NSAI
Standards

Irish Standard
I.S. EN ISO/IEC 25063:2017

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)

I.S. EN ISO/IEC 25063:2017

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National Foreword

I.S. EN ISO/IEC 25063:2017 is the adopted Irish version of the European Document EN ISO/IEC 25063:2017, 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)

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I.S. EN ISO/IEC 25063:2017

EUROPEAN STANDARD

NORME EUROPÉENNE

EUROPÄISCHE NORM

EN ISO/IEC 25063

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

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EN ISO/IEC 25063:2017 (E)

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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.

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INTERNATIONAL STANDARD

ISO/IEC 25063

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

Reference number
ISO/IEC 25063:2014(E)

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ISO/IEC 25063:2014(E)

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ISO/IEC 25063:2014(E)

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 25063 was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*, in collaboration with Technical Committee ISO/TC 159, *Ergonomics*, Subcommittee SC 4, *Ergonomics of human-system interaction*.

Introduction

The human-centred design approach of ISO 9241-210[4] 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 approach to be adopted, it is important that all the relevant types of information related to usability (information items) are identified and communicated. This identification and communication enables the usability of a system to be designed and tested.

This International Standard provides a framework and consistent terminology for describing the context of use of an interactive system. It is intended to assist developers in documenting and communicating usability-related information through the system development life cycle.

The Common Industry Format (CIF) for Usability family of International Standards is described in ISO/IEC TR 25060[19] and is part of the SQuaRE series (ISO/IEC 25000[17] to ISO/IEC 25099) of standards on systems and software product quality requirements and evaluation.

The CIF family of standards uses definitions that are consistent with the ISO 9241 series of standards (Ergonomics of human system interaction), as this is the terminology that is normally used for this subject matter.

CIF standards are planned for the following information items:

— Context of use description (ISO/IEC 25063);

— User needs report (ISO/IEC 25064);

— User requirements specification (planned ISO/IEC 25065);

— User interaction specification;

— User interface specification;

— Evaluation report (planned ISO/IEC 25066);

— Field data report.

The CIF standards are part of the "Extension Division" of the ISO/IEC 25000 "SQuaRE" series of International Standards (see Figure 1).

Quality Requirements Devision 2503n	Quality Model Devision 2501n	Quality Evaluation Devision 2504n
	Quality Management Devision 2500n	
	Quality Measurement Devision 2502n	
Extension Devision 25050 - 25099		

Figure 1 — Organization of SQuaRE series of International Standards

Context of use is defined in ISO 9241-11.[2] The system quality model in ISO/IEC 25010[18] incorporates context of use.

ISO/IEC 25063:2014(E)
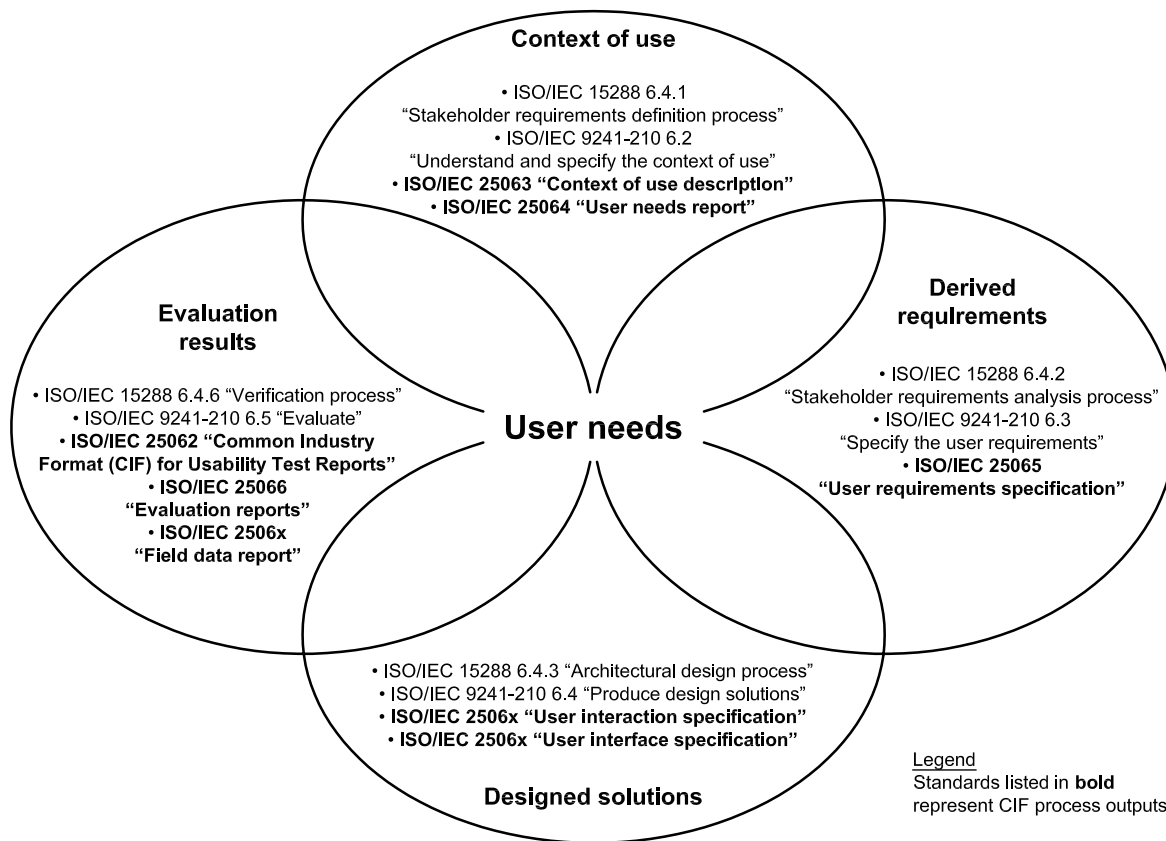
Figure 2 — Relationship of CIF documents to user centred design in ISO 9241-210[4] and system life cycle processes in ISO/IEC 15288[7]

