

SLOVENSKI STANDARD

SIST EN IEC/IEEE 82079-1:2020

01-julij-2020

Nadomešča:
SIST EN 82079-1:2012

Priprava informacij za uporabo (navodila za uporabo) izdelkov - 1. del: Načela in splošne zahteve (IEC/IEEE 82079-1:2019)

Preparation of information for use (instructions for use) of products - Part 1: Principles and general requirements (IEC/IEEE 82079-1:2019)

Erstellen von Gebrauchsanleitungen - Gliederung, Inhalt und Darstellung - Teil 1: Allgemeine Grundsätze und ausführliche Anforderungen (IEC/IEEE 82079-1:2019)

Élaboration des informations d'utilisation (instructions d'utilisation) des produits - Partie 1: Principes et exigences générales (IEC/IEEE 82079-1:2019)

Ta slovenski standard je istoveten z: EN IEC/IEEE 82079-1:2020

ICS:

01.110	Tehnična dokumentacija za izdelke	Technical product documentation
29.020	Elektrotehnika na splošno	Electrical engineering in general

SIST EN IEC/IEEE 82079-1:2020 en,fr,de

iTeh STANDARD PREVIEW
(standards.iteh.ai)

[SIST EN IEC/IEEE 82079-1:2020](https://standards.iteh.ai/catalog/standards/sist/a1de910d-5434-4de3-9de2-0bfccdf39202/sist-en-iec-ieee-82079-1-2020)

<https://standards.iteh.ai/catalog/standards/sist/a1de910d-5434-4de3-9de2-0bfccdf39202/sist-en-iec-ieee-82079-1-2020>

EUROPEAN STANDARD

EN IEC/IEEE 82079-1

NORME EUROPÉENNE

EUROPÄISCHE NORM

April 2020

ICS 01.110; 29.020

Supersedes EN 82079-1:2012 and all of its amendments
and corrigenda (if any)

English Version

Preparation of information for use (instructions for use) of
products - Part 1: Principles and general requirements
(IEC/IEEE 82079-1:2019)

Élaboration des informations d'utilisation (instructions
d'utilisation) des produits - Partie 1: Principes et exigences
générales
(IEC/IEEE 82079-1:2019)

Erstellen von Gebrauchsanleitungen - Gliederung, Inhalt
und Darstellung - Teil 1: Allgemeine Grundsätze und
ausführliche Anforderungen
(IEC/IEEE 82079-1:2019)

This European Standard was approved by CENELEC on 2020-03-03. CENELEC members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CENELEC member.

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

[SIST EN IEC/IEEE 82079-1:2020](https://standards.iteh.ai/catalog/standards/sist/a1de910d-5434-4de3-9de2-306c0922780c/iec-ieee-82079-1-2019)

[https://standards.iteh.ai/catalog/standards/sist/a1de910d-5434-4de3-9de2-](https://standards.iteh.ai/catalog/standards/sist/a1de910d-5434-4de3-9de2-306c0922780c/iec-ieee-82079-1-2019)

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



European Committee for Electrotechnical Standardization
Comité Européen de Normalisation Electrotechnique
Europäisches Komitee für Elektrotechnische Normung

CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

EN IEC/IEEE 82079-1:2020 (E)**European foreword**

This document (EN IEC/IEEE 82079-1:2020) consists of the text of IEC/IEEE 82079-1:2019 prepared by IEC/TC 3 "Information structures and elements, identification and marking principles, documentation and graphical symbols".

The following dates are fixed:

- latest date by which this document has to be implemented at national level by publication of an identical national standard or by endorsement (dop) 2020-10-03
- latest date by which the national standards conflicting with this document have to be withdrawn (dow) 2023-04-03

This document supersedes EN 82079-1:2012 and all of its amendments and corrigenda (if any).

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

iTeh STANDARD PREVIEW
Endorsement notice
 (standards.iteh.ai)

The text of the International Standard IEC/IEEE 82079-1:2019 was approved by CENELEC as a European Standard without any modification.

