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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*



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Contents

	Page
Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Rationale for adopting human-centred design	4
5 Principles of human-centred design	6
5.1 General.....	6
5.2 The design is based upon an explicit understanding of users, tasks and environments.....	6
5.3 Users are involved throughout design and development.....	6
5.4 The design is driven and refined by user-centred evaluation.....	7
5.5 The process is iterative.....	7
5.6 The design addresses the whole user experience.....	7
5.7 The design team includes multidisciplinary skills and perspectives.....	8
6 Planning human-centred design	9
6.1 General.....	9
6.2 Responsibility.....	9
6.3 Content of plan.....	9
6.4 Integration with project plan.....	10
6.5 Timing and resources.....	10
7 Human-centred design activities	10
7.1 General.....	10
7.2 Understanding and specifying the context of use.....	12
7.2.1 General.....	12
7.2.2 Context-of-use description.....	13
7.2.3 Sufficient detail to support design.....	13
7.2.4 Context of use specified for design.....	13
7.3 Specifying the user requirements.....	13
7.3.1 General.....	13
7.3.2 Identifying user and other stakeholder needs.....	14
7.3.3 Deriving user requirements.....	14
7.3.4 Resolving trade-offs between user requirements.....	14
7.3.5 Ensuring the quality of user requirements specifications.....	14
7.4 Producing design solutions.....	15
7.4.1 General.....	15
7.4.2 Designing user tasks, user–system interaction and user interface to meet user requirements, taking into consideration the whole user experience.....	15
7.4.3 Making design solutions more concrete.....	16
7.4.4 Altering the design solutions based on user-centred evaluation and feedback....	17
7.4.5 Communicating the design solution to those responsible for implementation....	17
7.5 Evaluating the design.....	17
7.5.1 General.....	17
7.5.2 Conducting user-centred evaluation.....	18
7.5.3 User-centred evaluation methods.....	18
7.5.4 User-based testing.....	18
7.5.5 Inspection-based evaluation.....	19
7.5.6 Long-term monitoring.....	19
8 Sustainability and human-centred design	20
9 Conformance	20
Annex A (informative) Overview of the ISO 9241 series	22

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Annex B (informative) Sample procedure for assessing applicability and conformance	23
Bibliography	33

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

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.

This second edition cancels and replaces the first edition (ISO 9241-210:2010), of which it constitutes a minor revision. The changes compared to the previous edition are as follows:

- [Figure 1](#) has been updated for clarity;
- additional information about accessibility has been added in [7.1](#);
- editorial changes have been made to align with the ISO/IEC Directives, Part 2.

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

Introduction

Human-centred design is an approach to interactive systems development that aims to make systems usable and useful by focusing on the users, their needs and requirements, and by applying human factors/ergonomics, and usability knowledge and techniques. This approach enhances effectiveness and efficiency, improves human well-being, user satisfaction, accessibility and sustainability; and counteracts possible adverse effects of use on human health, safety and performance.

There is a substantial body of human factors/ergonomics and usability knowledge about how human-centred design can be organized and used effectively. This document aims to make this information available to help those responsible for managing hardware and software design and re-design processes to identify and plan effective and timely human-centred design activities.

The human-centred approach to design described in this document complements existing systems design approaches. It can be incorporated in approaches as diverse as object-oriented, waterfall and rapid application development.

The principles of human-centred design and the related activities have not changed substantially since ISO 13407 was produced and have been validated by ten years of application. This document reflects this by making requirements as well as recommendations.