



Observatorio de Accesibilidad

Web Accessibility Observatory Tracker Tool


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“The power of the Web is in its universality. Access by everyone regardless of disability is an essential aspect.”

Tim Berners-Lee, W3C Director and inventor of the World Wide Web



A website is accessible when it is **designed and built in a way that its contents are available for everybody** independently of their physical or psychological capacities and independently of technology.

What is the Spanish Administrative context?

State



- 13 Departments
- 138 Autonomous Agencies

Autonomous Communities (Regional level)



- 17 Autonomous Communities (Regions)
- 2 Autonomous cities

Local Entities



- 8.116 municipalities
- 41 County councils
- 10 Chapters and Councils (islands)

General Secretariat of Digital Administration responsible for ICT coordination



COMPLEXITY AND COOPERATION



Some competencies are specific of each authority others are shared.

What is the Spanish legal context?

- ✓ **Royal Decree 1112/2018**, on accessibility of websites and mobile applications in the public sector. **Transposes Directive 2016/2102**

Websites of Spanish Public Administrations must comply with EN 301549:2018 v2.1.2, which is aligned with WCAG 2.1

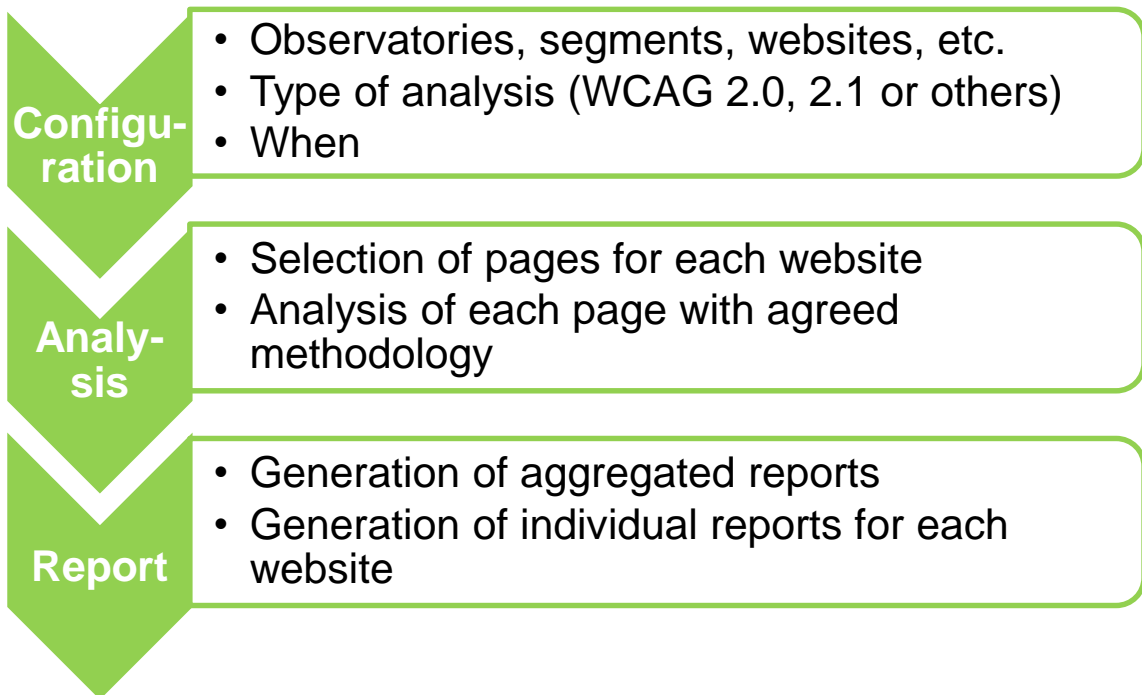
- ✓ This regulation apply to:
 - All websites of Public Administrations.
 - All websites from organizations providing a service in behalf of a Public Administration. Specially in the areas of **education, health and social services**.

