
eParticipation and Social Inclusion : Persons with Disability and older persons

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Chris Rourke
User Vision

@crouke @uservision chris@uservision.co.uk



Who are we ?

- User Experience Consultancy
 - ◆ Research - Usability Testing & Evaluations
 - ◆ Design – Prototyping
- London, Edinburgh, Dubai
- Clients
 - UK Government, European Union, regional Arab governments , and many commercial organisations





Outline

1. Aiming for inclusive design – a story from Arabia
2. Factors affecting accessibility
3. Resources –accessibility and eParticipation

Accessibility on the Middle East eGov Agenda

“People with disabilities in this region still face obstacles in being included in society alongside people without disabilities.”

World Bank - Disability in Middle East and North Africa Region



The World Bank

Our project for Abu Dhabi Government

1. Baseline of Current Landscape
2. Develop National Accessibility Guidelines
3. Evaluate Current sites
4. Select credible suppliers

Saudi Arabia

The screenshot displays the official website of the Kingdom of Saudi Arabia Ministry of Finance. The header features the ministry's name in English and Arabic, along with its logo. A central banner announces 'The National Budget Has Been Issued For The Fiscal Year 2011'. The left sidebar contains a vertical menu with links such as 'About us', 'Ministry's News', 'Ministry's Tenders', 'Announcements', 'Statistical Tables', 'Government Recent Laws & Regulations', 'Services & Applications', 'Projects & Contracts', and 'Publications'. The right sidebar lists links for 'For Ministry Employees', 'Register your company', 'Budget Statements', 'E- Mail', 'Contact Us', and 'News'. Several accessibility error messages are overlaid on the page:

- ERROR: Missing alt text**: Alternative text is not present for an image. (Pointing to a small icon in the top right header area)
- ERROR: Spacer image missing alt text**: Alternative text is not present for an image used as a layout spacer. (Pointing to a small icon in the left sidebar menu area)
- Layout table**: A table is present that does NOT have any header (<th>) cells. (Pointing to a table in the left sidebar menu area)

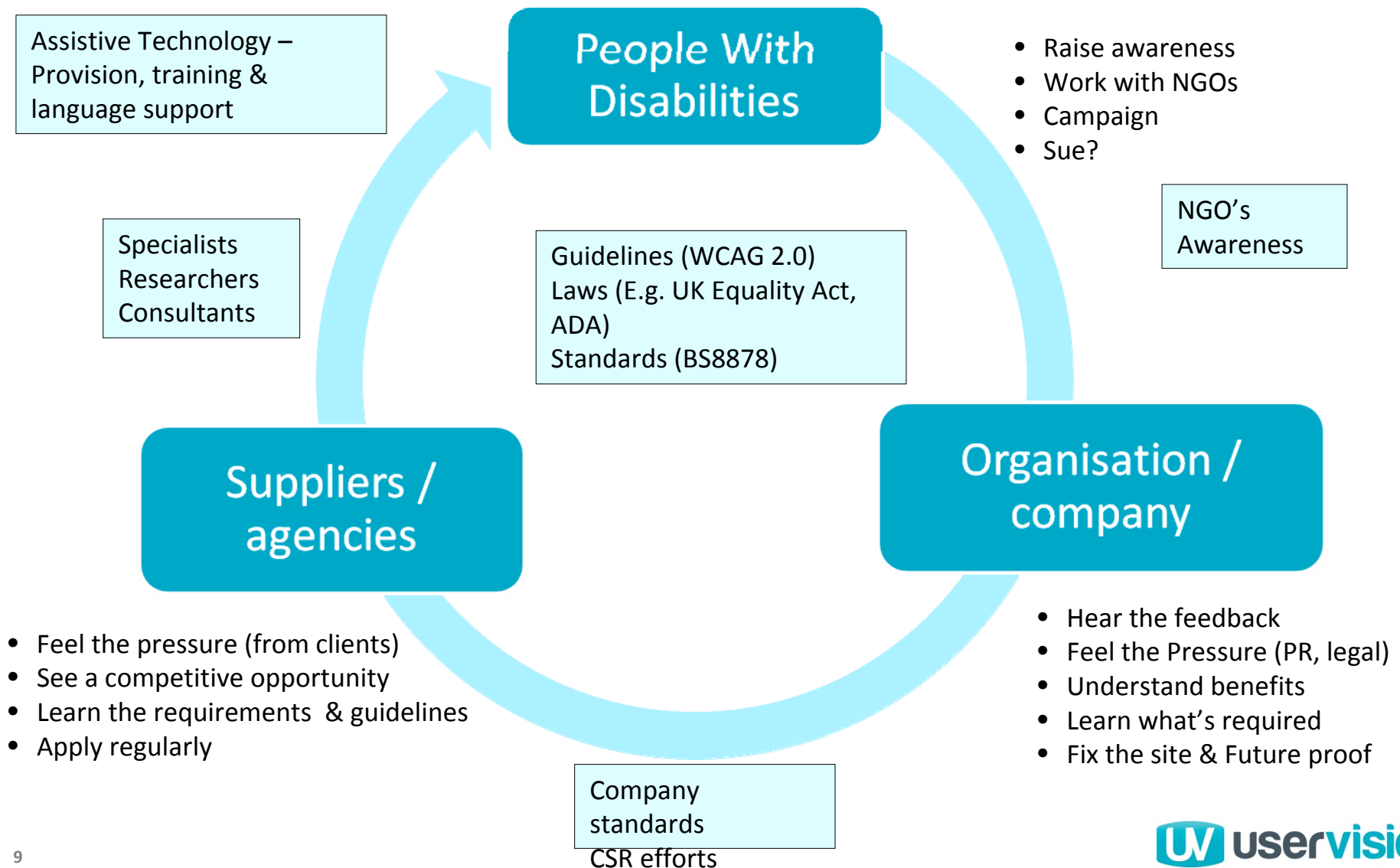
Additional visible errors include '<no script>' messages near the 'E- Mail' and 'News' links in the right sidebar.

