



Technical Specification

ISO/IEC TS 25052-2

Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE): cloud services —

Part 2: Quality measurement

*Ingénierie des systèmes et du logiciel — Exigences de qualité
et évaluation des systèmes et du logiciel (SQuaRE): services
en nuage —*

Partie 2: Mesure de la qualité

**First edition
2024-12**



COPYRIGHT PROTECTED DOCUMENT

© ISO/IEC 2024

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

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

Contents

Page

Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Format used for documenting the quality measures	2
5 Cloud service quality measures	2
5.1 Overview	2
5.2 Service performance efficiency measures	3
5.2.1 General	3
5.2.2 Time behaviour measures	3
5.2.3 Aggregated resource utilization measures	3
5.2.4 Capacity measures	3
5.2.5 Scalability measures	4
5.2.6 Elasticity measures	4
5.3 Service compatibility measures	5
5.3.1 General	5
5.3.2 Cloud interoperability measures	5
5.4 Service usability measures	5
5.4.1 General	5
5.4.2 Accessibility measures	6
5.5 Service reliability measures	6
5.5.1 General	6
5.5.2 Availability measures	6
5.5.3 Resilience measures	6
5.5.4 Recoverability measures	7
5.6 Service security measures	7
5.6.1 General	7
5.6.2 Confidentiality measures	7
5.6.3 Accountability measures	8
5.6.4 Isolation measures	8
5.6.5 PII protection conformance measures	9
5.6.6 Security responsibility measures	9
5.6.7 Asset protection measures	9
5.7 Service maintainability measures	10
5.7.1 General	10
5.7.2 Maintenance compliance and versioning measures	10
5.7.3 Reversibility measures	10
5.7.4 Monitorability measures	11
5.8 Portability measures	11
5.8.1 General	11
5.8.2 Cloud data portability measures	11
5.8.3 Cloud application portability measures	12
5.9 Service provisionability measures	13
5.9.1 General	13
5.9.2 Service measurability measures	13
5.9.3 Auditability measures	14
5.9.4 Governability measures	14
5.9.5 Self-provisioning measures	15
5.9.6 SLA (service level agreement) information completeness measures	15
5.9.7 SLA (service level agreement) satisfaction measures	15
5.10 Service responsiveness measures	16
5.10.1 General	16

ISO/IEC TS 25052-2:2024(en)

5.10.2 Service supportiveness measures 16

5.10.3 Reactiveness measures 16

5.10.4 Continuity measures..... 16

Bibliography 18

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.

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 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 or www.iec.ch/members_experts/refdocs).

ISO and IEC draw attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO and IEC take 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 and IEC 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 and <https://patents.iec.ch>. ISO and IEC 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. In the IEC, see www.iec.ch/understanding-standards.

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

A list of all parts in the ISO/IEC 25052 series can be found on the ISO and IEC websites.

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 and www.iec.ch/national-committees.

Introduction

In the standards on SQuaRE developed by ISO/IEC JTC 1/SC 7, there are well-defined quality models for measuring and evaluating system and software products, IT services, data, etc. Although the standards on SQuaRE developed by ISO/IEC JTC 1/SC 7 provide practical quality models, they do not fit new technologies well. To support the evaluation of new technologies, ISO/IEC TS 25052-1 defines the quality model of cloud services, which is an extension of the quality models defined in ISO/IEC 25010 to ISO/IEC 25019. To support the practical measurement of cloud services, this document provides quality measures based on the quality model defined in ISO/IEC TS 25052-1.

Compared to information and communication technology (ICT) systems, cloud computing has different characteristics. This document reflects the characteristics of cloud computing. The following are the key characteristics of cloud computing described in ISO/IEC 22123-2.

- Broad network access: physical and virtual resources are available over a network and accessed through standard mechanisms that promote the use of cloud service customers (CSC).
- Measured service: characteristic in which the metered delivery of cloud services is such that usage can be monitored, controlled, reported, and billed.
- Multi-tenancy: characteristic in which physical or virtual resources are allocated in such a way that multiple tenants and their computations and data are isolated from and inaccessible to one another.
- On-demand self-service: characteristic in which a CSC can provision cloud services, as needed, automatically or with minimal interaction with cloud service providers(CSP).
- Rapid elasticity and scalability: resources can be rapidly and elastically adjusted, in some cases automatically, to quickly increase or decrease capacity.
- Resource pooling: characteristic in which a CSP's physical or virtual resources can be aggregated to serve one or more CSCs.

The quality model in this document is to support the non-functional specification and evaluation of cloud services from different perspectives by those associated with cloud service selection, requirements analysis, development, use, evaluation, support, maintenance, quality assurance and control, and audit.

For example, activities during cloud service selection that can benefit from the use of the quality model include:

- identifying cloud services requirements;
- establishing cloud service selection criteria;
- defining service coverage and service objectives;
- establishing service level agreements;
- establishing measures of quality characteristics in support of these activities.

Activities during cloud service development that can benefit from the use of the quality model include:

- identifying cloud service requirements;
- validating comprehensiveness of requirement definitions;
- identifying cloud service design objectives;
- identifying cloud service testing objectives;
- identifying quality control criteria as part of quality assurance;
- identifying acceptance criteria for a cloud service;

- establishing measures of quality characteristics in support of these activities.

[Figure 1](#) illustrates the organization of the standards on SQuaRE developed by ISO/IEC JTC 1/SC 7. Similar standards are grouped into divisions. Each division provides guidance and resources for performing a different function in ensuring system and software product quality. This document belongs to extension division 25050 to 25099.

