



# Observatorio de Accesibilidad

## Web Accessibility Observatory Tracker Tool

General Secretariat of Digital Administration

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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



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**

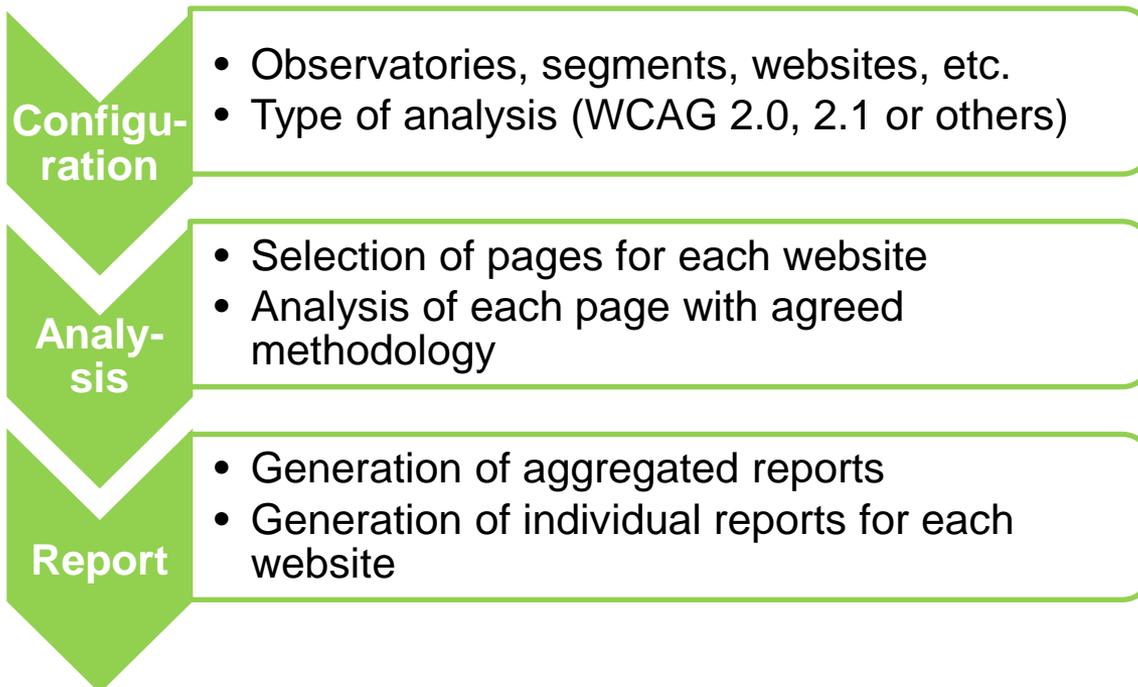
- ✓ This regulation applies to:
  - All websites of Public Administrations.
  - All websites of organizations that provide a service on behalf of a Public Administration. Specially in the areas of **education, health and social services**.

**Probably more than  
60.000 affected websites**

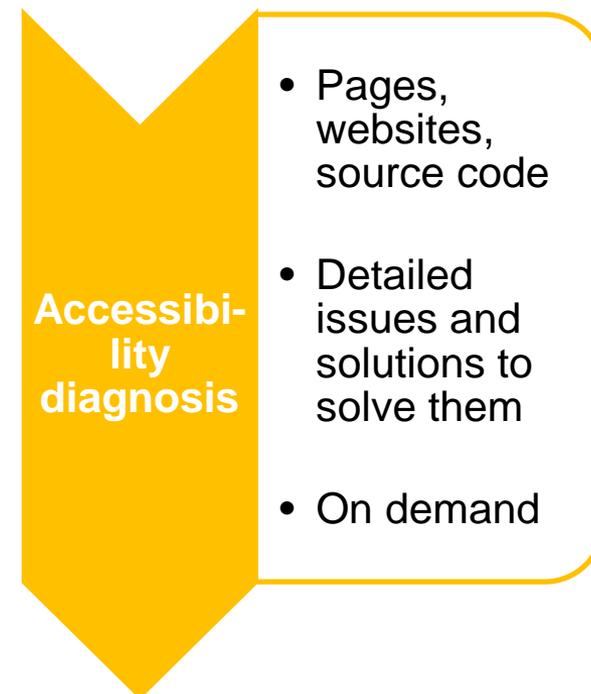
## What issue is solving this solution?

- ✓ 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?

