

Planning for accessibility

ICANN - Feb 11th 2016

On-site session



simply

accessible.



Proposed agenda

1. Introductions
2. Web accessibility best practices
3. Review of accessibility assessment findings
4. Risk prioritization matrix exercise
5. Procurement process recommendations
6. First steps to an ICANN accessibility roadmap
7. Next steps with SA support



1. Introductions

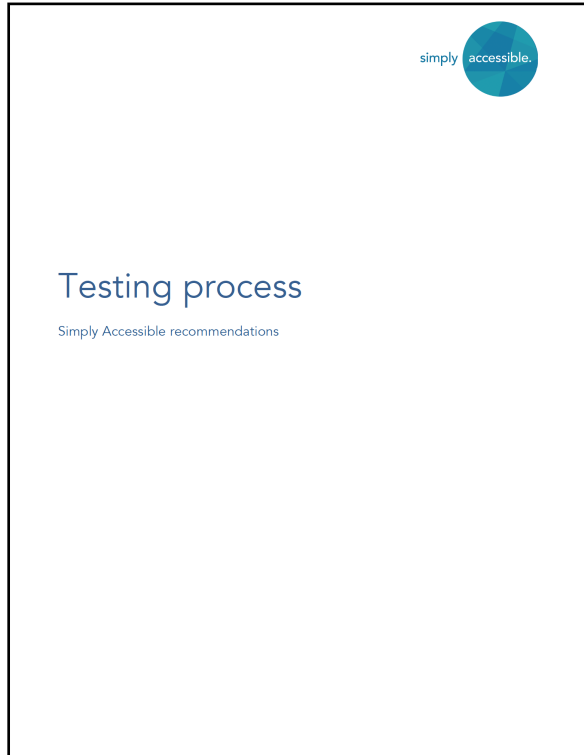


2. Web accessibility best practices

Further educate IT on web accessibility best practices – development and testing of web services provided by ICANN

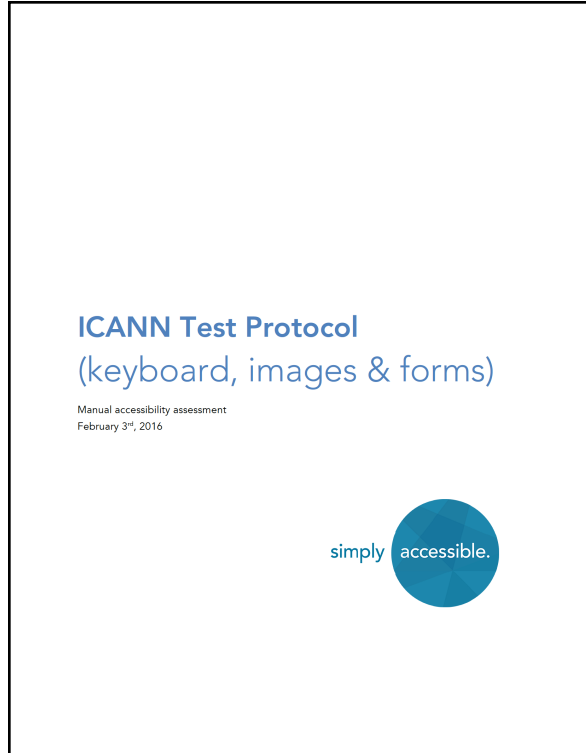


Testing process



- Ground Zero: Source level validation
- Step 1: Foundational accessibility testing
- Step 2: Intermediate accessibility testing
- Step 3: Comprehensive accessibility testing

KIF testing protocol



- Keyboard access
- Images
- Forms

*As a foundation for **EVERYTHING ELSE***

3. Review of assessment findings

*Review of automated and manual
accessibility assessment findings*



Automated findings

- 2 rounds of testing using the Tenon API
- 504 representative URLs, selected by ICANN
- 34 types of issues

DEC 11, 2015 - 2,774 issues reported

<https://basecamp.com/2879731/projects/11310612/messages/52483430>

JAN 27, 2016 - 2,832 issues reported

<https://basecamp.com/2879731/projects/11310612/messages/53852698>

Manual findings

- 25 units tested
- 23 desktop units, 2 mobile units

ICANN website

18 units, 213 issues logged

At-Large website

7 units, 90 issues logged

ICANN Test Plan

(Final desktop/mobile units)

Manual accessibility assessment

January 21st, 2016

simply accessible.



Issue Summary

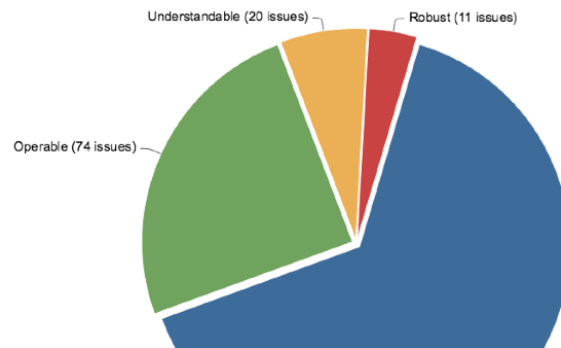
ICANN First Assessment



Overview

- 303 accessibility-related issues were found.
- 78% of the issues relate to Level A guidelines.
- 154 of the issues have a severity score of "high" for users.

