



eGovernment Monitor

**A user driven project for benchmarking
accessibility, transparency, efficiency
and impact.**

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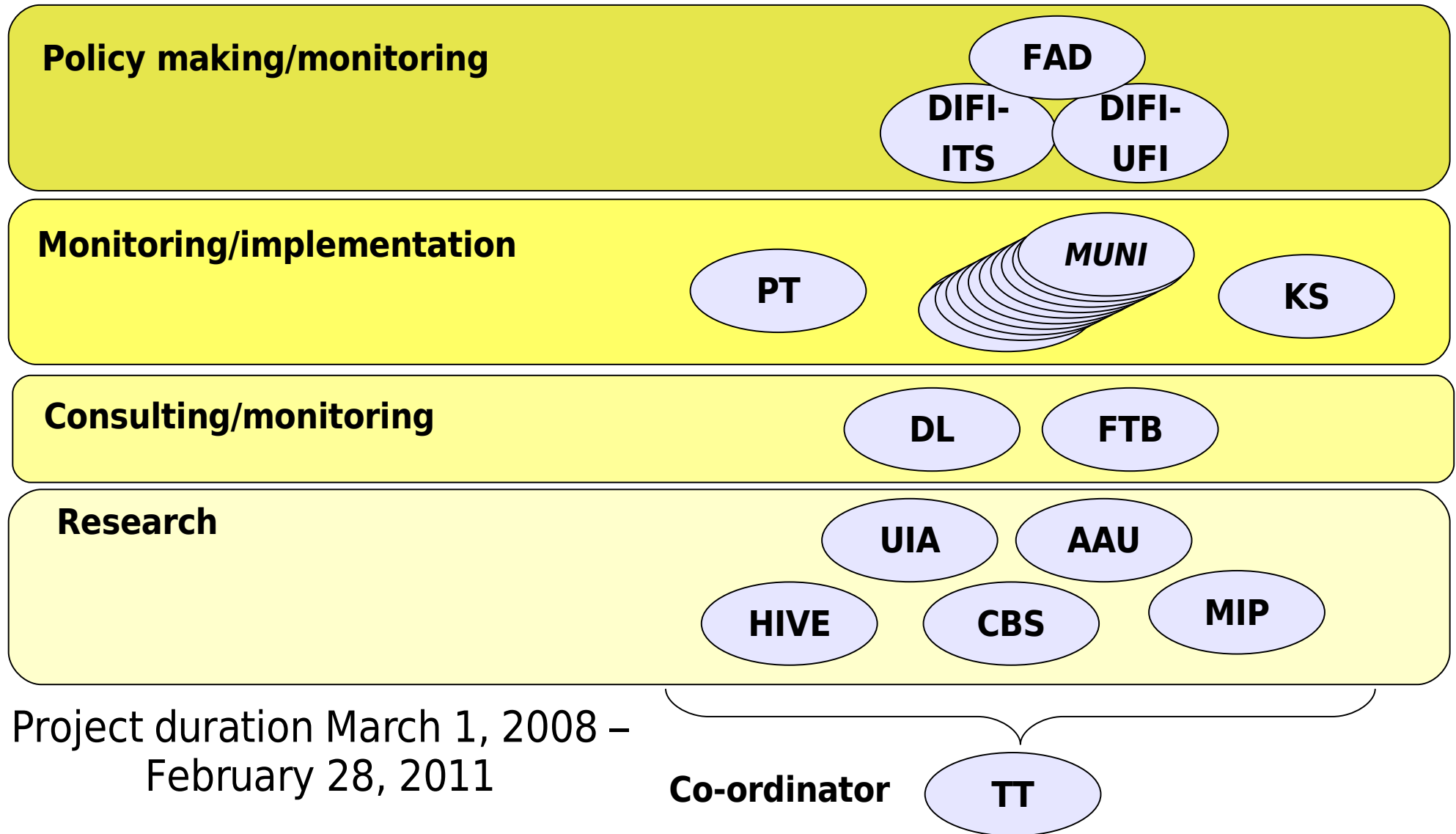
Tingtun AS

NOKIOS 2008-10-16

Presentation Outline

- Introduction
- What will we benchmark, what will be measured?
- Results from accessibility measurements:
 - Europe, Norway and the most common barriers.

