

## **PHASE II: TARGET WEBSITE ANALYSIS**

### **OBJECTIVE**

The main objective of this questionnaire is to evaluate eGovernment Websites performance just as political, legal and social key elements of its environment.

### **INSTRUCTIONS**

- Read carefully all the questions.
- Explore the target Website, insisting on the proposed questions..
- Later, answer each question.
- Certain questions need complementary information that will not be found in the Website; in those cases, contact with the person in charge or authorized person and consult the complementary sources shown in the questions. The complementary information should be add, if possible, in a digital format.
- Be brief.
- Whenever a question would not be applicable to the target Website, point out it with a NA (Not Applicable) answer.
- Make the appropriate observations in the corresponding section. In some cases, those observations are compulsory, as is indicated.
- The expressions (Y, N, N/A, X) means (YES, NO, NO ANSWER, No applicable to the target Website).

## PHASE II: TARGET WEBSITE ANALYSIS

### I.- INPUT INDICATORS

#### I.1 AREA: LEADERSHIP

<b>INDICATOR I.1.1:</b> Existence of a strategic plan about eGovernment
<b>Question:</b> Is there a strategic plan about eGovernment?
<b>Sources:</b> Person of the organization in charge of the Target Website or authorized person, if this information is not found in the Website
<b>Answer:</b> Y/N
<b>Observations:</b> 1.- (compulsory) Document name, date, version, attach a copy (if possible) 2.- If there exist a document with specific actuation lines about eGovernment, although it does not reach the level of strategic plan, it will be consider strategic plan for the purposes of this question

<b>INDICATOR I.1.2:</b> Existence of specific actuation lines about eGovernment in a general strategic plan
<b>Question:</b> Is there a general strategic plan with specific actuation lines about eGovernment?
<b>Sources:</b> Person of the organization in charge of the Target Website or authorized person, if this information is not found in the Website
<b>Answer:</b> Y/N
<b>Observations:</b> 1.- (compulsory) Document name, date, version, attach a copy (if possible) 2.- If there exist a document with specific actuation lines about eGovernment, although it does not reach the level of strategic plan, it will be consider strategic plan for the purposes of this question

## **II.- OUTPUT INDICATORS**

### **II.1 AREA: NUMBER OF SERVICES**

<b>INDICATOR II.1.1:</b> Number of services available according to governmental area
<b>Question:</b> How many services are there available on line by governmental area?
<b>Sources:</b> Target Website
<b>Answer:</b> N1,N2,...,N12=0,1,2,... (One value for each governmental area)
<p><b>Observations:</b></p> <p>1.- Governmental areas:</p> <ul style="list-style-type: none"> <li>➤ Foreign affairs</li> <li>➤ Taxes</li> <li>➤ Economical affairs</li> <li>➤ Public infrastructures</li> <li>➤ Transports</li> <li>➤ Telecommunications</li> <li>➤ Education</li> <li>➤ Culture</li> <li>➤ Social security</li> <li>➤ Health</li> <li>➤ Consumption</li> <li>➤ Security</li> </ul>

<b>INDICATOR II.1.2:</b> Number of services by administrative level
<b>Question:</b> How many services are there available on line by administrative level?
<b>Sources:</b> Target Website
<b>Answer:</b> N1,N2,N3,N4,N5,N6=0,1,2,... (One value for each administrative level)
<p><b>Observations:</b></p> <p>1.- Administrative levels:</p> <ul style="list-style-type: none"> <li>➤ Local</li> <li>➤ Regional</li> <li>➤ Autonomous</li> <li>➤ Federal</li> <li>➤ State</li> <li>➤ Supranational</li> </ul>

<b>INDICATOR II.1.3:</b> Number of services by kind of relation among actors
<b>Question:</b> How many services are there available on line by kind of relation among actors?
<b>Sources:</b> Target Website
<b>Answer:</b> N1,N2,N3,N4,N5,N6=0,1,2,... (One value for each kind of relation among actors)
<b>Observations:</b> 1.- Kinds of relation among actors: <ul style="list-style-type: none"> <li>➢ Citizen to Citizen (C2C)</li> <li>➢ Administration to Administration (A2A)</li> <li>➢ Administration to Citizen (A2C)</li> <li>➢ Citizen to Administration (C2A)</li> <li>➢ Administration to Business (A2B)</li> <li>➢ Business to Administration (B2A)</li> </ul>

