



National Standards Authority of Ireland

IRISH STANDARD

I.S. EN ISO 9241-11:1998

ICS 13.180

35.180

**ERGONOMIC REQUIREMENTS FOR OFFICE
WORK WITH VISUAL DISPLAY TERMINALS
(VDTS) - PART 11: GUIDANCE ON USABILITY
(ISO 9241-11:1998)**

National Standards
Authority of Ireland
Dublin 9
Ireland

Tel (01) 807 3800

Tel (01) 807 3838

*This Irish Standard was
published under the
authority of the National
Standards Authority of
Ireland
and comes into effect on
August 21 1998*

**NO COPYING WITHOUT NSAI
PERMISSION EXCEPT AS
PERMITTED BY COPYRIGHT
LAW**

© NSAI 1998

Price Code J

Údarás um Chaighdeán Náisiúnta na hÉireann

DECLARATION

OF

SPECIFICATION

ENTITLED

ERGONOMIC REQUIREMENTS FOR OFFICE WORK WITH VISUAL DISPLAY
TERMINALS (VDTS) - PART 11: GUIDANCE ON USABILITY (ISO 9241-11:1998)

AS

THE IRISH STANDARD SPECIFICATION FOR

ERGONOMIC REQUIREMENTS FOR OFFICE WORK WITH VISUAL DISPLAY
TERMINALS (VDTS) - PART 11: GUIDANCE ON USABILITY (ISO 9241-11:1998)

NSAI in exercise of the power conferred by section 16 (3) of the National Standards Authority of Ireland Act, 1966 (No. 28 of 1996) and with the consent of the Minister for Enterprise, Trade and Employment, hereby declares as follows:

1. This instrument may be cited as the Standard Specification (Ergonomic requirements for office work with visual display terminals (VDTs) - Part 11: Guidance on usability (ISO 9241-11:1998)) Declaration, 1998.

2. (1) The Specification set forth in the schedule to this declaration is hereby declared to be the standard specification for Ergonomic requirements for office work with visual display terminals (VDTs) - Part 11: Guidance on usability (ISO 9241-11:1998). The Schedule comprises the text of EN ISO 9241-11:1998.

(2) The said standard specification may be cited as Irish Standard EN ISO 9241-11:1998 or as I.S. EN ISO 9241-11:1998.

EUROPEAN STANDARD
NORME EUROPÉENNE
EUROPÄISCHE NORM

EN ISO 9241-11

March 1998

ICS 13.180; 35.180

Descriptors: see ISO document

English version

**Ergonomic requirements for office work with visual display
terminals (VDTs) - Part 11: Guidance on usability (ISO 9241-
11:1998)**

Exigences ergonomiques pour travail de bureau avec
terminaux à écrans de visualisation (TEV) - Partie 11
Lignes directrices concernant l'utilisabilité (ISO 9241-
11 1998)

This European Standard was approved by CEN on 5 March 1998

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITE EUROPEEN DE NORMALISATION
EUROPAISCHES KOMITEE FÜR NORMUNG

Central Secretariat: rue de Stassart, 36 B-1050 Brussels

INTERNATIONAL STANDARD

ISO
9241-11

First edition
1998-03-15

Ergonomic requirements for office work with visual display terminals (VDTs) —

Part 11: Guidance on usability

*Exigences ergonomiques pour travail de bureau avec terminaux à écrans
de visualisation (TEV) —*

Partie 11: Lignes directrices relatives à l'utilisabilité



Reference number
ISO 9241-11:1998(E)

ISO 9241-11:1998(E)

Contents

Page

1 Scope	1
2 Normative reference	1
3 Definitions	2
4 Rationale and benefits	2
5 Specifying and measuring the usability of products	3
6 Specification and evaluation of usability during design	6
7 Specifying and measuring a work system in use	7
Annex A: Example of how to specify the context of use	8
Annex B: Examples of usability measures	10
Annex C: Example of a usability requirements specification	14
Annex D: Relationship to other International Standards	19
Annex E: Bibliography	21

© ISO 1998

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from the publisher.

International Organization for Standardization
Case postale 56 • CH-1211 Genève 20 • Switzerland
Internet: central@iso.ch
X 400: c=ch; a=400net; p=iso; o=isocs; s=central

Printed in Switzerland

This is a free preview. Purchase the entire publication at the link below:

[Product Page](#)

-
- Looking for additional Standards? Visit Intertek Inform Infostore
 - Learn about LexConnect, All Jurisdictions, Standards referenced in Australian legislation
-