CASE STUDY

Canadian-based Government Agency

As a public-facing entity, the agency had two main objectives for conducting the audit. They wanted to identify possible accessibility defects with their digital presence that could be acting as a barrier for engagement, and they wanted to improve application usability overall.

AT A GLANCE

This Canadian-based government agency is committed to ensuring that its digital platforms and services are accessible to all users, including those with disabilities. Their commitment to providing services in ways that respect the dignity and independence of people with disabilities is a gold standard for all government agencies to aspire to. The agency engaged QA Consultants to provide a detailed accessibility audit for its constituent-facing website. The review tested over 65 website pages (mobile and desktop) using the WCAG 2.1 framework and 3550 success criteria as the baseline standard, as well as its web application.

THE CHALLENGE

The QA Consultants team expedited the launch of the audit, which required rapid, weekly feedback. Due to the size of the agency's online presence, in terms of the number of website pages, the strategy involved focusing the audit on the website's most critical and highest volume pages (65).

THE SOLUTION

The project goals were accomplished within a 6-week timeframe whereby a comprehensive audit, identifying 1,092 consolidated defects.

OUR DELIVERABLE

Comprehensive accessibility audit

THE RESULTS

- 1,092 consolidated accessibility defects identified and reported

- Recommended improvements be made in their SDLC

- Identified false positives and negatives, which were eliminated due to experienced WCAG specialists

- Specific remediation techniques were provided to aid developers

- Improved application usability