

# EIR Accessibility for Project Managers

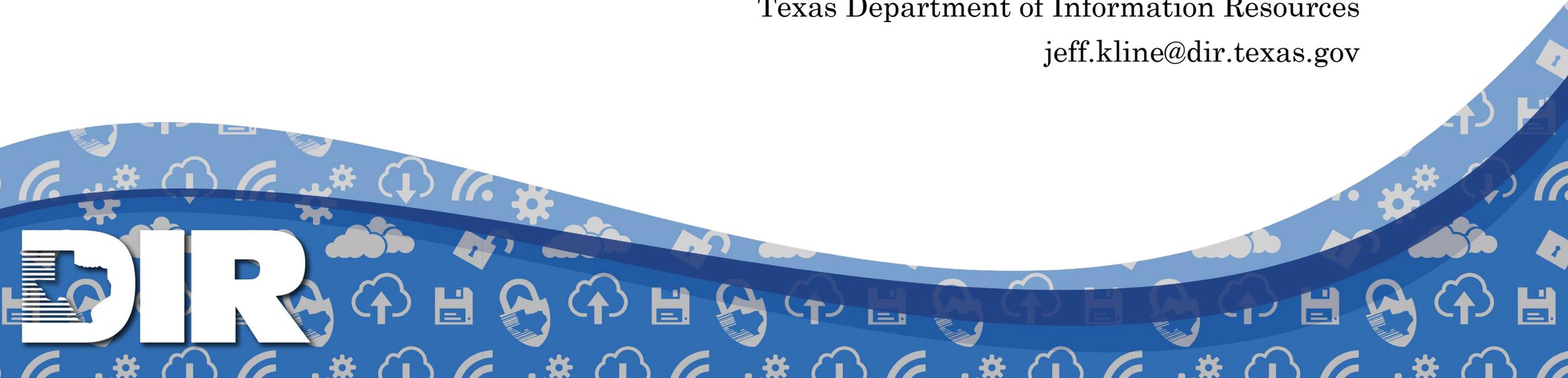
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**DIR**

***Agency A just completed the procurement and deployment of a large new web application for recruiting new employees and managing job candidates.***

***Software Company X developed the product. Both Agency A and Corporation X's studies indicated that the new system would offer significant advantages in cost savings, productivity, and candidate quality over the previous, mostly manual processes.***

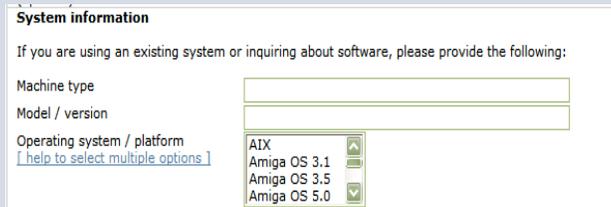
***Then....***

Hiring the Right Person



# Understanding Disabilities

**Blind users access software applications and the Web using a screen reader and the keyboard.**

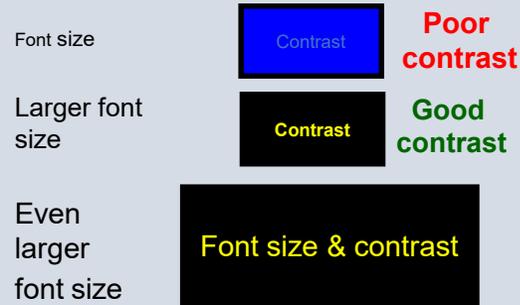


*"Machine type. Edit.  
 Model slash version. Edit.  
 Help to select multiple options. Link.  
 Operating system slash platform. Listbox. Not selected AIX. 1 of 30."*

**Color-blind users need more than color differences.**



**Low vision users need sizable fonts and contrast settings.**



**Deaf users need alternatives for audio content (captioning); the hard of hearing need the ability to increase volume.**