Partners of eGovMon



Why web benchmarking?

- What gets measured gets done.
 - Norge.no
- Comparisons:
 - Peer pressure is one of most effective drivers for improvements.
- Ongoing monitoring:
 - Tool to support progress towards policy goals & objectives.
 -

BENCHMARKS need to be based on transparent methodology and produce comparable results.

What will eGovMon benchmark? (1)

Accessibility

- Universal Design
- Can all people use the web site?
 - People with special needs?
 - People using different terminals e.g. cell phone?

What will eGovMon benchmark? (2)

Transparency

- Is the municipality open to the public?
 - public processing
 - public procurement
- Examples:
 - public post lists
 - Public meeting minutes

What will eGovMon benchmark? (3)

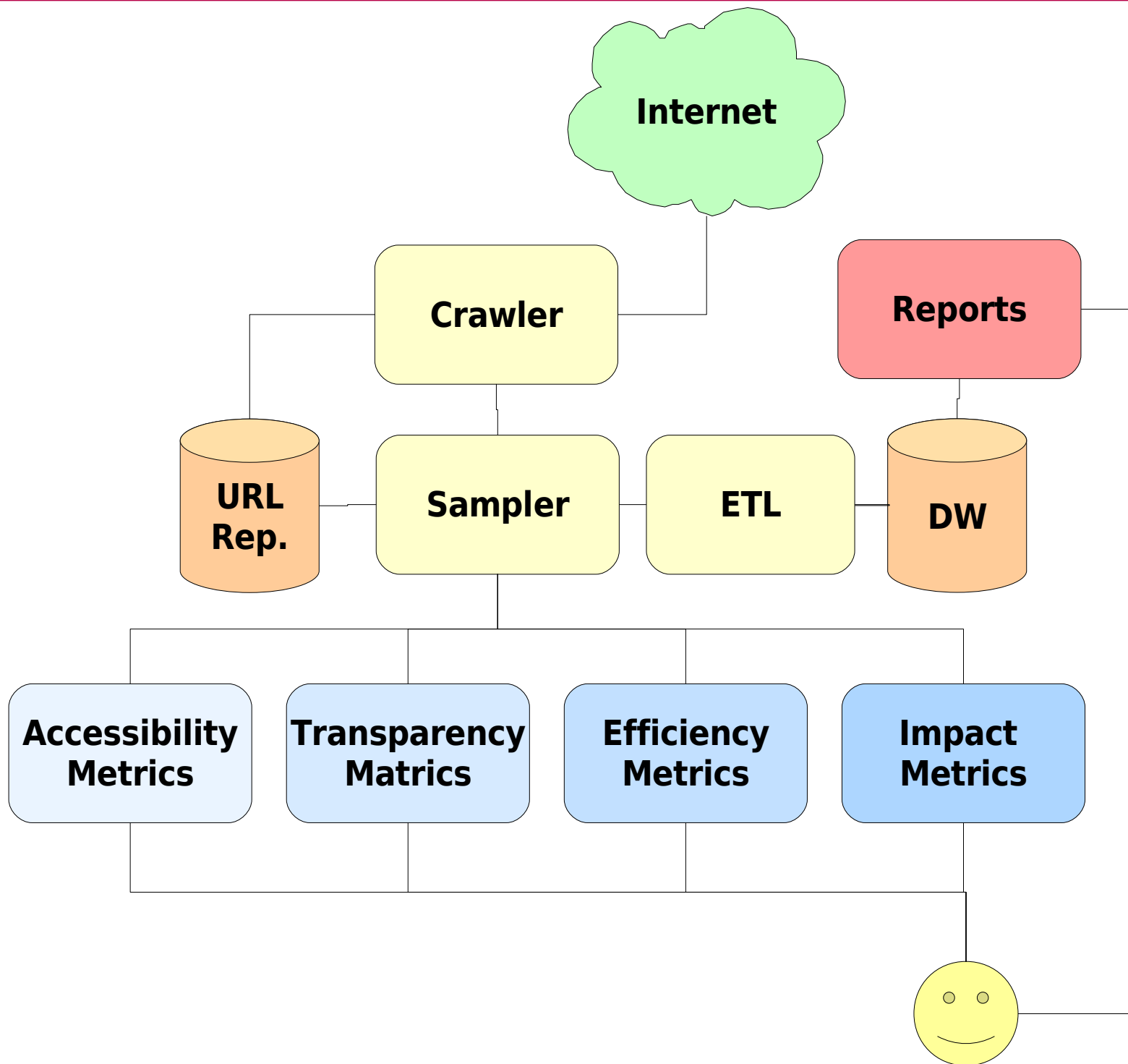
Efficiency

- Benefits (e.g. less use of resources) by the using the web site.
- Examples:
 - Electronic application forms directly connected to backoffice.
 - Possible to apply for positions electronically.