Findings by WCAG Principle

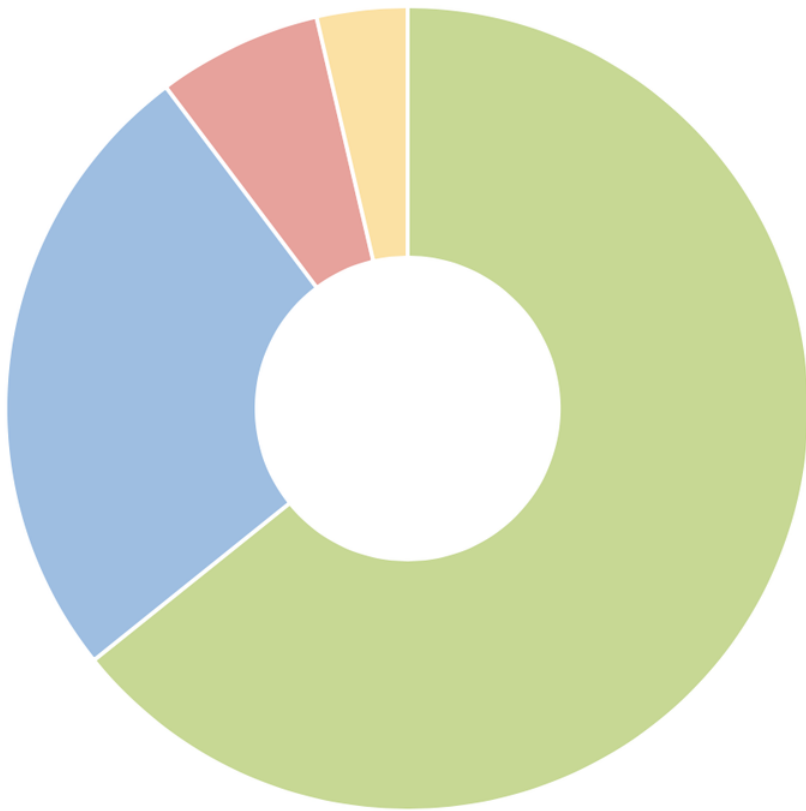


Manual report findings

URL: <http://reports.simplyaccessible.com/report/ican/>

Username: icann

Password: nrWK62BTdznoQrLh

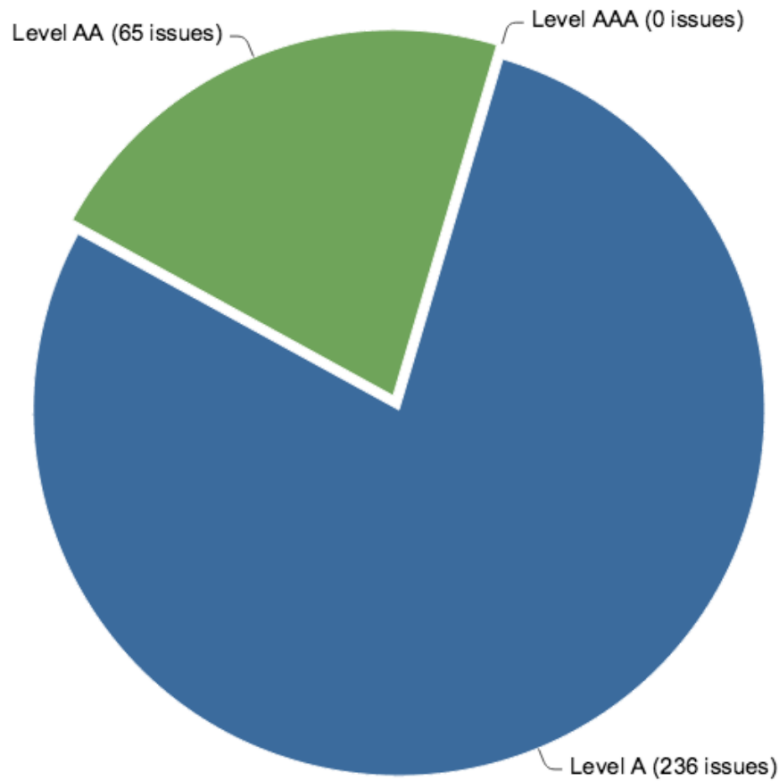


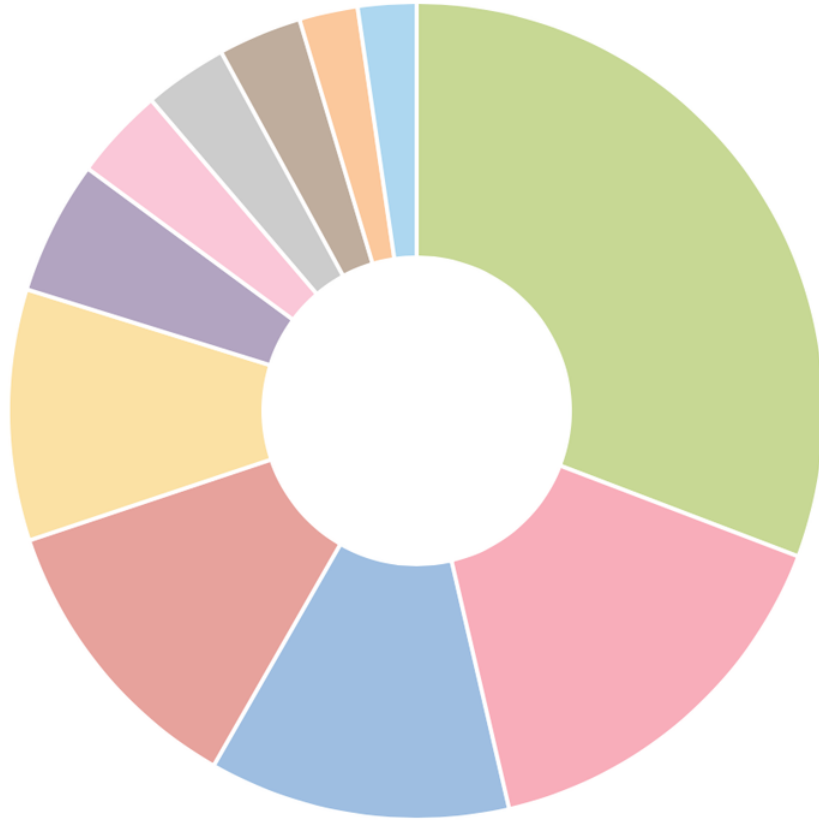
WCAG Principle

