





#### Dave Rupert • @davatron5000

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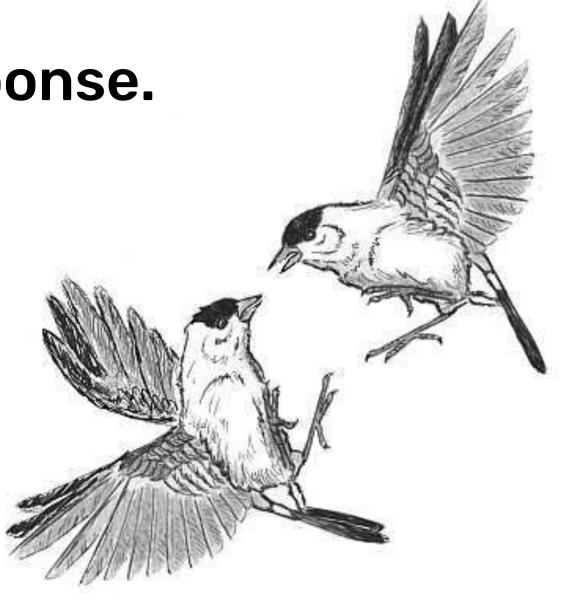
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## One day hundreds of JIRA tickets showed up in my inbox...



# This triggered my fight or flight response.



#### Some simple math told me...

### **313** ÷ **5** = **63** == **2**+ ISSUES ISSUES SPRINTS YEARS PER SPRINT



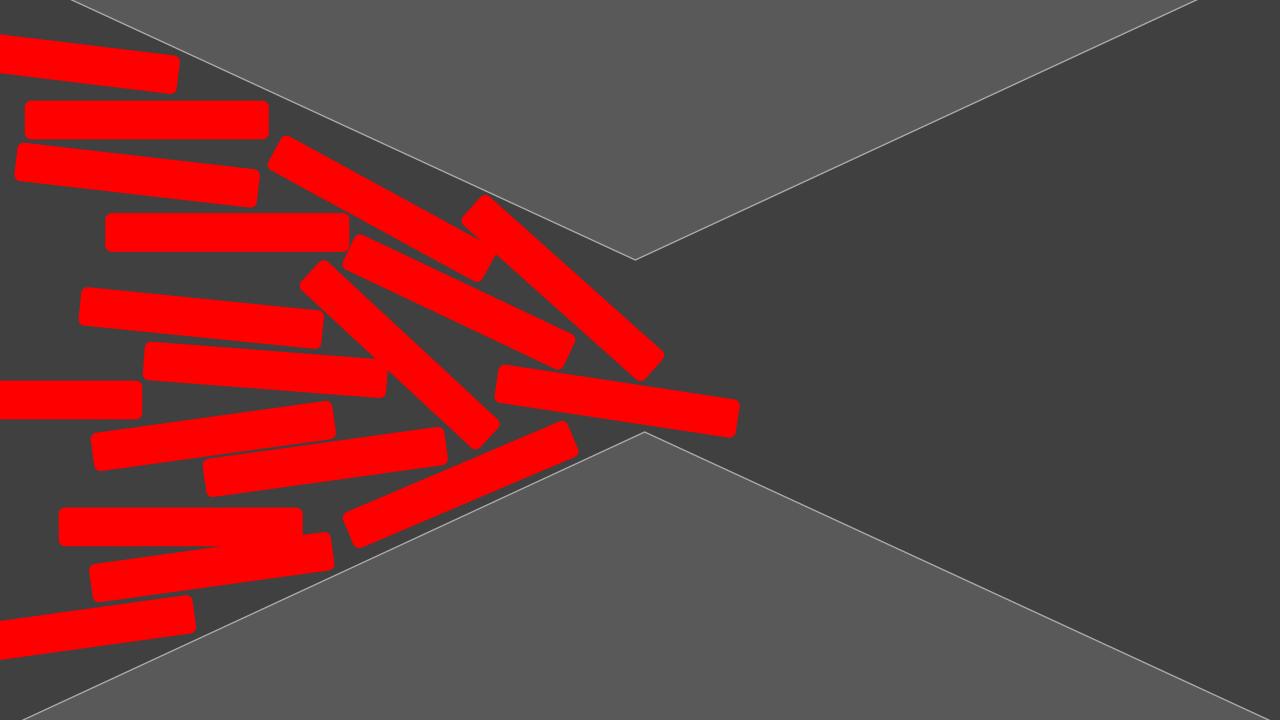
### We had created a log jam.