Figure 2 illustrates the interdependence of these information items with the human-centred design activities described in ISO 9241-210[4] as well as the corresponding System Life Cycle processes described in ISO/IEC 15288.[7] The figure depicts the activities as a set of intersecting areas. The circles overlap to represent that the activities are not separate, but rather, overlapping in time and scope and the outcome of each activity provides the input to one or more other activities. As each human-centred design activity can provide input to any other, there is no starting point, no end point, or linear process intended.

Human-centred design relies on user needs that are first identified based on the Context of Use analysis. User needs are documented in the User Needs Report (ISO/IEC 25064), which is an intermediate deliverable that links the Context of Use Description (ISO/IEC 25063) that contains Information about the users, their tasks and the organizational and physical environment, to the user requirements. These items are developed during the Stakeholders Requirements Definition Process described in ISO/IEC 15288.[7]

The "Produce design solutions" activity focuses on designing user interaction that meets user requirements. This activity takes place during the Architectural Design, Implementation, and Integration processes described in ISO/IEC 15288[7] and produces the information items "User Interaction Specification" and the "User Interface Specification".

The "Evaluate" activity starts at the earliest stages in the project, evaluating design concepts to obtain a better understanding of the user needs. Design solutions can be evaluated multiple times as the interactive system is being developed, and can produce various types of evaluation report, and usability data such as that described in ISO/IEC 25062[20] can support the ISO/IEC 15288[7] validation process that confirms that the system complies with the stakeholder requirements.

INTERNATIONAL STANDARD   ISO/IEC 25063:2014(E)

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

1   Scope

This International Standard specifies the contents of both high-level and detailed descriptions of context of use for an existing, intended, designed or implemented system, product or service.

The context of use description is applicable to software and hardware systems, products or services (excluding generic products, such as a display screen or keyboard). The description of the context of use is intended to be used as part of system-level documentation resulting from development processes such as those in ISO 9241-210 and ISO/IEC JTC 1/SC 7 process standards.

This International Standard does not prescribe any kind of method, life cycle or process.

The context of use information item can be integrated into any type of process model.

NOTE   For the purpose of establishing process models, ISO/IEC TR 24774[16] and ISO/IEC 15504-2[9] specify the format and conformance requirements for process models, respectively. In addition, ISO/IEC 15289[8] 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[10] and ISO/IEC 15504-6[11] 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/TR 18529[13] and ISO/TS 18152[12], respectively.

This International Standard also describes the purposes for which context of use descriptions are used, and identifies the intended users of context of use descriptions.

While this International Standard specifies the required content elements of a context of use description, it does not prescribe any particular structure or layout for documenting the context of use.

2   Conformance

A description of the context of use conforms to this International Standard if it contains all the required elements specified in Clause 5.

3   Terms and definitions

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

3.1
accessibility
extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of characteristics and capabilities to achieve a specified goal in a specified context of use

Note 1 to entry: Context of use includes direct use or use supported by assistive technologies.

[SOURCE: ISO 26800:2011, 2.1]

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