**II.2 AREA: ON-LINE AVAILABILITY LEVEL OF SERVICE IN CRITICAL PROCESSES (PROCEDURES)**

<b>INDICATOR II.2.1:</b> Prior information
<b>Question:</b> How can users obtain prior information?
<b>Sources:</b> Target Website
<b>Answer:</b> 0,1,2,3,4
<b>Observations:</b> 0=no information is offered 1=general information is offered in the Website 2=users can ask for information to be received by ordinary mail 3=users can ask for information to be received by email 4=users can ask for information to be shown on line

<b>INDICATOR II.2.2:</b> Forms
<b>Question:</b> How can users send forms?
<b>Sources:</b> Target Website
<b>Answer:</b> 0,1,2,3
0=no forms are available 1=users can obtain a form and fill in out of line 2=users can obtain a form, fill in out of line and send it by email 3=users can obtain a form, fill in and send it on line
<b>Observations:</b> 1.- (compulsory) Attach form copies

<b>INDICATOR II.2.3: Taxes payment</b>
<b>Question:</b> How can users pay taxes?
<b>Sources:</b> Target Website
<b>Answer:</b> 0,1,2,3 0=no taxes can be paid 1=users can pay taxes out of line 2=users can pay taxes on line by credit card 3= users can pay taxes on line by electronic payment
<b>Observations:</b> 1.- (compulsory) Attach information about taxes

<b>INDICATOR II.2.4: Later information</b>
<b>Question:</b> How can users obtain information after a procedure?
<b>Sources:</b> Target Website
<b>Answer:</b> 0,1,2,3 0=no information can be obtained 1=users can obtain information out of line (by ordinary mail, etc.) 2=users can obtain information by email 3= users can obtain information on line
<b>Observations:</b> 1.- (compulsory) Attach information about information can be obtained

### **II.3 AREA: INTEGRATION**

<b>INDICATOR II.3.1: Services are integrated in a portal (measured in an inverse scale according to the number of different portals)</b>
<b>Question:</b> Are the organization on line services integrated is only one portal?
<b>Sources:</b> Target Website
<b>Answer:</b> N = number of different portals for on line services offered by the organization
<b>Observations:</b> 1.- (compulsory) List portals, responsible units

**II.4 AREA: BROWSABILITY**

<b>INDICATOR II.4.1:</b> The service is easily navigable
<b>Question:</b> Is the service easily navigable?
<b>Sources:</b> Target Website
<b>Answer:</b> Range 0 (very difficult to navigate) to 5 (very easy to navigate)
<b>Observations:</b>

<b>INDICATOR II.4.2:</b> The menus are always available
<b>Question:</b> Are the menus always available?
<b>Sources:</b> Target Website
<b>Answer:</b> Range 0 (not very available) to 5 (very available)
<b>Observations:</b>

<b>INDICATOR II.4.3:</b> The terminology in the menus is consistent
<b>Question:</b> Are the sections and concepts always expressed in the same way through the Website?
<b>Sources:</b> Target Website
<b>Answer:</b> Range 0 (not very consistent) to 5 (very consistent)
<b>Observations:</b> 1.- (compulsory) List the found inconsistencies

<b>INDICATOR II.4.4:</b> The terminology in the menus is not ambiguous
<b>Question:</b> Is it possible to understand menu words in two or more ways?
<b>Sources:</b> Target Website
<b>Answer:</b> Range 0 (very ambiguous) to 5 (not very ambiguous)
<b>Observations:</b> 1.- (compulsory) List the found ambiguities

<b>INDICATOR II.4.5:</b> Access by user profile
<b>Question:</b> Is it possible to access by user profile?
<b>Sources:</b> Target Website
<b>Answer:</b> Y/N
<b>Observations:</b> 1.- (compulsory) List the possible profiles to access