Total Issues: **302**

 Perceivable	194
 Operable	77
 Understandable	20
 Robust	11

Findings by WCAG Level



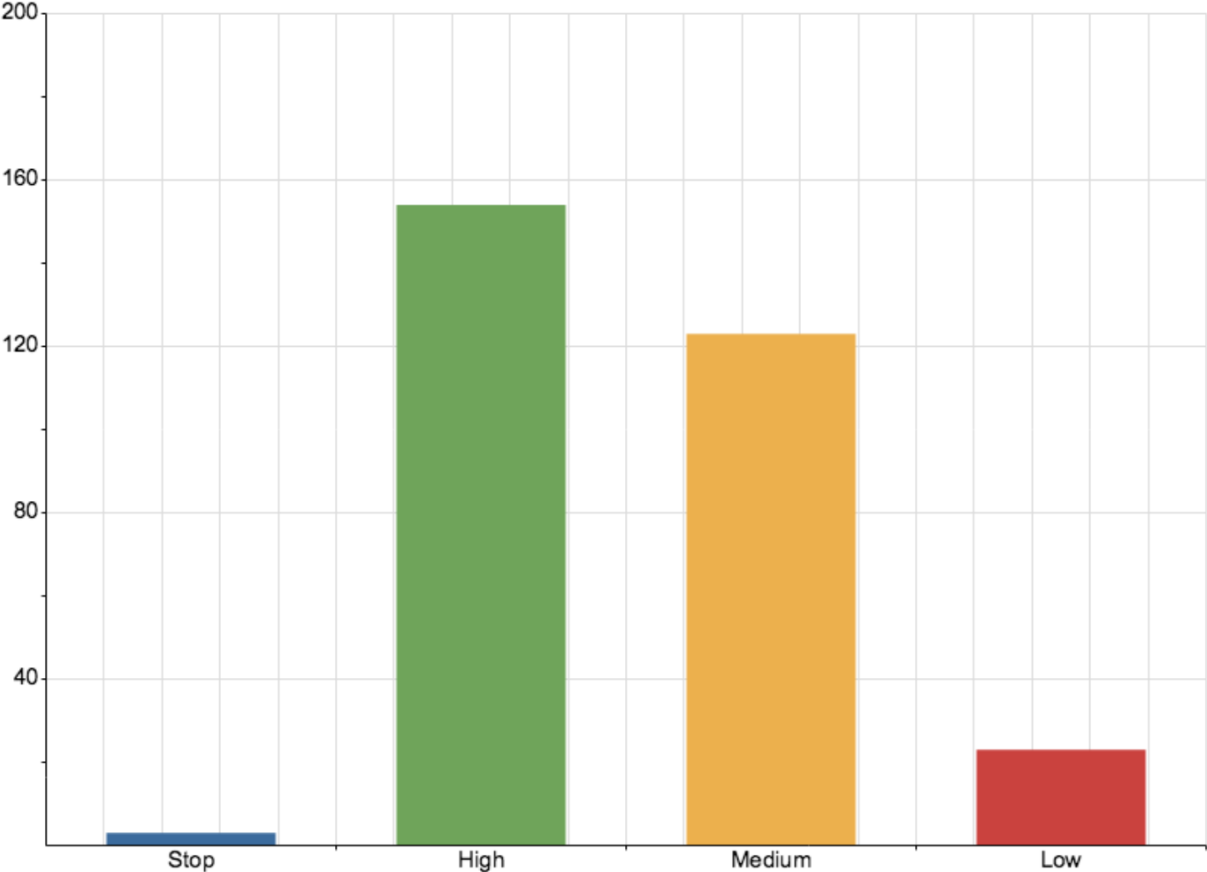


WCAG SC

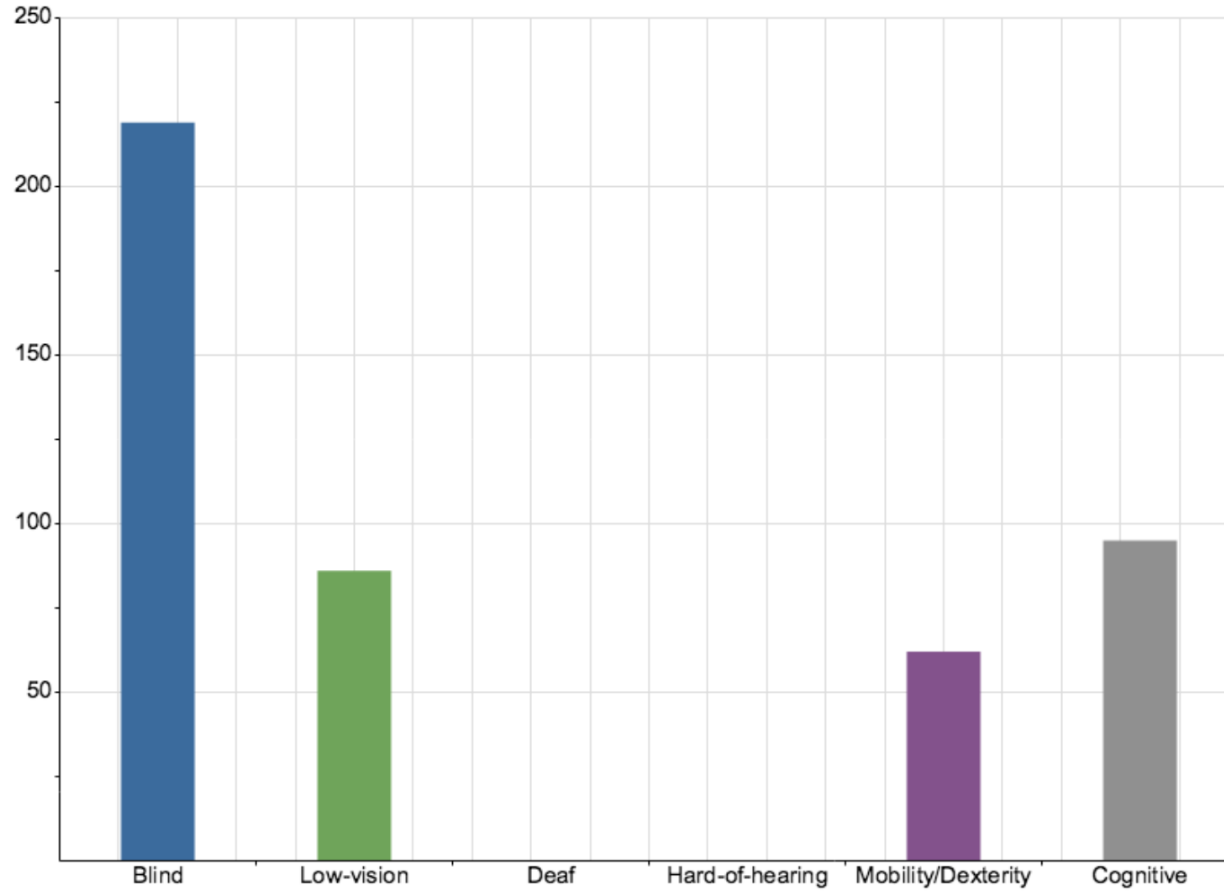
Total Issues: **302**

1.3.1 Info and Relationships Level A	93
1.4.3 Contrast (Minimum) Level AA	36
1.1.1 Non-text Content Level A	35
2.1.1 Keyboard Level A	30
2.4.4 Link Purpose (In Context) Level A	16
4.1.2 Name, Role, Value Level A	11
2.4.3 Focus Order Level A	10
2.4.7 Focus Visible Level AA	10
1.4.1 Use of Color Level A	7
1.4.3 Contrast (Minimum) Level AA	7
Other...	47

