

DIA Support Project



Web Accessibility of Government Authorities' Websites

Report on Monitoring Results

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Introduction

The report provides the results of the monitoring of the basic accessibility of 100 government online resources, which is conducted for the second year in a row with the aim of assessing the website accessibility, identifying shortcomings and assisting in their elimination.

Monitoring was carried out according to a special methodology developed in 2021 by order of the United Nations Development Programme (UNDP) in Ukraine. The methodology contains comprehensive, clear and easy-to-follow instructions that public authorities can use to effectively assess basic accessibility of content and services. The full text of the methodology is included in Appendix 2 to this report.

The methodology is based on the principles of the Web Content Accessibility Guidelines (WCAG) — the world's most widely used guidelines for evaluating web accessibility. These guidelines were developed to provide a single, common standard for web content accessibility that meets the needs of individuals, organizations, and governments internationally. Most European countries have adopted WCAG as a mandatory standard for government and municipal online resources.

Ukraine adopted the Web Content Accessibility Guidelines (WCAG) 2.0 for the first time in 2019 as part of amendments to CMU Resolution No. 3 of January 4, 2002, and the state standard DSTU ISO/IEC 40500:2015 (based on the ISO/IEC 40500 standard).

During 2022, DSTU EN 301 549:2022 was approved based on the European standard EN 301 549, and all stages of preparation and publication of the [official Ukrainian translation](#) of the Web Content Accessibility Guidelines (WCAG) 2.1 were performed in accordance with the policies and procedures of the World Wide Web Consortium (W3C). The Ukrainian official translation of WCAG 2.1 significantly simplifies the study and use of the Guidelines for domestic developers, as well as public officials responsible for the creation and modernization of public online resources. According to the [Government's Priority Action Plan](#), the Cabinet of Ministers of Ukraine is expected to adopt a resolution in 2023, according to which the new DSTU EN 301 549:2022 standard will become mandatory for websites of executive authorities. After that, WCAG version 2.1, on which this standard is based, will gain relevance. In addition, at the beginning of 2023, on the initiative of the Ministry of Digital Transformation and with the support of UNDP in Ukraine and the Government of Sweden, the [Web Accessibility educational series](#), which will contribute to raising awareness of digital accessibility and improving the practical skills of civil servants in creating barrier-free content, was created. The series explains in detail the digital accessibility standards in the world and in Ukraine, explains why it is so important to adhere to them, and how to check a website or mobile application for compliance with digital accessibility requirements. In this educational series, special attention is paid to the results of the [monitoring](#) of the basic accessibility of 100 government online resources, which was conducted at the end of 2021, in particular to the identified digital barriers and recommendations for their elimination.

During the current monitoring (October 15, 2022 – January 4, 2023), 13 of the 100 websites investigated in the first monitoring were found to be inactive, so they were replaced. Since the monitoring is aimed at highlighting the general state of basic accessibility, and not at ranking, even if part of the government websites is replaced, the emphasis is still on average indicators. However, in order to properly track the dynamics of changes, data comparisons were made only for 87 websites that were studied for two consecutive years.

Study methodology

The methodology for monitoring the government websites' accessibility involves checking the indicator of the level of basic accessibility using automatic scanning of the website with the help of special tools and conducting simple manual tests. The monitoring procedure does not require special knowledge from the person performing it.

The indicator of basic accessibility includes the following criteria:

1. Sufficient text contrast.
2. Availability of alternative text for all images.
3. Availability of accessible text for all hyperlinks.
4. Availability of text labels for all buttons.
5. Availability of text labels for form fields.
6. Software definition of the main language of the page.
7. No errors in the page code.
8. Providing a mechanism to quickly go to the main content of the page.
9. Keyboard focus marking.
10. Support for keyboard control.

The assessment of the achievement of the indicator and its criteria is carried out on the basis of evaluation data obtained as a result of a visual inspection of the website pages and analysis of their code using special plugins designed to check accessibility.

To verify criteria 1-7, this monitoring used automatic web page analysis using Accessibility Insights extension for Google Chrome browser. Criteria 8-10 are checked manually.

If, according to the estimated data, the criterion of the indicator is:

- 1) **achieved** – the measurement coefficient of indicator criterion "1" shall be put. In this case, the score is equal to 1 point;
- 2) **not achieved** (or no evaluation data) – the measurement coefficient of the indicator "0" shall be put. In this case, the score is equal to 0 points.

The indicator of basic accessibility is equal to the sum of points for all its criteria. The minimum total value of the indicator is 0 points; the maximum value is 10 points.

Based on the basic accessibility indicator, the basic accessibility level of the website is calculated as follows:

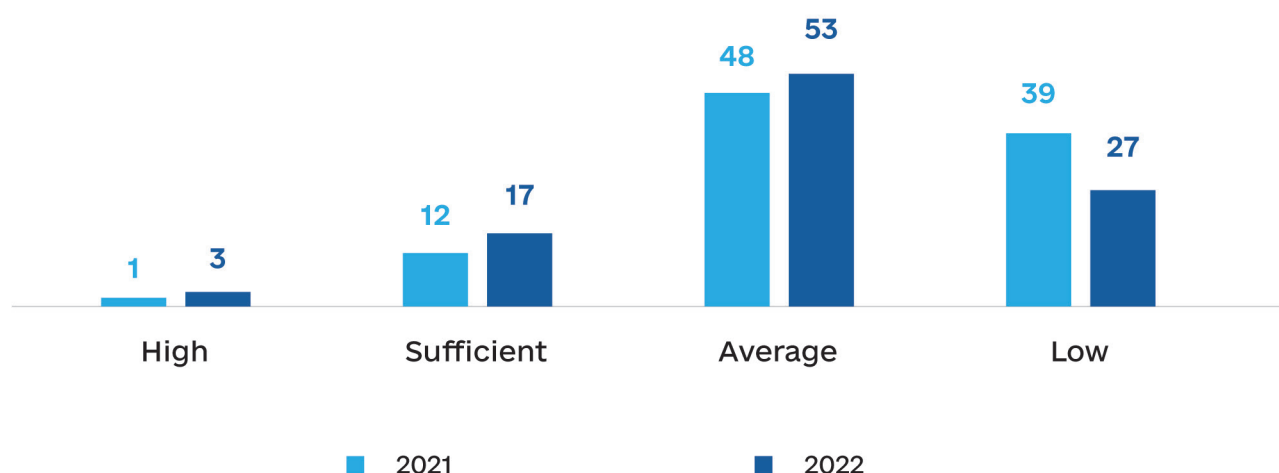
0-3 points	Low level
4-6 points	Average level
7-8 points	Sufficient level
9-10 points	High level

