



# **Georgia's Leadership Model for Increasing Accessible ICT in State Government**

**Joy Kniskern, PI Strategic Technology Initiatives  
Arthur Murphy, AccessGA Consultant  
AMAC Accessibility Solutions | Tools for Life**

<http://www.gatfl.gatech.edu/>

[www.amacusg.org](http://www.amacusg.org)

May 28, 2014 at 2:00 PM EST

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- To receive your verification form, send an e-mail with the webinar title and date, your full name, organization, city, state, e-mail address and date of birth to [Liz.Persaud@gatfl.gatech.edu](mailto:Liz.Persaud@gatfl.gatech.edu)



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Welcome AT Services Try AT Get AT AT Guides Research

## Learn More about AT through



## Hands-On Demonstrations



### Welcome to Tools for Life

Tools for Life, Georgia's Assistive Technology Act Program, is dedicated to increasing access to and acquisition of assistive technology (AT) devices and services for Georgians of all ages and disabilities so they can live, learn, work and play independently and with greater freedom in communities of their choice.

Tools for Life and the TFL Network work collaboratively together to accomplish our mission through:

### IDEAS CONFERENCE

JUN  
2

Epworth by the Sea, St Simons Island

### WEBINARS

MAY  
28

[Georgia's Leadership Model for Increasing Accessible ICT in State Government](#)

JUN  
25

[Learn More and Do More: Exploring Accessibility and Apps for Android](#)

JUL  
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[Position for Work: A Closer Look at Workplace Accommodations & Assessments](#)

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### TOOLS FOR LIFE APPFINDER



...for Living, Learning, Working, and Playing.

### AT ONLINE EXCHANGE



# ***Georgia's Leadership Model for Increasing Accessible ICT in State Government***

**Georgia Institute of Technology | AMAC  
Accessibility Solutions | Tools for Life**

**May 28, 2014 Webinar**

**Joy Kniskern, PI Strategic Technology Initiatives  
Arthur Murphy, AccessGA Consultant**





# Opening Session Goals



- ✓ **What is AMAC ?**
- ✓ **What is ICT?**
- ✓ **What is Accessible ICT?**
- ✓ **Web Views: Vision Loss and LD**
- ✓ **Business Case for Accessible ICT**
- ✓ **The Framework for Accessible ICT**
- ✓ **AccessGA: Centralized ICT Solution Center**
  - ✓ Who?
  - ✓ What?
  - ✓ When?
  - ✓ How?
- ✓ **Resources**

