

**ANNEXURE B: EVALUATIONS OF SAPS WEBSITE
BY EXPERT EVALUATORS**

Annexure B: 1

Evaluation of SAPS website by Evaluator 1

Evaluator information	
Name	Amanda Blom
Date	29 April 2003
Screen Resolution	600 X 800
Browser	Internet Explorer
Internet connection	

Table 25: Evaluation of content

Topic	Description	Rating	Notes
1. General			
Identification	The site clearly identified (especially the home page, but other pages as well)	2	
Clarity of purpose (mission, goals and objective)	The mission and purpose of the website clearly stated - e.g. to inform, make contact, get feedback and interaction, or to provide value-added services	1	
Home page	Immediately engages user in contents	2	
Home page quality	Home page uncluttered, informative, inviting, concise and easy-to-read	2	
Home page coverage	Scope of the site easy to identify from the home page	1	
Target audience and relevancy	Intended audience clearly specified. Content relevant to the target audience.	2	
Reason to return	Style, quality and freshness of content are sufficient reason to return to the website	2	
Website alignment	Content of website in line with its strategy/purpose	2	
2. Content			
"About us" page	An "About us" page provided, with correct information on (or links to) pages such as Introduction, Mission and Vision, Structure, Leadership, History	0	Difficult to find information (should be more prominent)
"Where to find us" page	Address given Physical location given Map given E-mail links given	0	Difficult to find information (should be more prominent)
Organisation structure	Organigram presented Leadership presented, with photographs	1	
Press releases/official news	Press releases furnished and up to date Speeches from main role-player provided	2	
Calendar of events	Furnished and updated	0	Difficult to find information

Reports	Annual report published on the site Other high-profile reports published	2	
Initiatives	Detail provided on special projects, campaigns, launches and other initiatives	1	
'What's New' section	The site includes a 'What's New' section, or highlights recent changes	1	
FAQs (Frequently Asked Questions) section	FAQs comprehensive, and updated	2	
Glossary	Glossary for terms used on website. Glossary link on menu bar	0	Could not find
3. Credibility			
Content authority	Content has an authority listed (i.e. the user knows whom to contact about content issues)	0	Not featured
Authorship	Links to authors of content and website team	1	
Author	Clear who is authoring the page. Author can be contacted for clarification	0	Not featured
Content style	Source of the content credible (does not read like a brochure – with no way of verifying content)	2	
References	Bibliographies or references given	1	
Accuracy	Material supported by evidence. Information is reliable. Free from factual errors	2	
Objectivity	Site content balanced and does not indicate a level of bias	1	
Completeness	Adequate coverage of the subject with no obvious omissions	2	
Breadth of coverage (comprehensiveness)	All aspects of the intended subject covered	2	
Depth of coverage	Site goes to the level of detail as per the mission and purpose; user gets entire idea	2	
Timeliness of coverage	Fresh content provided Reflects changing information needs of an e-enabled user	2	
Verification	References to other sources (print and Internet sources) Where information is derived from a print version, it is clear which edition it is derived from	1	
Content currency	The date the article was written/site created given Indicated when article/site was last updated or revised Indicated how often the information/site is revised or updated	2	
Dates and updating	Date/update on the home page, every page Date format consistent throughout the site Indicated how frequently the site content is updated	0	
4. Content quality			

Quality control	Evidence that information is checked and verified Attention to detail Absence of mistakes, inaccuracy and incongruities	1	
Quality of verbal expression	Site measures up in terms of readability Clarity of grammar and use of language Articulation of complex concepts Lack of typographical errors - spelling, punctuation, etc. Absence of duplication and repetition	2	
Clear and concise wording	Composition – an appropriate literary style adopted Content constructed of simple, clear sentences (as against dense, complex writing) Paragraphs short and to the point (as against long and convoluted) Vocabulary appropriate for the perceived target audience	1	
5. Legal issues			
Terms of use	Link provided to the terms/conditions of use statement, including copyright notice, privacy policy statement and disclaimers	2	
Copyright notice	Copyright notice appears prominently for copyrighted material Indicated if some material is in the "public domain"	2	
Disclaimer	Disclaimer included, describing the limitations, purpose, scope, authority, and currency of the information Sources of information disclosed (copyright issues) Disclaimer clear and unambiguous Disclaimer brought to the attention of the user	2	
Privacy statement	Privacy statement included on the home page Clearly stated what information is collected about individuals when they visit the website, how it is used and if it is disclosed Clearly stated that confidentiality is ensured	0	Could not find
Content suitability	Content non-offensive and non-discriminatory	2	

Table 26: Evaluation of site architecture

Topic	Description	Rating	Notes
1. Website structure			
User-centric structure	The site's content is structured to allow information to flow according to the usage pattern of the average/typical user	0	Can be improved

Positioning clear	The information is categorised to allow users to logically move through the site with ease, track their progress and determine their location within the site on any web page	1	
Intuitive structure	User does need to have an understanding of the internal structure of government or individual agencies in order to find information or services	1	
User-centric layout	Site designed to follow the user's thought process Site is simple, internally consistent, and easy to use, neat with an appealing look and feel	1	
Balanced design	Website "range" not too wide, and information not hidden too deeply, forcing user to hunt for it	1	
Site organisation	Site organised in logical fashion. Headings and subheadings clear. Easy to understand how information is organised on the site	2	
2. Navigation			
Consistent link structure	Links to the home page, high-level site categories, and search facility provided on every page	2	
Commonly used web navigation labels	Consistency with commonly used web navigation labels (such as Home, About Us, What's New, Media Releases, Publications, Search, Contact Us, Useful Links, Site Map, Feedback and Help)	1	
Easy to navigate	User can easily find way backward and forwards. Structure is apparent and logical. Navigation functions consistent across all pages. Possible to move about without returning to home page. Navigation is intuitive and consistent	1	
Easy to find	Website clearly identified Available on search engines	1	
Image maps	Where image maps are used, they are clear as to where they lead, (or a text description is included to assist) Hotspots (sections containing links) on image maps clearly defined Text links provided in tandem with image links (to facilitate viewers who turn off image displays or use browsers that cannot display images)	1	
Site map	Map provides a hierarchical structure of all the main pages on the website	0	Could not find a site map
Index	Index or table of contents guides user (an "A to Z index").	0	
Flow	Pages must follow on logically - pages should begin with clear transition	1	
Background	Background image, where present, does not overwhelm the page, does not affect site's readability Background and text work well together	2	

Indication of page position	Site structure is such that it is always clear where the user is within the site	1	
Navigation aids and scrolling	Where pages are long, there are adequate navigation aids within the page leading to the top end of document, for easier reading Internal page links avoid excessive scrolling and bring user directly to a particular location within the page	1	
3. Links and menus			
Links (internal)	Adequate internal links provided to navigate the website Links checked regularly and point to pages still in use	1	
Links (external)	Hyperlinks provided to other relevant resources External links well selected and maintained Links checked regularly and point to pages still in use Expired or dead links (web page) not found	2	
Link description	Links descriptive enough to clearly indicate where and to what they lead. External links clearly indicate user is leaving the site	1	
Link colour	Site implements link colour changes (on hover, activated)	2	
Links back 'home'	Links back to the 'home' page from each sub-page	2	
Top menu bar	Top menu bar provides links to frequently used pages/functions	0	Could not find
Menu bar	Menu bar consistent throughout the site	0	Should appear on every page

Table 27: Evaluation of site architecture

Topic	Description	Rating	Notes
Information architecture (structure)	Coherent presentation of information	1	Can improve
Information construct clarity	Information chunked in digestible blocks Short pages provided	1	Can improve
Coherent presentation of information	Packaging of information effective - not too long or too short	1	Some info "buried to deep"
Effective categorization	Hierarchical groups or categories allow users to find the information in multiple ways	0	N/A
Use of menus for finding information	Menus provide an overview of the basic elements of the site	1	

Menus provide effective grouping	Menus show approximate breadth and depth of the site by indicating how many subsets exist under each grouping	0	This is necessary on a big site like this
Organisation (clear headings, subheadings)	Site's information organisation clearly marked Headings and subheadings clear and they make sense Easy to understand how information is organised on the site	1	Can improve
Information access	Content rating systems, usability, search facility, site map, steps to destination, readability, effectiveness of image maps	1	Can improve
Uncluttered/easily scanned	Pages not dense with links and content, and with plenty of "white space". Presentation organised to facilitate scanning the page – not necessary to read all the content to discern content of interest	1	Can, and must, improve
Attention to detail	Absence of dead ends and outdated pages	0	Found some dead links

Table 28: Evaluation of site technology

Topic	Description	Rating	Notes
1. Features and facilities			
Search facility	Site has internal search facility. Instructions and tips for searching Search facility accessible from every page Advanced search function available	0	Non existing
Forms	Easy to understand and complete Privacy and security guidelines followed Alternative to forms provided	1	
Downloads	Detailed information provided about downloadable material Alternative formats provided All material tested and confirmed as virus free	2	
Browser support	All pages display on various browsers and platforms Lack of script errors All pages error-free in the most widely used web browsers All pages print properly	1	Can improve
Attention to detail	Absence of process failures and code crash		N/A
2. Multimedia			
Innovative use of technology	Innovative use made of multimedia – e.g. audio and video broadcast and streaming media	0	None – but must be used carefully