In the official version, for Bibliography, the following notes have to be added for the standards indicated:

IEC 60073	NOTE Harmonized as EN 60073
IEC 60204-1	NOTE Harmonized as EN 60204-1
IEC 60335 (series)	NOTE Harmonized as EN 60335 (series)
IEC 60529	NOTE Harmonized as EN 60529
IEC 60848	NOTE Harmonized as EN 60848
IEC 61082-1:2014	NOTE Harmonized as EN 61082-1:2015 (not modified).
IEC 61310-1	NOTE Harmonized as EN 61310-1
IEC 60204-1	NOTE Harmonized as EN 60204-1
IEC 61355-1:2008	NOTE Harmonized as EN 61355-1:2008 (not modified).
IEC 62023	NOTE Harmonized as EN 62023
IEC 62507-1	NOTE Harmonized as EN 62507-1
IEC 62569-1	NOTE Harmonized as EN 62569-1
IEC 62744	NOTE Harmonized as EN 62744
IEC 80416-1:2008	NOTE Harmonized as EN 80416-1:2009 (not modified).

IEC 81346-1:2009	NOTE Harmonized as EN 81346-1:2009 (not modified).
ISO 10628-1:2014	NOTE Harmonized as EN ISO 10628-1:2015
ISO 10628-2:2012	NOTE Harmonized as EN ISO 10628-2:2012
ISO 12100	NOTE Harmonized as EN ISO 12100
ISO 14971	NOTE Harmonized as EN ISO 14971
ISO 15006	NOTE Harmonized as EN ISO 15006
ISO 17100	NOTE Harmonized as EN ISO 17100
ISO 7731	NOTE Harmonized as EN ISO 7731
ISO 9000	NOTE Harmonized as EN ISO 9000
ISO 9241-210:2010	NOTE Harmonized as EN ISO 9241-210:2010

iTeh STANDARD PREVIEW (standards.iteh.ai)

[SIST EN IEC/IEEE 82079-1:2020](https://standards.iteh.ai/catalog/standards/sist/a1de910d-5434-4de3-9de2-0bfccdf39202/sist-en-iec-ieee-82079-1-2020)

<https://standards.iteh.ai/catalog/standards/sist/a1de910d-5434-4de3-9de2-0bfccdf39202/sist-en-iec-ieee-82079-1-2020>

EN IEC/IEEE 82079-1:2020 (E)

Annex ZA

(normative)

Normative references to international publications with their corresponding European publications

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

NOTE 1 When an International Publication has been modified by common modifications, indicated by (mod), the relevant EN/HD applies.

NOTE 2 Up-to-date information on the latest versions of the European Standards listed in this annex is available here: www.cenelec.eu.

<u>Publication</u>	<u>Year</u>	<u>Title</u>	<u>EN/HD</u>	<u>Year</u>
IEC 60417	-	Graphical symbols for use on equipment	-	-
IEC 60617	-	Graphical symbols for diagrams	-	-
IEC 60825-1	-	Safety of laser products - Part 1: Equipment classification and requirements	EN 60825-1	-
ISO 3864	series	Graphical symbols - Safety colours and safety signs	-	-
ISO 5807	-	Information processing -- Documentation symbols and conventions for data, program and system flowcharts, program network charts and system resources charts	-	-
ISO 7000	-	Graphical symbols for use on equipment - Registered symbols	-	-
ISO 7010	2011	Graphical symbols - Safety colours and safety signs - Registered safety signs	EN ISO 7010	2012
ISO 9241-300	-	Ergonomics of human-system interaction – Part 300: Introduction to electronic visual display requirements	EN ISO 9241-300	-
ISO 14617	series	Graphical symbols for diagrams	-	-