**Users with limited use of arms and hands need keyboard accessibility features and alternative input methods.**

**Alternative input hardware devices**



Joy Sticks



Keyboards



Switches



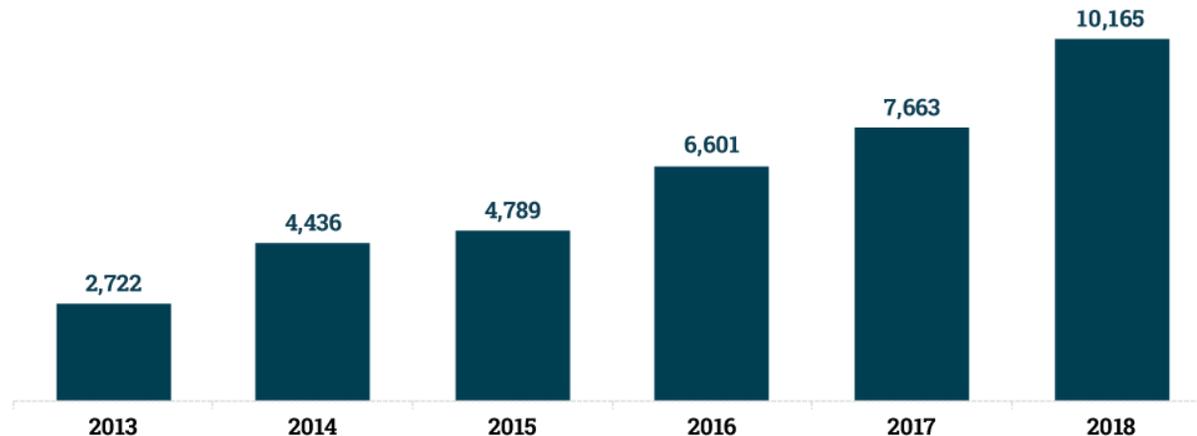
Mouth Sticks

Key Types	OS Keyboard Accessibility Features
Mouse Keys	Arrow keys control mouse pointer
Sticky Keys	[Ctrl] then [F] activates [Ctrl-F] shortcut
Slow Keys	Ignore short keystrokes
Repeat Keys	Turn off keystroke repeat Adjust delay before repeat begins Adjust delay between repeats

## Filed as discrimination complaints under the ADA

- Now occurring at 1 per hour
- **No plan for web accessibility technical standards from DoJ Was proposed, now “inactive” however, little impact on litigation moving through the courts, with settlements using WCAG2.0AA as the TS for compliance**

Website Accessibility Lawsuits Over Time



Published on MarketingCharts.com in July 2019 | Data Source: The Integer Group / Seyfarth Shaw LLP

Based on a manual analysis of all federal cases coded as 'ADA-Other' and removing ADA Title II cases in which defendants are state and local governments.



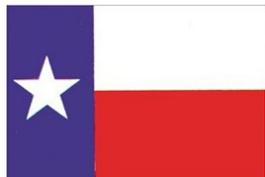
## There are IT accessibility regulations in

- Many countries around the world
- Most cite accessibility technical standards ((TS)
- US federal procurement regulations (Section 508)
- Americans with Disabilities Act (TS not currently codified)
- Many US states



## Texas government and state funded higher ed. institutions statutes and rules

- **Apply to all Texas state agencies and institutions of higher education**
  - Texas Government Code [2054 Subchapter M](#)
  - Texas Administrative Codes [1 TAC 206: State Websites](#) / [1 TAC 213: Electronic & Information Resources](#)
  - Include both technical standards and governance criteria



## Burden of proof belongs to the vendor not the customer.

- **Texas Administrative rules require DIR and all agencies / IHE to obtain**

“...credible evidence of the vendor's capability or ability to produce accessible EIR products and services. Such evidence may include, but is not limited to, a vendor's internal accessibility policy documents, contractual warranties for accessibility, accessibility testing documents, and examples of prior work results.”

- **Can significantly reduce the customer accessibility validation efforts**



# PM Role Considerations for Project EIR Accessibility Compliance and Risk Mitigation



	PM Questions	What is needed
1	Is EIR Accessibility language is included in Procurement documents for COTs and dev services?	<ul style="list-style-type: none"> <li>• Accessibility Technical Standards requirements</li> <li>• COTS - Accurately completed mfr VPATs / ACRs and <a href="#">PDAA</a></li> <li>• Dev services – Accurately completed <a href="#">VADSIR</a> and <a href="#">PDAA</a></li> </ul>
2	Is an accessibility SME engaged in procurement / internal reviews and negotiations?	Obtain additional information that supports ACRs/ VADSIR/PDAA submissions as needed
3	Has Accessibility criteria been established into all phases of project life cycle?	Requirements, Design, Development, Test, Post Production Corrective actions
4	Are resources skilled in accessibility available to do the job?	Internal staff and/or vendor technical staff
5	What accessibility training has been provided or made available?	General accessibility and programming language / platform specific
6	Are the development tools / platforms enabled to produce accessible output?	Development environment, code generators (widgets, etc), inspection tools, etc.
7	Has success criteria been established for each phase checkpoint?	Pass / fail scoring to proceed to next phase
8	Has the EIR been tested at unit level during development and at validation / UAT phases using automated and manual accessibility testing tools and methods?	Knowledgeable staff for internal dev or vendor, third party as desired / required