Summary of the study

During the study, 100 websites of central and local executive authorities were analyzed, their basic accessibility index and basic accessibility level were calculated, and the monitoring results for 2021 and 2022 were compared for 87 websites being evaluated for two consecutive years.

It should be noted that 13 websites monitored in 2021 are currently inactive, which is primarily caused by the introduction of martial law in the country. Therefore, for repeated monitoring in 2022, the list of websites was updated — another 13 websites of executive authorities were selected.

Based on the results of the research, it was revealed that only one of the websites can be assigned the maximum basic accessibility rating (10 points). **In general, 3% of websites have a high level, 17% – a sufficient level, 53% – an average level and 27% – a low level of basic accessibility.**



Graph 1. Dynamics of the level of accessibility of state websites

Three websites have a high level of accessibility: The Carrier’s Account (original title – “Електронний кабінет перевізника”) available at: <https://e-services.dsbt.gov.ua>; The Diia Business without Barriers (original title – «Дія.Безбар’єрність») portal launched in 2022 (<https://bf.diia.gov.ua>) and the website of the Kharkiv Regional State Administration (<https://kharkivoda.gov.ua>). As a quick reminder, according to the results of last year’s monitoring, only one website was characterized by a high level of accessibility – the abovementioned The Carrier’s Account.

Most often, accessibility problems are associated with the failure to achieve five out of ten components of the basic accessibility indicator, namely: providing a mechanism for quick switching to the main content of the page, sufficient text contrast, keyboard focus marking, availability of accessible text for all hyperlinks, no errors in the page code. **More than half (52%) of all examined websites did not achieve these criteria.**

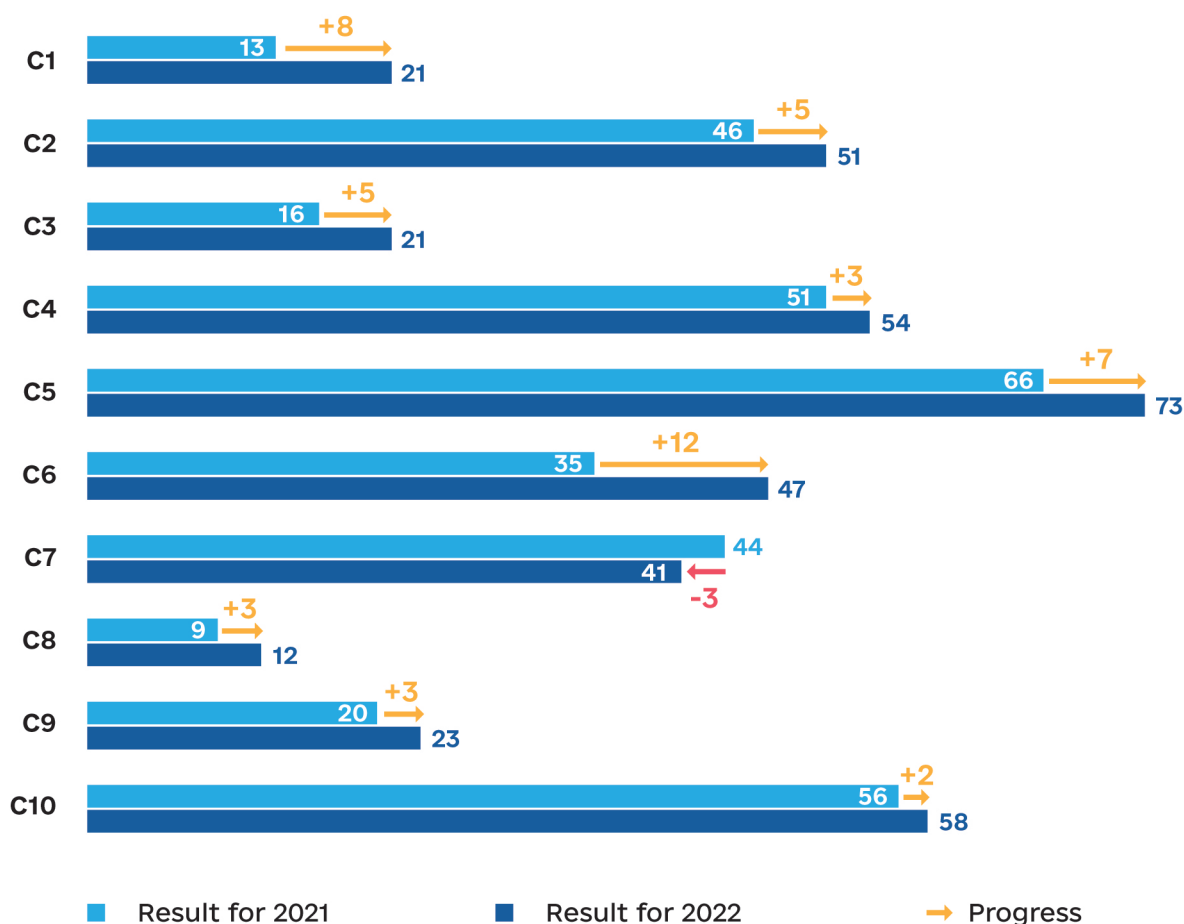
As the analysis of unachieved criteria shows, the following errors are the most common:

