



ISO/IEC JTC1/SC 35 – User Interfaces
SC35N0316

ISO
ORGANISATION INTERNATIONALE DE NORMALISATION
INTERNATIONAL ORGANIZATION FOR STANDARDIZATION
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CEI (IEC)
COMMISSION ÉLECTROTECHNIQUE INTERNATIONALE
INTERNATIONAL ELECTROTECHNICAL COMMISSION
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Document type	NP for a type 3 Technical report
Title	New Work Item Proposal for a Technical Report type-3 on Survey of existing icons and symbols for elderly and disabled persons
Source	ISO/IEC JTC 1/SC35/WG 6
Date assigned	2001-07-25
Due Date	2001-11-29
Status	Per Stockholm resolution 19, this document is forwarded to SC 35 Member bodies for ballot ant to JTC 1 for information
Action Identifier	For ballot by SC 35 P-members and comments to be returned to Secretariat not later than 2001-11-29
No of pages	12

PROPOSAL FOR A NEW WORK ITEM

Date of presentation of proposal: 2001-07-xx	Propose: ISO/IEC JTC 1/SC 35
Secretariat: AFNOR (France)	ISO/IEC JTC 1/SC 35 N0316 ISO/IEC JTC 1 NXXXX

To be concurrently submitted to the secretariat of the ISO/IEC JTC1 with a copy to the ISO Central Secretariat.

<p>Title Survey of existing icons and symbols for use by elderly and disabled persons</p>
<p>Scope: This Technical Report will document existing icons and symbols for use by elderly and disabled persons.</p> <p>For users who have weak sight or whose eyesight deteriorates with age, icons and symbols are often difficult to identify and distinguish. Consequently some icons and symbols may have been especially designed for them. Also for people with different reading problems the possibility to recognize the icons and symbols is especially essential.</p> <p>The sources for these existing icons will be standards from different organizations or from manufacturers.</p>
<p>Purpose and justification -</p> <p>Advances in information technology have promoted the use of computers as a necessary element of an individual's daily life. It is therefore very important to make this technology accessible to everyone, especially disabled and elderly people. Especially these consumers need carefully specified icons and symbols in order to give them confidence to use the various services made available through ICT product development.</p> <p>Increasing numbers of people, especially elderly and disabled have problems using personal computers and the Internet for services, e.g. postal and banking services. It is essential to make the producers of these services aware of this and to record and provide existing symbols and icons especially configured for use by disabled and elderly people.</p> <p>This technical report is proposed, following the direct request to ISO/IEC JTC 1/SC 35 from CEN/ISSS following the publication of the "Design for All and Assistive Technologies" report in 2000, see http://www.ict.etsi.org/activities/Design_for_All/INDEX.htm and SC 35 N0158</p> <p>In the United States recent legislation (Section 508 of the Rehabilitation Act, see http://www.section508.gov/) requires IT products sold to US government agencies from June 2001, to be accessible to people with disabilities.</p>
<p>Program of work</p> <p>If the proposed new work item is approved, which of the following document(s) is (are) expected to be developed?</p> <p>_____ a single International Standard more than one International Standard (expected number:)</p> <p>_____ a multi-part International Standard consisting of _ parts:</p>

an amendment or amendments to the following International Standard(s)

a technical report, type 3.....

Relevant documents to be considered

See attached document "Proposed structure"

SC35 N0158 Also attached.

Co-operation and liaison

ETSI/HF

Preparatory work offered with target date(s)

Current targets: First drafts to be submitted before 2002-03-01. PDTR registration and ballot 2002-11, DTR ballot 2003-11

Signature:

Will the service of a maintenance agency or registration authority be required? **No.**

Are there any known requirements for coding? **No.**

Are there any known requirements for cultural and linguistic adaptability? No

Does the proposed standard concern known patented items? **No.**

Comments and recommendations of the JTC 1 Secretariat- attach a separate page as an annex, if necessary

Comments with respect to the proposal in general, and recommendations thereon:

It is proposed to assign this new item to JTC 1/SC 35

Voting on the proposal –

According to a current JTC1 trial, this NP will be sent to SC35 member bodies for a 4-month letter ballot and be sent simultaneously to JTC1 secretariat for information. The vote is to be held at the JTC1 level only if there are objections at this level after submission to the JTC1 Secretariat. According to the year 2000 Tromsø JTC1 Plenary resolution 24, JTC1 National Bodies are reminded that it is still their responsibility to review and check each NP especially on its scope and assignment, inconsistencies or overlaps with other JTC 1 products, and market relevance).