**Probably more than
60.000 portals affected**

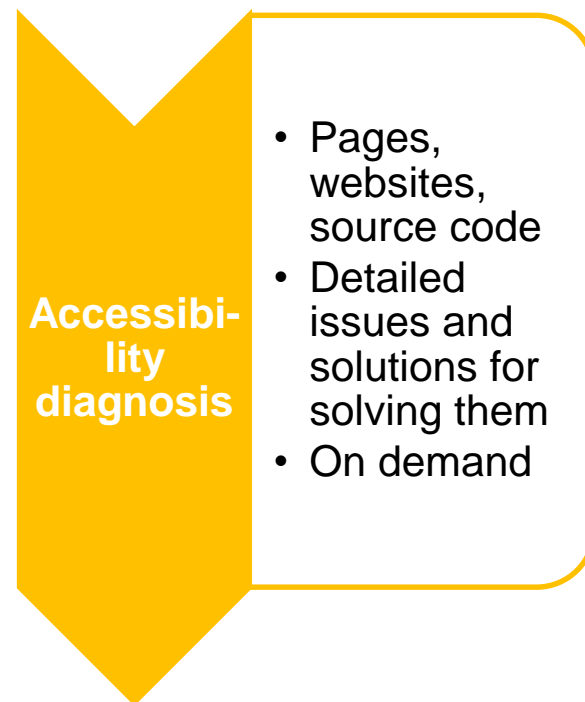
Which issue is solving this solution?

- ✓ A solution for achieving the goal eGov4all
- ✓ Monitoring and reporting mandatory by **Directive 2016/2102 on accessibility of websites and mobile applications of public sector bodies**
- ✓ The **OAW Tracker** offers:

Observatory Studies



Online shared service



How are we doing it conceptually?

With a defined, approved and public methodology for all the entities that are being evaluated

- ✓ **Participation in the definition process.** Thanks to the technical working groups we have in the general administration of the state and with regional and local governments.
- ✓ **Previous testing to the report.** Before making the final approval of the methodology they could test it with our tools implemented and with a preliminary observatory.
- ✓ **Compromise to review.** We are reviewing the methodology according to suggestions and examination of results.
- ✓ **Open channel for communications.** Thanks to the virtual community

What reports are we producing?