**INDICATOR II.4.6:** Web services are organized in a clear and intuitive way for the citizen

**Question:** Are the Web services organized in a clear and intuitive way for the citizen?

**Sources:** Target Website

**Answer:** Range 0 (not very organized) to 5 (very organized)

**Observations:**

1.- (compulsory) Describe the service organizing criterion

**INDICATOR II.4.7:** Systematic arrangement of on line service subjects is available

**Question:** Is there a systematic arrangement of on line service subjects (textual Web map) available?

**Sources:** Target Website

**Answer:** Range 0 (it not exists) to 5 (it exists and is very precise)

**Observations:**

1.- (compulsory) Indicate the arrangement detail level

2.- (compulsory) Attach the arrangement

**INDICATOR II.4.8:** Full service graphic map is available

**Question:** Is there a full service graphic map available?

**Sources:** Target Website

**Answer:** Range 0 (it not exists) to 5 (it exists and is very precise)

**Observations:**

1.- (compulsory) Indicate the graphic map detail level

2.- (compulsory) Attach the graphic map

**INDICATOR II.4.9:** Alphabetical arrangement of subjects is available

**Question:** Is there an alphabetical arrangement of subjects available?

**Sources:** Target Website

**Answer:** Range 0 (it not exists) to 5 (it exists and is very precise)

**Observations:**

1.- (compulsory) Indicate the alphabetical arrangement detail level

2.- (compulsory) Attach the alphabetical arrangement

**II.5 AREA: SEARCHABILITY (INTERNAL)**

<b>INDICATOR II.5.1:</b> A search engine is available
<b>Question:</b> Is there an search engine of subjects available?
<b>Sources:</b> Target Website
<b>Answer:</b> Y/N
<b>Observations:</b> 1.- (compulsory) Describe the kind of search engine

<b>INDICATOR II.5.2:</b> The search engine allows multiple word chain search
<b>Question:</b> Does the search engine allow multiple word chain search?
<b>Sources:</b> Target Website
<b>Answer:</b> Y/N/NA
<b>Observations:</b> 1.- Answer NA if a search engine is not available for the service

<b>INDICATOR II.5.3:</b> The search engine has logical operators
<b>Question:</b> Has the search engine logical operators?
<b>Sources:</b> Target Website
<b>Answer:</b> Y/N/NA
<b>Observations:</b> 1.- Answer NA if a search engine is not available for the service

<b>INDICATOR II.5.4:</b> The search engine has comparison operators
<b>Question:</b> Has the search engine comparison operators?
<b>Sources:</b> Target Website
<b>Answer:</b> Y/N/NA
<b>Observations:</b> 1.- Answer NA if a search engine is not available for the service

<b>INDICATOR II.5.5:</b> The search engine has truncate operators
<b>Question:</b> Has the search engine truncate operators?
<b>Sources:</b> Target Website
<b>Answer:</b> Y/N/NA
<b>Observations:</b> 1.- Answer NA if a search engine is not available for the service



**INDICATOR II.5.6:** The search engine has proximity operators

**Question:** Has the search engine proximity operators?

**Sources:** Target Website

**Answer:** Y/N/NA

**Observations:**

1.- Answer NA if a search engine is not available for the service

**INDICATOR II.5.7:** The search engine has a thesaurus

**Question:** Has the search engine a thesaurus?

**Sources:** Target Website

**Answer:** Y/N/NA

**Observations:**

1.- Answer NA if a search engine is not available for the service

**INDICATOR II.5.8:** The operators are available in a simplified way

**Question:** Are the operators available in a simplified way?

**Sources:** Target Website

**Answer:** Range 0 (not very simplified) to 5 (very simplified)

**Observations:**

1.- Answer NA if a search engine is not available for the service

## **II.7 AREA: SPECIAL NEEDS**

**INDICATOR II.7.1:** WAI recommendation is followed

**Question:** Is the WAI recommendation followed?

**Sources:** Target Website

**Answer:** Y/N

**Observations:**

1.- Web Accessibility Initiative (WAI): <http://www.w3.org/WAI>

## **II.8 AREA: CURRENCY**

**INDICATOR II.8.1:** Pages have creation date

**Question:** Is it possible to find the creation date in the page?

**Sources:** Target Website

**Answer:** Y/N

**Observations:**

<b>INDICATOR II.8.2:</b> Pages have last modification dates
<b>Question:</b> Is it possible to find the last modification date in the page?
<b>Sources:</b> Target Website
<b>Answer:</b> Y/N
<b>Observations:</b>

<b>INDICATOR II.8.3:</b> Information is up-to-date (a scale for 24 months)
<b>Question:</b> Is the information up-to-date?
<b>Sources:</b> Target Website
<b>Answer:</b> 0-5
<b>Observations:</b>
1.- Range: <ul style="list-style-type: none"> <li>➤ 0: older than 24 months</li> <li>➤ 1: older than 12 months, but most recent than 24 months</li> <li>➤ 2: older than 6 months, but most recent than 12 months</li> <li>➤ 3: older than 1 month, but most recent than 6 months</li> <li>➤ 4: older than 1 week, but most recent than 1 month</li> <li>➤ 5: most recent than 1 week</li> </ul>

**II.9 AREA: RESPONSIBILITY**

<b>INDICATOR II.9.1:</b> All the pages are identified with the institution and department responsible
<b>Question:</b> Are all the pages identified with the institution and department responsible?
<b>Sources:</b> Target Website
<b>Answer:</b> Y/N
<b>Observations:</b>