- no mechanism for quick switching to the main content, which makes navigation difficult for completely blind users and motor impaired users;
- low contrast of the text, which prevents people with partial vision loss from reading the text;
- no visible focus indicator during keyboard navigation, which makes such navigation inaccessible to people with partial vision loss or motor impaired people;
- no text for hyperlinks, which makes them incomprehensible to blind users using screen readers;
- errors in the page code, in particular in the ARIA markup, which negatively affects the operation of assistive technologies.

The least implemented basic accessibility criterion	Percentage of all verified web resources
C8: Quick switching to the main content of the page	16%
C1: Sufficient contrast of the text	28%
C3: Availability of the accessible text for all hyperlinks	30%

Comparison of the current monitoring results with the 2021 results for 87 websites being evaluated for the second time provides the following statistics:

- 29 of the 87 websites increased their baseline accessibility score, 49 had the same results, and 9 showed some regression.
- Among the 29 websites where progress was recorded, 17 websites improved the result by 1 point, 6 websites – for 2 points, 2 sites – for 3 points, 1 site – for 4 points, 2 sites – for 5 points and 1 site – for 7 points.
- Among the 9 websites that regressed, 7 websites scored 1 point lower and 2 websites scored 2 points lower.
- Among the websites the basic accessibility of which increased in 2022, the leaders are: the website of the Lviv Regional State Administration (<https://loda.gov.ua>) – progress 7 points; the website of the Ministry of Energy of Ukraine (<https://mev.gov.ua>) and the website of the Register of Educational Entities (<https://registry.edbo.gov.ua>), the indicator of basic accessibility of which increased by 5 points.



Graph 2. Comparison of monitoring results for two years

Comparing the two monitoring results for 87 sites, it should be noted that in the overall dynamics, the achievement of almost all criteria is positive. The greatest progress is observed in criterion 6, and this is against the fact that government websites have improved the programmatic definition of the main language.

From the point of view of dynamics, the exception is criterion 7, which leads to the appearance of errors in the page code. The delay in this criterion can be explained by the fact that the modernization of websites often requires the addition of new complex components using the WAI ARIA technology, which requires certain experience and skills in its use.

Thus, the main conclusion of the study is the following: the overall dynamics is changing positively, as the number of websites, the basic accessibility level of which has improved, exceeds the maximum number of websites, the result of which has decreased. However, we should note that **only 1 out of 100 websites is completely accessible to people with disabilities and other groups of mobility impaired citizens.** All other websites analyzed need improvement. The next section of this report provides detailed recommendations for correcting identified errors in each of the 10 criteria.

Conclusions and recommendations

The study has revealed that 99 out of 100 websites have accessibility issues. This means that electronic services provided through these online resources may be partially or completely inaccessible, in particular to people with disabilities and the older people.

Among the general recommendations for increasing the level of accessibility of these websites, the following should be highlighted:

- Website owners with a low or medium level of basic accessibility are recommended to initiate the modernization of services taking into account the needs of groups of mobility impaired citizens.
- Owners of websites that have a sufficient or high level of basic accessibility, but have not achieved all criteria, are recommended to correct existing accessibility errors and take into account all the needs of groups of mobility impaired citizens during the next planned modernization.
- All website owners are recommended to conduct an audit of the accessibility of electronic resources and to correct the identified errors in a timely manner.

Technical recommendations for eliminating the causes of the failure to achieve the criteria

Based on the results of the analysis of errors, as a result of which the criteria of basic accessibility are not provided, a number of technical recommendations that must be taking into account during the modernization of websites have been formulated.

Recommendations for eliminating the reasons for the failure to achieve the **criteria 1** “Sufficient text contrast”

- It is necessary to choose the colors of the text and the background so that:
 - a) plain text has a contrast ratio lower than 4.5:1;
 - b) large text (18 points or 14 points bold) with a contrast ratio of at least 3:1.

Note: Text that is part of an inactive interface component, part of a logo or brand name does not require contrast.

To check the contrast of two colors, you can use a special tool, for example: <https://webaim.org/resources/contrastchecker/>

Recommendations for eliminating the reasons for the failure to achieve the **criteria 2** “Availability of alternative text for all images”

- All images important for understanding the content must be given proper alternative text using **alt html** attribute or the corresponding field in the website’s admin panel.
 - a) An example of a proper alternative text for the logo: **alt=“Diia logo”**.
 - b) An example of a proper alternative text for a banner: **alt=“Landscape with Microsoft Edge logo hovering over water”**.
- All decorative (non-informative) images must be hidden from assistive technologies with empty alternative text (example: **alt=“”**).

Recommendations for eliminating the reasons for the failure to achieve the **criteria 3** “Accessibility of accessible text for all hyperlinks”

- Make sure that all hyperlinks are associated with visible text or an image (such as an icon).
- If an image is used instead of text, make sure that the image has appropriate alt text.
- Make sure that the text of the link makes it possible to understand the purpose of the link.
- If it is not possible to add visible text for the link because an icon or text image is used, the **aria-label** attribute must be added (example: **aria-label=“Learn more about Diia project”**).

