

SLOVENSKI STANDARD
kSIST-TP FprCEN ISO/TR 9241-100:2011
01-februar-2011

Ergonomija medsebojnega vpliva človek-sistem - 100. del: Pregled standardov za ergonomijo, povezano s programsko opremo (ISO/TR 9241-100:2010)

Ergonomics of human-system interaction - Part 100: Introduction to standards related to software ergonomics (ISO/TR 9241-100:2010)

Ergonomie der Mensch-System-Interaktion - Teil 100: Überblick über Normen zur Software-Ergonomie (ISO/TR 9241-100:2010)

Ergonomie de l'interaction homme-système - Partie 100: Introduction aux normes relatives à l'ergonomie des logiciels (ISO/TR 9241-100:2010)

Ta slovenski standard je istoveten z: FprCEN ISO/TR 9241-100

ICS:

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

kSIST-TP FprCEN ISO/TR 9241-100:2011 en,fr,de

TECHNICAL REPORT
RAPPORT TECHNIQUE
TECHNISCHER BERICHT

FINAL DRAFT
FprCEN ISO/TR 9241-100

December 2010

ICS 35.180; 13.180

English Version

**Ergonomics of human-system interaction - Part 100: Introduction
to standards related to software ergonomics (ISO/TR 9241-
100:2010)**

Ergonomie de l'interaction homme-système - Partie 100:
Introduction aux normes relatives à l'ergonomie des
logiciels (ISO/TR 9241-100:2010)

Ergonomie der Mensch-System-Interaktion - Teil 100:
Überblick über Normen zur Software-Ergonomie (ISO/TR
9241-100:2010)

This draft Technical Report is submitted to CEN members for Technical Committee Approval. It has been drawn up by the Technical Committee CEN/TC 122.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

Recipients of this draft are invited to submit, with their comments, notification of any relevant patent rights of which they are aware and to provide supporting documentation.

Warning : This document is not a Technical Report. It is distributed for review and comments. It is subject to change without notice and shall not be referred to as a Technical Report.

<https://standards.iteh.ai/catalog/standards/sist/0892929e-c423-457b-8288-3d9ee71d75f7/sist-tp-cen-iso-tr-9241-100-2011>



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

Management Centre: Avenue Marnix 17, B-1000 Brussels

Contents

Page

Foreword.....	3
---------------	---

iTeh Standards
(<https://standards.iteh.ai>)
Document Preview

[SIST-TP CEN ISO/TR 9241-100:2011](https://standards.iteh.ai/catalog/standards/sist/0892929e-c423-457b-8288-3d9ee71d75f7/sist-tp-cen-iso-tr-9241-100-2011)

<https://standards.iteh.ai/catalog/standards/sist/0892929e-c423-457b-8288-3d9ee71d75f7/sist-tp-cen-iso-tr-9241-100-2011>

Foreword

The text of ISO/TR 9241-100:2010 has been prepared by Technical Committee ISO/TC 159 “Ergonomics” of the International Organization for Standardization (ISO) and has been taken over as FprCEN ISO/TR 9241-100:2010 by Technical Committee CEN/TC 122 “Ergonomics” the secretariat of which is held by DIN.

This document is currently submitted to the Technical Committee Approval.

Endorsement notice

The text of ISO/TR 9241-100:2010 has been approved by CEN as a FprCEN ISO/TR 9241-100:2010 without any modification.

iTeh Standards
(<https://standards.iteh.ai>)
Document Preview

[SIST-TP CEN ISO/TR 9241-100:2011](https://standards.iteh.ai/catalog/standards/sist/0892929e-c423-457b-8288-3d9ee71d75f7/sist-tp-cen-iso-tr-9241-100-2011)

<https://standards.iteh.ai/catalog/standards/sist/0892929e-c423-457b-8288-3d9ee71d75f7/sist-tp-cen-iso-tr-9241-100-2011>

TECHNICAL REPORT

ISO/TR 9241-100

First edition
2010-01-15

Ergonomics of human-system interaction —

Part 100: Introduction to standards related to software ergonomics

Ergonomie de l'interaction homme-système —

Partie 100: Introduction aux normes relatives à l'ergonomie des logiciels

iTeh Standards
(<https://standards.iteh.ai>)
Document Preview

SIST-TP CEN ISO/TR 9241-100:2011

<https://standards.iteh.ai/catalog/standards/sist/0892929e-c423-457b-8288-3d9ee71d75f7/sist-tp-cen-iso-tr-9241-100-2011>



Reference number
ISO/TR 9241-100:2010(E)

© ISO 2010

ISO/TR 9241-100:2010(E)**PDF disclaimer**

This PDF file may contain embedded typefaces. In accordance with Adobe's licensing policy, this file may be printed or viewed but shall not be edited unless the typefaces which are embedded are licensed to and installed on the computer performing the editing. In downloading this file, parties accept therein the responsibility of not infringing Adobe's licensing policy. The ISO Central Secretariat accepts no liability in this area.

Adobe is a trademark of Adobe Systems Incorporated.

