

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:

	INTERNET EXPLORER		CHROME		FIREFOX		SAFARI	
Version	11	10	83.0.4103.89	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 Testing
Business: Services Accessibility
Unit: Testing Services
Services: (WCAG2.0 AA)



Accessibility Test Approach/Methodology

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

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



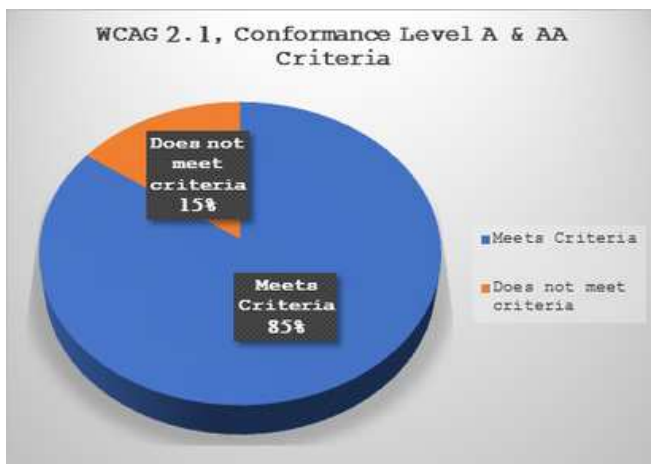
Number of Accessibility issue found as per below:

- 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

TECHNOLOGY STACK



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



Test Results after initial assessment

Adactin is a leading global IT consultancy headquartered in Australia, specialising in Microsoft solutions, Quality Engineering, Cloud Intelligence (AWS), and AI-powered Digital Engineering. With a strong presence across the APAC region, our expert consultants deliver enterprise-grade solutions that empower businesses to innovate and grow.

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