

Welcome to the Section 508 Best Practices Webinar Series

A collaborative program between the
*Accessibility Committee of the CIO Council, The U.S. Access Board and
eFedLink/ODEP*

**The Session is Scheduled to begin at 1:00pm Eastern Time
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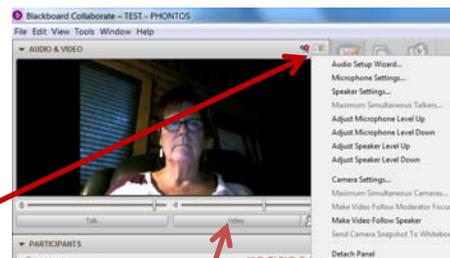
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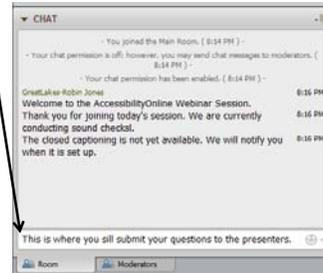
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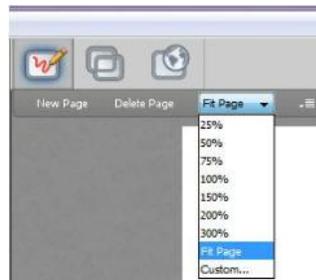
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Case Study: Section 508 Testing Programs in Four Federal Agencies

Moderator: Timothy Creagan, Senior Accessibility Specialist
U.S. Access Board

Presenters:

Don Barrett, Section 508 Coordinator, U.S. Department of Education

Jonni Burnham, Acting Manager, Disability Resource Center,
Department of Transportation

Jennifer Horan, Section 508 Program Manager, Department of Labor

Mark Urban, Section 508 Coordinator, Centers for Disease
Control, Health and Human Services

March 25, 2014

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Agenda

- ▶ Introduction
- ▶ Section 508 Testing
 - Department of Education
 - Centers for Disease Control, HHS
 - Department of Transportation
 - Department of Labor
- ▶ Q& A –

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This webinar is sponsored by:



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Welcome

- ▶ Webinar series: “Best Practices in Federal Section 508 Implementation”
 - This webinar is part of a series. Other presentations can be viewed at:
 - <https://efedlink.org/allqual/resource-shared-webinars.cfm> and <http://www.adaconferences.org/CIOC/Archives/>
- ▶ A best practice is a policy, process, procedure or technique proven effective over time and repeatable by multiple agencies.
- ▶ A best practice is generalized so that diverse agencies may use it in their own organizations but specific enough to provide useful guidance and instruction.
- ▶ The CIO Council’s Accessibility Committee has published a library of 508 Best Practices at www.Section508.gov

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Section 508 Best Practices Webinar upcoming DATES for 2014:

- ▶ Webinars dates will be bi-monthly during 2014.
January, March, May, July, September, December
- ▶ Next Webinar: May 22, 2014 – Topic: TBD
Time: 1:00 to 2:30 p.m. ET
- ▶ Future webinar dates and topics are forthcoming

Past webinars: ARCHIVED:

- <http://www.adaconferences.org/CIOC/Archives>
- <https://efedlink.org/allqual/collaborate-webex-archive.cfm>

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Section 508 Best Practices Webinar series 2014

- ▶ For more information, contact the Education Subcommittee co-chairs:
 - Tim Creagan – creagan@access-board.gov
 - Deborah Kaplan – deborah.kaplan@hhs.gov

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Presenters

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- ▶ Don Barrett, Section 508 Coordinator, U.S. Department of Education
- ▶ Jonni Burnham, Acting Manager, Disability Resource Center, Department of Transportation
- ▶ Jennifer Horan, Section 508 Program Manager, Department of Labor
- ▶ Mark Urban, Section 508 Coordinator, Centers for Disease Control, Health and Human Services

Moderator:

- ▶ Timothy Creagan, Senior Accessibility Specialist, U.S. Access Board

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Section 508 Testing Programs in Four Federal Agencies

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Testing Programs for Section 508

- ▶ There are a wide variety of Section 508 Testing Programs across the Government.
- ▶ During today's webinar, we will see a brief overview of testing programs in several different agencies.
- ▶ There will be a question and answer session following the presentations.

