

# Support-EAM

Supporting the creation of an eAccessibility Mark



## SIXTH FRAMEWORK PROGRAMME

Project/Contract no. : **IST-2-004754-SSA**

Project acronym: **SUPPORT- EAM**

Project full title: **Supporting the creation of an e-Accessibility Mark**

Instrument: **Specific Support Action**

Thematic Priority: **Information Society Technologies of  
the 6th Framework Programme**

### D1.6: Quality Assurance Methodology

Due date of deliverable: 31 January 2005

Actual submission date: 26 July 2005

Start date of project: **01/10/04**

Duration: **18 months**

Project coordinator name: **Dominique BURGER**

Project coordinator organisation name: **Association BrailleNet**

Revision 1

**Project co-funded by the European Commission within the Sixth Framework Programme  
(2002-2006)**

#### Dissemination Level

PU	Public	YES
PP	Restricted to other programme participants (including the Commission Services)	NO
RE	Restricted to a group specified by the consortium (including the Commission Services)	NO
CO	Confidential, only for members of the consortium (including the Commission Services)	NO

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# 1 Project presentation

The aim of the Support-EAM is to create an **eAccessibility Quality Mark** for Web services by the end of 2005, as part of the Action Plan eEurope 2005: An information society for all.

It clearly refers to the Council Resolution on "eAccessibility" - improving the access of people with disabilities to the Knowledge Based Society (doc. 5165/03), inviting the Commission and the member states "to consider the provision of an "eAccessibility mark" for goods and services which comply with relevant standards for eAccessibility".

## 1.1 Rationale

The "eEurope 2005: an information society for all" calls upon Member States and invites the Commission to tap the Information Society's potential for people with disabilities and tackle the removal of technical barriers for their effective participation in the Knowledge Economy and Society. It also refers to the background work of the W3C/WAI on e-Accessibility recommendations.

Making the thousands of applicable Web services (both public and private) accessible within the next few years will require a major effort across Europe, in terms of practical implementation and R&D. There will be a need for new accessibility standards for 'cutting edge' technologies, new technical solutions for existing technologies, new access technologies for people with disabilities, new web content authoring tools (which automatically create accessible content) and new tools for accessing web content. However, to achieve the best results all of this must be prepared in light of a better understanding of how e-accessibility should be implemented in harmony all over Europe – something, which is now more important than ever, as more and more initiatives within different countries are leading to further divergence in peoples understanding of what is considered to be accessible.

## 1.2 Project objectives

- **To harmonise the methodologies used for evaluating Web Accessibility** (from single-site to large-scale benchmarking). This methodology will be validated by experts from two other IST projects, namely BentoWeb and EIAO - which together with Support-EAM constitute what is known as the WAB (Web Accessibility Benchmarking) Cluster. The result will be referred to from now on as the "Unified Web Evaluation Methodology" (UWEM).
- **To create an eAccessibility Quality Mark** based on this evaluation methodology and to set up the mechanisms to support and maintain it, by means of a European Authority.
- To disseminate this Quality Mark by means of **regional Helpdesks** in Europe.

The project goes through a Quality Assurance process and co-operates with standardisation bodies in order to turn the methodology into a real standard that could be enforced through national or international laws.

Within the WAB cluster, Support-EAM takes an active part in the further development of Version 2 of the Web Content Accessibility Guidelines (produced by W3C/WAI) by active participation in WAI Working Groups.

## 1.3 Funding

Support-EAM is an IST project ( FP6-2003-IST-2-Support Action 004754). Funding for Support-EAM is 700 000 Euro over 18 months.