Interactivity	Useful and relevant links at appropriate places Adequate number of links - not too many or too few Effective use made of e-mail lists, newsletters, newsgroups, chat, bulletin boards Other value-added services provided	0	Same as above
Singularity of purpose	Absence of unrequested intrusions (e.g. pop ups), no "attention clash"	1	
Responsiveness and connectivity	Speed of connection, response time, download time satisfactory	2	
3. World Wide Web factors			
URL	URL clarity – rate the domain distinctiveness, memorability, competitive positioning, and address permanence Site clearly identified – police service, country URL gives a clear indication of police service Each page has a unique URL	2	Would like url to indicate it is a government organization ("gov.za")
Web site management	Evidence of effective maintenance and management process	1	Can improve

Table 29: Evaluation of website style

Topic	Description	Rating	Notes
1. General style			
General impression in keeping with purpose	Site projects an appropriate stylish, image Home page designed attractively and entices user to further exploration	1	Can improve
Overall visual appeal	Consistent visual identity established	1	Can improve – currently inconsistent
Visual aspects functionality	Visual aspects add to website pages without distracting the user	1	Same as above
Overall presentation	Site interesting and appealing at first impression	1	Same as above
Ease of reading	Complex components simplified, e.g. the use of synopses and summaries	1	
Readability	Readable fonts throughout Optimum paragraph and sentence length Text not too big or small Not too much bold, italics, capitals Not too many font types	2	
2. Specific elements			
Relevancy of graphic images	Appropriate use of images (not just 'eye-candy') Use of thumbnail images to speed page download and give viewer choice as to whether or not to download full-size image Images have captions or identified in text	2	

Use of graphics (style)	Quality of the graphical images good Graphics prove functional and contribute to usability Images enhance the resource and do not distract from the content	2	
Legibility	Addresses user's ability to recognise words on the web pages. Contrast between text and background sufficient. Font size not too small for continuous reading. Limited number of practical type styles and typefaces used	1	Can improve
Writing style	Content written in a style appropriate for the World Wide Web Acronyms, jargon, and complex words avoided Content clear and simple Content free of material that could be generally considered offensive Succinct, easily "scannable", plain English used Correct spelling and punctuation used	2	Can improve
Consistent use of fonts	Standard fonts used throughout the website Font type and size clear and easy to read	2	
Consistent colour scheme	Consistent look and feel throughout the web site	1	Can, and must, definitely improve
Ease of use	Perceptual clarity, focus of attention, visibility of functions	1	Can improve
Titles	Title of the site and the pages descriptive of the content	2	
Usability testing	Usability testing undertaken, and the results published online		N/A
User matching	Website appear sensitive to the needs of different user types	1	

Table 30: Evaluation of service delivery

Topic	Description	Rating	Notes
1. Police-specific content			
Target audience identification	Objectives concerning target audience stated Target audience clear Website contains definition of target audience	1	
Content relevancy	Content and language relevant to all on-line segmented users	1	
Police Service strategy	Strategy available online	2	
Vision and mission of police service	Vision and mission available online	1	Information "too deep"
Organisation structure	An organigram presented (where applicable) Leadership presented (with photographs)	2	

Police Service Acts	Relevant acts and ordinances published	2	
Policy documents	Policies and white papers published	2	
Police Service documents	Relevant publications, documents, procedures, etc. published	2	
Statistics and crime statistics	Latest crime figures provided	1	Outdated
Successes reported	Updated information on police service successes	1	
Community participation	Details of projects involving community published Community involvement encouraged (e.g. reporting crime)	1	
Customisation	Possible to uniquely define topics of interest Possible to set keywords for personal e-mail		N/A
Emergency service	Emergency contact numbers furnished	1	Not prominent
Special attention to topical issues	News and advice provided on topical issues, e.g. on Nigerian scams	2	
Attention to high-profile crime	Checklists and tip sheets provided for high-profile crime that affects all citizens, e.g. hi-jacking of cars, housebreaking	2	
Other services	Value-added services, hints and advice, e.g. safety precautions, crime prevention	1	
2. Contacting the police			The "contact us" section is not prominent enough
Reporting crime (emergencies)	Basic directions and numbers for reporting crime in emergency situations easy to locate. Clear that there will be a response	1	
Reporting crime (non-emergencies)	Basic directions and numbers for reporting crime in non-emergency situations easy to locate	1	
Reporting crime by e-mail	Users enabled to report crime by e-mail	1	
Contacting the police for reasons other than reporting crime	This includes general enquiries, data protection, firearms and shotguns, help for crime victims and website feedback	1	
Single point of contact (simple enquiries)	Electronic mail contact info: A single e-mail address (contact person) provided for service enquiries	1	
Contact information for head office	Head office contact information (address, phone, e-mail, person to contact, etc) easy to find	1	
Contact information for head office	Multiple methods of contact (phone, fax, e-mail) Multiple routes of contact that facilitate different objectives	1	
Contact information for head office	Search function available within the contact information that helps steer user to the right information	1	

Contact info for local offices	Local office addresses, phone, e-mail easy to find Site lists physical business locations Locations can be searched by geographical area Hours of operation provided	1	
Response to enquiries	Indication that a person will respond to every piece of electronic correspondence, route it to another person as necessary and follow up to ensure that service has been delivered	1	
Languages supported	Citizen receive service in the language of his/her choice	2	Is this really necessary?

Table 31: Evaluation of e-government service delivery

Topic	Description	Rating	Notes
1. General			
Self-service	Provision for self-service, online access to resources, etc	1	
Portals	Portals employed for enhancing access	1	
"Life events" approach	Site structured around the user's life events and activities (rather than the police service's internal organisation structure)	1	
Digital democracy	Discussion forums, public opinions, online forms available that enhance the concepts of digital democracy available	1	
Links	Links provided to the main government / departmental websites	2	
Appropriate security	Sufficient level of security provides for e-government services. Appropriate authentication mechanisms (e.g. certificates) must be used to support self-service		N/A
Database integration	Proper database integration in place to support self-service functionality		N/A
Customer service and respect	Evidence of customer service management, e.g. effective management of requests and complaints from customers (evaluate the ease of contact and responsiveness)	1	
Matches user sophistication level	Website matches the likely technological savvy of the user A site targeted to average users should not require plug-ins to use key feature The site appears sensitive to different user types such as average vs. power users The site differentiate its services between remote access vs. office users	2	
Personalisation: The ability to create "my site"	Site is customisable. Possible to uniquely define topics of interest and how they are presented	1	

2. Interactive features			Dependable on aim of web site
Interactivity	Site offers users information customised to specific needs Users can submit content to website	1	Is this applicable fir this web site?
Newsletter	Users can subscribe to an on-line newsletter or e-mail newsfeed	1	As above
E-mail links	Adequate e-mail links provided for all online services provided	1	As above
Feedback	Comment, feedback and input encouraged Incentives for feedback given	1	Can improve
Vacancies	Information on vacant positions and joining the police	1	Can improve
Emergency situations	Sufficient advice provided to handle emergency situations	1	Can improve
Initiatives	Information provided on-line on the police service's campaigns and initiatives	1	Can improve
Surveys on user needs (results available online)	Questions on navigation, purpose of visits, site aesthetics, and type of people who visit the sites	1	Can improve
Promotion of police service objectives	Website effectively promotes understanding of the police service	1	Can improve
Ensured reaction	This is one phase higher than just offering an electronic brochure on the WWW	1	Can improve
Contact information	Contact information (e.g. e-mail) for the webmaster given	2	
User support	Level of user support on the site - help documentation, e-mail help, and fax-back service adequate Interactive feature sufficiently explained		N/A

Annexure B: 2

Evaluation of SAPS website by Evaluator 2

Evaluator information	
Name	Danie de Beer Dreamsphere Development
Date	03/04/2003
Screen Resolution	1024 x 786
Browser	Internet Explorer
Internet connection	48 k line

Table 25: Evaluation of content

Topic	Description	Rating	Notes
1. General			
Identification	The site clearly identified (especially the home page, but other pages as well)	1	
Clarity of purpose (mission, goals and objective)	The mission and purpose of the website clearly stated - e.g. to inform, make contact, get feedback and interaction, or to provide value-added services	0	
Home page	Immediately engages user in contents	1	
Home page quality	Home page uncluttered, informative, inviting, concise and easy-to-read	0	
Home page coverage	Scope of the site easy to identify from the home page	1	
Target audience and relevancy	Intended audience clearly specified Content relevant to the target audience	2	
Reason to return	Style, quality and freshness of content are sufficient reason to return to the website.	0	Content outdated and old
Website alignment	Content of website in line with its strategy/purpose	1	
2. Content			
"About us" page	An "About us" page provided, with correct information on (or links to) pages such as Introduction, Mission and Vision, Structure, Leadership, History	0	Nothing from front page
"Where to find us" page	Address given Physical location given Map given E-mail links given	0	Only e-mail address for web info
Organisation structure	Organigram presented Leadership presented, with photographs	2	Can be structured in better way
Press releases/official news	Press releases furnished and up to date Speeches from main role-player provided	3	Too static
Calendar of events	Furnished and updated	0	None