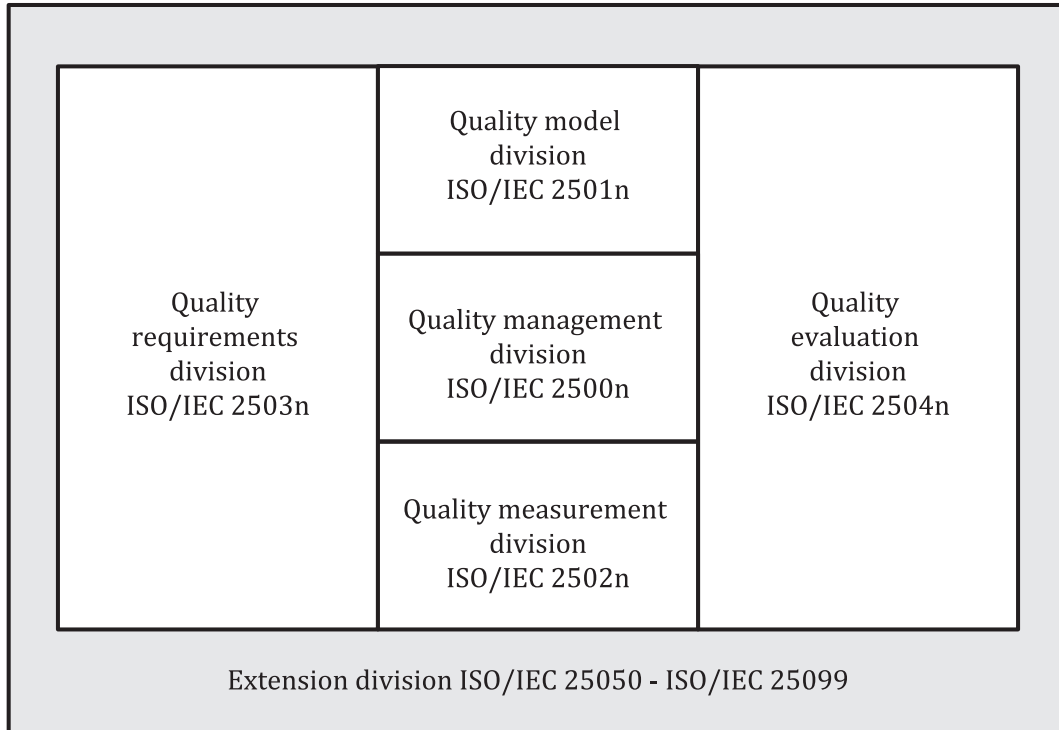


Figure 1 — Organization of the standards on SQuaRE developed by ISO/IEC JTC 1/SC 7

The divisions within standards on SQuaRE are:

- ISO/IEC 25000 to ISO/IEC 25009 - Quality management division. The International Standards that form this division define all common models, terms, and definitions referred to by all other standards on SQuaRE developed by ISO/IEC JTC 1/SC 7. This division also provides requirements and guidance for a supporting function that is responsible for the management of the requirements, specification, and evaluation of software product quality. Practical guidance on the use of the quality models is also provided.
- ISO/IEC 25010 to ISO/IEC 25019 - Quality model division. The International Standards that form this division present detailed quality models for computer systems and software products, data, IT services, and quality-in-use.
- ISO/IEC 25020 to ISO/IEC 25029 - Quality measurement division. The International Standards that form this division include a quality measurement framework, mathematical definitions of quality measures, and practical guidance for their application. Examples are given of quality measures for the internal and external properties of products, data, IT services, and quality-in-use. Quality measure elements (QME) forming foundations for quality measures for the internal and external properties of products are defined and presented.
- ISO/IEC 25030 to ISO/IEC 25039- Quality requirements division. The International Standards that form this division help specify quality requirements based on quality models and quality measures. These quality requirements can be used in the process of eliciting quality requirements for information systems and IT services to be developed or as input for an evaluation process.
- ISO/IEC 25040 to ISO/IEC 25049 - Quality evaluation division. The International Standards that form this division provide requirements, recommendations, and guidelines for software product evaluation,

whether performed by evaluators, acquirers, or developers. The guideline for documenting a measure as an evaluation module is also provided.

- ISO/IEC 25050 to ISO/IEC 25099 - SQuaRE extension division. These International Standards currently include requirements for quality of ready-to-use software product (RUSP), Common Industry Formats for usability reports, and quality models and measures for new technologies such as cloud services and artificial intelligence.

Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE): cloud services —

Part 2: Quality measurement

1 Scope

This document defines quality measures for quantitatively evaluating cloud services quality in terms of characteristics and sub-characteristics defined in ISO/IEC TS 25052-1 and is intended to be used together with ISO/IEC TS 25052-1.

This document contains the following:

- a basic set of quality measures for each characteristic and sub-characteristics;
- an explanation of how to apply quality measures to cloud services.

Since the quality model defined in ISO/IEC TS 25052-1 is the extension to the existing quality models defined in ISO/IEC 25010 to ISO/IEC 25019, it can be used with the product quality model, IT service quality model, data quality model, and quality-in-use model according to evaluation purposes. For the same reason, the quality measures defined in this document can also be used with the quality measures for software ICT products, IT services, data, and quality-in-use.

As there are several cloud service categories, this document focuses on the quality model of SaaS (software as a service). This document does not address PaaS (platform as a service) and IaaS (infrastructure as a service).

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 25000, *Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — Guide to SQuaRE*

ISO/IEC 22123-1, *Information technology — Cloud computing — Part 1: Vocabulary*

3 Terms and definitions

For this document, the terms and definitions given in ISO/IEC 25000, ISO/IEC 22123-1 and the following apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

3.1 measure

variable to which a value is assigned as the result of *measurement* (3.2)

Note 1 to entry: The plural form “measures” is used to refer collectively to base measures, derived measures and indicators.