## 1.4 Workpackages

The Support EAM project has 4 workpackages:

Work package	Short description	Leader
WP1	<b>Project Management and Quality Assurance</b> <ul style="list-style-type: none"> <li>▪ To ensure the timely and quality performance of the Support-EAM project and results.</li> </ul>	BNET
WAB Cluster	<b>Evaluation Methodology</b> <ul style="list-style-type: none"> <li>▪ To validate and harmonise methodologies and expertise concerning web accessibility. Validation will include information from user-evaluation and expert testing of websites.</li> <li>▪ To create a unified methodology for evaluating Web accessibility in co-operation with W3C/WAI and the projects in the cluster</li> <li>▪ To support the WCAG WG in the development of next generation guidelines based on the methodology development work.</li> <li>▪ To support the objectives of all projects</li> <li>▪ To maintain compliance with WAI / WCAG (version 1.0 and/or 2.0)</li> <li>▪ To provide a demonstration of the working prototype aggregation</li> </ul>	ACC
WP3	<b>European Authority – Quality Mark</b> <ul style="list-style-type: none"> <li>▪ To identify the Needs of Stakeholders concerning eAccessibility services</li> <li>▪ To get a CEN Workshop Agreement for the Quality Mark</li> <li>▪ To create a Quality Mark for eAccessibility evaluation</li> <li>▪ To create a European Authority and Regional helpDesk Model</li> </ul>	BNET
WP4	<b>Dissemination – Exploitation</b> <ul style="list-style-type: none"> <li>▪ to disseminate information about the Quality Mark and the European Authority</li> <li>▪ to prepare the implementation of regional Helpdesks</li> <li>▪ to verify the conditions for the sustainability of the Quality Mark and the economical viability of an European Authority and Helpdesks.</li> </ul>	TSERV

## 2 Quality Assurance Methodology

The Support EAM project goes through a Quality Assurance (QA) Methodology in order to ensure the timely and quality performance of the Support-EAM project and results.

The QA methodology describes the organisation and management structure, project handbook (electronic archives, working tools and document templates), working and control plan, reporting to the European Commission.

The QA methodology allows the consortium management by the project coordinator. This Consortium management takes place in the workpackage 1 whose leader is BrailleNet (WP1: Project Management – Quality Assurance).

### 2.1 Organisation and Management Structure

Since the beginning of the project, the Support EAM partners have set up an organisational and management structure that clearly recognises and optimises:

- project leadership and overall project co-ordination under the responsibility of the **Project Co-ordinator**
- each partner has designated a **management representative**, responsible for technical issues and the project work at the partner's site.
- main decisions and conflict resolution, based on a **consensus** making process in a **Project Board**
- day-to-day operational management, provided by a **Project Office**

The project management is guided by major reference documents, which define the objectives, the work programme and the operational procedures of the Support EAM project:

- the **Support EAM Project Programme** (Technical Annex approved by the European Commission)
- the **Consortium Agreement**
- the **Project Handbook** (management tools for monitoring the work).

Association BrailleNet is the Project Co-ordinator of the Support EAM Project.

The partners in the project are listed in the following table:

Partic. Role*	Partic. No.	Participant name	Participant short name	Country	Date enter project**	Date exit project**
CO	1	Association Brailenet	BNET	FR	0	18
CR	2	Fundosa Teleservicios	TSERV	ES	0	18
CR	3	Bartimeus Accessibility Foundation	ACC	NL	0	18
CR	4	Dublin City University	DCU	IE	0	18
CR	5	Universität Linz,	IS	AT	0	18
CR	6	Katholieke Universiteit Leuven Research & Development	KULRD	BE	0	18
CR	7	Accessinmind Limited	AIM	UK	0	18

\*CO = Coordinator - CR = Contractor

\*\*Project dates: starts at month 0, end at month 17

**Note:**

1) the formal name of the Bartimeus Accessibility Foundation is 'Stichting Bartimeus Accessibility'

2) University of Linz (or Universität Linz), Participant n° 5, will be referred as IS corresponding to the acronym of the department carrying the work : Integrated Study (or Integriert studieren)

### 2.1.1 Project co-ordinator and Project Manager

The **Project Co-ordinator** is **Dominique Burger** from Association BrailleNet. The Project Co-ordinator is responsible for:

- the overall co-ordination and monitoring of the project
- chairing the Project Board meetings
- implementing the decisions made by the Project Board
- making decisions between Project Board meetings
- all administrative management tasks (supported by the Project Office)

The project co-ordinator is assisted by a **Project Manager** employed by BrailleNet: **Pierre GUILLOU**.

