



Exploratory Workshop on Accessibility

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Users - citizens networks / e-inclusion projects

DGME / SDAE



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The Directorate General for State Modernisation (DGME) e-Gov departement (SDAE)

- **A governmental department in charge of :**
 - **Designing & monitoring e-gov. 2006-2010 programme Adele :**
« ADministration En LignE »
 - 370 e-gov. services / 50% are now on line**
 - **Supplying personalized & trustable e-gov. services for all**
 - **Elaborating e-gov. services interoperability, accessibility & security reference documents**
- **Auditing departments**
- **Monitoring relationship quality between users and departments**

The european context of accessibility :

- 97 % of european public web-sites are more or less inaccessible
- A large scale european survey reveals that accessibility is not enough considered and implemented despite political declarations
- The following 13th september 2002 European directive or national legislations (Italy, Allemagne, United Kingdom) did not contribute enough to reinforce significantly accessibility. Only 3 % of 500 public web-sites analysed reach a correct level of accessibility
- Thus, the public attending function is deficient in more than 97 % cases (source : E-accessibility of public sector services in the European Union - http://www.cabinetoffice.gov.uk/e-government/resources/eaccessibility/section_3.asp).

The French approach : A political will shared by all actors and users to improve public quality attending

- The law for equality rights and opportunities, participation and citizenship of disabled extends to a large panel of improving quality attending actions
- Quality attending is considered as a significant performance criteria of public services
- In this context, the General Accessibility Referential for Administrations (RGAA) must be :
 - designed as a progressive approach
 - shared by main accessibility actors and users
 - reinforced thanks to launching and implementing tools so that, on line public services become accessible

3 key factors for an efficient RGAA

1- Designed as a progressive approach :

- Started in 2006, the final version of the RGAA will be published by the DGME in 2007 in conformity to the 11th february 2005 law under the authority of the ministry for public services modernisation
- Based on international standards, the RGAA will be composed of : valuable rules adapted to each canal (web, telephone, Tv), conditions of accessibility, auto-evaluation methods, and focus training subjects
- A progressive three years plan, differentiating obligatory and recommended criteria (L1/inescapable criteria - L2/more simple to implement – L3/more simple to test and value – L4 /automatically tested W3C- WCAG 1.0 criteria to reach at minimum level A)
- Each accessibility declaration will be based on a complete form to supply a permanent observatory dedicated to measure improvements in e-gov services accessibility
- An incitative sanction scheme will also make part of this system of reference based on a complete form of requirements in conformity to the RGAA

3 key factors for an efficient RGAA

2- Shared by all accessibility actors and users

- All accessibility actors will be integrated in the design of the RGAA :
 - european and international authorities of accessibility standardisation
 - industrials
 - ministries and departments
 - web designers
 - users and representative NGOs for accessibility
- Four levels of consultation :
 - first, a study on the current level of accessibility on web, telephone and Tv will be conducted to take into account the main technological advanced steps
 - then, a RGAA primary version will be submitted to main accessibility actors' point of view
 - at least, a public consultation to elaborate an argued synthesis taking into account the more relevant conclusions
 - before publication, an ultimate validation by the ad-hoc group for accessibility

3 key factors for an efficient RGAA

3- Reinforced thanks to launching and implementing tools

- An on line multi-criteria data basis to enable :
 - web public services conceptors to easily access to the RGAA
 - criteria accessibilty conceptors and evaluators to easily identify priority criteria, contexts and competences of feasibility
- An automatic auto-evaluation tool dedicated to internet technology public services development
- A computered assistant for evaluation and public declaration of RGAA conformity

The RGAA : designed for needs

- All public on line conceptors will have a shared technological and legal basis to refer to :
 - ➔ They will be able to select in the RGAA the most adapted scenario corresponding to their strategy : accessibility criteria for selected canal, users target, quantified objectives to reach
- Conformity to RGAA will be based on requirement documents :
 - ➔ The conformity form will be electronically send, signed by the industrial provider or the public agent in charge of evaluation.
- Concerning public offers :
 - ➔ The accessibility requirement document will be added to specifications and will constitute an answer frame corresponding to interoperability specifications
- Most reference documents for accessibilty are funded on access priorities which often lead to a difficult implementation
 - ➔ The RGAA will be declined in specific requirements documents linked to services or products to enable an argued evaluation of financial, human and competences needs



Thank you !

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