

SA/SNZ TS ISO/IEC 25025:2022  
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Technical Specification

# Information technology — Systems and software quality requirements and Evaluation (SQuaRE) — Measurement of IT service quality

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SA/SNZ TS ISO/IEC 25025:2022

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## Preface

This Technical Specification was prepared by the joint Standards Australia/Standards New Zealand Committee IT-015, Software and Systems Engineering.

The objective of this Technical Specification is to define quality measures useful for the requirements and evaluation of IT service quality in terms of characteristics and sub-characteristics defined in SA TS ISO/IEC 25011.

This document contains a basic set of quality measures for each characteristic and sub-characteristic.

This document does not assign ranges of values of the quality measures to rated levels or to grades of compliance. Such values are defined based on the nature of the IT service, and so depends on factors such as category of the IT service or users' needs. Some attributes can have a desirable range of values, which does not depend on specific user needs but generic factors, for example, service downtime. This document includes, in Annex A, considerations for the selection and application of quality measures.

The quality measures in this document are primarily intended to be used for quality evaluation and improvement of IT services during or after the development life cycle.

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