

SLOVENSKI STANDARD
SIST EN ISO 9241-1:2001/A1:2002
01-januar-2002

**Ergonomske zahteve za pisarniško delo s slikovno zaslonko opremo - 1. del:
Splošni uvod - Dopolnilo A1 (ISO 9241-1:1997/Amd.1:2001)**

Ergonomic requirements for office work with visual display terminals (VDTs) - Part 1:
General introduction (ISO 9241-1:1997/Amd.1:2001)

Ergonomische Anforderungen für Bürotätigkeiten mit Bildschirmgeräten - Allgemeine
Einführung (ISO 9241-1:1997/Amd.1:2001)

Exigences ergonomiques pour travail de bureau avec terminaux a écrans de
visualisation (TEV) - Partie 1: Introduction générale - Amendement 1: Description et
applications des parties traitant des logiciels (Partie 10 a partie 17) (ISO 9241-
1:1997/Amd.1:2001)

Ta slovenski standard je istoveten z: EN ISO 9241-1:1997/A1:2001

ICS:

| | | |
|--------|---|---|
| 13.180 | Ergonomija | Ergonomics |
| 35.180 | Terminalska in druga periferna oprema IT | IT Terminal and other peripheral equipment |

SIST EN ISO 9241-1:2001/A1:2002 **en**

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EUROPEAN STANDARD
NORME EUROPÉENNE
EUROPÄISCHE NORM

EN ISO 9241-1:1997/A1

March 2001

ICS 13.180; 35.180

English version

Ergonomic requirements for office work with visual display terminals (VDTs) - Part 1: General introduction (ISO 9241-1:1997/AM 1:2001)

Exigences ergonomiques pour travail de bureau avec terminaux à écrans de visualisation (TEV) - Partie 1: Introduction générale (ISO 9241-1:1997/AM 1:2001)

This amendment A1 modifies the European Standard EN ISO 9241-1:1997; it was approved by CEN on 1 March 2001.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for inclusion of this amendment into the relevant national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Management Centre or to any CEN member.

This amendment exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and United Kingdom.

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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

Management Centre: rue de Stassart, 36 B-1050 Brussels

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EN ISO 9241-1:1997/A1:2001

Foreword

The text of this Amendment EN ISO 9241-1:1997/A1:2001 to the EN ISO 9241-1:1997 from Technical Committee ISO/TC 159 "Ergonomics" of the International Organization for Standardization (ISO) has been taken over as an Amendment to the European Standard by CMC.

This Amendment to the European Standard EN ISO 9241-1:1997 shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by September 2001, and conflicting national standards shall be withdrawn at the latest by September 2001.

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

NOTE FROM CMC: The foreword is susceptible to be amended on reception of the German language version. The confirmed or amended foreword, and when appropriate, the normative annex ZA for the references to international publications with their relevant European publications will be circulated with the German version.

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Endorsement notice

The text of the Amendment to the International Standard ISO 9241-1:1997/AM 1:2001 has been approved by CEN as an Amendment to the European Standard without any modification.

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INTERNATIONAL STANDARD

ISO 9241-1

Second edition
1997-06-01

AMENDMENT 1
2001-03-01

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

Part 1: General introduction

AMENDMENT 1

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

SIST EN ISO 9241-1:2001/A1:2002

Partie 1: Introduction générale

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AMENDEMENT 1



Reference number
ISO 9241-1:1997/Amd.1:2001(E)

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ISO 9241-1:1997/Amd.1:2001(E)**PDF disclaimer**

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Printed in Switzerland

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.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 3.

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.

Attention is drawn to the possibility that some of the elements of this Amendment may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

Amendment 1 to International Standard ISO 9241-1:1997 was prepared by Technical Committee ISO/TC 159, *Ergonomics*, Subcommittee SC 4, *Ergonomics of human-system interaction*.

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ISO 9241-1:1997/Amd.1:2001(E)**Introduction**

ISO 9241 covers both the hardware and software ergonomic aspects of the use of visual display terminals. The individual parts of ISO 9241, their interrelationships, and the expected users of the parts are described in the main body of ISO 9241-1.

This Amendment deals particularly with the software parts of ISO 9241, i.e. ISO 9241-10 to ISO 9241-17. These parts are concerned with the ergonomic design of software user interfaces.

The goal of this Amendment (complementing ISO 9241-1) is to help readers of ISO 9241-10 to ISO 9241-17 in

- gaining an overview on the content of ISO 9241-10 to ISO 9241-17,
- understanding the relationship between the individual software parts of ISO 9241,
- providing guidance on the relevance of individual parts to the development process, i.e. understanding where and when to use the software parts of ISO 9241,
- understanding how to select and combine dialogue techniques which are described in ISO 9241-14 to ISO 9241-17.

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The ultimate beneficiary of ISO 9241-10 to ISO 9241-17 will be the end user at the VDT. It was the needs of these users that provided the ergonomic recommendations in ISO 9241-10 to ISO 9241-17. Although it is unlikely that the end user will read ISO 9241 or even know of its existence, its application should provide user interfaces that are more usable, consistent and that enable greater productivity.

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

Part 1: General introduction

AMENDMENT 1

1 Scope

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Replace the Contents with the following text.

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At the end of clause 6, add the following paragraph.

Annex A provides guidance on the use of ISO 9241-10 to ISO 9241-17 in the development of software applications, and on the selection and combination of the dialogue techniques covered in ISO 9241-14 to ISO 9241-17.

ISO 9241-1:1997/Amd.1:2001(E)

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Delete “Annex A (informative)” and transfer the bibliography to the page after the new annex A.

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Add the following new annex A.

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Annex A (informative)

Description and application of software parts (in ISO 9241-10 to ISO 9241-17)

A.1 Structure of ISO 9241-10 to ISO 9241-17

A.1.1 Introduction

ISO 9241-10 to ISO 9241-17 cover software ergonomics issues such as:

- principles for human-computer dialogues (ISO 9241-10);
- the relevance of the context of use (users, tasks, environment) and the definition of usability in terms of effectiveness, efficiency and satisfaction (ISO 9241-11);
- characteristics of presented information and recommendations for the presentation of information (ISO 9241-12);
- recommendations for user guidance; these apply to all dialogue techniques (ISO 9241-13);
- recommendations for the usage of dialogue techniques (ISO 9241-14 to ISO 9241-17).

The specification or design of human-computer dialogues should be driven by an understanding of the requirements of the users, their tasks, the environment and the available technology. There are usually several options and the final choice may be influenced by the desire for consistency (e.g. with existing organizational practices or across a range of systems). Decisions about the overall suitability of human-computer dialogues can be assisted by reference to standards containing general principles of dialogue design i.e. ISO 9241-10. Specific recommendations for dialogue design are addressed in ISO 9241-14 to ISO 9241-17.

A.1.2 Relationship between ISO 9241-10 to ISO 9241-17

Figure A.1 illustrates the structure of ISO 9241-10 to ISO 9241-17, reflecting the nature of the individual parts in terms of principles and recommendations.