

# Ergonomic requirements for office work with visual display terminals (VDTs) —

## Part 11: Guidance on usability

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ICS 13.180; 35.180

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# National foreword

This British Standard is the English language version of EN ISO 9241-11:1998. It is identical with ISO 9241-11:1998.

The UK participation in its preparation was entrusted by Technical Committee PH/9, Applied ergonomics, to Subcommittee PH/9/6, User system interfaces, which has the responsibility to:

- aid enquirers to understand the text;
- present to the responsible international/European committee any enquiries on the interpretation, or proposals for change, and keep the UK interests informed;
- monitor related international and European developments and promulgate them in the UK.

A list of organizations represented on this subcommittee can be obtained on request to its secretary.

### Cross-references

Attention is drawn to the fact that CEN and CENELEC standards normally include an annex which lists normative references to international publications with their corresponding European publications. The British Standards which implement international or European publications referred to in this document may be found in the BSI Standards Catalogue under the section entitled “International Standards Correspondence Index”, or by using the “Find” facility of the BSI Standards Electronic Catalogue.

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### Summary of pages

This document comprises a front cover, an inside front cover, pages i and ii, the EN ISO title page, page 2, the ISO title page, pages ii to iv, pages 1 to 19 and a back cover.

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This British Standard, having been prepared under the direction of the Health and Environment Sector Board, was published under the authority of the Standards Board and comes into effect on 15 June 1998

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ICS 13.180; 35.180

Descriptors: See ISO document

English version

# Ergonomic requirements for office work with visual display terminals (VDTs) — Part 11: Guidance on usability

(ISO 9241-11:1998)

Exigences ergonomiques pour travail de bureau  
avec terminaux à écrans de visualisation  
(TEV) — Partie 11: Lignes directrices  
concernant l'utilisabilité  
(ISO 9241-11:1998)

This European Standard was approved by CEN on 5 March 1998.

CEN 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 Central Secretariat or to any CEN 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 CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

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## CEN

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

**Central Secretariat: rue de Stassart 36, B-1050 Brussels**

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## Foreword

The text of the International Standard ISO 9241-11:1998 has been prepared by Technical Committee ISO/TC 159, Ergonomics, in collaboration with CEN/CS.

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 1998, and conflicting national standards shall be withdrawn at the latest by September 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, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

## Endorsement notice

The text of the International Standard ISO 9241-11:1998 was approved by CEN as a European Standard without any modification.

NOTE Normative references to international standards are listed in annex ZA (normative).

# INTERNATIONAL STANDARD

**ISO**  
**9241-11**

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## **Ergonomic requirements for office work with visual display terminals (VDTs) —**

### **Part 11: Guidance on usability**

*Exigences ergonomiques pour travail de bureau avec terminaux à écrans  
de visualisation (TEV) —*

*Partie 11: Lignes directrices relatives à l'utilisabilité*



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**Descriptors:** Ergonomics, office machines, computer peripheral equipment, text processing, data terminal equipment, display devices, specifications, reflection.

## 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.

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.

International Standard ISO 9241-11 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 3: Visual display requirements;*
- *Part 4: Keyboard requirements;*
- *Part 5: Workstation layout and postural requirements;*
- *Part 6: Environmental requirements;*
- *Part 7: Requirements for display with reflections;*
- *Part 8: Requirements for displayed colours;*
- *Part 9: Requirements for non-keyboard input devices;*
- *Part 10: Dialogue principles;*
- *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.*

Annex A to Annex E of this part of ISO 9241 are for information only.