What is ISO/IEC TS 25011:2017?

ISO/IEC TS 25011:2017 is an IT service quality model made up of 8 characteristics (which are also further divided) that relate to the properties of the IT services made up from a combination of elements including people, technology, facilities, processes, and information.

ISO/IEC TS 25011:2017 covers:

* Quality in use:
  + Effectiveness
  + Efficiency
  + Satisfaction
  + Economic, health and safety and environmental risk mitigation
  + Context completeness and flexibility
* IT Service:
  + Suitability (completeness, correctness, appropriateness, consistency)
  + Usability
  + Security (confidentiality, integrity, traceability)
  + Reliability (continuity, recoverability, availability)
  + Tangibility
  + Adaptability
  + Maintainability

ISO/IEC 27000 – information security management systems

* These standards help organisations manage the security of assets such as intellectual property, financial and employee data, and information held in trust for third parties
* ISO/IEC 27001 is the most popular standard in this category, and stipulates the specifications for the implementation of an Information Security Management System (ISMS)

The ISO has other standards related to organisations:

* ISO 27001 Information Security Management Systems: This standard specifies the requirements for establishing, implementing, maintaining, and continually improving an information security management system (ISMS), ensuring the protection of sensitive information across an organization.
* ISO 27701 GDPR Compliance: This standard provides a framework to help organizations establish a privacy information management system that aligns with GDPR requirements, facilitating the management of personal data and enhancing privacy protection.
* ISO/IEC 20000-1 Information Technology Service Management: This international standard details the requirements for establishing, implementing, and maintaining an effective service management system, ensuring IT services meet the needs of customers and stakeholders.
* CMMC (Cybersecurity Maturity Model Certification): CMMC is a cybersecurity framework aimed at improving the security posture of organizations within the Defence Industrial Base (DIB) by ensuring they meet specific cybersecurity practices and processes to protect sensitive information.
* ISO 27017-1: This standard offers guidelines for information security controls specifically for cloud services, helping organizations address the unique security risks associated with using cloud computing and ensuring effective data protection.

Who is the World Wide Web Consortium (W3C) and what does it do?

W3C develops the technical standards and guidelines based on accessibility, internationalization, privacy, and security.

W3C Standards:

* Are rules and guidelines
* Promote consistency in the design code which makes up a web page
* Include HTML and CSS
* Guideline for the mark-up language which determines how the web page should be displayed

Web Content Accessibility Guidelines