



Observatorio de
Accesibilidad


Web Accessibility Observatory Tracker Tool

General Secretariat of Digital Administration

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<http://administracionelectronica.gob.es/PAe/accesibilidad>

<http://administracionelectronica.gob.es/ctt/oaw/abstract>

 Twitter: @obsae

“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



18 departments

Regional governments



17 regional governments
2 autonomous cities

Local entities



8.116 local entities
41 county councils
11 island councils

**General Secretariat of Digital
Administration responsible for
ICT coordination**



**Some competencies
are specific of each authority
and others are shared**

What is the Spanish legal context?

- ✓ **Royal Decree 1112/2018**, of 7 September, on accessibility of websites and mobile applications in the public sector. **Transposes Directive 2016/2102**

Websites of Spanish Public Administrations must comply with standard EN 301549 v2.1.2 (2018-08), which is aligned with WCAG 2.1

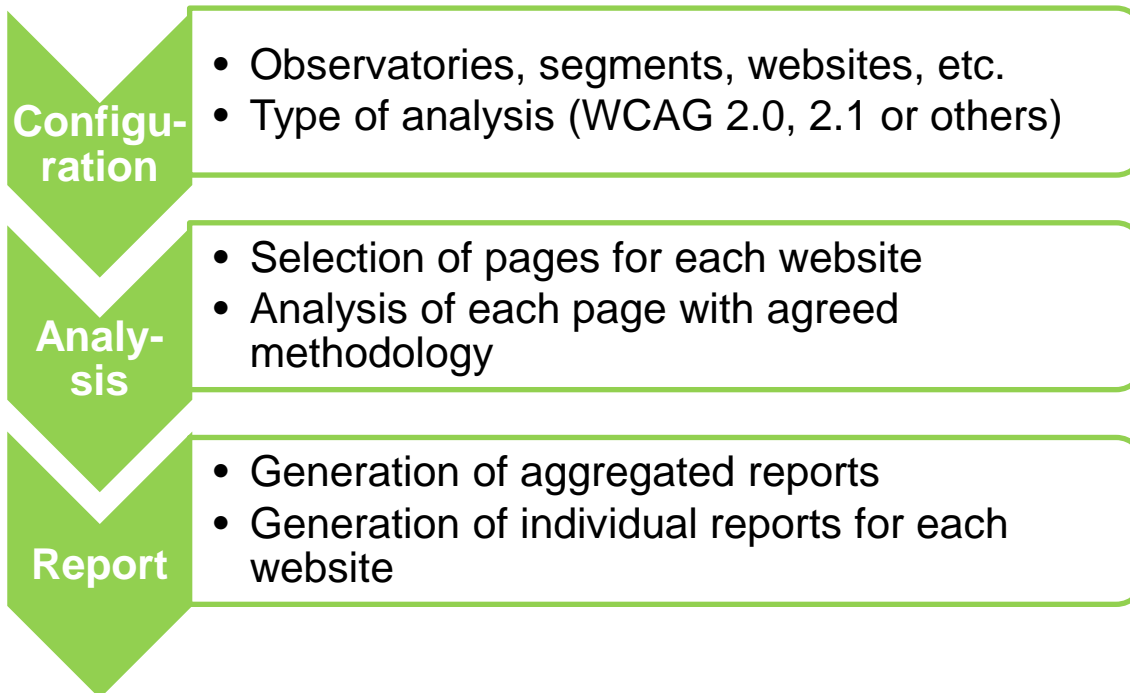
- ✓ This regulation applies to:
 - All websites of Public Administrations.
 - All websites of organizations that provide a service on behalf of a Public Administration. Specially in the areas of **education, health and social services**.