[SOURCE: ISO/IEC/IEEE 15939:2017, 3.15]

3.2 measurement

set of operations having the object of determining a value of a *measure* (3.1)

Note 1 to entry: Adapted from the International Vocabulary of Metrology – Basic and General Concepts and Associated Terms, 2012.

[SOURCE: ISO/IEC/IEEE 15939:2017, 3.17]

3.3 measurement function

algorithm or calculation performed to combine two or more *quality measure* (3.4) elements

[SOURCE: ISO/IEC 25021:2012, 4.7]

3.4 quality measure

derived measure that is defined as a *measurement function* (3.3) of two or more values of quality measure elements

[SOURCE: ISO/IEC 25021:2012, 4.13]

4 Format used for documenting the quality measures

The following information is given for each quality measure from [Table 1](#) to [30](#):

- a) ID: identification code of quality measure; each ID consists of the following three parts:
 - abbreviated alphabetic code representing the quality characteristics as capital X and sub-characteristics as one capital X followed by lowercase x (for example, “PTb” denotes “time behaviour” measures for “performance efficiency”);
 - serial number of sequential orders within quality sub-characteristic;
 - G (generic) or S (specific) expressing potential categories of quality measure; where generic measures can be used whenever appropriate and specific measures can be used when relevant in a particular situation;
- b) name: quality measure name;
- c) description: the information provided by the quality measure;
- d) measurement function: algorithm or calculation performed to combine two or more quality measure elements.

5 Cloud service quality measures

5.1 Overview

The quality measures in this clause are listed by quality characteristics and sub-characteristics, in the order used in ISO/IEC TS 25052-1; and the word “measures” in this clause means quality measures.

5.2 Service performance efficiency measures

5.2.1 General

Service performance efficiency measures are used to assess the degree to which a cloud service meets performance requirements under stated conditions.

5.2.2 Time behaviour measures

Time behaviour measures are used to assess the degree to which a cloud service meets the requirements of the response times and throughput rates of a cloud service when concurrent users take advantage of the cloud service. Time behaviour measures are measured in [Table 1](#).

Table 1 — Time behaviour measures

ID	Name	Description	Measurement function
PTb-1-G	Mean response time	How long does it take to receive a response for user requests to cloud services?	$X = \sum_{i=1}^n (A_i) / n$ $A_i = \text{Time taken by the cloud service to respond to a user request}$ $n = \text{Number of responses measured}$
PTb-2-G	Response time adequacy	How well does a cloud service meet response time requirements specified in SLA?	$X = 1 - A/B$ $A = \text{Number of responses that do not meet the response time requirements}$ $B = \text{Number of responses}$
NOTE If X is less than 1, it means the system fails to meet response time requirements.			

5.2.3 Aggregated resource utilization measures

Aggregated resource utilization measures are used to the degree to which a cloud service utilizes efficiently aggregated resources from resource pooling to support multi-tenancy. Aggregated resource utilization measures are measured in [Table 2](#).

Table 2 — Aggregated resource utilization measures

ID	Name	Description	Measurement function
PRu-1-G	Aggregated resource utilization	How efficiently are virtual resources, assigned from resource pools, utilized to provide a cloud service in a multi-tenant environment?	$X = A/B$ $A = \text{Amount of the resource used and returned after they are no longer in use}$ $B = \text{Amount of the resource required to be used to provide a cloud service}$
NOTE 1 The efficient utilization of resources means that available virtual resources are used by users, and once they are no longer in use, the resources are returned.			
NOTE2 Resource utilization can be monitored using the special monitoring services provided by IaaS. The resource allocation and release can be indirectly monitored by observing the usage of resources such as CPU and memory.			
NOTE 3 Due to the characteristics of resource abstraction, it can be challenging to monitor resource utilization, which can make this quality measure inapplicable in some cases.			

5.2.4 Capacity measures

Capacity measures are used to assess the degree to which the maximum limits of a cloud service's parameters meet requirements in SLA (service level agreement). Capacity measures are measured in [Table 3](#).

NOTE Parameters can include the limit of simultaneous cloud service connections, the limit of available cloud service resources, cloud service throughput, and cloud service bandwidth.

Table 3 — Capacity measures

ID	Name	Description	Measurement function
PCa-1-G	Cloud service connection capacity	How many simultaneous connections can a cloud service accommodate over a given period with the available resources?	$X = A/B$ A = Maximum amount of simultaneous connections that a cloud service can accommodate B = Maximum amount of simultaneous connections according to capacity requirements of SLA
PCa-2-G	Cloud service resource capacity	How much resource can be used for the cloud service compared to the resource allocated?	$X = A/B$ A = Maximum amount of the resource used B = Amount of the resource allocated according to capacity requirements specified in SLA
PCa-3-G	Cloud service throughput capacity	How many transactions can a cloud service process within a given period?	$X = A/B$ A = Maximum amount of transactions processed by a cloud service B = Capacity requirements specified in SLA
PCa-4-G	Cloud service bandwidth capacity	How much data can be transferred at a period?	$X = A/B$ A = Maximum amount of data transferred B = Observation time

5.2.5 Scalability measures

Scalability measures are used to assess the degree to which physical and virtual resources are available automatically and immediately when they are needed, subject to constraints of service agreements. Scalability measures are measured in [Table 4](#).

