

Accessibility of Sustained eServices

Proceedings, p. 214

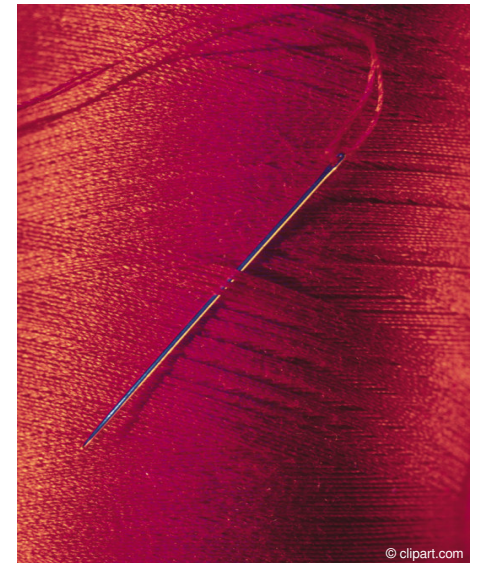
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IRELAND, June 17th, 2010



The project environment

This research is part of the ongoing project **The Read Thread** (in Norwegian: Den Røde Tråd), supported by the Norwegian Research Council's IT Funk programme.



Det Norske Veritas (DNV) is the project owner.

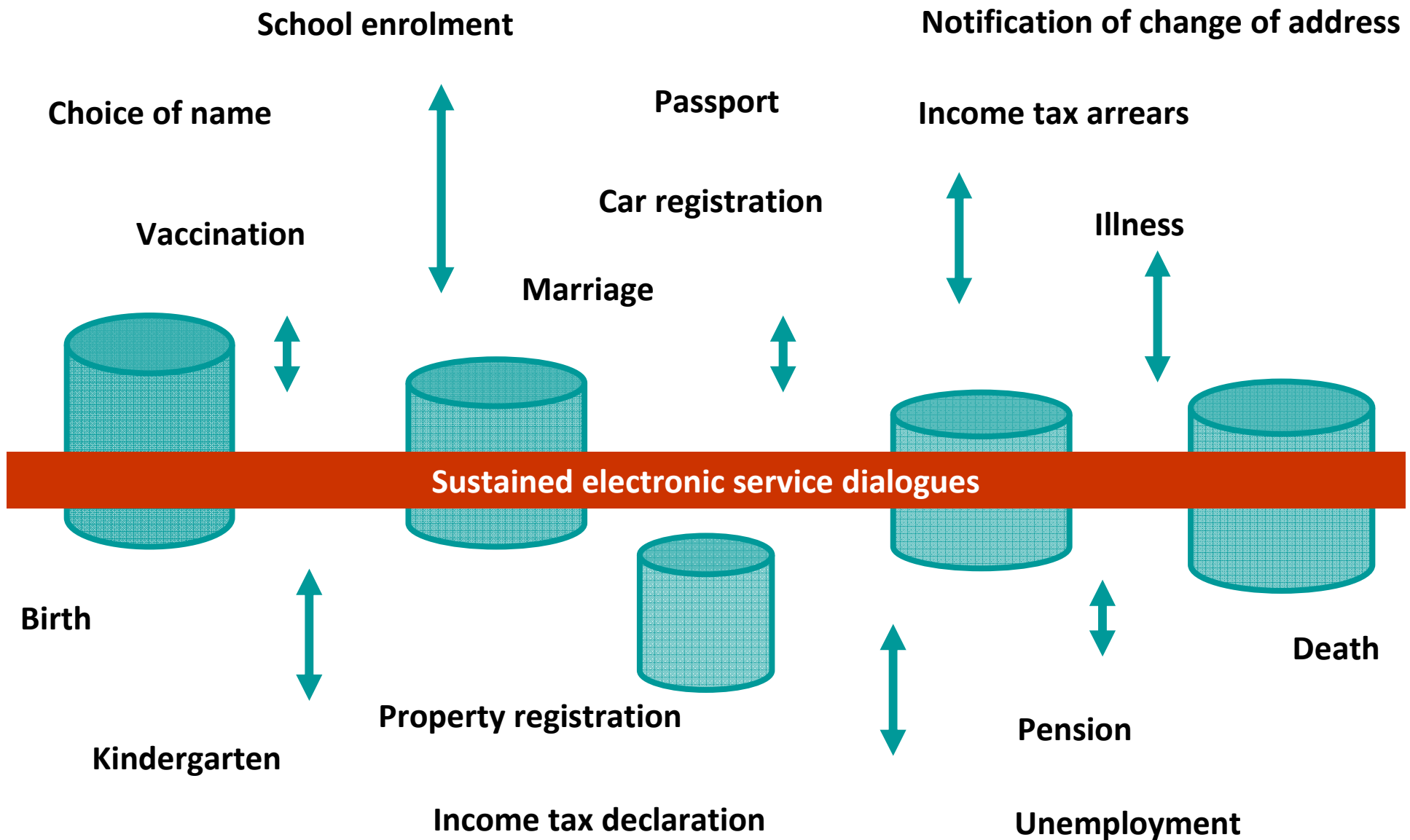
Tellu AS participates in the project and provides the project team with technology prototypes.

