**Page ID**:**#.# Glossary Landing Page**

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# Glossary

## Accessibility

The extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of user needs, characteristics and capabilities to achieve identified goals in identified contexts of use.

Note 1: Context of use includes direct use or use supported by assistive technologies.

Source: ISO 9241-210 (2019)

## Clinical Reminder

A software decision support tool that defines evaluation and resolution logic for a given clinical activity.

Source: Kathleen Adams, Clinical Informatics Specialist, Human Factors Engineering

## Clinical Reminder Dialog Template (CRDT)

A CPRS tool that accepts user input focused on a task. This data populates in a TIU note. It can associate the tasks with Health Factors, standardized ICD and CPT codes for tracking, analysis and reporting.

Source: Kathleen Adams, Clinical Informatics Specialist, Human Factors Engineering

## Context of Use

The combination of users, goals and tasks, resources, and environment.

Note: The “environment” in a context of use includes the technical, physical, social, cultural, and organizational environments.

Source: ISO 9241-210 (2019)

## Decision Analysis

The application of explicit, quantitative methods to analyze decisions under conditions of uncertainty.

Source: N/A

## Decomposition

The breaking of a complex problem or system into smaller parts that are more manageable and easier to understand. ISO 9241-220 (2019)

## Effectiveness

The accuracy and completeness with which users achieve specified goals.

Source: ISO 9241-210 (2019)

## Efficiency

The resources used in relation to the results achieved.

Note: Typical resources include time, human effort, costs, and materials.

Source: ISO 9241-210 (2019)

## Ergonomics

The scientific discipline concerned with the understanding of interactions among human and other elements of a system, and the profession that applies theory, principles, data and methods to design in order to optimize human well-being and overall system performance.

Source: ISO 9241-210 (2019)

## Evaluation

A systematic determination of the extent to which an entity meets its specified criteria.

Source: ISO 9241-220 (2019)

## Goal

An intended outcome.

Source: ISO 9241-210 (2019)

## Human Factors

The scientific discipline concerned with the understanding of interactions among human and other elements of a system, and the profession that applies theory, principles, data and methods to design in order to optimize human well-being and overall system performance.

Source: ISO 9241-210 (2019)

Alternate:

Is an umbrella term for several areas of research that include human performance, technology, design, and human-computer interaction.

Is a profession that focuses on how people interact with products, tools, procedures, and any processes likely to be encountered in the modern world. (Source: NASA)

Is a scientific discipline concerned with the understanding of interactions among human and other elements of a system, and the profession that applies theory, principles, data and methods to design in order to optimize human well-being and overall system performance. (Source: ISO 6385:2016)

## Human Factors Data

Information about humans and human behavior.

Note: This includes existing knowledge or new user related research. For example, anthropometric data, health and safety data, psychometric measurements, ergonomics standards, accessibility standards, and expert knowledge in human sciences (e.g. psychology, sociology, medicine, human computer interaction, behavioral science, anthropology, management science, education, personnel and staffing management), and codifications of this information and knowledge (e.g. international standards, legislative requirements, existing patents, good practice, style guides and project standards) as appropriate.

Source: ISO 9241-220 (2019)"

## Human-centered Design (HCD)

An approach to systems design and development that aims to make interactive systems more usable by focusing on the use of the system and applying human factors/ergonomics and usability knowledge and techniques.

Note 1: The term “human-centered design” is used rather than “user-centered design” in order to emphasize that this document also addresses impacts on a number of stakeholders, not just those typically considered as users. However, in practice, these terms are often used synonymously.

Note 2: Usable systems can provide a number of benefits, including improved productivity, enhanced user well-being, avoidance of stress, increased accessibility, and reduced risk of harm.

Source: ISO 9241-210 (2019)

## Human-centered Quality

The extent to which requirements for usability, accessibility, user experience and avoidance of harm from use are met.

Note 1: Provision of the necessary technical functionality is a prerequisite for human-centered quality.

Note 2: Usability, accessibility, user experience and avoidance of harm from use can only be managed to the extent that they can be controlled by designed aspects of the interactive system.

