Welcome!
Section 508 Best Practices Webinar Series

- The session is scheduled to begin at 1:00pm Eastern Time.
- We will be testing sound quality periodically.
- Audio and visuals are provided through the on-line webinar system. This session is closed captioned. Individuals may also listen via telephone by dialing:
  1-712-432-6297 code 510110# (This is ***not*** a Toll Free number)
- The content and materials of this training are property of the presenters and sponsors and cannot be used without permission. For permission to use training content or obtain copies of materials used as part of this program please contact us by email at info@adaconferences.org or toll free 877-232-1990 (V/TTY).

1

Listening to the Webinar

- The audio for today's webinar is being broadcast through your computer. Please make sure your speakers are turned on or your headphones are plugged in.
- You can control the audio broadcast via the Audio & Video panel. You can adjust the sound by "sliding" the sound bar left or right.
- If you are having sound quality problems check your audio controls by going through the Audio Wizard **which is accessed by selecting the microphone icon on** the Audio & Video panel.

2

Listening to the Webinar, *continued*

If you do not have sound capabilities on your computer or prefer to listen by phone, dial:

1-712-432-6297

Pass Code:
510110#

This is ***not*** a Toll Free number

3

Listening to the Webinar by Mobile

iPhone, iPad, or Android (including Kindle Fire HD)):

- Individuals may listen** to the session using the Blackboard Collaborate Mobile App (available free from the Apple Store, Google Play or Amazon).

** Blackboard Collaborate Mobile App does not display Closed Captioning, has limited accessibility for screen reader and Voiceover users, and will not show the "Web Tour" portion of today's program.

4

Captioning

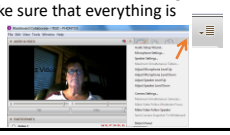
- Real-time captioning is provided during this webinar.
- The caption screen can be accessed by choosing the "CC" icon in the Audio & Video panel.

- Once selected you will have the option to resize the captioning window, change the font size and save the transcript.

5

Sign Language Interpreter

- Video sign language interpreter is available for this session.
- To access the sign language Choose "Video" from the Audio and Video Panel. This will open a video window.
- To ensure that your system retains focus on the Sign Language Interpreter make sure that everything is unchecked in the options menu.



6

Submitting Questions

- You may type and submit questions in the Chat Area Text Box or press Control-M and enter text in the Chat Area.
- If you are connected via a mobile device, you may submit questions in the chat area within the App.
- If you are listening by phone and not logged in to the webinar, you may ask questions by emailing them to: info@adaconferences.org
- Please note: This webinar is being recorded and can be accessed on the Section 508 Best Practice Webinar Series website at www.adaconferences.org/CIOC within 24 hours after the conclusion of the session.

7

Customize Your View

Resize the whiteboard where the presentation slides are shown to make it smaller or larger, by choosing from the drop down menu located above and to the left of the whiteboard.

The default is "fit page".

8

Customize Your View, *continued*

- Resize/Reposition the Chat, Participant and Audio & Video panels by "detaching" and using your mouse to reposition or "stretch/shrink".
- Each panel may be detached using the icon in the upper right corner of each panel.

9

Technical Assistance

If you experience any technical difficulties during the webinar:

- Send a private chat message to the host by double clicking "Great Lakes ADA" in the participant list. A tab titled "Great Lakes ADA" will appear in the chat panel. Type your comment in the text box and "enter" (Keyboard - F6, Arrow up or down to locate "Great Lakes ADA" and select to send a message); or
- Email: info@adaconferences.org; or
- Call: 877-232-1990 (V/TTY, toll free)

10

Welcome

This webinar is part of a series showcasing "Best Practices in Federal Section 508 Implementation". Other presentations can be viewed at:

- www.adaconferences.org/CIOC/archives and
- www.fedlink.org/allqual/resource-shared-webinars.cfm

- 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 Community of Practice has published a library of 508 Best Practices at www.Section508.gov.

11

Section 508 Best Practices Webinars

Webinars are bi-monthly:

- January, March, May, July, September, November

Next Webinar: March 27, 2018

- Topic: Accessibility of Electronic Content
- Time: 1:00 to 2:30 p.m. Eastern

This webinar series is a collaborative program between the Accessibility Community of Practice of the CIO Council and The U.S. Access Board.