# AMAC Accessibility Solutions

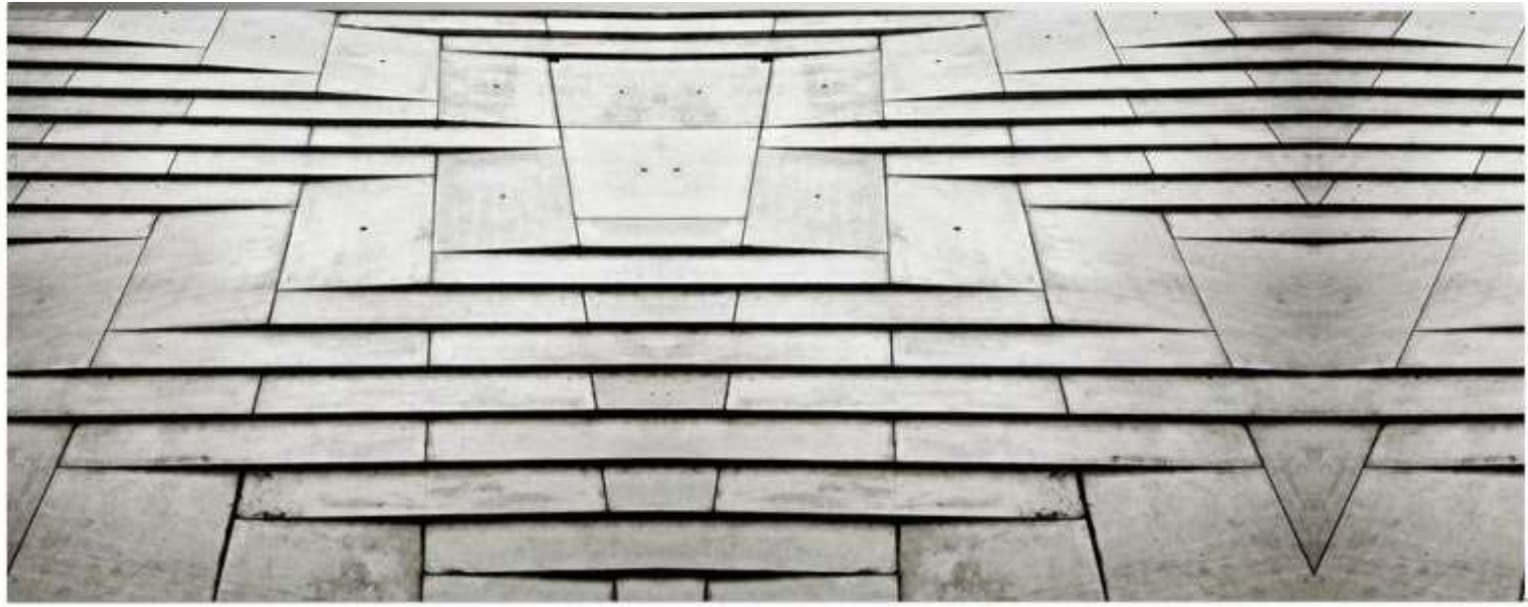


- Supports individuals with disabilities
- Extension arm of Disability Services
- Offers corporate, governmental and nonprofit memberships levels for services
- AMAC Services Include
  - Digital Content Engineering
  - Assistive Technology Products
  - Braille Transcription, Accessible E-Text
  - Live Remote Captioning, Captioned Media
  - Accommodation Management Software
  - ICT Compliance Consultation
  - Home for AccessGA



# What Is ICT?

- The term *ICT* refers to the convergence of audio-visual and telephone networks with computer networks through a single cabling or link system. -Wikipedia



# ICT is EVERYWHERE!



# ICT Touchpoints



- Web Services
  - Mobile Platforms & Computers
- Software Applications
- Videos, YouTube
- Social Media
- Telecommunications
- Internet

# ICT and Google Glass





# What is Accessible ICT?



- Equal Access to Information
  - Customers
  - Employees

# Rosetta Stone





# Definition of “Accessible”

- Accessible means compliance to a standard that specifies testable success criteria.
- Example: Web Content Accessibility Guidelines (WCAG 2.0) where success criteria includes up to 3 levels of compliance (A, AA, AAA).

<http://www.w3.org/TR/WCAG20/>

# Examples of Accessible ICT



- Website navigable without using mouse
- Captioned videos
- Structured documents
- Employee software applications that can be used with screen readers or voice input

# What is Accessible Web Design?

**Web accessibility means that people with disabilities can use the Web.** More specifically, Web accessibility means that people with disabilities can perceive, understand, navigate, and interact with the Web, and that they can contribute to the Web. (W3C.org, 2013)

Types of Content:

- Services
- Resources including links to other sites
- Forms
- Pictures and Videos

Introduction to Web Accessibility and Usability  
Robert L. Todd

# Remote Captioning for Instruction



# Liz Using VGo – “Walless”



# Legal Drivers for Accessible ICT

- Section 508 of Rehabilitation Act Amendments of 1998 requires that electronic and information technology be accessible to persons with disabilities.
- The Americans with Disabilities Act – Equal Access
- States receiving funding under the Assistive Technology Act were required in the 1990's to secure letters of agreement re: 508 compliance from each Governor.
- The state of Georgia receives Assistive Technology Act funds through the U.S. Department of Education – [Tools for Life](#) – Under AMAC at GT.





# Section 508 - Laws & Regulations

- Section 508 is a US Federal law requiring Electronic and Information Technology developed, purchased, used, and maintained by the Federal government to be accessible to people with disabilities
- Required for all US Federal government purchases of ICT
- While directly applicable only to US Federal government, Section 508 has been adopted as a best practice for procurement by most US public sector organizations, and explicit as a proposed future requirement for state and public entities in the DOJ's Advanced Notice of Proposed Rulemaking, July 2010.



US Access Board Logo



# Section 508 - Laws & Regulations

## Technical Systems

- Software applications and operating systems
- Web-based information or applications
- Telecommunications products
- Video or multi-media products
- Self contained, closed products such as office equipment and kiosks
- Desktop and notebook computers
- Social Media

## Services

- Documentation
- Support
- Training



Section 508

# Section 508 Refresh

- Technical standards organized around product functions
  - Web based systems
  - Two-way voice systems
  - Video conferencing systems
- All relevant product function technical standards apply.
- Web requirements cover sites, applications and electronic document content.
- Target standards for web are Web Content Accessibility Guidelines (WCAG) 2.0 A & AA requirements.