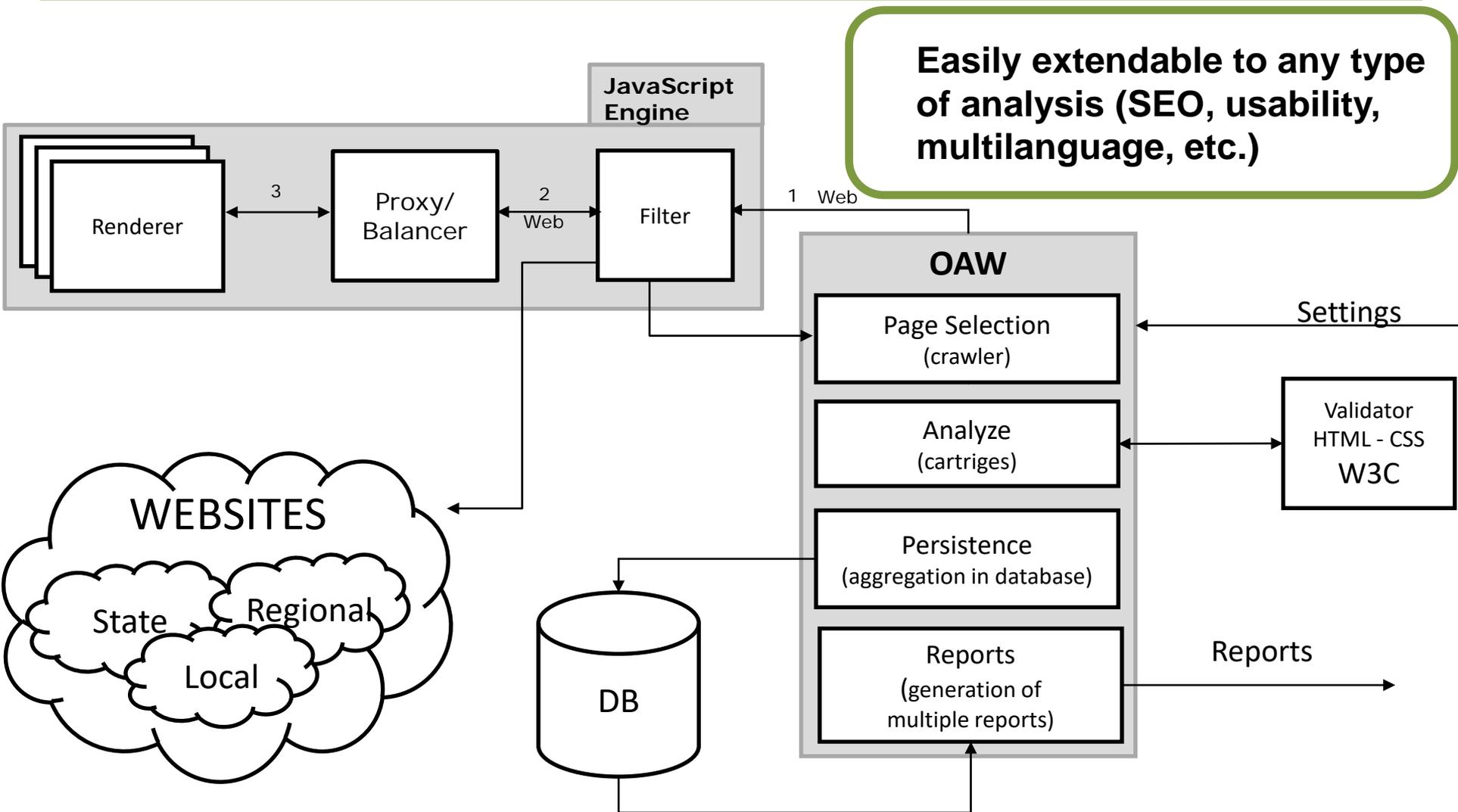
### ✓ Aggregated report

- 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?**



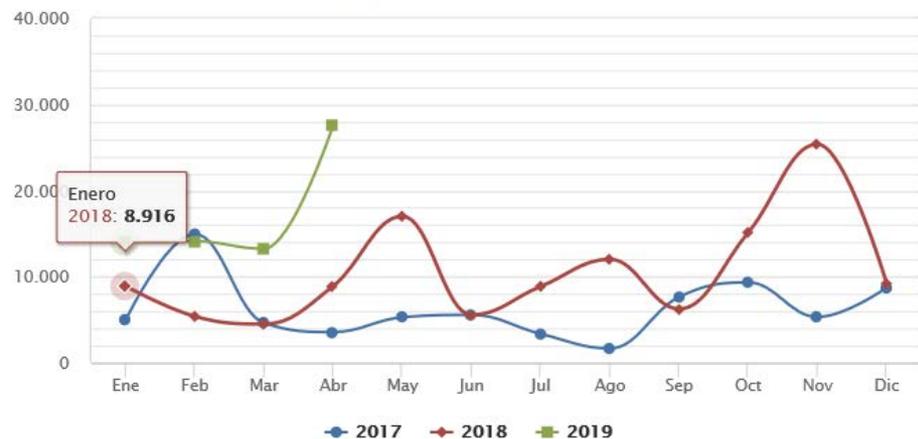
**BOTH !!!!**

Shared service	Open source product										
<ul style="list-style-type: none"> <li>✓ <b>Objective:</b> help all Public Administrations create accessible websites.</li> <li>✓ <b>Free service</b></li> </ul> <div data-bbox="299 911 757 1173" 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><b>800 users from different Spanish institutions</b></p> </div>	Category	Percentage	State	48%	Regions	16%	Local	29%	Others	7%	<ul style="list-style-type: none"> <li>✓ <b>Objective:</b> offer the product to other large institutions (countries, regions, etc.): both to perform observatories and to provide the shared service by themselves.</li> <li>✓ <b>Based and provided with open source software. EUPL license.</b></li> <li>✓ <b>Ready for translation.</b></li> </ul> <div data-bbox="1051 1189 1837 1342" data-label="Text"> <p><b>Government of Argentina Government of Costa Rica</b></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 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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