Findings by Severity Level

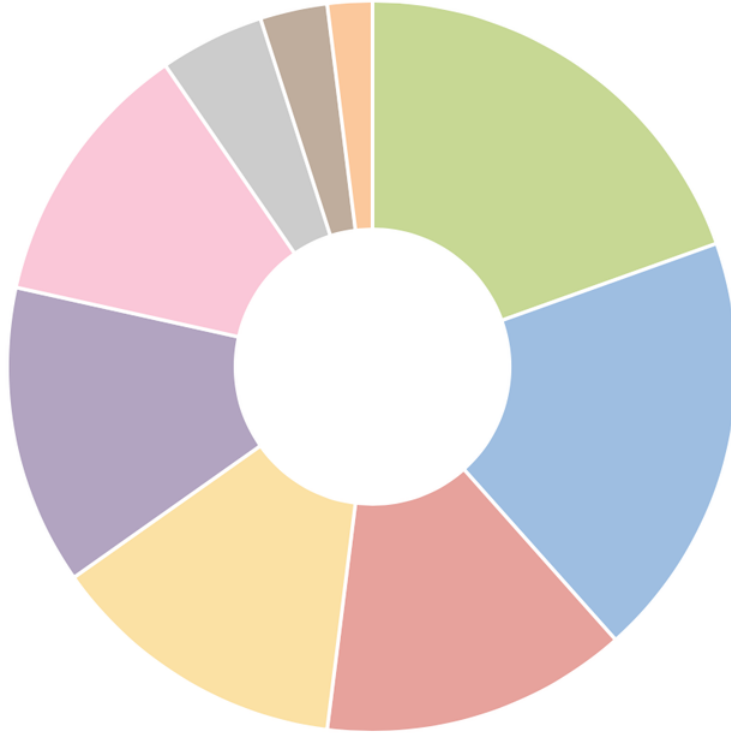


Findings by Affected Population Group



Accessibility content types

- Keyboard access
- Images
- Forms
- Document structure
- Navigation
- CSS
- Tables
- Text content
- Dynamic content
- Media