12

This webinar is brought to you by

cio.gov

access-board.gov

13

An Overview of the Revised 508 Standards – and A Roadmap for Transitioning

Moderators: Deborah Kaplan, Section 508 Policy Lead, Office of the CIO, HHS
Timothy Creagan, Senior Accessibility Specialist, U.S. Access Board

Presenter:

Robert Baker, Director – 508 Governance Division, OAST, Depart. of Homeland Security
Federal CIO Council Accessibility Committee – Best Practices Subcommittee Co-Chair

January 30, 2018

14

Agenda

01	02	03	04
The Revised 508 Standards - what is changing	What government resources are available	Implementation Roadmap	Questions & Answers

15

Standards changes having greatest impact on implementation strategies

- From product based to feature based approach
- New organizational approach
- New scoping requirements
- Changing exception requirements
- New standards for electronic content, software, and hardware
  - Major emphasis on WCAG for electronic content and software

NOTE: these are just highlights – not intended to be an exhaustive list!

16

Information & Communications Technology (ICT)

Information technology and other equipment, systems, technologies, or processes

for which the principal function is the creation, manipulation, storage, display, receipt, or transmission of electronic data and information

as well as any associated content.

17

New organizational approach

Original 508 Standards

- **General**
- **Technical Standards**
  - 1194.21 Software applications and operating systems.
  - 1194.22 Web-based intranet and internet information and applications.
  - 1194.23 Telecommunications products.
  - 1194.24 Video and multimedia products.
  - 1194.25 Self contained, closed products.
  - 1194.26 Desktop and portable computers.
- **1194.31 Functional performance criteria.**
- **1194.41 Information, documentation, and support.**

Revised 508 Standards

Chapter 1: Application and Administration

E101 General
E102 Referenced Standards
E103 Definitions

Chapter 2: Scoping Requirements

(includes WCAG applicability to electronic content and software)

Chapter 3: Functional Performance Criteria

Chapter 4: Hardware

Chapter 5: Software

Chapter 6: Support Documentation & Services

18

Standards categories

- Electronic Content
- Software
- Hardware
- Support Services & Documentation

Electronic Content Examples

Websites and web-based content (Internet & Intranet)	Microsoft Office & PDF Documents	Training materials (e.g., online training materials, tests, online surveys)	Multimedia (video/audio)
Digital content (e.g., documents, templates, forms, reports, surveys)	Interactive maps	Electronic emergency notifications	Subscription services (e.g., news feeds, alert services, professional journals)

Public Facing vs. Non Public Facing

Public Facing	Non Public Facing
Made available to members of the general public	May be broadly disseminated or sent to individual agency employees May be sent to or made available to specific members of the public.
Usually published on the web (for example, on an agency website, blog, form, or social media page). However, public facing content might also be made available in non-web formats, such as information displayed on screens or interactive kiosks in waiting areas.	Content may be disseminated via an internal agency website or intranet, or by other delivery modes Common distribution methods: emails, text messages, phone alerts, storage media, and downloadable documents
Applies to ALL Electronic Content	Applies to nine categories of electronic content

21

The "Nine Categories"

An emergency notification

An initial or final decision adjudicating an administrative claim or proceeding.

An internal or external program or policy announcement.

A notice of benefits, program eligibility, employment opportunity, or personnel action.

A formal acknowledgement of receipt.

A survey or questionnaire:

A template or form

Educational or training materials

Intranet content designed as a Web page

Note: Section 504 accommodation requirements always apply

22

Software Examples

- Web, desktop, server, and mobile applications
- Authoring Tools & Platforms
- Software Infrastructure
- ICT Service offerings (e.g. "as a service"

Hardware Examples

- Computers & Laptops
- Servers
- Tablets
- Printers
- Copiers
- Document Scanners
- Multi-function office machines
- Peripheral equipment (e.g., keyboards, mice)
- Information kiosks and transaction machines
- Mobile phones

Support Services & Documentation

Accessibility and Compatibility Features

WCAG conformance

Alternative formats

Accommodate PWDs

25

Revised Functional Performance Criteria

Applicability

- Where the requirements in Chapters 4 (Hardware) and 5 (Software) do not address one or more functions of ICT

Covers

- No vision, **limited vision**, **color blindness**
- No hearing and **limited hearing**
- No speech
- Limited manipulation, limited reach & strength,
- **Limited language, cognitive and learning abilities**

26

Major changes to exceptions

01

Exceptions apply to features & components

02

New Exceptions

- Legacy ICT
- Best Meets

03

Narrower Scope

- Undue Burden
- Back Office (Now called ICT in Maintenance and Monitoring Spaces)

What standards apply to electronic content and software?