Reports	Annual report published on the site Other high-profile reports published	2	Not up to date
Initiatives	Detail provided on special projects, campaigns, launches and other initiatives	1	
'What's New' section	The site includes a 'What's New' section, or highlights recent changes	0	Overdone on menu items
FAQs (Frequently Asked Questions) section	FAQs comprehensive, and updated	1	Shortage of info
Glossary	Glossary for terms used on website. Glossary link on menu bar	0	None
3. Credibility			
Content authority	Content has an authority listed (i.e. user knows whom to contact about content issues)	0	
Authorship	Links to authors of content and website team	0	
Author	Clear who is authoring the page. Author can be contacted for clarification	0	
Content style	Source of the content credible (does not read like a brochure – with no way of verifying content)	0	
References	Bibliographies or references given	0	
Accuracy	Material supported by evidence. Information is reliable. Free from factual errors	2	
Objectivity	Site content balanced and does not indicate a level of bias	1	
Completeness	Adequate coverage of the subject with no obvious omissions	1	
Breadth of coverage (comprehensiveness)	All aspects of the intended subject covered	1	
Depth of coverage	Site goes to the level of detail as per the mission and purpose; user gets entire idea	1	
Timeliness of coverage	Fresh content provided Reflects the changing information needs of an e-enabled user	1	New information occasionally
Verification	References to other sources (print and Internet sources) Where information is derived from a print version, it is clear which edition derived from	0	
Content currency	The date the article was written/site created given Indicated when article/site was last updated or revised Indicated how often the information/site is revised or updated	0	
Dates and updating	Date/update on the home page, every page Date format consistent throughout the site Indicated how frequently the site content is updated	0	
4. Content quality			

Quality control	Evidence that information is checked and verified Attention to detail Absence of mistakes, inaccuracy and incongruities	1	
Quality of verbal expression	Site measures up in terms of readability Clarity of grammar and use of language Articulation of complex concepts Lack of typographical errors - spelling, punctuation, etc. Absence of duplication and repetition	2	
Clear and concise wording	Composition – an appropriate literary style adopted Content constructed of simple, clear sentences (as against dense, complex writing) Paragraphs short and to the point (as against long and convoluted) Vocabulary appropriate for the perceived target audience	1	
5. Legal issues			
Terms of use	Link provided to the terms/conditions of use statement, including copyright notice, privacy policy statement and disclaimers	1	
Copyright notice	Copyright notice appears prominently for copyrighted material Indicated if some material is in the "public domain"	1	
Disclaimer	Disclaimer included, describing the limitations, purpose, scope, authority, and currency of the information Sources of information disclosed (copyright issues) Disclaimer clear and unambiguous Disclaimer brought to the attention of the user	2	
Privacy statement	Privacy statement included on the home page Clearly stated what information is collected about individuals when they visit the website, how it is used and if it is disclosed Clearly stated that confidentiality is ensured	0	
Content suitability	Content non-offensive and non-discriminatory	2	

Table 26: Evaluation of site architecture

Topic	Description	Rating	Notes
1. Website structure			
User-centric structure	The site's content is structured to allow information to flow according to the usage pattern of the average/typical user	0	
Positioning clear	The information is categorised to allow users to logically move through the site with ease, track their progress and determine their location within the site on any web page	1	

Intuitive structure	User does need to have an understanding of the internal structure of government or individual agencies in order to find information or services	0	
Balanced design	Website "range" not too wide, and information not hidden too deeply, forcing user to hunt for it	0	
Site organisation	Site organised in logical fashion. Headings and subheadings clear. Easy to understand how information is organised on the site	0-1	
2. Navigation			
Consistent link structure	Links to the home page, high-level site categories, and search facility provided on every page	0-1	
Commonly used web navigation labels	Consistency with commonly used web navigation labels (such as Home, About Us, What's New, Media Releases, Publications, Search, Contact Us, Useful Links, Site Map, Feedback and Help)	1	
Easy to navigate	User can easily find way backward and forwards. Structure is apparent and logical. Navigation functions consistent across all pages. Possible to move about without returning to home page. Navigation intuitive and consistent	0	
Easy to find	Website clearly identified Available on search engines	2	Suggestion: In terms of SA's language policy details on search engines could be in more than one official language
Image maps	Where image maps are used, they are clear as to where they lead, (or a text description is included to assist) The hotspots (sections containing links) on image maps clearly defined Text links provided in tandem with image links (to facilitate viewers who turn off image displays or use browsers that cannot display images)	0	
Site map	Map provides a hierarchical structure of all the main pages on the website	0	
Index	Index or table of contents guides user ("A to Z index")	0	
Flow	Pages must follow on logically - pages should begin with clear transition	1	
Background	Background image, where present, does not overwhelm the page - does not affect site's readability Background and text work well together	0	Children's page background is overwhelming. Too dark
Indication of page position	Site structure is such that it is always clear where the user is within the site	0	

Navigation aids and scrolling	Where pages are long, there are adequate navigation aids within the page leading to the top end of document, for easier reading. Internal page links avoid excessive scrolling and bring user directly to a particular location within page	0	
3. Links and menus			
Links (internal)	Adequate internal links provided to navigate the website Links checked regularly and point to pages still in use	1	Using frames should minimize this shortage
Links (external)	Hyperlinks provided to other relevant resources External links well selected and maintained Links checked regularly and point to pages still in use Expired or dead links (web page) not found	0	
Link description	Links descriptive enough to clearly indicate where and to what they lead. External links clearly indicate user is leaving the site	1	
Link colour	Site implements link colour changes (on hover, activated)	1	Not consistent
Links back 'home'	Links back to the 'home' page from each sub-page	2	
Top menu bar	Top menu bar provides links to frequently used pages/functions	0	
Menu bar	Menu bar consistent throughout the site	0	

Table 27: Evaluation of site architecture (information structure)

Topic	Description	Rating	Notes
Information architecture (structure)	Coherent presentation of information	1	
Information construct clarity	Information chunked in digestible blocks Short pages provided	1	
Coherent presentation of information	Packaging of information effective - not too long or too short	1	
Effective categorization	Hierarchical groups or categories allow users to find information in multiple ways	0	
Use of menus for finding information	Menus provide an overview of the basic elements of the site	1	
Menus provide effective grouping	Menus show the approximate breadth and depth of site by indicating how many subsets exist under each grouping	0	

Organisation (clear headings, subheadings)	Site's information organisation clearly marked Headings and subheadings clear and they make sense Easy to understand how information is organised on the site	0	
Information access	Content rating systems, usability, search facility, site map, steps to destination, readability, effectiveness of image maps	0	
Uncluttered/easily scanned	Pages not dense with links and content, and with plenty of "white space". Presentation organised to facilitate scanning the page – not necessary to read all the content to discern content of interest	1	
Attention to detail	Absence of dead ends and outdated pages	1	

Table 28: Evaluation of site technology

Topic	Description	Rating	Notes
1. Features and facilities			
Search facility	Site has internal search facility. Instructions and tips for searching Search facility accessible from every page Advanced search function available	0	
Forms	Easy to understand and complete Privacy and security guidelines followed Alternative to forms provided	0	
Downloads	Detailed information provided about downloadable material Alternative formats provided All material tested and confirmed as virus free	0 - 1	
Browser support	All pages display on various browsers and platforms Lack of script errors All pages error-free in the most widely used web browsers All pages print properly	0	Specify on which browser and resolution (best viewed by ...)
Resolution-independence	Screen resolution-independent design adopted? Page must display correctly in 640, 600x800, 1024 or higher resolution		
Attention to detail	Absence of process failures and code crash	0	No relevant – No coding
2. Multimedia			
Innovative use of technology	Innovative use made of multimedia – e.g. audio and video broadcast and streaming media	0	

Interactivity	Site has useful and relevant links at appropriate places Adequate number of links - not too many or too few. Effective use made of e-mail lists, newsletters, newsgroups, chat, bulletin boards Other value-added services provided	0	
Singularity of purpose	Absence of unrequested intrusions (e.g. pop ups), no "attention clash"	1-2	
Responsiveness and connectivity	Speed of connection, response time, download time satisfactory	1	
3. World Wide Web factors			
URL	URL clarity – rate the domain distinctiveness, memorability, competitive positioning, and address permanence Site clearly identified – police service, country URL gives a clear indication of police service Each page has a unique URL	0	'SAPS' is distinct – but SAPS isn't an 'org' should be 'gov'
Website management	Evidence of effective maintenance and management process	1 - 3	

Table 29: Evaluation of website style

Topic	Description	Rating	Notes
1. General style			
General impression in keeping with purpose	Site projects an appropriate stylish, image Home page designed attractively and entices user to further exploration.	0	
Overall visual appeal	Consistent visual identity established	0	
Visual aspects functionality	Visual aspects add to website pages without distracting the user	0	
Overall presentation	Site interesting and appealing at first impression	0	
Ease of reading	Complex components simplified, e.g. the use of synopses and summaries	1	
Readability	Readable fonts throughout Optimum paragraph and sentence length Text not too big or small Not too much bold, italics, capitals Not too many font types	2	
2. Specific elements			
Relevancy of graphic images	Appropriate use of images (not just 'eye-candy') Use of thumbnail images to speed page download and give viewer choice as to whether or not to download full-size image Images have captions or identified in text	1	

