



eGovernment Monitor

Technical workshop

Grimstad 17-19. February, 2010

The eGovMon project is co-funded by the
Research Council of Norway
under the VERDIKT contract 183392/S10

Proposed agenda Wednesday - *Accessibility*

Time	Event	Presenter
0800	Breakfast	
0900	Brief overview of the agenda and purpose of the meeting	Mikael Snaprud, TT
0930	Related activities and conferences exchange	
1000	Coffee break	
1010	Bi Monthly evaluations of the 21 pilot sites or all municipalities	Morten Goodwin Olsen, TT
1030	Transparency international – invited presentation	Gro Skaaren-Fystro
1130	Lunch	
1230	Experience from user dialogues based on the Difi measurements, ideas on the Forum for web quality for the users. Thoughts on local eGovMon installation at Difi.	Frank Fardal, Difi
1330	Difi WAM – additional tests in addition to UWEM of interest.	Frank Fardal, Difi
1400	UWEM migration to WCAG 2.0.	Eric Velleman, Bartimeus
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1520	Understanding our measurement results <ul style="list-style-type: none"> ● Overview of first results using the new accessibility database. ● Overview of identified issues and remedies from running the checks - Quality assurance elements to include. ● Link to barrier fix descriptions. ● Manually produced content of PDF report. ● Overall performance issues in terms of processing speed and storage space. 	Mikael Snaprud, All
1700	Break	
1800	Project Dinner	All

Proposed agenda Thursday

Communication and transparency

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0800	Breakfast	
0900	Measurement results communication, current and future use - intro	Mikael Snaprud
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1700	Break	
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Morning session with Grimstad municipality

Proposed agenda Friday

Efficiency and Impact, and project planning

Time	Event	Presenter
0800	Breakfast	
0900	Welcome to day three.	
0930	Summarising outcomes from the previous day on results communication and on transparency.	Mikael Snaprud
	Overview of related highlights from the eGovernment conference held at UiO 10-11. February	Morten Goodwin Olsen and Annika Nietzio
1030	Efficiency and impact measurements. Invited presentation from Government Agency for Financial Management.	Ole Stenbro
1130	Lunch	
1230	Discussion on possible synergies with Norwegian Consumer Council, Government Agency for Financial Management, and how to obtain data. Input from meeting.	Mikael Snaprud
1330	Test report on the software similar to the one prepared for EIAO. Align further project plans Update the status of accessibility and transparency measurements. Anatomy overview vs. planner. Practical tools in practical use: Zotero, Planner etc.	
1600	End of meeting	

Proposed Agenda - practical use

Help to cover topics
Suggestions for changes welcome
Remote presentations on time

eGOVMON

eGovernment Monitor

A consistent framework with a methodology and tools to monitor and evaluate eGovernment
All tools to be released as open source:

* **A**ccessibility * **T**ransparency (**E**fficiency **I**mpact)

A collaboration with 21 municipalities and 12 public and private organisations, 34 M NOK, 3.5 years.

Supported by the research council of Norway under
VERDIKT, Contract no. 183392/S10
Co-ordinated by Tingtun AS
BIP – User driven innovation project

eGOVMON

eGovernment Monitor

March 1, 2008 to
October 31, 2011

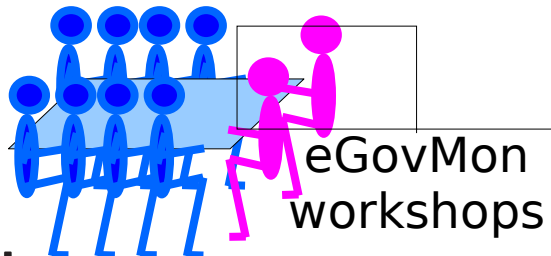
eGovMon
crawler

Manual
eGovMon
evaluations

eGovMon
database



www.eGovMon.no
- benchmarks, reports
- manual evaluation
guide
- surveys



eGovMon methodology

Pilot municipality partners

Andebu kommune
Askøy kommune
Grimstad kommune
Haugesund kommune
Hof kommune
Hole kommune
Holmestrand kommune
Horten kommune
Kongsberg kommune
Larvik kommune
Mandal kommune
Nøtterøy kommune
Rana kommune
Re kommune
Sandefjord kommune
Ski kommune
Stokke kommune
Tjøme kommune
Tønsberg kommune
Trondheim kommune



Research Partners

Partner name	Country	URL
Tingtun AS (co-ordinator)	Norway	http://www.uia.no
The Agency for Public Management and eGovernment	Norway	http://www.difi.no/
The Norwegian Association of Local and Regional Authorities	Norway	http://www.ks.no/
Norwegian Post and Telecommunications Authority	Norway	http://www.npt.no/
The Delta Centre	Norway	http://www.shdir.no/deltasenteret/english/
Deloitte	Belgium	http://www.deloitte.com/
Copenhagen Business School	Denmark	http://www.cbs.dk/
Research Institute for Technology and Disability (FTB)	Germany	http://www.ftb-net.de/
MIP-Politecnico di Milano	Italy	http://www.mip.polimi.it/
Aalborg University	Denmark	http://en.aau.dk/
Vestfold University College	Norway	http://www.hive.no/
University of Agder	Norway	http://www.uia.no/