**Probably more than
60.000 affected websites**

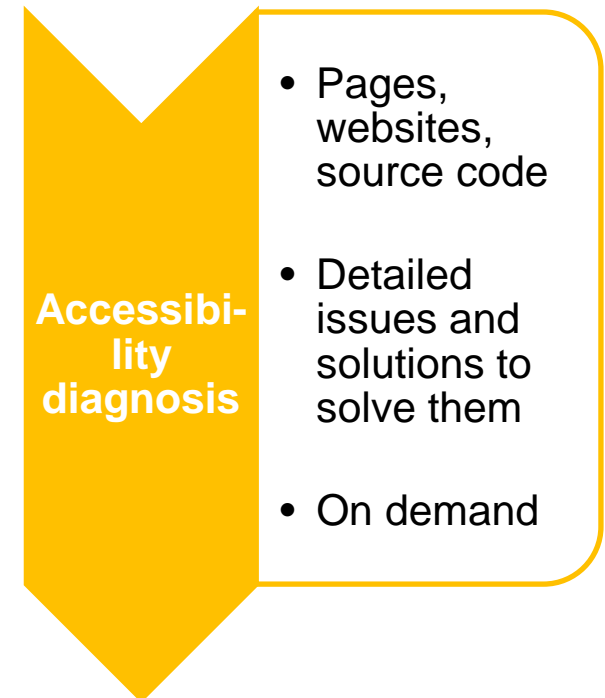
What issue is solving this solution?

- ✓ 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 developed tools and with a preliminary observatory.
- ✓ **Review Commitment.** 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?