Table 4 — Scalability measures

ID	Name	Description	Measurement function
PSa-1-G	Scale-out (horizontal scaling)	To what extent do a cloud service support scale-out compared to configuration settings?	$X = A/B$ A = Number of the resources that are available automatically and immediately B = Number of the resources according to configuration settings
PSa-2-G	Scale-up (vertical scaling)	To what extent does a cloud service support scale-up compared to configuration settings?	$X = A/B$ A = Amount of the resource that is available automatically and immediately B = Amount of the resource according to configuration settings
<p>A cloud service should be designed to handle larger workloads and is capable of accommodating additional resources to support scalability.</p> <p>NOTE "Scale out" involves adding multiple identical servers or nodes to handle larger workloads or traffic, with each additional server or node performing the same tasks, and new servers being added as the load increases. In contrast, "scale up" is a method of improving the hardware performance of a single server or node by upgrading components such as CPU, memory, storage, and so on to enhance the performance of that single server.</p>			

5.2.6 Elasticity measures

Elasticity measures are used to assess the degree to which a cloud service adjusts rapidly and elastically the amount of resource that are allocated to an instance of the service. Elasticity measures are measured in [Table 5](#).

Table 5 — Elasticity measures

ID	Name	Description	Measurement function
PEI-1-G	Manual elasticity Speed	How fast a cloud service can react manually to resource requests?	$X = A$ A = Time duration to allocate additional resources manually when the allocation is requested
PEI-2-G	Automatic elasticity speed	How fast a cloud service can react automatically to resource requests when the workload is increased or decreased?	$X = A$ A = Time duration to allocate additional resources automatically when workload is increased or decreased
PEI-3-G	Elasticity precision	How precisely does the manual or automatic resource allocation meet elasticity precision requirements?	$X = A/B$ A = Amount of the actually allocated resource that meets elasticity precision requirements B = Amount of the resource required to be allocated according to elasticity precision requirements

5.3 Service compatibility measures

5.3.1 General

Service compatibility measures are used to assess the degree to which a cloud service can exchange information with CSC's systems or other cloud services and/or perform its required functions.

5.3.2 Cloud interoperability measures

Cloud interoperability measures are used to assess the degree to which a cloud service interacts with CSC's systems, or interacts with other cloud services, by exchanging information according to a prescribed method to obtain predictable results. Cloud interoperability measures are measured in [Table 6](#).

Table 6 — Cloud interoperability measures

ID	Name	Description	Measurement function
CIn-1-G	Transport interoperability	What proportion of the same protocols of data transfer is supported to exchange data between systems?	$X = A/B$ A = Number of protocols of data transfer that supported B = Number of protocols of data transfer required to be supported
CIn-2-G	Syntactic interoperability	What proportion of the exchanged information is structurally understandable?	$X = A/B$ A = Number of exchanged information structurally understandable B = Number of exchanged information
CIn-3-G	Semantic interoperability	What proportion of the exchanged information is meaningfully understandable?	$X = A/B$ A = Number of information meaningfully understandable B = Number of exchanged information
NOTE According to ISO/IEC 19941, behavioural and policy facets can also be considered to measure cloud interoperability.			

5.4 Service usability measures

5.4.1 General

Service usability measures are used to assess the degree to which a cloud service can be used by specified users to achieve specified goals with effectiveness, efficiency, and satisfaction in a specified context of use.

5.4.2 Accessibility measures

Accessibility measures are used to assess the degree to which a cloud service can be used by specified users to achieve specified goals with effectiveness, efficiency, and satisfaction in a specified context of use. Accessibility measures are measured in [Table 7](#).

Table 7 — Accessibility measures

ID	Name	Description	Measurement function
UAc-1-G	Device accessibility	To what extent can various kinds of client devices access a cloud service using a network through standard mechanisms?	$X = A/B$ A = Number of devices that accessed a cloud service through a standard mechanism B = Number of devices that are required to access a cloud service through a standard mechanism

5.5 Service reliability measures

5.5.1 General

Service reliability measures are used to assess the degree to which a cloud service performs specified functions under specified conditions for a specified period.

5.5.2 Availability measures

Availability measures are used to assess the degree to which cloud service is available and usable upon demand by an authorized entity. Availability measures are measured in [Table 8](#).

Table 8 — Availability measures

ID	Name	Description	Measurement function
RAv-1-G	Service availability	What proportion of time cloud service is accessible and usable at a certain period?	$X = A/B$ A = Operation time that a cloud service is accessible and usable B = Operation time specified in SLA

5.5.3 Resilience measures

Resilience measures are used to assess the degree to which a cloud service recovers operational conditions quickly after a fault occurs. Resilience measures are measured in [Table 9](#).

Table 9 — Resilience measures

ID	Name	Description	Measurement function
RRs-1-G	Mean fault recovery time	How quickly does a cloud service recover its service after a fault occurs?	$X = \sum_{i=1}^n (A_i) / n$ A_i = Total time to recover a cloud service after a fault occurs n = Number of faults
RRs-2-G	Resilience adequacy	How well does a cloud service meet the specified resilience requirements under specified conditions?	$X = 1 - A/B$ A = Number of test cases that do not meet resilience requirements B = Number of test cases regarding resilience requirements

5.5.4 Recoverability measures

Recoverability measures are used to assess the degree to which a cloud service supports its critical business functions to an acceptable level within a predetermined period of time following a disaster. Recoverability measures are measured in [Table 10](#).

