ISO 9241-20:2021-11 (E)

Ergonomics of human-system interaction - Part 20: An ergonomic approach to acces sibility within the ISO 9241 series

Contents

Page

Foreword iv

Introduction v

1 Scope 1

2 Normative references 1

3 Termsanddefinitions 1

4 Accessibility and ergonomics of human-system interaction 2

5 Ergonomic principles in the ISO 9241 series supporting accessibility 2
5.1 General 2
5.2 Principles from ISO 9241-171 2
5.2.1 Suitability for the widest range of use 2
5.2.2 Equitable use 3
5.2.3 Robustness 3
5.3 Principles from ISO 9241-110 3
5.3.1 Suitability for the user's tasks 3
5.3.2 Self-descriptiveness 4
5.3.3 Conformity with user expectations 4
5.3.4 Learnability 5
5.3.5 Controllability 5
5.3.6 Use error robustness 5
5.3.7 Approachability 6
5.4 Additional specialized principles in the ISO 9241 series 6
5.4.1 Principles from ISO 9241-112 6
5.4.2 Principles from ISO 9241-400 7
5.4.3 Principles from ISO 9241-500 7
5.5 Principles of human-centred design from ISO 9241-210 8

6 Accessibility-focused design activities within projects 8
6.1 General 8
6.2 Activities and their inputs 8
6.3 User input to activities 10
6.4 Understand and identify the users and the context of use 11
6.4.1 Scoping 11
6.4.2 The importance of users 11
6.4.3 User groups 11
6.4.4 Requirements specification 12
6.5 Produce solutions to meet the user requirements 12
6.5.1 High-level approach 12
6.5.2 Developing the solution 13
6.5.3 Detailed design decisions 13
6.5.4 Evaluation as design progresses 13
6.5.5 Iteration 13
6.6 Evaluation 13
6.6.1 Evaluation from the earliest stages 13
6.6.2 Focus on evaluation from the user's perspective 14
6.6.3 Iteration and feedback 14

6.6.4 Conformity assessment 14

Annex A (informative) Major sources of international-level accessibility guidelines 15

Bibliography 17