Note 3 to entry: Human-centered quality is a collective term for the intended outcomes of interaction of the user with the system.

Source: ISO 9241-220 (2019)

## Human-centered Quality Objective

The objective for the design of an interactive system facilitating achievement of intended outcomes with appropriate usability, accessibility, user experience and avoidance of harm from use arising from the use of the system.

Note: Human-centered quality objectives are statements of outcomes to be achieved for the users of the system in general. They are often provided by the sponsor of the system taking the perspective of its future users.

Source: ISO 9241-220 (2019)

## Inspection-based Evaluation

An evaluation based on the judgment of one or more evaluator(s) who examine or use a system to identify potential usability problems and/or deviations from established criteria.

Note 1: Established criteria typically include user requirements, usability guidelines in standards, design conventions contained in manufacturer guidelines and style guides, task models to be supported as well as standardized principles.

Note 2: Inspection-based evaluation is a generic term for methods that include, but are not limited to, heuristic evaluation, cognitive walkthroughs, standards inspection, pluralistic walkthroughs, and consistency inspections.

Source: ISO 9241-220 (2019)

## Interaction Object

In reference to an interactive system -- control or component (including information) assisting the user in achieving specified goals using an interactive system.

Source: ISO 9241-220 (2019)

## Interactive System

The combination of hardware and/or software and/or services and/or people that users interact with in order to achieve specific goals.

Note: This includes, where appropriate, packaging, user documentation, on-line and human help, support, and training.

Source: ISO 9241-210 (2019)

## Life Cycle

The evolution of a system, product, service, project, or other human made entity from conception through retirement.

Source: ISO 9241-220 (2019)

## National Reminders

Reminders developed and distributed by VA Central Office.

Source: Kathleen Adams, Clinical Informatics Specialist, Human Factors Engineering

## Persona

A realistic representations of intended users of a system. A set of personas helps the project team consider the unique characteristics of users during system design and assessment. ​

Source: N/A

## Personal Templates

Template customized by user to create a document for their use.

Source: Kathleen Adams, Clinical Informatics Specialist, Human Factors Engineering

## Process

The set of interrelated or interacting activities that use inputs to deliver an intended result.

Source: ISO 9241-220 (2019)

## Process Activity

An activity that, when consistently performed, contributes to achieving a specific process purpose.

Note 1: In ISO/IEC 33001:2015 this is called a base practice.

Note 2: For some process activities, the need for the performance of the activity will depend on the project context.

Source: ISO 9241-220 (2019)

## Process Assessment

A disciplined evaluation of an organization's processes against a process assessment model.

Source: ISO 9241-220 (2019)

## Process Benefit

A positive achievement from the execution of a process.

Note 1: Benefits are often spread broadly across the business and not necessarily related to the technical or business intent of executing a process.

Note 2: A benefit can provide the motivation to execute a process, but it may not be the primary reason to do so.

Source: ISO 9241-220 (2019)

## Process Capability

The capability of a process to meet its purpose as managed by an organization's management and process definition structures.

Note 1: This usage differs from human capability, military capability and operational capability.

Note 2: Process capability levels are described in ISO/IEC 33002.

Source: ISO 9241-220 (2019)

## Process Category

A set of processes addressing the same general area of activity.

Source: ISO 9241-220 (2019)

## Process Evaluation

A quality improvement technique that monitors specific indicators directly related to the evidence-based practice. Monitoring nurses’ use of a standard pain intensity scale for pain assessment is a type of process monitor to determine if nurses’ processes of acute pain management are aligned with the evidence on this topic. Process evaluation is usually undertaken to determine if the EBP is being used/implemented consistently by care providers.

Source: N/A

## Process Improvement

A set of actions taken to improve the quality of the organization’s processes aligned with the business needs and the needs of other concerned parties.

Source: ISO 9241-220 (2019)

## Process Purpose

The high-level objective of performing the process and the likely outcomes of effective implementation of the process.

Source: ISO 9241-220 (2019)

## Prototype

In reference to an interactive system -- a representation of all or part of an interactive system, that, although limited in some way, can be used for analysis, design and evaluation.