Table 10 — Recoverability measures

ID	Name	Description	Measurement function
RRc-1-G	Mean disaster recovery time	How long does it take to recover a cloud service after a failure or a disaster?	$X = \sum_{i=1}^n (A_i) / n$ $A_i = \text{Total time to recover a cloud service after a failure or a disaster}$ $n = \text{Number of a failure or a disaster}$
RRc-2-G	Mean data loss time	How long data is lost after a failure or a disaster?	$X = 1 - A/B$ $A = \text{Total time of data loss}$ $B = \text{Specified RPO (recovery point objective)}$
RRc-3-G	Backup interval adequacy	How often does a cloud service perform backups?	$X = A/B$ $A = \text{Frequency of actual backup interval}$ $B = \text{Frequency of specified backup interval}$
RRc-4-G	Retention period for backup data adequacy	How long does a cloud service retain backup data?	$X = A/B$ $A = \text{Retention period of actual backup data}$ $B = \text{Retention period of specified backup data}$

5.6 Service security measures

5.6.1 General

Service security measures are used to assess the degree to which a cloud service protects information and data so that persons or other products or systems have the degree of data access appropriate to their types and levels of authorization.

5.6.2 Confidentiality measures

Confidentiality measures are used to assess the degree to which a cloud service ensures that data are accessible only to those authorized to have access. Confidentiality measures are measured in [Table 11](#).

Table 11 — Confidentiality measures

ID	Name	Description	Measurement function
SCo-1-G	Access controllability	What proportion of confidential data items is protected from unauthorized access?	$X = 1 - A/B$ A = Number of confidential data items that can be accessed without authorization B = Number of data items that require access control
SCo-2-G	Data encryption correctness	How correctly is the encryption/decryption of data items implemented as stated in the requirement specification?	$X = A/B$ A = Number of data items encrypted/decrypted correctly B = Number of data items that require encryption/decryption
SCo-3-G	Strength of cryptographic algorithms	What proportion of cryptographic algorithms has been well-vetted?	$X = 1 - A/B$ A = Number of cryptographic algorithms broken or unacceptably risky in use B = Number of cryptographic algorithms used

5.6.3 Accountability measures

Accountability measures are used to assess the degree to which the actions of an entity can be traced back uniquely to the entity. Accountability measures are measured in [Table 12](#).

Table 12 — Accountability measures

ID	Name	Description	Measurement function
SAC-1-G	User audit trail completeness	How complete is the audit trail concerning the user access to a cloud service?	$X = A/B$ A = Number of accesses recorded in all logs B = Number of accesses to a cloud service
SAC-2-G	Service log retention	How long is the service log retained in stable storage compared to the required period?	$X = A/B$ A = Duration for which a cloud service log is retained in stable storage B = Retention period specified for keeping a cloud service log in stable storage

5.6.4 Isolation measures

Isolation measures are used to assess the degree to which computations and data of a cloud service are isolated from or inaccessible to one another in the situation that physical and virtual resources are shared by multi-tenants. Isolation measures are measured in [Table 13](#).

Table 13 — Isolation measures

ID	Name	Description	Measurement function
Slo-1-G	Computation isolation	How well does the computation isolation meet the specified isolation requirements?	$X = 1 - A/B$ A = Number of test cases that do not meet computation isolation requirements B = Number of test cases regarding computation isolation requirements
Slo-2-G	Data isolation	How well does the data isolation meet the specified isolation requirements?	$X = 1 - A/B$ A = Number of test cases that do not meet data isolation requirements B = Number of test cases regarding data isolation requirements

5.6.5 PII protection conformance measures

PII (personally identifiable information) protection conformance measures are used to assess the degree to which a cloud service conforms to the standards, laws or regulations applied to the collection, processing and disposal of PII. PII protection conformance measures are measured in [Table 14](#).

NOTE The scope of PII is determined by laws or regulations of the country where a cloud service is provided. If privacy data, such as race, religion, and health, are considered PII, a cloud service is provided to protect the privacy data.

Table 14 — PII protection conformance measures

ID	Name	Description	Measurement function
SPi-1-G	PII protection rules conformity	What proportion of a cloud service conformed to the standards, laws or regulations applied to the collection, processing and disposal of PII?	$X = 1 - A/B$ A = Number of data items considered PII that do not conform to the standards, laws, or regulations B = Number of data items considered PII that is required to conform to the standards, laws, or regulations governing the collection, processing, and disposal of PII
NOTE ISO/IEC 19086-4 provides SLOs (service level objectives) and SQOs (service qualitative objectives) for cloud service agreements regarding PII protection.			

5.6.6 Security responsibility measures

Security responsibility measures are used to assess the degree to which the security responsibilities of both CSC and CSP are clearly defined and security incidents are detected and reported by either party. Security responsibility measures are measured in [Table 15](#).

Table 15 — Security responsibility measures

ID	Name	Description	Measurement function
SRe-1-G	Security responsibility definition	What proportion of security responsibility of CSC and CSP is clearly defined with consideration of the type of service?	$X = A/B$ A = Number of resources for which security responsibility is defined B = Number of resources used by CSCs
SRe-2-G	Security incident notification	What proportion of detected security incidents is notified by either party?	$X = A/B$ A = Number of notified security accidents B = Total number of detected security accidents
NOTE 1 Information about the organization of information security components can be found in ISO/IEC 27002 and ISO/IEC 27017.			
NOTE 2 Examples of resources are physical infrastructure, virtual machines, operating systems, networks, applications, data.			

5.6.7 Asset protection measures

Asset protection measures are used to assess the degree to which a cloud service has processes to protect physical facilities used to provide the covered services from loss of data, connectivity, and availability of necessary infrastructure and IT equipment, and to secure the covered services during operation. Asset protection measures are measured in [Table 16](#).