Use of graphics (style)	Quality of the graphical images good Graphics prove functional and contribute to usability Images enhance the resource and do not distract from the content	0	
Legibility	Addresses the user's ability to recognise words on the web pages. Contrast between text and background sufficient. Font size not too small for continuous reading. Limited number of practical type styles and typefaces	1	
Writing style	Content written in a style appropriate for the World Wide Web Acronyms, jargon, and complex words avoided Content clear and simple Content free of material that could be generally considered offensive Succinct, easily "scannable", plain English used Correct spelling and punctuation used	1	
Consistent use of fonts	Standard fonts used throughout the website Font type and size clear and easy to read	2	
Consistent colour scheme	Consistent look and feel throughout the website	0	
Ease of use	Perceptual clarity, focus of attention, visibility of functions	0	
Titles	Title of the site and the pages descriptive of the content	2	
Usability testing	Usability testing undertaken, and the results published online	0	
User matching	Website appear sensitive to the needs of different user types	0	

Table 30: Evaluation of service delivery

Topic	Description	Rating	Notes
1. Police-specific content			
Target audience identification	Objectives concerning target audience stated Target audience clear Website contains definition of target audience	1	
Content relevancy	Content and language relevant to all on-line segmented clients	2	
Police Service strategy	Strategy available online	3	
Vision and mission of police service	Vision and mission available online	0	Cannot find it
Organisation structure	An organigram presented (where applicable) Leadership presented (with photographs)	1	Not complete

Police Service Acts	Relevant acts and ordinances published	0	
Policy documents	Policies and white papers published	0	Not complete
Police Service documents	Relevant publications, documents, procedures, etc. published	0	Not complete
Statistics and crime statistics	Latest crime figures provided	0	Outdated
Successes reported	Updated information on police service successes	0	No data. Would be nice
Community participation	Details of projects involving community published Community involvement encouraged (e.g. reporting crime)	0	Outdated
Customisation	Possible to uniquely define topics of interest Possible to set keywords for personal e-mail	0	
Emergency service	Emergency contact numbers furnished	0	Not easily accessible. Do not know where to find.
Special attention to topical issues	News and advice provided on topical issues, e.g. on Nigerian scams	0	
Attention to high-profile crime	Checklists and tip sheets provided for high-profile crime that affects all citizens, e.g. hijacking of cars, housebreaking	1	Not easily accessible
Other services	Value-added services, hints and advice, e.g. safety precautions, crime prevention	1	Not easily accessible
2. Contacting the police			
Reporting crime (emergencies)	Basic directions and numbers for reporting crime in emergency situations easy to locate. Clear that there will be a response	0	
Reporting crime (non-emergencies)	Basic directions and numbers for reporting crime in non-emergency situations easy to locate	0	
Reporting crime by e-mail	Users enabled to report crime by e-mail	0	
Contacting the police for reasons other than reporting crime	This includes general enquiries, data protection, firearms and shotguns, help for crime victims and website feedback	0	
Single point of contact (simple enquiries)	Electronic mail contact info: A single e-mail address (contact person) provided for service enquiries	0	
Contact information for head office	Head office contact information (address, phone, e-mail, person to contact, etc) easy to find	0	
Contact information for head office	Multiple methods of contact (phone, fax, e-mail) Multiple routes of contact that facilitate different objectives.	0	
Contact information for head office	Search function available within the contact information that helps steer user to the right information	0	

Contact info for local offices	Local office addresses, phone, e-mail easy to find Site lists physical business locations. Locations can be searched by geographical area Hours of operation provided	0	
Response to enquiries	Indication that a person will respond to every piece of electronic correspondence, route it to another person as necessary and follow up to ensure that service has been delivered	0	
Languages supported	Citizen can receive service in the language of his/her choice	0	General comment: Do not get the feeling of service delivery

Table 31: Evaluation of e-government service delivery

Topic	Description	Rating	Notes
1. General			
Self-service	Provision for self-service, online access to resources, etc	0	
Portals	Portals employed for enhancing access	0	
"Life events" approach	Site structured around the user's life events and activities (rather than the police service's internal organisation structure)	0	
Digital democracy	Discussion forums, public opinions, online forms available that enhance the concepts of digital democracy available	0	
Links	Links provided to the main government / departmental websites	1	
Appropriate security	Sufficient level of security provided for e-government services. Appropriate authentication mechanisms (e.g. certificates) must be used to support self-service	0	
Database integration	Proper database integration in place to support self-service functionality	0	
Customer service and respect	Evidence of customer service management, e.g. effective management of requests and complaints from customers (evaluate the ease of contact and responsiveness)	0	
Matches user level	Website matches the likely technological savvy of the user. A site targeted to average users should not require plug-ins to use key features The site appears sensitive to different user types such as average vs. power users The site differentiates its services between remote access vs. office users	0	

Personalisation: The ability to create "my site"	Site is customisable. Possible to uniquely define topics of interest and how they are presented	0	Do not think there is need for this now
2. Interactive features			
Interactivity	Site offers users information customised to specific needs Users can submit content to website	0	
Newsletter	Users can subscribe to an on-line newsletter or e-mail newsfeed	0	
E-mail links	Adequate e-mail links provided for all online services provided	0	
Feedback	Comment, feedback and input encouraged Incentives for feedback given	0	
Vacancies	Information on vacant positions and joining the police	2	Details on vacancies but nothing on how to join the police
Emergency situations	Sufficient advice provided to handle emergency situations	0	
Initiatives	Information provided on-line on the police service's campaigns and initiatives	0	
Surveys on user needs (results available online)	Questions on navigation, purpose of visits, site aesthetics, and type of people who visit the sites	0	
Promotion of police service objectives	Website effectively promotes understanding of the police service	0	
Ensured reaction	This is one phase higher than just offering an electronic brochure on the WWW	0	Still electronic brochure at this stage
Contact information	Contact information (e.g. e-mail) for the webmaster given	1	
User support	Level of user support on the site - help documentation, e-mail help, and fax-back service adequate Interactive feature sufficiently explained	0	

Annexure B: 3

Evaluation of SAPS website by Evaluator 3

Evaluator information	
Name	Vicky Potgieter
Date	15 March 2003
Screen Resolution	
Browser	
Internet connection	

Table 25: Evaluation of content

Topic	Description	Rating	Notes
1. General			
Identification	The site clearly identified (specially the home page, but other pages as well)	2	
Clarity of purpose (mission, goals and objective)	The mission and purpose of the website clearly stated - e.g. to inform, make contact, get feedback and interaction, or to provide value-added services.	2	
Home page	Immediately engages user in contents	1	
Home page quality	Home page uncluttered, informative, inviting, concise and easy-to-read	2	Not too inviting
Home page coverage	Scope of site easy to identify from the home page	3	
Target audience and relevancy	Intended audience clearly specified Content relevant to the target audience	2	
Reason to return	Style, quality and freshness of content are sufficient reason to return to the website	1	No reason to return
Website alignment	Content of website in line with its strategy/purpose	1	
2. Content			
"About us" page	An "About us" page provided, with correct information on (or links to) pages such as Introduction, Mission and Vision, Structure, Leadership, History	2	No introduction
"Where to find us" page	Address given Physical location given Map given E-mail links given	2	
Organisation structure	Organigram presented Leadership presented, with photographs	3	
Press releases/official news	Press releases furnished and up to date Speeches from main role-player provided	3	
Calendar of events	Furnished and updated	-	

Reports	Annual report published on the site Other high-profile reports published	2	No other reports
Initiatives	Detail provided on special projects, campaigns, launches and other initiatives	-	Does not exist
'What's New' section	The site includes a 'What's New' section, or highlights recent changes	-	Does not exist
FAQs (Frequently Asked Questions) section	FAQs comprehensive, and updated	2	No dates provided
Glossary	Glossary for terms used on website. Glossary link on menu bar	-	Does not exist
3. Credibility			
Content authority	Content has an authority listed (i.e. user knows whom to contact about content issues)	-	Not provided
Authorship	Links to authors of content and website team	1	Only webmaster – not team
Author	Clear who is authoring the page. Author can be contacted for clarification	3	
Content style	Source of the content credible (does not read like a brochure – with no way of verifying content)	3	
References	Bibliographies or references given	2	
Accuracy	Material supported by evidence. Information is reliable. Free from factual errors	2	
Objectivity	Site content balanced and does not indicate a level of bias	3	
Completeness	Adequate coverage of the subject with no obvious omissions	2	
Breadth of coverage (comprehensiveness)	All aspects of the intended subject covered	3	
Depth of coverage	Site goes to the level of detail as per the mission and purpose –user gets the entire idea	1	
Timeliness of coverage	Fresh content provided Reflects changing information needs of an e-enabled user	1	
Verification	References to other sources (print and Internet sources) Where information is derived from a print version, it is clear which edition derived from	-	
Content currency	The date the article was written/site created given Indicated when article/site was last updated or revised Indicated how often the information/site is revised or updated	-	
Dates and updating	Date/update on the home page, every page Date format consistent throughout the site Indicated how frequently the site content is updated	1	
4. Content quality			