Note: A prototype may be as simple as a sketch or static mock-up or as complicated as a fully functioning interactive system with more or less complete functionality.

Source: ISO 9241-210 (2019)

## Reminder Dialog

Used in CPRS to allow clinicians to select actions that satisfy or resolve reminders for a patient. Information entered through reminder dialogs update progress notes, place orders, and update other data in the patient’s medical record. A reminder dialog is created by the assembly of elements and groups into an orderly display, which is seen by the user in the CPRS GUI.

Source: Kathleen Adams, Clinical Informatics Specialist, Human Factors Engineering

## Requirement

A condition or capability that must be met or possessed by a system, system component, product, or service to satisfy an agreement, standard, specification, or other formally imposed documents.

Source: ISO 9241-220 (2019)

## Satisfaction

The extent to which the user's physical, cognitive and emotional responses that result from the use of a system, product or service meet the user’s needs and expectations.

Note 1: Satisfaction includes the extent to which the user experience that results from actual use meets the user’s needs and expectations.

Note 2: Anticipated use can influence satisfaction with actual use.

Source: ISO 9241-210 (2019)

## Service

A means of delivering value for the customer by facilitating outcomes the customer wants to achieve.

Note 1: Services can include both human-system interactions (e.g. accessing a word processor through the web) and human-human interactions (e.g. a citizen interacting with a clerk at the post office counter).

Note 2: The “customer” is a user and does not necessarily have a financial relationship.

Source: ISO 9241-220 (2019)

## Shared Templates

Templates available to all users of a particular instance of CPRS.

Source: Kathleen Adams, Clinical Informatics Specialist, Human Factors Engineering

## Stakeholder

A person or organization that can affect, be affected by, or perceive themselves to be affected by a decision or activity.

Note 1: Stakeholders can include: users, systems owners or managers, and people who are indirectly affected by the operation of a system, product or service.

Note 2: Different stakeholders can have different expectations, needs, or requirements.

Note 3: Includes, but not limited to environmental organizations, investors, communities, regulators, employees, specific employee groups and customers. [ISO 27501: 2019]

Note 4: The term “interested party” can be used as an alternative to “stakeholder”. [ISO 31000: 2018]

Note 5: A decision maker can be a stakeholder. [ISO Guide 73: 2009]

Source: ISO 9241-220 (2019)

## System

The combination of interacting elements organized to achieve one or more stated purposes.

Note 1: A system is sometimes considered as a product or as the services it provides.

Note 2: A complete system includes all of the associated equipment, facilities, material, computer programs, firmware, technical documentation, services and personnel required for operations and support to the degree necessary for self-sufficient use in its intended environment.

Note 3: A system can be composed of a product, service, built environment or combination thereof, and people.

Source: ISO 9241-220 (2019)

## Template

CPRS tool used to organize information in a document.

Source: Kathleen Adams, Clinical Informatics Specialist, Human Factors Engineering

## Text Integrated Utility (TIU) Note

Electronic note written by clinicians in CPRS. The TIU note is considered complete when the provider electronically signs it. An addendum may be applied to a completed note. TIU notes may be based on templates for modular customization, such as adding in a patient data object (PDO). Though not trackable, they have more functionality.

Source: Kathleen Adams, Clinical Informatics Specialist, Human Factors Engineering

## TIU Boiler Plate Text

Template with pre-filled information.

Source: Kathleen Adams, Clinical Informatics Specialist, Human Factors Engineering

## Usability

The extent to which a system, product or service can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use.

Note 1: The “specified” users, goals and context of use refer to the particular combination of users, goals and context of use for which usability is being considered.

Note 2: The word “usability” is also used as a qualifier to refer to the design knowledge, competencies, activities and design attributes that contribute to usability, such as usability expertise, usability professional, usability engineering, usability method, usability evaluation, usability heuristic.

Source: ISO 9241-210 (2019)

## Use Case

A description of behavioral requirements of a system and its interaction with a user.

Note 1: A use case describes the users' goal and the requirements including the sequence of interactions between users and the system.