End results

- Insight into Abu Dhabi government accessibility
- Detailed accessibility review of several sites
- Suppliers who know accessibility
- Easy to use guidelines, checklist & technical guide
- So we're all set then right?

- NO - we still need to have
 - ◆ **Motivation** to make sites accessible
 - ◆ Skills to **make** accessible sites
 - ◆ Skills to **review** sites for accessibility

A web accessibility “Market”



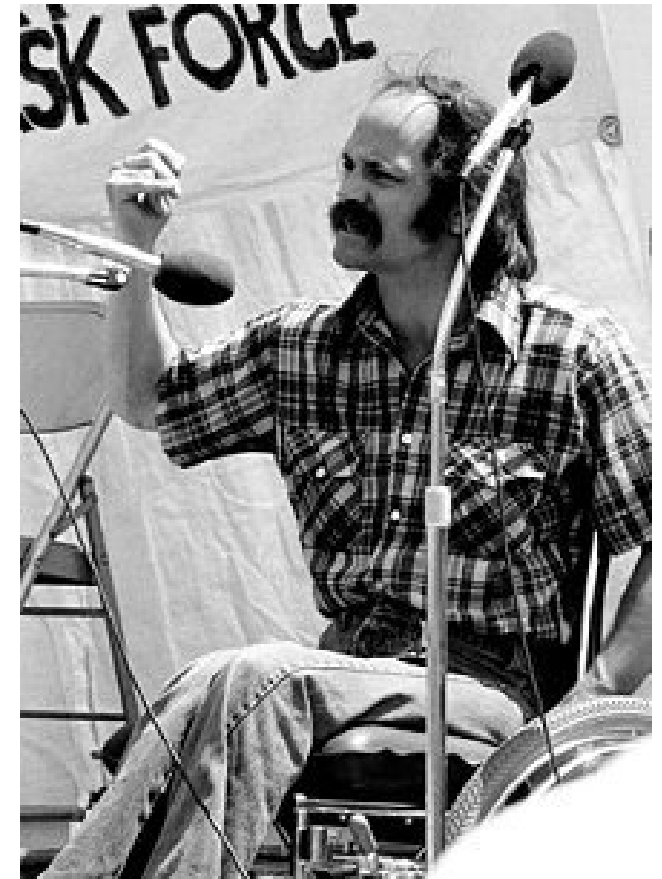
What motivates?

- The UN Convention on the Rights of Persons with Disabilities (CRPD)
 - ◆ *“To promote, protect and ensure human rights by all persons with disabilities, promote respect for their inherent dignity”*
 - ◆ Has triggered awareness and a process in which governments are competing to make their websites more accessible.



Other key factors

- Recognition
- Resources
- Consequences
- Awareness
- Disability activism



UAE Government Guidelines



United Arab Emirates

government.ae

The official portal of the United Arab Emirates

[About UAE](#) [eServices](#) [mServices](#) [Open Data](#) [Contact Government](#) [Government Jobs](#)

[Listen To This Page](#)      



U.A.E. دولة الإمارات العربية المتحدة

من ٨٦ إلى ٦ عالمياً في المشاركة الإلكترونية

From 86th to 6th Globally in eParticipation

www.unpan.org/e-government



UNITED NATIONS

UN E-Government Survey 2012

The UAE has leaped to rank 6 on 'eParticipation index' in the United Nations E-Government Survey 2012; up from rank 86 in the 2010 version

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

[Read More](#)

Get It Done Online

- Pay your Zakat online
- Pay traffic fines - Abu Dhabi Police
- Inquiry and Payment of Traffic Fines - Dubai Police
- Flight information - Abu Dhabi Airport
- Flight information - Dubai Airport

[more...](#)

mServices

- Short codes directory
- Mobile applications

Mr Services

☒ Government.ae ☐ All Government

Services by Audience In the UAE

Living? Doing Business? Visiting?