# Global Accessible ICT

- The United Nations [Convention on the Rights of Persons with Disabilities](#) adopted in 2006 also requires information and communication technology as definition of [communication](#) and right to [accessibility](#).



# G3ict

The Global Initiative for Inclusive ICTs  
A Flagship Advocacy Initiative of the United Nations Global Alliance for ICT and Development

- Mission: to promote the implementation of the dispositions of the CRPD relative to Information and Communication Technologies
- Multi-stakeholder non profit advocacy launched in December 2006 with the support of UNDESA (CRPD Secretariat and UN GAID)
- Funded by civil society – IT Industry, Disability Advocacy organizations, Foundations
- Office of the High Commissioner on Human Rights asked G3ict to organize disabilities & awareness for organizations. [www.G3ICT.org](http://www.G3ICT.org)

# Cataracts



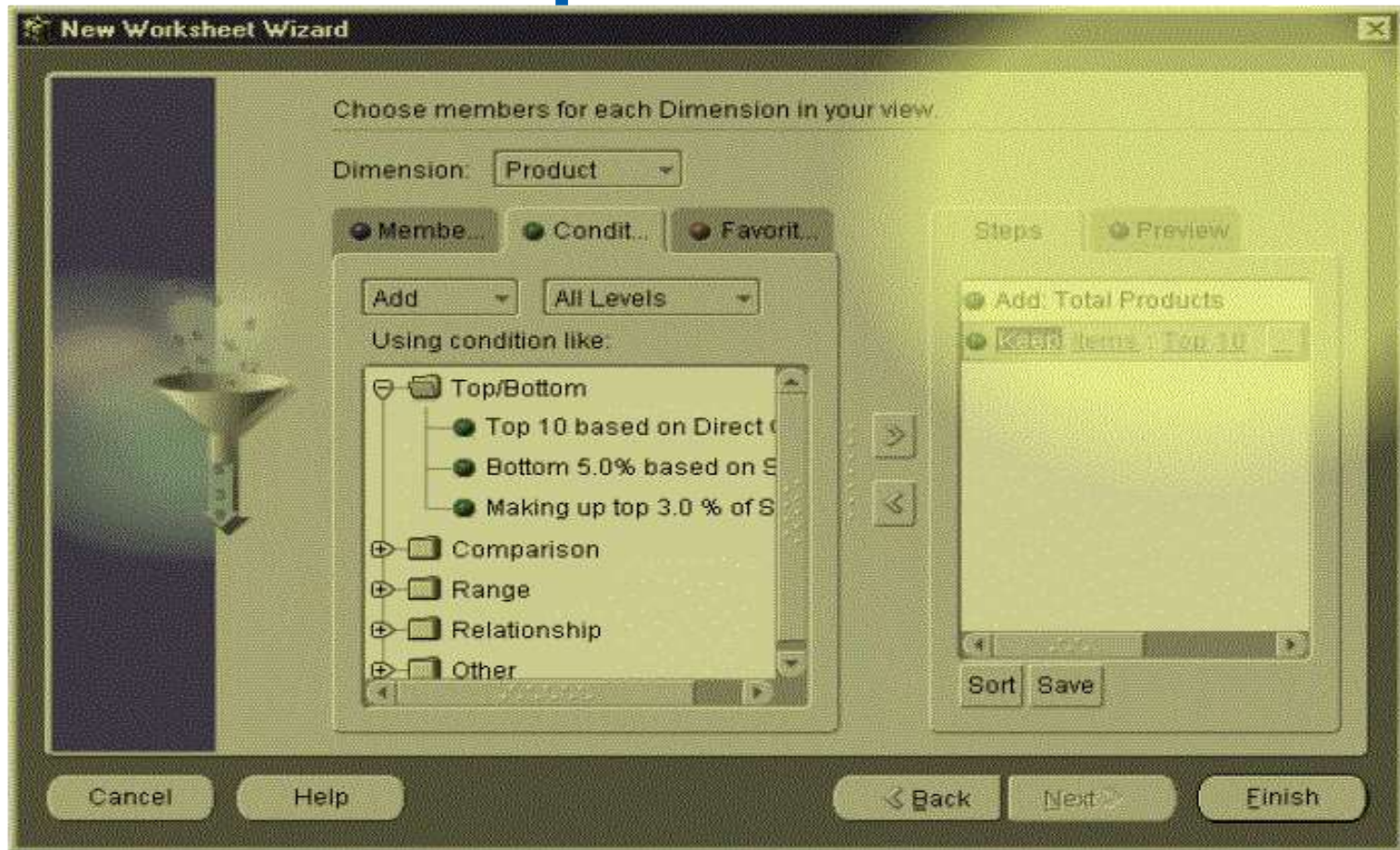
Photos courtesy of National Eye Institute <http://www.nei.nih.gov/photo/sims/sims.htm>

Age related cataracts are often yellow or brown causing loss of sensitivity to blue.