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Department of Education

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Department of Education – Testing

Guiding principles:

- ▶ The heart of 508 is the standards.
- ▶ All standards need some objective way of ensuring that they are or are not met.
- ▶ We believe, like most in the community, that objective measures are critical.

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Department of Education

- ▶ Right now, there are no universally standardized objective measures.
- ▶ Everyone has their own idea of how to measure 508 compliance.
- ▶ We are moving in the direction of formalized testing processes, but that will take some time for everyone to agree.

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Testing: tailored to each situation

I love the expression, "form follows function."

- ▶ Because birds fly as their function, they have wings, not front paws and that is their form.
- ▶ Cups and strainers have different functions, so their forms, too are vastly different.
- ▶ You can apply this logic to agency testing.
- ▶ Each testing agency has a different layout, so its testing will differ as well.

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Testing in different agencies:

- ▶ DHS has numerous disparate agencies each with very different assistive technologies.
- ▶ SSA has lots of in-house development and has standardized for example on one screen reader, so their testing is different.
- ▶ Education uses some of both methods, because we see Sections 504 and 508 as a unified pair in terms of function-ability.

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Considerations when testing:

- ▶ Each agency needs to decide what their needs and goals, and configurations are and work from there.
- ▶ Think about what will work for you even though it might differ from another agency's testing methods.
- ▶ And most important, let's look for the least common denominator we can all adopt as our basis for testing.

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Department of Transportation

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DOT Testing Approach

A Case study in Developing a Test Strategy to Fit the Circumstances

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Problem Statement

Context: Part 1

- DOT acquired a product from a contract originated by another agency.
- Post-procurement, DOT employees identified a number of accessibility issues with newly acquired and installed equipment.
- In addition, Civil Rights (CR) and General Counsel (GC) determined post-procurement that the product was not in compliance (in DOT's opinion).
- Vendor offered additional products and modifications to meet Section 508 requirements or produce an acceptable work-around solution.

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Problem Statement

Context: Part II

- ▶ Agency needed to determine if the solutions would work in DOT environment.
- ▶ Agency needed to determine whether product as modified correctly identified Section 508 deficiencies.
- ▶ After polling other agencies, no test protocol was found/shared, so the Agency started from scratch.

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Requirements

- ▶ Repeatable testing /verification process for the equipment.
- ▶ Evaluate
 - Installed hardware
 - Software
 - Product firmware additions
 - PIV readers and keyboards added by DOT.
- ▶ Involve DOT stakeholders (CR, GC, employees).
- ▶ Reflects typical job routines performed on equipment.
- ▶ Tests with AT solutions used by DOT employees.
- ▶ Testers are users not IT (or AT) experts, Disability Resource Center (DRC) accommodations staff provided in-person assistance.

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Solutions

- ▶ Develop detailed use case scenarios for
 - Copy
 - Print
 - Fax
 - Scan
- ▶ Develop step by step procedures for performing each using all the components (integrated system).
- ▶ Conduct test scenarios with employee stakeholders using their typical IT and AT. DRC assisted and recorded results.
- ▶ Record results for each step, summarize and analyze.
- ▶ Retest as needed based on changes.

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Test Results

- ▶ A number of issues were identified that prevented employees from completing the full task.
- ▶ The vendor modified products (hardware, software and firmware) to address those problems (and appreciated the feedback).
- ▶ Scenarios only address the circumstances tested;
 - Literally hundreds of combinations result from a dozen job variables.
 - Testing does not find problems with other combinations.

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Lessons Learned

- ▶ If procuring products off of another contract,
 - read the contract in detail.
 - do not rely on other agencies to perform “due diligence” to a level your agency requires.
- ▶ The “as installed” environment may affect the accessibility of the product(s).
- ▶ Devise an acceptance test plan, include it in your purchase agreement.
- ▶ Obtain an evaluation unit for testing before committing.
- ▶ Verify the total system and identify any additional modifications or installation requirements.
- ▶ Involve stakeholders in developing and performing acceptance testing.