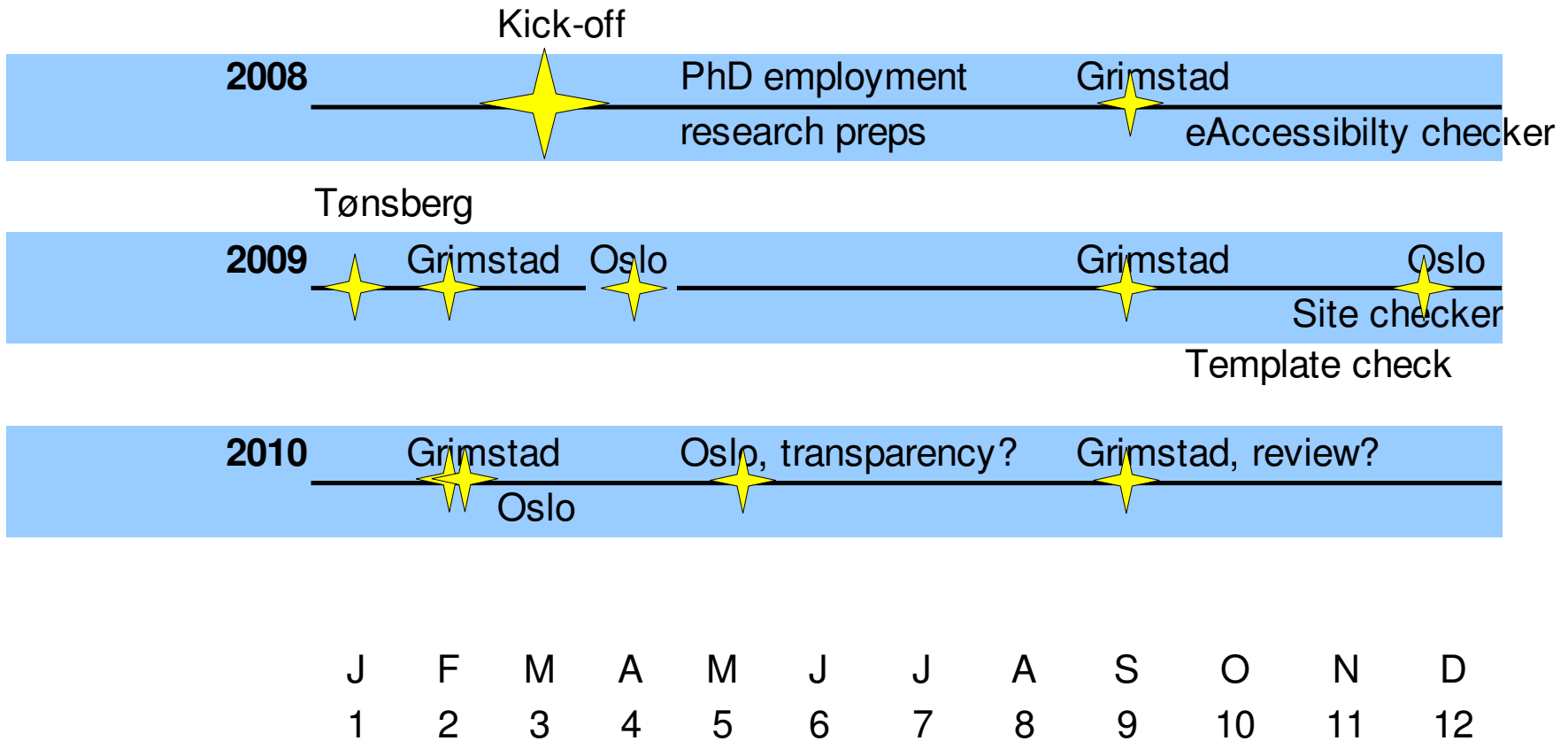
Further collaboration

- Collaboration with
 - eGovMoNet (Thematic Network in EC/PSP),
 - The Semicolon project (RCN/Verdikt)
 - Norwegian National network for accessible ICT
 - Capgemini – check of selected national portals
 - UN, Department of Economic and Social Affairs - (method workshop, pilot evaluations, internship)
- Initiated discussions with
 - Government Agency for Financial Management
 - Norwegian Consumer Council
 - Transparency International, Norway

Participants in the meeting

AbdelTawab AbdelGawad, Ahmed	UIA
Amble, Christian	TT
Berntzen, Lasse	HIVE
Eibegger, Mandana	TT
Fardal, Frank	DIFI
Jentoft, Solveig	Grimstad
Larsen, Gerd Elsie	Grimstad
Nietzio, Annika	FTB
Olsen, Morten Goodwin	TT
Røneid Anders	Difi
Säther, Eva	Grimstad
Skaaren-Fystro, Gro	TI
Snaprud, Mikael	TT/UiA
Stenbro, Ole	NSFSO
Strobbe, Christophe	KULuewen
Velleman, Eric	Bartimeus
Xiu Feng, Liu (Tommy)	AAU

Timeline main events



Who is who and here 2 minutes

- Name, Role, Organisation
- Main interests in the eGovMon topics

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eGovernment Monitor

BiMonthly evaluations of the 21 pilot sites, or all municipalities?