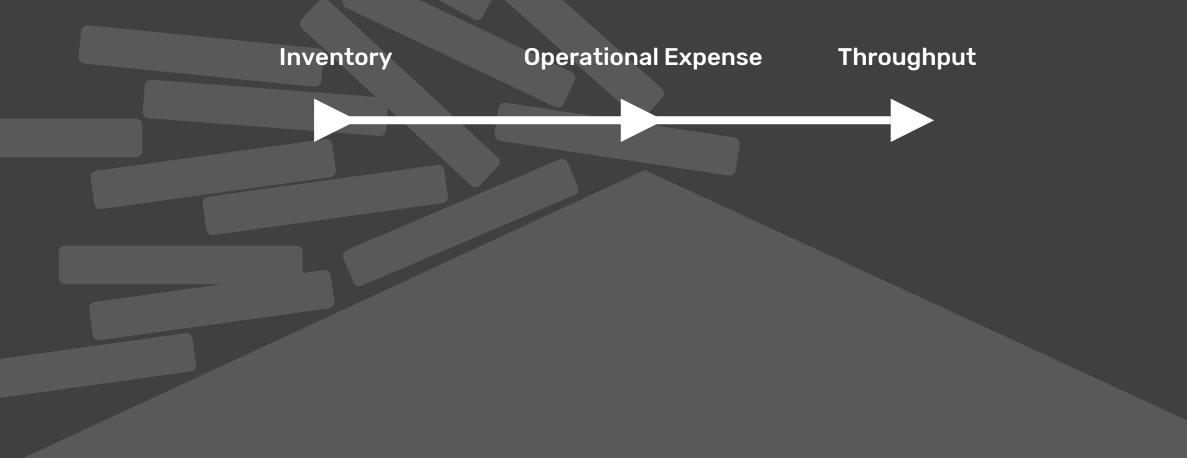


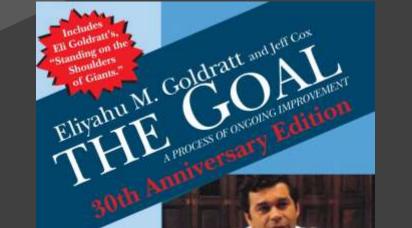










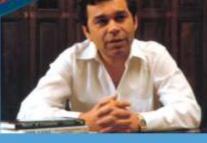


Eli Goldran has been described by Fortune as a "guru to industry" and by Business Week as a "genins". His book, *The Goal*. is a gripping fastpaced business novel.

"Goal readers are now doing the best work of their lives." Success Magazine

"A factory may be an unlikely setting for a novel, but the book has been wildly effective..." Tom Peters

Required reading for Amazon's management.



THE BEST-SELLING BUSINESS NOVEL THAT INTRODUCED THE

> THEORY OF CONSTRAINTS

AND CHANGED HOW AMERICA DOES BUSINESS



Eli Goldran has been described by Fortune as a "gurn to industry" and by Business Week as a "genius". His book The Goal, is a gripping fastpaced business novel

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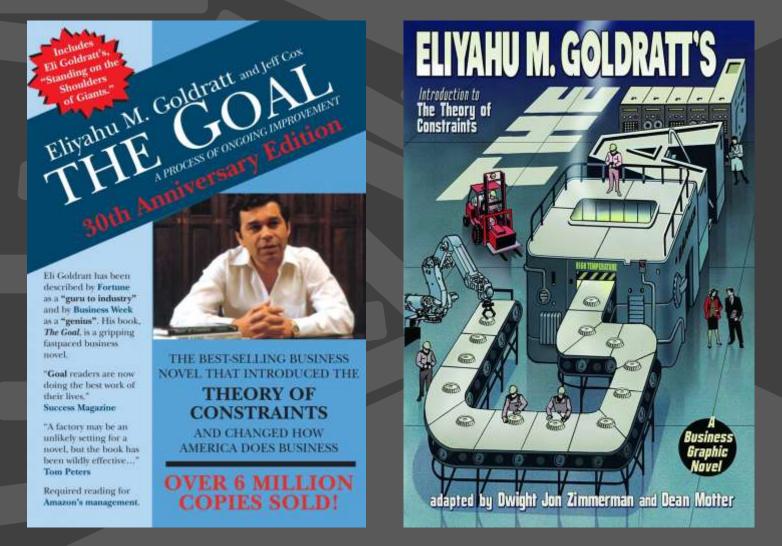
"A factory may be an unlikely setting for a novel, but the book has been wildly effective .... \* Tom Peters

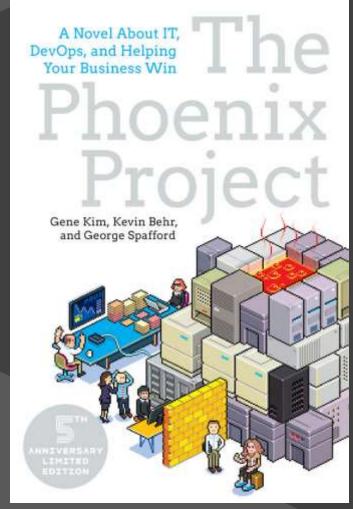
Required reading for Amazon's management.