Note: The aria-label attribute allows adding a text label that is not visually displayed and is only available to screen readers, which are used by blind users.

An example of a proper text for a link to a social media page added with the **aria-label** attribute: **aria-label=“Diia in Facebook (opens in a new window)”**.

Recommendations for eliminating the reasons for the failure to achieve the **criteria 4** “Accessibility of text labels for all buttons”

- Make sure all buttons have a text label.
- If an image (such as an icon) is used instead of a visible text label, make sure that the image has the appropriate alt text.
- Make sure that the button’s text label makes it clear what the button is for.
- If it is not possible to add a visible text label for the button or alt text for the image associated with that button, the **aria-label** attribute (example: **aria-label=“Login”**) should be added.

Recommendations for eliminating the reasons for the failure to achieve the **critterion 5** “Availability of text labels for form fields”

- Make sure that all fields, checkboxes, radio buttons, and picklists have a visible label that is programmatically associated with that field. To associate a label with a field, you should use the `<label>` tag with the **for** or **aria-labelledby** attribute.
- It is necessary to ensure that the **placeholder** attribute is not used instead of the label, so that the label does not disappear after entering information into the field. The **placeholder** attribute should only be used to demonstrate an example of data entry.
- Make sure that the label text makes it clear what the field is for.
- A search form that is marked in a certain way and has a button with a search icon (magnifying glass) next to it does not necessarily need to have a visible mark, but in this case it is recommended to add a label to the search field for screen reader users using the **aria-label** attribute (example: **aria-label=“Search”**).

Recommendations for eliminating the reasons for the failure to achieve the **critterion 6** “Software definition of the main language of the page”

- It is necessary to set the **lang** attribute with the correct value for the `<html>` element:
 - a) The **lang=“uk”** attribute must be set on pages the content of which is in Ukrainian.
Note: The value **“ua”** is invalid.
 - b) On pages the content language of which is in English, it is necessary to set **lang=“en”**.

Recommendations for eliminating the reasons for the failure to achieve the **critterion 7** “The absence of errors in the page code”

- Multiple elements with the same identifier (**id** attribute) may not be used on a page.
- If the website uses ARIA markup, its use must necessarily comply with the **WAI-ARIA**¹ specification.

Recommendations for eliminating the reasons of the failure to achieve **critterion 8** “Providing a mechanism for quickly moving to the main content of the page”

- It is necessary to add a link in the header of the website to quickly go to the main content².

The principle of operation of the mechanism is as follows: after opening the page, the user presses the **tab** key → the focus falls on the link **“Go to the main content”** → the user presses the **enter** key → the focus is switched to the beginning of the main content of the page, bypassing the menu and other secondary content.

¹ WAI-ARIA Guidelines. URL: <https://www.w3.org/WAI/standards-guidelines/aria/>

² Using links to quickly navigate to the main page content. URL: <https://webaim.org/techniques/skipnav/>

Recommendations for eliminating the reasons for failure to achieve **critterion 9**

"Marking keyboard focus"

- It is necessary to check whether the **CSS** property **outline: none** is used; if used, it should be removed from the style file (**CSS**); after that, the browser will mark the focus automatically. This is enough to meet the requirements.
- It is recommended to add improved focus styles. Improvements may include a different background color, a different focus color, an outline, or a border.

Recommendations for eliminating the reasons for the failure to achieve **critterion 10**

"Keyboard control support"

- Standard interactive elements such as buttons (**<button>**), links (****), fields (**<input>**), selection lists (**<select>**), etc. are always available for keyboard control. This feature is supported in all operating systems. Accessibility problems are usually associated with the use of custom (custom) interactive elements. Therefore, it is recommended to use standard interactive elements whenever possible.
- If using a custom interactive element, make sure it has the **tabindex="0"** attribute.
- If using a custom complex interactive element (combo list, radio buttons, carousel), make sure that the element's role, state, and other properties are communicated to assistive technologies using **ARIA**. It is recommended to compare the **ARIA** markup on the website with the sample on the **WAI-ARIA** website³.

³ WAI-ARIA practices. URL: <https://www.w3.org/TR/wai-aria-practices-1.1/>

Appendix 1.

Technical report on monitoring results

I. General information

Indicator name	Basic accessibility
Reporting period form	15 October 2022
Reporting period up to (inclusive)	4 January 2023
Data source	Browser: Google Chrome 108.0.5359.126. Browser extension: Accessibility Insights for Web 2.36.1 (Axe-core 4.4.1)

II. Websites, components of the indicator and their evaluations

Table 1 shows the results of evaluating the criteria of the basic accessibility indicator of 100 websites.

Abbreviations used in Table 1:

C1–C10 — assessment of the corresponding criteria (from criterion 1 to criterion 10).

BAA — basic accessibility assessment for 2022 (current).

BAA 2021 — basic accessibility assessment for 2021.

P is (progress) the difference between the 2022 basis accessibility estimate and the 2021 basic accessibility assessment.

N — the comparison results are not available because the website is being evaluated for the first time.

