



NSAI
Standards

Irish Standard
I.S. EN ISO 9241-20:2009

Ergonomics of human-system
interaction - Part 20: Accessibility
guidelines for
information/communication
technology (ICT) equipment and
services (ISO 9241-20:2008)

I.S. EN ISO 9241-20:2009

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Incorporating amendments/corrigenda issued since publication:

<i>This document replaces:</i>	<i>This document is based on:</i> EN ISO 9241-20:2009	<i>Published:</i> 21 January, 2009	
This document was published under the authority of the NSAI and comes into effect on: 27 February, 2009		ICS number: 13.180 35.180	
NSAI 1 Swift Square, Northwood, Santry Dublin 9	T +353 1 807 3800 F +353 1 807 3838 E standards@nsai.ie W NSAI.ie	Sales: T +353 1 857 6730 F +353 1 857 6729 W standards.ie	Price Code: O
Údarás um Chaighdeáin Náisiúnta na hÉireann			

ICS 13.180; 35.180

English Version

**Ergonomics of human-system interaction - Part 20: Accessibility
guidelines for information/communication technology (ICT)
equipment and services (ISO 9241-20:2008)**

Ergonomie de l'interaction homme-système - Partie 20:
Lignes directrices sur l'accessibilité de l'équipement et des
services des technologies de l'information et de la
communication (TIC) (ISO 9241-20:2008)

Ergonomie der Mensch-System-Interaktion - Teil 20:
Leitlinien für die Zugänglichkeit der Geräte und Dienste in
der Informations- und Kommunikationstechnologie (ISO
9241-20:2008)

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Foreword

The text of ISO 9241-20:2008 has been prepared by Technical Committee ISO/TC 159 "Ergonomics" of the International Organization for Standardization (ISO) and has been taken over as EN ISO 9241-20:2009 by 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of an identical text or by endorsement, at the latest by July 2009, and conflicting national standards shall be withdrawn at the latest by July 2009.

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Endorsement notice

The text of ISO 9241-20:2008 has been approved by CEN as a EN ISO 9241-20:2009 without any modification.

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I.S. EN ISO 9241-20:2009
**INTERNATIONAL
STANDARD**

**ISO
9241-20**

First edition
2008-03-01

**Ergonomics of human-system
interaction —**

Part 20:
**Accessibility guidelines for
information/communication technology
(ICT) equipment and services**

Ergonomie de l'interaction homme-système —

Partie 20: Lignes directrices sur l'accessibilité de l'équipement et des services des technologies de l'information et de la communication (TIC)



Reference number
ISO 9241-20:2008(E)

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Published in Switzerland

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

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ISO 9241-20 was prepared by Technical Committee ISO/TC 159, *Ergonomics*, Subcommittee SC 4, *Ergonomics of human-system interaction*.

ISO 9241 consists of the following parts, under the general title *Ergonomic requirements for office work with visual display terminals (VDTs)*:

- *Part 1: General introduction*
- *Part 2: Guidance on task requirements*
- *Part 3: Visual display requirements*
- *Part 4: Keyboard requirements*
- *Part 5: Workstation layout and postural requirements*
- *Part 6: Guidance on the work environment*
- *Part 7: Requirements for display with reflections*
- *Part 8: Requirements for displayed colours*
- *Part 9: Requirements for non-keyboard input devices*
- *Part 11: Guidance on usability*
- *Part 12: Presentation of information*
- *Part 13: User guidance*
- *Part 14: Menu dialogues*
- *Part 15: Command dialogues*
- *Part 16: Direct manipulation dialogues*

— *Part 17: Form filling dialogues*

Guidance on software individualization is to form the subject of a future part 129.

ISO 9241 also consists of the following parts, under the general title *Ergonomics of human-system interaction*:

— *Part 20: Accessibility guidelines for information/communication technology (ICT) equipment and services*

— *Part 110: Dialogue principles*

— *Part 151: Guidance on World Wide Web user interfaces*

— *Part 171: Guidance on software accessibility*

— *Part 300: Introduction to electronic visual display requirements*

— *Part 302: Terminology for electronic visual displays*

— *Part 303: Requirements for electronic visual displays*

— *Part 304: User performance test methods*

— *Part 305: Optical laboratory test methods for electronic visual displays*

— *Part 306: Field assessment methods for electronic visual displays*

— *Part 307: Analysis and compliance test methods for electronic visual displays*

— *Part 308: Surface-conduction electron-emitter displays (SED) [Technical Report]*

— *Part 400: Principles and requirements for physical input devices*

— *Part 410: Design criteria for physical input devices*

— *Part 920: Guidance on tactile and haptic interactions*

Framework for tactile and haptic interaction is to form the subject of a future part 910.

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