ISO 9241-11:2018 (E)

Ergonomics of human-system interaction — Part 11: Usability: Definitions and concepts

Contents

	Fo	Foreword		
	Int	Introduction		
1	So	Scope		
2	No	Normative references		
3	Те	Terms and definitions		
4	Ra	Rationale and benefits of usability		
5	Us	sability in a context of use		
	5.1 5.2 5.3 5.3.1 5.3.2 5.3.3 5.3.4	Concept of usability System, product or service Consideration of usability for "specified" circumstances General Specified users Specified goals Specified contexts of use		
6	Oı	utcomes of use		
	6.1 6.2 6.2.1 6.2.2 6.2.3 6.3.1 6.3.2 6.3.3 6.3.4 6.3.5 6.4 6.4.1 6.4.2 6.4.3 6.6.4 6.6.1 6.6.2 6.6.3 6.6.4	Usability as an outcome Effectiveness General Accuracy Completeness Efficiency General Time used Human effort expended Financial resources expended Materials expended Satisfaction General Physical responses Cognitive responses Emotional responses Emotional responses Specific uses of the concept of usability Other outcomes of use General Accessibility User experience Avoidance of harm from use		
7	7.1	ontext of use Components of the context of use		
	7.1 7.2	Users within the context of use		
	7.2	Goals within the context of use		
	7.4	Tasks within the context of use		
	7.5	Resources		
	7.5.1	General		
	7.5.2	Reusable resources		

,	7.5.3 7.6 7.6.1 7.6.2	Expendable resources Environment General Technical environment		
	7.6.3 7.6.4	Physical environment Social, cultural and organizational environment		
8	Apply	Applying the concept of usability		
;	8.1 8.2 8.3 8.4 8.5 8.6	Usability that results from use of various objects of interest Characteristics of users, tasks and environments needed for usability Achieving usability in design and development Usability in procurement Usability in a review or when making a comparison Usability inputs to marketing and market research		
		-		
Annex	A (Inforr	native) Relationship of usability to other concepts		
	A.1	General		
-	A.2	Human-centred design		
	A.3	Ergonomics/human factors		
	A.4	Human-centred organization		
	A.5	Social responsibility		
-	A.6 A.6.1	Human-centred quality General		
-	A.6.2			
	A.6.2 A.6.3	Accessibility User experience		
	A.6.3 A.6.4	Avoidance of harm from use		
	A.0.4 A.7	Relationship of usability to other qualities of systems, products and services		
	A.7.1	System and software product quality in the ISO/IEC 25000 series		
	A.7.1.1	General		
	A.7.1.2	Quality in use		
	A.7.1.3	Product quality model		
	A.7.1.4	Service quality		
	A.7.2	Hardware quality		
	A.7.3	Safety, trust, privacy and security		
Annex	B (inform	native) Usability measurement		
	B.1	General		
	B.2	Measures of effectiveness, efficiency and satisfaction		
	B.3	Uses of measures		

Page count: 29