

DIGITAL SERVICE QUALITY FUNDAMENTALS AND VOCABULARY

DQI_VOC1

First Edition — November 2026

DIGITAL SERVICE QUALITY INITIATIVE

Table of Contents

Table of Contents 2
Foreword 3
Introduction 3
1 Scope 3
2 Normative References 4
3 Terms and Definitions 4
3.1 Terms related to objects and object identification 4
3.2 Terms related to function and results 5
3.3 Terms related to requirements 5
3.4 Terms related to Quality Factors and Indicators 6
3.5 Terms related to life cycle, work, results, boundaries, interfaces, and constituents 6
3.6 Terms related to examination and determination 8
3.7 Terms related to Evidence and Findings 8
3.8 Terms related to Quality Claims 9
3.9 Terms related to digital service objects and arrangements 10
4 Fundamentals of Digital Service Quality 12
4.1 General 12
4.2 The Concept of Digital Service Quality 12
4.3 Intended Functions, Intended Results, and Quality Requirements 12
4.4 The Digital Service as an Integrated Whole 12
4.5 Quality Across Applicable Life-Cycle Stages 13
4.6 Relationship Between Object Requirements and Quality Determination 13
4.7 Applying Common Quality Concepts to Digital Services 13
4.8 Digital Service Work, Results, and Outcomes 14
4.9 Digital Service Safety, Security, and Quality 14
4.10 Applying this Vocabulary in DQI 14
Annex A — Concept Relationships and Diagrams 14
Alphabetical Index 15
Bibliography 17
Copyright and Use Notice 18

Foreword

This Standard provides the fundamental concepts and vocabulary for DQI's application of the Whole-Quality methodology to digital services. It establishes a common language for identifying a digital service, describing its Intended Functions and Intended Results, and understanding the requirements and Evidence relevant to its Quality.

The concepts address a Digital Service Quality Object as an integrated whole. Depending on its function and results, the object may include people, software, data, digital infrastructure, connected services, and other Constituents. Necessary Work and Results provided by Recipients or external parties are accounted for within the object or through relevant Interfaces.

This Standard is voluntary and non-regulatory. It provides the fundamental concepts and vocabulary that underpin DQI standards for digital service classes and contexts. Those standards establish applicable requirements for the service object and for examining its Quality.

Introduction

Digital services use digital technologies to perform functions and achieve results for or with Recipients. Their Function Realization may depend on people, software, data, devices, platforms, digital infrastructure, connected services, and external organizations. A service may therefore extend across technical and organizational boundaries.

The identity of a Digital Service Quality Object follows its Intended Functions and Intended Results. Its Boundaries, Constituents, Interfaces, dependencies, configuration, and relevant Life-Cycle stages are established in relation to those functions and results. Necessary Work and Results are not excluded merely because they are provided by another party or occur outside a system boundary.

This vocabulary distinguishes the actual object and its condition from descriptions, records, models, and other Evidence about it. It also distinguishes Object Quality Requirements from requirements governing a Quality Determination. Evidence supports Findings; Findings are synthesized within a stated scope; and any Quality Claim remains within the scope and certainty supported by those Findings.

The common concepts in this Standard are intended to remain consistent across WQI platforms. DQI context standards may add terms needed for a defined digital service class or technology. AI services are one such context and use this vocabulary together with additional terms established in the applicable AI service standard.

1 Scope

This Standard establishes fundamental concepts and vocabulary for describing the Quality of digital services and for understanding the determination of that Quality.

It applies to identified digital services across relevant Life-Cycle stages. A service may provide information, content, recommendations, decisions, actions, transactions, or a combination of functions and results. The service may be delivered continuously or through individual or repeated interactions.

This Standard addresses identification of the actual object, its Intended Functions and Intended Results, Object Quality Requirements, Constituents, Boundaries, Interfaces, dependencies, external contributions, operating conditions, Evidence, Findings, and Quality Claims. It does not prescribe a universal technical design, score, acceptance level, or risk tolerance.