28

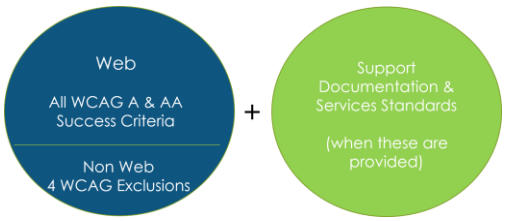
WCAG Conformance A & AA

Applies to all electronic content & software

Must reach Level A and AA to conform to Revised 508 Standards

29

Standards Applicability to Electronic Content

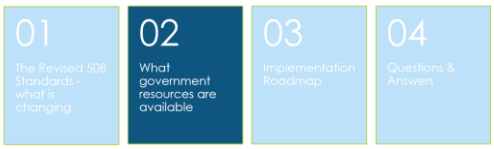


30

Standards Applicability to Software

31

Agenda – Part 2



32

Inter-Agency 508 Refresh Workgroup

33

https://www.section508.gov/refresh-toolkit

35

Where do I begin?

Resource	Purpose
Overview of the New Standards	High level overview all changes from the Original 508 Standards
Cross reference tables for web, software and hardware	Detailed provision by provision comparison between the original and revised standards
Quick Reference Guide	High-level recap of what agencies need to change – and links to available resources

36

508 Program Resources

Resource	Purpose
Revised 508 Standards Roadmap	• How to manage your 508/IT Accessibility Program in accordance with the Revised 508 Standards
Transition Quick Reference Guide	• High-level recap of what your agency needs to change, based on revisions to the Standards
Old vs. Revised Standards Comparison charts	• Detailed standard by standard comparison
How to Update Agency Policies for the Revised 508 Standards	• Identifies key policy areas that are impacted by changes in the Revised 508 Standards, • Provides high level policy guidance • Provides sample policy language
How to Identify User Needs	• Learn how to identify user needs for IT accessibility
Building Organizational Support for Accessible Electronic Content	• Help your staff get the tools and training they need to produce accessible electronic content

37

How to identify Section 508 Requirements

Resource	Purpose
Section 508 Applicability Checklist & Instructions	Step by step guidance on how to develop accessibility requirements
Application 508 Standards and Exceptions Chart	Sample template for reporting standards and exceptions in solicitations
Accessibility Requirements Tool (ART)	• GSA replacement for Buy Accessible Wizard • Based on Revised 508 Standards Applicability Checklist for consistency • Generates very detailed applicability reports, and eventually tailored contract language

38

How to procure ICT using the Revised 508 Standards

Resource	Purpose
How to Request Information From Vendors	• Detailed recommendations on how to obtain higher quality 508 information from vendors
How to Define Accessibility Provisions Clauses and Acceptance Criteria	• Provides detailed recommendations on recommended provisions and clauses to proactive protect agency risk
Accessibility Conformance Reports (based on VPAT 2.0 Template)	• An entirely new template for vendors to report on product conformance to the Revised 508 Standards.
Solicitation Requirements Tool (SRT)	• Uses machine learning to automatically review ICT solicitations and identify potential need for 508 review to ensure proper 508 language is included.

39

How to design and develop ICT using the Revised 508 Standards

Resource	Purpose
Accessibility Resources for Developers and Authors	Extensive list of resources to help developers and authors create accessible electronic content that conforms the Revised 508 Standards
US Web Design Resources	A design system to quickly prototype and deploy accessible digital products
Guidance on defining requirements	Same as applicability guidance previously mentioned

40

How to create accessible electronic documents using the Revised 508 Standards

Resource	Description
Microsoft Office 2013 (Word, Excel PowerPoint)	Baseline Test Process Test Checklist
Microsoft 365 (Word, Excel PowerPoint, Outlook)	Same as above
Adobe PDF	Same as above
Microsoft Word and PDF Training Videos	Short 2-5 minute You Tube Training Videos Developed by the FAA

41

How to test for conformance to the Revised 508 Standards

Resource	Description
Inter Agency Trusted Tester Baseline V3	Baseline any agency can use to construct their own test process
DHS Trusted Tester Process V5	DHS's test process for web and software
DHS Trusted Tester Training	FAC49: What Is Section 508 and Why Is It Important To You FAC50: Trusted Tester Tools FAC51: Section 508 Standards for Software and Web FTE250: Trusted Tester Training FAC56: Section 508 for COR(s), Program and Project Managers
DHS Trusted Tester Certification Exam	FTE251: Trusted Tester Certification Exam
Electronic document testing resources	Updated resources for testing Microsoft Office and Adobe PDF documents for conformance to the Revised 508 Standards