Table 16 — Asset protection measures

ID	Name	Description	Measurement function
SAP-1-G	Data loss protection	To what extent are defined actions being taken to protect against loss of data?	$X = A/B$ A = Number of actions being taken to protect against loss of data B = Number of defined actions to protect against loss of data
SAP-2-G	Connectivity protection	To what extent are defined actions being taken to protect connectivity?	$X = A/B$ A = Number of actions being taken to protect connectivity B = Number of defined actions to protect connectivity
SAP-3-G	Availability protection	To what extent are defined actions being taken to protect availability?	$X = A/B$ A = Number of actions being taken to protect availability B = Number of defined actions to protect availability

5.7 Service maintainability measures

5.7.1 General

Service maintainability measures are used to assess the degree of effectiveness and efficiency with which a cloud service can be modified by the intended maintainers.

5.7.2 Maintenance compliance and versioning measures

Maintenance compliance and versioning measures are used to assess the degree to which a cloud service provides maintenance according to SLA, and a new version is assigned and published after maintenance. Maintenance compliance and versioning measures are measured in [Table 17](#).

Table 17 — Maintenance compliance and versioning measures

ID	Name	Description	Measurement function
MMa-1-G	Maintenance suitability	Within the scope of SLA, what proportion of maintenance activities is provided upon user requests?	$X = A/B$ A = Number of maintenance activities that are provided B = Number of maintenance activities that are requested by users within the scope of SLA
MMa-2-G	Cloud service versioning	What proportion of new versions is assigned and published after maintenance?	$X = A/B$ A = Number of new versions assigned and published after maintenance B = Number of maintenance

5.7.3 Reversibility measures

Reversibility measures are used to assess the degree to which a cloud service provides the process for the CSC to retrieve their data and application artefacts and for the CSP to delete all CSC data as well as contractually specified cloud service derived data after the agreed upon period. Reversibility measures are measured in [Table 18](#).

Table 18 — Reversibility measures

ID	Name	Description	Measurement function
MRe-1-G	Data retrieval	What proportion of data and application artefacts can be retrieved by CSCs after the agreed upon service period?	$X = A/B$ A = Number of data and application artefacts retrieved after the agreed upon service period B = Number of user data and application artefacts that require retrieval after the agreed upon service period
MRe-2-G	Data deletion process	What proportion of a cloud service has processes to delete all CSC data as well as cloud service derived data, which is contractually specified, after the agreed upon period?	$X = A/B$ A = Number of processes that are defined B = Number of processes required to define the deletion of all CSC data as well as cloud service-derived data

5.7.4 Monitorability measures

Monitorability measures are used to assess the degree to which a cloud service provides monitoring parameters and tools to monitor the performance of the service. Monitorability measures are measured in [Table 19](#).

Table 19 — Monitorability measures

ID	Name	Description	Measurement function
MMo-1-G	Monitoring parameters	What proportion of monitoring parameters is provided to monitor the performance of the service?	$X = A/B$ A = Number of monitoring parameters implemented B = Number of monitoring parameters required to monitor performance service
MMo-2-G	Monitoring mechanisms	What proportion of monitoring mechanisms is provided to monitor the performance of the service?	$X = A/B$ A = Number of monitoring mechanisms implemented B = Number of monitoring mechanisms required to monitor performance service

5.8 Portability measures

5.8.1 General

Portability measures are used to assess the degree to which a cloud service provides the ability to move data and migrate applications from one cloud service to another.

5.8.2 Cloud data portability measures

Cloud data portability measures are used to assess the degree to which a cloud service provides the ability to move its data from one cloud service to another. Cloud data portability measures are measured in [Table 20](#).

Table 20 — Cloud data portability measures

ID	Name	Description	Measurement function
PDp-1-G	Data syntactic portability	What proportion of data is transferred from a source cloud service to a target using data formats that can be decoded on the target?	$X = A/B$ A = Number of transferred data items that can be decoded on the target B = Number of data items that are required to be transferred from a source cloud service to a target using data formats that can be decoded on the target
PDp-2-G	Data semantic portability	What proportion of data is transferred from a source cloud service to a target such that the meaning of the data model is understood within the context of a subject area by the target?	$X = A/B$ A = Number of transferred data items understandable within the context of a subject area by the target B = Number of data items that are required to be transferred from a source cloud service to a target such that the meaning of the data model is understood within the context of a subject area by the target
PDp-3-G	Data policy portability	What proportion of data is transferred from a source cloud service to a target while complying with the legal, organizational, and policy frameworks applicable to the source and target?	$X = A/B$ A = Number of transferred data items that comply with the legal, organizational, and policy frameworks applicable to the source and target B = Number of data items that are required to be transferred from a source cloud service to a target while complying with the legal, organizational, and policy frameworks applicable to the source and target

5.8.3 Cloud application portability measures

Cloud application portability measures are used to assess the degree to which a cloud service provides the ability to migrate its applications from one cloud service to another. Cloud application portability measures are measured in [Table 21](#).

