Quality Software (QS) Product Certification

Scheme

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Version 2.2.0, 2015

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</tr>
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<td>1.11</td>
<td>OWASP – Open Web Application Security Project</td>
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1.0 Background

1.1 Introduction

The Malaysian Software Testing Board ("MSTB") is a national body promoting software product quality assurance and software product testing as core competencies in the development of IT-dependent quality products and services.

MSTB is a member of the International Software Testing Qualifications Board ("ISTQB") that regulates the accreditation and certification processes of software product testing certification in member countries.

MSTB is also a member of the Asia Software Quality Network ("ASQN"). ASQN promotes software quality throughout the region. The other members of ASQN are Korea, Japan, China, Vietnam, Philippines, Thailand and Singapore. Japan is the leader of ASQN.

MSTB started a ‘Quality Software (QS) Product Certification Scheme’ in 2011 to provide an independent, third-party certification of software products assessed against international standards.

1.2 Scope of QS Product Certification

MSTB as the owner of the Scheme and the certifying body in Malaysia will be responsible for providing and managing the Scheme which includes:

- Provision of certification activities such as software product quality evaluation and document evaluation;
- Granting, maintaining, suspending and withdrawing certification;
- Issuing certificates for certified software products;
- Revoking certification under specific conditions such as misuse or abuse of certificates; and
- Maintaining records of certified software products and clients.

1.3 The Scheme levels

The Scheme involves two (2) progressive levels as described below:

MSTB Quality Software (QS) Product Certification

MSTB QS 9126

MSTB QS 9126 Elite
• **MSTB QS 9126**

For this level, in general, software product will be evaluated based on international standard of ISO/IEC TR 9126-2:2003 quality requirements* and Malaysian standard of MS ISO/IEC 25051:2007 documentation requirements*. Proven conformance to the quality and documentation requirements will qualify the software product for the MSTB QS 9126 certification. All software products shall be certified to this MSTB QS 9126 certification level first before applying for the MSTB QS 9126 Elite level (as described below).

*Note 1:
(a) Quality requirements in Malaysian standard of MS 1883:Part 2:2005 (which is technically identical to international standard of ISO/IEC TR 9126-2:2003) will be used by MSTB in conducting the software product quality evaluation; and

*Note 2:

• **MSTB QS 9126 Elite**

There is software that is designed with additional attributes and operational specialities which goes beyond the basic MS 1883: Part 2:2005 quality requirements. The owner of this software whose software has been certified with MSTB QS 9126 can optionally proceed to the next level of certification which is the MSTB QS 9126 Elite provided that such option is exercised within nine (9) months from the date of the issuance of MSTB QS 9126 certificate and subject to the execution of a supplementary agreement or any other equivalent agreement to that effect (“Supplementary Agreement”) between the parties.

Details of the requirements of the above are available in:
- **Section 5.2.1** (MSTB QS 9126 Quality Evaluation)
- **Section 5.2.2** (MSTB QS 9126 Elite Quality Evaluation)
- **Section 5.3** (Documents Quality Evaluation)
2.0 Purpose of Quality Software Product Certification

2.1 What is Quality Software Product Certification

Quality Software Product Certification is a written assurance from an independent third (3rd) party that a software product performs as stated in the documents related thereto.

2.2 The objective of Quality Software Product Certification

The overall objectives of certifying a software product are:

- to benchmark the software product quality characteristics against International Standards applicable to it;
- to provide an impartial, independent and third-party evaluation of the software product; and
- to increase confidence in the software product and to improve market acceptance, locally and internationally.

2.3 Benefits of Quality Software Product Certification

The creation and verification of quality software products has become a necessity because businesses depend on the reliability, availability and integrity of software product and systems. The certificate that accompanies “QS” certificate benefits the software product developers or vendors as much as the software product buyers and users, going beyond simple acknowledgement of a correct implementation of a specific standard.

2.3.1 Benefits for Software Developers and Vendors

Benefits for the software developers or vendors include:

- gain customer confidence;
- internationally recognized Certificate of Quality;
- improve marketability domestically and internationally;
- strengthen position in the marketplace; and
- enjoy tax incentives where applicable.