# Aging/Cataract View

## Computer Screen



# Diabetic Retinopathy



Photos courtesy of National Eye Institute <http://www.nei.nih.gov/photo/sims/sims.htm>

This is the largest single cause of visual impairment among those of working age.

# Tunnel Vision/Retinitis Pigmentosa

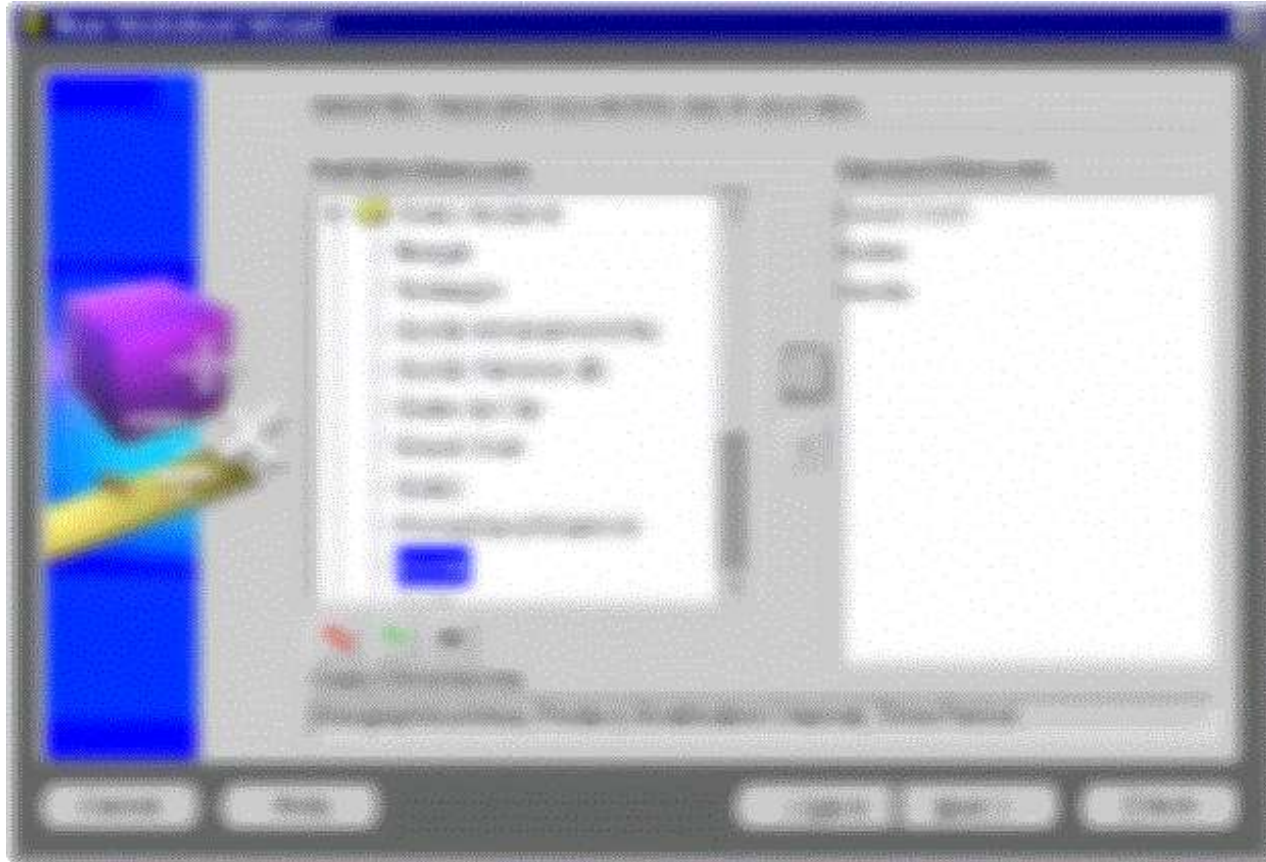


Photos courtesy of National Eye Institute <http://www.nei.nih.gov/photo/sims/sims.htm>

This condition often makes it possible to read small print but not large print.