Current accessibility focus

Accessibility standards and guidelines...

- ... are designed to increase the accessibility of e-services that are used "here and now".
- ... are more or less based on disabilities or diagnoses.
- ... have heavy focus on visual impairments and reading/writing (learning) disabilities.

E-services on a timeline

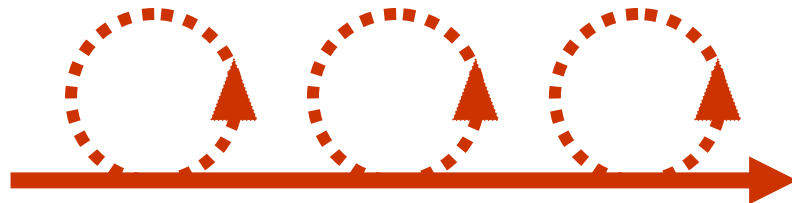


How does time "behave"?

Mandatory



Voluntary



Accessibility challenges

1. Current understanding of accessibility is insufficient in the context of electronic services that are used *over time*, thus gradually forming a "continuum".
2. The aspect of *time* is inadequately treated by accessibility standards and guidelines, although time plays an essential role in the use of many e-services.

Relevance: Three examples

1. Starting a business
2. Income tax declaration
3. Children/families with special needs

Selvangivelse for næringsdrivende		
Næringsoppgave 1 (RF-1175) Vedlegg		
Gå direkte til post: -oppgi nummer- Utfør Søk i rettleidingen:		
Post	Inntekt/Fradrag	Formue/
	Rettet til	
1.3/1.5	Opplysninger om personli...	?
1.6/1.7	Personinntekt fra foreta...	?
2.1	Lønn og tilsvarende ytel...	?
2.2	Pensjoner, livrenter i a...	?
2.6	Bidrag, livrenter, barne...	?
2.7	Næringsinntekter	?
2.8/4.3	Bolig og annen fast eien...	?
3.1/4.1/4.5	Renter, innskudd, verdip...	?
3.2	Fradrag i tilknytning ti...	?
3.3/4.8	Renter, gjeld, andre kap...	?
3.5	Særfradrag	?
4.2	Innbo/lesere, bil, MC, b...	?
5.0	Tilleggsopplysninger	?

The Swedish Business Link to Government

Verksamt.se

- for those who run or are about to start a business

On this website three government agencies have brought together and structured information and services of value to you. Find your way using the headings Considering, Starting, Running, Developing and Closing down.

Website feedback

EUGO Part of the EUGO network

1 Considering

Are you considering it? This section is an introduction to life as an entrepreneur in Sweden.

2 Starting

Be prepared! This section helps you to plan your start and get your business off the ground.

3 Running

Do it right! This section gives you tips about accounting and taxes and contributions.

4 Developing

Moving forward! In this section you find out more about funding and how to lead a growth company.

5 Closing down

Do you want to stop? This section gives you tips about closing down your business.

Verksamt.se is a collaboration among three government agencies:

Bolagsverket Skatteverket TILLVÄXT VERKET

Endre Endre Endre

Analysing existing guidelines ...



Find, learn, recognize, recall, ...



Principles to increase the accessibility sustained e-services (based on established accessibility guidelines):

1. Overview and general information
2. Targeted and relevant information
3. Safety and trust
4. Support for multi-channel platform and "family resemblance"
5. Logical process and progression
6. Storage and retrieval of information

7. *Timeline*

Overview and general information



Make **locating** the service among numbers of portals and other access points easy (joint portal solutions, "one-stop-shopping").

Provide information about the **scope and purpose** of the e-service, and about access methods (username, password etc.).

Snapshots

Targeted and relevant information



Update **information about** the service.

Provide **quick access** to different parts of the service (alphabetic lists, site-maps).

Snapshots

Security and trust



Provide sufficient **authentication mechanisms**, but do not “overkill”.

Provide possibility to **print documents**, web pages and so on.

Provide contact information to **user support**.

Provide an **overview** (receipt) of completed work.

Snapshots

Support for multi-channel platform and "family resemblance"



Provide alternative **modalities**.



Take care of **consistency** of appearance; that is how objects in the user interface etc. look.



Take care of a minimum level of **design conventions**, e.g. placement of visual elements, functionality, navigation, contact information etc.