This Standard does not by itself establish requirements for a particular digital service class. Applicable DQI standards and other applicable sources establish requirements for the object and for its Quality

Determination. Laws, regulations, agreements, adopted standards, scientific knowledge, and other relevant sources may contribute to the Applicable Basis.

2 Normative References

No normative references are cited in this Standard.

3 Terms and Definitions

The following terms and definitions apply for the purposes of this Standard. The terms in 3.1 through 3.8 provide a common Whole-Quality foundation. The terms in 3.9 apply that foundation to digital services. Definitions do not by themselves establish Object Quality Requirements or Quality Determination Requirements.

3.1 Terms related to objects and object identification

3.1.1 Object of Quality Determination

The actual subject identified for a Quality Determination by the Intended Functions and Intended Results being examined.

Note. A model, document, record, or other representation may support its identification or examination but does not replace the actual subject.

3.1.2 Object Condition

The actual characteristics, capabilities, behavior, and state of an identified object under stated conditions and at a stated time.

Note. A description or representation of an object condition is Evidence about the object; it is not the condition itself.

3.1.3 Object Description

Information that identifies and describes an object of Quality Determination in relation to its Intended Functions and Intended Results, including relevant Work and Results, Constituents, Boundaries, Interfaces, dependencies, external contributions, configuration, conditions, and applicable life-cycle stages.

Note. An Object Description supports identification and examination but is not the object.

3.1.4 Scale

The level of aggregation or extent at which an object of Quality Determination is identified and its Quality considered.

Note. Scale is distinct from Methodological Resolution. A change of Scale does not automatically transfer a Quality Determination to another object.

3.1.5 Context

The surrounding conditions and circumstances that affect an object, its Function Realization, or the intended Quality Determination.

Note. Context can affect applicable requirements, relevant conditions, Evidence needs, and interpretation without changing the meaning of a defined term.

3.1.6 Quality

The degree to which an object of Quality Determination realizes its Intended Functions and Intended Results in accordance with applicable requirements.

Note. Applicable requirements are considered in relation to the object's Intended Functions and Intended Results, the Applicable Basis, and stated examination conditions.

3.2 Terms related to function and results

3.2.1 Intended Function

What an object is required or intended to do.

Note. An object may have one or more Intended Functions.

3.2.2 Intended Result

A required or intended outcome associated with realization of an Intended Function.

Note. An Intended Result may be immediate, delayed, continuous, intermittent, or otherwise time-dependent.

3.2.3 Function Realization

The manner and degree to which an object performs its Intended Functions and achieves associated Intended Results.

Note. Function Realization is considered under relevant conditions and life-cycle stages.

3.3 Terms related to requirements

3.3.1 Requirement

A stated condition that is required to be met by an object or by a Quality Determination, as applicable.

3.3.2 Object Quality Requirement

A stated condition that an identified object must meet in relation to its Intended Functions, Intended Results, or other applicable obligations.

Note. Requirements stated under applicable Quality Indicators are Object Quality Requirements.

3.3.3 Quality Determination Requirement

A stated condition governing how a Quality Determination is established or conducted.

Note. Requirements governing the Quality Determination are distinct from Object Quality Requirements.

3.3.4 Functional Requirement

An Object Quality Requirement that specifies an Intended Function or associated Intended Result of the object.

3.3.5 Technical Requirement

An Object Quality Requirement that specifies a technical condition necessary to support realization of the Functional Requirements.

3.3.6 Applicable Requirement

An Object Quality Requirement relevant to the identified object and included in the Applicable Basis for the stated examination scope and conditions.

3.3.7 Applicable Basis

The identified and documented Object Quality Requirements against which the Quality of the identified object is determined.

Note. The Applicable Basis includes applicable requirements stated under Factors and Indicators and requirements arising from Intended Functions and Intended Results, law, regulation, agreements, adopted standards, scientific knowledge, and other relevant sources. It is distinct from the requirements governing the Quality Determination itself.