2.3.2 Benefits for Buyers and Users

Benefits for the buyers and users include:

- increased confidence in software purchases;
- mitigate software product risks by leveraging on expert validation by independent and accredited organization;
- assurance of software product quality prior to purchase; and
- protection against substandard software product.
3.0 Software Products That Can Be Certified

3.1 Categories of Software Products That Can Be Certified Under the Scheme

To be eligible to apply for certification under the Scheme, software products must be fully functioning with completed product and user documentation.

The Scheme will cover most types of software products including the following categories specified in Accreditation of Certification Bodies-Software Product Certification (ACB-SWPC): Issue 1, 15 October 2012.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Security-Hardware (HD) Appliance Software (SW)</td>
</tr>
<tr>
<td></td>
<td>1.1 Hardware Appliance – Software product which is sold (provided) with Hardware</td>
</tr>
<tr>
<td></td>
<td>1.2 Security – Software product which is developed for information security (e.g. Intrusion Prevention System (IPS))</td>
</tr>
<tr>
<td></td>
<td>1.3 Software product which is developed for Security and sold (provided) as a Hardware Appliance</td>
</tr>
<tr>
<td>2</td>
<td>Security</td>
</tr>
<tr>
<td></td>
<td>2.1 Software product which is developed for Security not as a Hardware Appliance (e.g. Firewall, Antivirus, Anti-Spam, Spyweb)</td>
</tr>
<tr>
<td>3</td>
<td>Hardware Appliance Software</td>
</tr>
<tr>
<td></td>
<td>3.1 Software product which is developed generally for selling (providing) as a Hardware Appliance, not for Security (e.g. Smart card reader, mobile devices)</td>
</tr>
<tr>
<td>4</td>
<td>Business (Groupware) Software</td>
</tr>
<tr>
<td></td>
<td>4.1 Software product which is developed for business use or office management of a general company, that every member of the organization use in the office (e.g. draft, electronic approval, documentation disseminate, bulletin board, documentation management</td>
</tr>
<tr>
<td>5</td>
<td>Embedded Software</td>
</tr>
<tr>
<td></td>
<td>5.1 Software product which is performing specific function and is sold (provided) as a one-chip type embedded in Hardware parts without the third party operating system (e.g. Software product embedded in refrigerator, washing machine, printer)</td>
</tr>
<tr>
<td></td>
<td>5.2 Software product which is embedded in Hardware, so that it cannot be accessed for modification/deletion in any way [e.g. software product burning into chip, Read Only Memory (ROM)]</td>
</tr>
<tr>
<td>6</td>
<td>General Software</td>
</tr>
<tr>
<td></td>
<td>6.1 Other Software product not included in the categories no. 1 to 5 above e.g. Commercial Off-the-Shelf (COTS) and customized software product.</td>
</tr>
<tr>
<td></td>
<td>6.2 Customized COTS Software Product not included in categories no.1 to 5 above.</td>
</tr>
<tr>
<td></td>
<td>6.3 Custom software product not included in categories no. 1 to 5 above</td>
</tr>
</tbody>
</table>
3.2 Software Products That Are Excluded From Being Certified Under the Scheme

Some software products are not eligible to apply for certification under the Scheme, such as:

i. Software product with simple function whose technical or economic value is minimal.
ii. Software product that lacks universality as it is only operated in an isolated environment.
iii. Gambling software product.
iv. Harmful software product that may interfere with sound business activities.
4.0 Quality Model

4.1 Conforming to ISO Standards

The MSTB quality model conforms to Malaysian standard of MS 1883: Part 1:2005*, which defines six (6) external quality characteristics and how these characteristics are broken down into sub-characteristics.

*Note:
Malaysian standard of MS 1883: Part 1:2005 is technically identical to international standard of ISO/IEC 9126-1: 2001 as both share the same quality model, characteristics and sub characteristics.


