

Section 508 Best Practices Webinar Series

January 29, 2013

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Review of the Webinar Platform Features (con't)

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SECTION 508 LEADERSHIP CORE COMPETENCIES

Today’s Presenters:

Robert C. Baker

Don Barrett

Bill Peterson

Deborah Kaplan

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Agenda

- Co-Sponsors
- Welcome, Overview of webinar series, Logistics
- Introduction to Presenters
- Panel on Section 508 Leadership Core Competencies
- Q & A

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Welcome

- Webinar series: “Best Practices in Federal Section 508 Implementation”
 - This webinar is the third; archives of past webinars are at
 - » <https://efedlink.org/allqual/collaborate-webex-archive.cfm>.
 - Upcoming webinars will be announced.
- Target audience: federal employees involved in making sure that technology used by their agency is accessible: agency leaders and managers, 508 coordinators and staff, web designers and developers, software designers and developers, human resource specialists, IT personnel, procurement specialists and many others.

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CIO Council Accessibility Committee



- Promote accountability and transparency
- Identify and promote best practices
- Engage with disability advocacy groups, industry and academia
- Establish and promote Community of Practice approach
- Provide a forum for cross-agency communication
- Provide training curricula, tools and guidance
- Increase awareness

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U.S. Access Board **A Federal Agency Committed to Accessible Design**

- **Develop guidelines/ standards for facilities, transit systems, communication & IT (ADA, §508 and other laws)**
- **Technical Assistance**
- **Training**
- **Enforcement of the ABA**
- **Research**

www.access-board.gov

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Best Practices Library

- This webinar is based on a Best Practice of the Accessibility Committee of the CIO Council.
- The Best Practices Library is published at
» <http://section508.gov>
- Developed by Best Practices Subcommittee
 - Co-Chairs: Robert Baker, SSA and Bill Peterson, DHS

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What is a Best Practice?

- A best practice is a policy, process, procedure or technique proven effective over time and repeatable by multiple agencies.
- A best practice is both generalized so that diverse agencies may use it in their own organizations, and specific enough to provide useful guidance and instruction.
- Categories of best practices include Policies and Governance, Procurement, Technical Guidance, Testing and Tools, and Accessibility Training.

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SECTION 508 LEADERSHIP CORE COMPETENCIES

- **Presenters:**
- Robert C. Baker, Section 508 Coordinator, Social Security Administration
- Bill Peterson, Executive Director, Office of Accessible Systems and Technology, Department of Homeland Security
- Don Barrett, Section 508 Coordinator, Department of Education
- **Moderator:**
- Deborah Kaplan, Senior Advisor, Social Security Administration

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Comparison of 508 Programs of Presenters

- **Social Security Administration**

- approximately 62,000 employees
- large, centralized 508 program with several full-time staff, accessibility testing and validating capability, document accessibility specialists, web accessibility tools and training, software development tools and procedures for accessibility, agency-wide training and tools

- **Department of Education**

- approximately 5000 employees
- small but effective 508 program consisting of one vendor tester, one Federal tester, a documents expert, and one Coordinator

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Comparison of 508 Programs of Presenters (con't)

- **Department of Homeland Security**

- 18 major Components
- Roughly 240,000 employees
- Countless contractors
- Roughly \$6.5 billion/year in IT investments; Eight contracting organizations w/ decentralized procurement authority; Fourteen CIO's (1 plus 13) - each controls their own budget
- 14 Section 508 Coordinators each w/ dotted line report back to Exec. Director, OAST; Exec. Director reports directly to DHS CIO and indirectly to Officer for Civil Rights/Civil Liberties; Program employs a mix of 22 feds and contractors

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Generic Program Maturity Model

- Level 0: Everything is ad hoc. No formal compliance efforts are in place.
- Level 1: Defined policy/plan/processes and procedures
- Level 2: Resources committed / trained / equipped on policy, processes and procedures
- Level 3: Tangible evidence exists of compliance with policy, processes and procedures
- Level 4: Metrics/goals established and progress tracked, ad hoc adjustments
- Level 5: Metrics drive strategy and optimization strategies, tight integration with agency strategic planning and process improvement initiatives

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Key principles for building and managing a 508 program

1. Leadership is essential
 - Programs must have a dedicated 508 Program Leader
 - Executive buy-in is essential
2. Programs should be formally planned and structured
 - They should not be built or managed on an ad hoc basis.
 - 508 policies, processes and procedures should be established
 - They should be integrated into existing agency policies, processes and procedures
3. Adequate resources are required
 - Programs need access to resources (FTE/contract support; documented technical guidance)

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Key principles for building and managing a 508 program (con't)

4. Relationships must be established
 - Program leaders and staff need to build relationships with stakeholders to get buy-in
5. Delegation of responsibilities is a practical reality
 - Some 508 activities can be conducted by agency staff
 - Some 508 activities need to be reviewed and approved by 508 staff
 - Some 508 activities can only be conducted by 508 staff
6. Location is important
 - To be effective, programs need to be located in the part of the organization which most influences IT decisions

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Key principles for building and managing a 508 program (con't)

7. Governance is essential:
 - Tap into existing IT Governance bodies wherever possible (life cycle, change control, IT acquisition review, etc.)
 - Where are the gate keepers?
 - Goals & metrics should be established and tracked

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Example of 508 Program Metrics

- Complaints
 - Is a plan for handling complaints in place?
 - How many complaints are received?
- Program Management
 - Do you have the required staff?
 - Are personnel being trained?
 - Is ongoing outreach happening?
- Governance
 - Is a Section 508 policy in place?
 - Are exceptions managed?
 - Are acquisitions reviewed for Section 508?
 - Are Programs and Projects reviewed for Section 508?
 - Are Web sites measured and reported on for compliance?
- Services
 - Can the 508 program promote and use a defined testing process?
 - Is there a 508 SME available to support the organization?
- Small or large programs can report progress using these same measures

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Key principles for building and managing a 508 program (con't)

7. Testing is important:
 - Programs should have the ability to validate accessibility claims through testing
8. Awareness is important:
 - Programs should provide adequate training to enable agency staff to build, buy, maintain and use IT in a manner which complies with 508
 - Programs should actively engage in communications and outreach activities throughout their agencies

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Key principles for building and managing a 508 program (con't)

10. Collaboration is key:

- Programs should collaborate with the larger federal 508 community and participate in supporting each other.

11. Make 508 part of the way your agency does business

12. Keep an eye out for opportunities and take advantage of them.

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Questions

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