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Introduction

This draft standard is based on national and international discussions. Your comments on this draft are invited and will assist in the preparation of the consequent standard.

For international standards, comments will be reviewed by the relevant UK national committee before sending the consensus UK vote and comments to the international committee, which will then decide appropriate action. If the international standard is approved, it is usual for the text to be published as a British Standard.

For national standards, comments will be reviewed by the relevant UK national committee and the resulting standards published as a British Standard.

UK Vote

Please indicate whether you consider the UK should submit a negative (with supporting technical reasons) or positive vote on this draft. Please indicate if you are aware of any reason why this draft standard should not be published as a British Standard.

Submission of Comments

- **Annotated drafts are not acceptable and will be rejected.**
- All comments should be submitted online at <https://standardsdevelopment.bsigroup.com/>. You will need to register in order to comment.

Template for comments and secretariat observations

Date: xx/xx/20xx	Document: ISO/DIS xxxx
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1	2	(3)	4	5	(6)	7
MB	Clause No./ Subclause No./Annex (e.g. 3.1)	Paragraph/ Figure/Table/Note	Type of comment	Comment (justification for change) by the MB	Proposed change by the MB	Secretariat observations on each comment submitted
	3.1	Definition 1	ed	Definition is ambiguous and needs clarifying.	Amend to read '...so that the mains connector to which no connection...'	
	6.4	Paragraph 2	te	The use of the UV photometer as an alternative cannot be supported as serious problems have been encountered in its use in the UK.	Delete reference to UV photometer.	



DRAFT International Standard

ISO/DIS 9241-130

Ergonomics of human-system interaction —

Part 130: User assistance within interactive systems

ICS: ISO ics

ISO/TC 159/SC 4

Secretariat: **BSI**

Voting begins on:
2025-04-04

Voting terminates on:
2025-06-27

This document is circulated as received from the committee secretariat.

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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).

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

For an explanation of 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 www.iso.org/iso/foreword.html.

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

This second edition cancels and replaces the first edition (ISO 9241-13:1998), which has been technically revised.

The main changes are as follows:

- new title and new number,
- term “user guidance” replaced by “user assistance”,
- recommendations reworked and updated.

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

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

This document aims to provide recommendations on user assistance to help those responsible for managing interactive system design and re-design processes, create user interface specifications, style guides and concepts to identify, plan and design effective, efficient and satisfactory user assistance.

User assistance described in this document complements control elements and information on user interfaces. User assistance can be applied in any kind of user interface, regardless of the technology used for the user interface.

For the actual user of the interactive system, the benefit of user assistance will be to achieve intended outcomes more effectively and efficiently.

This document provides recommendations on user assistance which help the designer to support the user using the user interface by designing usable assistance meeting the information needs of the user in a specific interaction situation, especially in cases where software or hardware constraints set limits on self-descriptiveness and conformity with user expectations.

Ergonomics of human-system interaction —

Part 130: User assistance within interactive systems

1 Scope

This document provides requirements and recommendations on user assistance, their nature, use and guidance on how to use them. This document is concerned with software components of interactive systems to make human-system interaction usable as far as the most basic interaction aspects are concerned.

This document provides a list of generic user assistance guidelines regardless of a specific visualization and implementation technology. It gives guidance and recommendations on selection, usage and dependencies of user assistance and their applications in various contexts.

It does not provide detailed coverage of the methods and techniques required for design and implementing of user assistance.

The information in this document is intended for use by those responsible for developing user interfaces, but also for planning and managing platform specific aspects of user interface design. It therefore addresses technical issues only to the extent necessary to allow such individuals to understand the relevance and importance of a consistent interaction technique use in the design process. It also provides a framework for human factors and usability professionals involved in human-centred design. Detailed human factors, ergonomics, usability, and accessibility issues are dealt with more fully in a number of standards including other parts of ISO 9241 which sets out the broad principles of ergonomics (see Bibliography).

[Annex A](#) provides a checklist that can be used to support claims of conformance to this standard.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

3.1 General terms

3.1.1

accessibility

extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of user needs, characteristics and capabilities to achieve identified goals in identified contexts of use

Note 1 to entry: Context of use includes direct use or use supported by assistive technologies.