



Lessons from the **snapi** Project

Mick Davies: Chair LASSeO

*Priorities for Standardisation of Accessible User
Interfaces Seminar January 2012*



*A bit about **LASSeO***

LASSeO is a NFPD organisation working with anyone who is interested in ensuring that public sector needs are taken into account in smartcard/smartmedia schemes

- We reflect on what various parts of the UK public sector are doing or wanting to do
- We examine which technologies might be appropriate & specify how to use them
- We push for standards & develop specifications where we see a need for them
- We have widespread support across the public sector and really good engagement with a range of software, hardware & service suppliers
- We suggest how to deliver accessibility & inclusion through **snapi**



*A bit about **snapi***

- This is a standards-based piece of personalisation software that enables card holders to create, store, amend and invoke personal preferences when accessing a range of public devices which revert to their default state when the card is removed
 - Large font, colours, icon sizes, speed, etc
- Vital for those with disabilities and really useful for the rest of us
- It is based upon EN1332 part 4

Which of these works for you?

This one ...or...

This one ...or...

This one ...or...

This one ...or...

Even this one

Snapi: the application areas

- ticket selling/collection machines,
- access control systems,
- cash dispensers,
- check-in terminals at medical centres,
- information kiosks,
- TV applications,
- Leisure and Library systems
- and touch screen systems in general

Snapi: the team

Steering group members

- Dr. John Gill
- Lord Merlin Erroll
- Geoff Doggett
- Mick Davies

With support from a number of smartcard industry players, notably: Smartcitizen, Unicard, & Burall infosmart

and engagement from a number of local authorities at different times but notably from Bracknell Forest Council

Snapi: the project

- This project has been running for years and received some initial funding from the English National Smartcard Project way back in 2003/4
- Since then it has been taken under the LASSeO banner and we have been attempting to get it taken up by a range of institutions in
 - Local government
 - National government
 - The finance services industry
 - Transport
 - Smartcard industry
 - Assistive technology

Snapi: what have we done?

- We have gained some extra funding from central government and have completed a feasibility study
- We have tested user reaction through focus groups of older persons, people with disabilities, and organisations representing them
- We have established the SNAPI format as part of the English National Concessionary Travel Scheme
- We have worked with a number of authorities on library schemes and a guided bus scheme
- We have had extensive discussions with an ATM service provider
- We have achieved warm words of support from a number of government departments ...but...

Snapi: the buts...

- but the project has always fallen between two stools as far as government funding is concerned – it is neither research nor deployment
- but our ATM service provider decided not to pursue extensions into the smartcard arena
- but the guided bus scheme stalled because of funding issues
- to date only Bracknell Forest are operating the system

Snapi: the however...

- We have a touch screen demonstrator and this is proving very effective – when people actually see it, they understand it and want it
- We can update personal preferences and store these on cards
- We are in discussions with another local authority and expect to implement the system there
- We have developed mechanisms for invoking Windows XP accessibility options and are almost ready to deploy similar mechanisms for Windows 7
- We have identified the immediate set of application areas

Snapi: the lessons...1

The demand

- There is a demonstrable significant public appetite for such a software solution which really could transform the lives of many people
- The ability to demonstrate how the system works is crucial to gaining support
- Positive action is required to put this in front of those that would benefit to stimulate demand

Snapi: the lessons...2

Technical issues

- The coding structure has proven to be very resilient. It has been extended through the allocation of additional tags and has proven adequate for a number of technologies
- The major shortcoming to date has been the absence of an XML version and this has been addressed through other means.
- The XML coding developed as part of the EU project APSIS4all could be the basis for a normative annex to the standard and could be extended to provide a flexible platform for the future
- The next stage has to include newer technologies

Snapi: the lessons...3

Funding & Project issues

- Operating projects on a voluntary, unpaid, basis tends to slow progress – however, whenever we have obtained funding we have been able to make significant progress
- Standards do not deploy themselves – they need systems that are easy to implement to be based on them and a positive effort to encourage take-up
- Although many are impressed with systems such as [snapi](#) it has been difficult to translate this into concrete funding
- Deployments across the public sector have been affected because services are being cut back
- We need support to enable us to look ahead to newer technologies

This seminar is intended to help to formulate a workplan for CEN work on User Interfaces

In our view it would clearly be of benefit to be able to carry out further research to extend the use of the standard into the internet and mobile phone based user interfaces & to develop the standard using tags to maintain its resilience. An XML annexe is vital.

We also believe that deployment is essential to the value of any standard and we are well placed to support this activity

LASSeO/Snapi is very keen to become involved & we would love to be able to work with any organisation that is intent on extending this work

- We have a circulation list for dissemination and consultation and we meet bi-monthly, normally in London.



*We are always looking for new members,
new partners and supporters*

How to find us:

LASSeO:

www.LASSeO.org.uk

Snapi:

www.snapi.org.uk

*or mail me at ***LASSeO@btinternet.com****