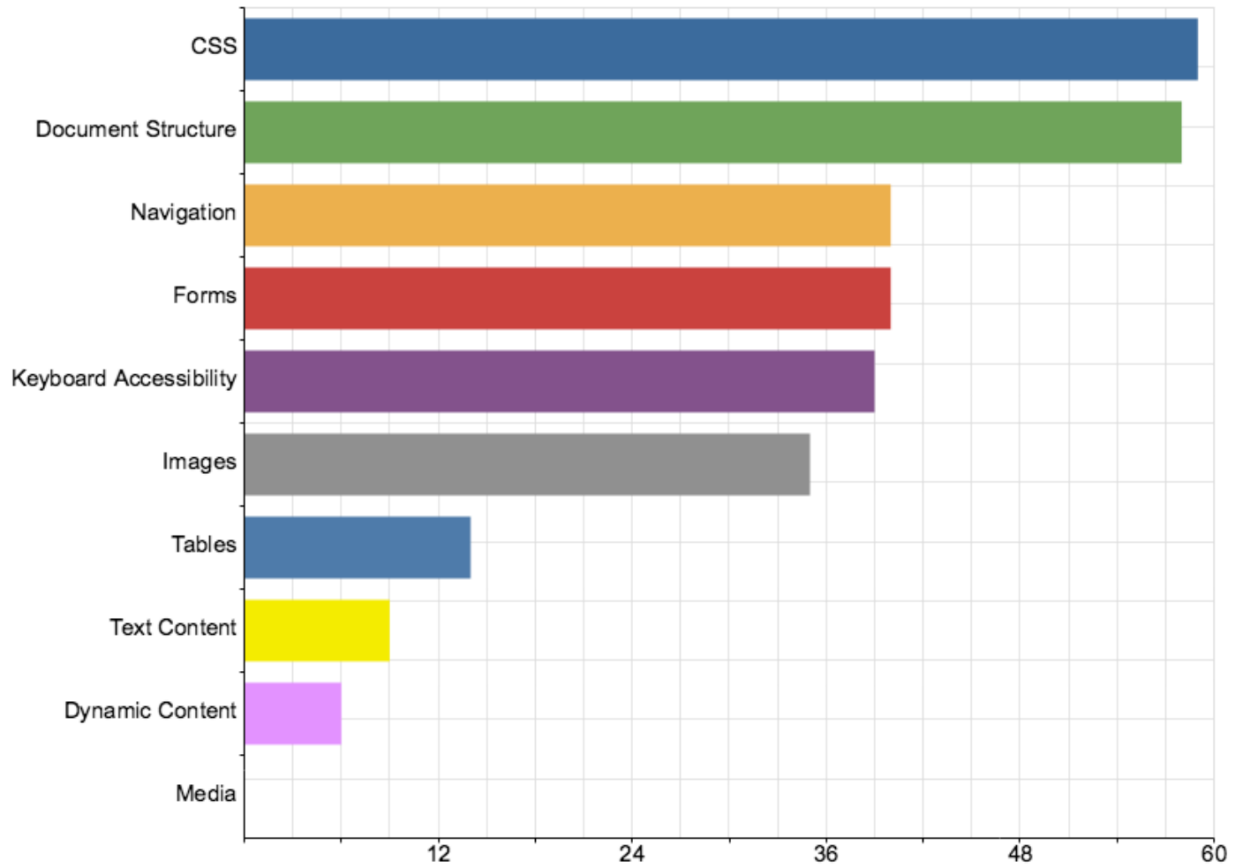


Content Type

Total Issues: **302**

CSS	59
Document Structure	57
Keyboard Accessibility	41
Forms	40
Navigation	40
Images	36
Tables	14
Text Content	9
Dynamic Content	6

Findings by Content Type





Browse issues

ICANN First Assessment

303 results found. Displaying Page 1 of 16

Go to page: [Go](#)

[Next >](#)

Issue	Summary	WCAG Level	Severity	Content Type
ICAN-100	File upload progress screen disappears automatically	Level A	High	Dynamic Content
ICAN-101	File upload close button is not labelled in text	Level A	High	Navigation
ICAN-102	File upload confirmation screen is not programmatically conveyed	Level A	Medium	Dynamic Content
ICAN-103	Insufficient contrast on Back link	Level AA	Low	CSS
ICAN-104	Insufficient contrast on footer links	Level AA	Medium	CSS
ICAN-105	Insufficient contrast on copyright text	Level AA	High	CSS
ICAN-106	Insufficient contrast on copyright links	Level AA	High	CSS
ICAN-107	Insufficient contrast on Powered by text	Level AA	High	CSS
ICAN-108	Insufficient contrast on attachment icon	Level AA	High	CSS



File upload progress screen disappears automatically

Issue ICAN-100



Issue number	ICAN-100
Severity	High
Web Content Accessibility Guideline (WCAG)	2.2.1 Timing Adjustable Level A
WCAG Principle	Operable
Affected population(s)	All
Affected component(s)	ICANN: Manual assessment & peer review (23 desktop units, 2 mobile units), ICANN-0006 Footer and footer menu
Content Type	Dynamic Content
Level of Issue Complexity	High
Individual Level of Effort	High

Approach to manual testing

- Break down a page by components (or units)
- Assess component for issues related to WCAG principles
- Use a combination of tools and tests to find issues
- Begin with thorough testing with the keyboard
- Special focus on images and forms, then everything else

Recommended testing tools




 **Web Developer 1.2.5.1-signed**
by [chrispederick](#)

The Web Developer extension adds various web developer tools to the browser.

[+ Add to Firefox](#)

FEATURED

 **Accessibility Evaluation Toolbar 1.5.7.1.1-signed**
by [Jon Gunderson](#)

Support web developers in testing web resources for accessibility features.

[+ Add to Firefox](#)

Foreground Colour:	Background Colour:	Results
<input type="text" value="33FF33"/>	<input type="text" value="333333"/>	This is example text. Some of it is bolded. Some of it is italicized.
Red: <input type="text"/>	Red: <input type="text"/>	Brightness Difference: (≥ 125) 119.747
Green: <input type="text"/>	Green: <input type="text"/>	Colour Difference: (≥ 500) 204
Blue: <input type="text"/>	Blue: <input type="text"/>	Are colours compliant? NO
Hue (°): <input type="text"/>	Hue (°): <input type="text"/>	Contrast Ratio 9.32
Saturation (%): <input type="text"/>	Saturation (%): <input type="text"/>	WCAG 2 AA Compliant YES
Value (%): <input type="text"/>	Value (%): <input type="text"/>	WCAG 2 AA Compliant (18pt+) YES
		WCAG 2 AAA Compliant YES
		WCAG 2 AAA Compliant (18pt+) YES

- Your keyboard!
- Web developer toolbar
- FAE accessibility checker
- Snook's color contrast checker
- Screen reader (*eventually!*)
- Tenon API (*automated scans*)



keyboard access

Relates to any situation where users will struggle with using the keyboard to perform certain tasks.

images

Relates to any situation where users will struggle with images used on a site and how well images are being conveyed to assistive technologies.

forms

Relates to any situation where users will struggle with using forms on a site, as well as how form controls are interpreted by assistive technologies.

document structure

Relates to any situation where users will struggle with understanding the semantics conveyed through the HTML code, and how related elements are programmatically associated with one another.

navigation

Relates to any situation where users will struggle with the general navigation throughout the interface, including issues pertaining to consistency and predictability of interactions.