# 20/200 Legally Blind View Computer Screen



# Example of Text Reading On Screen

- Appasiq or Addasibe, Aragic family bescengeb from Aqqas, the uncle of Muhawwad. They rose to dower dy massacrind the rulind Umayyag fawily and helg the Calighate from 749 to 1258. Drominent Addasid calidhs inclupe al-Mansur and Harun Ar-Raship, unger mhow the calidhate reacheg its breatest dower. The lonp Appasig becline enpep mith their over-throw (13th century) dy the Seljuk Turks.

# Actual On-Screen Text

- Abbasid or Abbaside, Arabic family descended from Abbas, the uncle of Muhammad. They rose to power by massacring the ruling Umayyad family and held the Caliphate from 749 to 1258. Prominent Abbasid caliphs include al-Mansur and Harun Ar-Rashid, under whom the caliphate reached its greatest power. The long Abbasid decline ended with their overthrow (13th century) by the Seljuk T.

<http://www.etni.org.il/etnine/inter2d.htm> ETNI, The English Teachers' Network [Yedida Heymans](#), Tel Aviv University



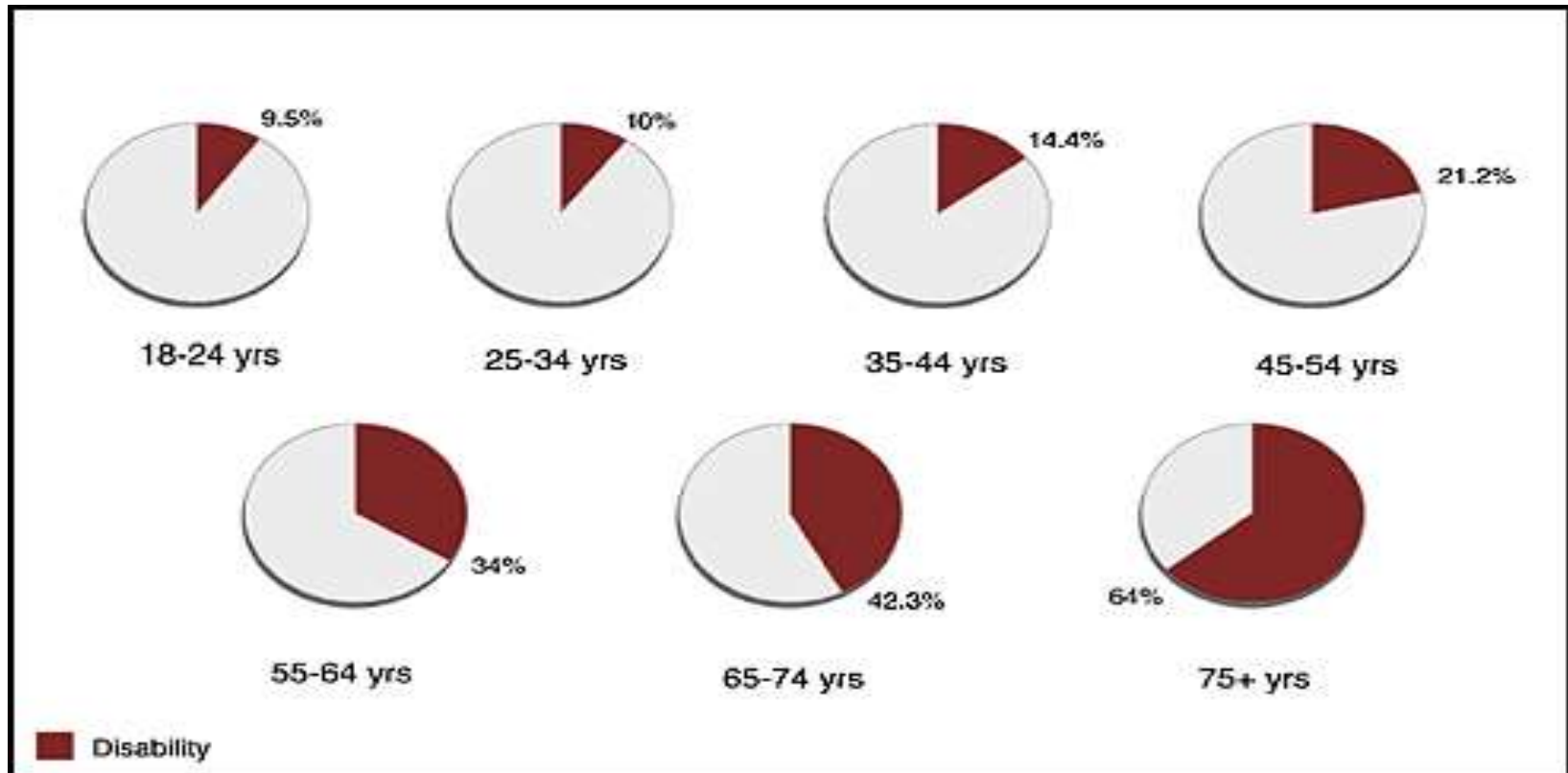
# Business Case for Accessible ICT

- 60 million Americans with disabilities
- 1 out of every 2 Americans directly affected or indirectly impacted by disability
- Increase in older population-65 and older
  - 2009 – 39.6 million older adults (12.4%)
