ISO/IEC 29138-1:2018 (E)

Information technology — User interface accessibility — Part 1: User accessibility needs

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- 6.2 Details of the needs related to conformity with user expectations
- 6.2.1 To not be surprised by the results of interactions with the system
- 6.2.2 To apply personal knowledge and experience to interact successfully with the system
- 6.2.3 To receive instruction or training directed at preparing users for new knowledge needed to interact successfully with the system
- 6.2.4 To obtain immediate and easily accessible help or further instructions, where such help can be provided by the system
- 6.3 Details of the needs related to support for individualization
- 6.3.1 To be provided with (and to choose) the way of interacting with a system that best works for them (including activating and deactivating built-in accessibility features)
- 6.3.2 To choose between the available input/output modalities and their configuration without requiring restart of the system
- 6.3.3 To have simultaneous use of alternate interaction modalities

6.3.4	To be provided with information on available options for interacting with a system on which to base a choice of interaction methods
6.3.5	To be provided an accessible means to choose individualization features
6.3.6	To have individualization features maintained for future uses of the system, until changed by the user
6.3.7	To have the system use complete standardized sets of needs or preferences from specific standards
6.3.8	To take or give up control of functions that could be performed by either the user or the system
6.3.9	To have the option to use the system with a minimum of setup or configuration
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6.4.3	To have the system maintain the user's attention
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6.4.5	To have appropriate levels of privacy and security
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6.5.1	To use a specific sensory modality (or a set of specific modalities) to perceive information
6.5.2	To have information presented visually
6.5.3	To have visual information available in other modalities
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6.5.7	To have tactile information available in other modalities
6.5.8	To experience information via multiple simultaneous modalities
6.5.9	To have presentation attributes of a modality that match an individual's needs
6.5.10	To have presentation attributes specific to the visual modality that match an individual's needs
6.5.11	To have manageable textual material
6.5.12	To have sign language perceivable
6.5.13	To have 3-dimensional visual information presented using only two dimensions
6.5.14	To have presentation attributes specific to the auditory modality that match an individual's needs
6.5.15	To select/deselect different audio streams
6.5.16	To have presentation attributes specific to the tactile modality that match an individual's needs
6.5.17	To have visual or tactile feedback occur at the same location as the control
6.5.18	To distinguish among the different components of information that are being presented
6.5.19	To distinguish between different components without them interfering with one another
6.5.20	To prevent actions which would decrease information perceivability
6.5.21	To locate and identify all actionable components without activating them
6.5.22	To be able to distinguish between actionable and non- actionable components in any modality
6.5.23	To have sufficient landmarks and cues to quickly navigate to the necessary locations, functionalities or controls to carry out a task
6.5.24	To have distinct recognisable signals for different alerts or other messages that use signals
6.5.25	To perceive information regardless of environmental or other conditions that might interfere
6.5.26	To perceive foreground information in the presence of background information
6.5.27	To avoid distractions that prevent focusing on a task
6.5.28	To have accessibility features not interfere with perception of standard information
6.5.29	To have only the content necessary for the current task presented
6.5.30	To have haptic input and output from devices not interfere with the perception of information
6.5.31	To not have one's senses overloaded
6.5.32	To have attention drawn to critically important information in the appropriate modality, form, and language
6.6	Details of the needs related to understandability
6.6.1	To obtain information on the system and its components and functionalities

6.6.2 To get an overview and to orient themselves to the system and its functions/ components (independent of actual use)
6.6.3 To obtain and use unique names for every user interface component
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6.6.18 To have navigation that supports an individual's thinking style
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6.6.21 To have cues to support the individual in completing tasks
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6.6.24 To have sufficient time to understand displayed or presented information
6.6.25 To have information necessary to plan actions available in advance
6.6.26 To plan a series of actions in advance
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6.7.4 To use sound as a source of inputs
6.7.5 To use visual recognition as a source of inputs
6.7.6 To control attributes of an input or interaction modality to match an individual's needs
6.7.7 To have acceptable input or interaction attributes specific to the tactile modality
6.7.8 To have acceptable input or interaction attributes specific to the auditory modality
6.7.9 To have acceptable input or interaction attributes specific to the visual modality
6.7.10 To position system components and devices in suitable locations for their use
6.7.11 To use a specific interaction method to provide inputs to the system
6.7.12 To perform the task using specific types of action
6.7.13 To have a means of shifting the input focus from one interface component to another interface component
6.7.14 To perform the task using various parts of the body
6.7.15 To have a method to fully operate the system that does not require simultaneous actions
6.7.16 To interact with the system at one's own pace
6.7.17 To have a method to fully operate the system that does not require direct body contact
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6.8.6 To operate the system without becoming fatigued

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6.9.5 To recover from errors made from interacting with the system (whenever possible)
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Annex A (informative) List of user accessibility needs

Annex B (informative) List of user needs and instances

Annex C (informative) Mapping of ISO/IEC TR 29138-1:2009 to this set of user needs

Annex D (informative) Applying needs to specific purposes

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