
**Ergonomics of human–system
interaction —**

**Part 210:
Human-centred design for interactive
systems**

Ergonomie de l'interaction homme–système —

*Partie 210: Conception centrée sur l'opérateur humain pour les
systèmes interactifs*



Reference number
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Contents

Page

Foreword	iv
Introduction.....	vi
1 Scope	1
2 Terms and definitions	1
3 Rationale for adopting human-centred design.....	4
4 Principles of human-centred design	5
4.1 General	5
4.2 The design is based upon an explicit understanding of users, tasks and environments.....	5
4.3 Users are involved throughout design and development.....	6
4.4 The design is driven and refined by user-centred evaluation	6
4.5 The process is iterative.....	6
4.6 The design addresses the whole user experience	7
4.7 The design team includes multidisciplinary skills and perspectives	8
5 Planning human-centred design.....	8
5.1 General	8
5.2 Responsibility	8
5.3 Content of plan	9
5.4 Integration with project plan	9
5.5 Timing and resources	9
6 Human-centred design activities	10
6.1 General	10
6.2 Understanding and specifying the context of use	11
6.3 Specifying the user requirements	12
6.4 Producing design solutions	14
6.5 Evaluating the design	16
7 Sustainability and human-centred design	19
8 Conformance	19
Annex A (informative) Overview of the ISO 9241 series	21
Annex B (informative) Sample procedure for assessing applicability and conformance	22
Bibliography.....	32

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.

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ISO 9241-210 was prepared by Technical Committee ISO/TC 159, *Ergonomics*, Subcommittee SC 4, *Ergonomics of human-system interaction*.

This first edition of ISO 9241-210 cancels and replaces ISO 13407:1999, of which it constitutes a technical revision. The changes include the following:

- clarifying the role of iteration in the whole design process (not just evaluation);
- emphasizing that human-centred methods can be used throughout the system life cycle;
- explaining design activities;
- clarifying the principles of human-centred design.

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 3: Visual display 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 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 129: Guidance on software individualization*
- *Part 143: Forms-based dialogues*
- *Part 310: Visibility, aesthetics and ergonomics of pixel defects* [Technical Report]

Design guidance for interactive voice response (IVR) applications and evaluation methods for the design of physical input devices are to form the subjects of future parts 154 and 411.