



सुशासन

# School of Good Governance And Policy Analysis

## A Workshop on Website Quality, Accessibility and Security

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## Website Quality and International Scenario

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## The GTZ is an international cooperation ...

### Facts

- GTZ is an international cooperation enterprise for sustainable development
- Operating worldwide in more than 120 countries
- Over 10,000 employees
- Focusing on complex reforms and processes changes



... with an expertise in capacity and competence development

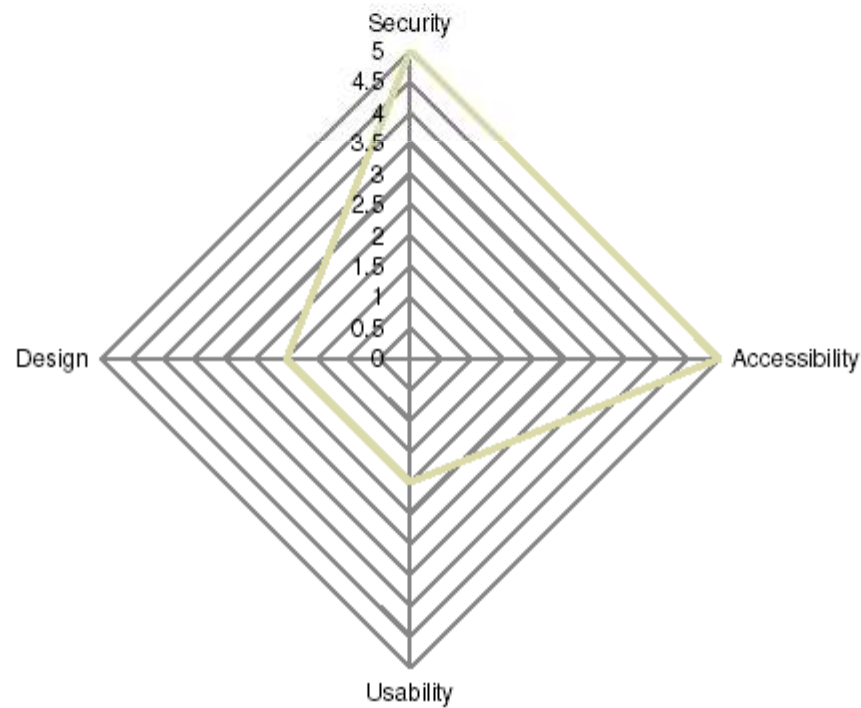


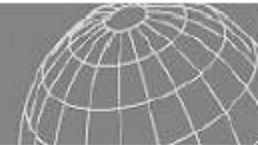
## Importance of Websites

- Important access channel for citizens
- Important channel for service delivery
- From information to transaction
- Better access (PC & internet)



## Quality eGov website – trade off between different goals





## Feedback

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Name	<input type="text"/>	*
Address	<input type="text"/>	*
Pin Code	<input type="text"/>	
Phone	<input type="text"/>	*
E Mail Id	<input type="text"/>	*
Query/Comment	<input type="text"/>	*



[Try a different Image](#)

Type the code shown above



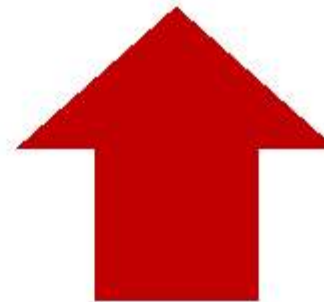
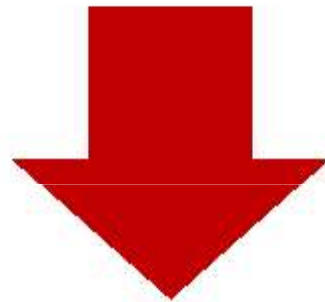


## Different purposes, different weightage of quality factors

- Marketing/PR agency, architects, designers & fashion (function follows form)
- Governmental websites (form follows function) – **security and usability**