CSS

Relates to any situation where users will struggle with the use of CSS to convey information, such as using stylesheets to integrate content, use of colors or informational images being implemented through background images.

tables

Relates to any situation where users will struggle with the use of data tables, and how each data cell is related to other data cells in a tabular representation of the information.

text content

Relates to any situation where users will struggle with static text content, such as default language indicators, and use of styles to convey emphasis.

dynamic content

Relates to any situation where users will struggle with the use of widgets, as well as dynamic interactions in content, and things like custom form controls, auto-updating content, etc.

media

Relates to any situation where users will struggle with audio and video content, captions, text transcripts, sound and other animations.

Questions left pending?

- **Overview** - testing for blind people's needs
- **Overview** - performing mobile device testing
- **Demo** - how blind people use mobile devices
- **Overview** - accommodating for screen reader testing
- **Info** - involving real end users in testing

4. Risk prioritization exercise

*Prioritizing remediation for the work ahead:
risk prioritization matrix exercise*



5. Procurement

Procurement process recommendations



Project
Definition

User
Research

Design
Iteration

Develop &
Implement

Validate &
Launch

Any special
content needs?

What support/
customer service
needs will this
bring?

Has this been
done before?

What new
technology &
challenges are
there?

Include people
with disabilities in
more than
interviews and
focus groups; use
observation and
walk-throughs.

Include functional
needs in
personas, user
stories and other
artifacts

Find people both
in and outside
your org to get
subject matter
expertise and
perspective.

Test colours

Test concepts

Test iconography
and visual
language assets
(particularly for low
vision user)

Tend to focus on
visual design, but
we must examine
process design.

Test templates

Test functional
prototypes and
demos

Don't test with
people with
disabilities too
early (it can be
very frustrating
and not
productive)

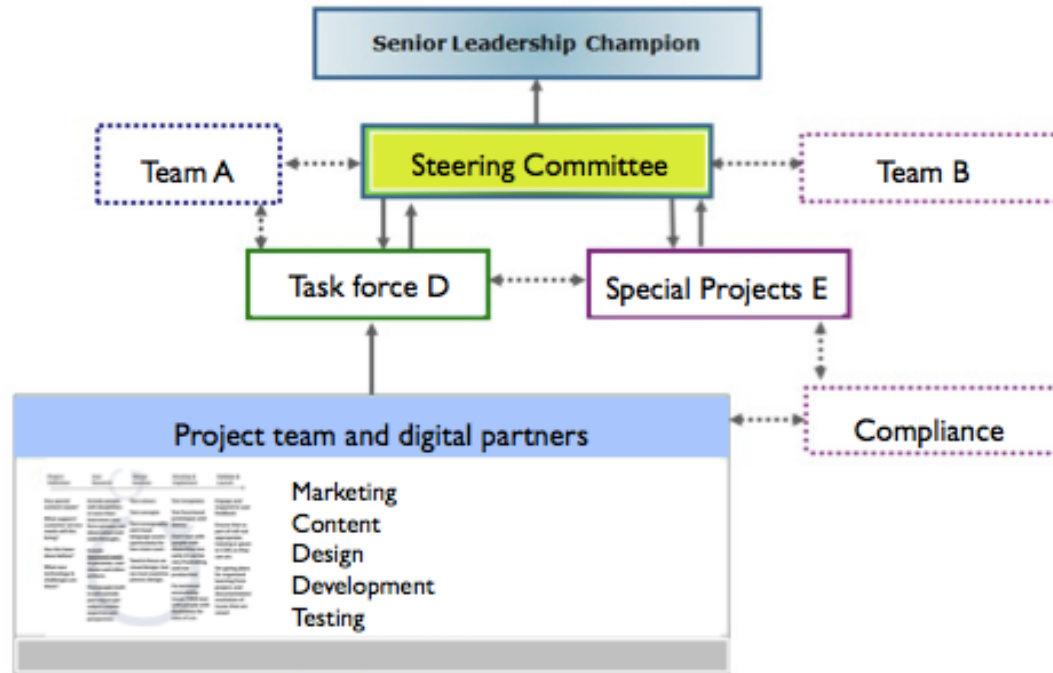
Fix technical
accessibility
issues THEN test
with people with
disabilities for
ease of use

Engage and
respond to user
feedback

Ensure that as
part of roll-out
appropriate
training is given to
CSRs so they can
act.

