

SLOVENSKI STANDARD

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Ergonomija medsebojnega vpliva človek-sistem - 112. del: Načela za prikaz informacij (ISO 9241-112:2017)

Ergonomics of human-system interaction - Part 112: Principles for the presentation of information (ISO 9241-112:2017)

Ergonomie der Mensch-System-Interaktion - Teil 112: Grundsätze der Informationsdarstellung (ISO 9241-112:2017)

Ergonomie de l'interaction homme-système - Partie 112: Principes et lignes directrices relatives à la présentation de l'information (ISO 9241-112:2017)

Ta slovenski standard je istoveten z: EN ISO 9241-112:2017

ICS:

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

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EN ISO 9241-112

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Ergonomics of human-system interaction - Part 112: Principles for the presentation of information (ISO 9241- 112:2017)

Ergonomie de l'interaction homme-système - Partie
112: Principes et lignes directrices relatives à la
présentation de l'information (ISO 9241-112:2017)

Ergonomie der Mensch-System-Interaktion - Teil 112:
Grundsätze der Informationsdarstellung (ISO 9241-
112:2017)

This European Standard was approved by CEN on 5 February 2017.

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European foreword

This document (EN ISO 9241-112:2017) has been prepared by Technical Committee ISO/TC 159 "Ergonomics" in collaboration with Technical Committee CEN/TC 122 "Ergonomics" the secretariat of which is held by DIN.

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of an identical text or by endorsement, at the latest by September 2017, and conflicting national standards shall be withdrawn at the latest by September 2017.

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

This document supersedes EN ISO 9241-12:1998.

According to the CEN-CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

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INTERNATIONAL
STANDARD

ISO
9241-112

First edition
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**Ergonomics of human-system
interaction —**

**Part 112:
Principles for the presentation of
information**

iTeh STANDARD PREVIEW
Ergonomie de l'interaction homme-système —

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*Partie 112: Principes et lignes directrices relatives à la présentation
de l'information*

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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.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html. (standards.iteh.ai)

This document was prepared by Technical Committee ISO/TC 159, *Ergonomics*, Subcommittee SC 4, *Ergonomics of human-system interaction*. [SIST EN ISO 9241-112:2017](https://standards.iteh.ai/catalog/standards/sist/5235378b-47af-4d55-b3a8-)

This first edition of ISO 9241-112, together with ISO 9241-125, cancels and replaces ISO 9241-12:1998.

A list of all parts in the ISO 9241 series can be found on the ISO website.

Introduction

This document presents principles for the presentation of information that apply to the design and evaluation of user interfaces.

The application and use of the principles and general recommendations in this document results in a variety of benefits to users of interactive user interfaces, including improvements in speed, accuracy, mental effort, and user experience. They also help prevent users from experiencing usability problems with presented information. Examples of such problems include the following:

- Users do not detect information, although the information is present.
- Users are distracted from information they are focusing on by other information.
- Users cannot discriminate between pieces of information, since they appear to be identical.
- Users misinterpret information since the meaning of the information is ambiguous.
- Users expend unnecessary time in understanding information since the information is presented is unnecessarily lengthy.
- Users do not understand information due to unknown conventions used in the information.

The principles and general recommendations will help to avoid misinterpretations by providing guidance on the appropriate and effective presentation of information. The guidance in this document does not deal with the identification of the specific information to be presented.

This document contains general recommendations that apply across modalities. ISO 9241-125 provides detailed recommendations relating to the design and evaluation of visual user interfaces.

This document can be used with ISO 9241-110 to provide principles covering interaction with user interfaces, including the presentation of information.

These principles replace the “characteristics of presented information” listed in ISO 9241-12:1998, 4.1. The characteristic “legibility” formerly contained in ISO 9241-12 is not being dealt with specifically in this document since it is specific to visual information, but it is covered in general as part of “Discriminability” and “Interpretability”. “Clarity” and “Comprehensibility” also formerly contained in ISO 9241-12 are now being dealt with as part of “Freedom from distraction” and “Interpretability”.

This document focuses on software aspects of the presentation of information and does not include guidance on the hardware-controlled physical characteristics of information presented in different modalities.

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