

Standardwerke von und für Usability/UX Professionals

User Interface

Normen

Dialogue interaction

- ISO 9241-11 : 1998 Guidance on usability (ISO/DIS 9241-11.2 : 2016)
- ISO 9241-1 : 1997 Amd 1 : 2001 General introduction
- ISO 9241-2 : 1992 Guidance on task
- ISO 9241-110 : 2006 Dialogue principles
- ISO 9241-13 : 1998 User guidance
- ISO 9241-15 : 1997 Command dialogues
- ISO 9241-143 : 2012 Forms (formerly ISO 9241-17)
- ISO 20282-1 : 2006 Design requirements for context of use and user characteristics
- ISO/TS 20282-2 : 2013 Summative test method
- ISO SPEC 91333 : 2016 Contactless gesture control for human-system interaction
- IEC 62508 : 2010 Guidance on human aspects of dependability

User interfaces

- ISO 9241-5 : 1998 Workstation layout and postural requirements
- ISO 9241-151 : 2008 Web user interfaces
- ISO 9241-400 : 2007 Principles and requirements for physical input devices
- ISO 9241-910 : 2011 Framework for tactile and haptic interaction
- ISO/IEC 14754 : 1999 Common gestures for text editing with pen-based systems
- ISO 14915-2 : 2003 Multimedia navigation and control
- ISO/IEC TR 15440 : 2016 Future keyboards and other input devices and entry methods
- ISO/IEC TR 11581-1 : 2011 Introduction to and overview of icon standards
- ISO/IEC 11581-3 : 2000 Pointer icons
- ISO/IEC 11581-6 : 1999 Action icons
- ISO/IEC 18035 : 2003 Icon symbols and functions for multimedia software applications
- ISO/IEC 24755 : 2007 Screen icons and symbols for personal mobile communication devices
- ISO 11064-1 : 2000 Principles for the design on control centres
- ISO 11064-3 : 1999 Control room layout

User interface icons

- ISO 9241-129 : 2010 Guidance on software individualization
- ISO 9241-6 : 1999 Guidance on the work environment
- ISO 9241-154 : 2013 Interactive voice response (IVR) applications
- ISO 9241-410 : 2008 Amd 1 : 2012 Design criteria for physical input devices
- ISO 9241-920 : 2009 Guidance on tactile and haptic interaction
- ISO/IEC 11581-2 : 2000 Object icons
- ISO/IEC 11581-5 : 2004 Tool icons
- ISO/IEC 11581-10 : 2010 Framework and general guidance
- ISO/IEC 18036 : 2003 Icon symbols and functions for World Wide Web browser toolbars
- ISO/IEC 24738 : 2006 Icon symbols and functions for multimedia link attributes
- ISO 11064-2 : 2000 Principles for the arrangement of control suites
- ISO 11064-4 : 2013 Layout and dimensions of workstations

Accessibility

- ISO 9241-171 : 2008 Guidance on software accessibility
- ISO/IEC TR 29138-1 : 2009 User needs summary (ISO/IEC CD 29138-1 (UD))
- ISO/IEC TR 29138-2 : 2009 Standards inventory
- ISO/IEC TR 29138-3 : 2009 Guidance on user needs mapping
- ISO/TR 22411 : 2008 Ergonomics data and guidelines for the application of ISO/IEC Guide 71 to products and services to address the needs of older persons and persons with disabilities
- ISO/IEC TR 19764 : 2005 Guidelines, methodology and reference criteria for cultural and linguistic adaptability in information technology products
- ISO/IEC TR 19766 : 2007 Guidelines for the design of icons and symbols accessible to all users, including the elderly and persons with disabilities
- ISO 6385 : 2016 Ergonomic principles in the design of work systems
- ISO 10075-1 : 2017 General issues and concepts, terms and definitions
- ISO 10075-2 : 1996 Design principles
- ISO 10075-3 : 2004 Principles and requirements concerning methods for measuring and assessing mental workload
- ISO 11064-5 : 2008 Displays and controls
- ISO 11064-6 : 2005 Environment requirements for control centres

Ergonomic principles related to mental workload

- ISO 9241-129 : 2010 Guidance on software individualization
- ISO 9241-161 : 2016 Guidance on visual user-interface elements
- ISO 9241-420 : 2011 Selection of physical input devices
- ISO 14915-1 : 2002 Design principles and framework
- ISO 14915-3 : 2002 Media selection and combination
- ISO 10075-1 : 2017 General issues and concepts, terms and definitions
- ISO 10075-2 : 1996 Design principles
- ISO 10075-3 : 2004 Principles and requirements concerning methods for measuring and assessing mental workload

Control centres

- ISO 11064-7 : 2006 Principles for the evaluation of control centres
- ISO 11064-8 : 2005 Environment requirements for control centres

Human-Centered Design

Process

- ISO 9241-210 : 2010 Human-centred design for interactive systems
- ISO/TR 16982 : 2002 Usability methods supporting human-centred design
- IEC 62366 : 2007 Application of usability engineering to medical devices
- DIN SPEC 91328 : 2016 Ressourcenschonende Anwendung von Methoden und Werkzeugen zur menschzentrierten Gestaltung gebrauchstauglicher interaktiver IT-Systeme

Measurement

- ISO/IEC 25001 : 2014 Planning and management (formerly ISO/IEC 14598-2)
- ISO/IEC 25010 : 2011 System and software quality models (formerly ISO/IEC 9126-1)
- ISO/IEC 25021 : 2012 Quality measure elements
- ISO/IEC 25022 : 2016 Measurement of quality in use
- ISO/IEC 25023 : 2016 Measurement of system and software product quality (formerly ISO/IEC 9126-2/3)
- ISO/IEC 25024 : 2015 Measurement of data quality