On the same note, document evaluation of software product conforms to MS ISO/IEC 25051: 2007, a standard used to evaluate documents for COTS software product.

Proven conformance to the MS 1883: Part 2:2005 quality requirements (through quality evaluation) and MS ISO/IEC 25051: 2007 documentation requirements will qualify the software product for the MSTB QS 9126 certification.

MSTB will only conduct the relevant testing and/or certification according to the declaration made by the client or customer to MSTB in respect of the specifications of the software product required to be tested and/or certified i.e. in the event that it claims the documentation in respect of the software product conforms to MS ISO/IEC 25051: 2007 but was not expressly declared by such client/customer to MSTB, MSTB will not conduct the testing and/or certification to determine the conformity towards such standards.

Software product evaluation under the Scheme will be divided into two (2) parts:

1. Software Product Quality Evaluation
2. Documents Quality Evaluation

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### 4.2 Software Product Quality Evaluation

#### 4.2.1 MSTB QS 9126 Quality Evaluation

The software product quality evaluation is performed by an accredited independent testing lab and measures the six (6) external quality characteristics from MS 1883: Part 2:2005 which are summarized below:

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Metrics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functionality</td>
<td>Suitability, Accuracy, Interoperability, Security, Functionality compliance</td>
</tr>
<tr>
<td>Reliability</td>
<td>Maturity, Fault tolerance, Recoverability, Reliability compliance</td>
</tr>
<tr>
<td>Usability</td>
<td>Understandability, Learnability, Operability, Attractiveness, Usability compliance</td>
</tr>
<tr>
<td>Efficiency</td>
<td>Time behaviour, Resource utilization, Efficiency compliance</td>
</tr>
<tr>
<td>Maintainability</td>
<td>Analysability, Changeability, Stability, Testability, Maintainability compliance</td>
</tr>
<tr>
<td>Portability</td>
<td>Adaptability, Installability, Co-existence, Replaceability, Portability compliance</td>
</tr>
</tbody>
</table>

The characteristics can have one (1) or more metrics that are used to measure the behavior of the quality item in question. Each metric has a defined measurement method and a measurement scale. The external metrics involves measurements of a software product derived from its behavior through testing, operating and observing based on the applicable executable item. For MSTB QS 9126 certification, the total quality evaluation spectrum involves testing of one hundred and twelve (112) external metrics derived from the MS 1883: Part 2:2005. Metrics are selected and tested based on the applicable features of the software product being evaluated.
For **MSTB QS 9126 Elite** quality certification, software product will be tested against additional quality requirements which are included below:

- requirements derived from the industry (for example OWASP) imposed by MSTB (where applicable);
- some additional requirements which may be related to personal data protection and unique attributes of the software (where applicable),

as detailed out in the Supplementary Agreement.

These additional quality requirements reflect the need for high quality software that match prevailing consumer demands and improve marketability.

The additional measurements are listed as below:

<table>
<thead>
<tr>
<th>Applicable to</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software with the following <strong>critical functionality</strong> and whose modules are linked via network connection:</td>
<td>Health check between components, encrypted communication between modules and user screen protection (screen blackout)</td>
</tr>
<tr>
<td>a) Information security critical product. E.g. National/defense secret</td>
<td></td>
</tr>
<tr>
<td>b) Safety critical products related to human life</td>
<td></td>
</tr>
<tr>
<td>c) Products processing personal information to produce something. (E.g. Passport/ID issuance, diagnostic report for hospital)</td>
<td></td>
</tr>
<tr>
<td>Software that claims <strong>conformance</strong> to any law/regulation or that provides functionalities (as declared in product document) for commercial transactions involving collecting and storing of personal image information</td>
<td>Encrypted transmission of personal image information, protected stored personal image information, access log of personal image information with backup of the log</td>
</tr>
<tr>
<td>Software that claims <strong>conformance</strong> to any law/regulation or that provides functionalities (as declared in product document) for commercial transactions involving collecting and storing of personal information</td>
<td>Minimum collection of personal information, access control to personal information, encrypted unique personal information, access log of personal information</td>
</tr>
<tr>
<td>Web-based software that is processing financial transaction directly (e.g. financial institution/banking application) such as cash transaction, credit card, account transfer, stock trading, etc</td>
<td>Health check between components, encrypted communication between modules and user screen protection (screen blackout), cross site scripting resistant, session expiration (timeout), direct access (through url) resistant</td>
</tr>
<tr>
<td>Web-based software that enables the user to input, modify, delete the data.</td>
<td>Cross site scripting resistant, direct access (through url) resistant</td>
</tr>
</tbody>
</table>
4.3 Documents Quality Evaluation

