

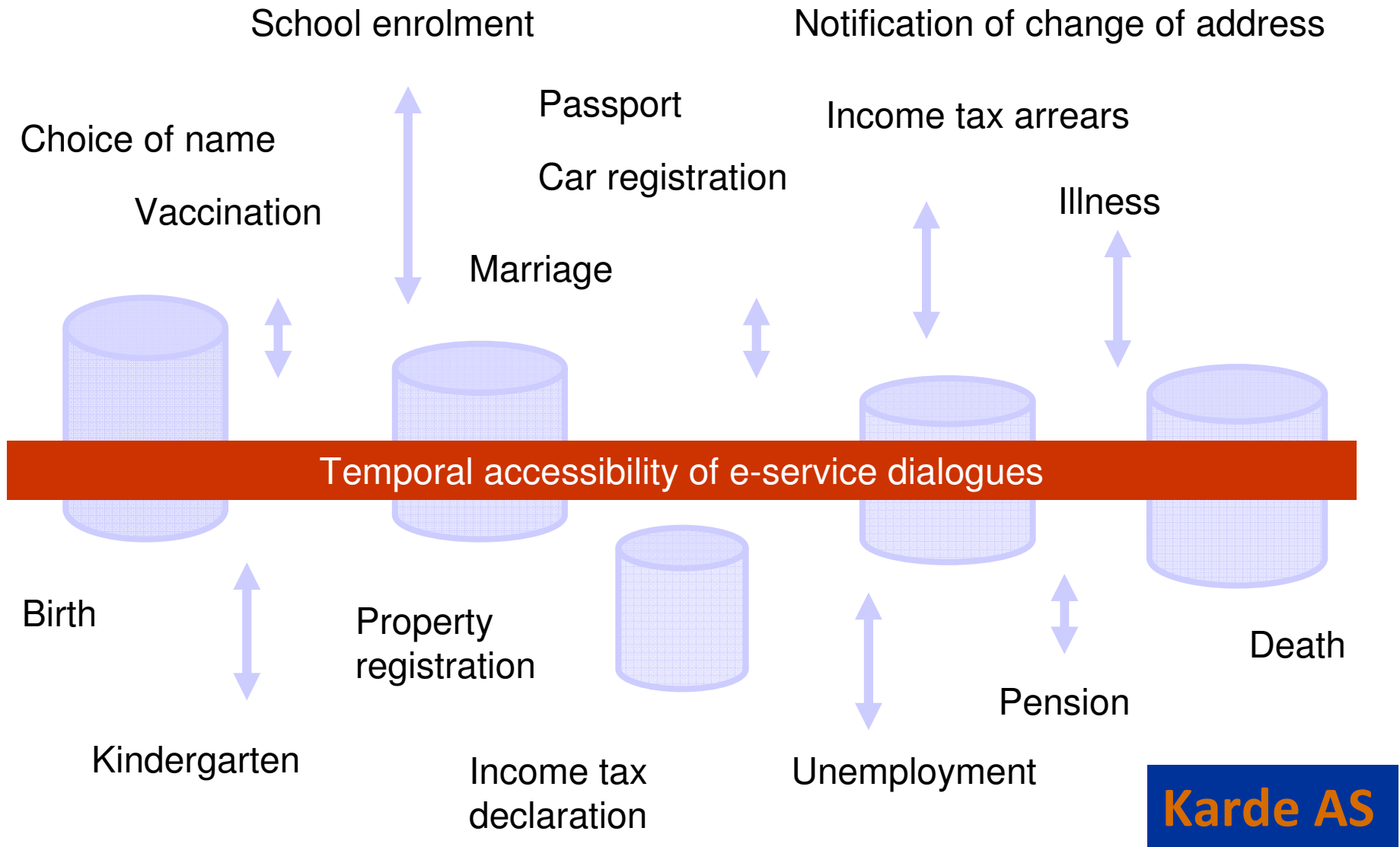
Temporal Accessibility of e-Services

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Accessibility standards and guidelines...

- are designed to increase the accessibility of e-services that are used “here and now”.
 - are often based on disabilities or diagnoses.
 - focus on visual impairments and reading/writing (learning) disabilities.
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.



1. Starting a business (www.verksamt.se)
2. Income tax declaration (www.skatteetaten.no)

Selvangivelse for næringsdrivende

Næringsoppgave 1 (RF-1175) Vedlegg

Gå direkte til post: -oppgi nummer- Utfør Søk i rettleidingen:

Post	Inntekt/Fradrag	Formue/Gjeld
	Rettet til	Rett
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/løsere, 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	2 Starting	3 Running	4 Developing	5 Closing down
Are you considering it? This section is an introduction to life as an entrepreneur in Sweden.	Be prepared! This section helps you to plan your start and get your business off the ground.	Do it right! This section gives you tips about accounting and taxes and contributions.	Moving forward! In this section you find out more about funding and how to lead a growth company.	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

Karde AS

Analysis of existing guidelines:



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Principles to increase temporal accessibility of e-services:

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*

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.).



