

# ILNAS

Institut luxembourgeois de la normalisation  
de l'accréditation, de la sécurité et qualité  
des produits et services

## ILNAS-EN ISO/IEC 25063:2017

### **Systems and software engineering - Systems and software product Quality Requirements and Evaluation (SQuaRE) - Common Industry Format**

System- und Software-Engineering -  
Qualitätskriterien und Bewertung von  
Systemen und Softwareprodukten  
(SQuaRE) - Allgemeines Industrieformat

Ingénierie des systèmes et du logiciel -  
Exigences de qualité et évaluation des  
systèmes et du logiciel (SQuaRE) -  
Format industriel commun (CIF) pour

## National Foreword

This European Standard EN ISO/IEC 25063:2017 was adopted as Luxembourgish Standard ILNAS-EN ISO/IEC 25063:2017.

Every interested party, which is member of an organization based in Luxembourg, can participate for FREE in the development of Luxembourgish (ILNAS), European (CEN, CENELEC) and International (ISO, IEC) standards:

- Participate in the design of standards
- Foresee future developments
- Participate in technical committee meetings

<https://portail-qualite.public.lu/fr/normes-normalisation/participer-normalisation.html>

### THIS PUBLICATION IS COPYRIGHT PROTECTED

Nothing from this publication may be reproduced or utilized in any form or by any mean - electronic, mechanical, photocopying or any other data carries without prior permission!

NORME EUROPÉENNE  
EUROPÄISCHE NORM

May 2017

ICS 35.080

English Version

**Systems and software engineering - Systems and software product Quality Requirements and Evaluation (SQuaRE) - Common Industry Format (CIF) for usability: Context of use description (ISO/IEC 25063:2014)**

Ingénierie des systèmes et du logiciel - Exigences de qualité et évaluation des systèmes et du logiciel (SQuaRE) - Format industriel commun (CIF) pour l'utilisabilité: Description du contexte d'utilisation (ISO/IEC 25063:2014)

System- und Software-Engineering - Qualitätskriterien und Bewertung von Systemen und Softwareprodukten (SQuaRE) - Allgemeines Industrieformat (CIF) zur Gebrauchstauglichkeit: Nutzungskontextbeschreibung (ISO/IEC 25063:2014)

This European Standard was approved by CEN on 6 April 2017.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION  
COMITÉ EUROPÉEN DE NORMALISATION  
EUROPÄISCHES KOMITEE FÜR NORMUNG

**CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels**

## Contents

|                               | Page     |
|-------------------------------|----------|
| <b>European foreword.....</b> | <b>3</b> |

## European foreword

The text of ISO/IEC 25063:2014 has been prepared by Technical Committee ISO/IEC JTC 1 "Information technology" of the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC) and has been taken over as EN ISO/IEC 25063:2017 by Technical Committee CEN/TC 122 "Ergonomics" the secretariat of which is held by DIN.

This European Standard shall be given the status of a national standard, either by publication of an identical This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by November 2017, and conflicting national standards shall be withdrawn at the latest by November 2017.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

According to the CEN-CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

### Endorsement notice

The text of ISO/IEC 25063:2014 has been approved by CEN as EN ISO/IEC 25063:2017 without any modification.

First edition  
2014-03-15

---

---

---

**Systems and software engineering —  
Systems and software product  
Quality Requirements and Evaluation  
(SQuaRE) — Common Industry Format  
(CIF) for usability: Context of use  
description**

*Ingénierie des systèmes et du logiciel — Exigences de qualité et  
évaluation des systèmes et du logiciel (SQuaRE) — Format industriel  
commun (CIF) pour l'utilisabilité: Description du contexte d'utilisation*

**COPYRIGHT PROTECTED DOCUMENT**

© ISO/IEC 2014

All rights reserved. Unless otherwise specified, 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  
Case postale 56 • CH-1211 Geneva 20  
Tel. + 41 22 749 01 11  
Fax + 41 22 749 09 47  
E-mail [copyright@iso.org](mailto:copyright@iso.org)  
Web [www.iso.org](http://www.iso.org)

Published in Switzerland

# Contents

|                                                                       | Page      |
|-----------------------------------------------------------------------|-----------|
| <b>Foreword</b>                                                       | <b>iv</b> |
| <b>Introduction</b>                                                   | <b>v</b>  |
| <b>1 Scope</b>                                                        | <b>1</b>  |
| <b>2 Conformance</b>                                                  | <b>1</b>  |
| <b>3 Terms and definitions</b>                                        | <b>1</b>  |
| <b>4 Purposes and types of context of use descriptions</b>            | <b>4</b>  |
| 4.1 General                                                           | 4         |
| 4.2 Initial outline of the context of use                             | 6         |
| 4.3 Detailed context of use descriptions                              | 6         |
| 4.4 Context of use for an evaluation                                  | 7         |
| 4.5 Context of use information included in a product description      | 7         |
| <b>5 Elements of a context of use description</b>                     | <b>8</b>  |
| 5.1 General                                                           | 8         |
| 5.2 Subject of the context of use description                         | 9         |
| 5.3 User population                                                   | 10        |
| 5.4 Goals and responsibilities of the user group and the organization | 13        |
| 5.5 Tasks of the users                                                | 14        |
| 5.6 Environment(s) of the user                                        | 16        |
| 5.7 Problems                                                          | 18        |
| <b>Annex A (informative) Initial outline of the context of use</b>    | <b>20</b> |
| <b>Annex B (informative) Users of the context of use</b>              | <b>21</b> |
| <b>Annex C (informative) Example of a context of use checklist</b>    | <b>23</b> |
| <b>Bibliography</b>                                                   | <b>32</b> |