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Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) —

Part 2: Vocabulary

Ingénierie des systèmes et du logiciel — Exigences de qualité et évaluation des systèmes et du logiciel (SQuaRE) —

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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 ISO documents 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).

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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/TC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

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.

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Introduction

Communication is important in the implementation and operation of Systems and software Quality Requirements and Evaluation (SQuaRE). This communication will be most effective if there is a common understanding of the terms used.

To simplify the harmonization of terms and definitions in the field of Systems and software Quality Requirements and Evaluation (SQuaRE), each terminological entry in this document contains a generic term and its definition. Notes to entry and examples have been included only in a few cases to provide additional information or clarification.

This document has been developed in close cooperation with the committees and working groups involved in the development and revision of the SQuaRE family of International Standards. A list of published documents in the SQuaRE family of International Standards is presented in the Bibliography.

The purpose of this document is:

— To improve the reader's convenience by listing terms and their definitions in a single document, rather than spreading them across the SQuaRE family of International Standards,

— To ease the terminology-related maintenance problem by gathering the important terms common to the documents in the SQuaRE family into this document, minimizing the reference relationships, and

— To serve as the source to ISO/IEC/IEEE 24765, the common terminology standard of systems and software engineering, for the latest SQuaRE family terminologies.

This document is intended to be used in conjunction with the other documents in the SQuaRE family of International Standards.

In the organization of the SQuaRE family of International Standards, similar standards are grouped into divisions. Each division provides guidance and resources for performing a different function in ensuring system and software product quality. This document belongs to the quality management division, and extracts vocabulary related parts from ISO/IEC 25000:2014 and compiles terms defined in each standard developed by the working group in the SQuaRE family of International Standards.

This document is a part of the SQuaRE family of International Standards. The divisions within the SQuaRE family are as follows:

— **ISO/IEC 2500n– Quality Management Division.** These International Standards define common models, terms, and definitions referred to by other SQuaRE standards. This division provides requirements and guidance for supporting functions that are responsible for the management of requirements, specification, and evaluation of software product quality. Practical guidance on the use of the quality models is also provided.

  — 25000: Guide to SQuaRE

  — 25000-2: Vocabulary

  — 25001: Planning and management

  — 25002: Quality model overview and usage

— **ISO/IEC 2501n– Quality Model Division.** The International Standards within this division present quality models for computer systems and software products, data, IT services and quality-in-use.

  — 25010: Product quality model

  — 25011: Service quality models

  — 25012: Data quality model

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  - 25019: Quality-in-use model

- **ISO/IEC 2502n– Quality Measurement Division.** These International Standards define a quality measurement framework, mathematical definitions of quality measures, and practical guidance for their application. Examples are given of quality measures for internal and external properties of products, data, IT services and quality-in-use. Quality Measure Elements (QME) forming foundations for quality measures for internal and external product properties are defined.

  - 25020: Quality measurement framework
  - 25021: Quality measure elements
  - 25022: Measurement of quality in use
  - 25023: Measurement of system and software product quality
  - 25024: Measurement of data quality
  - 25025: Measurement of IT service quality

- **ISO/IEC 2503n– Quality Requirements Division.** These International Standards specify quality requirements based on quality models and quality measures. These quality requirements can be used in the process of eliciting quality requirements for information systems and IT services to be developed or as input for an evaluation process.

  - 25030: Quality requirements framework

- **ISO/IEC 2504n– Quality Evaluation Division.** These International Standards define requirements, recommendations and guidelines for software product evaluation and for documenting a measure as an evaluation module.

  - 25040: Quality evaluation framework
  - 25041: Evaluation guide for developers, acquirers and independent evaluators

- **ISO/IEC 25050to 25099 SQuaRE Extension Division.** These International Standards define requirements for quality of ready-to-use software products, approaches to testing and requirements for quality of commercial-off-the-shelf software, common industry formats for usability reports, and quality models and measures for new technologies such as cloud and artificial intelligence. This International Standard defines a framework for quality engineering, which exists within the SQuaRE Extension Division.

  - 25051: Requirements for quality of Ready to Use Software Product (RUSP) and instructions for testing
  - 25052-1: cloud services — Part 1: Quality model
  - 25052-2: cloud services — Part 2: Quality Measurement

SQuaRE standards can be used in conjunction with ISO/IEC/IEEE 12207 and ISO/IEC/IEEE 15288. SQuaRE standards can also be used in conjunction with ISO/IEC 15504 and ISO/IEC 33000, which are concerned with software process assessment to support quality review, verification, and validation and establishing quantitative quality characteristics. SQuaRE standards can also be used in conjunction with ISO 9001 or ISO/IEC/IEEE 90003 to support design reviews, verification, validation, and establishing of a management system for use within an organization.

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Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) —

Part 2: Vocabulary

1 Scope

This document provides the terms and definitions that constitute the conceptual framework related to quality as addressed in the Systems and Software Quality Requirements and Evaluation (SQuaRE) family of standards. It focuses on the fundamental concepts and terminology that are common across the SQuaRE family to ensure consistency and to facilitate understanding.

Terms and definitions specific to individual quality models — such as product quality, data quality, IT service quality, and quality-in-use — are outside the scope of this document.

Similarly, terms related to other types of qualities, such as process quality or AI-related quality, are not included.

2 Normative references

There are no normative references for this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO, IEC, and IEEE maintain terminology databases for use in standardization at the following addresses:

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

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

— IEEE Standards Dictionary Online: available at: https://dictionary.ieee.org/

NOTE 1 All important definitions common to the SQuaRE family documents are found in this document. These definitions are not reproduced in the other SQuaRE documents for maintainability.

NOTE 2 Definitions for other system and software engineering terms can be found in ISO/IEC/IEEE 24765, available at www.computer.org/sevocab.

NOTE 3 Annex A provides the categories of terms and structure of clauses for terms and definitions.

NOTE 4 Annex B provides guidelines for selecting and classifying terms from the existing SQuaRE Standards.

NOTE 5 The terms defined in ISO/IEC/IEEE 15288:2023 and ISO/IEC/IEEE 12207:2017 are considered as default references in the SQuaRE family of standards, and are therefore omitted here.

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