# DIR Procurement Tools: PDAA Maturity Model and VADSIR



	Core Criteria	Launch	Integrate	Optimize
1.	Develop, implement, and maintain an ICT accessibility policy.	Have an ICT accessibility policy.	Have appropriate plans in place to implement and maintain the policy.	Establish metrics and track progress towards achieving compliance to the policy.
2.	Establish and maintain an organizational structure that enables and facilitates progress in ICT accessibility.	Develop an organization wide governance system.	Designate of one or more individuals responsible for implementation.	Implement reporting/decision mechanism and maintain records.
3.	Integrate ICT accessibility criteria into key phases of development, procurement, acquisitions, and other relevant business processes.	Identify candidate processes for criteri integration.	Implement process changes.	Integrate fully into all key processes.
4.	Provide processes for addressing inaccessible ICT.	Create plans that include dates for compliance of inaccessible ICT.	Provide alternate means of access until the ICT is accessible; implement corrective actions process for handling accessibility technical issues and defects	Maintain records of identified inaccessible ICT, corrective action, and tracking.
5.	Ensure the availability of relevant ICT accessibility skills within (or to) the organization.	Define skills/job descriptions.	Identify existing resources that match up and address gaps.	Manage progress in acquiring skills and allocating qualified resources.
6.	Make information regarding ICT accessibility policy, plans, and progress available to customers.	Make Launch level information available.	Make Integrate level information available.	Make Optimize level information available.
Total Points		30		
Percent Complete		50%		

 <b>Vendor Accessibility Development Services Information Request</b>			
<b>1. Vendor Information</b>			
Vendor Name:	Submitter Name :	Date:	
Email:	Phone: ( )		
Address:	City:	State:	ZIP:
<b>2. Instructions</b>			
Complete this form if your company or organization is responding to a Texas Agency solicitation that includes one or more of the following Information and Communications Technologies (ICT) offering types: <ul style="list-style-type: none"> <li>• Website development services</li> <li>• Web Application Development Services</li> <li>• Custom development services as part of an integrated solution.</li> <li>• Client based software application development services</li> <li>• Other software development services containing one or more user interfaces (end user, admin, etc.)</li> </ul> Please direct any questions regarding this request to the DIR Procurement Office.			
<b>3. Please respond to the questions below as applicable</b>			
1. Describe or provide documentation regarding your organization's key business processes that include the integration of ICT accessibility activities. (Examples are product development, procurement, HR, etc.):			
2. Describe the skills and training resources that your organization uses (internal or third party) to develop and produce accessible ICT offerings:			
3. Describe the development and test tools used within your organization to produce accessible ICT offerings. Provide examples of typical project test cases for accessibility and examples of how test results are documented:			
4. Describe your organizations corrective actions process(es) or system(s) for documenting, tracking, and resolving accessibility issues / defects:			
5. Describe alternate methods for ICT products that are not compliant with accessibility technical standards. (example: 24hour / 7day/week toll free phone support number):			
6. Provide links to example websites or other examples of ICT work that your organization has produced that meet accessibility technical standards such as US Section 508, or WCAG 2.0 AA:			

## Required when EIR does not comply with TS and administrative rules

- **Agency created form or generic version on DIR website.**
- **Agency head signature required**
  - No provision for delegation
  - Kept on file at agency, not DIR
  - Approval should be before deployment or procurement completion

## ***Access University* from Level Access**

- **Enterprise wide availability**
- **No cost to agencies**
- **Robust, role-based content for**
  - Developers
  - Designers
  - QA
  - Content Authors
  - Procurement
  - Managers
  - HR
  - Marketing/Communications
  - Other

Questions?



**Thank you.**