Table 1. Monitoring results

#	Link	Name	C1	C2	C3	C4	C5	C6	C7	C8	C9	C10	BAA	BAA 2021	P
1.	https://www.kmu.gov.ua/	Website of the Cabinet of Ministers	0	1	0	1	0	0	0	1	0	1	4	4	0
2.	https://www.president.gov.ua/	Official online representation of the President of Ukraine	0	1	0	0	1	0	0	0	0	0	2	2	0
3.	https://www.rada.gov.ua/	Official website of the Verkhovna Rada of Ukraine	0	1	0	1	1	0	0	0	0	0	3	2	1
4.	https://ssu.gov.ua/	Website of the Security Service of Ukraine	0	1	0	1	0	1	0	0	0	1	4	3	1

#	Link	Name	C1	C2	C3	C4	C5	C6	C7	C8	C9	C10	BAA	BAA 2021	P
5.	https://bank.gov.ua/	Website of the National Bank of Ukraine	0	1	1	1	1	1	0	0	1	0	6	5	1
6.	https://minagro.gov.ua	Ministry of Agrarian Policy and Food	0	1	0	1	1	0	0	0	0	1	4	2	2
7.	https://mev.gov.ua	Ministry of Energy of Ukraine	0	1	0	0	1	1	1	1	1	0	6	1	5
8.	https://minre.gov.ua/	Ministry of Reintegration of Temporarily Occupied Territories	0	1	0	1	1	1	0	1	0	1	6	6	0
9.	https://mms.gov.ua/	Ministry of Youth and Sports of Ukraine	1	1	0	1	1	0	0	0	0	1	5	5	0
10.	https://thedigital.gov.ua/	Ministry of Digital Transformation of Ukraine	0	1	0	1	1	1	0	1	0	1	6	5	1
11.	https://www.me.gov.ua/	Ministry of Economy of Ukraine	0	1	1	1	0	0	0	0	0	0	3	3	0
12.	http://mvs.gov.ua/	Ministry of Internal Affairs of Ukraine	1	0	0	0	1	1	0	1	1	1	6	5	1
13.	https://mepr.gov.ua/	Ministry of Environmental Protection and Natural Resources of Ukraine	0	0	0	1	1	0	0	0	0	0	2	3	-1
14.	https://mfa.gov.ua/	Ministry of Foreign Affairs of Ukraine	0	1	0	0	0	0	0	0	0	1	2	2	0
15.	https://mtu.gov.ua/	Ministry of Infrastructure of Ukraine	0	1	0	0	1	0	1	0	0	1	4	3	1
16.	https://mkip.gov.ua/	Ministry of Culture and Information Policy of Ukraine	0	0	0	1	1	0	1	0	0	1	4	4	0
17.	https://www.mil.gov.ua/	Ministry of Defence Ukraine	0	0	0	1	1	1	1	0	1	1	6	3	3
18.	https://mon.gov.ua/ua	Ministry of Education and Science of Ukraine	0	1	0	1	1	0	1	0	0	1	5	3	2
19.	https://moz.gov.ua/	Ministry of Health of Ukraine	0	1	0	0	1	1	0	0	0	0	3	4	-1
20.	https://www.minregion.gov.ua/	Ministry of Communities and Territories Development of Ukraine	0	0	0	1	1	1	0	0	0	1	4	4	0
21.	https://www.msp.gov.ua/	Ministry of Social Policy of Ukraine	1	1	0	1	1	1	1	0	0	1	7	4	3
22.	https://mva.gov.ua/ua	Ministry of Veterans Affairs of Ukraine	0	1	0	1	1	0	0	0	0	0	3	3	0
23.	https://mof.gov.ua/uk	Ministry of Finance of Ukraine	0	1	0	1	1	1	1	0	0	1	6	6	0
24.	https://minjust.gov.ua/	Ministry of Justice of Ukraine	0	0	1	0	1	1	0	0	0	1	4	4	0

#	Link	Name	C1	C2	C3	C4	C5	C6	C7	C8	C9	C10	BAA	BAA 2021	P
25.	https://mspu.gov.ua	Ministry of Strategic Industries of Ukraine	0	1	0	1	1	0	0	0	0	0	3	4	-1
26.	https://id.gov.ua/	Integrated System of Electronic Identification	0	0	1	1	1	0	1	0	0	1	5	5	0
27.	https://data.gov.ua/	Unified State Web Portal of Open Data	1	0	1	1	1	0	0	0	0	1	5	5	0
28.	https://diia.gov.ua	Nationwide Service Diia	0	1	0	0	1	0	0	0	0	0	2	2	0
29.	https://osvita.diia.gov.ua	Diia.Digital education	0	1	0	0	1	0	0	0	0	0	2	2	0
30.	https://business.diia.gov.ua	Diia.Business	1	1	1	1	1	1	1	0	0	0	7	7	0
31.	https://court.gov.ua/fair/	Court Cases Search	0	1	0	1	1	1	0	0	1	0	5	H	H
32.	https://guide.diia.gov.ua/	Public Services Guide	1	0	1	1	1	1	0	0	0	0	5	6	-1
33.	https://center.diia.gov.ua/	Diia.Center	0	1	0	0	1	1	1	0	0	0	4	4	0
34.	https://city.diia.gov.ua/	Diia.City	1	0	0	1	1	1	0	0	0	1	5	4	1
35.	https://e.land.gov.ua/services	Web resource of electronic services of the State Service of Ukraine for Geodesy, Cartography and Cadastre	0	1	1	1	1	1	1	0	0	1	7	7	0
36.	https://cabinet.tax.gov.ua/	Taxpayer's Account in the State Tax Service	1	1	1	1	1	1	1	0	0	1	8	6	2
37.	https://asvpweb.minjust.gov.ua/#/search-debtors	Executive Proceedings Search	0	0	1	1	1	0	0	0	0	0	3	H	H
38.	https://portal.pfu.gov.ua/sidebar/Templates/Default	Pension Fund of Ukraine Electronic Services Portal	0	0	1	1	1	0	1	0	0	0	4	4	0
39.	https://rezerv.gov.ua/	State Agency of the Reserve of Ukraine	1	0	0	1	1	1	1	0	0	0	5	H	H
40.	https://policy.mtsbu.ua/	Verification of Validity of the OSAGO Insurance Policy	0	1	1	1	1	0	0	1	0	1	6	H	H
41.	https://corruptinfo.nazk.gov.ua/	Unified State Register of Persons Who Have Committed Corruption or Corruption-Related Offenses	0	0	1	1	0	1	0	0	1	1	5	H	H
42.	https://legalaid.gov.ua/	Free Legal Assistance	0	1	1	1	1	1	1	0	1	1	8	H	H
43.	https://fju.gov.ua	State Financial Monitoring	1	0	1	1	1	1	0	0	1	1	7	H	H
44.	https://e-services.davr.gov.ua	Portal of Electronic Services, State Agency of Water Resources of Ukraine	1	0	1	1	1	1	1	0	1	1	8	8	0