Date of circulation: 2001-07-29	Closing date for voting: 2001-11-29	Signature of JTC 1 Secretary: Lisa A. Rajchel
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NEW WORK ITEM PROPOSAL – PROJECT ACCEPTANCE CRITERIA		
Criterion	Validity	Explanation
A Business Requirement		
A.1 Market Requirement	Essential ___ Desirable <u>X</u> ___ Supportive ___	
A.2 Regulatory Context	Essential ___ Desirable ___ Supportive ___ Not Relevant <u>X</u> __	
B. Related Work		
B.1 Completion/Maintenance of current standards	Yes ___ No <u>X</u> __	
B.2 Commitment to other organisation	Yes <u>X</u> ___ No ___	See request from CEN/ISSS in SC 35 N0158
B.3 Other Source of standards	Yes <u>X</u> ___ No ___	JTC1 and IS's concerned with icons and symbols will be referenced
C. Technical Status		
C.1 Mature Technology	Yes <u>X</u> ___ No ___	The TR intends to document existing icons and symbols
C.2 Prospective Technology	Yes ___ No <u>X</u> __	
C.3 Models/Tools	Yes ___ No <u>X</u> __	
D. Conformity Assessment and Interoperability		
D.1 Conformity Assessment	Yes ___ No <u>X</u> __	

D.2 Interoperability	Yes <input checked="" type="checkbox"/> ____ No _____	One of the goals of the TR is to assure consistence amongst existing and forthcoming recommendatio ns and standards on icons and symbols
E. Other Justification		

Introduction

1 Scope

2 References

3 Definitions

4 Icons & Symbols

4.1 Collection of common icons & symbols

This clause would address common images that are used for both icons and symbols and would include the following:

- ?? function or utility that the icon/symbol is used to represent/signify
- ?? logical metaphor used for the graphic
- ?? components of the graphic
- ?? illustration/example of the graphic

4.2 Collection of icons (for software)

This would be a collection of functions and supporting images that are only used/appropriate/limited to display technology (e.g. provided by the software) and would include the following:

- ?? function or utility that the icon is used to represent/signify
- ?? logical metaphor used for the graphic
- ?? components of the graphic
- ?? illustration/example of the graphic

4.3 Collection of symbols (for hardware)

This would be a collection of functions and supporting symbols that are only used/appropriate to use on hardware (e.g. on printed key tops, beside switches and physical controls) and would include the following:

- ?? function or utility that the symbol is used to represent/signify
- ?? logical metaphor used for the graphic
- ?? components of the graphic

?? illustration/example of the graphic

5 Copyright/re-use of graphics

6 Summary

7 Bibliography



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Document type	Recommendations
Title	ICT Standards for Design for All & Assistive Technology Report - Recommendations concerning ISO/IEC JTC 1/SC 35 "User interfaces"
Source	Mr. James Boyd, Strategy Manager of CEN/ISSS
Date assigned	26th April 2000
Action Identifier	For information and action at the ISO/IEC JTC 1/SC 35 Plenary meeting in Nara (May 16th to 20th 2000)
No. of pages	5

Dear Ms Lafargue

Recently the Commission gave a mandate to prepare a report on Design for All Requirements in the area of ICT. This was undertaken under the auspices of the the ICT Standards Boards (ICTSB) which brings together European standardisers and specification providers in this area.

The report has now been published and is available at
http://www.ict.etsi.org/activities/Design_for_All/INDEX.htm.

However, particular parts are of relevance to ISO/IEC/JTC1/SC35 and I have prepared an extract which is attached and which contains recommendations addressed to your committee.

I would be grateful if you could refer these to your committee and give me an initial response of your activities in this area by 11 May. A full response to the ICTSB will be made at its meeting on 13 July 2000.

Thank you in advance for your help.

<<SC35.doc>>

Best regards

James Boyd

Strategy Manager, CEN/ISSS - Information Society Standardization System

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Design for all Report Recommendations concerning

ISO/IEC/JTC1/SC35 "User Interfaces"