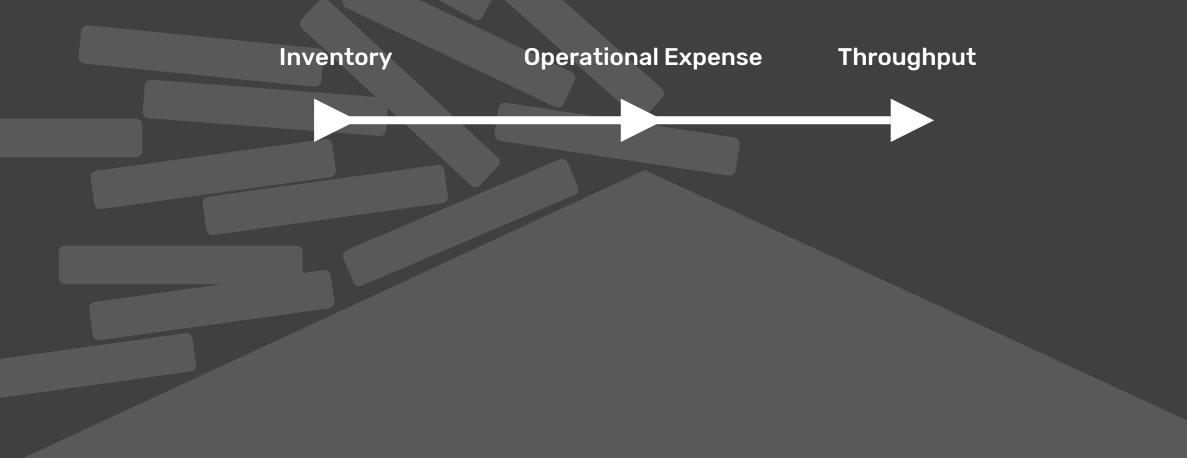


THE BEST-SELLING BUSINESS NOVEL THAT INTRODUCED THE THEORY OF CONSTRAINTS AND CHANGED HOW AMERICA DOES BUSINESS

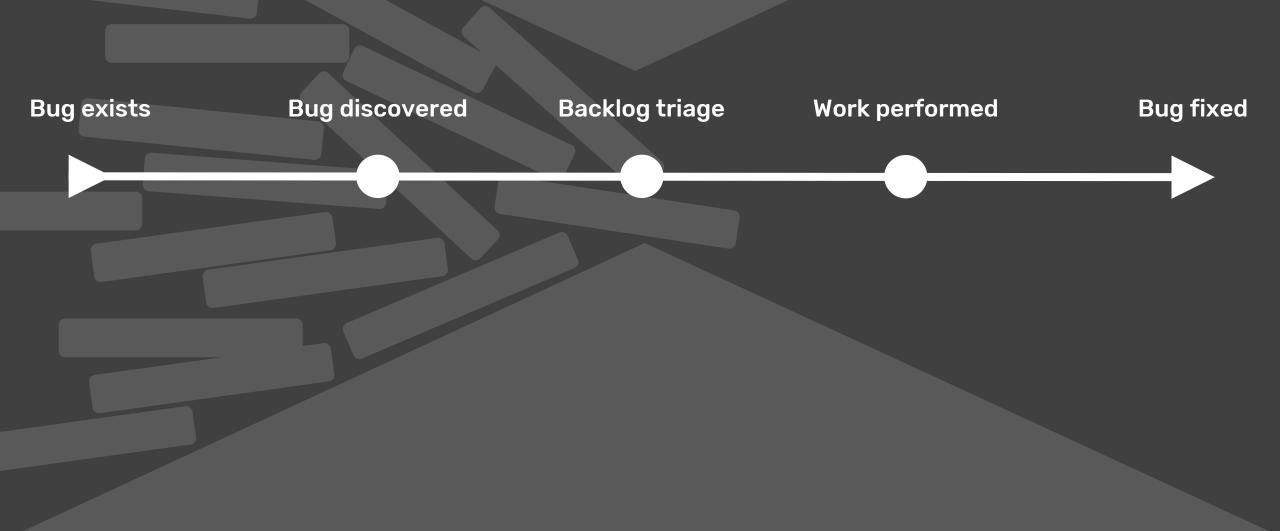
OVER 6 MILLION **COPIES SOLD!** 







### A Bug's Life

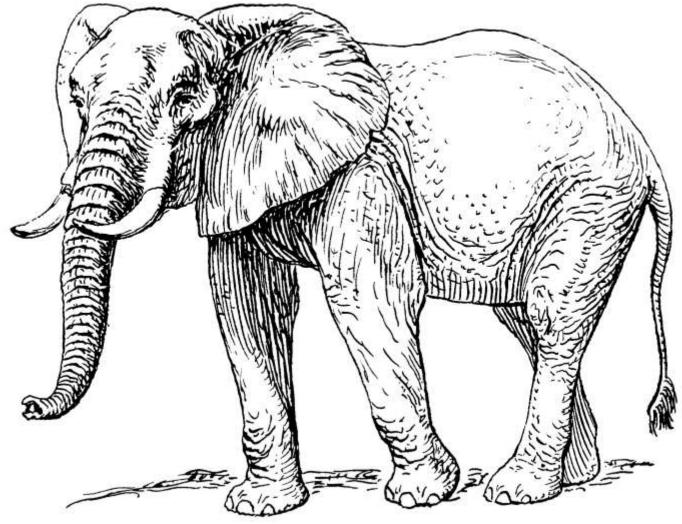




#### We needed to undo our backlog jam.

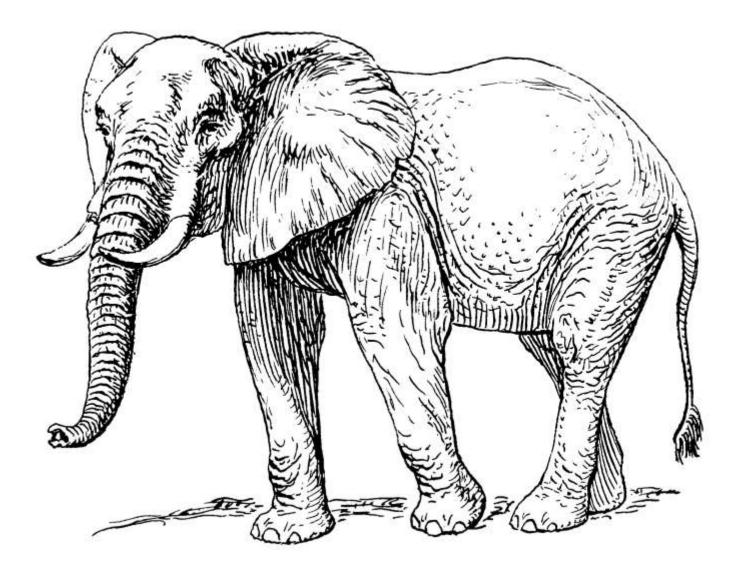


## How do you eat the proverbial elephant?



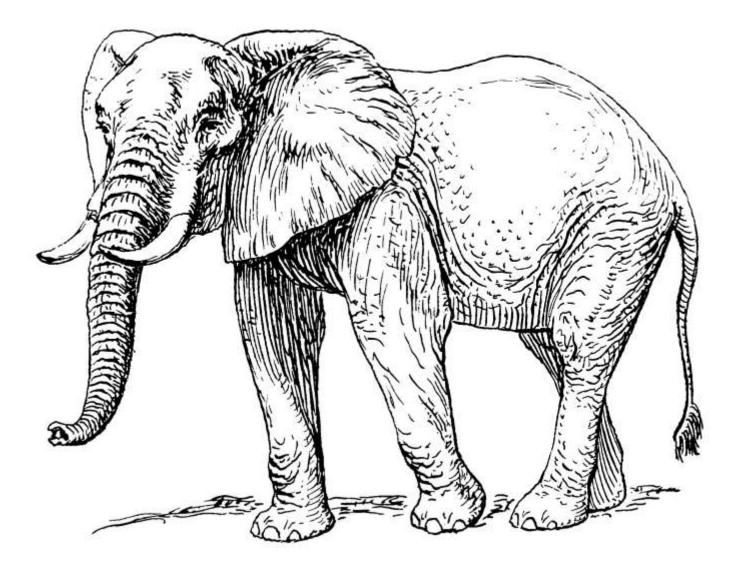
#### **Conventional wisdom:**

One bite at a time.



#### My perspective:

#### Find the most delicious and easiest to eat parts first.



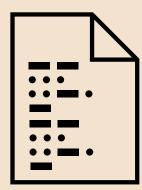