#	Link	Name	C1	C2	C3	C4	C5	C6	C7	C8	C9	C10	BAA	BAA 2021	P
45.	https://e-services.msp.gov.ua/	Assignment of Assistance at the Birth of a Child	0	1	0	1	1	1	1	1	1	0	7	7	0
46.	https://wanted.mvs.gov.ua/passport/	Passport Check in the Stolen or Lost Passports Database	1	1	1	0	1	0	1	0	1	1	7	H	H
47.	https://dmsu.gov.ua/services/online.html	Registering for the Electronic Queue Online	0	0	0	0	1	1	1	0	0	0	3	3	0
48.	https://bf.dia.gov.ua/	Diia.Barrier-free	1	1	1	1	1	1	1	1	1	1	10	H	H
49.	https://www.spfu.gov.ua/	State Property Fund of Ukraine	0	1	0	0	0	1	0	0	0	1	3	3	0
50.	https://dpsu.gov.ua/ua/map	Interactive Map of Checkpoints	0	0	0	0	1	1	0	0	0	0	2	4	-2
51.	https://lms.e-school.net.ua/	All-Ukrainian School Online	0	1	0	1	1	1	1	1	1	1	8	H	H
52.	https://registry.edbo.gov.ua/	Register of Educational Activity Entities	1	1	1	1	1	1	1	0	1	0	8	3	5
53.	https://e-services.dsns.gov.ua/	Portal of Electronic Services	0	1	0	1	1	1	1	0	1	1	7	7	0
54.	https://e-services.dsb.gov.ua/?#/	Carrier's Account	1	1	1	1	1	1	1	1	0	1	9	9	0
55.	https://spending.gov.ua/login	Unified Web Portal for the Use of Public Funds	0	0	0	1	0	0	1	0	0	1	3	3	0
56.	https://acskidd.gov.ua/manage-certificates	Repeated (Remote) Drawing up of Certificates Upon Electronic Request	0	0	0	1	0	1	0	0	1	1	4	3	1
57.	https://czo.gov.ua/verify	Online Service for Checking Qualified Electronic Signature or Seal for Electronic Documents	0	0	0	1	1	1	1	0	1	1	6	5	1
58.	http://eia.menr.gov.ua/uk/cases	Unified Register of Environmental Impact Assessment	0	1	0	0	1	1	1	0	0	1	5	5	0
59.	https://info.edbo.gov.ua/edu-documents/	Register of Educational Documents	0	1	1	1	1	1	1	0	0	0	6	4	2
60.	https://dsns.gov.ua/	State Emergency Service	1	0	0	0	1	1	0	1	0	1	5	H	H
61.	https://id.court.gov.ua/	Electronic court	1	1	1	1	1	1	1	0	0	1	8	7	1
62.	https://online.minjust.gov.ua/dokumenty/choise	Online House of Justice	0	0	0	1	1	0	0	0	0	1	3	3	0
63.	https://wanted.mvs.gov.ua/searchtransport/	Vehicles wanted	1	1	1	0	1	0	1	0	1	1	7	6	1

#	Link	Name	C1	C2	C3	C4	C5	C6	C7	C8	C9	C10	BAA	BAA 2021	P
64.	https://petition.president.gov.ua/	Electronic Petitions, Representation of the President of Ukraine	0	1	0	0	1	0	1	0	0	1	4	4	0
65.	https://itd.rada.gov.ua/services/Petitions	Electronic services	0	1	1	1	0	0	1	0	1	1	6	7	-1
66.	http://www.drlz.com.ua/	Register of medicines	1	0	1	1	1	0	1	0	1	1	7	H	H
67.	https://court.gov.ua/affairs/sudytax/	Details for Paying the Court Fee, Drawing up a Receipt or Online Payment	0	1	0	1	0	1	1	0	1	0	5	5	0
68.	http://www.reyestr.court.gov.ua/	Unified State Register of Court Decisions	0	1	1	1	0	0	1	0	1	1	6	6	0
69.	https://ek-cbi.msp.gov.ua/	Disabled Person's Account	1	0	1	0	1	1	1	0	0	0	5	H	H
70.	https://usr.minjust.gov.ua/content/paid-search/paid-extract	Unified State Register of Legal Entities, Individual Entrepreneurs and Public Organizations	0	1	1	0	0	1	0	0	1	1	5	5	0
71.	https://ern.minjust.gov.ua/pages/default.aspx	Unified Register of Notaries	1	0	0	1	1	0	0	1	1	1	6	5	1
72.	https://apostille.minjust.gov.ua/	Unified Register of Apostilles	0	1	0	0	0	0	1	0	1	1	4	4	0
73.	https://pasport.org.ua/poslugi	Services of Passport Service Centers	1	1	0	1	1	0	0	1	0	1	6	6	0
74.	https://e-construction.gov.ua/	Portal of the State Electronic System in the Field of Construction	0	1	0	1	1	0	1	0	1	1	6	4	2
75.	https://usr.minjust.gov.ua/content/free-search	Unified State Register of Legal Entities, Individual Entrepreneurs and Public Organizations (free search)	0	1	1	0	1	1	1	0	1	1	7	7	0
76.	http://cg.gov.ua/	Chernihiv Regional State Administration	1	0	0	0	1	0	0	0	0	1	3	2	1
77.	http://www.vin.gov.ua/	Vinnytsia Regional State Administration	0	0	0	1	0	1	1	0	0	1	4	3	1
78.	http://voladm.gov.ua/	Volyn Regional State Administration	0	1	0	0	1	0	1	0	0	1	4	4	0
79.	http://adm.dp.gov.ua/	Dnipropetrovsk Regional State Administration	0	0	0	1	1	0	0	0	0	0	2	2	0
80.	http://dn.gov.ua/	Donetsk Regional State Administration	0	1	0	1	0	0	0	0	0	0	2	2	0
81.	https://oda.zht.gov.ua/	Zhytomyr Regional State Administration	0	0	0	0	1	1	0	0	0	0	2	3	-1