3.3.8 Reference Source

A source from which an Object Quality Requirement is identified and documented for inclusion in the Applicable Basis.

Note. A Reference Source is distinct from Evidence. Its relevance and authority are established for the particular determination.

3.4 Terms related to Quality Factors and Indicators

3.4.1 Quality Factor

A principal dimension of an object's Function Realization that groups related Quality Indicators and the applicable requirements concerning that dimension for determining the object's Quality.

3.4.2 Quality Indicator

A defined aspect of a Quality Factor that identifies the subject of one or more applicable requirements the object must meet.

3.5 Terms related to life cycle, work, results, boundaries, interfaces, and constituents

3.5.1 Life Cycle

The relevant stages through which an object is conceived, created, established, used, maintained, changed, transitioned, and ended.

3.5.2 Essential Work and Results

The Work and Results necessary for realization of an object's Intended Functions and Intended Results across applicable life-cycle stages, whether performed within the object or provided through external contributions.

Note. Necessary Work and Results provided from outside the identified object shall be accounted for through inclusion within the object or through relevant Interfaces.

3.5.3 External Contribution

Work, Results, resources, services, or other contributions provided from outside the identified object that are necessary for realization of its Intended Functions or Intended Results.

Note. An External Contribution shall be accounted for through its inclusion within the identified object or through a relevant Interface. The external party providing it does not thereby become a Constituent.

3.5.4 Boundary

The limit that defines what is included within and excluded from an object of Quality Determination, established in relation to the object's Intended Functions, Intended Results, and necessary Work and Results.

Note. A Boundary may be physical, functional, organizational, informational, or otherwise relevant to the object. It shall not exclude Work and Results necessary for Function Realization solely because a physical or organizational boundary places them outside the object.

3.5.5 Constituent

A component, part, element, or other object included within the identified object's Boundaries that contributes to realization of its Intended Functions or Intended Results.

3.5.6 Interface

A relevant relationship, point, or connection through which Constituents interact or depend on one another, or through which the identified object interacts, exchanges, or depends on connected objects, external contributions, or conditions.

3.5.7 Harm

An adverse effect on a person, other living organism, property, the environment, or another protected or valued condition.

3.5.8 Possible Harm

Harm that may occur but has not been established as having occurred.

3.5.9 Realized Harm

Harm that has actually occurred.

3.5.10 Hazard

A source, situation, or condition with the potential to contribute to Harm.

3.5.11 Threat

An event, condition, action, or actor that could initiate or contribute to Harm or loss of control.

3.5.12 Vulnerability

A weakness in an object, Constituent, Interface, or protective arrangement that may be exploited or contribute to Harm or loss of control.

3.5.13 Scenario

A specified sequence or combination of events and conditions through which Harm may occur or control of an object may be lost.

3.5.14 Risk Tolerability Criteria

Criteria established by the Applicable Basis for determining whether identified Risk is acceptable or tolerable for the object under stated conditions.

3.5.15 Risk Control Objective

A stated protective outcome necessary to prevent, control, or limit Harm from identified hazards or scenarios, according to the Applicable Basis.

3.5.16 Risk Control

A measure intended to achieve an applicable Risk Control Objective by preventing, controlling, or limiting Harm.

3.5.17 Risk

A determination of the probability and severity of Possible Harm according to the Applicable Basis.

3.5.18 Safety

A condition in which Risk associated with Possible Harm is acceptable under applicable Risk Tolerability Criteria.

3.6 Terms related to examination and determination

3.6.1 Examination

The systematic examination of an identified object's actual condition in relation to applicable Object Quality Requirements and stated examination conditions.

3.6.2 Quality Determination

A process of identifying an actual object, establishing the Applicable Basis and examination scope and conditions, examining Evidence concerning the object, establishing Findings, and synthesizing those Findings to determine what can be established about the object's Quality.

