



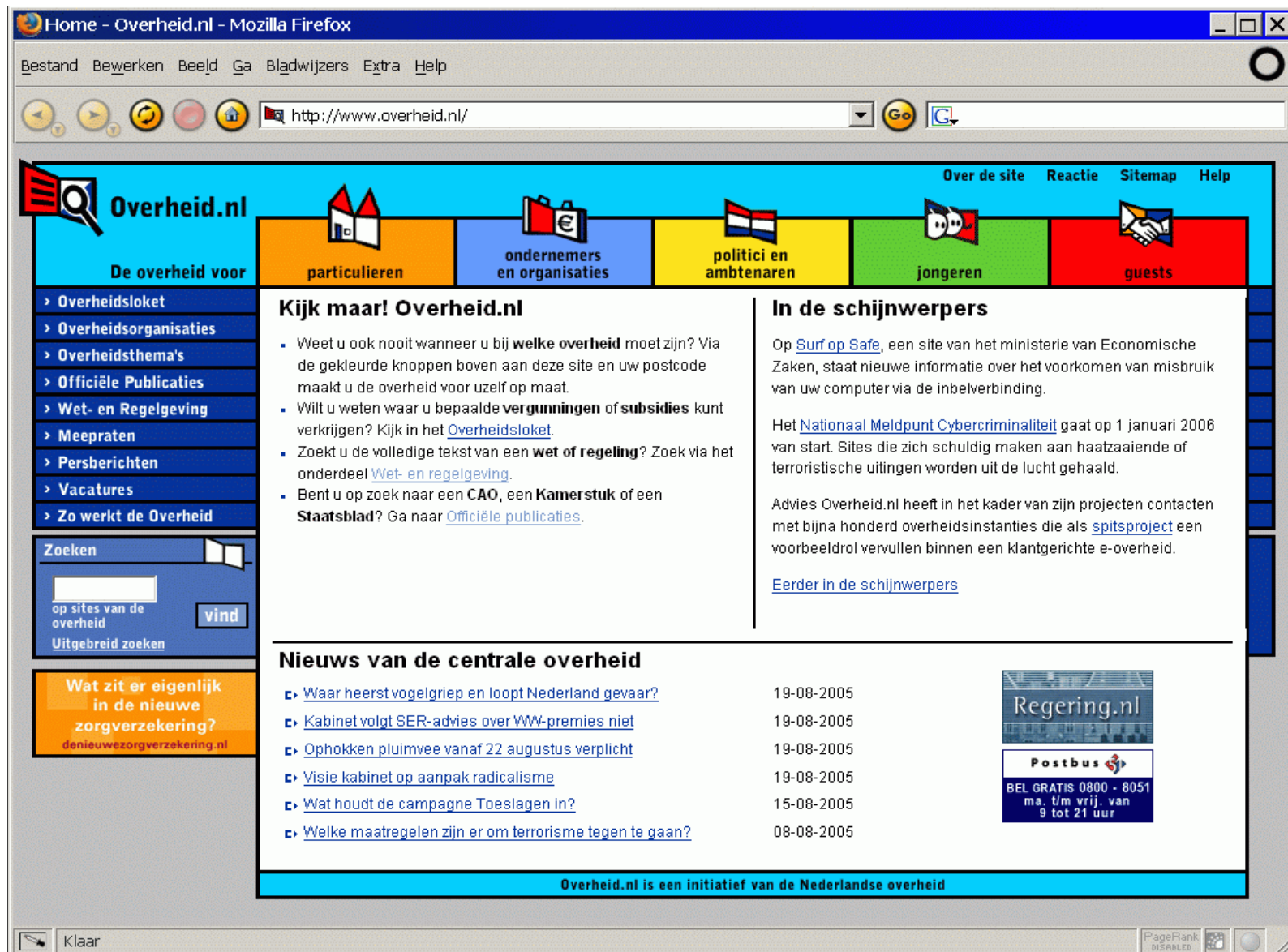
Bush MB 60 (1957)



Bush TR 82 (1959)