### 2.1.2 Project Board

A Project Board has been established to specifically address the main decisions concerning the project. It consists of one **management representative** from each partner or principal subcontractor and is chaired by the Project Co-ordinator.

<b>Participant No.</b>	<b>Participant name</b>	<b>Management representative</b>	<b>Email</b>
1	Association Brailenet	Pierre GUILLOU	pierre.guillou@snv.jussieu.fr
2	Fundosa Teleservicios	Miguel Jiménez Lozaga	mjimenez@teleservicios.es
3	Bartimeus Accessibility Foundation	Eric VELLEMAN	e.velleman@bartimeus.nl
4	Dublin City University	Barry Mc Mullin	mcmullin@eeng.dcu.ie
5	Universität Linz,	Daniela ORTNER	Daniela.Ortner@jku.at
6	Katholieke Universiteit Leuven Research & Development	Jan ENGELEN	jan.engelen@esat.kuleuven.ac.be
7	Accessinmind Limited	Alistair GARRISON	alistair.garrison@accessinmind.com

**The Project Board monitors the project progress and manages those items which affect contractual terms fixed at the start of the project.** In particular, the Project Board decides on any required changes in the project strategy. It is empowered by the Consortium Agreement to take decisions affecting resources and the project objectives. It approves all major technical decisions and the progressively refined Workplan. All decisions are taken by mutual consensus. In the case of conflict, a vote is organised. The decision is made with a majority of 2/3 (7 votes) or, if the vote is four against five, the co-ordinator is given a double vote.

The Project Board is an essential body for high level decision making and a court of arbitration needed to resolve problems beyond the authority of the project teams. It is clearly not be adapted to manage daily operations which will be delegated:

- for technical and scientific matters, to the Project Co-ordinator acting in consultation with the management representative of each partner;
- for project co-ordination, logistic support, day-to-day monitoring and follow-up actions, to the Project Office.

**The Project Board meets in regular face-to-face management meetings and conference phone calls.** Agenda of meetings is sent by the Project Coordinator at least 2 days before the meeting. Actions plan and minutes are sent by the Project Manager to all members and electronically archived in the workspace. Between 2 meetings, mailing lists are used for internal work.

### 2.1.3 Project Office

A Project Office, under the responsibility of the Project Co-ordinator, has been set-up to ensure day-to-day co-ordination, project monitoring and support. The Project Office is held in Association BrailleNet employing a project manger for this task (Pierre GUILLOU).

The Project Office services are defined in a Consortium Agreement and include:

- day-to-day coordination of the project:
- meeting planning, preparation, facilitation and follow-up
- workplan control and maintenance
- periodic reporting
- project administration (financial and contractual issues)

Being the central contact point for the Support EAM project, the Project Office is responsible for the information flow:

- internal broadcast of information and reports
- dissemination to all partners concerned any relevant information received from the outside world
- creating and maintaining the Support EAM Project Handbook
- reports and deliverable editing (supplying the required number of paper copies and electronic files in the requested format and distributing copies to all Participants)
- external communication
- coordination of participation of partners to meetings, conferences and exhibitions

## 2.2 Project Handbook

To ensure the information flow the Project Office (Association BrailleNet) maintains a Support EAM Project Handbook (communication, working tools) :

### Communication tools:

- a project Fact Sheet: a one-page description of the project
- a Project Presentation: a more detailed description of the project
- the Support EAM website for public communication ([www.support-eam.org](http://www.support-eam.org))