3.6.3 Methodological Resolution

The degree of quality-relevant detail at which an object and its Quality are examined for the intended Quality Determination.

3.6.4 Examination Scope

The defined coverage of an examination, including applicable Object Quality Requirements and Quality Determination Requirements, relevant object parts, Factors and Indicators, and life-cycle stages.

3.6.5 Examination Conditions

The relevant time, operating, use, environmental, and other conditions under which the object is examined or its Evidence is interpreted.

3.6.6 Assumption

A proposition accepted for purposes of analysis or interpretation that is not established by direct Evidence.

3.6.7 Assumption Drift

The loss of validity, relevance, or visibility of an Assumption as an object, Context, Evidence, or conditions change.

3.6.8 Uncertainty

A limitation in knowledge concerning a condition, relationship, or conclusion relevant to the Quality Determination or a Quality Claim.

3.6.9 Unresolved Condition

A relevant condition, discrepancy, anomaly, Evidence gap, uncertainty, or potential failure that has not been sufficiently resolved for the intended Quality Determination.

3.6.10 Quality State

The condition of an object's Quality at a particular time or under stated conditions.

Note. A Quality State is not, by itself, a universal grade, score, or classification.

3.7 Terms related to Evidence and Findings

3.7.1 Evidence

Information or observations used to establish a Finding about the actual condition of an identified object in relation to an applicable Object Quality Requirement.

3.7.2 Evidence Sufficiency

The degree to which available Evidence provides enough coverage and detail to support the intended Finding.

3.7.3 Evidence Truthfulness

The degree to which Evidence faithfully represents what it purports to show.

3.7.4 Evidence Applicability

The degree to which Evidence relates to the identified object, relevant conditions, and the requirement or Finding for which it is used.

3.7.5 Finding

A result of examining Evidence that states what is established about whether the identified object meets an applicable Object Quality Requirement.

3.7.6 Finding Status

The stated status of a Finding as met, not met, or undetermined.

3.7.7 Met

A Finding status indicating that Evidence establishes that the identified object meets the applicable Object Quality Requirement within the examination scope and conditions.

3.7.8 Not Met

A Finding status indicating that Evidence establishes that the identified object fails to meet the applicable Object Quality Requirement within the examination scope and conditions.

3.7.9 Undetermined

A Finding status indicating that available Evidence does not establish whether the identified object meets the applicable Object Quality Requirement.

3.7.10 Critical Condition

A condition that materially limits the scope or content of a Quality Determination or Quality Claim.

3.7.11 Materiality

The significance of a Finding, condition, limitation, or relationship to the intended Quality Determination or Quality Claim.

3.7.12 Synthesis of Findings

The structured consideration of applicable Findings and their relevant relationships to establish what can be determined about the object as a whole.

> *Note. Synthesis does not create or alter a Finding, and one Finding does not cancel or compensate for another.*

3.7.13 Non-Compensability

The principle that a Finding remains distinct and is not offset by a different Finding.

3.7.14 Traceability

The ability to follow material relationships connecting the object, applicable requirements, Evidence, Findings, synthesis, and any resulting Quality Claim.

3.8 Terms related to Quality Claims

3.8.1 Quality Claim

A bounded communication about the Quality of an identified object, supported by the synthesis of applicable Findings.

3.8.2 Claimant

The person or organization that makes a Quality Claim.

3.8.3 Recipient

The person or organization for whom a Quality Claim is intended.

3.9 Terms related to digital service objects and arrangements

3.9.1 Digital Service

Organized provision of one or more functions through digital technologies to achieve one or more Intended Results for or with a Digital Service Recipient.

Note. A Digital Service may depend on software, data, digital infrastructure, people, other services, and external contributions. Its definition is based on its functions and results, not solely on the technology used.

3.9.2 Digital Service Quality Object

An identified Digital Service considered as an integrated whole for Quality Determination, with Boundaries established in relation to its Intended Functions and Intended Results.

