

SLOVENSKI STANDARD
kSIST-TP FprCEN ISO/IEC TR 25060:2017
01-februar-2017

[Not translated]

Systems and software engineering - Systems and software product Quality Requirements and Evaluation (SQuaRE) - Common Industry Format (CIF) for usability: General framework for usability-related information (ISO/IEC TR 25060:2010)

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Ingénierie des systèmes et du logiciel - Exigences de qualité et évaluation des systèmes et du logiciel (SQuaRE) - Format industriel commun (CIF) pour l'utilisabilité: Cadre général pour les informations relatives à l'utilisabilité (ISO/IEC TR 25060:2010)

Ta slovenski standard je istoveten z: FprCEN ISO/IEC TR 25060

ICS:

35.080	Programska oprema	Software
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kSIST-TP FprCEN ISO/IEC TR 25060:2017	en,fr,de
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TECHNICAL REPORT
RAPPORT TECHNIQUE
TECHNISCHER BERICHT

FINAL DRAFT
FprCEN ISO/IEC TR
25060

December 2016

ICS

English Version

**Systems and software engineering - Systems and software
product Quality Requirements and Evaluation (SQuaRE) -
Common Industry Format (CIF) for usability: General
framework for usability-related information (ISO/IEC TR
25060:2010)**

Ingénierie des systèmes et du logiciel - Exigences de
qualité et évaluation des systèmes et du logiciel
(SQuaRE) - Format industriel commun (CIF) pour
l'utilisabilité: Cadre général pour les informations
relatives à l'utilisabilité (ISO/IEC TR 25060:2010)

This draft Technical Report is submitted to CEN members for Vote. It has been drawn up by the Technical Committee CEN/TC 122.

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Recipients of this draft are invited to submit, with their comments, notification of any relevant patent rights of which they are aware and to provide supporting documentation.

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European foreword

The text of ISO/IEC TR 25060:2010 has been prepared by Technical Committee ISO/IEC JTC 1 “Information technology” of the International Organization for Standardization (ISO) and has been taken over as FprCEN ISO/IEC TR 25060:2016 by Technical Committee CEN/TC 122 “Ergonomics” the secretariat of which is held by DIN.

This document is currently submitted to the Technical Committee Approval.

Endorsement notice

The text of ISO/IEC TR 25060:2010 has been approved by CEN as FprCEN ISO/IEC TR 25060:2016 without any modification.

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TECHNICAL REPORT

ISO/IEC TR 25060

First edition
2010-07-15

Systems and software engineering — Systems and software product Quality Requirements and Evaluation (SQuaRE) — Common Industry Format (CIF) for usability: General framework for usability-related information

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Reference number
ISO/IEC TR 25060:2010(E)



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Published in Switzerland

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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.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of the joint technical committee is to prepare International Standards. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

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ISO/IEC TR 25060, which is a Technical Report of type 3, was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

Introduction

The purpose of this Technical Report is to define a framework and consistent terminology for the specification and evaluation of the usability of an interactive system. Specifying and evaluating usability will assist those developing and acquiring interactive systems. It describes a framework that defines a set of information items as part of a human-centred approach to the design of an interactive system. The framework is intended to assist in documenting and communicating usability-related information through the system development life cycle.

The human-centred design approach of ISO 9241-210¹⁾ is well established and focuses specifically on making systems usable. Usability can be achieved by applying human-centred design and testing throughout the life cycle. In order to enable a human-centred design approach to be adopted, it is important that all the relevant usability information items are identified and documented. This identification and documentation enables the usability of a system to be designed and tested.

This framework forms the basis for a family of International Standards that will provide a Common Industry Format (CIF) for specific information items to be used as part of a human-centred approach to design of interactive systems. ISO/IEC 25062, which standardizes the types of information that are documented when providing a detailed report of the results of measuring effectiveness, efficiency and satisfaction, is the first specific International Standard in this family.

The CIF for usability family is part of the SQuaRE series of International Standards (ISO/IEC 25000 to ISO/IEC 25099) on software product quality requirements and evaluation. The scope of the CIF family covers systems rather than just software, so is broader than that of the current SQuaRE series. The CIF family of International Standards uses definitions (reproduced in Clause 2) that are consistent with ISO 9241, as this is the terminology that is normally used for this subject matter. In some cases these definitions differ from those in ISO/IEC 25000.

To ensure that these information items can be used within the broadest range of process models and can be used in combination with other information items, the descriptions are given in the format defined in ISO/IEC 15289 and ISO/IEC TR 15504-6.

The information items for documenting usability-related information can be integrated in any process models. For the purpose of establishing process models, ISO/IEC TR 24774 and ISO/IEC 15504-2 specify the format and conformance requirements for process models, respectively. In addition, ISO/IEC 15289 defines the types and content of information items developed and used in process models for system and software life cycle management. ISO/IEC 15504-5 and ISO/IEC TR 15504-6 define work products, including information items, for the purpose of process capability assessment. Process models and associated information items for human-centred design of interactive systems are contained in ISO 9241-210 and ISO/PAS 18152, respectively.

While this Technical Report focuses on information items needed as the basis for design and development of interactive systems, the data contained in the information items can support post-development activities such as (product) conformity assessment as defined in ISO/IEC 17000:2004.

1) Previously ISO 13407.