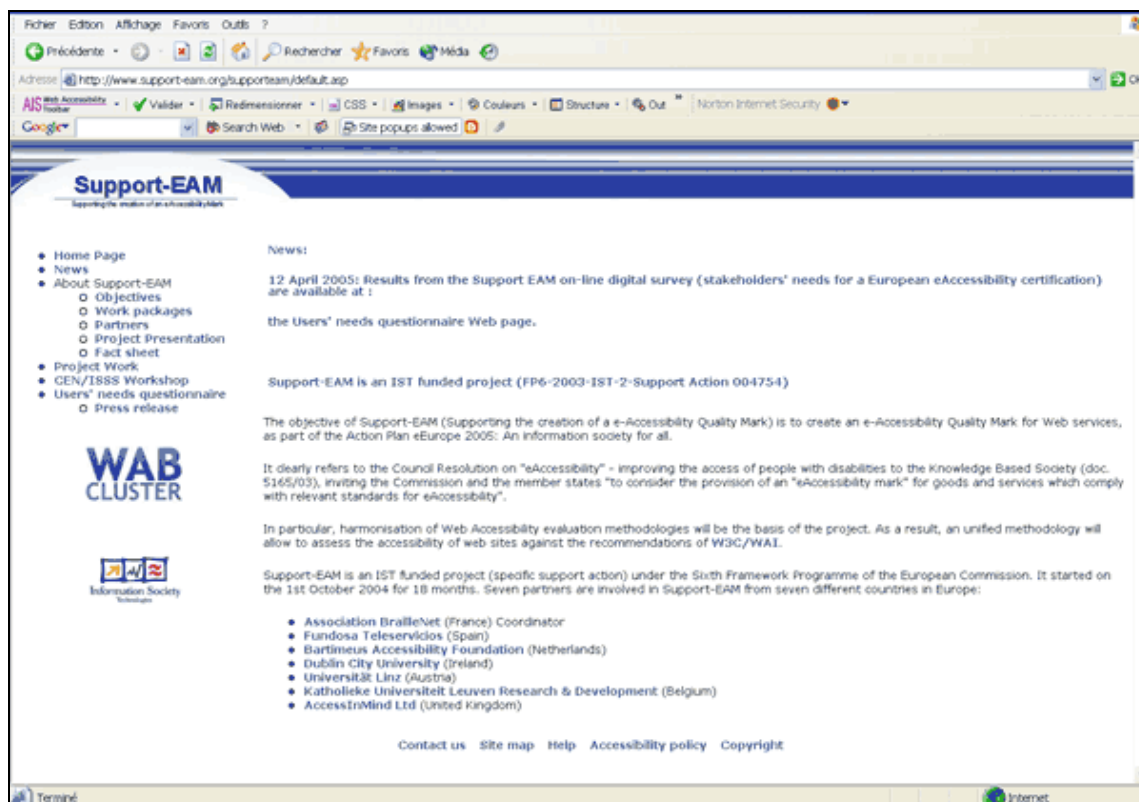
### Working tools

- a Project Intranet Workspace providing to the Consortium members access to the Project Handbook, to important documents and to available reports and deliverables
- an up-to-date Email distribution through mailing lists
- a platform for regular phone meetings (minutes have actions plan and are archived in the Workspace)
- face-to-face meetings (minutes have actions plan and are archived in the Workspace)

The Project Office maintains also a project archive which contains one paper copy or computer file of each of the important project documents.

### 2.2.1 Support EAM Website

Support EAM has set up a Web site. The technical development and maintenance have been done by Teleservicios. The editorial content is supervised by the Project co-ordinator. The url of this Web site is : <http://www.support-eam.org>.



Picture of the Support EAM Web site home page.

## 2.2.2 Support EAM Intranet Workspace

A Work Space has been set up at the beginning of the project by the partner Teleservicios. The need for this workspace was to have a space on line to share and archive all electronic information concerning the project and exchanged via emails.

