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

**Primary Content**

**Title**

Enter the **page title**  here (REQUIRED).

# Glossary

**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)

**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)

**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)

**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)

**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)

**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)

**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)

**Task**

The set of activities undertaken in order to achieve a specific goal.  
  
Note 1: These activities can be physical, perceptual and/or cognitive.  
  
Note 2: While goals are independent of the means used to achieve them, tasks describe particular means of achieving goals.

Source: ISO 9241-210 (2019)

**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)

**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)

**Excerpt**

Summary text for WordPress.

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