **Quality measure elements**: provides a format for specifying quality measure elements and some examples of quality measure elements (QMEs) that can be used to construct software quality measures.

— ISO/IEC 25022 — **Measurement of quality in use**: provides measures including associated measurement functions for the quality characteristics in the quality in use model.

— ISO/IEC 25023 — **Measurement of system and software product quality**: provides measures including associated measurement functions for the quality characteristics in the product quality model.

— ISO/IEC 25024 — **Measurement of data quality**: provides measures including associated measurement functions for the quality characteristics in the data quality model.

Figure 1 depicts the relationship between this International Standard and the other International Standards in the ISO/IEC 2502n division. Developers, evaluators, quality managers, acquirers, suppliers, maintainers and users of target system/software product can select measures from these International Standards for the measurement of quality characteristics of interest. This could be for defining requirements, evaluating system/software products, performing quality management activities or for other purposes.

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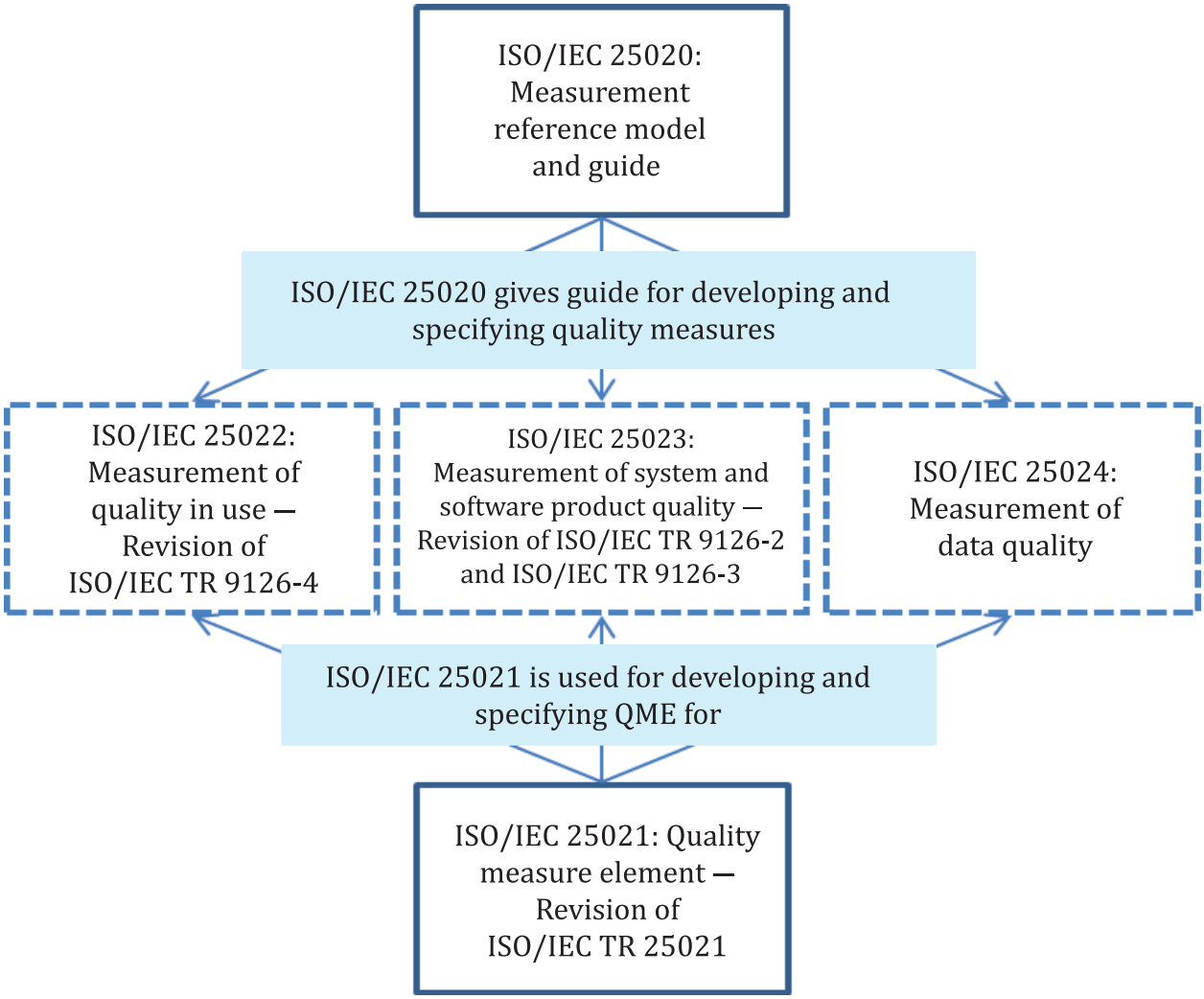


Figure 1 — Structure of the Quality Measurement Division

Outline and organization of SQuaRE series

The SQuaRE series consists of five main divisions and extension division. Outline of each divisions within SQuaRE series are as follows.

— ISO/IEC 2500n — **Quality Management Division**. The standards that form this division define all common models, terms, and definitions referred further by all other standards from 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, and data. A service quality model is under development. 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, quality in use 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 standards that form this division help specify quality requirements. These quality requirements can be used in the process of quality

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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 ISO/IEC 25051 and ISO/IEC 25060 to ISO/IEC 25069.

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Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — Measurement of system and software product quality

1 Scope

This International Standard defines quality measures for quantitatively evaluating system and software product quality in terms of characteristics and subcharacteristics defined in ISO/IEC 25010 and is intended to be used together with ISO/IEC 25010. It can be used in conjunction with the ISO/IEC 2503n and the ISO/IEC 2504n standards or to more generally meet user needs with regard to software product or system quality.

This International Standard contains the following:

— a basic set of quality measures for each characteristic and subcharacteristics;

— an explanation of how to apply software product and system quality measures.

It includes, as informative annexes, considerations for the use of quality measures (Annex A), QMEs used to define product or system quality measures (Annex B), and detailed explanation of measurement types (Annex C).

This International Standard does not assign ranges of values of the measures to rated levels or to grades of compliance because these values are defined based on the nature of the system, product or a part of the product, and depending on factors such as category of the software, integrity level, and users' needs. Some attributes could have a desirable range of values, which does not depend on specific user needs but depends on generic factors; for example, human cognitive factors.

The proposed quality measures are primarily intended to be used for quality assurance and improvement of system and software products during or post the development life cycle process.

The main users of this International Standard are people carrying out quality requirement specification and evaluation activities as part of the following:

— development: including requirements analysis, design specification, coding and testing through acceptance during the life cycle process;

— quality management: systematic examination of the software product or computer system, for example, when evaluating system or software product quality as part of quality assurance, quality control and quality certification;

— supply: a contract with the acquirer for the supply of a system, software product or software service under the terms of a contract, for example, when validating quality at qualification test;

— acquisition: including product selection and acceptance testing, when acquiring or procuring a system, software product or software service from a supplier;

— maintenance: improvement of the software product or system based on quality measurement.

2 Conformance

Any quality requirement specification or quality evaluation that conforms to this International Standard shall:

a) select the quality characteristics and/or subcharacteristics to be specified or evaluated as defined in ISO/IEC 25010;

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