

**Ergonomics of human-system interaction - Part
129: Guidance on software individualization (ISO
9241-129:2010)**

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

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English Version

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Lignes directrices relatives à l'individualisation des logiciels
(ISO 9241-129:2010)

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Foreword

This document (EN ISO 9241-129:2010) has been prepared by Technical Committee ISO/TC 159 "Ergonomics" in collaboration with Technical Committee CEN/TC 122 "Ergonomics" the secretariat of which is held by DIN.

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of an identical text or by endorsement, at the latest by May 2011, and conflicting national standards shall be withdrawn at the latest by May 2011.

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Endorsement notice

The text of ISO 9241-129:2010 has been approved by CEN as a EN ISO 9241-129:2010 without any modification.

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Introduction

Individualization is used in a wide variety of ways to enhance applications both for users and for branding of the applications themselves. The wide variety of different implementations includes many instances where individualization creates considerable challenges for the users that it ought to be helping. This becomes an even greater challenge when users have to deal with different individualization approaches in each of the several applications that they use.

The purpose of this part of ISO 9241 is to provide guidance on the application of software individualization in order to achieve as high a level of usability as possible. Thus it addresses individualization as the modification of interaction and presentation of information to suit individual capabilities and needs of users. Individualization enables support of a wide range of users, tasks, and contexts of use. It is particularly useful in increasing accessibility (which is discussed in ISO 9241-171).

On the one hand, ISO 9241-110 provides general guidance on individualization, identifying it as one of the seven dialogue principles that are important for the design and evaluation of interactive systems. On the other hand, this part of ISO 9241 provides considerably more detail on the ergonomic use of individualization.

This part of ISO 9241 addresses both user-initiated and system-initiated individualization. It encompasses the concepts of configuration, customization, adaptivity, adaptation, profiling, and internationalization.

It serves the following types of users:

- designers of user-interface development tools and style guides to be used by interface designers;
- user-interface designers, who will apply the guidance during the development process;
- developers, who will apply the guidance during the design and implementation of system functionality;
- system administrators responsible for implementing solutions to meet end-user needs;
- buyers, who will reference this part of ISO 9241 during product procurement;
- evaluators, who are responsible for ensuring that products are in accordance with this part of ISO 9241.

The ultimate beneficiary of this part of ISO 9241 will be the end-user of the software. Although it is unlikely that end-users will read this part of ISO 9241, its application by designers, developers, buyers and evaluators ought to provide user interfaces that are more usable through the use of individualization. This part of ISO 9241 concerns the development of software for user interfaces. However, those involved in designing the hardware aspects of user interfaces may also find it useful when considering the interactions between software and hardware aspects.

Ergonomics of human-system interaction —

Part 129:

Guidance on software individualization

1 Scope

This part of ISO 9241 provides ergonomics guidance on individualization within interactive systems, including recommendations on

- where individualization might be appropriate or inappropriate, and
- how to apply individualization.

It focuses on individualization of the software user interface to support the needs of users as individuals or as members of a defined group.

It does not recommend specific implementations of individualization mechanisms. It provides guidance on how the various aspects of individualization are made usable and accessible, but does not specify which individualizations are to be included within a system.

NOTE Individualizations depend on the specific context of use for which an interactive system is to be designed and/or used, and need to be developed for that specific context of use.

This part of ISO 9241 is not intended to be used in isolation. It deals only with individualization within the context of designing a complete software system. It is intended to be used with ISO 9241-110 and any other parts in the ISO 9241 series applicable to the design of the intended system.

Some of its guidance can also be applied to hardware user interfaces and user interfaces that combine software and hardware.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 9241-171, *Ergonomics of human-system interaction — Part 171: Guidance on software accessibility*

ISO/IEC 24786, *Information technology — User interfaces — Accessible user interface for accessibility settings*