UAE Governance



UAE President

- The Prime Minister
- The Supreme Council
- The Federal National Council
- The Cabinet
- Federal Entities
- Local Entities
- Government Officials

Mada - Qatar Assistive Technology Centre

- eAccessibility Policy
- Funding accessibility related tools
- Web Accreditation Program & Award



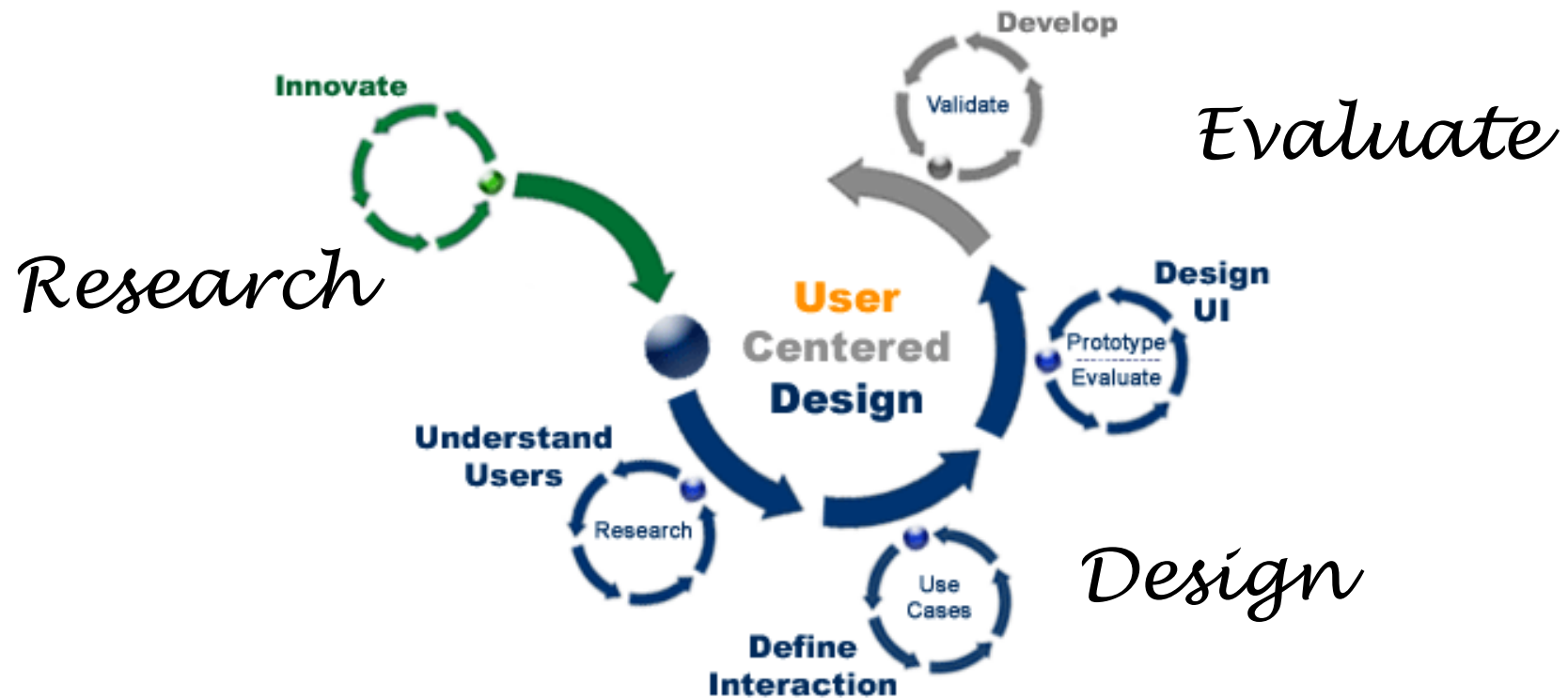
And elsewhere....

- Accessibility considered in regional eGov Awards
- Official Arabic Translation of WCAG 2.0

1st GCC eGov Conference - Muscat, 21-23 December 2009



A User Centred Design Process



Examples - Participation

- **US- National Cancer Institute Open Call**
 - ◆ Bi- Monthly tests
 - ◆ People requesting must observe sessions
- **First Fridays (General Services Administration, US)**
- **eGovernment Hackathons**



Some resources

➤ Accessibility

- ◆ WCAG 2.0 from W3C
- ◆ US Section 508 and ADA
- ◆ BS 8878 Web Accessibility Code of Practice
- ◆ European Commission Directive - Accessibility of Public Sector Bodies Websites

➤ eParticipation

- ◆ www.HowTo.gov
- ◆ www.mysociety.org

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Commons debates

Thursday, 18 July 2013

The main chamber of the House of Commons is where debates are held on a of topics, oral questions are answered, and new legislation is debated.

Random recent Commons debate

Henry Thorley and HMRC

Thursday, 18 July 2013; 19 speeches

Motion made, and Question proposed, That this House do now adjourn.—(Mr Syms.)

[See more Commons](#)

Thank you

Chris Rourke
Managing Director

+44 131 225 0850

chris@uservision.co.uk

@uservision

@crouke

www.uservision.co.uk

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