

Case Study

WEB CONTENT ACCESSIBILITY GUIDELINES (WCAG) 2.1 AA Testing for State Government Department

BUSINESS SITUATION

Client is a major State Government Department which launched a notification portal. As per legislation portal had to comply to WCAGAA 2.0 compliance.

Multiple Device and OS combinations were required to be tested be tested:

Version	INTERNET EXPLORER		CHROME		FIREFOX		SAFARI	
	11	10	83.0.4103.88	81.0.4044.92	77	76	13.5.1	12.1
PC(Windows 10)	X	X	X	X	X	X		
Mac (Catalina)			X	X	X	X	X	X
iOS(13.5.1)			X				X	
Android(11)	X		X		X			

SNAPSHOT

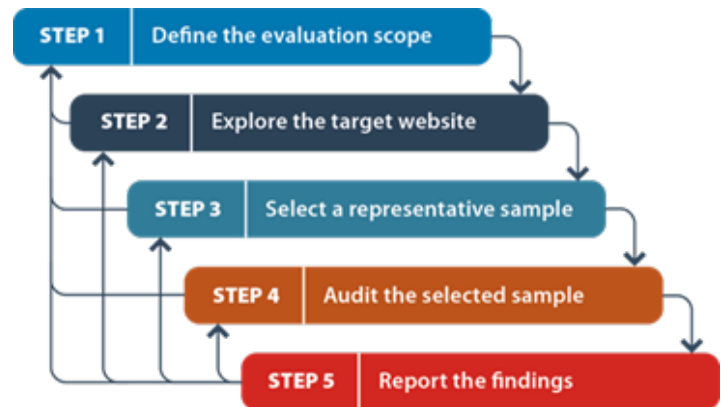
Industry:	State Government
Business Unit:	Testing Services
Services:	Accessibility Testing Services (WCAG2.0 AA)

SOLUTION

What Was Developed: Accessibility testing approach

1. Use automated tools that reference WCAG 2.0 AA standards
2. Manually check results of automated tools.
3. Manual Tests for iOS and Android accessibility compliance standards
4. On-Device Assistive Technology- To ensure real-world accessibility we include an assessment of the app using inbuilt Assistive Technology (VoiceOver, TalkBack, Zoom) to identify practical accessibility issues.
5. Test with a screen reader.
6. Testing across various Browser combinations

Accessibility Test Approach/Methodology



KEY TOOLS USED

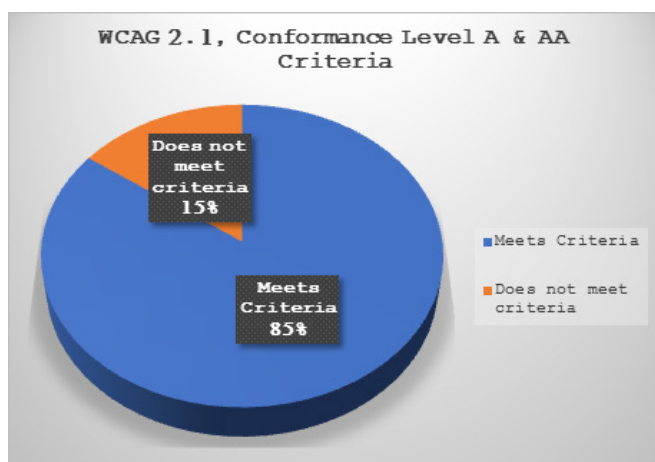
- Code inspection and validation Tools - Tenon, A-Checker, Wave
- Screen Reader software - JAWS Screenreader and NVDA
- Browser Tools- IE WAT and WebDeveloper Toolbar (IE, Firefox and Chrome)
- iOS- iOS Accessibility Scanner, VoiceOver for iOS and iOS Color Contrast Checker
- Android- Accessibility Scanner, Talk Back for Android

BENEFITS

Number of Accessibility issue found as per below:

- 15 Accessibility issues found during penetration testing
- Client improved its compliance from initial 85% to 98% after fixes
- Provided accessibility standards training to the client development team
- Reviewed and provided recommendation on client user interface design

Test Results after initial assessment



TECHNOLOGY STACK

- ASP.Net
- AWS
- WebAPIs
- SQL Server
- AWS Lamba
- Dockers
- Node.js
- GitLab

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