Security





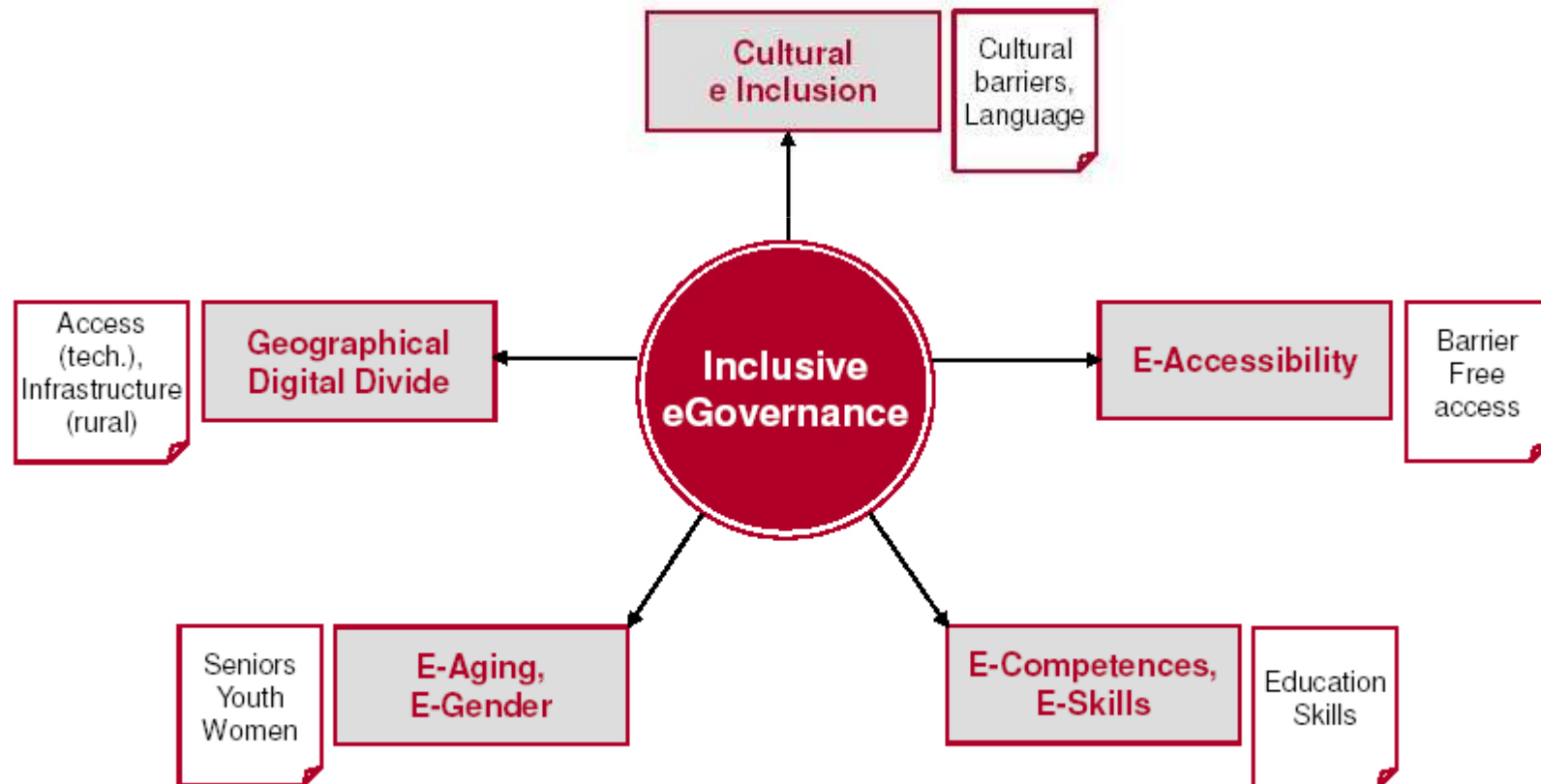


## Two examples

- **Warnings:** Many users just click them away or minimize them. *Psychology Department of North Carolina State University*
- **Passwords:** *Average user has between 10 and 15 passwords.*



## E Inclusion: Much more than just accessibility to disabled persons





## Recommendations

- Certification needed
- Educate users
- Make public websites more inclusive



Thank **you!**