Note. The identified object may include or depend on people, software, data, connected systems, digital infrastructure, and other services. Necessary Work and Results shall be accounted for within the object or through relevant Interfaces.

3.9.3 Digital Service Quality Object Description

Documented information that identifies and describes a Digital Service Quality Object, including its Intended Functions and Intended Results, Constituents, Boundaries, Interfaces, dependencies, external contributions, configuration, conditions, and relevant Life-Cycle stages.

Note. The description supports identification and examination; it is not the service or its actual condition.

3.9.4 Digital Service Configuration

The identified arrangement and versions of the digital and non-digital Constituents, settings, data resources, Interfaces, and operating conditions relevant to a Digital Service at a stated time or during a stated period.

Note. A configuration may change through updates, deployments, model or data changes, changes to connected services, or changes in operating arrangements.

3.9.5 Digital Service Recipient

A person or organization for whom, or with whom, a Digital Service performs its Intended Functions or achieves its Intended Results.

Note. A Digital Service Recipient may provide inputs, make choices, authorize actions, or perform Work that contributes to Function Realization. The Digital Service Recipient's role is established for the identified object and examination scope.

3.9.6 Digital Service Provider

A person or organization that undertakes responsibility for arranging, delivering, operating, or maintaining all or part of a Digital Service.

Note. More than one provider may contribute to a service. A provider is not necessarily the complete Digital Service Quality Object.

3.9.7 Digital Service Interaction

An exchange or sequence of exchanges through which a Digital Service Recipient and a Digital Service, or its Constituents, provide or receive information, instructions, decisions, actions, or other contributions.

Note. An interaction may be synchronous or asynchronous, occur once or repeatedly, and contribute to an immediate or continuing Intended Result.

3.9.8 Digital Service Work

Work performed by or for a Digital Service, including Work performed by people or external parties, that contributes to realization of its Intended Functions and Intended Results.

Note. Digital Service Work may occur within the service or through external contributions accounted for by inclusion or relevant Interfaces.

3.9.9 Digital Service Result

A result produced or delivered through Digital Service Work.

Note. A Result may be information, content, a recommendation, a decision, an action, a transaction, or another specified output. Delivery of a Result does not by itself establish achievement of a broader Intended Result.

3.9.10 Digital Service Outcome

The relationship between Digital Service Work and one or more Results for a defined object, Digital Service Recipient or other affected party, time, configuration, and operating conditions.

Note. An Outcome depends on the identified Intended Results and relevant conditions. It is not established solely by completion of Work or delivery of a Result.

3.9.11 Digital Service Interface

An Interface through which a Digital Service or its Constituents exchange information, instructions, resources, or control with a Digital Service Recipient, connected object, external contribution, or other condition.

Note. An Interface may be technical, informational, human, organizational, or a combination of these.

3.9.12 Digital Service Operating Condition

A condition relevant to the realization of a Digital Service's Intended Functions or Intended Results during a stated examination scope, including conditions associated with use, configuration, capacity, connectivity, data, and external contributions.

Note. The applicable conditions depend on the identified object and intended use; this definition does not prescribe a uniform operating environment.

3.9.13 Digital Service Life-Cycle Stage

A relevant stage in the Life Cycle of a Digital Service, such as its conception, design, development, integration, deployment, provision, maintenance, change, transition, or ending.

Note. The stages relevant to a Quality Determination depend on the service's Intended Functions, Intended Results, and examination scope.

3.9.14 Digital Service Quality

The Quality of an identified Digital Service Quality Object.

Note. Digital Service Quality is considered in relation to the object's Intended Functions and Intended Results, applicable requirements, and stated examination conditions.

4 Fundamentals of Digital Service Quality

4.1 General

Digital Service Quality concerns an identified actual service object. A model, specification, interface description, record, or Object Description may represent or provide information about the service, but is not the actual service whose Quality is determined.

