
**Systems and software engineering —
Software product Quality Requirements
and Evaluation (SQuaRE) — Common
Industry Format (CIF) for usability: User
needs report**

*Ingénierie des systèmes et du logiciel — Exigences de qualité et
évaluation du produit logiciel (SQuaRE) — Format industriel commun
(CIF) pour l'utilisabilité: Rapport sur les besoins de l'utilisateur*



COPYRIGHT PROTECTED DOCUMENT

© ISO/IEC 2013

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

Published in Switzerland

Contents

Page

Foreword	v
Introduction.....	vi
1 Scope	1
2 Conformance	1
3 Normative references	2
4 Terms and definitions	2
5 Purposes of a User Needs Report	5
5.1 General	5
5.2 User Needs Reports for existing products, services and systems.....	6
5.3 User Needs Reports for new products, services and systems	6
5.4 User Needs Reports for determining, verifying, changing and elaborating context of use.....	6
5.5 Relationship to other CIF information items	6
6 Content of a User Needs Report	6
6.1 Content elements	6
6.2 Initial indicators of the needs for system/product/service or improvement.....	7
6.3 User responsibilities and goals	7
6.4 Source data on which user needs are based	7
6.4.1 General	7
6.4.2 Identified and reported user needs	8
6.4.3 Identified and reported management and other stakeholder needs that impact on user needs	11
6.4.4 Identified performance deficiencies/problems/potential improvements.....	12
6.5 Consolidated user needs.....	14
6.6 Recommendations (if appropriate).....	15
6.7 Data collection methods/procedures	15
6.7.1 Content	15
6.7.2 Selection of participants for user needs assessment.....	16
6.7.3 Description of user needs assessment participants	16
6.7.4 Methods and procedures.....	17
6.8 Supporting information.....	17
6.8.1 System/Product/Service description, objectives, constraints	17
6.8.2 Data collection instruments	18
6.8.3 Data summaries.....	18
Annex A (informative) Users of User Needs Report.....	19
Annex B (informative) User Needs Report Format	20
B.1 General	20
B.2 Title page.....	20
B.3 Executive summary.....	20
B.4 Introduction.....	21
B.5 Initial indicators of the need for system/product/service or improvement (If appropriate)	21
B.6 Methods and procedures.....	21
B.7 Identified user needs.....	21
B.8 Identified management/other stakeholder needs	21
B.9 Identified performance deficiencies/problems/potential improvements.....	21
B.10 Consolidated user needs.....	21
B.11 Recommendations	21
B.12 Report annexes (supporting information)	21
B.12.1 System/Product/Service description, objectives, constraints	21

B.12.2 Data collection instruments	21
B.12.3 Data summaries	21
Bibliography	22

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.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights.

ISO/IEC 25064 was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

Introduction

The human-centred design approach of ISO 9241-210 is well established and focuses on making systems usable. Usability can be achieved by applying human-centred design and testing throughout the lifecycle. In order to enable a human-centred approach to be adopted, it is important that all the relevant types of information related to usability 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 reporting on the assessment of user needs. Specifying user needs in a consistent manner will assist those developing and acquiring interactive systems. It describes a set of user needs report content elements as part of a human-centred approach to design of interactive systems. A user needs report is intended to assist developers in determining user requirements for a system, product, or service.

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

CIF standards are planned for the following information items:

- Context of use description (25063)
- User needs report (25064)
- User requirements specification (25065)
- User interaction specification (2506X)
- User interface specification (2506X)
- Usability evaluation report (25066)
- Field data report (2506X)