#	Link	Name	C1	C2	C3	C4	C5	C6	C7	C8	C9	C10	BAA	BAA 2021	P
82.	http://www.carpathia.gov.ua/	Zakarpattia Regional State Administration	0	0	0	0	1	0	0	0	0	1	2	2	0
83.	http://www.zoda.gov.ua/	Zaporizhzhia regional State Administration	0	0	0	0	1	0	0	0	1	0	2	3	-1
84.	http://www.if.gov.ua/	Ivano-Frankivsk Regional State Administration	0	0	0	0	1	0	0	0	0	1	2	2	0
85.	http://koda.gov.ua/	Kyiv Regional State Administration	0	1	0	1	1	1	0	0	0	0	4	6	-2
86.	http://www.kr-admin.gov.ua/	Kirovohrad Regional State Administration	1	0	0	1	1	0	1	0	1	0	5	5	0
87.	http://www.loga.gov.ua/	Luhansk regional state administration	0	1	0	0	1	1	0	1	0	1	5	3	2
88.	https://loda.gov.ua/	Lviv region state administration	1	1	0	1	1	1	0	0	1	1	7	0	7
89.	http://www.mk.gov.ua/	Mykolayiv Regional State Administration	0	0	0	1	1	1	0	0	0	1	4	3	1
90.	https://oda.odessa.gov.ua/	Odesa Regional State Administration	1	0	0	0	1	1	0	1	0	1	5	4	1
91.	http://www.adm-pl.gov.ua/	Poltava Regional State Administration	0	0	0	1	1	1	1	0	0	1	5	5	0
92.	https://www.rv.gov.ua/	Rivne Regional State Administration	0	0	0	0	1	0	0	0	0	1	2	2	0
93.	http://sm.gov.ua/	Sumy Regional State Administration	1	0	0	1	1	1	1	0	0	1	6	5	1
94.	http://www.oda.te.gov.ua/	Ternopil Regional State Administration	0	0	0	0	1	0	0	0	0	1	2	2	0
95.	http://kharkivoda.gov.ua/	Kharkiv Regional State Administration	1	1	1	1	1	1	1	1	0	1	9	5	4
96.	http://khoda.gov.ua/	Kherson Regional State Administration	0	0	0	0	1	1	0	0	0	1	3	3	0
97.	http://www.adm.km.ua/	Khmelnyskyi Regional State Administration	0	0	0	0	1	1	1	0	1	0	4	4	0
98.	http://ck-oda.gov.ua/	Cherkasy Regional State Administration	0	0	0	1	1	1	1	0	0	0	4	4	0
99.	https://bukoda.gov.ua/	Chernivtsi Regional State Administration	0	1	0	0	1	0	0	0	0	1	3	3	0
100.	https://grants.vzaemo.dii.gov.ua	Space of Electronic Contests	0	1	0	0	1	0	1	0	0	1	4	4	0
Total reached (in points)			29	57	30	64	85	56	48	16	30	67			
Total reached (in per cents)			29	57	30	64	85	56	48	16	30	67			

Appendix 2.

Basic accessibility monitoring methodology

General Provisions

This Methodology defines:

- the main criterion of the indicator of monitoring is the level of basic accessibility of government authorities' websites for users with visual, hearing, musculoskeletal, speech and intellectual disabilities, as well as with various combinations of disabilities in accordance with DSTU ISO/IEC 40500:2015 "Information Technologies. W3C Web Content Accessibility Guidelines (WCAG) 2.0" (hereinafter — "accessibility monitoring");
- values of points used to measure the specified criteria;
- the mechanism for evaluating the achievement of indicators and their criteria;
- drawing up and submitting reports on monitoring results (hereinafter — "monitoring reports").

In the Methodology, the terms are used in the meaning given in Resolution of the Cabinet of Ministers of Ukraine of January 4, 2002 No. 3 On the Procedure for Publishing the Information about Activities of Executive Authorities on the Internet and DSTU ISO/IEC 40500:2015 Information Technologies. W3C Web Content Accessibility Guidelines (WCAG) 2.0.

I. Criteria of the Accessibility Indicator and the Amount of Measuring Points

The list of the main criteria of the indicator is defined in Appendix A.

The criteria of the accessibility indicator are based on DSTU EN 301 549:2022. Compliance of the criteria of the accessibility indicator with the criteria of WCAG 2.1 standard is defined in *Appendix 1*.

The criteria of the accessibility indicator should be understood taking into account the following:

Criterion 1. Sufficient text contrast – the contrast ratio of any text on the page relative to the background is at least 4.5:1.