The document quality evaluation needs to conform to MS ISO/IEC 25051: 2007 as summarized in the following table:

<table>
<thead>
<tr>
<th>Applicable to</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software that has login function.</td>
<td>Conformance to QS credential rules, SQL injection resistant</td>
</tr>
<tr>
<td>Software that claims conformance to certain functional industry standards/guidelines.</td>
<td>Conformance to claimed functionality compliance</td>
</tr>
<tr>
<td>Software that has an automatic recovery log.</td>
<td>Automatic recovery log is available</td>
</tr>
<tr>
<td>Software that has unique performance criteria.</td>
<td>Meeting the performance benchmark as claimed</td>
</tr>
<tr>
<td>Software that supports multiple connection sessions or concurrency.</td>
<td>Able to fulfil the claimed concurrency</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Product Description</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documentation stating the properties of software product, with the main purpose of helping potential acquirers in the evaluation of the suitability for themselves of the software product before purchasing it.</td>
<td>Availability, Contents, Identification and indications, Statements about: functionality reliability usability efficiency maintainability portability quality in use</td>
</tr>
<tr>
<td>User Documentation</td>
<td>Requirements</td>
</tr>
<tr>
<td>Information that is supplied with the software product to help the user in their use of that software product.</td>
<td>Completeness, Correctness, Consistency, Understandability, Learnability, Operability</td>
</tr>
</tbody>
</table>

This document quality evaluation is applicable for both MSTB QS 9126 and MSTB QS 9126 Elite.
5.0 Evaluation Criteria

A software product being evaluated needs to fulfil a set of criteria to qualify for certification.

For software product quality evaluation, some metrics relating to one (1) of the six (6) external quality characteristics are mandatory for the software product to pass for certification (based on the applicable attribute of the software product), which is to be decided by MSTB. These metrics are made mandatory by MSTB to pass because the software product must meet critical functional requirements, such as security and whether all functions described in user document are implemented according to their objectives and usage in the software product. The other metrics in the evaluation will be given a score based on the quality evaluation.

All metrics in document quality evaluation are mandatory to pass for certification.

The following are the evaluation criteria for a software product to qualify for certification:

- Pass all mandatory metrics that apply to the software product as decided by MSTB
- All non-conformance related to Functionality shall be fixed
- Score 100% in Documents Evaluation

Non-conformance reports will be given to applicant for their onwards non-conformance fixing within a specific period as notified by MSTB. As a certifying body, MSTB is not allowed to provide any advisory/consultancy services such as providing advice, recommendation, suggestions and/or guidance to fix any non-conformance revealed in the non-conformance report.

Evaluation results and scores will be given to an independent Certification Decision Committee for certification decision.
6.0 Governance

MSTB as the certifying body for the Scheme is governed by the ISO/IEC 17065:2012. In addition, MSTB adheres to ACB-SWPC: Issue 1, 15 October 2012 which is developed specifically for software product certification. Originally known as ISO/IEC Guide 65:1996, ISO/IEC 17065:2012 document is used by certification bodies to demonstrate competence, impartiality, and reliability of the certifying body.

To ensure impartiality and integrity of the Scheme, MSTB has three (3) committees to specifically address the requirements of the certification. These committees consist of specifically selected members made up of practitioners and professionals from various sectors covering industry, academia and government agencies.

- **Certification Decision Committee**: The primary responsibilities of this committee are to recommend a decision to certify (or otherwise) a software product based on the results completed by an accredited testing laboratory.