IEC/IEEE 82079-1

Edition 2.0 2019-05



INTERNATIONAL STANDARD

NORME INTERNATIONALE



HORIZONTAL STANDARD
NORME HORIZONTALE

**Preparation of information for use (instructions for use) of products –
Part 1: Principles and general requirements**

**Élaboration des informations d'utilisation (instructions d'utilisation) des
produits –
Partie 1: Principes et exigences générales**

INTERNATIONAL
ELECTROTECHNICAL
COMMISSION

COMMISSION
ELECTROTECHNIQUE
INTERNATIONALE

ICS 01.110; 29.020

ISBN 978-2-8322-6835-3

**Warning! Make sure that you obtained this publication from an authorized distributor.
Attention! Veuillez vous assurer que vous avez obtenu cette publication via un distributeur agréé.**

CONTENTS

FOREWORD.....	6
INTRODUCTION.....	9
1 Scope.....	11
2 Normative references	12
3 Terms and definitions	13
4 Fulfilment of requirements for information for use	19
4.1 General.....	19
4.2 Evaluation of information for use of consumer products	19
4.3 Documentary evidence of evaluation.....	19
5 Principles	20
5.1 General.....	20
5.2 Purpose of information for use	20
5.2.1 General	20
5.2.2 Information for use as part of the product	20
5.2.3 Target audiences' orientation.....	20
5.2.4 Safe use of the supported product	20
5.2.5 Product's compliance through information for use.....	20
5.3 Information quality	21
5.3.1 General	21
5.3.2 Completeness.....	21
5.3.3 Minimalism	21
5.3.4 Correctness.....	21
5.3.5 Conciseness	21
5.3.6 Consistency.....	22
5.3.7 Comprehensibility	22
5.3.8 Accessibility.....	22
5.4 Use of repeatable processes.....	22
6 Information management process	23
6.1 General.....	23
6.2 Analysis and planning of information	23
6.2.1 General analysis.....	23
6.2.2 Target audiences.....	24
6.2.3 Media	24
6.2.4 Languages.....	25
6.2.5 Information sources	25
6.2.6 Information sustainment	25
6.2.7 Risk management.....	26
6.2.8 Contractual agreements and legal constraints.....	26
6.2.9 Project management and control	26
6.2.10 Configuration management.....	26
6.2.11 Human resource management	27
6.2.12 Quality assurance	27
6.3 Design and development, including review, editing, and testing	27
6.3.1 General	27
6.3.2 Design, information gathering and development.....	27
6.3.3 Reviewing, editing and testing	28

6.4	Production and distribution.....	29
6.5	Sustainment, maintenance and improvement	29
7	Content of information for use	29
7.1	General.....	29
7.2	Identifiers.....	30
7.2.1	Identification of information for use	30
7.2.2	Identification of the supported product	30
7.2.3	Identification of the supplier.....	30
7.3	Importance of retaining printed information for use	30
7.4	Presentational conventions	31
7.5	Terminology.....	31
7.6	Acronyms, abbreviations and technical terms.....	31
7.7	Explanation of safety signs, graphical symbols and markings.....	31
7.8	Product description	32
7.8.1	General description	32
7.8.2	Visualization	32
7.8.3	Specifications	32
7.9	Supplied accessories, consumables and spare parts.....	32
7.9.1	Accessories supplied with the product	32
7.9.2	Consumables.....	33
7.9.3	Spare parts.....	33
7.10	Information for use needed during the lifetime of the supported product.....	33
7.10.1	General	33
7.10.2	Re-packaging of the supported product	33
7.10.3	Transportation and storage of the supported product	33
7.10.4	Installation of the supported product.....	34
7.10.5	Commissioning of the supported product	34
7.10.6	Modification of the supported product	34
7.10.7	Operation of the supported product.....	34
7.10.8	Indications of faults and warning device signals of the supported product	35
7.10.9	Meanings of signals of the supported product	36
7.10.10	Maintenance of the supported product by non-skilled and skilled persons	36
7.10.11	Maintenance of complex systems	36
7.10.12	Troubleshooting and repair of the supported product by non-skilled and skilled persons.....	37
7.10.13	Replacement of parts of the supported product by non-skilled and skilled persons.....	38
7.10.14	Disassembly, recycling, disposal of the supported product.....	38
7.11	Safety-related information	39
7.11.1	Types of safety-related information	39
7.11.2	Location of safety-related information	39
7.11.3	Precautions for particular target audiences	39
7.11.4	Safety notes	40
7.11.5	Warning messages	40
7.11.6	Safety-related information in quick-start guides	41
7.12	Instructions for assembly of self-assembly products.....	41
7.13	Information for use for a complex system	42
7.14	Information security and data privacy.....	42