Quality Determination examines the relationship between the object's actual condition and its Intended Functions, Intended Results, and applicable requirements. The determination establishes what the available Evidence supports within a stated scope and conditions; it does not create the object's Quality.

4.2 The Concept of Digital Service Quality

Digital Service Quality is the degree to which an identified digital service realizes its Intended Functions and Intended Results in accordance with applicable requirements. Its meaning depends on the identified object, the applicable basis, and the conditions under which it is considered.

A service's Quality is not reducible to the performance of one software component, the presence of a particular technology, or a single reported metric. Those matters may provide relevant Evidence or requirements, but the determination concerns the integrated service object and its function realization.

This Standard does not prescribe a uniform degree of Quality or one technical solution for every service. Applicable requirements and examination conditions provide the basis for a particular determination.

4.3 Intended Functions, Intended Results, and Quality Requirements

Intended Functions state what the identified service is expected or required to do. Intended Results state the outcomes associated with realizing those functions. Together they establish the functional basis for identifying Object Quality Requirements.

Functional Requirements state Intended Functions and associated Intended Results. Technical Requirements state technical conditions necessary to support the Functional Requirements. Technical conditions do not replace the service's functional intent or establish, by themselves, that an Intended Result has been achieved.

Object Quality Requirements may be stated under applicable Quality Indicators or arise from the Applicable Basis. Requirements identify conditions the object is to meet; they are not merely topics for an examiner to discuss. Requirements governing the Quality Determination remain distinct from requirements imposed on the service.

4.4 The Digital Service as an Integrated Whole

A Digital Service Quality Object is identified and described in relation to its Intended Functions and Intended Results. Its Constituents, Boundaries, Interfaces, dependencies, configuration, relevant conditions, and necessary Work and Results are established in relation to those functions and results.

A digital service may depend on recipients, personnel, software, data, computing resources, connected services, communications networks, or other contributions. Necessary Work and Results are accounted for by including them within the object or identifying the relevant Interface and external contribution. An organizational or technical boundary alone does not justify excluding a necessary contribution.

The object's Scale and Object Description shall make the subject sufficiently clear to establish the examination scope and interpret Findings. Shared resources, common providers, or overlapping Boundaries do not by themselves merge distinct services into one object. Material uncertainty about identity or boundaries may limit what a determination can establish and shall be stated.

4.5 Quality Across Applicable Life-Cycle Stages

Intended Functions, Intended Results, configurations, data, connected services, operating conditions, requirements, and Evidence may change over the service Life Cycle. The determination considers the stages relevant to the intended use and stated examination scope.

A determination at one time or configuration does not automatically establish Quality at another time or configuration. A material change to service behavior, deployment, data, interfaces, assumptions, or external contributions may require further examination or a revised determination.

Iteration may improve object identification, Methodological Resolution, the Applicable Basis, examination scope, or Evidence. Material changes remain traceable and shall not be made solely to obtain a preferred Finding or Claim.

4.6 Relationship Between Object Requirements and Quality Determination

Quality Factors and Quality Indicators provide organized dimensions for identifying applicable Object Quality Requirements. DQI standards apply common requirements to a defined digital service class or context and may add requirements needed for that class. Context standards do not replace or redefine the common concepts in this Vocabulary.

Quality Determination Requirements address identification of the object, Applicable Basis, examination scope and conditions, Evidence, Findings, synthesis, and Quality Claims. They govern the determination process; they are distinct from Object Quality Requirements and are not Findings about the service condition.

For each applicable Object Quality Requirement, the determination establishes a Finding of Met, Not Met, or Undetermined. Evidence is considered for Sufficiency, Truthfulness, and Applicability. Findings remain distinct; their synthesis states what can be established about the object as a whole within the examination scope and conditions.

A Quality Claim, where made, remains within the scope and certainty supported by the synthesized Findings. It identifies the object and communicates material conditions, limitations, and uncertainty relevant to the Claim's intended use.

