

## Human Factors (HF); Guidelines for ICT products and services; "Design for All"

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## Foreword

This ETSI Guide (EG) has been produced by ETSI Technical Committee Human Factors (HF).

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## Introduction

ETSI HF produced three very significant deliverables that provided guidance to the designers of communications products and services:

- ETR 029 [i.10]: "Human Factors (HF); Access to telecommunications for people with special needs; Recommendations for improving and adapting telecommunication terminals and services for people with impairments";
- ETR 116 [i.14]: "Human Factors (HF); Human factors guidelines for ISDN Terminal equipment design";
- ETR 166 [i.15]: "Human Factors (HF); Evaluation of telephones for people with special needs; An evaluation method".

These three deliverables were produced in 1991, 1994, and 1995 respectively and since then the technologies to which the guidelines relate have changed significantly. The "Design for All" approach made it imperative that a revised document integrating the best elements of these documents into a coherent whole was produced to replace these separate documents. The advice given in each guideline was incorporated into this new single updated document.



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# 1 Scope

The present document gives guidance to Information and Communication Technology (ICT) product and service designers on Human Factors issues, good Human Factors design practice, and relevant international and national standards. In particular, it aims to help designers to maximize the level of usability of products and services by providing a comprehensive set of Human Factors design guidelines.

The guidelines are intended to encourage a "Design for All" approach so as to make products and services accessible to as many people as possible, including elderly people and persons with disabilities, without the need for adaptation or specialized design.

The present document is applicable to ICT products with a user interface that are connectable to all kinds of fixed and mobile telecommunications networks. This includes products such as telephones, Multimedia terminals, Personal digital Assistants (PDAs) and services such as e-mail, Short Message Services (SMS) and voice messaging. It is applicable to public and private access devices and services.

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# 2 References

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## 2.2 Informative references

The following referenced documents are not essential to the use of the present document but they assist the user with regard to a particular subject area. For non-specific references, the latest version of the referenced document (including any amendments) applies.

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- [i.3] ETSI EG 201 379 (V1.1.1): "Human Factors (HF); Framework for the development, evaluation and selection of graphical symbols".

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