7.14.1	General	42
7.14.2	Functions for access control or protection of sensitive data	42
7.15	Training	43
8	Structure of information for use	43
8.1	General.....	43
8.2	Information types	43
8.3	Structuring	44
8.3.1	General	44
8.3.2	Use of information models	44
8.3.3	Use of leading criteria.....	44
8.3.4	Detailed structure of step-by-step instructions	45
8.4	Navigation and information delivery	46
8.4.1	General	46
8.4.2	Navigating printed information for use	46
8.4.3	Dynamic delivery	46
9	Media and format of information for use.....	47
9.1	General.....	47
9.2	Durability of chosen media.....	48
9.3	Use of animation or audio-visual demonstrations	48
9.4	Location and availability.....	48
9.5	Printable information.....	48
9.6	User interaction and search features.....	49
9.7	Downloadable information for use	49
9.8	Suitability for the conditions of use of the supported product.....	49
9.9	Consistency of format.....	49
9.10	Legibility, readability and comprehensibility.....	50
9.10.1	Text font sizes and heights of safety signs and graphical symbols	50
9.10.2	Maximum brightness contrast	52
9.10.3	Information for use provided on the supported product or packaging	52
9.10.4	Minimum heights of safety signs and graphical symbols	52
9.10.5	Rules for simple wording	52
9.10.6	Function of information sections	52
9.11	Use of visualization.....	52
9.11.1	Graphical symbols and safety signs.....	52
9.11.2	Illustrations.....	53
9.11.3	Information content of illustrations	53
9.11.4	Illustration with captions	53
9.12	Use of tables.....	53
9.13	Use of colours.....	53
9.14	Use of icons.....	53
9.15	Attracting attention to safety-related information	54
9.15.1	General	54
9.15.2	Durability and visibility.....	54
10	Professional competencies	54
10.1	General.....	54
10.2	Task-related competencies	54
10.3	Level of proficiency.....	55
10.3.1	General	55
10.3.2	Proficiency level 1	55

10.3.3	Proficiency level 2	55
10.3.4	Proficiency level 3	56
10.4	Competencies of translators	56
Annex A (informative)	Guidance on evaluation	57
A.1	General	57
A.2	Assessing fulfillment of requirements for information for use supporting a particular product	57
A.2.1	Comprehensiveness check	57
A.2.2	Inspection for effectiveness (desk check)	57
A.2.3	Empirical effectiveness check	57
A.2.4	Useful additional checks	58
A.3	Evaluating the fulfilment of requirements for an information management process	58
A.3.1	Process evaluation	58
A.3.2	Competency evaluation	58
A.4	Guidance on conducting an evaluation	58
A.4.1	Result of the evaluation and corrective actions	58
A.4.2	Evaluation of similar information for use (conferrable evaluations)	59
Bibliography	60
Figure 1	– Concept of information for use	9
Figure 2	– Examples for notice to retain information	31
Table 1	– Examples of empirical methods IEC/IEEE 82079-1:2020	28
Table 2	– Structuring principles	45
Table 3	– Examples of considerations for the choice of media	49
Table 4	– Minimum recommended text font sizes and heights of safety signs and graphical symbols	51

iTech STANDARD PREVIEW
(standards.Itech.ai)