4.7 Applying Common Quality Concepts to Digital Services

DQI applies the common Whole-Quality concepts to digital services without establishing a separate vocabulary that displaces them. An applicable DQI standard identifies the service class or context and applies common requirements and methodology to that object.

A context standard may address relevant technologies, interactions, configurations, or operating conditions and may add Object Quality Requirements. It does not presume that a particular architecture or technology is necessary for all services, nor does it treat a technical component as the entire service unless the identified functions and results support that object definition.

Other applicable sources may contribute requirements to the Applicable Basis. Their relevance, applicability, and relationship to the identified object are established for the particular Quality Determination.

4.8 Digital Service Work, Results, and Outcomes

Digital Service Work and Digital Service Results are related but distinct. Work may be performed by a service, Digital Service Recipient, provider, connected system, or other contributor. A Result may be delivered without the broader Intended Result being achieved.

A Digital Service Outcome describes the relationship between Work and Results for a defined object, Digital Service Recipient or other affected party, time, configuration, and operating conditions. Its interpretation depends on the stated Intended Results and applicable requirements.

Where a continuing Intended Result depends on several interactions or external contributions, the Object Description and applicable requirements identify the relevant sequence, dependencies, and conditions. Completion of one interaction or technical operation alone does not establish the Quality of the broader service.

4.9 Digital Service Safety, Security, and Quality

Digital Service Quality may include requirements concerning safety, security, privacy, reliability, accessibility, or other conditions relevant to the service's Intended Functions and Intended Results. Their applicability is established from the Applicable Basis and stated examination scope.

Safety and security are related to, but conceptually distinct from, Quality Determination. A safety or security determination addresses its own defined subject, criteria, conditions, and Evidence. A Digital Service Quality determination may consider relevant safety or security requirements without replacing specialized determinations.

Risk, uncertainty, and unresolved conditions may affect the requirements, examination, Findings, or Claim. Their significance and limits are stated in relation to the identified object and the intended use of the determination.

4.10 Applying this Vocabulary in DQI

Terms defined in this Standard are used with the meanings stated here. Capitalization identifies a defined term where needed for clarity. A DQI context standard may define additional terms for its subject; those terms supplement this common Vocabulary and do not silently alter it.

Where a digital service depends on work, results, or resources outside its immediate technical or organizational boundary, the applicable object description accounts for them through inclusion or identified Interfaces. Where a term is used differently in another field, the DQI standard states the intended meaning and any necessary distinction.

This Vocabulary supports clear identification, requirements, examination, Findings, and bounded Claims. It does not itself certify a service, establish legal compliance, or determine that any service is suitable for a particular use.

Annex A — Concept Relationships and Diagrams

The relationships below summarize the concepts used in this Standard as applied to Digital Services. They show conceptual dependencies and are not a rigid one-pass procedure.

> Identified Digital Service Quality Object → Intended Functions and Intended Results → Object Description, Scale, Work and Results, Constituents, Boundaries, Interfaces, dependencies, external contributions, Context, configuration, and operating conditions.
>
> Intended Functions and Intended Results → applicable Object Quality Requirements → Digital Service Quality, considered under stated conditions and the Applicable Basis.

Applicable Basis and examination scope and conditions → examination of Evidence → a Finding for each applicable requirement.

Distinct Findings and their relevant relationships → Synthesis of Findings → a bounded Digital Service Quality Claim, where made.

Digital Service Work together with Digital Service Results → Digital Service Outcome for the identified object, Digital Service Recipient or affected party, time, configuration, and conditions.

Alphabetical Index

Terms are listed alphabetically with their clause numbers. Page numbers will be added after the draft is stabilized.