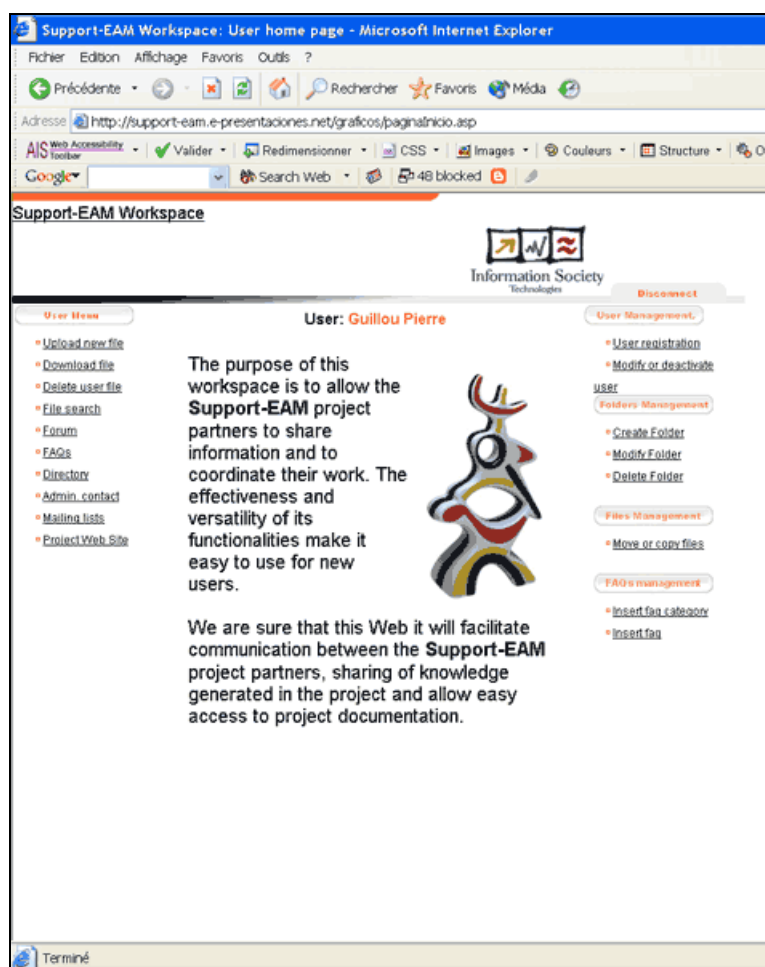
The url of this workspace is :

<http://support-eam.e-presentaciones.net/graficos/paginaInicio.asp>

Each partner has a login and a password.

This workspace has the following functionalities available:

1. Upload/Download files (archives for electronic documents)
2. Delete user file
3. File search
4. Forum
5. FAQs
6. Directory (information contacts of all members)
7. Admin. contact
8. Mailing lists (archives for all Support EAM mailing lists)



Picture of the Support EAM Workspace home page.

### 2.2.3 Support EAM mailing lists

To manage electronic discussions on tasks and keep records of them, a mailing list has been set up by the partner Teleservicios for each Workpackage:

WP1: [eam\\_wp1@support-eam.org](mailto:eam_wp1@support-eam.org)

WP2: [eam\\_wp1@support-eam.org](mailto:eam_wp1@support-eam.org)

WP3: [eam\\_wp1@support-eam.org](mailto:eam_wp1@support-eam.org)

WP4: [eam\\_wp1@support-eam.org](mailto:eam_wp1@support-eam.org)

A general mailing list has been setup ([eam\\_general@support-eam.org](mailto:eam_general@support-eam.org)) for the discussion of the Project Board.

All the emails sent through these 5 mailing lists are archived on the workspace.

### 2.2.4 A platform for regular phone meetings

Association BrailleNet has set up a phone platform for Support EAM meetings. It allows Support EAM members to organise phone calls for any discussion relevant to the Support EAM projects. Each phone call has minutes archived in the workspace and a list of actions.

## 2.3 Working plan

The objectives, list of workpackages and leaders, list of deliverables, working plan and timetable are given in the Technical annex of the project.

All members have these documents with their man months allocation for each of them. Thanks to that, all members share the same knowledge of the work to do in the project timeline.

## 2.4 Control plan

In order to check the work done by all members, to control it and so to be able to anticipate difficulties, unforeseen delays, necessary changes in the timetable, each partner must fill in and send to the Project Manager a **monthly internal report**.

Indeed, a monthly internal report template has been set up at the beginning of the project (October 2004).