***eGovMon Workshop
Grimstad, Norway, 2010-02-17***

Morten Goodwin Olsen, Tingtun

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Overview of identified issues and remedies from running the checks - Quality assurance elements to include

Small number of pages evaluated

Large number of pages crawled

Crawler in endless loop

Inclusion of page outside of the site?

Two first in Grimstad report :Doc type error not confirmed by W3C

URL set changes

Validation errors by W3C or eAccessibility?

UWEM ctd.

- Share matrix from discussion : Eric
- Check private network service : Christophe
- Note on why to join in a group to develop UWEM2.0, what do we need this for : Annika started (MEAC report ref.) - Need to implement WCAG 2 in the testing.
- Go public - Circulate to stakeholders who may be interested after deadline : April 30.

Issues since current UWEM

- Automatable or not
 - should rather take also heursitics into account.
 - Add example of test procedure.
- User testing section from H Petrie
- CSS validation, vs. Syntax.
- The count of HTML validation errors.
- Come tests can only fail? Like depricated element.

Tool collection update

- Validator for UWEM score of manual testing?

Link to barrier fix descriptions - Forum

- Collect from those who remove barriers
 - Content editors
 - Tool vendors
 - Consultants
- Often tool dependent
 - Experience with such cases?

Manually produced content of PDF report

- Current PDF report overview
 - Option to list all pages with barriers in report.
- Topics for a manually edited section e.g.
 - Based on barrier distribution on pages suggest template fix?
 - Comment on changes from previous check
 - Other?



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Grimstad 18. February, 2010

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Supplementing Tools

- Large scale evaluation – ranking lists to attract attention, bi-monthly
- Site checker – issues, progress, anytime
 - Generate new intermediary ranking list?
- Page checker – details, examples, anytime
 - Designed for interaction and fix collection
- W3C validator – validation errors, anytime
- Template analysis – practical retrofitting
 - Manual process, e.g. Hovedmal forside

Grimstad municipality site check – report walk through

- Are the identified barriers known?
- Does the report communicate well what they are?
- Can the report be use to fix them?
- Terms that are not clear?
- Experience from fixes to share?

Grimstad Platform switch

One page checker history

January clear improvement

Tuning discussions with vendor?

Practical fix descriptions?

Hands on report and tool session

- Think aloud protocol to find ways to improve
- Note taker
 - Note agreed task
 - Not influence user unless asked for help.
 - Questions, unclear terms
 - Suggestions
- Divide in groups - Appoint users and noters

Tasks and initial use of new user interface

- Take failing tests from site check report and find the same failing tests in the page checker.
- Does the start page have any of the 5 barriers
- Utdaterte elementer in one page checker
- Note questions as we go along to compare to FAQ.
-

English groups

- Review PDF report for comments
- Check a page and comment on report

AbdelTawab AbdelGawad, Ahmed

Strobbe, Christophe

Eibegger, Mandana

Amble, Christian

Nietzio, Annika

Velleman, Eric

Mortens group

- What this means for real people
- Difference between site and page score
- Occurances did not work
- Examples to technical
- Alt attribute not for image, but input box search window.
- Depreciated attributes and elements difference?
- Label without form hard to get.
- Code extraction hard to scroll
- Exmple links nice and found errors
- Should minor issues be counted like real barriers?
- Paranthesis font tag was counted like any other.
- OSS not clear to be FAQ
- Edit mode got lost?
- Misslyckede tester not well formulated.
- More than one example had to be clicked - not clear functionality.

Annika

- PDF report
 - Links to norwegian test descriptions did not open. Make sure all report links work.
 - CSS - report that no barriers found.
 - Unclear if the home page was checked.
- Navigate checker. Many links on the left hand side menu.
 - Would be nice to have a link from pdf report to page checker result.
 - Explain why not all pages are checked 100% result
- Focus on positive result found.
- Indentation with red links - improve navigation. Color consider change color.

Mandana

PDF report

failed tests list. Prioritise them? Latest W3C not real barrier, alt attribute more serious.

Two first, doctype seems ok. Also latest W3C tech also seem ok. Possibly bug.

Consider tests has/has not accessibility implication.

Recommendation on what to check manually.

Everything reached by keyboard. Enlarge page 200% etc. Could be collected in the Forum.

Page checker

keyboard navigation,

Wai aria useful and how to use it.

Indicate whether issue is for CMS editor or CMS vendor.

Mikael

How barrier affect inhabitants

Easier to see action check than recheck

Highlight link names.

Tip vendor to require alt tags

Cyntia says did not find the alt tag problem.

Meningsbærende tittel for bilde mangler.
PDF report refer to example.

Norwegian groups

Snaprud, Mikael

Jentoft, Solveig

Olsen, Morten

Stenbro, Ole

Sæthre, Eva

Better use with tool integration?

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