<https://standards.iteh.ai/catalog/standards/sist/a1de910d-5434-4de3-9de2-0bfccdf39202/sist-en-iec-ieee-82079-1-2020>

INTERNATIONAL ELECTROTECHNICAL COMMISSION

**PREPARATION OF INFORMATION FOR USE
(INSTRUCTIONS FOR USE) OF PRODUCTS –****Part 1: Principles and general requirements**

FOREWORD

- 1) The International Electrotechnical Commission (IEC) is a worldwide organization for standardization comprising all national electrotechnical committees (IEC National Committees). The object of IEC is to promote international co-operation on all questions concerning standardization in the electrical and electronic fields. To this end and in addition to other activities, IEC publishes International Standards, Technical Specifications, Technical Reports, Publicly Available Specifications (PAS) and Guides (hereafter referred to as "IEC Publication(s)"). Their preparation is entrusted to technical committees; any IEC National Committee interested in the subject dealt with may participate in this preparatory work. International, governmental and non-governmental organizations liaising with the IEC also participate in this preparation.

IEEE Standards documents are developed within IEEE Societies and Standards Coordinating Committees of the IEEE Standards Association (IEEE-SA) Standards Board. IEEE develops its standards through a consensus development process, which brings together volunteers representing varied viewpoints and interests to achieve the final product. Volunteers are not necessarily members of IEEE and serve without compensation. While IEEE administers the process and establishes rules to promote fairness in the consensus development process, IEEE does not independently evaluate, test, or verify the accuracy of any of the information contained in its standards. Use of IEEE Standards documents is wholly voluntary. IEEE documents are made available for use subject to important notices and legal disclaimers (see <http://standards.ieee.org/IPR/disclaimers.html> for more information).

IEC collaborates closely with IEEE in accordance with conditions determined by agreement between the two organizations.

- 2) The formal decisions of IEC on technical matters express, as nearly as possible, an international consensus of opinion on the relevant subjects since each technical committee has representation from all interested IEC National Committees. The formal decisions of IEEE on technical matters, once consensus within IEEE Societies and Standards Coordinating Committees has been reached, is determined by a balanced ballot of materially interested parties who indicate interest in reviewing the proposed standard. Final approval of the IEEE standards document is given by the IEEE Standards Association (IEEE-SA) Standards Board.
- 3) IEC/IEEE Publications have the form of recommendations for international use and are accepted by IEC National Committees/IEEE Societies in that sense. While all reasonable efforts are made to ensure that the technical content of IEC/IEEE Publications is accurate, IEC or IEEE cannot be held responsible for the way in which they are used or for any misinterpretation by any end user.
- 4) In order to promote international uniformity, IEC National Committees undertake to apply IEC Publications (including IEC/IEEE Publications) transparently to the maximum extent possible in their national and regional publications. Any divergence between any IEC/IEEE Publication and the corresponding national or regional publication shall be clearly indicated in the latter.
- 5) IEC and IEEE do not provide any attestation of conformity. Independent certification bodies provide conformity assessment services and, in some areas, access to IEC marks of conformity. IEC and IEEE are not responsible for any services carried out by independent certification bodies.
- 6) All users should ensure that they have the latest edition of this publication.
- 7) No liability shall attach to IEC or IEEE or their directors, employees, servants or agents including individual experts and members of technical committees and IEC National Committees, or volunteers of IEEE Societies and the Standards Coordinating Committees of the IEEE Standards Association (IEEE-SA) Standards Board, for any personal injury, property damage or other damage of any nature whatsoever, whether direct or indirect, or for costs (including legal fees) and expenses arising out of the publication, use of, or reliance upon, this IEC/IEEE Publication or any other IEC or IEEE Publications.
- 8) Attention is drawn to the normative references cited in this publication. Use of the referenced publications is indispensable for the correct application of this publication.
- 9) Attention is drawn to the possibility that implementation of this IEC/IEEE Publication may require use of material covered by patent rights. By publication of this standard, no position is taken with respect to the existence or validity of any patent rights in connection therewith. IEC or IEEE shall not be held responsible for identifying Essential Patent Claims for which a license may be required, for conducting inquiries into the legal validity or scope of Patent Claims or determining whether any licensing terms or conditions provided in connection with submission of a Letter of Assurance, if any, or in any licensing agreements are reasonable or non-discriminatory. Users of this standard are expressly advised that determination of the validity of any patent rights, and the risk of infringement of such rights, is entirely their own responsibility.