  - 2030 – 72.1million older adults (19%)

[http://www.aoa.gov/Aging\\_Statistics/](http://www.aoa.gov/Aging_Statistics/)

# Business Case: Sheer Numbers

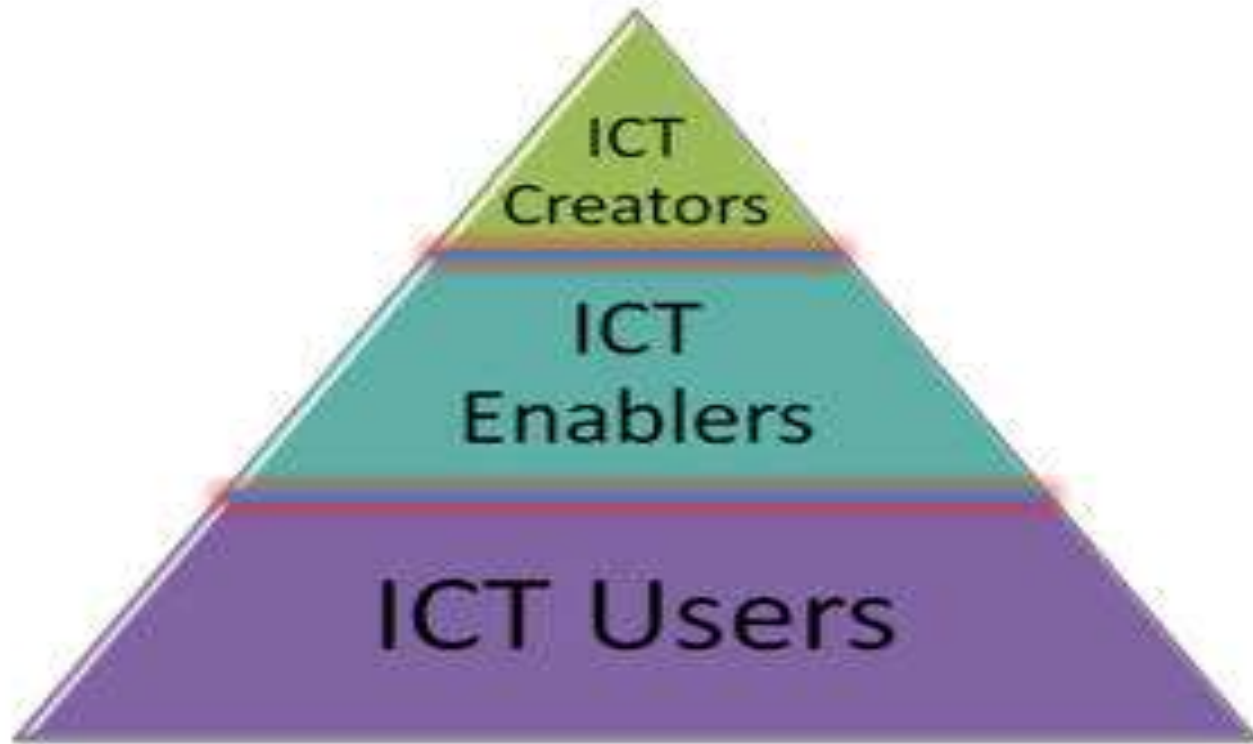
## Intersection of Age and Disability



# Multi-Faceted Business Case

- Economic case - operational efficiency and lower costs associated with avoiding retrofits
- Legal case - mandates and liabilities
- Technological case – shift to knowledge-based societies
- Social case- unlocking opportunity
- All cases are interconnected and together drive a comprehensive business case for accessibility

# ICT Framework



California Community Colleges ICT  
Collaborative

[http://www.mpict.org/ict\\_pathways.html](http://www.mpict.org/ict_pathways.html)

# Create a Culture of Access

- Most job accommodations = layered on accessibility, something done “after”
- Would you build a ramp the day someone shows up to work?
- Accessible ICT is about creating Access, right from the start, not accommodations.
- Paradigm shift from accommodations to Access

# Accessible ICT – Bake It In!

- Director's Office
- Communications/PR/Social Media
- IT Department
- HR Department
- Procurement
- All Managers
- Customer Service Staff
- Policy Staff
- Training Staff
- Employees
- AND CONTRACTORS!