Evaluation

- ISO/IEC 25040 : 2011 Evaluation process (formerly ISO/IEC 14598-1)
- ISO/IEC 25041 : 2012 Evaluation guide for developers, acquirers and independent evaluators (formerly ISO/IEC 14598-3/4/5)
- ISO/IEC 14598-6 : 2001 Documentation of evaluation modules

Systems and software quality requirements and evaluations (ISO/IEC 25000)

- ISO/IEC TR 25060 : 2010 Common Industry Format (CIF) for usability: General framework for usability-related information
- ISO/IEC 25062 : 2006 Common Industry Format (CIF) for usability test reports
- ISO/IEC 25063 : 2014 Common Industry Format (CIF) for usability: Context of use description
- ISO/IEC 25064 : 2013 Common Industry Format (CIF) for usability: User needs report
- ISO/CD 25065 : XXXX (UD) Common Industry Format (CIF) for usability: User requirements specification
- ISO/IEC 25066 : 2016 Common Industry Format (CIF) for usability: Evaluation report

User documentation

- ISO/IEC/IEEE 26512 : 2011 Requirements for acquirers and suppliers of information for users (ISO/IEC/IEEE FDIS 26512)
- ISO/IEC 26513 : 2009 Requirements for testers and reviewers of information for users (ISO/IEC/IEEE FDIS 26513 (UD))
- ISO/IEC 26514 : 2008 Requirements for designers and developers of user documentation
- NISTIR 7432 (2007) Common Industry Specification for Usability – Requirements (CISU-R)

CIF for usability

- ISO 9241-411 : 2012 Evaluation methods for the design of physical input devices
- ISO 26000 : 2010 Guidance on social responsibility
- ISO 26800 : 2011 Ergonomics - General approach, principles and concepts

Organisationale Reife

- ISO/TR 18529 : 2000 Human-centred lifecycle process descriptions
- ISO/TR 18152 : 2010 Specification for the process assessment of human-system issues
- ISO/DIS 9241-220.2 : 2017 (UD) Processes for enabling, executing and assessing human-centred design within organizations
- DIN SPEC 92412 : 2015 Auditverfahren für den Entwicklungsprozess interaktiver Produkte auf Grundlage von DIN EN ISO 9241-210
- ISO 27500 : 2016 The human-centred organization - Rationale and general principles
- ISO/DIS 27501 : 2017 (UD) The human-centred organization - Guidance for managers

Guidelines

Guidelines

- 10 Heuristics for User Interface Design (Jacob Nielsen, 2008)
- The 8 Golden Rules of Interface Design (Ben Shneiderman, 2008)
- Gestaltgesetze (Max Wertheimer, 1923)
- First (16) Principles of Interaction Design (Bruce Tognazzini, 2008)
- 7 Principles for Transforming Difficult Tasks into Simple Ones (Don Norman, 2002)
- Bildschirm- und Büroarbeitsplätze – Leitfaden für die Gestaltung (DGV Information 215-410, 2015)
- Apple's Human Interface Guidelines (https://developer.apple.com/design/)
- Microsoft's Design und UI für UWP-Apps Guidelines (https://developer.microsoft.com/de-de/windows/apps/design)
- SAP design guidelines and resources (https://experience.sap.com/guidelines/)
- Google's Material Design Guidelines (https://developer.android.com/design/index.html)
- IBM Design Language (https://www.ibm.com/design/language/)

Accessibility

- Fitts' law (Paul Fitts, 1954)
- Hick's law (William Edmund Hick, 1951)
- Web Content Accessibility Guidelines (WCAG 2.0) (2008)
- Barrierefreie Informationstechnik-Verordnung (BITV 2.0) (2016)

Literatur

Literatur

- The Encyclopedia of Human-Computer Interaction, 2nd edition (https://www.interaction-design.org/literature/book/the-encyclopedia-of-human-computer-interaction-2nd-ed)
- The Human-Computer Interaction Handbook, 3rd edition (Jacko, 2012)
- The UX Book (Hartson & Pyla, 2012)
- Measuring the User Experience, 2nd edition (Tullis & Albert, 2013)
- The Usability Engineering Lifecycle (Mayhew, 1999)
- Contextual Design, 2nd edition (Holtzblatt & Beyer, 2016)
- Don't Make Me Think, 3rd edition (Krug, 2014)
- Designing Interactive Systems, 3rd edition (Benyon, 2013)
- Interaction Design, 4th edition (Rogers, Sharp & Preece, 2015)
- Designing the User Interface, 6th edition (Shneiderman, 2016)
- The Elements of User Experience, 2nd edition (Garrett, 2010)
- Simple and Usable – web, mobile, and interaction design (Colborne, 2010)
- The Design of Everyday Things, rev. exp. edition (Norman, 2013)
- Web Form Design (Wroblewski, 2008)

Webseiten

Webseiten

- Interaction Design Foundation (https://www.interaction-design.org)
- Usability.gov (http://www.usability.gov)
- Nielsen Norman Group (http://www.nngroup.com/articles)
- User Experience, Usability, Product Design. Follow the UX Bear. (http://www.uxdesign.cc)
- UCDtoolbox (http://ucdtoolbox.com)
- Usability Net (http://www.usabilitynet.org)
- Usability Planner (http://www.usabilityplanner.org)
- Usability Toolkit (http://usability-toolkit.de)
- Human Factors International – Cool stuff and UX resources (http://humanfactors.com/coolstuff/whitepapers.asp)
- Usability Engineering Repository (UsER) (http://www.imis.uni-luebeck.de/de/forschung/user-usability-engineering-fuer-software-systeme-oeffentlichen-verwaltungen)

(UD) = Under development; Hierbei handelt es sich um eine Norm, die bisher nur als Entwurf existiert.