42

How to get training on the Revised 508 Standards

Resource	Purpose
Section 508: What is It and Why is It Important to You?	Introduction to Section 508 and Information and Communication Technology (ICT).
Accessibility of ICT: An Overview for Government Executives	A brief, high-level overview of the Revised 508 Standards, including roles and responsibilities of key Federal agency officials.
Procuring Section 508 Conformant ICT Products and Services	Basic overview of the Federal acquisition process with regard to procuring ICT products and services that are Section 508 conformant.
Accessibility of ICT: Micro-Purchases	How to make micro-purchases that conform with the Revised 508 Standards.
Technology Accessibility Playbook: How to Build an Effective Section 508 Program	Describes the 12 plays to integrate strategic, business and technology management into a successful Section 508 program, to ensure Federal ICT is accessible to persons with disabilities.
508 Transition Webinars	This series of webinars

43

https://www.section508.gov/refresh-toolkit

44

Agenda – Part 3

01 The Revised 508 Standards - what is changing

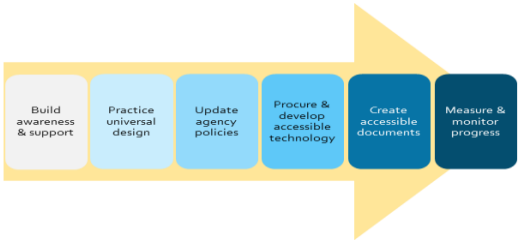
02 What government resources are available

03 Implementation Roadmap

04 Questions & Answers

45

Transition Roadmap



46

Build Awareness & Support

- Develop Communications Plan
- Key briefings
  - CIO, CTO, CPO, General Counsel
  - Other key influencers
- Primary Focus
  - Helps agency meet user needs
  - Promotes diverse workforce
  - Supports IT modernization objectives
- Advocate for full life cycle inclusion

47

Promote Universal Design

- Customer Experience = an environment that can be accessed, understood and used to the greatest extent possible by all people, regardless of their age, size, ability or disability.
- Key driver for technology modernization
- Engage with person who have disabilities

48

Incorporate Revised 508 Standards into Agency Policies

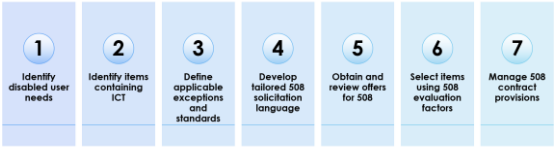
- Revise all 508 references
- Promote 508 life cycle inclusion
- Establish clear accountability
- Clarify expectations for electronic content and authoring tools
- Address 508 governance

49

Inserting 508 language into solicitations is <u>not</u> enough!

50

Embed 508 throughout the acquisition life cycle



Is it accessible?
How can we tell?

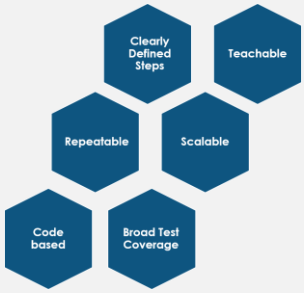
52

Are automated tools the answer?

Accessibility Testing requires training, discipline, and knowledge

54

We need a **comprehensive** test process



55

Trusted Tester Program

56

Use authoring tools that can create accessible electronic documents

57

Don't re-invent the wheel

USE THE AED ACOP TEST RESOURCES FOR ELECTRONIC DOCUMENTS

58

Measure and Monitor Progress

59

Agenda – Part 4

01	02	03	04
The Revised 508 Standards - what is changing	What government resources are available	Implementation Roadmap	Questions & Answers

You may type and submit questions in the Chat Area Text Box or press Control-M and enter text in the Chat Area

60

Contact information

For Technical Assistance with understanding the Revised 508 Standards

U.S. Access Board
(800) 872-2253 (voice)
(800) 993-2822 (TTY)
E-mail: 508@access-board.gov
www.access-board.gov

For Technical Assistance with implementing the Revised 508 Standards

General Services Administration
E-mail: Section.508@gsa.gov.
www.section508.gov

61