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| INTERNATIONAL TELECOMMUNICATION UNION **TELECOMMUNICATION STANDARDIZATION SECTOR**  STUDY PERIOD 2009-2012 | | **Joint Coordination Activity on Accessibility and human Factors (JCA-AHF)** |
|  | | **Doc. 184** |
| **English only**  **Original: English** |
| **Source:** | JCA-AHF Co-convener | |
| **Title:** | First draft of Q.4/2 study question for 2012-2015 | |

This document has been brought to the attention of the JCA-AHF.

The document is attached.

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| INTERNATIONAL TELECOMMUNICATION UNION | | **STUDY GROUP 2** |
| **TELECOMMUNICATION STANDARDIZATION SECTOR**  STUDY PERIOD 2009-2012 | | **TD 260 (PLEN/2)-E** |
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| **Question(s):** | 4/2 | Geneva, 1-10 June 2011 |
| **TEMPORARY DOCUMENT** | | |
| **Source:** | Chairman, Working Party 1/2 | |
| **Title:** | First draft of Q.4/2 study question for 2012-2015 | |

**Q.4/2:**

The following factors are important:

* presently, Q.4/2 is the only Question in ITU where Human Factors regarding ITU’s businesses find a home
* Q.4/2 recently acquired new importance being one of the two Questions with which JCA-AHF is ‘affiliated’; JCA-AHF meetings up to now have always been joint meetings with either Q.4/2 or Q.26/16, which may be regarded, as the ‘natural HF partner’ and ‘natural A partner’, respectively, of JCA-AHF
* as to combining Q.4/2 with Q.26/16, which has been considered earlier, the argument that it is not sensible to put these two, more or less related Questions in only one SG, still holds, since that would reduce the visibility to the ITU world, and maybe beyond, of both accessibility- and human factors issues
* however, it cannot be denied that the number of **regular** participants to the Q.4/2 meetings is very limited. Occasional participants from areas of the world where 'Human Factors' are fairly or entirely unknown typically participate just once
* since ‘Human Factors’, or ‘ergonomics’, has lost outside the ITU in its capacity to attract active participants as well, it could be considered to try and redefine the scope of these disciplines. Though this has been tried before, the recent start-up in Q.4/2 of the creation of an ITU-T Recommendation, with the descriptions of user experience from TD 132 (WP 1/2), and the, rather encouraging, reactions from SG 12, could be one of the starting points for such a ‘new look’ at the disciplines dealing with strengths and weaknesses of users of modern multi-media technology.

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