What will eGovMon benchmark? (4)

Impact

- Does a service have a positive measurable effect?
 - Number of visitors to the web site.
 - User surveys
- Examples:
 - Electronic "Question hour-"
 - Electronic signature campaigns.



Why measure automatically? (1)

- Unbiased
 - No (subconscious) preference to any type of web site.
- Repeatable
 - The evaluation can be run many times and the evaluation is directly comparable with previous results.
- Low cost.

Why measure automatically? (2)

- Can evaluate large parts of the web site.
 - Manual evaluations can in practice only evaluate few web pages.

Disadvantages with automatic measurements.

- Can not run as many tests automatically.
 - Manual evaluations is more advanced.
 - Accessibility:
 - only 20% of the tests can be run automatically.
 - Can only detect barriers, not claim that a web site is accessible.

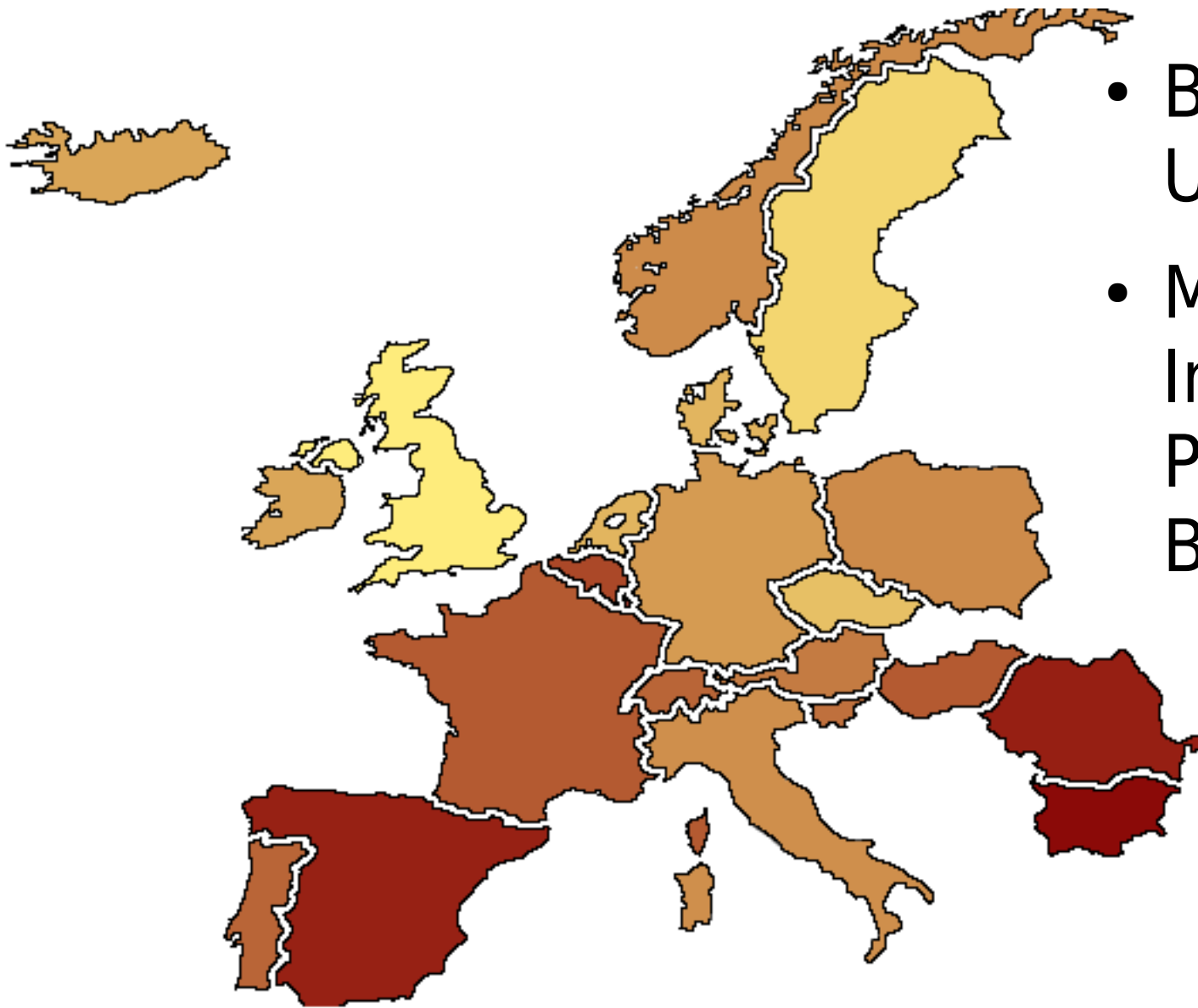
Results from
automatic
accessibility
evaluation.