On-going plans for
organized learning
from project, and
documentation/
resolution of
issues that are
raised

The big, bigger picture



Procurement vs. compliance



The procurement toolkit

Defining the standards

Your public policy

Inventory of vendors

Request for Proposal language

Vendor self-assessment

Vendor interviews

Establishing compliance time lines

Contract language



The procurement toolkit

Define your standards



Web accessibility public policy



Coffee

Beans Blends Brewing

Menu

Drinks Food Nutrition

Coffeehouse

Music Wi-Fi Community

Responsibility

Values Goals Progress

Card

Register Reload Rewards

Shop

Search Compare Buy

Sign In

Customer Service

Find a Store



Web Accessibility

Starbucks is committed to diversity, inclusion and accessibility in everything we do. These core values are fundamental to the way we do business and come through in the experiences we design for people – both in our coffeehouses and on the web.

With this in mind, we are continuously taking steps to improve Starbucks.com and ensure it complies with the best practices and standards defined by [Section 508 of the U.S. Rehabilitation Act](#) and the [Web Content Accessibility Guidelines of the World Wide Web Consortium](#).

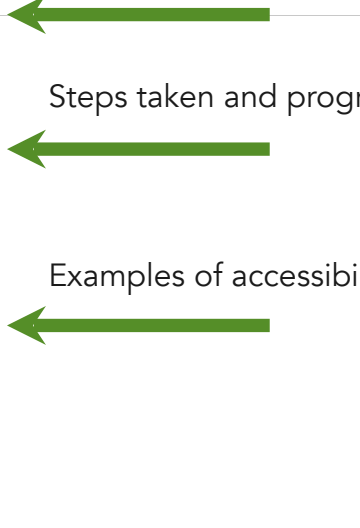
Our website is monitored and tested regularly by internal and third-party accessibility consultants. These people help us identify usability issues and discover new solutions to further improve the accessibility of our site.

Our Current Accessibility Features

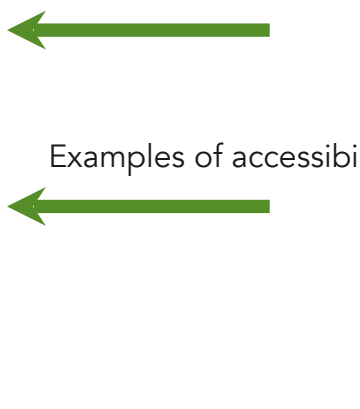
- Alternative text detail for appropriate images and other non-text elements.
- Title attributes for additional information about links and indication of new browser windows.
- Structural markup to indicate headings and lists to aid in page comprehension.
- Association of forms with labels.



Statement aligned with brand promise



Steps taken and progress made



Examples of accessibility features



Web accessibility public policy



Trouble using our websites?

Let us know

We are working to discover new solutions to improve Humana's online user experience and further improve the accessibility of our websites.

To help Humana diagnose and fix the accessibility barrier you encounter, please describe:

- What the problem was
- What you were trying to do
- What computer and software you are using
- Where the problem occurred

If you have trouble accessing information or services on these pages, please contact us by email.

accessibility@humana.com

Feedback mechanism for guests



QUESTION

PLATFORMS vs. SERVICES vs. AGENCIES

How many third-party do you use?

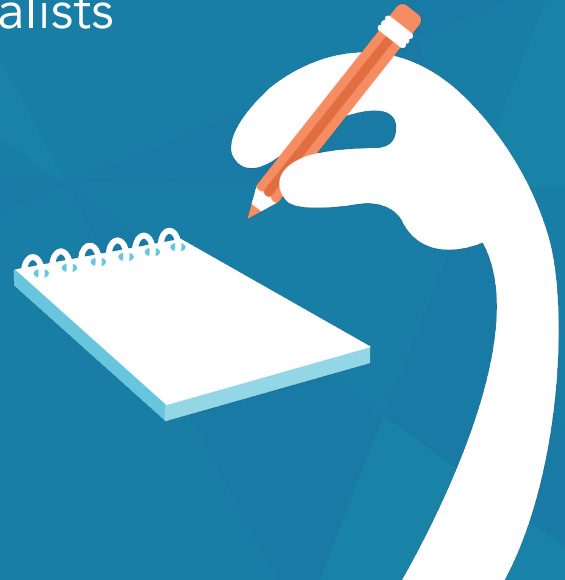
stay connected.

follow us on your favorite apps & social networking sites.



Procurement process

1. Full list of standards with reference links
2. Completed self assessment
3. Live interviews for selected finalists
4. Testing by accessibility team
5. Compliance milestones
6. Consequences





**Vendor self assessment
and interviews**

Live interviews

Sample questions

Please describe your understanding of web standards and progressive enhancement.

What does POUR mean to you?

Please describe your testing process, including any testing with users with disabilities, third-party accessibility consultants, and any automated tools used.

How customizable is your solution/platform and how separated is presentation from behavior?

If accessibility deficiencies are found in your product after engagement with us, who will pay for those issues to be resolved?

Compliance timelines



and consequences

Discussion & Q&A



6. Roadmap

First steps to creating an ICANN accessibility roadmap



7. Next steps





Questions?



Thank you! :)