Table 21 — Cloud application portability measures

ID	Name	Description	Measurement function
PAp-1-G	Application syntactic portability	What proportion of applications, which are used to provide a cloud service, is migrated from a source cloud service to a target in a format that can be decoded on the target?	$X = A/B$ A = Number of migrated applications decoded on the target B = Number of applications that are required to be migrated from a source cloud service to the target in a format that can be decoded on the target
PAp-2-G	Application instruction portability	What proportion of applications, which are used to provide a cloud service, is migrated from a source cloud service to a target so that its instruction set executes on the target?	$X = A/B$ A = Number of migrated applications whose instruction set is executed on the target B = Number of applications that are required to be migrated from a source cloud service to the target so that its instruction set executes on the target
PAp-3-G	Application metadata portability	What proportion of applications, which are used to provide a cloud service, is migrated from a source cloud service to a target so that the application metadata is understood on the target?	$X = A/B$ A = Number of migrated application metadata understood on the target B = Number of applications that are required to be migrated from a source cloud service to the target so that the application metadata is understood on the target
PAp-4-G	Application behaviour portability	What proportion of applications, which are used to provide a cloud service, is migrated from a source cloud service to a target so that execution on the target produces equivalent results to those produced on the source?	$X = A/B$ A = Number of migrated applications with execution results equivalent to the source B = Number of applications that are required to be migrated from a source cloud service to the target so that execution on the target produces equivalent results to those produced on the source
PAp-5-G	Application policy portability	What proportion of applications, which is used to provide a cloud service, is migrated from a source cloud service to a target while complying with the applicable legal, organizational, and policy frameworks of both the source and target?	$X = A/B$ A = Number of migrated applications that comply with the legal, organizational, and policy frameworks applicable to the source and target B = Number of applications that are required to be migrated from a source cloud service to the target while complying with the applicable legal, organizational and policy frameworks of both the source and target

5.9 Service provisionability measures

5.9.1 General

Service provisionability measures are used to assess the degree to which a cloud service is provisioned by the CSC, as needed, automatically, or with minimal interaction with the CSP.

5.9.2 Service measurability measures

Service measurability measures are used to assess the degree to which a cloud service provides metered delivery of cloud services such that usage can be monitored, controlled, reported and billed. Service measurability measures are measured in [Table 22](#).

Table 22 — Service measurability measures

ID	Name	Description	Measurement function
PSm-1-G	Usage monitoring correctness	How correctly does a cloud service provide usage monitoring?	$X = A/B$ A = Amount of usage correctly monitored B = Amount of usage used
PSm-2-G	Usage controlling correctness	How correctly does a cloud service provide usage controlling?	$X = A/B$ A = Number of resources controlled B = Number of resources that are required to be controlled
PSm-3-G	Usage reporting correctness	How correctly does a cloud service provide usage reporting?	$X = A/B$ A = Number of data is correctly reported B = Number of data that should be included in usage reports
PSm-4-G	Usage billing correctness	How correctly does a cloud service provide usage billing?	$X = A/B$ A = Amount of usage correctly billed B = Amount of usage used
NOTE 1 To support usage monitoring, a cloud service tracks how much resource users are consuming, such as virtual machines, storage and network bandwidth.			
NOTE 2 To support usage control, a cloud service allows users to allocate resources and limits resource usage based on these allocations. For example, users can allocate a specific amount of CPU and memory for a virtual machine, and resource usage can be controlled according to these limits.			
NOTE 3 To support usage reporting, a cloud service generates reports on how much users have utilized resources, including virtual machines, storage, network bandwidth, etc. The report can include a detailed analysis of costs.			

5.9.3 Auditability measures

Auditability measures are used to assess the degree to which a cloud service collects and provides available necessary evidential information related to the operation and use of a cloud service to conduct an audit. Auditability measures are measured in [Table 23](#).

Table 23 — Auditability measures

ID	Name	Description	Measurement function
PAu-1-G	Evidential information completeness	What proportion of data items are collected and provided concerning the operation and use of cloud services required to conduct audits?	$X = A/B$ A = Number of data items collected and provided B = Number of data items required to be collected and provided to conduct audits

5.9.4 Governability measures

Governability measures are used to assess the degree to which a cloud service supports on-demand self-service. Governability measures are measured in [Table 24](#).

Table 24 — Governability measures

ID	Name	Description	Measurement function
PGo-1-G	Service governance	What proportion of a cloud service is directed and controlled by a system?	$X = A/B$ A = Number of governance items implemented as a system B = Number of governance items to direct and control a cloud service
PGo-2-G	Regulation adherence	What proportion of a cloud service complies with the regulations applied in the countries where a cloud service is used?	$X = A/B$ A = Number of regulations with which a cloud service complies B = Number of regulations applied in the countries where a cloud service is used
NOTE Governance refers to a framework and set of policies that organizations implement to effectively manage and control a cloud resource and data. Examples of governance items include access controls, budget overruns, resource utilization and regulatory compliance.			

5.9.5 Self-provisioning measures

Self-provisioning measures are used to assess the degree to which a cloud service supports on-demand self-service. Self-provisioning measures are measured in [Table 25](#).

Table 25 — Self-provisioning measures

ID	Name	Description	Measurement function
PPr-1-G	On-demand self-service	What proportion of computing capabilities is provisioned to CSC automatically or with minimal interaction with CSP as needed?	$X = A/B$ A = Number of computing capabilities provisioned to CSC automatically or with minimal interaction with CSP B = Number of computing capabilities that required to be provisioned to CSC automatically or with minimal interaction with CSP
NOTE Computing capabilities to support on-demand self-service, for instance, include the functions to create virtual machines, choose an operating system and configure resources like CPU and memory as needed by CSC.			

5.9.6 SLA (service level agreement) information completeness measures

SLA (service level agreement) information completeness measures are used to assess the degree to which SLA includes the essential information required to set up the quality level of the cloud services. SLA information completeness measures are measured in [Table 26](#).

Table 26 — SLA (service level agreement) information completeness measures

ID	Name	Description	Measurement function
PSi-1-G	SLA information sufficiency	What proportion of SLA information is explained in sufficient detail in SLA?	$X = A/B$ A = Number of information items explained in SLA B = Number of information items required to be included in SLA
NOTE ISO/IEC 19086-1 provides the cloud SLA components that can be commonly used in cloud SLAs, therefore it can be referred to when defining information items.			

5.9.7 SLA (service level agreement) satisfaction measures

SLA (service level agreement) satisfaction measures are used to assess the degree to which a cloud service satisfies the SLOs and SQOs specified in SLA. SLA satisfaction measures are measured in [Table 27](#).