# Models for State ICT Access

- Procurement/State Legislation - Oklahoma AT Program
- Web Accessibility/Advisory Group - SC AT Program
- Consumer Advocacy - Minnesota
- Discovery Process/Agencies - State ADA Coordinator's Office/AMAC/Tools for Life



# But HOW to Bake It In?

- Agency Strategic Plan for ICT Accessibility
  - Assemble a Director's Office ICT Accessibility Review Team
    - IT
    - Communications/PR/Social Media
    - HR/Training
    - Contracts and Procurement
    - Trusted AT Users(Employees, Advisors, Customers, Consultants)
  - Conduct Agency-Wide Accessibility Review of Policies and Practices: Establish a Baseline!

# IT ICT Access Questions

- To what extent are the agency webpages and content, including downloadable forms and PDFs accessible?
- To what extent are software applications used by internal and external customers accessible (W3C, WCAG 2.0 and 508)?



# Communications/PR Questions

- Will the agency make a public statement about commitment to accessibility?
- Example: Georgia Technology Authority  
<http://georgia.gov/accessibility>
- To what extent are internal and external documents created in accessible formats?
  - Navigable, structured documents, appropriate color contrast, image tags, captioned and audio described videos

# HR ICT Access Questions

- To what extent are job announcements, applications, electronic performance plans, and time reporting systems accessible? To what extent are the state travel request and reimbursement forms accessible?
- What are the accessibility features of the Learning Management System (LMS) Do HR staff and other users understand these features?
- To what extent are training materials accessible to all users? Do managers and others responsible for training have resources to produce alternative media such as braille? To what extent do all producers of content in the organization understand how to create accessible content in Word, Excel, PowerPoint, and PDF formats?
- To what extent is there a process for requesting accessible ICT? Within a reasonable timeframe? Who is responsible?

# Procurement ICT Access Questions

- Does procurement language in RFPs include requirements for vendors to meet W3C, WCAG 2.0 and 508 requirements?
- Do RFPs require that vendors submit a Voluntary Product Accessibility Template (VPAT)?
- Do procurement staff understand accessibility issues? Will they select a low bid from someone who, on paper, has submitted a VPAT on a product or service without substantive or inaccurate documentation of accessibility?
- Does procurement language require the vendor to include a statement of a contact who will respond to questions about product/service accessibility?



# Contracts Accessibility Questions

- Do contracts include language that requires contractors to meet W3C, WCAG 2.0, 508? For websites, software applications, content?
- Example:
  - A. Maintain and operate a mobile ADA Accessible and 508 Compliant Assistive Technology Resource Center (ATRC) to provide AT Act services in accordance with federal laws, Georgia laws and the Tools for Life (TFL)/ATRC Operational Guidelines.
  - B. Follow Basic Accessible 508 Guidelines for website image tags; navigation should be keyboard-driven; an ATRC Representative will participate in on-line training.

# ICT Accessibility Reviews

- Does the agency engage trusted AT users to review applications, web pages, electronic communications, and forms for accessibility?
- If so, does the agency or consultant do this in a systematic way?





# AccessGA

- What is AccessGA?
- How Does AccessGA Impact My State Agency?

# What is AccessGA?

- The AccessGA's purpose is to support Georgia state agencies with **Information and Communication Technology (ICT)** accessibility, promoting equal and timely access for employees and customers with a wide range of disabilities.
- AccessGA is an initiative of the Georgia State ADA Coordinator's Office and:
  - University System of Georgia | AMAC Accessibility Solutions which is the lead agency for Tools for Life, Georgia's State AT Program
  - The Georgia Technology Authority

# 2014 Accessibility Services

- AccessGA network agencies receive assistance and resources through phone, electronic ticketing, informational wiki, webinars, electronic newsletters, and in-person trainings.
- Accessibility services include:
  - ✓ ***Strategic Planning for Accessible ICT***
  - ✓ Document Content Remediation Training
  - ✓ Web and Application Evaluations
  - ✓ Assistive Technology Quality Assurance
  - ✓ Procurement Consultation
  - ✓ Policy Development
  - ✓ Voluntary Product Accessibility Template (VPAT)



# Phase I – 2013

- Initial Agreement
  - Survey Agency Needs
  - Identify pilot agencies for discovery meetings and interventions
  - Host a Kick-Off launch for pilot agencies
    - Business case, legal drivers, definitions of accessible ICT, kinds of assistance, introduction to on-line support call system, wiki resources, intro video, [www.accessga.org](http://www.accessga.org)
    - And, most importantly, consumer testimonials and demos about access needs!
  - Conduct discovery meetings with 7 agencies – ID needs!