#### Understanding how accessibility audits are performed



HARRY R. CUNNINGHAM, State Auditor, Helena. Often done screen by screen, button by button, requirement by requirement, browser by browser, platform by platform



#### Often focused on the output and ignorant of the input

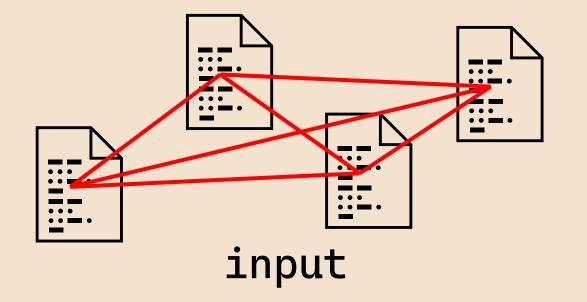


input





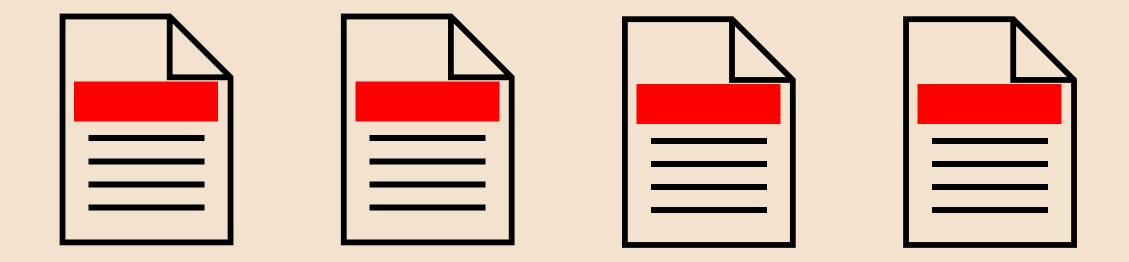
#### Often focused on the output and ignorant of the input





output

### Often very repetitive due to how we reuse our code



#### Often ignorant of "easy" vs "hard" in the underlying systems



production database high effort



static site
 low effort

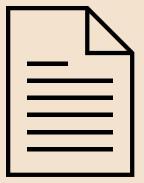
# Often ignorant of metrics and relative importance of the page