Table 27 — SLA (service level agreement) information satisfaction measures

ID	Name	Description	Measurement function
PSs-1-G	SLO Satisfaction	What proportion of SLOs is satisfied by a cloud service?	$X = A/B$ A = Number of SLOs satisfied by a cloud service B = Number of SLOs defined in SLA
PSs-2-G	SQO Satisfaction	What proportion of SQOs is satisfied by a cloud service?	$X = A/B$ A = Number of SQOs satisfied by a cloud service B = Number of SQOs defined in SLA
NOTE ISO/IEC 19086-1 defines SLOs and SQOs that can be commonly used in cloud SLAs, therefore it can be referred to when defining SLOs and SQOs.			

5.10 Service responsiveness measures

5.10.1 General

Service responsiveness measures are used to assess the degree to which a cloud service responds to CSC requests and provides outcomes in a prompt and timely way.

5.10.2 Service supportiveness measures

Service supportiveness measures are used to assess the degree to which a cloud service supports CSC activities according to the service support scope specified in SLA. Service supportiveness measures are measured in [Table 28](#).

Table 28 — Service supportiveness measures

ID	Name	Description	Measurement function
RSu-1-G	Service support coverage	What proportion of CSC activities is supported according to the service support scope specified in SLA?	$X = A/B$ A = Number of CSC requests supported B = Number of CSC requests within SLA's service support scope

5.10.3 Reactiveness measures

Reactiveness measures are used to assess the degree to which a cloud service promptly responds to user requests. Reactiveness measures are measured in [Table 29](#).

Table 29 — Reactiveness measures

ID	Name	Description	Measurement function
RRe-1-G	Timely response	What proportion of user requests is responded to within the time requirements specified in SLA?	$X = A/B$ A = Number of user requests are responded to within the time requirements specified in SLA B = Number of user requests within SLA scope

5.10.4 Continuity measures

Continuity measures are used to assess the degree to which cloud service is provided under all foreseeable circumstances, including mitigating the risks resulting from interruption to an acceptable level. Continuity measures are measured in [Table 30](#).

Table 30 — Continuity measures

ID	Name	Description	Measurement function
RCo-1-G	Coverage of cloud service continuity plan	What proportion of the risks that can cause cloud service interruptions is specified in the cloud service continuity plan?	$X = A/B$ A = Number of risks specified in a cloud service continuity plan B = Number of risks that could cause cloud service interruption
RCo-2-G	Completeness of cloud service risk prevention actions	What proportion of the risks listed in a cloud service continuity plan is addressed with defined prevention actions?	$X = A/B$ A = Number of risks addressed with defined prevention actions B = Number of risks specified in a cloud service continuity plan
RCo-3-G	Completeness of cloud service risk mitigation actions	What proportion of the risks listed in a cloud services continuity plan is addressed with defined mitigation actions?	$X = A/B$ A = Number of risks addressed with defined mitigation actions B = Number of risks specified in a cloud service continuity plan
RCo-4-G	Effectiveness of cloud service risk mitigation actions	What proportion of cloud service mitigation actions reduces subsequent cloud service interruptions?	$X = A/B$ A = Number of cloud service mitigation actions that reduce subsequent cloud service interruptions B = Number of cloud service mitigation actions specified in a cloud service continuity plan

Bibliography

- [1] ISO/IEC/IEEE 15939:2017, *Systems and software engineering — Measurement process*
- [2] ISO/IEC 19086-1, *Information technology — Cloud computing — Service level agreement (SLA) framework — Part 1: Overview and concepts*
- [3] ISO/IEC 19086-2, *Cloud computing — Service level agreement (SLA) framework — Part 2: Metric model*
- [4] ISO/IEC 19086-3, *Information technology — Cloud computing — Service level agreement (SLA) framework — Part 3: Core conformance requirements*
- [5] ISO/IEC 19086-4, *Cloud computing — Service level agreement (SLA) framework — Part 4: Components of security and of protection of PII*
- [6] ISO/IEC 19941, *Information technology — Cloud computing — Interoperability and portability*
- [7] ISO/IEC 22123-2, *Information technology — Cloud computing — Part 2: Concepts*
- [8] ISO/IEC/TS 23167, *Information technology — Cloud computing — Common technologies and techniques*
- [9] ISO/IEC/TR 23187, *Information technology — Cloud computing — Interacting with cloud service partners (CSNs)*
- [10] ISO/IEC 25010, *Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — Product quality model*
- [11] ISO/IEC/TS 25011, *Information technology — Systems and software Quality Requirements and Evaluation (SQuaRE) — Service quality models*
- [12] ISO/IEC 25012, *Software engineering — Software product Quality Requirements and Evaluation (SQuaRE) — Data quality model*
- [13] ISO/IEC 25021:2012, *Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — Quality measure elements*
- [14] ISO/IEC 25023, *Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE) — Measurement of system and software product quality*
- [15] ISO/IEC/TS 25025, *Information technology — Systems and software Quality Requirements and Evaluation (SQuaRE) — Measurement of IT service quality*
- [16] ISO/IEC/TS 25052-1, *Systems and software engineering — Systems and software Quality Requirements and Evaluation (SQuaRE): cloud services — Part 1: Quality model*
- [17] ISO/IEC 27002, *Information security, cybersecurity and privacy protection — Information security controls*
- [18] ISO/IEC 27017, *Information technology — Security techniques — Code of practice for information security controls based on ISO/IEC 27002 for cloud services*



ICS 35.080

Price based on 18 pages

© ISO/IEC 2024
All rights reserved

iso.org