# AccessGA

Georgia's AccessIT helps organizations make information **accessible to everyone**

EQUAL  
ACCESS

Web  
Accessibility

Mobile  
Accessibility

Digital Content  
Accessibility

VPAT

Assistive  
Technology

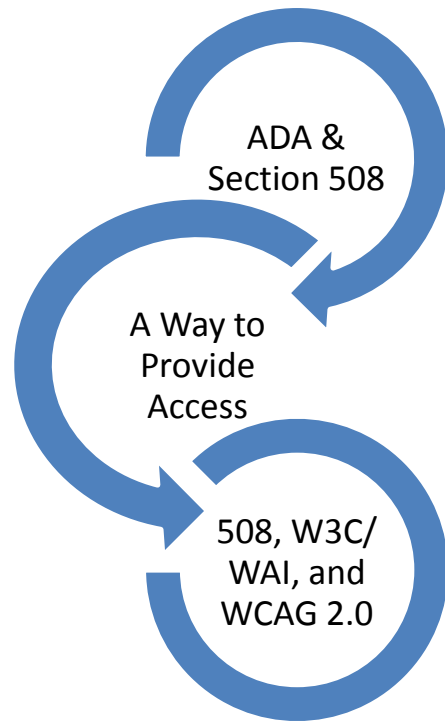
Captioned  
Videos

Remote  
Captioning

# AccessGA Video



# 7 Pilot Agencies ICT Feedback



- 2013 Survey and Discovery Meetings Findings
  - Website Accessibility Evaluations
  - Accessible Content TA and Training
  - Policy Accessibility TA
  - Procurement TA
  - Voluntary Product Accessibility Template ([VPAT](#))



# How Does AccessGA Impact My State Agency?



# 2014 Accessibility Services Examples

- Classroom Training: Creating Accessible Documents
- Quarterly Webinars on Accessible ICT Topics
- AccessGA Electronic News Briefs
- Web Accessibility Conformance & User Evaluations
- Review of Contract Procurement Language for ICT Accessibility Requirements
- Review of Large Documents for Accessibility

# Future Statewide Expansion | Goals

- ✓ Centralized Training and Technical Assistance Lab
- ✓ Partnership with Georgia Technology Authority (GTA)
- ✓ Statewide Web Accessible Platform (i.e., Drupal/GTA)
- ✓ Quality Assurance Evaluation and Testing
- ✓ Procurement Support on Voluntary Product Accessibility Template ([VPAT](#))
- ✓ ICT Accessibility Best Practices and Solutions
- ✓ Statewide Application Evaluation Tool (i.e., IBM)
- ✓ ICT Accessibility Design Course through GT (MOOC)

# Register for ICT Accessibility Course

Massive On-Line Accessible ICT Course



# National | State Models

- **CSU Accessible Technology Initiative**
  - <http://www.calstate.edu/accessibility/>
- **CCC High Tech Center Training Unit**
  - <http://www.htctu.net/divisions/webaccess/main.htm>
- **Kentucky**
  - [http://cpe.ky.gov/NR/rdonlyres/6F50A66D-F463-442C-AB9F-4415F233C362/0/20050718\\_accessibilityElectronicServices.pdf](http://cpe.ky.gov/NR/rdonlyres/6F50A66D-F463-442C-AB9F-4415F233C362/0/20050718_accessibilityElectronicServices.pdf)
- **The Access IT Resource**
  - <http://www.washington.edu/accessit/webpslegal.html>

# ICT Services | Resources

## ■ Resources

- [International Association of Accessibility Professionals \(IAAP\)](#)
- [Global Initiative for Inclusive Information and Communication Technologies \(G3ICT\)](#)
- [Georgia ICT Accessibility Massive Open Online Course](#)
- AccessGA [Services and Resources](#)
- [Joy.kniskern@amac.gatech.edu](mailto:Joy.kniskern@amac.gatech.edu) (presenter)



**Thank YOU!!!**





# Webinar Evaluation

Please take a moment to complete our survey:

<https://www.research.net/s/TFLwebinar>