

AS/NZS ISO/IEC 19796.3:2013
ISO/IEC 19796-3:2009

AS/NZS ISO/IEC 19796.3:2013

Australian/New Zealand Standard™

**Information technology—Learning,
education and training—Quality
management, assurance and metrics**

Part 3: Reference methods and metrics



AS/NZS ISO/IEC 19796.3:2013

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee IT-019, Information and Documentation, Information Technology—Learning, Education, Training and Research. It was approved on behalf of the Council of Standards Australia on 19 April 2013 and on behalf of the Council of Standards New Zealand on 8 April 2013.

This Standard was published on 13 May 2013.

The following are represented on Committee IT-019:

Australian Computer Society
Australian Library and Information Association
Council of Australian University Librarians
CSIRO Information and Communication Technologies Centre
Department of Education and Training, NSW
Education Services Australia
Institute of Metadata Management
La Trobe University
Macquarie E-Learning Centre of Excellence
National Library of Australia
National Library of New Zealand
Tertiary Library Networks
University of New South Wales
Victoria University
Waikato Institute of Technology

Additional Interests:

Sybis

Keeping Standards up-to-date

Standards are living documents which reflect progress in science, technology and systems. To maintain their currency, all Standards are periodically reviewed, and new editions are published. Between editions, amendments may be issued. Standards may also be withdrawn. It is important that readers assure themselves they are using a current Standard, which should include any amendments which may have been published since the Standard was purchased.

Detailed information about joint Australian/New Zealand Standards can be found by visiting the Standards Web Shop at www.saiglobal.com.au or Standards New Zealand web site at www.standards.co.nz and looking up the relevant Standard in the on-line catalogue.

For more frequent listings or notification of revisions, amendments and withdrawals, Standards Australia and Standards New Zealand offer a number of update options. For information about these services, users should contact their respective national Standards organization.

We also welcome suggestions for improvement in our Standards, and especially encourage readers to notify us immediately of any apparent inaccuracies or ambiguities. Please address your comments to the Chief Executive of either Standards Australia or Standards New Zealand at the address shown on the back cover.

This Standard was issued in draft form for comment as DR AS/NZS ISO/IEC 19796.3.

AS/NZS ISO/IEC 19796.3:2013

Australian/New Zealand Standard™

**Information technology—Learning,
education and training—Quality
management, assurance and metrics**

Part 3: Reference methods and metrics

First published as AS/NZS ISO/IEC 19796.3:2013.

COPYRIGHT

© Standards Australia Limited/Standards New Zealand

All rights are reserved. No part of this work may be reproduced or copied in any form or by any means, electronic or mechanical, including photocopying, without the written permission of the publisher, unless otherwise permitted under the Copyright Act 1968 (Australia) or the Copyright Act 1994 (New Zealand).

Jointly published by SAI Global Limited under licence from Standards Australia Limited, GPO Box 476, Sydney, NSW 2001 and by Standards New Zealand, Private Bag 2439, Wellington 6140.

ISBN 978 1 74342 434 6

PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee IT-019, Information and Documentation, Information Technology—Learning, Education, Training and Research.

The objective of this Standard is to provide an extended reference framework for the description of quality approaches (RFDQ) defined in ISO/IEC 19796-1 by providing a harmonized description of the methods and metrics required to implement quality management and quality assurance systems for stakeholders designing, developing, or utilizing information technology systems used for learning, education and training.

This Standard is identical with, and has been reproduced from ISO/IEC 19796-3:2009, *Information technology—Learning, education and training—Quality management, assurance and metrics*, Part 3: *Reference methods and metrics*.

As this Standard is reproduced from an International Standard, the following applies:

- (a) In the source text ‘this part of ISO/IEC 19796’ should read ‘this Australian/New Zealand Standard’.
- (b) A full point substitutes for a comma when referring to a decimal marker.

References to International Standards should be replaced by references to Australian or Australian/New Zealand Standards, as follows:

<i>Reference to International Standard</i>	<i>Australian/New Zealand Standard</i>
ISO/IEC TR	AS/NZS ISO/IEC
9126 Software engineering—Product quality	9126 Software engineering—Product quality
9126-2 Part 2: External metrics	9126.2 Part 2: External metrics
ISO/IEC	
19796 Information technology—Learning, education and training—Quality management, assurance and metrics	19796 Information technology—Learning, education and training—Quality management, assurance and metrics
19796-1 General approach	19796.1 General approach

The term ‘informative’ has been used in this Standard to define the application of the annex to which it applies. An ‘informative’ annex is only for information and guidance.

CONTENTS

1	Scope	1
2	Conformance	2
3	Normative references	2
4	Terms and definitions	2
5	Mapping quality approaches	4
5.1	Quality approaches and ISO/IEC 19796 series	4
5.2	Practical guideline for quality approaches	6
6	Quality management / assurance activity model	6
7	Reference model for quality methods	8
7.1	Categories	8
7.2	Elements	10
8	Reference model for quality metrics	14
8.1	Categories	14
8.2	Elements	16
9	Collection of methods and metrics	19
9.1	Collection of methods	19
9.2	Collection of metrics	22
Annex A (informative)	Description format examples of methods reference model	30
Annex B (informative)	Description format examples of metrics reference model	34
Bibliography		38

This is a free preview. Purchase the entire publication at the link below:

[Product Page](#)

-
- Looking for additional Standards? Visit Intertek Inform Infostore
 - Learn about LexConnect, All Jurisdictions, Standards referenced in Australian legislation
-