1,000,000 views high impact 5,000 views low impact

#### e.g. alt text is missing

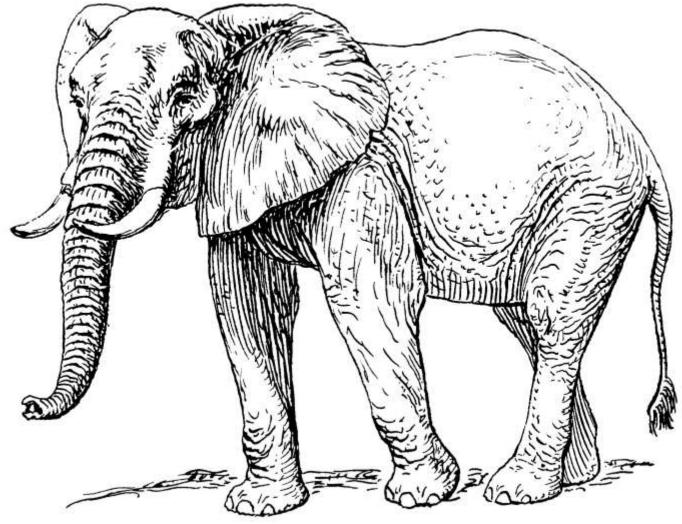


#### production database 1,000,000 views weeks to fix

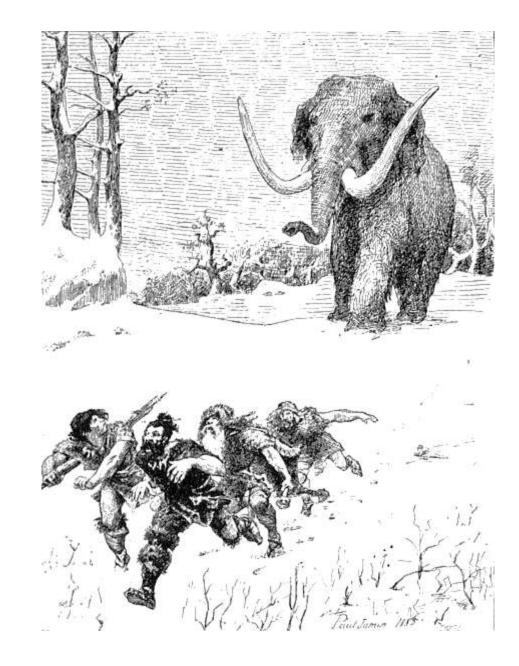


static site 5,000 views minutes to fix

## How do you eat the proverbial elephant?



## We were struggling with digestive issues.



#### How to be an open source gardener

April 14, 2014

I do a lot of work on open source, but my most valuable contributions haven't been code. Writing a patch is the easiest part of open source. The truly hard stuff is all of the *rest*: bug trackers, mailing lists, documentation, and other management tasks. Here's some things I've learned along the way.

It was RailsConf 2012. I sat in on a panel discussion, and the number of issues open on <u>rails/rails</u> came up. There were about 800 issues at the time, and had been for a while. Inquiring minds wished to know if that number was ever going to drop, and how the community could help. It was brought up that there was an 'Issues team,' whose job would be to triage issues. I enthusiastically volunteered.

But what does 'issue triage' *mean*, exactly? Well, on a project as large as Rails, there are a ton of issues that are incomplete, stale, need more information... and nobody was tending to them. It's kind of like a garden: you need someone to pull weeds, and do it often and regularly.

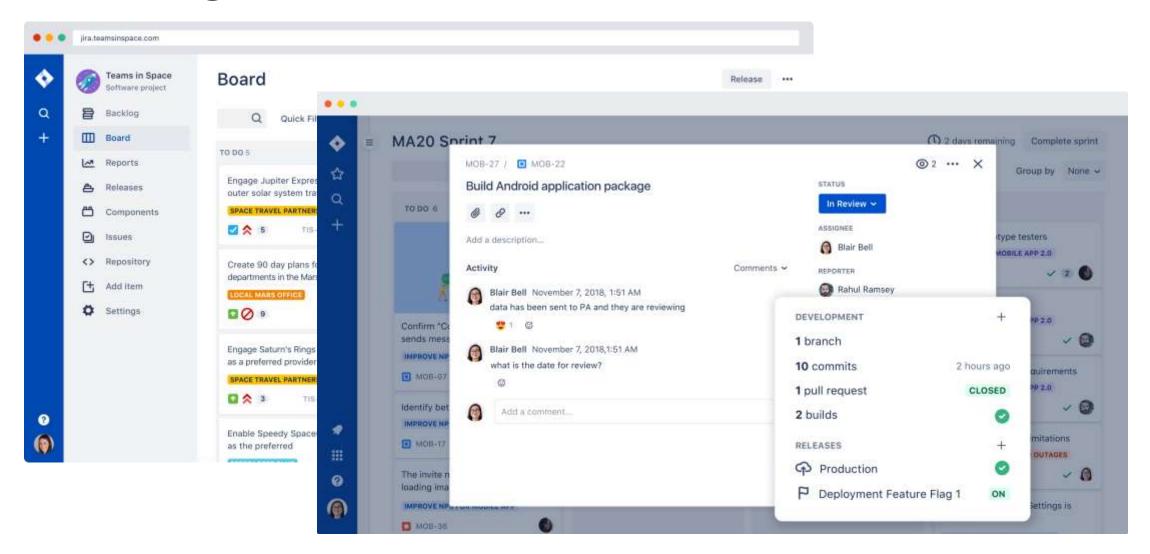
But before we talk about how to pull the weeds, let's figure out what kind of garden we even have on our hands!

#### What are Issues?

The very first thing your project needs to do is to figure out what Issues are supposed to be for. Each project is different. For example, in Rails, we keep Issues strictly for bugs only. Help questions go to Stack Overflow, and new feature discussion and requests go to the rails-core mailing list. For Rust, we have issues for feature requests, metaissues... everything. For some repositories, closing all of the issues is not feasible, and for others, you're shooting for zero. (If you don't believe that this is even possible, check out <u>Sequel</u>. Issues are rarely 0 0

#### 🕼 🖗 (Guest 🖉)

#### **Hitting the limitations of JIRA**



#### It was easier to triage in Excel

ID	Summary	Priority
PROJ-123	Missing alt attribute on page	HIGH
PROJ-124	Focus not visible on hamburger menu	HIGH
PROJ-125	Page is missing alt attribute	MED
PROJ-126	Missing 3:1 contrast on search	LOW
PROJ-127	Focus not visible on checkout	MED

### Which page is effected?

ID	Summary	Page	Priority
PROJ-123	Missing alt attribute on page	/about	HIGH
PROJ-124	Focus not visible on hamburger menu	All	HIGH
PROJ-125	Page is missing alt attribute	/features	MED
PROJ-126	Missing 3:1 contrast on search	All	LOW
PROJ-127	Focus not visible on checkout	/checkout	MED