Snapshots

Logical process and progression



Provide user the opportunity to:

- to know **where** in the work process s/he is,
- to receive **acknowledgements** of successful actions, and
- to receive **meaningful**, process-related notifications of failure.

Snapshots

Easy storage and retrieval of information



Provide mechanisms that make it possible for the user to find, retrieve and save information.

- Use **hypertext or links**.
- Use **time stamps**.
- Provide **search functionality** and adequate metadata to facilitate this.

Snapshots

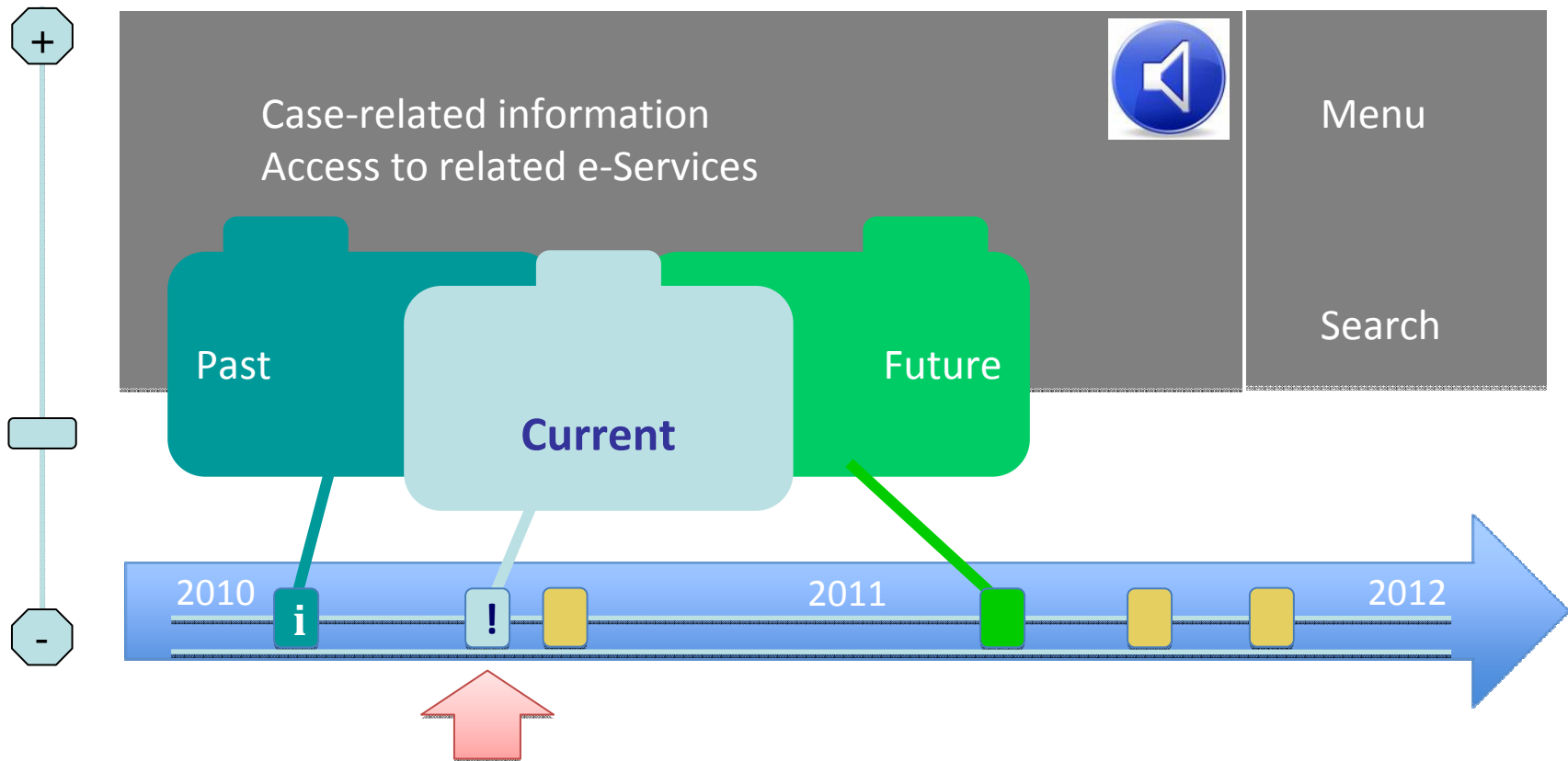
Timeline



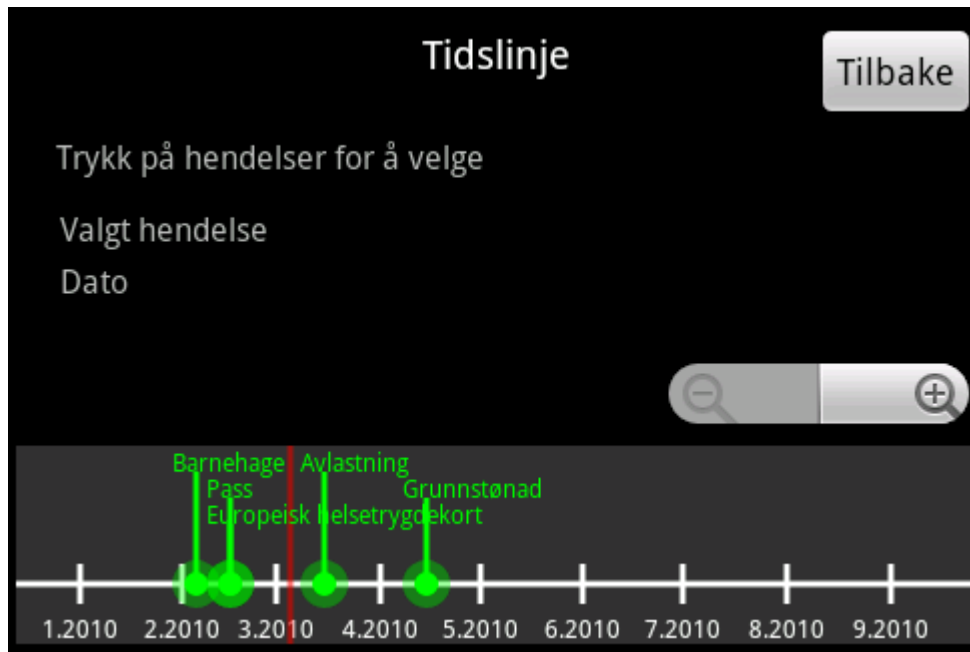
The main asset of a timeline must be that it is easy to read, it presents information in a logical manner, and that it supports the user in (re-)grasping the task or process even after a longer period of latency.

Find, learn, recognize, recall, ...

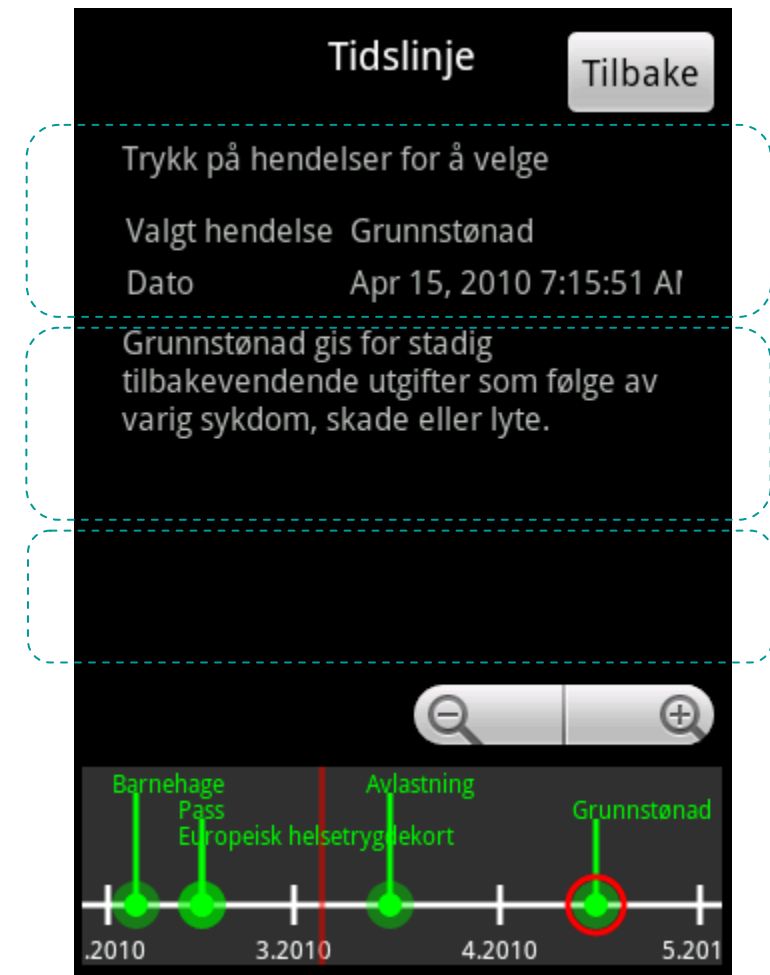
Timeline paper prototype



Timeline prototype, Red Thread-project



**NB: First basic functionality in laboratory,
not universally designed HCI.**



Requirement landscape for good HCI