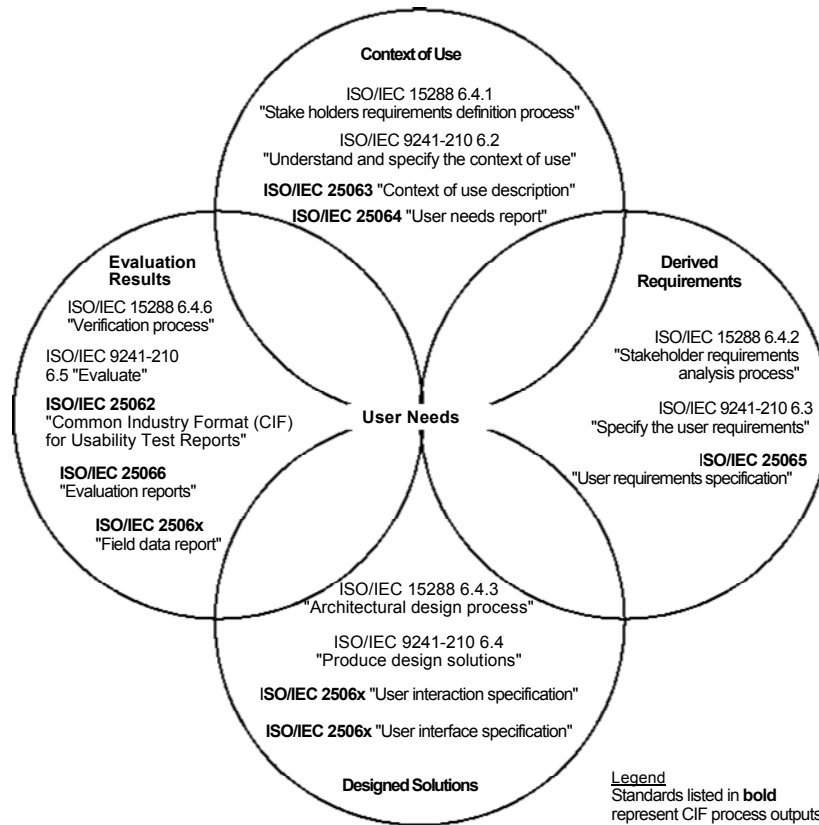


Figure 1 — Relationship of CIF documents to user centred design in ISO 924-210 and system lifecycle processes in ISO/IEC 15288

Figure 1 illustrates the interdependence of these information items with the human-centred design activities described in ISO 9241-210 as well as the corresponding System Life Cycle processes described in ISO/IEC 15288. The figure depicts the activities as a set of intersecting circles. 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 endpoint, 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.

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 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 can support the ISO/IEC 15288 validation process that confirms that the system complies with the stakeholders requirements.

Systems and software engineering — Software product Quality Requirements and Evaluation (SQuaRE) — Common Industry Format (CIF) for usability: User needs report

1 Scope

This International Standard describes the Common Industry Format (CIF) for reporting user needs. This specifies the contents and provides a sample format of user needs reports. Specification of management needs, as well as other stakeholder needs, is considered to the extent that they directly impact on user needs. The purpose of the User Needs Report and the intended users of the information are identified, as well as the relationship of user needs to other outputs of human-centred design. The audience of this standard includes all users stated in the scope of ISO/IEC 25000. Annex B of ISO/IEC 25000 describes the users of the information item “user needs report” in detail. Annex A of this International Standard provides a list of typical users of a User Needs Report.

User Needs Reports include:

- documentation of information collected from various sources relevant to user needs
- the consolidated user needs based on the analysis of the collected information

The User Needs Report is applicable to software and hardware systems, products or services (excluding generic products, such as a display screen or keyboard). User Needs Reports are relevant for existing and new products, services and systems, although the extent to which use needs are reported depends upon the type of system, product, or service involved. It can also contribute to determining, verifying, changing and elaborating the context of use. The content elements are intended to be used as part of system-level documentation resulting from development processes such as those in ISO 9241-210 and ISO/IEC JTC1/SC7 process standards.

This International Standard does not prescribe any kind of method, lifecycle or process. To ensure that these content elements can be used within the broadest range of process models and used in combination with other information items, the descriptions use the classifications in ISO/IEC 15289 and ISO/IEC 15504-6.

NOTE The content elements documenting user needs can be integrated in any process models. For the purpose of establishing process models, ISO/IEC 24774 and ISO/IEC 15504-2 specify the format and conformance requirements for process models respectively. In addition ISO/IEC 15289 defines the types and content of information items developed and used in process models for system and software lifecycle management. ISO/IEC 15504-5 and 6 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 and ISO TS 18152 respectively.

2 Conformance

A user needs report conforms to this International Standard if it contains all of the required information elements specified in clause 6.

3 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document, (including any amendments) applies.

ISO/IEC 25063¹, *Systems and software engineering — Systems and software product Quality Requirements and Evaluation (SQuaRE) — Common Industry Format (CIF) for Usability: Context of use description*

¹ To be published.