



## Definitions and Impacts of Accessible ICT

### → What does it mean to be accessible?

Accessibility can be measured by how successfully a person with a disability can locate, get to, and understand the wanted or needed information. Accessibility results in benefits like eliminating barriers to information and communications technology (ICT) and encouraging development of technologies and techniques.

### → Who is impacted by inaccessible content?

A disability is any condition that limits a person's movements, senses, or activities. Recognized groups of disabilities include:

- Photosensitive epilepsy
- Cognitive impairments
- Limited language, cognitive and learning abilities
- Deaf or limited hearing
- Blind or limited vision
- Without perception of color
- Non-verbal or limited speech
- Limited manipulation
- Limited reach and strength



### → What is assistive technology (AT)?

Any device, software, or equipment that helps people adapt their environment. Examples include text-to-speech, dictation, closed captioning, high contrast, and alternate input devices.

### → What is Section 508 and WCAG?

Section 508 is a law that states anytime the federal government develops, procures, maintains, or uses ICT employees and members of the public with disabilities seeking information, data or services from the department must have the same or

comparable access as those without disabilities. Section 508 conformance is achieved by meeting a set of technical standards.

The Web Content Accessibility Guidelines (WCAG) are a set of standards used by individuals, organizations, and governments worldwide to ensure text, images, sounds, and code or markup that define structure or presentation are accessible to all users.

### → What types of content are required to be accessible?

All external public facing content and non-public facing official agency communications. ICT and internal official agency communications include, but are not limited to, the following.

- Web, desktop and mobile technologies;
- Printers, scanners, phones, and kiosks;
- Software used but not purchased by the federal government;
- Email; PDFs, MS Office documents, support material, ;
- Posting to and the use of social media sites;
- A survey questionnaire; a template or form;
- Educational or training materials;
- Intranet content designed as a web page.
- An emergency notification;
- An initial or final decision adjudicating an administrative claim or proceeding; a formal acknowledgement of receipt;
- An internal or external program or policy announcement;
- A notice of benefits, program eligibility, employment opportunity, or personnel action;

Inaccessible content puts the department at risk of legal action. Important: It is the responsibility of the content or system owner to ensure their content, system, product or service is accessible.