
Ergonomic requirements for office work with visual display terminals (VDTs) - Part 10: Dialogue principles (ISO 9241-10:1996)

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Ergonomische Anforderungen für Bürotätigkeiten mit Bildschirmgeräten - Teil 10: Grundsätze der Dialoggestaltung (ISO 9241-10:1996)

Exigences ergonomiques pour travail de bureau avec terminaux a écrans de visualisation (TEV) - Partie 10: Principes de dialogue (ISO 9241-10:1996)

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ICS:

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**Ergonomic requirements for office work with
visual display terminals (VDTs) - Part 10: Dialogue
principles (ISO 9241-10:1996)**

Exigences ergonomiques pour travail de bureau
avec terminaux à écrans de visualisation (TEV)
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European Committee for Standardization
Comité Européen de Normalisation
Europäisches Komitee für Normung

Central Secretariat: rue de Stassart, 36 B-1050 Brussels

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EN ISO 9241-10:1996

Foreword

The text of the International Standard ISO 9241-10:1996 has been prepared by Technical Committee ISO/TC 159 "Ergonomics" in collaboration with the Technical Board of CEN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by November 1996, and conflicting national standards shall be withdrawn at the latest by November 1996.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

Endorsement notice

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**Ergonomic requirements for office work
with visual display terminals (VDTs) —**

Part 10:

Dialogue principles

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*Exigences ergonomiques pour travail de bureau avec terminaux à écrans
de visualisation (TEV) —*

Partie 10: Principes de dialogue

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

International Standard ISO 9241-10 was prepared by Technical Committee ISO/TC 159, *Ergonomics*, Subcommittee SC 4, *Ergonomics of human-system interaction*.

ISO 9241 consists of the following parts, under the general title *Ergonomic requirements for office work with visual display terminals (VDTs)*:

- Part 1: *General*
- Part 2: *Guidance on task requirements*
- Part 3: *Visual display requirements*
- Part 4: *Keyboard requirements*
- Part 5: *Workplace requirements*
- Part 6: *Environmental requirements*
- Part 7: *Display requirements with reflections*
- Part 8: *Requirements for displayed colours*
- Part 9: *Requirements for non-keyboard input devices*
- Part 10: *Dialogue principles*
- Part 11: *Guidance on usability*
- Part 12: *Presentation of information*
- Part 13: *User guidance*
- Part 14: *Menu dialogues*

- *Part 15: Command dialogues*
- *Part 16: Direct manipulation dialogues*
- *Part 17: Form filling dialogues*

Annex A of this part of ISO 9241 is for information only.

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Introduction

This part of ISO 9241 deals with ergonomic design of software for visual display terminals (VDTs) and describes general ergonomic principles which are independent of any specific dialogue technique, but should be applied in accordance with ISO 9241.

When specifying, developing or evaluating dialogue systems, these principles can be applied, but as general guidelines only. The manner in which each dialogue principle can be applied will depend on the characteristics of the intended user of the system, the tasks, the environment and the specific dialogue technique used. Guidance on identifying relevant aspects of the users' tasks and environment of use is given in ISO 9241-11. Specific guidance on the use of techniques such as menus, command languages, direct manipulation and form-based entry will be found in Parts 14 to 17 of ISO 9241.

The ultimate beneficiary of the standard will be the end user at the VDT. It is the needs of this user that provide the ergonomic requirements used by the International Standards developers. Although it is unlikely that the end user will read the standard or even know of its existence, its application should provide user interfaces that are more usable, consistent and that enable greater productivity.

This part of ISO 9241 contains one informative annex that lists the sources used during its development.

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Ergonomic requirements for office work with visual display terminals (VDTs) —

Part 10:

Dialogue principles

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1 Scope

This part of ISO 9241 provides ergonomic principles formulated in general terms, i.e. they are presented without reference to situations of use, application, environment or technology. These principles are intended to be used in specifications, design and evaluation of dialogues for visual display terminals (VDTs).

2 Definitions

For the purposes of this part of ISO 9241, the following definitions apply.

2.1 dialogue: Interaction between a user and a system to achieve a particular goal.

2.2 user: Individual interacting with the system.

3 Dialogue principles

3.1 General

The following seven principles have been identified to be important for the design and evaluation of a VDT dialogue:

- suitability for the task;
- self-descriptiveness;
- controllability;
- conformity with user expectations;
- error tolerance;