

Making 3G easier and more accessible: On the planned development of generic UI and interoperability guidelines for UMTS terminals, services and applications

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Introduction and recommendations

The availability of generic user interface “best-practice” guidelines is expected to further increase the minimum level of usability and to have a wide-ranging and significant impact on the user experience of 3G terminals, services and applications, designed for all.

A more accessible, learnable, reliable and usable mobile 3G environment benefits all users, including certain groups that may be partly excluded from access to mainstream technologies, as well as all other involved stakeholders. Furthermore, the availability of a transferable, common user knowledge base will raise the level of user awareness, build trust and contribute to increased use of available 3G infrastructures, information and communication services and applications- thereby also beneficial to the European enterprises and EU policies. The work has the potential to improve the mobile access to and use of Information Society technologies (services and applications with a strong social interest, e.g. Telecare services or various e-Government and e-Learning services) for a very large number of users.

Due to procedural delays, this EC/EFTA/ETSI co-funded ETSI Guide development project cannot be reported here in more detail, as it will be started considerably later than planned (in April/May 2006). However, we believe it is worth introducing it, together with an invitation to those interested to contribute to its development through an external reference group.

The work will be based on [1] and will provide usability, user experience and human factors guidelines and recommendations, specifically developed for and applicable to 3G/UMTS terminals, services and applications. The work will adopt Design for All principles, intending to further improve the access to information and communication services for all, non-exhaustively including young children (who do not read yet), older and disabled people (with reduced abilities to perceive stimuli) and the less experienced, through allowing for the reuse of knowledge, supporting learnability, familiarity and trust.

In addition, and in order to further improve the interoperability of 3G mobile broadband data services, ETSI will organize the first-ever “Human Factors Interoperability PlugTestTM”, during 2006 (re-planned from January to preliminarily October 2006, due to similar reasons). Relevant details of this first-ever event can be found at <http://www.etsi.org/plugtests/HF.htm>

References

- [1] ETSI EG 202 132: "Human Factors; User Interfaces; Guidelines for generic user interface elements for mobile terminals and services".
- [2] ETSI EG 202 116: "Human Factors (HF); Guidelines for ICT products and services; "Design for All".
- [3] ETSI EG 201 219: "User Group; User requirements; Guidelines on the consideration of user requirements when managing the standardization process".
- [4] ETSI TR 102 125: "Human Factors (HF); Potential harmonized UI elements for mobile terminals and services".
- [5] ETSI EG 202 191: "Multimodal interaction, communication and navigation guidelines".