Criterion 2. Availability of alt text for all images – all images have alt text provided using the alt attribute. If one or more images do not have alt text, the criterion **is considered not met**.

Criterion 3. Availability of accessible text for all hyperlinks – hyperlinks have visible text or, if an icon or image is used instead of visible text, a hidden text label that is accessible to screen readers is provided. If one or more hyperlinks do not have accessible text, the criterion **is considered not reached**.

Criterion 4. Availability of text labels for all buttons – buttons have visible text or, if an icon or image is used instead of visible text, a text label that is accessible to screen readers is provided. If one or more buttons do not have a text label, the criterion **is considered not reached**.

Criterion 5. Availability of text labels for form fields — each field has a text label that describes its purpose and does not disappear after entering information. If one or more fields do not have text labels or the text label disappears after entering information in that field, the criterion **is considered not met**.

Criterion 6. Software definition of the main language of the page – the main language of the page is specified using the lang attribute. If the lang attribute is missing or its value does not correspond to the language in which the content of the page is presented, the criterion **is considered not reached**.

Criterion 7. The absence of errors in the code of the page – the code of the page complies with the specification of HTML and other languages in use, such as WAI ARIA. If a page contains more than one element with the same id attribute value or violates the WAI ARIA markup rules, the criterion **is considered unreachable**.

Criterion 8. Providing a mechanism for quick transition to the main content of the page – if a menu or other secondary content is placed before the main content of the page, the link that, when clicked, takes you to the beginning of the main content of the page.

Criterion 9. Marking the keyboard focus – during navigation using the keyboard, the position of the keyboard focus can be determined visually. If one or more elements are missing during navigation using the keyboard, the criterion **is considered not reached**.

Criterion 10. Keyboard control support – all hyperlinks, buttons, input fields, and other elements that can receive mouse focus can also receive keyboard focus. If one or more elements that can receive mouse focus do not receive keyboard focus, the criterion **is considered not reached**.

II. Evaluation data

The achievement of the indicator and its criteria is determined on the basis of evaluation data obtained during a visual inspection of the website pages and the analysis of the code of the website pages using special tools designed to check accessibility.

Monitoring subjects and authorities participating in monitoring shall, at their own discretion, determine the source of evaluation data for each indicator criterion, unless otherwise determined by the order of information interaction between the monitoring system and electronic information resources of said subjects and authorities.

III. Assessment of the achievement of the basic accessibility indicator and its criteria

Assessment of the achievement of the indicator criterion by the unit of measurement “1/0”

If, according to the estimated data, the indicator criterion is:

- 1) achieved – the unit of measurement of the indicator “1” is given. In this case, the score is equal to 1 point;
- 2) not achieved – the unit of measurement of the indicator “0” is given. In this case, the score is equal to 0 points.

Assessment of the achievement of the indicator of basic accessibility by the unit of measurement “0-10”

The indicator of basic accessibility is equal to the sum of the points of all its criteria.

Determining the level of basic accessibility

The level of basic accessibility of the website is calculated based on the indicator of basic accessibility according to the following scale:

- 0-3 points — low level of basic accessibility;
- 4-6 points — average level of basic accessibility;
- 7-8 points — sufficient level of basic accessibility;
- 9-10 points — high level of basic accessibility.

IV. The procedure for drawing up and submitting monitoring reports

The monitoring reporting form is defined in *Appendix B*. It consists of 3 sections.

In section 1 “General information”:

- the name of the indicator “Basic accessibility” is indicated in the line “Indicator name”;
- in the “Reporting period from” and “Reporting period to” lines, the start and end dates of the reporting period are indicated, respectively, in the format dd.mm.yyyy. The start date of the current reporting period is the date following the end date of the previous reporting period;
- the Data Source column lists the software used to collect the data.

In section 2 “Websites, criteria of the indicator and their evaluations”:

- the website address is indicated in the “Website” column (for example: kmu.gov.ua);
- in the columns “1”, “2”, ..., “10”, the corresponding assessment of the component from 1 to 10 for this website is indicated (0 or 1);
- the “Basic Accessibility” column indicates the value of the “Basic Accessibility” indicator of this website (from 0 to 10).

Section 3 “List of unachieved criteria of the indicator and recommendations for eliminating the causes of the failure to achieve it” lists the indicator criteria that were not achieved, as well as recommended actions aimed at eliminating the specified causes.

Appendix A to the Methodology.

Criteria of the basic accessibility indicator

Monitoring criterion	WCAG success criterion
1. Sufficient text contrast	1.4.3
2. Availability of alternative text for all images	1.1.1
3. Availability of accessible text for all hyperlinks	4.1.2
4. Availability of text labels for all buttons	4.1.2
5. Availability of text labels for form fields	4.1.2
6. Software definition of the main language of the page	3.1.1
7. No errors in the page code	4.1.1
8. Providing a mechanism to quickly go to the main content of the page	2.4.1
9. Keyboard focus marking	2.4.7
10. Keyboard control support	2.1.1

Appendix B to the Methodology.

Example of a monitoring reporting form

I. General information

Indicator name	Basic accessibility
Reporting period from	
Reporting period until (inclusive)	
Data source	(software used to collect data)

II. Websites, indicator criteria and their assessment

Website	C1	C2	C3	C4	C5	C6	C7	C8	C9	C10	Basic accessibility
(site.gov.ua)											

III. List of unachieved criteria of the indicator and recommendations for eliminating the causes of the failure to achieve them

_____ (codes and names of the criteria)

The number of websites that did not reach these criteria: __%

Recommendations for eliminating the reasons for the failure to achieve the criteria: _____