Quality control	Evidence that information is checked and verified Attention to detail Absence of mistakes, inaccuracy and incongruities	1	
Quality of verbal expression	Site measures up in terms of readability Clarity of grammar and use of language Articulation of complex concepts Lack of typographical errors - spelling, punctuation, etc. Absence of duplication and repetition	1	
Clear and concise wording	Composition – an appropriate literary style adopted Content constructed of simple, clear sentences (as against dense, complex writing) Paragraphs short and to the point (as against long and convoluted) Vocabulary appropriate for the perceived target audience	2	
5. Legal issues			
Terms of use	Link provided to the terms/conditions of use statement, including copyright notice, privacy policy statement and disclaimers	3	
Copyright notice	Copyright notice appears prominently for copyrighted material Indicated if some material is in the "public domain"	0	
Disclaimer	Disclaimer included, describing the limitations, purpose, scope, authority, and currency of the information Sources of information disclosed (copyright issues) Disclaimer clear and unambiguous Disclaimer brought to the attention of the user	3	
Privacy statement	Privacy statement included on the home page Clearly stated what information is collected about individuals when they visit the website, how it is used and if it is disclosed Clearly stated that confidentiality is ensured	-	
Content suitability	Content non-offensive and non-discriminatory	3	

Table 26: Evaluation of site architecture

Topic	Description	Rating	Notes
1. Website structure			
User-centric structure	The site's content is structured to allow information to flow according to the usage pattern of the average/typical user	3	
Positioning clear	The information is categorised to allow users to logically move through the site with ease, track their progress and determine their location within the site on any web page	3	

Intuitive structure	User does need to have an understanding of the internal structure of government or individual agencies in order to find information or services	3	
User-centric layout	Website designed to follow the user's thought process Site simple, internally consistent, and easy to use, neat with an appealing look and feel	2	Unappealing look
Balanced design	Website "range" not too wide, and information not hidden too deeply, forcing the user to hunt for it	3	
Site organisation	Site organised in logical fashion. Headings and subheadings clear. Easy to understand how information is organised on the site	3	
2. Navigation			
Consistent link structure	Links to the home page, high-level site categories, and search facility provided on every page	2	Home page links, but no search facilities on any page
Commonly used web navigation labels	Consistency with commonly used web navigation labels (such as Home, About Us, What's New, Media Releases, Publications, Search, Contact Us, Useful Links, Site Map, Feedback and Help)	1	Only two exist
Easy to navigate	User can easily find way backward and forwards. Structure is apparent and logical. Navigation functions consistent across all pages. Possible to move about without returning to home page. Navigation intuitive and consistent	1	Not possible to move without returning to home page
Easy to find	Website clearly identified Available on search engines	3	
Image maps	Where image maps are used, they are clear as to where they lead, (or a text description is included to assist) Hotspots (sections containing links) on image maps are clearly defined Text links provided in tandem with image links (to facilitate viewers who turn off image displays or use browsers that cannot display images)	1	
Site map	Map provides a hierarchical structure of all the main pages on the website	-	
Index	Index or table of contents guides user (An "A to Z index").	-	
Flow	Pages follow on logically - pages begin with clear transition	3	
Background	Background image, where present, does not overwhelm the page - does not affect site's readability. Background and text work well together	3	
Indication of page position	Site structure is such that it is always clear where the user is within the site	2	Not on all pages

Navigation aids and scrolling	Where pages are long, there are adequate navigation aids within the page leading to the top end of document, for easier reading Internal page links avoid excessive scrolling and bring user directly to a particular location within the page		Does not exist. (Look at History page.)
3. Links and menus			
Links (internal)	Adequate internal links provided to navigate the website Links checked regularly and point to pages still in use	-	
Links (external)	Hyperlinks provided to other relevant resources External links well selected and maintained Links checked regularly and point to pages still in use Expired or dead links (web page) not found	-	
Link description	Links descriptive enough to clearly indicate where and to what they lead. External links clearly indicate that user is leaving site	-	
Link colour	Site implements link colour changes (on hover, activated)	-	Does not exist
Links back 'home'	Links back to the 'home' page from each sub-page	3	
Top menu bar	Top menu bar provides links to frequently used pages/functions	-	Does not exist
Menu bar	Menu bar consistent throughout the site	-	Does not exist

Table 27: Evaluation of site architecture

Topic	Description	Rating	Notes
Information architecture (structure)	Coherent presentation of information	2	
Information construct clarity	Information chunked in digestible blocks Short pages provided	2	
Coherent presentation of information	Packaging of information effective - not too long or too short	3	
Effective categorisation	Hierarchical groups or categories allow users to find the information in multiple ways	3	
Use of menus for finding information	Menus provide an overview of basic elements of site	3	
Menus provide effective grouping	Menus show approximate breadth and depth of site by indicating how many subsets exist under each grouping	3	
Organisation (clear headings, subheadings)	Site's information organisation clearly marked Headings and subheadings clear and they make sense Easy to understand how information is organised on the site	3	

Information access	Content rating systems, usability, search facility, site map, steps to destination, readability, effectiveness of image maps	3	
Uncluttered/easily scanned	Pages not dense with links and content, and with plenty of "white space". Presentation organised to facilitate scanning the page – not necessary to read all the content to discern content of interest	2	
Attention to detail	Absence of dead ends and outdated pages	1	Many pages are outdated

Table 28: Evaluation of site technology

Topic	Description	Rating	Notes
1. Features and facilities			
Search facility	Site has internal search facility Instructions and tips for searching Search facility accessible from every page Advanced search function available	-	
Forms	Easy to understand and complete Privacy and security guidelines followed Alternative to forms provided	-	
Downloads	Detailed information provided about downloadable material Alternative formats provided All material tested and confirmed as virus free	-	
Browser support	All pages display on various browsers and platforms Lack of script errors All pages error-free in the most widely used web browsers All pages print properly	-	
2. Multimedia			
Innovative use of technology	Innovative use made of multimedia – e.g. audio and video broadcast and streaming media	-	
Interactivity	Site has useful and relevant links at appropriate places Adequate number of links - not too many or too few Effective use made of e-mail lists, newsletters, newsgroups, chat, bulletin boards Other value-added services provided	1	
Singularity of purpose	Absence of unrequested intrusions (e.g. pop ups), no "attention clash"	-	
Responsiveness and connectivity	Speed of connection, response time, download time satisfactory	1	
3. World Wide Web factors			

URL	URL clarity – rate the domain distinctiveness, memorability, competitive positioning, and address permanence Site clearly identified – police service, country URL gives a clear indication of police service Each page has a unique URL	-	
Website management	Evidence of effective maintenance and management process	1	

Table 29: Evaluation of website style

Topic	Description	Rating	Notes
1. General style			
General impression in keeping with purpose	Site projects an appropriate stylish, image Home page designed attractively and entices user to further exploration	1	
Overall visual appeal	Consistent visual identity established	2	
Visual aspects functionality	Visual aspects add to website pages without distracting the user	2	
Overall presentation	Site interesting and appealing at first impression	1	
Ease of reading	Complex components simplified, e.g. the use of synopses and summaries	2	
Readability	Readable fonts throughout Optimum paragraph and sentence length Text not too big or small Not too much bold, italics, capitals Not too many font types	3	
2. Specific elements			
Relevancy of graphic images	Appropriate use of images (not just 'eye-candy') Use of thumbnail images to speed page download and give viewer choice as to whether or not to download full-size image Images have captions or identified in text	-	
Use of graphics (style)	Quality of the graphical images good Graphics prove functional and contribute to usability Images enhance the resource and do not distract from the content	-	
Legibility	Addresses user's ability to recognise words on the web pages. Contrast between text and background sufficient. Font size not too small for continuous reading. Limited number of practical type styles and typefaces	1	

Writing style	Content written in a style appropriate for the World Wide Web Acronyms, jargon, and complex words avoided Content clear and simple Content free of material that could be generally considered offensive Succinct, easily "scannable", plain English used Correct spelling and punctuation used	1	
Consistent use of fonts	Standard fonts used throughout the website Font type and size clear and easy to read	1	Problems with printing of pages
Consistent colour scheme	Consistent look and feel throughout the website	1	
Ease of use	Perceptual clarity, focus of attention, visibility of functions	1	
Titles	Title of the site and the pages descriptive of the content	3	
Usability testing	Usability testing undertaken, and the results published online	-	
User matching	Website appear sensitive to the needs of different user types	-	

Table 30: Evaluation of service delivery

Topic	Description	Rating	Notes
1. Police-specific content			
Target audience identification	Objectives concerning target audience stated Target audience clear. Website contains definition of target audience	2	
Content relevancy	Content and language relevant to all on-line segmented clients	2	
Police Service strategy	Strategy available online	3	
Vision and mission of police service	Vision and mission available online	-	
Organisation structure	An organigram presented (where applicable) Leadership presented (with photographs)	3	
Police Service Acts	Relevant acts and ordinances published	3	
Policy documents	Policies and white papers published	3	
Police Service documents	Relevant publications, documents, procedures, etc. published	-	
Statistics and crime statistics	Latest crime figures provided	1	Crime stats not updated
Successes reported	Updated information on police service successes	-	No successes given