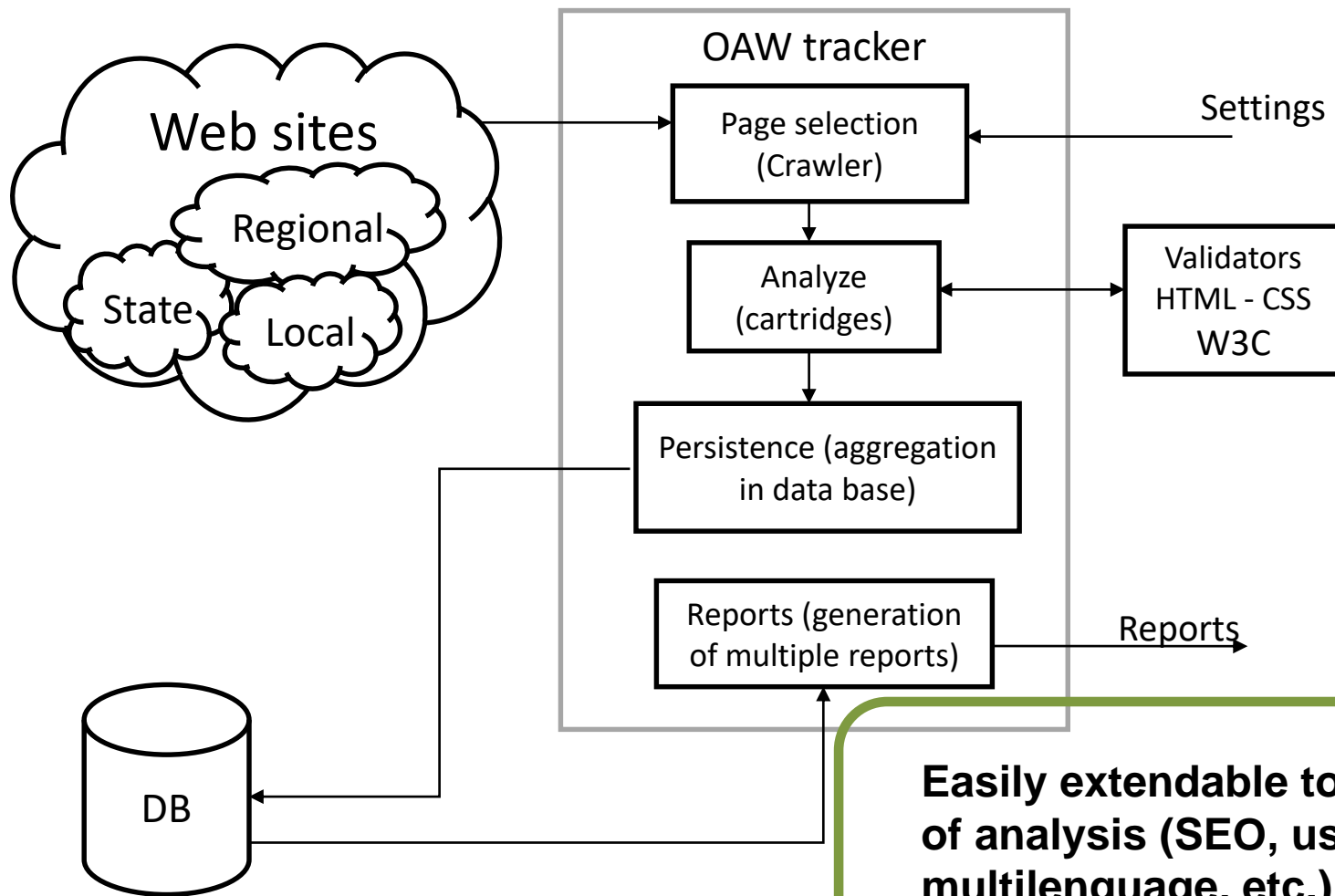
✓ Aggregated report.

- A different report for each level of public administrations analyzed (state, regional, local)
- **Totally anonymous.** To obtain a general panoramic of the situation but not to point out who is doing it wrong.
- **Evolution** in the different iterations and **comparisons.**
- **Abstract and conclusions made manually by an expert.**

✓ Individual report.

- A **specific report for each website** analysed.
- **Ranking** in the observatory.
- Information on the **issues found.**
- Suggestions and **recommendations to solve** the issues.
- **Summary** of results for each public administration.

Which is the architecture?



Which services are we reusing?

- ✓ **W3C services.** For checking HTML structure and CSS structure
- ✓ **SIM service.** National shared service for sending communications (emails, SMS, etc.).

***NOTE:** the tracker works also with standard SMTP services.*

Which open source solutions are we reusing?

- ✓ **A national institute for investigation** was the first developer of the Tracker.
 - They shared the software thanks to an agreement with the Ministry.
 - Finally, there was a official released version.
- ✓ **“Web Accessibility Checker”** by Adaptive Technology Resource Centre (University of Toronto)
- ✓ **Libraries** such as: JFreeChart for graphics generation, iText for PDF generation, openDocumentFormat and OpenOffice files management, Log4j, etc.
- ✓ **All the base software** is open source: mysql, apache, tomcat, red hat linux.

Reuse as a service?

Reuse as a product?