### Which component is effected?

ID	Summary	Page	Component	Priority
PROJ-123	Missing alt attribute on page	/about	Image	HIGH
PROJ-124	Focus not visible on hamburger menu	All	Header	HIGH
PROJ-125	Page is missing alt attribute	/features	Image	MED
PROJ-126	Missing 3:1 contrast on search	All	Header, Forms	LOW
PROJ-127	Focus not visible on checkout	/checkout	Forms	MED

#### Which WCAG violation?

ID	Summary	Page	Component	WCAG Violation	Priority
PROJ-123	Missing alt attribute on page	/about	Image	Non-text content	HIGH
PROJ-124	Focus not visible on hamburger menu	All	Header	Focus visible	HIGH
PROJ-125	Page is missing alt attribute	/features	Image	Non-text content	MED
PROJ-126	Missing 3:1 contrast on search	All	Header, Forms	Non-text contrast	LOW
PROJ-127	Focus not visible on checkout	/checkout	forms	Focus visible	MED

# New dimensions appear!

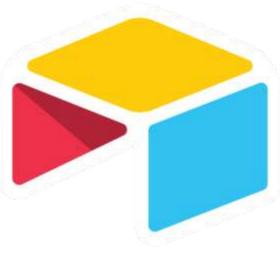
ID	Summary	Page	Component	WCAG Violation	Priority
PROJ-123	Missing alt attribute on page	/about	Image	Non-text content	HIGH
PROJ-124	Focus not visible on hamburger menu	All	Header	Focus visible	HIGH
PROJ-125	Page is missing alt attribute	/features	Image	Non-text content	MED
PROJ-126	Missing 3:1 contrast on search	All	Header, Forms	Non-text contrast	LOW
PROJ-127	Focus not visible on checkout	/checkout	Forms	Focus visible	MED
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...But we can only really visualize one dimension at a time.

▼

## Can we leverage modern spreadsheeting applications?





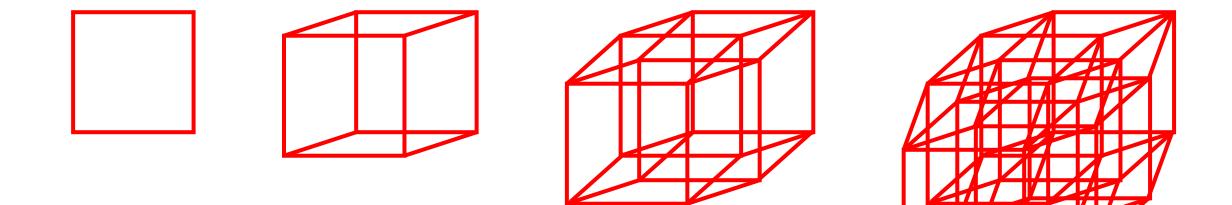


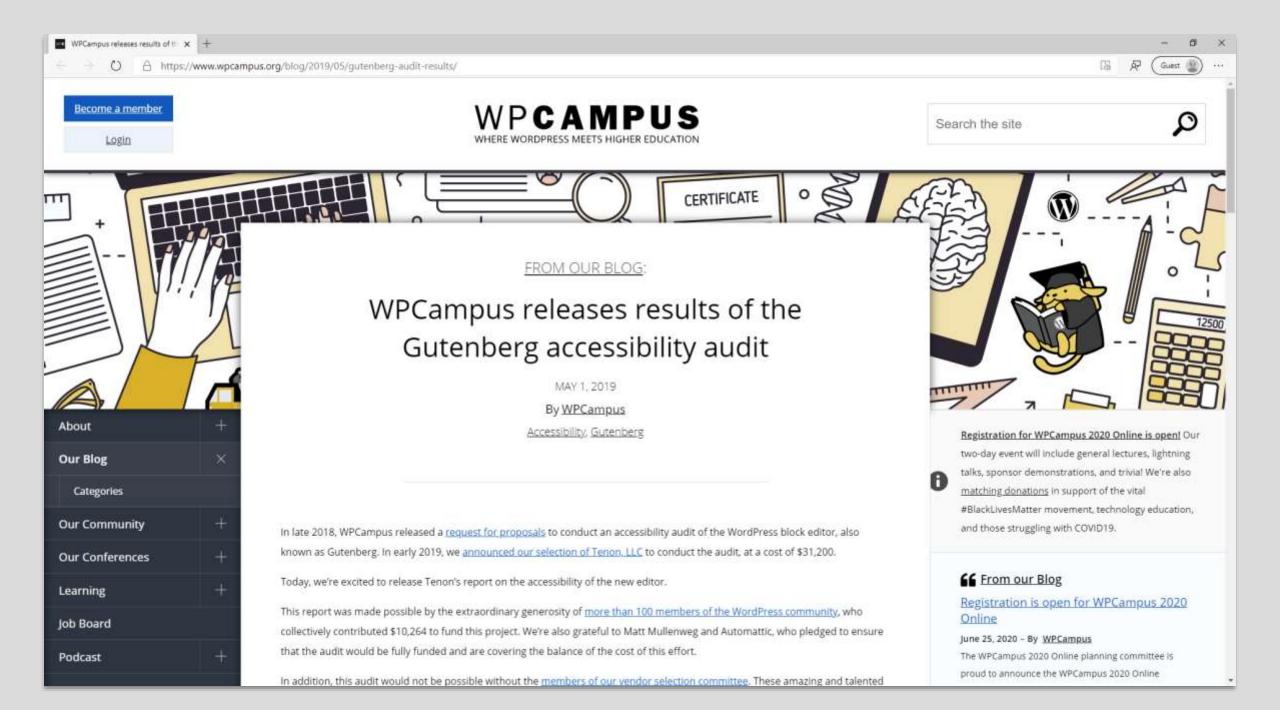
airtable.com

# Maybe we could experience multiple dimensions at once

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GUT-105 0	Current-page link is not programmatically labelled as such	(hog)	Output Markup		Bole State and Accessibility Properties	AU Onverse	Cognitively impared
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# How-to create a multi-dimensional accessibility audit.