Community participation	Details of projects involving community published Community involvement encouraged (e.g. reporting crime)	-	
Customisation	Possible to uniquely define topics of interest Possible to set keywords for personal e-mail	-	
Emergency service	Emergency contact numbers furnished	-	
Special attention to topical issues	News and advice provided on topical issues, e.g. on Nigerian scams	-	
Attention to high-profile crime	Checklists and tip sheets provided for high-profile crime that affects all citizens, e.g. hijacking of cars, housebreaking	1	
Other services	Value-added services, hints and advice, e.g. safety precautions, crime prevention	2	
2. Contacting the police			
Reporting crime (emergencies)	Basic directions and numbers for reporting crime in emergency situations easy to locate. Clear that there will be a response	-	
Reporting crime (non-emergencies)	Basic directions and numbers for reporting crime in non-emergency situations easy to locate	-	
Reporting crime by e-mail	Users enabled to report crime by e-mail	-	
Contacting the police for reasons other than reporting crime	This includes general enquiries, data protection, firearms and shotguns, help for crime victims and website feedback	-	
Single point of contact (simple enquiries)	Electronic mail contact info: A single e-mail address (contact person) provided for service enquiries	-	
Contact information for head office	Head office contact information (address, phone, e-mail, person to contact, etc) easy to find	-	
Contact information for head office	Multiple methods of contact (phone, fax, e-mail) Multiple routes of contact that facilitate different objectives	-	
Contact information for head office	Search function available within the contact information that helps steer user to the right information	-	
Contact info for local offices	Local office addresses, phone, e-mail easy to find. Site lists physical business locations. Locations can be searched by geographical area. Hours of operation provided.	-	
Response to enquiries	Indication that a person will respond to every piece of electronic correspondence, route it to another person as necessary and follow up to ensure that service has been delivered	-	
Languages supported	Citizen can receive service in the language of his/her choice	-	

Table 31: Evaluation of e-government service delivery

Topic	Description	Rating	Notes
1. General			
Self-service	Provision for self-service, online access to resources, etc	-	
Portals	Portals employed for enhancing access	-	
"Life events" approach	Site structured around the user's life events and activities (rather than the police service's internal organisation structure)	-	
Digital democracy	Discussion forums, public opinions, online forms available that enhance the concepts of digital democracy available	-	
Links	Links provided to the main government / departmental websites	3	
Appropriate security	Sufficient level of security provided for e-government services. Appropriate authentication mechanisms (e.g. certificates) must be used to support self-service	-	
Database integration	Proper database integration in place to support self-service functionality	-	
Customer service and respect	Evidence of customer service management, e.g. effective management of requests and complaints from customers - evaluate the ease of contact and responsiveness.)	-	
Matches user sophistication level	Website matches the likely technological savvy of the user A site targeted to average users should not require plug-ins to use key features The site appears sensitive to different user types such as average vs. power users The site differentiates its services between remote access vs. office users	-	
Personalisation: The ability to create "my site"	Site is customisable. Possible to uniquely define topics of interest and how they are presented	-	
2. Interactive features			
Interactivity	Site offers users information customised to specific needs Users can submit content to website	-	
Newsletter	Users can subscribe to an on-line newsletter or e-mail newsfeed	-	
E-mail links	Adequate e-mail links provided for all online services provided	-	
Feedback	Comment, feedback and input encouraged Incentives for feedback given	-	

Vacancies	Information on vacant positions and joining the police	3	
Emergency situations	Sufficient advice provided to handle emergency situations	-	
Initiatives	Information provided on-line on the police service's campaigns and initiatives	3	
Surveys on user needs (results available online)	Questions on navigation, purpose of visits, site aesthetics, and type of people who visit the sites	-	
Promotion of police service objectives	Website effectively promotes understanding of the police service	2	
Ensured reaction	This is one phase higher than just offering an electronic brochure on the WWW	-	
Contact information	Contact information (e.g. e-mail) for the webmaster given	3	
User support	Level of user support on the site - help documentation, e-mail help, and fax-back service adequate Interactive feature sufficiently explained	-	

Annexure B: 4

Evaluation of SAPS website by Evaluator 4

Evaluator information	
Name	J C Willers
Date	8 December 2002
Screen Resolution	1152x864
Browser	IE 5.5.
Internet connection	Through LAN connection

Table 25: Evaluation of content

Topic	Description	Rating	Notes
1. General			
Identification	The site clearly identified (especially the home page, but other pages as well.)	2	"South African Police Service" not displayed
Clarity of purpose (mission, goals and objective)	The mission and purpose of the website clearly stated - e.g. to inform, make contact, get feedback and interaction, or to provide value-added services	1	
Home page	Immediately engages user in contents	2	
Home page quality	Home page uncluttered, informative, inviting, concise and easy-to-read	2	
Home page coverage	Scope of the site is easy to identify from the home page	2	
Target audience and relevancy	Intended audience clearly specified. Content is relevant to target audience	2	
Reason to return	Style, quality and freshness of content are sufficient reason to return to the website	2	
Website alignment	Content of website in line with its strategy/purpose	1	
2. Content			
"About us" page	An "About us" page provided, with correct information on (or links to) pages such as Introduction, Mission and Vision, Structure, Leadership, History	2	Under "Organisational Profile"
"Where to find us" page	Address given Physical location given Map given E-mail links given	0	The Servamus site has a page with "important contact details". SAPS needs that comprehensiveness urgently!
Organisation structure	Organigram presented Leadership presented, with photographs	2	

Press releases/official news	Press releases furnished and up to date Speeches from main role-player provided	3	
Calendar of events	Furnished and updated	0	
Reports	Annual report published on the site Other high-profile reports published	3	
Initiatives	Detail provided on special projects, campaigns, launches and other initiatives	3	
'What's New' section	The site includes a 'What's New' section, or highlights recent changes	2	Not a section, but flashing graphics indicate new sections
FAQs (Frequently Asked Questions) section	FAQs comprehensive, and updated	1	Not what is usually provided in FAQ. Only three questions answered.
Glossary	Glossary for terms used on website. Glossary link on menu bar	0	None
3. Credibility			
Content authority	Content has an authority listed (i.e. user knows whom to contact about content issues)	1	Email Us – response@saps.org.za on home page
Authorship	Links to authors of content and website team	1	Some pages only
Author	Clear who is authoring the page. Author can be contacted for clarification	1	Only webmaster or response@saps.org.za can be contacted
Content style	Source of the content credible (does not read like a brochure – with no way of verifying content)	2	OK
References	Bibliographies or references given	2	Official documents are identified
Accuracy	Material supported by evidence. Information is reliable. Free from factual errors	2	Some references, e.g. crime stats
Objectivity	Site content balanced and does not indicate a level of bias	2	Government site – seems objective information
Completeness	Adequate coverage of the subject with no obvious omissions	2	
Breadth of coverage (comprehensiveness)	All aspects of the intended subject covered	2	Contact numbers and addresses omitted
Depth of coverage	Site goes to the level of detail as per the mission and purpose; user gets entire idea	2	Sometimes good information is four levels deep
Timeliness of coverage	Fresh content provided. Reflects the changing information needs of an e-enabled user	2	
Verification	References to other sources (print and Internet sources) Where information is derived from a print version, it is clear which edition it is derived from	2	Servamus – newsletter

Content currency	The date the article was written/site created given Indicated when article/site was last updated or revised Indicated how often the information/site is revised or updated	1	None
Dates and updating	Date/update on the home page, every page Date format consistent throughout the site Indicated how frequently the site content is updated	1	None
4. Content quality			
Quality control	Evidence that information is checked and verified Attention to detail Absence of mistakes, inaccuracy and incongruities	2	Adequate to good
Quality of verbal expression	Site measures up in terms of readability Clarity of grammar and use of language Articulation of complex concepts Lack of typographical errors - spelling, punctuation, etc. Absence of duplication and repetition	2	Brevity and clarity of wording could improve substantially
Clear and concise wording	Composition – an appropriate literary style adopted Content constructed of simple, clear sentences (as against dense, complex writing) Paragraphs short and to the point (as against long and convoluted) Vocabulary appropriate for the perceived target audience	2	Style could be improved
5. Legal issues			
Terms of use	Link provided to the terms/conditions of use statement, including copyright notice, privacy policy statement and disclaimers	-	No separate page
Privacy and security standards	Site follows government and institutional legislation, policies and standards on privacy and security (e.g. sign on with password or authentication)	-	No indication – could have firewall. No online services – sign-on or authentication not relevant.
Copyright notice	Copyright notice appears prominently for copyrighted material Indicated if some material is in the "public domain"	2	On home page
Disclaimer	Disclaimer included, describing the limitations, purpose, scope, authority, and currency of the information Sources of information disclosed (copyright issues) Disclaimer clear and unambiguous Disclaimer brought to the attention of the user	3	Yes
Privacy statement	Privacy statement included on the home page Clearly stated what information is collected about individuals when they visit the website, how it is used and if it is disclosed Clearly stated that confidentiality is ensured	0	No