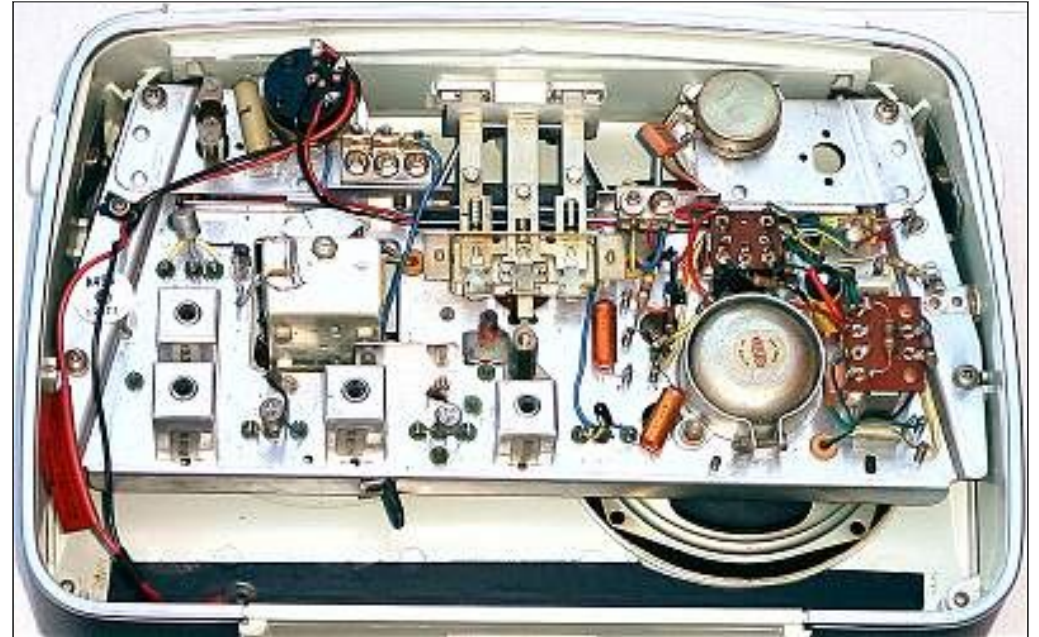
www.overheid.nl (April 2005)



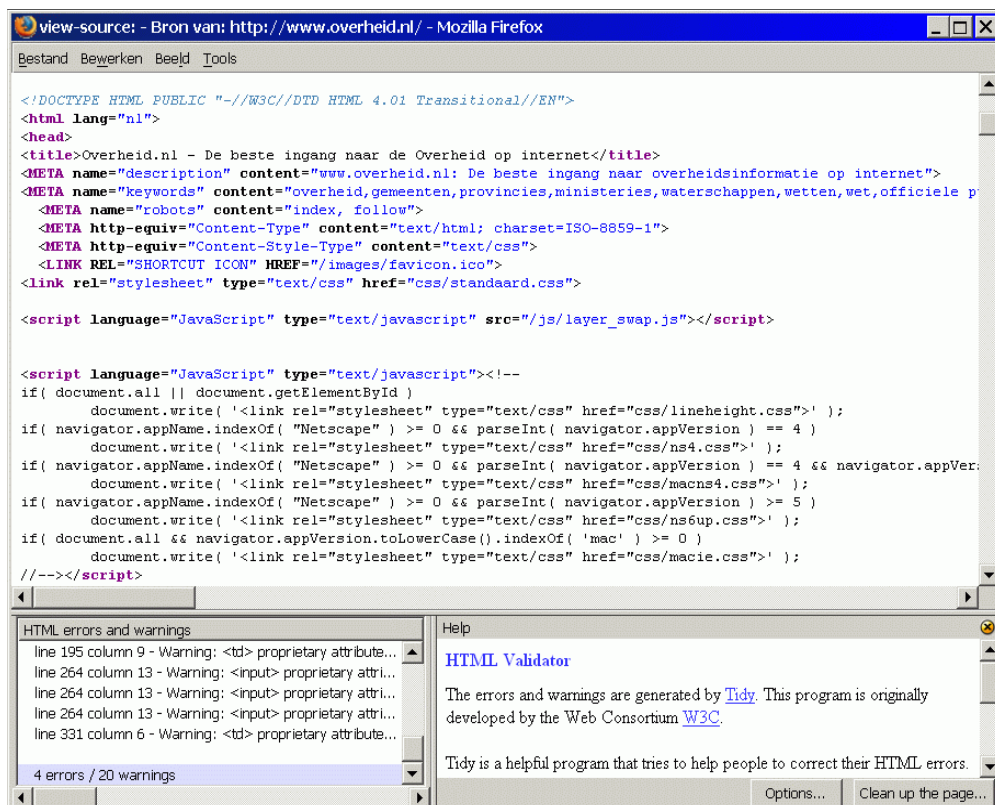
www.overheid.nl (August 2005)



Bush MB 60 (1957)