Update **information about** the service.

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

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.

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.



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.

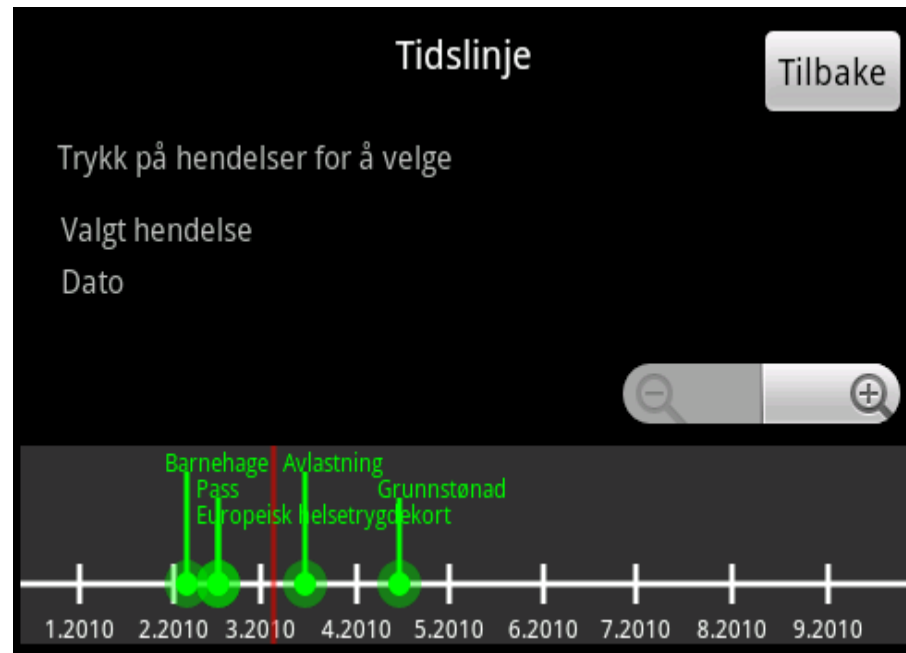
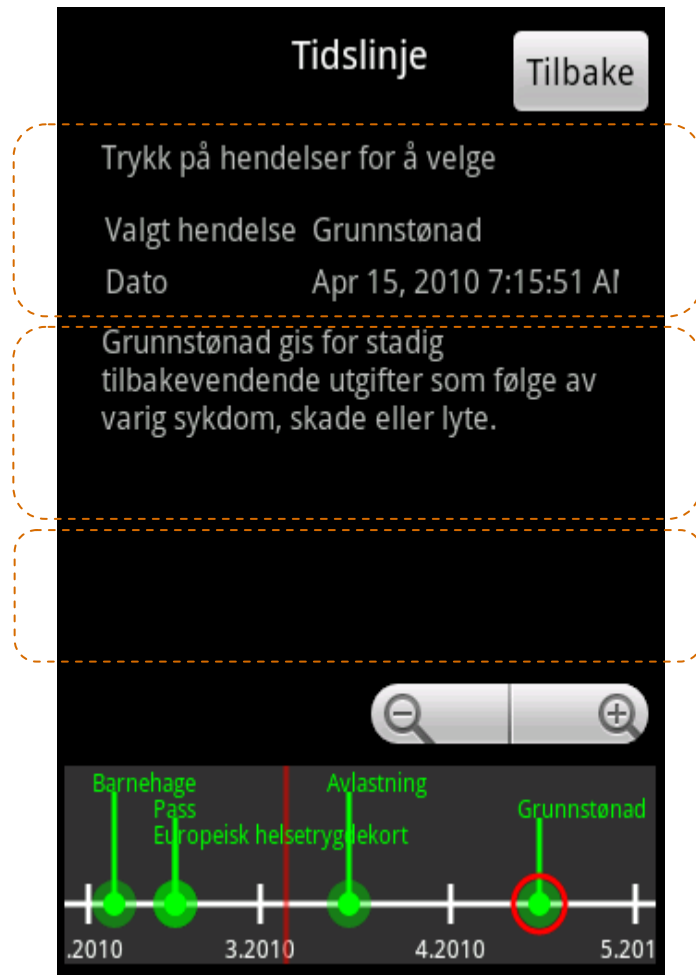


Provide mechanisms that make it possible for the user to find, retrieve and save information.

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

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, ...



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

This research is part of the **The Read Thread** project, 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.