Details of the software products used to create this PDF file can be found in the General Info relative to the file; the PDF-creation parameters were optimized for printing. Every care has been taken to ensure that the file is suitable for use by ISO member bodies. In the unlikely event that a problem relating to it is found, please inform the Central Secretariat at the address given below.

iTeh Standards (<https://standards.iteh.ai>) Document Preview

[SIST-TP CEN ISO/TR 9241-100:2011](https://standards.iteh.ai/catalog/standards/sist/0892929e-c423-457b-8288-3d9ee71d75f7/sist-tp-cen-iso-tr-9241-100-2011)

<https://standards.iteh.ai/catalog/standards/sist/0892929e-c423-457b-8288-3d9ee71d75f7/sist-tp-cen-iso-tr-9241-100-2011>

**COPYRIGHT PROTECTED DOCUMENT**

© ISO 2010

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

Published in Switzerland

Contents

Page

Foreword	iv
Introduction.....	vi
1 Scope	1
2 Terms and definitions	2
3 International Standards and software ergonomics	3
3.1 Benefits of standards related to software ergonomics	3
3.2 Current International Standards relating to software ergonomics	3
3.3 Usability and context of use.....	4
3.4 Accessibility.....	4
4 Software-ergonomics standards	5
4.1 General	5
4.2 Overall structure of software-ergonomics standards ISO 9241-100 to ISO 9241-199	6
4.3 Overview of standards related to software ergonomics — ISO 9241-100	6
4.4 General standards on software ergonomics — ISO 9241-110 to ISO 9241-119	6
4.5 Standards on input, output and interaction — ISO 9241-120 to ISO 9241-129	7
4.6 Standards on performance support — ISO 9241-130 to ISO 9241-139	9
4.7 Standards on interaction techniques — ISO 9241-140 to ISO 9241-149	10
4.8 Topic-specific standards — ISO 9241-150 to ISO 9241-159	10
4.9 Standards on user interface control components — ISO 9241-160 to ISO 9241-169	11
4.10 Cross-topic guidance on accessibility — ISO 9241-170 to ISO 9241-179.....	11
4.11 Numbers reserved for future use — ISO 9241-180 to 189 and ISO 9241-190 to ISO 9241-199	12
5 Standards on human-centred design processes and methods relevant to software ergonomics	12
5.1 Human-centred design process for interactive systems — ISO 9241-210	12
5.2 Human-centred life cycle process descriptions — ISO/TR 18529.....	13
5.3 Usability methods supporting human-centred design — ISO/TR 16982	14
5.4 Common Industry Format (CIF) for usability – General framework for usability-related information — ISO/IEC TR 25060	14
5.5 Common Industry Format (CIF) for usability test reports — ISO/IEC 25062.....	15
6 General standards relevant to software ergonomics	15
6.1 Ergonomic principles in the design of work systems — ISO 6385	15
6.2 Guidance on usability — ISO 9241-11	15
6.3 Accessibility guidelines for information/communication technology (ICT) equipment and services — ISO 9241-20	16
7 Other standards that include specific software-ergonomics guidance	17
7.1 Guidance on tactile and haptic interactions — ISO 9241-920.....	17
7.2 Information technology — Accessibility considerations for people with disabilities — User needs summary — ISO/IEC TR 29138-1	17
7.3 Ergonomics data and guidelines for the application of ISO/IEC Guide 71 to products and services to address the needs of older persons and persons with disabilities — ISO/TR 22411.....	17
Annex A (informative) Overview of the ISO 9241 series	18
Bibliography.....	19

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 2.

The main task of technical committees is to prepare International Standards. 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.

In exceptional circumstances, when a technical committee has collected data of a different kind from that which is normally published as an International Standard ("state of the art", for example), it may decide by a simple majority vote of its participating members to publish a Technical Report. A Technical Report is entirely informative in nature and does not have to be reviewed until the data it provides are considered to be no longer valid or useful.

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

ISO/TR 9241-100 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 introduction*
- *Part 2: Guidance on task requirements*
- *Part 4: Keyboard requirements*
- *Part 5: Workstation layout and postural requirements*
- *Part 6: Guidance on the work environment*
- *Part 9: Requirements for non-keyboard input devices*
- *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*

ISO 9241 also consists of the following parts, under the general title *Ergonomics of human-system interaction*:

- *Part 20: Accessibility guidelines for information/communication technology (ICT) equipment and services*
- *Part 100: Introduction to standards related to software ergonomics* [Technical Report]
- *Part 110: Dialogue principles*
- *Part 129: Guidance on individualization*
- *Part 151: Guidance on World Wide Web user interfaces*
- *Part 171: Guidance on software accessibility*
- *Part 210: Human-centred design for interactive systems*
- *Part 300: Introduction to electronic visual display requirements*
- *Part 302: Terminology for electronic visual displays*
- *Part 303: Requirements for electronic visual displays*
- *Part 304: User performance test methods for electronic visual displays*
- *Part 305: Optical laboratory test methods for electronic visual displays*
- *Part 306: Field assessment methods for electronic visual displays*
- *Part 307: Analysis and compliance test methods for electronic visual displays*
- *Part 308: Surface-conduction electron-emitter displays (SED)* [Technical Report]
- *Part 309: Organic light-emitting diode (OLED) displays* [Technical Report]
- *Part 400: Principles and requirements for physical input devices*
- *Part 410: Design criteria for physical input devices*
- *Part 420: Selection procedures for physical input devices*
- *Part 910: Framework for tactile and haptic interaction*
- *Part 920: Guidance on tactile and haptic interactions*

The following parts are under preparation:

- *Part 143: Forms-based dialogues*
- *Part 154: Design guidance for interactive voice response (IVR) applications*
- *Part 310: Visibly, aesthetics and ergonomics of pixel defects* [Technical Report]

Evaluation methods for the design of physical input devices is to form the subject of a future part 411.