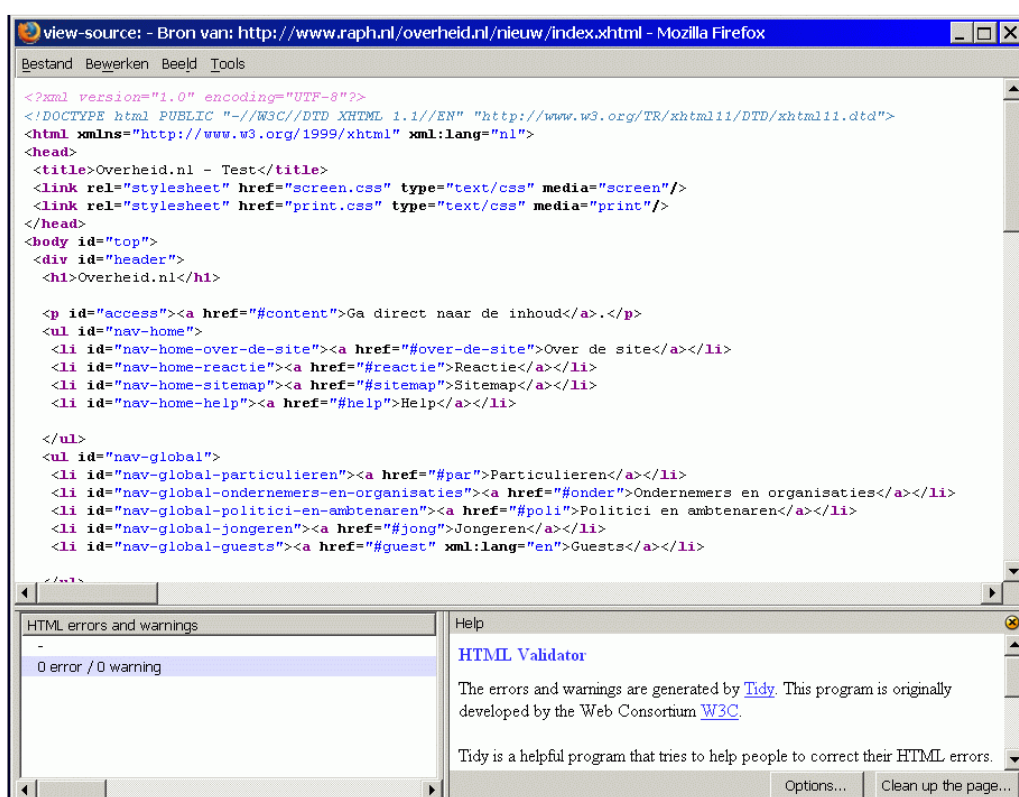


Bush TR 82 (1959)



April 2005

- Valid code: **No**
- Accessible: **Almost**
- Size: **26,7 Kb**



August 2005

- Valid code: **Yes**
- Accessible: **Yes**
- Size: **5,4 Kb**

Standards compliance

Why bother?

Standards compliance

Who bothers?

Who bothers?

- *Front-end web developers?*
- *Project leaders?*
- *Website owners?*
- *Policy makers?*
- ***Politicians***

Politicians want standards

- *Who?*

- *Members of Parliament*
Gerkens (SP), van der Ham (D66), Vendrik (GroenLinks), Madsen (CDA), Fierens (PvdA), ...
- *European Union*

- *What kind of standards?*

- *'Open standards'*

- *Why?*

- *Independence (prevents vendor lock-ins)*
- *Interoperability*
- *Sustainability*

Web interface standards

- *Should be open standards*
- *Strong link with web accessibility*
 - *W3C's Web Content Accessibility Guidelines*

Motion in April 2006

By MP's Madsen and Fierens

The Chamber,

after deliberations,

*considering, that all government websites should be accessible to all citizens;
considering, that the government itself created the Quality Mark Drempelvrij.nl;
considering, that the minister of BVK is planning to test all new Dutch government websites with the Web Guidelines;*

requests the Dutch government,

*her accessibility guidelines to conform with current and future guidelines formulated by the International World Wide Web Consortium (W3C;
before July 1st, using a top 10 priority list to inform the House of Representatives which websites fall under responsibility of the Dutch government, and when they will be accessible;
to ensure that before the end of 2006 at least 5 websites that fall under responsibility of the Dutch government, and from September 1st 2006 all new websites comply with the available international guidelines as defined by Quality Mark Drempelvrij.nl and the Web Guidelines.*

and return to our daily routine.

*Aasted-Madsen
Fierens*

House of Representatives, session 2005-2006, 29 362, no. 88

Regulation in June 2006

- *Ministerial decision on the quality of government websites*
 - *Note the word 'quality' instead of 'accessibility'*
- *Standards compliance plays an important role*
 - *Not only the syntax, but also the semantics*
- *All websites from central government must comply by 12-2010*

Two years later...

- *Websites are of higher quality*
- *But also: promises, promises....*
 - *self declaration of conformity (SDoC)*
- *Too often, website owners don't get what they asked for*
- *Conclusion: there still is a lot of room for improvement*

Room for improvement

- *Procurement*
 - *certification may be useful*
- *Commitment*
 - *requirements 'evaporate' under pressure*
- *Software quality (authoring tools)*
- *Knowledge level*
 - *of website owners, project leaders, developers*
- ***Quality assurance***

Quality assurance

- *Standards compliance: why bother?*
- *The answer: quality assurance*

Definition of quality assurance (QA):

1. All actions taken to **ensure that standards and procedures are adhered to** and that delivered products or services meet performance requirements.
2. The planned systematic activities necessary to ensure that a component, module, or system **conforms to established technical requirements**.
3. The policy, procedures, and systematic actions established in an enterprise for the purpose of providing and maintaining a specified degree of **confidence in data integrity and accuracy** throughout the life cycle of the data, which includes input, update, manipulation, and output.

source: ATIS Telecom Glossary 2007 (www.atis.org/glossary/)

Pros and Cons of QA

- *Cons*

- *boring!*
- *added cost (short-term effect)*

- *Pros*

- *filters out wannabe front-enders*
- *recognition for craftsmanship*
- *leads to better websites*
- *process improvement leads to cost reduction (long-term effect)*

Let's discuss...

Government *Answers*©

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