## Step 1. Import data

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#### Gutenberg\_All\_Issues

10 II.

File Edit View Window Help

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#### Gutenberg\_All\_Issues

e Summary	IF Issue key	🗊 finue Type	SF Project key	E Project name	# Component/v		# Component/
lsers are not warned against autoplaying videos	GUT-114	Warning	GUT	Gutenberg	Block Types	Output Markup	
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Jsers can duplicate post titles	GUT-112	Warning	GUT	Gutanberg	Output Markup		
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anguage cannot be set on posts	GUT-110	Bug	GUT	Gutenberg	Output Markup		
locks are difficult to edit with speech recognition	GUT-109	Bug	GUT	Gutenberg	Block Editing	Title Block	
lsers are able to directly link images	GUT-105	Warning	GUT	Gutenberg	Block Editing		
Aedia players receive focus but show no visible focus state	GUT-106	Bug	GUT	Gutenberg	Output Markup		
current-page link is not programmatically labelled as such	GUT-105	Bug	GUT	Gutenberg	Output Markup		
itation field is only indicated by placeholder text	GUT-104	Warning	GUT	Gutenberg	Block Editing		
lsers cannot add table metadata in the visual editor	GUT-103	Bug	GUT	Gutenberg	Block Editing	Output Markup	
leading block uses a counter-intuitive icon	GUT-102	Warning	GUT	Gutenberg	Block Editing		
Aenu remains open after actions which moves focus	GUT-101	Bug	GUT	Gutenberg	Block Options		
elected block outline has insufficient color contrast	GUT-100	Bug	GUT	Gutenberg	Elock Editing		
eyboard focus order doesn't match visual order at high browser zoom	GUT-99	Bug	GUT	Gutenberg	Block Editing	Block Options	
locks use custom selection color	GUT-97	Bug	GUT	Gutenberg	Block Editing	Block Options	
ome content becomes unreadable with text enlarge	GUT-96	Bug	GUT	Gutenberg	Block Editing		
eyboard operation is confusing and inconsistent	GUT-95	Bug	GUT	Gutanberg	Block Editing		
hanges and updates are not announced to assistive technologies	GUT-94	Bug	GUT	Gutenberg	Block Editing	Block Options	
sufficient color contrast on block type buttons	GUT-89	Bug	GUT	Gutenberg	Empty Block		
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#### Step 2. Hide columns

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#### Step 3. Convert columns to selects and multi-selects

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#### Step 4. Color code *J*

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# **Step 5.** Add Counts

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#### Step 6. Add dimensions

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# Wrapping up our multi-dimensional accessibility audit

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Guten	perg Issues (After)						
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GUT-109	Blocks are difficult to edit with speech recognition	Bug	Block Editing Title Block	Dragon	Other	Windows - Dragon	Motor Impaired
GUT-108	Users are able to directly link images	Warming	Block Editing	Links	Images and Non-text Content.	All/ Universal	Sind Cognitively
GUT-106	Media players receive focus but show no visible focus state	Bug	Output Markup	Focus Keyboard	Keyboard Accessibility and Focus Control	All/ Universal	Cognitively Impaired
GUT-105	Current-page link is not programmatically fabelled as such	Bug	Output Markop		Role State and Accessibility Properties	All/ Universal	Cognitively Impaired
GUT-104	Citation field is only indicated by placeholder text	Warning	Block Editing		Frames	An/ Universal	Cognitively Impaired
GUT-103	Users cannot add table metadata in the visual editor	Bug	Block Editing Output Markup		Document Structure	Alt/ Universal	find Cognitively
GUT-102	Heading block uses a counter-intuitive icon	Warning	Block Editing		Other	(All/ Universal)	Cognitively Impaired
GUT-101	Menu remains open after actions which moves focus	Bug	Block Options	Keyboard	Keyboard Accessibility and Focus Control	All/ Universal	Cognitively Impaired
GUT-100	Selected block outline has insufficient color contrast	Bug	Block Editing	Contrast_nonText	Color	All/ Universal	Cognitively Impaired
GUT-99	Keyboard focus order doesn't match visual order at high browser zoom	Bug	Block Editing Block Options	Keyboard Zoom	Document Structure	All/ Liniversal	Cognitively Impaired
GUT-97	Blocks use custom selection color	Bug	Block Editing Block Options	Selection	Color	(Alt/ Universal)	Low-Vision
GUT-96	Some content becomes unreadable with text enlarge	Bug	Block Editing	Text_enlarge	Text Content and Typography	All/ Universal	Low-Vision
GUT-95	Keyboard operation is confusing and inconsistent	Bog	Block Editing	Keyboard	Reyboard Accessibility and Focus Control	All/ Universal	Bind Cognitively I
GUT-94	Changes and updates are not announced to assistive technologies	Bug;	Block Editing Block Options		Dynamic Content	Android - TalkBack IOS - Vo	Bind Cognitively
GUT-89	Insufficient color contrast on block type buttons	Evig	Empty Block	Contrast_nonText	Color	All/ Universal	Cognitively Impaire
GUT-88	Image cropping requires mouse and keyboard	Bug	Edit Media		Other	All/ Universal	Blind Cognitively
GUT-87	Permalink and its Edit button could be clearer	Warning	Title Block	Forms Semantica	Forms	Alt/ Universal	Sind Cognitively

