International

ISO 25062

Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — Common Industry Format (CIF) for reporting usability evaluations

Ingénierie des systèmes et logiciels — Exigences et évaluation de la qualité des systèmes et logiciels (SQuaRE) — Format industriel commun pour le reporting des évaluations d'utilisabilité

First edition
2025-01

Reference number
ISO 25062:2025(en)

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents. ISO shall not be held responsible for identifying any or all such patent rights.

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 159, *Ergonomics*, Subcommittee SC 4, *Ergonomics of human-system interaction.*

This first edition of ISO 25062 cancels and replaces the first edition ISO/IEC 25062:2006, which has been technically revised.

The main change is as follows:

— the scope of the document has been significantly expanded to go beyond usability test reports and deal with all types of usability evaluations.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

This document provides a framework and consistent terminology for reporting the results of usability evaluations of an interactive system. It is intended to assist those who perform usability evaluations in documenting and communicating the results of usability evaluations as part of the system development lifecycle.

NOTE ISO/IEC 25040 specifies a framework for quality evaluation.

The human-centred design approach of ISO 9241-210 is well established and focuses specifically on making systems usable. Usability can be achieved by applying human-centred design throughout the system development lifecycle. It is important that all the relevant types of information related to usability (information items) are identified and communicated as part of a human-centred approach. The identification and communication of relevant types of information related to usability enables the design and testing of the usability of a system.

The information items for reporting the results of usability evaluations of an interactive system can be integrated in any process models. For the purpose of establishing process models, ISO/IEC/IEEE 24774 and ISO/IEC TS 33061 specify the format and conformity requirements for process models, respectively. In addition, ISO/IEC/IEEE 15289 defines the types and content of information items developed and used in process models for system and software life cycle management. ISO/IEC TS 33060 and ISO/IEC TS 33061 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 9241-210 and ISO TS 18152, respectively.

The common industry format (CIF) for usability documents are part of the SQuaRE (Systems and software Quality Requirements and Evaluation) group of standards developed by ISO/TC 159, and described in ISO/IEC 25000, *Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — Guide to SQuaRE*.

The CIF documents use definitions that are consistent with the ISO 9241 series on ergonomics of human-system interaction, as this is the terminology that is normally used for this subject matter.

ISO TR 25060 gives an overview of the CIF standards, which include documents covering the following information items:

— reporting usability evaluations (ISO 25062);

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

— user needs report (ISO/IEC 25064);

— user requirements specification (ISO 25065).

Table 1 presents an overview of the structure and the contents of the SQuaRE standards.

Table 1 — Organization of the SQuaRE series

<table>
<tr><th colspan="3">SQuaRE architecture and sub-projects</th></tr>
<tr><td rowspan="3">ISO/IEC 25030 covering quality requirements</td><td>ISO/IEC 25010, ISO/IEC 25011, ISO/IEC 25012, and ISO/IEC 25019 covering quality models</td><td rowspan="3">ISO/IEC 25040 covering quality evaluation</td></tr>
<tr><td>ISO/IEC 25001 covering quality management</td></tr>
<tr><td>ISO/IEC 25020, ISO/IEC 25021, ISO/IEC 25022, ISO/IEC 25023, ISO/IEC 25024 and ISO/IEC 25025 covering quality measurement</td></tr>
<tr><td colspan="3">Future standards are planned, covering the following, outside of the current architecture:
— requirements for quality of ready to use software products (RUSP);
— the common industry format (CIF) for usability division.</td></tr>
</table>

While this document specifies the minimum content of the various types of usability evaluation reports, ISO 9241-220 introduces the human-centred design processes including:

— identifying the context of use;

— identifying user needs;

— specifying the user requirements;

— specifying the user-system interaction;

— producing and refining user interface design solutions;

— evaluating user-centred design.

Table 2 illustrates the interdependence of these information items with the human-centred design processes described in ISO 9241-220, as well as the corresponding system life cycle processes described in ISO/IEC/IEEE 15288.

Table 2 — Relationship of CIF documents to ISO 9241-220 and ISO/IEC/IEEE 15288

Human-centred design (HCD) processes ISO 9241-220:2019	CIF International Standards	System lifecycle processes ISO/IEC/IEEE 15288:2023
9.4.3 — Identify the context of use	ISO/IEC 25063: *Common Industry Format (CIF) for usability: Context of use description*	6.4.2 b) 1) — Define context of use
9.4.4.2 — Identify user needs	ISO/IEC 25064: *Common Industry Format (CIF) for usability: User needs report*	6.4.2 b) 2) — Identify stakeholder needs
9.4.4.3 — Specify the user requirements	ISO 25065: *Common Industry Format (CIF) for Usability: User requirements specification*	6.4.3 — System requirements definition process
9.4.5.2 — Specify the user-system interaction 9.4.5.3 — Produce and refine user interface design solutions	ISO 25067: *Common Industry Format (CIF) for Usability: User interaction and user interface specification*	6.4.4 — Architecture definition process (6.4.5) Design definition process
9.4.6 — User-centred Evaluation	ISO 25062: *Common Industry Format (CIF) for Usability: Reporting usability evaluations (this document)*	6.4.9 — Verification process 6.4.11 — Validation process