
**Information technology — Systems
and software Quality Requirements
and Evaluation (SQuaRE) —
Measurement of IT service quality**

*Technologies de l'information — Exigences de qualité et évaluation
des systèmes et du logiciel (SQuaRE) — Mesure de la qualité du
service informatique*



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Foreword

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Introduction

0.1 General

This document is a part of the Systems and software Quality Requirements and Evaluation(SQuaRE) series of documents, which provides a set of measures for the quality characteristics of IT service that are defined in ISO/IEC TS 25011. It can be used for specifying requirements, measuring and evaluating the IT service quality, in conjunction with other SQuaRE series of documents.

The set of quality measures in this document are selected based on their practical value. They are not intended to be exhaustive, therefore users of this document are encouraged to refine them if necessary.

0.2 Quality measurement division

This document is a part of the ISO/IEC 2502n division that currently consists of the following documents:

- ISO/IEC 25020 — Quality measurement framework: provides a reference model and guideline 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 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.
- ISO/IEC TS 25025 — Measurement of IT service quality: provides quality measures useful for requirements and evaluation of IT service quality.

[Figure 1](#) depicts the relationship between this document and the other documents in the ISO/IEC 2502n division.