Observatorio de
Accesibilidad

Web Accessibility Observatory
of the Spanish Government

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What is the Spanish Administrative context?

State

18 departments

Regional governments

17 regional governments
2 autonomous cities

Local entities

8.116 local entities
41 county councils
11 island councils

RD 1112/2018, of 7th September, on the accessibility of websites and mobile applications in the public sector (1*)

COMPLEXITY AND COOPERATION

Some competencies are specific of each authority and others are shared

… going back to 2009

Why did we implement the accessibility observatory initiative?

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Because we wanted to help public administrations to increase the accessibility level in their websites.

What is the Web Accessibility Observatory?

Cooperation and collaboration

Monitoring

Awareness

Help and training

- **Periodic study** of the accessibility observatory
- More than 700 websites twice a year

- All r**esults distribute**d to PSB
- **Ranking** of PSB
- **Mailing lists**

- **On-line service** for self checking
- Detailed **mistakes** together with **suggestions to solve** them
- FAQs, guides and specific **documentation**
- **Accessibility Community.** Virtual meeting point

How are we implementing the Monitoring and Reporting?

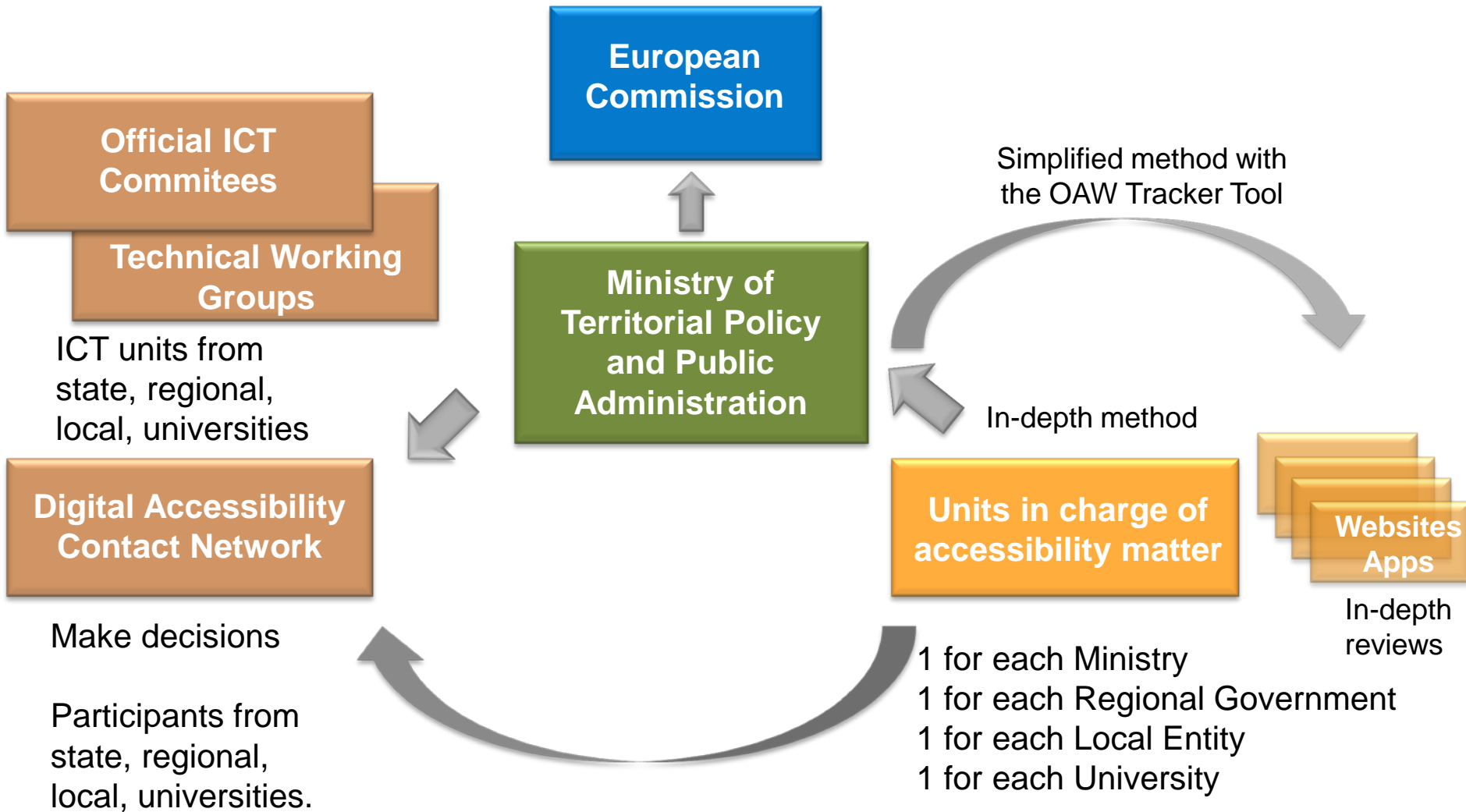> **With a defined, approved and public methodology** (1*) **for all the entities that are being evaluated**

✓ **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 developed tools and with a preliminary observatory.

✓ **Review Commitment.** We are reviewing the methodology according to suggestions and examining the results.

✓ **Open channel for communications.** Thanks to the virtual community

And regarding the Technical point of view?

> **With a specific tool developed to produce and simplify all the process**

✓ Based on **open source software. Low maintenance and reduced budget** are needed.

✓ **Released** with EUPL license in http://administracionelectronica.gob.es/ctt/oaw/abstract

✓ Already **reused in Argentina and Costa Rica**. Finalist in the **sharing and reuse awards** of the European Commission.

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And regarding the Organizational point of view?

European Commission

Official ICT Commitees

Technical Working Groups

ICT units from state, regional, local, universities

Ministry of Territorial Policy and Public Administration

Simplified method with the OAW Tracker Tool

In-depth method

Digital Accessibility Contact Network

Make decisions

Participants from state, regional, local, universities.

Units in charge of accessibility matter

Websites Apps

In-depth reviews

1 for each Ministry
1 for each Regional Government
1 for each Local Entity
1 for each University

And how are Awareness and Training actions organized ?

✓ It must be carried out by **all public administrations**

✓ **Actions organized in at least three levels**

- **Ministry of Territorial Policy and Public Administration**
  - Digital Accessibility Contact Network
  - Technical Working Groups
  - Participation and organization of congresses.
  - Awareness and training actions of the web accessibility observatory
- **Official Training Institutions of Public Administrations**
  - State and regional level
  - Mandatory to include general training courses on accessibility
- **Each Public Administration**
  - Mandatory to include specific training activities considering their tools (content managers etc.)
  - Responsibility for coordination and promotion of Units in charge of accessibility matters

Conclusions

✓ **Web accessibility is not only a problem of legislation but of education.**

- Legislation is necessary, but it must complement it with actions to increase the level of knowledge in both public administrations and companies, and increase awareness in all the actors involved.

✓ **A periodic monitoring/reporting is essential to maintain accessibility.**

- If you need to report or you know that someone is checking you, website managers will be more involved in improving the results and in complying with the legislation.

✓ **The "Web accessibility Observatory Tracker" tool is open for reuse.**

- It can be easily translated to any language.

> **Awareness, training, help and monitoring must build a continuous cycle to improve.**

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