Source: ISO/IEC/IEEE 26515 (2018)

## Use Error

A user action or lack of user action while using the system, product or service that leads to a different result than that intended by the manufacturer or expected by the user.

Note 1: Use error includes the inability of the user to complete a task.

Note 2: Use errors can result from a mismatch between the characteristics of the user, user interface, task, or use environment.

Note 3: Users might be aware or unaware that a use error has occurred.

Note 4: A malfunction of an interactive system that causes an unexpected result is not considered a use error.

Note 5: The term use error is used in preference to user error or human error in order to avoid the implied assignment of responsibility for the error to the user.

Source: ISO 9241-11 (2018)

## User

A person who interacts with a system, product or service.

Note: Users of a system, product or service include people who operate the system, people who make use of the output of the system and people who support the system (including providing maintenance and training).

Source: ISO 9241-210 (2019)

## User Experience (UX)

A user’s perceptions and responses that result from the use and/or anticipated use of a system, product or service.

Note 1: Users’ perceptions and responses include the users’ emotions, beliefs, preferences, perceptions, comfort, behaviors, and accomplishments that occur before, during and after use.

Note 2: User experience is a consequence of brand image, presentation, functionality, system performance, interactive behavior, and assistive capabilities of a system, product or service. It also results from the user’s internal and physical state resulting from prior experiences, attitudes, skills, abilities and personality, and from the context of use.

Source: ISO 9241-210 (2019)

## User Group

A subset of intended users who are differentiated from other intended users by characteristics of the users, tasks or environments that could influence usability.

Source: ISO 9241-220 (2019)

## User Interaction

An exchange of information between a user and an interactive system via the user interface to complete the intended task.

Note 1: User interaction is specified in a user interaction specification. This work product focuses on user interactions without considering implementation details.

Source: ISO 9241-220 (2019)

## User Interface (UI)

All components of an interactive system (software or hardware) that provide information and controls for the user to accomplish specific tasks with the interactive system.

Source: ISO 9241-210 (2019)

## User Need

A prerequisite identified as necessary for a user, or a set of users, to achieve an intended outcome, implied or stated within a specific context of use.

EXAMPLE 1: A presenter (user) needs to know how much time is left (prerequisite) in order to complete the presentation in time (intended outcome) during a presentation with a fixed time limit (context of use).

EXAMPLE 2: An account manager (user) needs to know the number of invoices received and their amounts (prerequisite), in order to complete the daily accounting log (intended outcome) as part of monitoring the cash flow (context of use).

Note 1: A user need is independent of any proposed solution for that need.

Note 2: User needs are identified based on various approaches including interviews with users, observations, surveys, evaluations, expert analysis, etc.

Note 3: User needs often represent gaps (or discrepancies) between what should be and what is.

Note 4: User needs are transformed into user requirements considering the context of use, user priorities, trade-offs with other system requirements and constraints.

Source: ISO 9241-220 (2019)

## User Requirements

A set of requirements for use that provide the basis for design and evaluation of interactive systems to meet identified user needs.

Note 1: User requirements are derived from user needs and capabilities so that the user can use the system with acceptable usability, accessibility, user experience and avoidance of harm from use.

Note 2: User requirements are not requirements on the users.

Note 3: In software engineering terms, user requirements include both “functional” and “non-functional” requirements derived from user needs and capabilities.

Source: ISO 9241-220 (2019)

## User-based Evaluation

An evaluation that involves representative users performing tasks with the system to enable identification of human-centered quality problems and/or measurements of efficiency, effectiveness, user satisfaction or other user experiences.

Source: ISO 9241-220 (2019)

## Work Product

An artifact produced by a process.

EXAMPLE: Project plan, requirements specification, design documentation, source code, test plan, test meeting minutes, schedules, budgets, and incident reports.

Note: Work products are evidence of the achievement of process outcomes and of the performance of the relevant activities.

Source: ISO 9241-220 (2019)

**Excerpt**

Summary text for WordPress.

Learn the definitions of terms we use on this site and learn more about user experience.