GENERAL - WORK ITEMS -		ACTION	Lead Respons- -bility	COMMENTS
	1.5.ICONS SYMBOLS & PICTOGRAMS			
1.5.1	Develop common set of icons, symbols and pictograms to be applied across all ICT domains. -	Research Standards	ISO/IEC JTC1/SC 35	ONGOING in different sectors. If this is ongoing in different sectors, how does this lead to a “common set” of such icons etc.?
	1.6 USER INTERFACE			
1.6.1	Review existing standards and guidelines for input and output devices (for office use by professionals). Adapt to include non professional users in a non office setting.	Research Revised Standards Guideline s	EU - Research Program	It is not immediately clear what is the exact status of the “standards and guidelines” referred to – ie whether they represent formal publications of standards organizations of consortia. If so, then of course the results of any research programme in this area need to be fed into amendments.
1.6.2	Review guidelines and standards for user interface design (office use by professional users). Adapt to home / public use by non professional users, based on design for all philosophy.	Research. Revised Standards	EU - Research Program ISO TC 159 CEN TC 122	Now deleted.
1.6.3	Develop standards for comprehension of user interfaces using information from several modalities.	Standards	ISO TC 159 CEN TC 122 ETSI TC HF ITU	Contact being taken with CEN TC122 seeking their comments.
1.6.4	Develop a set of metaphors relevant for different ICT domains in a public setting. Existing (office) metaphors (PC) are probably not relevant for a home setting using other technology.	Research Recomme nd- ations	ISO TC 159 CEN TC 122 ETSI TC HF ITU	CEN/TC224 WG6 addressing this aspect. Contact being taken with CEN TC122 seeking their comments.

			CEN TC 224 WG 6	
1.6.5	Develop guidelines for the structure, form and presentation of verbal messages.	Technical Report / Guidelines	ETSI TC HF ITU	Such guidelines are called a "language". People learn this from birth, but also are helped by institutions called "schools"
1.6.6	Review standards and guidelines for user interface navigation in office environment and adapt to public/ home / mobile environment.	Revised standards	ISO TC 159 CEN TC 122 ETSI TC HF ITU, CEN TC 224 WG 6	CEN/TC224 WG6 addressing this aspect. Contact being taken with CEN TC122 seeking their comments.
1.6.7	Develop Code of Practice for minimum help facilities to be provided in relation to use of ICT services/products	Code of Practice – CWA	CWA - ANEC + Industry	CEN/ISSS is prepared to consider establishing a new Workshop for this purpose, subject to a satisfactory draft Business Plan being drawn up, and the commitment of the necessary resources.
1.6.8	Develop standard for multimodal interaction design, including minimum "time outs".	Standard	ISO TC 159 CEN TC 122 ETSI TC HF	Contact being taken with CEN TC122 seeking their comments.
1.6.9	Provide a recommendation regarding prompting in potentially critical/ damaging dialogues.	Recommendation	ISO TC 159 CEN TC 122 ETSI TC HF	Contact being taken with CEN TC122 seeking their comments.
1.6.10	Develop standards for operational sequences in relation to frequently used public terminals.		CEN TC 224 WG 6 ETSI TC HF	Contact being taken with CEN TC122 seeking their comments.
WAY FINDING				
4.2	Develop standard symbols for marking way finding technology present.	Standard		Latest version assigns to ISO/IEC/JTC1/SC 35 , which we are contacting
PERSONAL INFORMATION APPLIANCES				
5.3	Standardise symbols for main operations (e.g. Power on/off).	Standard		Latest version assigns this to ISO/IEC/JTC1/SC 35 . Contact is being established with them, and any comments will be forwarded.
5.11	Create standards on UI symbols.			Latest version assigns this to ISO/IEC/JTC1/SC 35 . Contact is being established with them, and any comments will be forwarded.
USER INTERFACE				
8.5.1	Key elements of visually presented user interfaces should be standardised. This	Standard	CEN TC 224 WG 6 ETSI TC	Being addressed by CEN TC224/WG6.

	<p>standardisation should not compromise competition. Elements for standardisation could include, but not be limited to: metaphors, legibility, comprehensibility testing, text sizes, colours allocated to specific functions and icons, symbols and pictograms.</p>		<p>HF CEN TC 122 ISO SC 35</p>	<p>ISO/IEC/JTC1/SC 35 removed from latest version.</p>
8.5.2	<p>When, supplementing EN 1332-1 with an Annex of Icons, symbols and pictograms, follow the development process as specified in ISO 9186 and develop according to ISO 3461, ISO 7001. Annex to include icons, symbols and pictograms in relation to way finding, operational procedures, interaction elements / interaction design for physical and screen controls, how to activate the different forms of output (speech, visual), message typologies, tactile feedback, timely feedback during and after task completion, effective prompting during sequential actions and help functions. There should be equivalent "earcons" /sounds specified in terms of frequency, amplification, number of.</p>	Standard	<p>CEN TC 224 WG 6 ETSI TC HF CEN TC 122 ISO/IEC/JTC1/SC 35</p>	<p>Being addressed by CEN TC224/WG6. Contact is being established with ISO/IEC/JTC1/SC 35, and their comments will be forwarded.</p> <p>Latest version describes this recommendation as "ongoing" and removes TC/HF and CEN TC122</p>