International Standard IEC/IEEE 82079-1 has been prepared by IEC technical committee 3: Information structures and elements, identification and marking principles, documentation and graphical symbols, in cooperation with the Computer Society, Systems and Software Engineering Standards Committee of the IEEE, under the IEC/IEEE Dual Logo Agreement and in cooperation with subcommittee 1: Basic conventions of ISO technical committee 10: Technical product documentation.

It is published as an IEC/ISO/IEEE triple logo standard.

It has the status of a horizontal standard in accordance with IEC Guide 108 [59].

This second edition cancels and replaces the first edition published in 2012. This edition constitutes a technical revision.

This edition includes the following significant technical changes with respect to the previous edition:

- a) The structure of this document has been rearranged in order to facilitate application of the standard and to make it easier to find information. Where possible, the language has been simplified.
- b) Information for use is introduced as a generic term. Instructions for use is a synonym for information for use. Step-by-step instructions is used as a subset of information for use.
- c) Clause 5 (principles) is revised and focuses on the purpose of information for use, the quality of information and the process for management of information.
- d) The process for preparation of information for use is integrated in the normative part and addressed comprehensively.
- e) Empirical methods for the evaluation of information for use are described in the normative part.
- f) The professional competencies needed for the preparation of information for use are addressed more comprehensively.
- g) Some aspects have been added to general requirements for information for use for complex systems of systems.
- h) Consideration is given to instructions for self-assembly products.
- i) An informative annex providing guidance on the fulfilment of specified requirements is introduced.

The text of this International Standard is based on the following IEC documents:

FDIS	Report on voting
3/1390/FDIS	3/1401/RVD

Full information on the voting for the approval of this International Standard can be found in the report on voting indicated in the above table.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

A list of all parts of the 82079 International Standard, published under the general title *Preparation of information for use (instructions for use) of products*, can be found on the IEC website.

The committee has decided that the contents of this document will remain unchanged until the stability date indicated on the IEC website under "<http://webstore.iec.ch>" in the data related to the specific document. At this date, the document will be

- reconfirmed,
- withdrawn,
- replaced by a revised edition, or
- amended.

IMPORTANT – The 'colour inside' logo on the cover page of this publication indicates that it contains colours which are considered to be useful for the correct understanding of its contents. Users should therefore print this document using a colour printer.

iTeh STANDARD PREVIEW (standards.iteh.ai)

[SIST EN IEC/IEEE 82079-1:2020](https://standards.iteh.ai/catalog/standards/sist/a1de910d-5434-4de3-9de2-0bfccdf39202/sist-en-iec-ieee-82079-1-2020)

<https://standards.iteh.ai/catalog/standards/sist/a1de910d-5434-4de3-9de2-0bfccdf39202/sist-en-iec-ieee-82079-1-2020>

INTRODUCTION

Information for use is a part of any type of product it supports. A product can be a system, a service, goods, software, information, or a combination thereof. People depend on the information provided to use products safely, effectively, and efficiently, unless they receive training from a human instructor or unless the functions are entirely intuitive. Confusing product information and inadequate instructions are major sources of frustration for consumers and skilled workers. Defective information can pose a risk of harm or loss, leading to prosecution or liability claims against the supplier or brand owner.