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Centers for Disease Control

Health and Human Services

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Centers for Disease Control, Health and Human Services

- ▶ Mark Urban
 - HHS Section 508 Program Co-Chair
 - CDC Section 508 Coordinator

- ▶ How HHS is organized for 508
 - Standards set by HHS Program Team
 - “Agencies” like CDC do the testing – 3 major areas
 - Websites
 - Major systems
 - Other IT (software, hardware, telecom)

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Website Testing

- ▶ Handled by our Public Affairs Office
 - Provides Technical Assistance.
 - Offers Training.
 - Has a signup-and-use testing station with automated tools and assistive technologies.
 - Monitors compliance via automated tool/issue manager.
- ▶ Clearance Officer in each branch
 - Must clear new content before posting.
 - Ensures that pages that use the compliant template are tested via automated tools.
 - Addresses compliance issues in issue manager.

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Major Systems

- ▶ **Overseen by CDC 508 Coordinator**
 - Offers training and Technical Assistance.
 - Provide copies of Assistive tech to project teams.
 - Conducts “reviews” using Assistive Technology.
 - Approves Major systems as part of IT governance before they go live.
- ▶ **Section 508 Clearance Officers**
 - Review PATs (VPATs).
 - Approve technologies, testing plans, and statements of work as part of “stage gates.”
- ▶ **Project Teams/Contractors**
 - Conduct testing with automated tools AND Assistive Tech per approved plan.

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Other ICT (software/hardware/Telecom)

- ▶ **Overseen by CDC 508 Coordinator**
 - Software approvals for security are routed through 508.
 - BPAs for hardware (PCs, peripherals) include 508 standards.
 - All new technologies being considered are provided to 508 Program for evaluation/testing.
 - Testing with Assistive technology (if appropriate) to CLAIMED CONFORMANCE.
- ▶ **All non-credit card ICT purchases approved by 508 Program.**

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Resources

- ▶ HHS Section 508 web standards and checklists:
<http://508.hhs.gov/>
- ▶ CDC Website Accessibility:
<http://www.cdc.gov/contact/accessibility.html>
- ▶ Checklists for IT:
<https://ocio.nih.gov/ITGovPolicy/NIH508/Pages/Acquisitions.aspx>

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Department of Labor

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Background at the Department of Labor

- ▶ 508 Program placement in the office of the Agency's Chief Information Officer is very important. Program is growing.
- ▶ Policies are in development; where DOL does not have policies already, we are using the White House Section 508 Implementation Plan as a tool to establish processes and systems that currently don't exist formally at DOL:
 - Procurement; 508 complaint process, web content creation, testing, etc.

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Department of Labor testing:

- ▶ 508 testing at DOL is currently Ad Hoc, with no set tools or methodologies.
- ▶ Training programs are in development.
- ▶ Testing occurs as the needs arise.
- ▶ Testing is geared toward the specific situation.
 - Electronic documents – one area of notable testing success.

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Electronic Documents

- ▶ Successful testing processes in place:
 - DOL Public Affairs group has become the gatekeeper for electronic documents. They do not allow posting of new documents that do not meet 508 requirements.
 - Increased focus on creating accessible documents due to this “Gatekeeper” Policy.
 - Training programs have been developed for: Accessible Word 2010, Forms/LiveCycle training and basic PDF and offered through the OCIO 508 Program on a limited basis as a “train the trainer” effort to meet these needs.

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Going forward at DOL:

- ▶ Section 508 program is growing with support from the CIO.
- ▶ Increased focus on compliance.
- ▶ Use of materials from Section 508 Strategic Plan.
- ▶ Growing demand for training.
- ▶ Development of internal resources.
- ▶ Successful deployment of accessible web content.

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Resources

- ▶ **Health and Human Services:**
<http://www.hhs.gov/web/508>
- ▶ **Education:**
<http://www2.ed.gov/policy/gen/guid/assistivetech.html>;
- ▶ **Labor:**
<http://www.dol.gov/dol/aboutdol/accessibility.htm>
- ▶ **Transportation:** <http://www.dot.gov/drc>

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For More Information

▶ Agency Testing programs:

- Education: Don Barrett (Barrett@education.gov)
- HHS, Centers for Disease Control: Mark Urban (fka2@cdc.gov)
- Labor: Jennifer Horan (Horan.Jennifer@dol.gov)
- Transportation: Jonni Burnham (jonni.burnham@ost.dot.gov)

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