Applicable Basis — 3.3.7
Applicable Requirement — 3.3.6
Assumption — 3.6.6
Assumption Drift — 3.6.7
Boundary — 3.5.4
Claimant — 3.8.2
Constituent — 3.5.5
Context — 3.1.5
Critical Condition — 3.7.10
Digital Service — 3.9.1
Digital Service Configuration — 3.9.4
Digital Service Interaction — 3.9.7
Digital Service Interface — 3.9.11
Digital Service Life-Cycle Stage — 3.9.13
Digital Service Operating Condition — 3.9.12
Digital Service Outcome — 3.9.10
Digital Service Provider — 3.9.6
Digital Service Quality — 3.9.14
Digital Service Quality Object — 3.9.2
Digital Service Quality Object Description — 3.9.3
Digital Service Recipient — 3.9.5
Digital Service Result — 3.9.9
Digital Service Work — 3.9.8
Essential Work and Results — 3.5.2
Evidence — 3.7.1
Evidence Applicability — 3.7.4
Evidence Sufficiency — 3.7.2
Evidence Truthfulness — 3.7.3
Examination — 3.6.1
Examination Conditions — 3.6.5
Examination Scope — 3.6.4
External Contribution — 3.5.3
Finding — 3.7.5
Finding Status — 3.7.6
Function Realization — 3.2.3

Functional Requirement — 3.3.4
Harm — 3.5.7
Hazard — 3.5.10
Intended Function — 3.2.1
Intended Result — 3.2.2
Interface — 3.5.6
Life Cycle — 3.5.1
Materiality — 3.7.11
Met — 3.7.7
Methodological Resolution — 3.6.3
Non-Compensability — 3.7.13
Not Met — 3.7.8
Object Condition — 3.1.2
Object Description — 3.1.3
Object of Quality Determination — 3.1.1
Object Quality Requirement — 3.3.2
Possible Harm — 3.5.8
Quality — 3.1.6
Quality Claim — 3.8.1
Quality Determination — 3.6.2
Quality Determination Requirement — 3.3.3
Quality Factor — 3.4.1
Quality Indicator — 3.4.2
Quality State — 3.6.10
Realized Harm — 3.5.9
Recipient — 3.8.3
Reference Source — 3.3.8
Requirement — 3.3.1
Risk — 3.5.17
Risk Control — 3.5.16
Risk Control Objective — 3.5.15
Risk Tolerability Criteria — 3.5.14
Safety — 3.5.18
Scale — 3.1.4
Scenario — 3.5.13
Synthesis of Findings — 3.7.12
Technical Requirement — 3.3.5
Threat — 3.5.11
Traceability — 3.7.14
Uncertainty — 3.6.8
Undetermined — 3.7.9
Unresolved Condition — 3.6.9
Vulnerability — 3.5.12

Bibliography

IQI, Infrastructure Quality — Fundamentals and Vocabulary, IQI Standard VOC1, Revision 3.1, October 2026.

AMSI, Support Service Quality — Fundamentals and Vocabulary, AMSI Standard VOC1, Revision 3.1, November 2026.

DQI, AI Service Quality Standard, DQI_AIS1, First Edition, November 2026.

Copyright and Use Notice

© 2026 Digital Service Quality Initiative (DQI). All rights reserved.

This publication may be downloaded from the official DQI website and retained, printed, and used for personal, professional, educational, research, and internal organizational purposes. This Vocabulary may be applied by reference in examinations, audit protocols, procurement requirements, and contractual documents, provided the document title, applicable edition or revision, and terms being applied are identified. Such use does not authorize reproduction or modification of the publication or imply DQI endorsement, certification, or approval.

Brief quotations may be reproduced with appropriate attribution to the Digital Service Quality Initiative and identification of this publication and its applicable edition or revision.

Except as expressly permitted above, this publication may not be modified, adapted, translated, republished, redistributed, sold, or reproduced in another standard, vocabulary, specification, regulation, certification scheme, audit protocol, procurement requirement, contractual document, or similar instrument without prior written permission from DQI.

The official and current version of this publication is the version made available by the Digital Service Quality Initiative.

Document identification
DQI_VOC1 — Digital Service Quality Fundamentals and Vocabulary — First Edition — November 2026.