The Project Manager, after reading, validates it and archives it in the Support EAM Workspace.

The monthly internal report is split into 3 sections on one A4 page:

- Section one (top of the page): title of the document
- Section 2 (middle of the page): name of the partner and table of figures (person months by workpackage) for the corresponding month

- Section 3 (bottom of the page): explanations of the work done by workpackage, red flags and foreseen work for next month.

The template of the monthly internal report is given in annex.

## **2.5 Reporting to the European Commission**

The Support EAM project has a list of deliverables to give the European Commission within a timetable (the deliverables table is given in the Technical Annex). In addition, as a Specific Support Action, Support EAM reports to the European Commission according to financial and reporting guidelines (<http://www.cordis.lu/fp6/project-management.htm>) for each reporting period (first period: October 2004 to March 2005; second period: April 2005 to March 2006). The reporting documents are prepared and sent to the European Commission by the Project Coordinator (Association BrailleNet).

### 3 Annex

## Support EAM project Monthly Internal Report

Dest : Dominique BURGER  
 Université Pierre et Marie Curie  
 INSERM U483- INOVA  
 9 quai St Bernard  
 75278 PARIS Cedex 5  
 Email: [dominique.burger@snv.jussieu.fr](mailto:dominique.burger@snv.jussieu.fr)  
 Cc: [pierre.guillou@snv.jussieu.fr](mailto:pierre.guillou@snv.jussieu.fr)  
 Tel: + 33 (0)1 44 27 25 32

Organisation : ...				
Person in charge of the work: ...				
<i>Efforts during the month of ... 2005: ... (in person/month)</i>				
<b>Workpackage</b>	<b>WP1</b>	<b>WP2 (WAB1a)</b>	<b>WP3</b>	<b>WP4</b>
Budget (Oct 2004 – March 2006)				
Cumulative before rep. month				
<b>Reported month</b>				
New cumulative				
Self-contribution (for AC partners)				

<b>Actual tasks performed during the last month</b>	<p><b>Personnel involved in EC funded work:</b>                  P = Pierre GUILLOU, D = Denis BOULAY, S = Sylvie DUCHATEAU</p> <p><b>WP1 (P = 0,2 pm )</b></p> <ul style="list-style-type: none"> <li>▪ Description of action 1.1 (P = 0,1 pm)</li> <li>▪ Description of action 1.n (P = 0,1 pm)</li> </ul> <p><b>WP2 [WAB1a] (P = 0,1 pm ; D = 0,05 pm; S = 0,05 pm)</b></p> <ul style="list-style-type: none"> <li>▪ Description of action 2.1 (P = 0,05 pm; D = 0,05 pm; S = 0,05 pm)</li> <li>▪ Description of action 2.n (P = 0,05 pm)</li> </ul> <p><b>WP3 (P = 0,3 pm)</b></p> <ul style="list-style-type: none"> <li>▪ Description of action 3.1 (P = 0,2 pm)</li> <li>▪ Description of action 3.n (P = 0,1 pm)</li> </ul> <p><b>WP4 (P = 0,1 pm)</b></p> <ul style="list-style-type: none"> <li>▪ Description of action 4.1 (P = 0,05 pm)</li> <li>▪ Description of action 4.n (P = 0,05 pm)</li> </ul>
<b>Tasks planned for the next month</b>	
<b>Work in WAI activities</b>	<p><b>WAI (P = 0,1 pm)</b></p> <ul style="list-style-type: none"> <li>▪ Description of action 2.n (P = 0,05 pm)</li> <li>▪ Description of action 4.n (P = 0,05 pm)</li> </ul>
<b>Work done for Web Accessibility harmonisation not funded within Support EAM</b>	<p><b>Personnel involved in self-contribution:</b> N = Name_Person</p> <p>WP1: Description of actions (N= ... pm)                  WP2: Description of actions (N= ... pm)                  WP3: Description of actions (N= ... pm)                  WP4: Description of actions (N= ... pm)</p>
<b>Problems, red flags</b>	