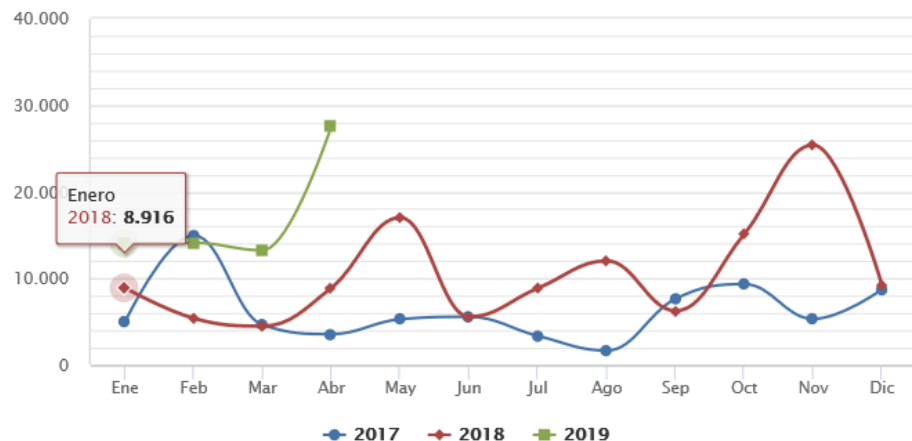
BOTH !!!!

Shared service	Open source product										
<ul style="list-style-type: none"> ✓ Objective: help every PA to build accessible websites. ✓ Free service <div data-bbox="299 911 757 1172" data-label="Figure"> <table border="1"> <caption>User Distribution</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>State</td> <td>48%</td> </tr> <tr> <td>Regions</td> <td>16%</td> </tr> <tr> <td>Local</td> <td>29%</td> </tr> <tr> <td>Others</td> <td>7%</td> </tr> </tbody> </table> </div> <div data-bbox="125 1189 877 1342" data-label="Text"> <p>800 users from different Spanish institutions</p> </div>	Category	Percentage	State	48%	Regions	16%	Local	29%	Others	7%	<ul style="list-style-type: none"> ✓ Objective: offer the product to other big institutions (countries, regions, etc.): both to perform observatories and provide themselves the shared service. ✓ Based and provided with open source software. EUPL license. ✓ Ready for translation. <div data-bbox="1051 1189 1837 1342" data-label="Text"> <p>Government of Argentina Government of Costa Rica</p> </div>
Category	Percentage										
State	48%										
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Shared service

Official studies of the observatory

Pages analyzed per month



- ✓ **44 full studies** done with this tool.
- ✓ Around **300 websites** in every study.
- ✓ **33 pages** per website
- ✓ **3 different methodologies** implemented.

127.000 pages
analyzed in online
service

In
2018

52.000 pages
Analyzed in official
reports

Which groups are collaborating?

State

- Commission for ICT Strategy
- Standing Commission for ICT Strategy
- ICT Steering Committee
- Department Commissions
- Technical Working Groups

Accessibility Community

More than 800 members

State + Regions + Local + Universities

- Sector Conference for Public Administrations
- Sectorial Committee for e-government
- Technical Working Groups

More than 150
multidisciplinary
experts in the
official committees



What are the innovative aspects?

✓ Technological innovations.

- **SMART 2014/0061** “Monitoring methodologies for web accessibility in the European Union” evaluated worthwhile the situation.
 - The OAW Tracker: among **few** detected **for automatic monitoring**, most **accurate results**, the **only** one covering **reporting information**.
- Implements the new provisions asked for Directive 2016/2102.
- The **only one** totally open source.

✓ Social Innovations.

- Simplify developing and testing accessible websites.
- Impact for every citizen everyday.

✓ Business Process Innovations.

- **Reuse as a product.** centralized review model with **few resources** and **reduced costs**. Additionally, the shared service extends the impact to many administrations.
- **Reuse as a service.** The diagnosis of accessibility can be integrated in all the different phases in the implementation of a website.

How is guarantee?

- ✓ **Shielded by legislation.**
- ✓ **Accessibility Community:** a community of websites managers. Open channel for communication. Both support and evolution.
- ✓ **Coordination working groups** to make the decisions. All administrative levels take part on them.

And which are the future steps?

- ✓ **During 2019**, final adjustments to cover all the provisions of the Directive
- ✓ **During 2020/2021** all Member States need to implement the monitoring of the Directive.
- ✓ **Every day** more institutions are joining the community and are using the shared service





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