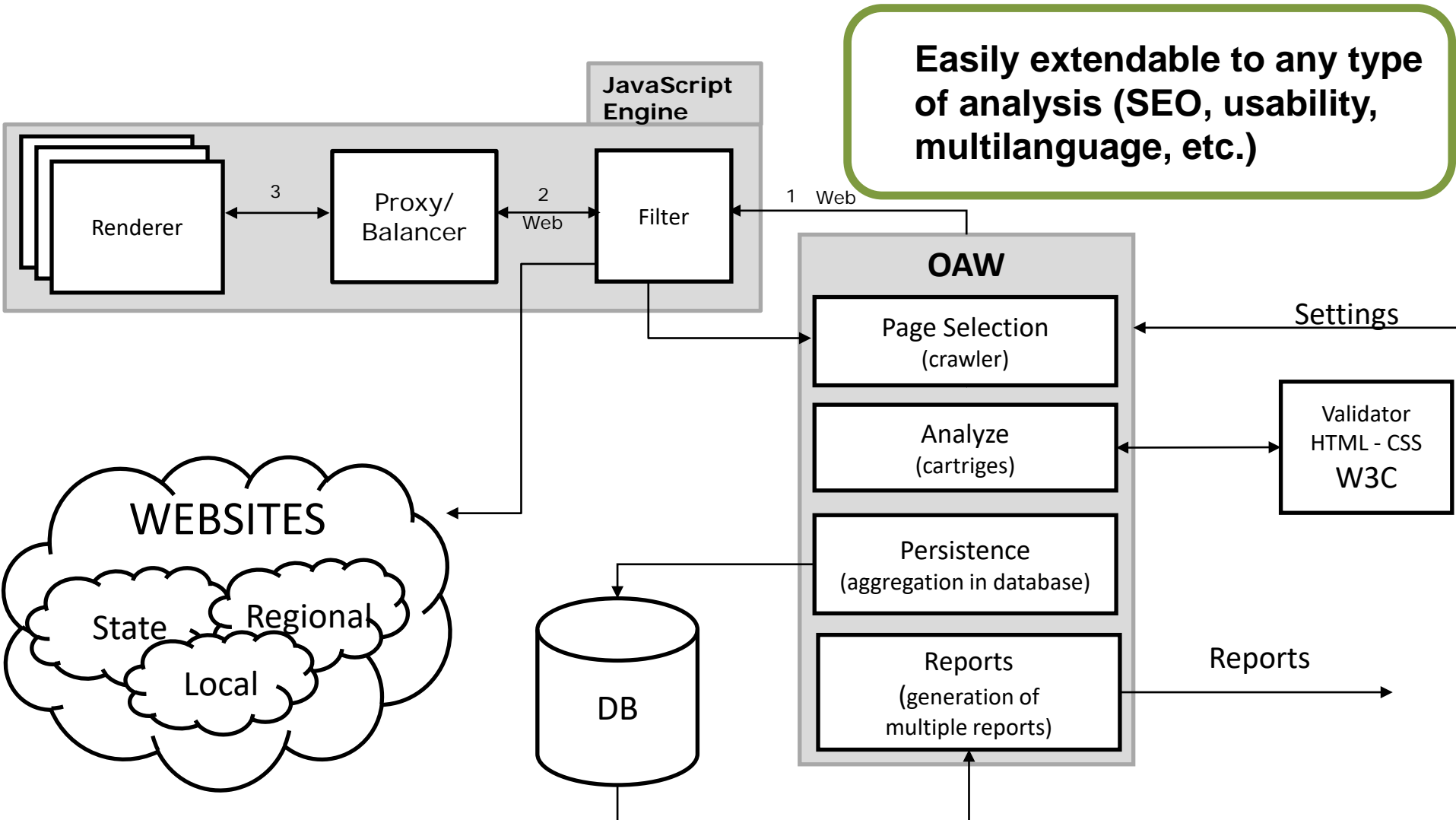
✓ Aggregated report

- A different report for each level of public administrations analyzed (state, regional, local)
- **Totally anonymous.** To get an overview of the situation but not to indicate 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 about the **issues found.**
- Suggestions and **recommendations to solve** the issues.
- **Summary** of results for each public administration.

What is the architecture?



What services are we reusing?

- ✓ **W3C services.** To verify 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.*

What open source solutions are we reusing?

- ✓ **A national research institute** was the first developer of the Tracker.
 - They shared the software thanks to an agreement with the Ministry.
 - Finally, there was an 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 base software** is open source: mysql, apache, tomcat, red hat linux.

Reuse as a service?

Reuse as a product?

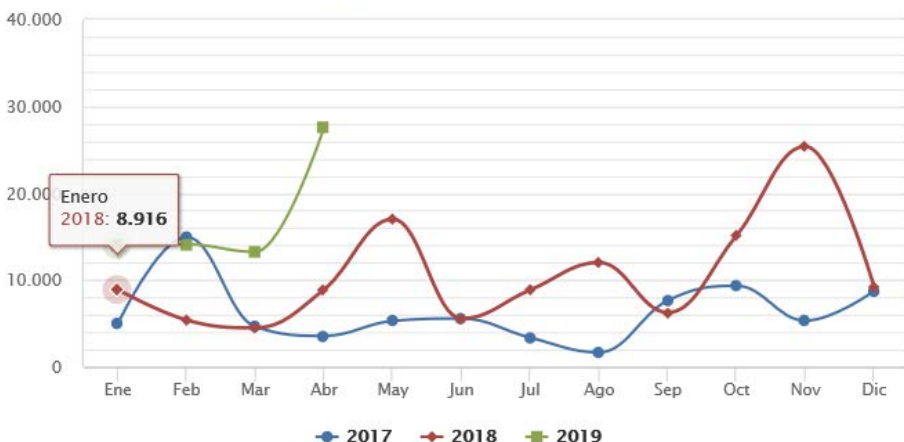


BOTH !!!!

Shared service	Open source product										
<ul style="list-style-type: none"> ✓ Objective: help all Public Administrations create accessible websites. ✓ Free service <table border="1"> <caption>User Distribution by Institution Type</caption> <thead> <tr> <th>Institution Type</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> <p>800 users from different Spanish institutions</p>	Institution Type	Percentage	State	48%	Regions	16%	Local	29%	Others	7%	<ul style="list-style-type: none"> ✓ Objective: offer the product to other large institutions (countries, regions, etc.): both to perform observatories and to provide the shared service by themselves. ✓ Based and provided with open source software. EUPL license. ✓ Ready for translation. <p>Government of Argentina Government of Costa Rica</p>
Institution Type	Percentage										
State	48%										
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Shared service

Pages analyzed per month



Official studies of the observatory

- ✓ **44 full studies** done with this tool
- ✓ Around **300 websites** in each 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 the situation worldwide
 - The OAW Tracker: among the **few** that perform **automatic monitoring**, with the most **accurate results**, the **only** one that covers **reporting information**
- Implements the new provisions requested by Directive 2016/2102
- The **only one that is fully open source**

✓ Social Innovations

- Simplify developing and testing accessible websites
- Impact for the day to day of all citizens

✓ 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 it guaranteed?

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



And what are the future steps?

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



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