Information for use consists of three information types: conceptual information that the target audience needs to understand, instructional information to be followed or considered, and reference information to be consulted when needed. The information for use can include various information products that are selected, presented, and delivered on different media to meet the needs of different target audiences (Figure 1).

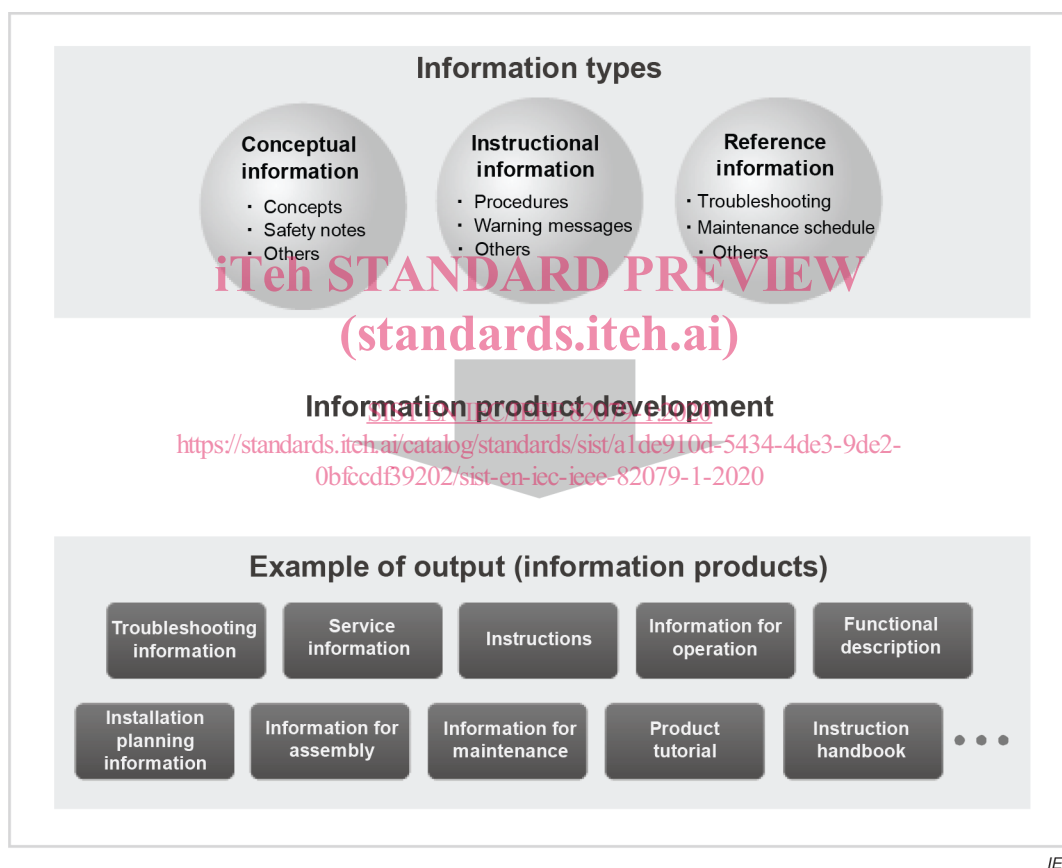


Figure 1 – Concept of information for use

Some product-specific information requirements (e.g. the wording of warnings or positioning of labels) are specified in standards for individual types or classes of products, but these do not provide a complete set of requirements for information for use. This document gives principles and general requirements for conveying information to users that are as applicable to complex and safety-critical systems (e.g. industrial plants), as they are to simple consumer products (e.g. a can of paint), to software, and to specialized testing equipment. Information for use is needed for anyone (skilled and unskilled) who encounters a product for the first time: whether to assemble from a kit, install, operate, maintain, or dispose of it.

The principles for preparing information for use of products are horizontally applicable across product sectors because all target audiences are human and subject to human error. The techniques found to be most effective to help such audiences to absorb new information are generally similar, as are their capabilities for misunderstanding language or images. What