<b>INDICATOR II.9.2:</b> All the pages have contact information or lead to it
<b>Question:</b> Have all the pages contact information or lead to it?
<b>Sources:</b> Target Website
<b>Answer:</b> Y/N
<b>Observations:</b>

**II.10 AREA: LINGUISTIC ACCESSIBILITY**

<b>INDICATOR II.10.1:</b> All the pages are available in the corresponding official languages
<b>Question:</b> Are all the pages available in the corresponding official languages?
<b>Sources:</b> Target Website
<b>Answer:</b> Y/N
<b>Observations:</b>

<b>INDICATOR II.10.2:</b> All the pages are available in the users languages
<b>Question:</b> Are all the pages available in the users languages?
<b>Sources:</b> Target Website
<b>Answer:</b> Y/N
<b>Observations:</b>

<b>INDICATOR II.10.3:</b> All the pages are available in at least an international language
<b>Question:</b> Are all the pages available in at least an international language?
<b>Sources:</b> Target Website
<b>Answer:</b> Y/N
<b>Observations:</b>

<b>INDICATOR II.10.4:</b> All the pages are available in other international languages
<b>Question:</b> Are all the pages available in other international languages?
<b>Sources:</b> Target Website
<b>Answer:</b> Y/N
<b>Observations:</b>

**II.11 AREA: INTEROPERABILITY**

<b>INDICATOR II.11.1:</b> The system is available with the main web browsers and versions
<b>Question:</b> Is the system available with the main web browsers and versions?
<b>Sources:</b> Target Website
<b>Answer:</b> D1 (Internet Explorer for Windows)=Y/N D2 (Netscape for Windows)=Y/N D3 (Mozilla for Windows)=Y/N D4 (Safari for Mac OS X)=Y/N D5 (Internet Explorer for Mac OS X)=Y/N D6 (Netscape for Mac OS X)=Y/N D7 (Mozilla for Mac OS X)=Y/N D8 (Netscape for Linux)=Y/N D9 (Mozilla for Linux)=Y/N D10 (Others) =Y/N
<b>Observations:</b> 1.- Indicate other browsers the service is available with

**II.13 AREA: MULTIMEDIA USE**

<b>INDICATOR II.13.1:</b> Internal links per page
<b>Question:</b> How many links are there from a page to other page inside the same service?
<b>Sources:</b> Target Website
<b>Answer:</b> >0
<b>Observations:</b> 1.- Calculate the average of existing links in the main page and fist level pages

<b>INDICATOR II.13.2:</b> External links per page
<b>Question:</b> How many links are there from a page to other page outside the service?
<b>Sources:</b> Target Website
<b>Answer:</b> >0
<b>Observations:</b> 1.- Calculate the average of existing links in the main page and fist level pages

<b>INDICATOR II.13.3:</b> Use of image files
<b>Question:</b> How many image files are used in the service?
<b>Sources:</b> Target Website
<b>Answer:</b> >0
<b>Observations:</b> 1.- Calculate the average of image files used in the main page and fist level pages

**INDICATOR II.13.4: Use of video files**

**Question:** How many video files are used in the service?

**Sources:** Target Website

**Answer:** >0

**Observations:**

1.- Calculate the average of video files used in the main page and fist level pages

**INDICATOR II.13.5: Use of audio files**

**Question:** How many audio files are used in the service?

**Sources:** Target Website

**Answer:** >0

**Observations:**

1.- Calculate the average of audio files used in the main page and fist level pages

**INDICATOR II.13.6: Design quality**

**Question:** How is the quality design?

**Sources:** Target Website

**Answer:** 0 (very bad)-5(very good)

**Observations:**

1.- (compulsory) Reason the valuation

**II.14 AREA: AVAILABILITY**

**INDICATOR II.14.2: Number of erroneous links**

**Question:** How many erroneous links are there in the main page and first level pages?

**Sources:** Target Website

**Answer:** 0,1,2,...

**Observations:**

**II.15 AREA: FEED BACK AND QUALITY POLITICS**

**INDICATOR II.15.1: A chart of services is available**

**Question:** Is a chart of services available?

**Sources:** Target Website

**Answer:** Y/N

**Observations:**

1.- (compulsory) Attach a chart of services copy

**INDICATOR II.15.2:** A suggestions, complaints and questions mail box exists

**Question:** Is there a suggestions, complaints and questions mail box in the Website?

**Sources:** Target Website

**Answer:** Y/N

**Observations:**

**INDICATOR II.15.4:** A user satisfaction questionnaire is available

**Question:** Is a user satisfaction questionnaire available?

**Sources:** Target Website

**Answer:** Y/N

**Observations:**

1.- (compulsory) Attach a questionnaire copy