Accessibility

- Implementation of the Unified Web Evaluation Methodology (UWEM).
 - Based on the Web Content Accessibility Guidelines (WCAG)
- Allows for
 - repeatable results
 - comparison between countries.

UWEM Score

- Barriers are individual
 - All users treated equally.
- Number of barriers / Number of applied tests.
 - Lower score - fewer barriers – more accessible web sites



- Best Country: United Kingdom
- Most Improvement Potential: Bulgaria



17%

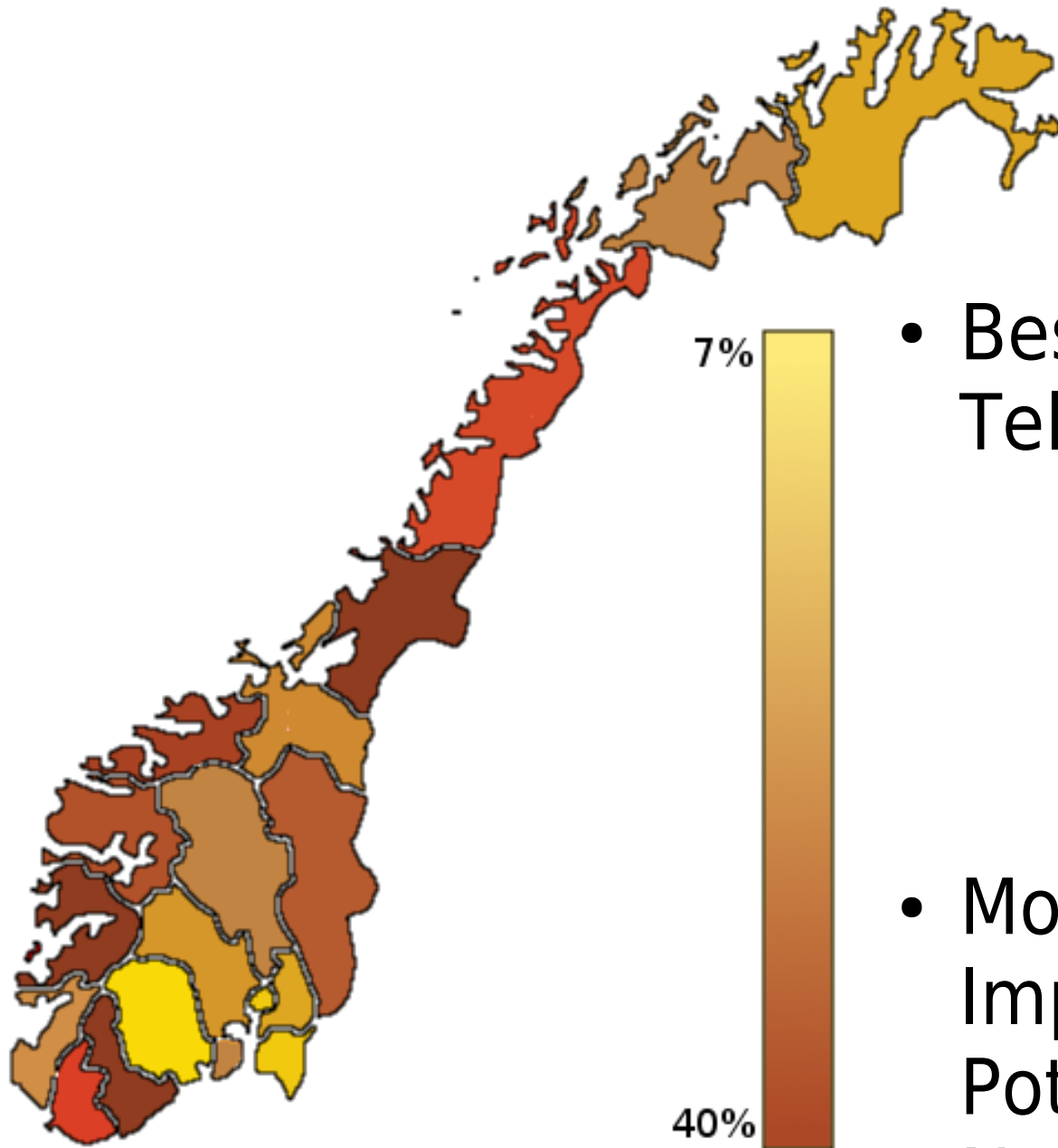
38%

Results from February 2008

Norway ranked
as 11 of 24
countries

For comparison:

Sweeden
ranked as
number 2.



- Best County:
Telemark

- Most
Improvement
Potential:
Nord Trøndelag

Results from October 2008

Most Common Barriers (1)

- 82% had Invalid or deprecated (x)HTML or CSS.
 - (X)HTML and CSS is the web technology used.
 - Latest technology has built in accessibility.
- Why fix it?
 - Whenever non-latest web technology used, you are missing the accessibility features.

Most Common Barriers (2)

- 63% had Non-text content without text equivalent.
 - Images without alternative text.
- Why fix it?
 - Some people can not see the images.
 - When alternative texts are missing, the information is lost.

Most Common Barriers (3)

- 62% had Form elements without labels.
 - Such as search field not marked as search.
 - Many times we understand that we can search a site by the context around the search field.
 - Magnifying glass.
- Why fix it?
 - When someone can not understand that a field is for searching, the can not search the web site.

Most Common Barriers (4)

- 32% Links with the same title but different target.
 - Links as "read more".
 - Problem when links are presented out of context.
- Why fix it?
 - Assistive technology may presents a list of all links in a web site. When all links say "read more", the information is useless.

Most Common Barriers (5)

- 15% Mouse required
 - For example in menu items.
- Why fix it?
 - Some people have challenges using mouse or other steering devices.

Conclusion

- eGovMon will measure: accessibility, transparency, efficiency and impact.
- Automated frequent and unbiased results.
- Still far from barrier free governments sites both in Norway and in Europe.