- **Impartial Committee**: The primary responsibilities of this committee are to advise on matters affecting confidence in certification, including openness and public perception and to counteract any tendency by MSTB, as the certifying body, to allow commercial or other considerations to interfere with the consistent objective provision of certification activities.

- **Complaints and Appeals Committee**: The key responsibilities of this committee are to receive, decide and record appeals complaints and any actions taken in response to them. This committee gathers and evaluates all necessary information to assess the nature and validity of an appeal or complaint, investigates motives of the appeal or complaint and decides the actions to be taken in response to the appeal or complaint. This committee also ensures that the investigation and operation of the Complaints and Appeals procedure complies with applicable ISO/IEC 17065 requirements.

The quality evaluation of the software product will be performed by an accredited independent lab (MSTB or any other third (3rd) party appointed by MSTB) which meet applicable requirements of MS ISO/IEC 17025:2005, which is a standard used by testing and calibration laboratories.
7.0 Process of Software Product Certification

The Scheme that MSTB operates follows ISO/IEC Guide 67: 2004 which describes the activities involved in product certification.

The Scheme is based on Type 1B products which involve the following elements in the evaluation of the software product:

a) Software product(s) and documentation related thereto provided by applicant;
b) Quality determination of characteristics by testing and assessment;
c) Evaluation of the software product(s) and documentation;
d) Decision on granting the certification; and
e) Issuance of the Software Product Certificate.

The MSTB process for certifying a software product is shown in the following diagram:

* Only for software product that has obtained the QS 9126
** Certification decision will be based on the recommendation of the Certification Decision Committee
8.0 What QS Certification Means

When a certificate is awarded by MSTB:

- it can be displayed;
- it can be used in advertising and promotion;
- it can be used to promote the integrity of the software product and product information (as contained in the documentation related thereto); and
- it can only be used for the specific version and the platform(s) that had been submitted, evaluated and certified by MSTB.

Certification of a software product is only valid for a specified list of functions. Please note that the certification issued by MSTB shall be limited to the particular version of the software product at the time submitted, tested and certified and does not cover any other version of the software product. Any new version will require a fresh certification of such new software product.

In the event that the software product is available in multiple languages, the certification services conducted by MSTB will only be made towards the English language version of the software product. Pursuant to the same, the Software Product Certificate issued by MSTB shall only be valid for the English language version of the software product and shall not extend to any other language versions of the software product.

With regards to public notification, MSTB may:
- publish the particulars of the certificate granted into the online Certification Register and made available to the public via www.mstb.org
- in the case of revocation of the certificate, information of the same will be removed from the online Certification Register.
Legal Notices

Certification Disclaimer

1. The Quality Software Product Certificate is issued in respect of the particular version of the software product submitted by the applicant and thereafter, evaluated and certified by MSTB. The results of any test or evaluation shall not be used to indicate or imply that certification is applicable to other similar items. In addition, such results must not be used to indicate or imply that MSTB approves, recommends or endorses the manufacturer, supplier or user of software product application or product, or that MSTB in any way gives guarantee or warranty in respect of the performance or capabilities of the software product/equipment;

2. All warranties of any kind, implied, statutory or otherwise, including without limitation the implied warranties of merchantability, fitness for a particular purpose, non-infringement are hereby expressly excluded by MSTB; and

3. In respect of the limitations of liability:

   (a) To the maximum extent permitted by applicable law, neither MSTB, its subsidiaries, affiliates, officers and/or agents will be liable for any direct or indirect damages (including without limitation, consequential, special, or incidental damages, damages for loss of profits or revenues, business interruption, or loss of business information), arising from and/or in connection with the Scheme and/or the certification services provided by MSTB in respect of the same; and

   (b) The limitations on and exclusions of liability for damages in respect of the Scheme and/or the certification services provided by MSTB in respect of the same apply regardless of whether the liability is based on breach of contract, tort, strict liability, breach of warranties or any other legal theory and whether MSTB was or should have been aware of the possibility that such damage or loss could occur.
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