Content suitability	Content non-offensive and non-discriminatory	3	Yes. One warning on offensive material.
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Table 26: Evaluation of site architecture

Topic	Description	Rating	Notes
1. Website structure			
User-centric structure	The site's content is structured to allow information to flow according to the usage pattern of the average/typical user	1	Not designed for an intuitive flow.
Positioning clear	The information is categorised to allow users to logically move through the site with ease, track their progress and determine their location within the site on any web page	1	Categorised information, cannot determine position.
Intuitive structure	User does need to have an understanding of the internal structure of government or individual agencies in order to find information or services	1	
User-centric layout	Site designed to follow the user's thought process Site is simple, internally consistent, and easy to use, neat with an appealing look and feel	1	Information sometimes in unexpected places.
Balanced design	Website "range" not too wide, and information not hidden too deeply, forcing user to hunt for it	2	Balance OK
Layout	Home page layout simple, uncomplicated Uncluttered, symmetrical Neat, appealing look and feel	2	
Site organisation	Site organised in logical fashion. Headings and subheadings clear. Easy to understand how information is organised on the site	2	
2. Navigation			
Consistent link structure	Links to the home page, high-level site categories, and search facility provided on every page	1	
Commonly used web navigation labels	Consistency with commonly used web navigation labels (such as Home, About Us, What's New, Media Releases, Publications, Search, Contact Us, Useful Links, Site Map, Feedback and Help)	2	Pages for About Us, Contact Us, Site Map, Feedback and Help would be helpful
Easy to navigate	User can easily find way backward and forwards. Structure is apparent and logical. Navigation functions consistent across all pages. Possible to move about without returning to home page. Navigation intuitive and consistent	3	
Easy to find	Website clearly identified Available on search engines	3	

Image maps	Where image maps are used, they are clear as to where they lead, (or a text description is included to assist) The hotspots (sections containing links) on image maps are clearly defined Text links provided in tandem with image links (to facilitate viewers who turn off image displays or use browsers that cannot display images)	-	Not used
Site map	Map provides a hierarchical structure of all the main pages on the website	0	None
Index	Index or table of contents guides user ("A to Z index")	1	Index pages on about half of the main pages. No A-Z index provided.
Flow	Pages follow on logically. Pages begin with clear transition	1	Little flow or transition.
Background	Background image, where present, does not overwhelm the page - does not affect site's readability Background and text work well together	2	Backgrounds sometimes overwhelming. Widely differing backgrounds.
Indication of page position	Site structure is such that it is always clear where the user is within the site	0	No
Navigation aids and scrolling	Where pages are long, there are adequate navigation aids within the page leading to the top end of document, for easier reading Internal page links avoid excessive scrolling and bring user directly to a particular location within the page	0	No (e.g. speeches)
3. Links and menus			
Links (internal)	Adequate internal links provided to navigate the website Links checked regularly and point to pages still in use	3	
Links (external)	Hyperlinks provided to other relevant resources External links well selected and maintained Links checked regularly and point to pages still in use Expired or dead links (web page) not found	2	One dead link – see Appendix A.
Link description	Links descriptive enough to clearly indicate where and to what they lead. External links clearly indicate user is leaving the site	3	
Link colour	Site implements link colour changes (on hover, activated)	3	
Links back 'home'	Links back to the 'home' page from each sub-page	3	
Top menu bar	Top menu bar provides links to frequently used pages/functions	0	Not used
Menu bar	Menu bar consistent throughout the site	0	No vary a lot

Table 27: Evaluation of site architecture

I

Topic	Description	Rating	Notes
Information architecture (structure)	Coherent presentation of information	2	"Child abuse" info not expected between the colouring pages of Kiddies' Corner. Farm attacks addressed partly on two different pages.
Information construct clarity	Information chunked in digestible blocks Short pages provided	2	
Coherent presentation of information	Packaging of information effective - not too long or too short	2	
Effective categorisation	Hierarchical groups or categories allow users to find the information in multiple ways	1	No options
Use of menus for finding information	Menus provide an overview of basic elements of the site	2	All menus have different look and feel
Menus provide effective grouping	Menus show the approximate breadth and depth of the site by indicating how many subsets exist under each grouping.	1	Not always clear
Organisation (clear headings, subheadings)	Site's information organisation clearly marked Headings and subheadings clear and they make sense Easy to understand how information is organized on the site	2	Information organisation mostly clean, some pieces in unexpected places
Information access	Content rating systems, usability, search facility, site map, steps to destination, readability, effectiveness of image maps	1	Not always clear where info is
Uncluttered/easily scanned	Pages not dense with links and content, and with plenty of "white space". Presentation organised to facilitate scanning the page – not necessary to read all the content to discern content of interest	2	
Attention to detail	Absence of dead ends and outdated pages	2	A few dead links – see Appendix A

Table 28: Evaluation of site technology

Topic	Description	Rating	Notes
1. Features and facilities			
Search facility	Site has internal search facility. Instructions and tips for searching Search facility accessible from every page Advanced search function available	0	None

Forms	Easy to understand and complete Privacy and security guidelines followed Alternative to forms provided	-	None
Downloads	Detailed information provided about downloadable material Alternative formats provided All material tested and confirmed as virus free	-	None
Browser support	All pages display on various browsers and platforms Lack of script errors All pages error-free in the most widely used web browsers All pages print properly	-	Cannot evaluate. Display fine in IE 5.5
Resolution independence	Screen resolution-independent design adopted. Page displays correctly in 640, 600x800, 1024 or higher resolution		Good in 1152x664
Attention to detail	Absence of process failures and code crash	3	OK
2. Multimedia			
Innovative use of technology	Innovative use made of multimedia – e.g. audio and video broadcast and streaming media	-	None
Interactivity	Useful and relevant links at appropriate places Adequate number of links - not too many or too few. Effective use made of e-mail lists, newsletters, newsgroups, chat, bulletin boards Other value-added services provided	-	None
Singularity of purpose	Absence of unrequested intrusions (e.g. pop ups), no "attention clash"	2	Home page animation is a hindrance
Responsiveness and connectivity	Speed of connection, response time, download time satisfactory	3	Response generally good
3. World Wide Web factors			
URL	URL clarity – rate the domain distinctiveness, memorability, competitive positioning, and address permanence Site clearly identified – police service, country URL gives a clear indication of police service Each page has a unique URL	3	Could be a "gov." domain. Not everybody will know what SAPS stands for.
Website management	Evidence of effective maintenance and management process	-	No evidence

Table 29: Evaluation of website style

Topic	Description	Rating	Notes
1. General style			

General impression in keeping with purpose	Site projects an appropriate stylish, image Home page designed attractively and entices user to further exploration	2	Functional rather than attractive
Overall visual appeal	Consistent visual identity established	1	No consistent visual identity, look or feel
Visual aspects functionality	Visual aspects add to website pages without distracting the user	1	Flashing graphics distracting
Overall presentation	Site interesting and appealing at first impression	1	Functional rather than enticing or professional
Look and feel	Friendly Background colour Readability	1	Many different looks, colours, backgrounds
Ease of reading	Complex components simplified, e.g. the use of synopses and summaries	1	Wording sometimes lengthy and clumsy in conveying facts Many different looks, colours, backgrounds
Readability	Readable fonts throughout Optimum paragraph and sentence length Text not too big or small Not too much bold, italics, capitals Not too many font types	1	Readability OK
2. Specific elements			
Relevancy of graphic images	Appropriate use of images (not just 'eye-candy') Use of thumbnail images to speed page download and give viewer choice as to whether or not to download full-size image Images have captions or identified in text	1	Images not used very effectively SAPS logo not very sharp
Use of graphics (style)	Quality of the graphical images good Graphics prove functional and contribute to usability Images enhance the resource and do not distract from the content	1	Images seem old-fashioned and grainy
Legibility	Addresses user's ability to recognise words on the web pages. Contrast between text and background sufficient. Font size not too small for continuous reading. Limited number of practical type styles and typefaces	1	Widely varying backgrounds, usually readable, except bright blue text such as "Local partnership policing"
Writing style	Content written in a style appropriate for the World Wide Web Acronyms, jargon, and complex words avoided Content clear and simple Content free of material that could be generally considered offensive Succinct, easily "scannable", plain English used Correct spelling and punctuation used	2	Wording sometimes too lengthy, technical, not aimed at the average SA citizen.
Consistent use of fonts	Standard fonts used throughout the website Font type and size clear and easy to read	2	Not always the same. Usually readable.

Consistent colour scheme	Consistent look and feel throughout the website Consistent colour scheme applied from the 216 colour browser-safe pallet	0	Widely varying backgrounds and styles – seems like 13 different websites
Ease of use	Perceptual clarity, focus of attention, visibility of functions	2	Sometimes confusing, but it works
Titles	Title of the site and the pages descriptive of the content	1	
Usability testing	Usability testing undertaken, and the results published online	0	Does not seem like it.
User matching	Website appear sensitive to the needs of different user types	0	Does not seem like it.