#### Gutenberg Issues (After)

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## $\textbf{38cols} \rightarrow \textbf{10cols}$

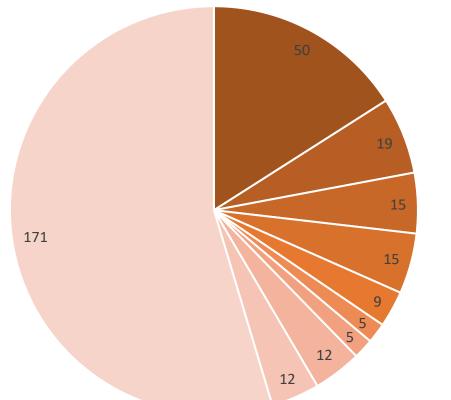
#### Before

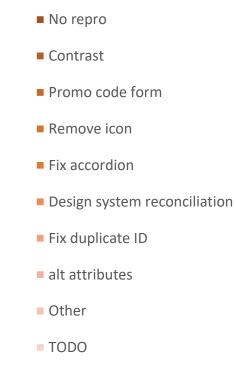
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11	F	Remediation Guidance	0

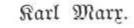
## How'd it work out for us?





142 of 313 issues closed (46%) in ~2.5 months with part-time capacity

# Some thoughts on improving workplace satisfaction via the backlog process



#### "Individuals and interactions over process and tools"

- The Agile Manifesto

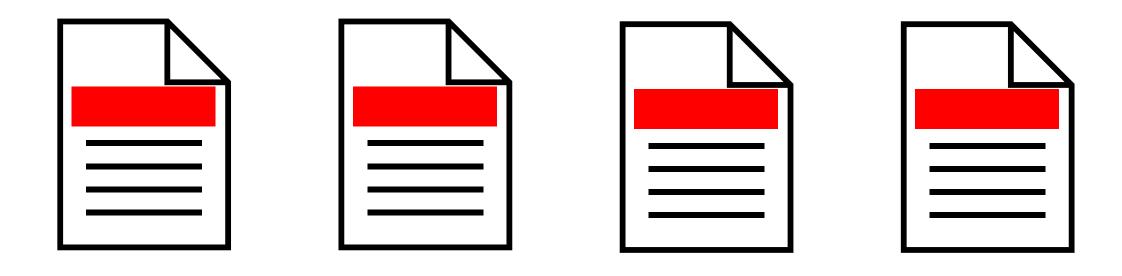




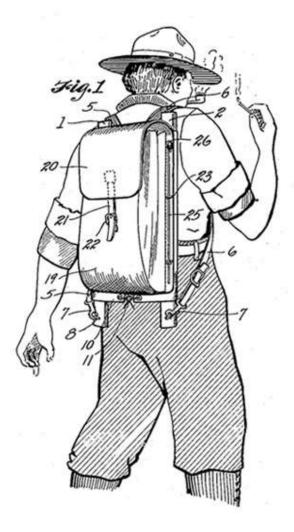
## Tip #1: Avoid extensive audits, start with a few core templates first.



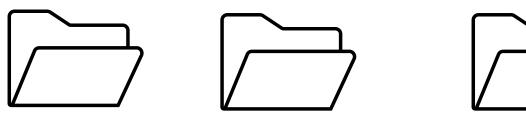
HARRY R. CUNNINGHAM, State Auditor, Helena.



#### Tip #2: Deliver issues in small packs of related issues.



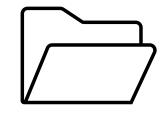




Modals

Header

Fix **alt** attributes

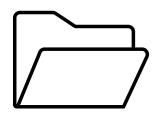


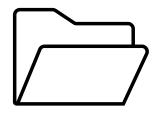
Fix contrast

(static site)



Fix focus states





Fix contrast (production database)

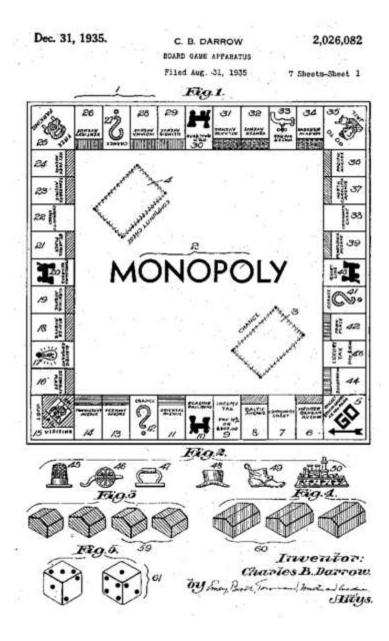
Resize Text







#### Tip #3: Gamify the experience, progressively increase the difficulty







WORLD 1-1

Fix **alt** attributes

#### WORLD 2-3

Fix contrast



WORLD 4-1

Fix focus states

## Tip #4: Give a s#!% about accessibility before legal shows up.



#### A quick thanks to...



Danh Hoang @danhhoang



Christopher Schmitt @teleject