Table 30: Evaluation of service delivery

Topic	Description	Rating	Notes
1. Police-specific content			
Target audience identification	Objectives concerning target audience stated Target audience clear Website contains definition of target audience	0	
Content relevancy	Content and language relevant to all on-line segmented users	1	Not always
Police Service strategy	Strategy available online	0	http://www.saps.org.za/profile/strat2002/index.htm is a dead link
Vision and mission of police service	Vision and mission available online		
Organisation structure	An organigram presented (where applicable) Leadership presented (with photographs)	3	Spread across the "Profile" section
Police Service Acts	Relevant acts and ordinances published	3	SAPS Act 68 of 1995 hidden under 'Profile' and not where expected (Legislation)
Policy documents	Policies and white papers published	2	A few – should be more?
Police Service documents	Relevant publications, documents, procedures, etc. published	2	A few – should be more?
Statistics and crime statistics	Latest crime figures provided	1	Only 1998 – 2001 statistics, with a notice about being inaccurate as well.
Successes reported	Updated information on police service successes	0	None mentioned
Community participation	Details of projects involving community published Community involvement encouraged (e.g. reporting crime)	2	'Articles of in interest on Community Policing' is a 1997 vintage. What has happened since?
Customisation	Possible to uniquely define topics of interest Possible to set keywords for personal e-mail	-	Not relevant at the time

Emergency service	Emergency contact numbers furnished	0	None
Special attention to topical issues	News and advice provided on topical issues, e.g. on Nigerian scams	1	Some – should be more?
Attention to high-profile crime	Checklists and tip sheets provided for high-profile crime that affects all citizens, e.g. hijacking of cars, housebreaking	2	1Between Jan and Aug 1996 there were 8 740 hijackings in SA of which 5 251 were in Gauteng.' So what? No not spots mentioned. What to do during a hijacking?
Other services	Value-added services, hints and advice, e.g. safety precautions, crime prevention	1	Some – should be more?
2. Contacting the police			
Reporting crime (emergencies)	Basic directions and numbers for reporting crime in emergency situations easy to locate. Clear that there will be a response	1	0800 11 12 13 is hidden under 'CrimeStop Schematic presentation of how crime operates' – not directly on the home page. 'Crime Stop' page is listed as No 13 on the Home Page menu – no indication of 'emergency services' 10111 described as alternative 08600 10111 (Share-Call Service) listed separately – purpose the same? Childline buried very deep – 080 055555 Procedure explanation clumsy across many pages No clarity on emergency status of the call
Reporting crime (non-emergencies)	Basic directions and numbers for reporting crime in non-emergency situations easy to locate	1	Same as above
Reporting crime by e-mail	Users enabled to report crime by e-mail	1	Captain Crime Stop e-mail address: response@saps.org.za Crime Stop e-mail address: CrimeStop@saps.org.za
Contacting the police for reasons other than reporting crime	This includes general enquiries, data protection, firearms and shotguns, help for crime victims and website feedback	1	Difficult to find, not much on offer, no search function to hunt it down
Single point of contact (simple enquiries)	Electronic mail contact info: A single e-mail address (contact person) provided for service enquiries	0	None

Contact information for head office	Head office contact information (address, phone, e-mail, person to contact, etc) easy to find	0	No head office contact at all. The 'Divisional' and 'Components' sections list and describe many services but no contact info given.
Contact information for head office	Multiple methods of contact (phone, fax, e-mail) Multiple routes of contact that facilitate different objectives	0	No head office contacts at all
Contact information for head office	Search function available within the contact information that helps steer user to the right information	1	
Contact info for local offices	Local office addresses, phone, e-mail easy to find Site lists physical business locations Locations can be searched by geographical area Hours of operation provided	1	Buried deep in 'Organisational Profile' under 'Provincial Profiles', which are not intuitive. Only telephone and fax numbers – no physical address
Response to enquiries	Indication that a person will respond to every piece of electronic correspondence, route it to another person as necessary and follow up to ensure that service has been delivered	1	Could be from home page?
Nearest police station	Information available to locate the nearest police station	1	Only name of a police station (usually a suburb) and a telephone number.
Languages supported	Citizen receive service in the language of his/her choice	1	English only

Table 31: Evaluation of e-government service delivery

Topic	Description	Rating	Notes
1. General			
Self-service	Provision for self-service, online access to resources, etc	-	Not applicable
Portals	Portals employed for enhancing access	-	Not applicable
"Life events" approach	Site structured around the user's life events and activities (rather than the police service's internal organisation structure)	0	No
Digital democracy	Discussion forums, public opinions, online forms available that enhance the concepts of digital democracy available	0	No
Links	Links provided to the main government / departmental websites	2	Yes – to similar sites, not online services
Appropriate security	Sufficient level of security provided for e-government services. Appropriate authentication mechanisms (e.g. certificates) must be used to support self-service	-	Not applicable

Database integration	Proper database integration in place to support self-service functionality	-	Not applicable
Customer service and respect	Evidence of customer service management, e.g. effective management of requests and complaints from customers (evaluate the ease of contact and responsiveness)	0	No. E-mail enquiry from the home page not answered.
Matches user sophistication level	Website matches the likely technological savvy of the user A site targeted to average users should not require plug-ins to use key features The site appears sensitive to different user types such as average vs. power users The site differentiates its services between remote access vs. office users	1	Most on-line users would be able to read basic content. Historically disadvantaged users would battle to find information.
Personalisation: The ability to create "my site"	Site is customisable. Possible to uniquely define topics of interest and how they are presented	-	Not applicable.
2. Interactive features			
Interactivity	Site offers users information customised to specific needs Users can submit content to website	-	Not applicable
Newsletter	Users can subscribe to an on-line newsletter or e-mail newsfeed	-	Not applicable
E-mail links	Adequate e-mail links provided for all online services provided	0	None
Feedback	Comment, feedback and input encouraged Incentives for feedback given	2	In "Crime Stop" page, a few other pages.
Vacancies	Information on vacant positions and joining the police	3	Only by post & hand delivery.
Emergency situations	Sufficient advice provided to handle emergency situations	0	No numbers, no easy find
Initiatives	Information provided on-line on the police service's campaigns and initiatives	2	Basic information. Does not seem to be updated often.
Surveys on user needs (results available online)	Questions on navigation, purpose of visits, site aesthetics, and type of people who visit the sites	0	
Promotion of police service objectives	Website effectively promotes understanding of the police service	2	
Ensured reaction	One phase higher than just offering an electronic brochure on the WWW	1	Not very inspiring
Contact information	Contact information (e.g. e-mail) for the webmaster given	3	Yes
User support	Level of user support on the site - help documentation, e-mail help, and fax-back service adequate Interactive feature sufficiently explained.	0	None

Appendix A - Errors & dead links

Home page	Error 404 on "Strategic plan"
Servamus page	POLMED website is dead
Links page	SAPS West Metropole link is dead
Crime stop Community Alert "Missing, Wanted and Unidentified"	No response – empty pages (database read problem?)

**ANNEXURE C: SUMMARY OF RECOMMENDATIONS
FROM SAPS WEBSITE EVALUATION REPORTS**

Annexure C

Summary of recommendations from the SAPS website evaluation reports

The table lists the recommendations given on the seven areas that the SAPS website and service delivery has been evaluated:

1. Website content	
General	<ul style="list-style-type: none"> • The purpose of the website should be spelt out clearly. • Attempts could be made to make the home page more engaging. • More reasons to return should be built into the website content.
Content	<ul style="list-style-type: none"> • An “About us” page should be considered. • A “Where to find us” page should be considered. • A Calendar of Events should be established • Updated reports should be posted on the website. • Initiatives should be published regularly. • A “What’s new” section should be considered instead of the flashing “New” notices on the home page. • A glossary could add value to the website.
Credibility	<ul style="list-style-type: none"> • Contact numbers required for content providers. • Contact numbers required for the web team (and not only the webmaster). • Contact details required for authors of articles. • Limit the depth of content to three clicks or less. • Reports could be verified by referring to print copies, where applicable. • Dates of articles should be given. • Updates should be provided.
Legal issues	<ul style="list-style-type: none"> • Terms of use should be clear. • Copyright conditions should be displayed conspicuously. • A privacy statement should be attached.
2. Overall design	
Website structure	<ul style="list-style-type: none"> • Design for an intuitive flow: Positioning of information should be logical – information should be categorised to allow easy movement through the site. The structure and layout should be user-centric.
Navigation	<ul style="list-style-type: none"> • More navigation labels should be considered, such as “Site map”, “Feedback”, “Contact us”, and “Help”. • It should be possible to navigate within the website without returning to the home page. • Give details in more than one language in the search engine. • A site map would add value to the website. • The quality of backgrounds used in the website should be investigated. • The indication of page positions should receive attention: Users need to know where they are on the site. • Greater use of navigation aids: Where text is long and vertical scrolling is required, navigation aids in the text – such as indicating “Back to top” – could be used.
Links and menus	<ul style="list-style-type: none"> • All links – external and internal – should be revisited to ensure that they are adequate and that dead links are removed. • A top menu bar should be implemented and the other menu bars should be examined to determine whether they should be improved.

	<ul style="list-style-type: none">• Police initiatives should be published and kept up to date.• There should be more information on how to deal with emergency situations.• Vacancies are published, but users are not advised on how to join the SAPS. This should be done.• User support should be developed.• Surveys on user needs should be regularly conducted
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