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| INTERNATIONAL TELECOMMUNICATION UNION **TELECOMMUNICATION STANDARDIZATION SECTOR**  STUDY PERIOD 2009-2012 | | **Joint Coordination Activity on Accessibility and human Factors (JCA-AHF)** |
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| **Title:** | Accessibility Work since the last TSAG meeting | |

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| INTERNATIONAL TELECOMMUNICATION UNION | | **TSAG** |
| **TELECOMMUNICATION STANDARDIZATION SECTOR**  STUDY PERIOD 2009-2012 | | **TD 225** |
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| **TEMPORARY DOCUMENT** | | |
| **Source:** | Director, Telecommunication Standardization Bureau | |
| **Title:** | Accessibility Work since the last TSAG meeting | |

**Summary:** This Report summarizes ITU-T’s activities on accessibility since last TSAG and highlights the action plan for 2011.

Action required: TSAG is invited to note the activities described in this Report, and to consider appropriate proposal(s) for action to relevant ITU-T Study Group(s) and Member States/Sector Members.

# List of accessibility events

ITU-T has been involved in many meetings concerning accessibility since the last TSAG meeting, as listed below in Table 1:

Table 1   
ITU SG meetings and workshops attended/monitored for Accessibility in late 2009 and 2010

| # | Start | End | Event | Name | Place |
| --- | --- | --- | --- | --- | --- |
|  | 9/02/2010 | 9/02/2010 | IGF Consultation | Internet Governance Forum | Geneva, Switzerland |
| 10/05/2010 | 11/05/2010 | IGF Consultation | Internet Governance Forum | Geneva, Switzerland |
| 28/06/2010 | 29/06/2010 | IGF Consultation | Internet Governance Forum | Geneva, Switzerland |
|  | 17/3/2010 | 17/3/2010 | DCAD Teleconference | Dynamic Coalition on Accessibility and Disability | - |
| 22/06/2010 | 22/06/2010 | DCAD teleconference | Dynamic Coalition on Accessibility and Disability | - |
| 20/07/2010 | 20/07/2010 | DCAD teleconference | Dynamic Coalition on Accessibility and Disability | - |
| 30/08/2010 | 30/08/2010 | DCAD teleconference | Dynamic Coalition on Accessibility and Disability |  |

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| # | | | Start | | End | Event | Name | | Place | |
|  | | | 16/09/2010 | | 16/09/2010 | DCAD meeting | Dynamic Coalition on Accessibility and Disability | | Vilnius, Lithuania | |
|  | | | 17/02/2010 | | 19/02/2010 | ITU-RAG | Radiocommunication Advisory Group | | Geneva, Switzerland | |
|  | | | 21/02/2010 | | 23/02/2010 | UNESCO | United Nations Educational, Scientific and Cultural Organization | | Paris, France | |
|  | | | 24/02/2010 | | 26/02/2010 | ITU-TDAG | Telecommunication Development Advisory Group | | Geneva, Switzerland | |
|  | | | 11/03/2010 | | 11/03/2010 | coordination meeting | ITU Task Force on accessibility for persons with disabilities | | Geneva, Switzerland | |
| 7/06/2010 | | 7/06/2010 | coordination meeting | ITU Task Force on accessibility for persons with disabilities | | Geneva, Switzerland | |
|  | | | February - April 2010 | | | numerous ITU staff coordination meeting | Improving accessible meeting services for people with disabilities | | Geneva, Switzerland | |
|  | | | 06/05/2010 | | 7/05/2010 | World Bank, IASG meeting | Inter Agency Meeting on the UNCRDP | | Washington DC, USA | |
|  | | | 6/05/2010 | | 6/05/2010 | ITU workshop | ITU Workshop on ICT accessibility for persons with disabilities | | Kampala, Uganda | |
|  | | | 10/05/2010 | | 14/05/2010 | WSIS Forum | WSIS Forum session on ICTs and persons with disabilities | | Geneva, Switzerland | |
|  | | | 24/05/2010 | | 4/06/2010 | WTDC-10 | World Telecommunication Development Conference | | Hyderabad, India | |
|  | | | 27/05/2010 | | 28/05/2010 | WIPO | Open-ended consultations on Copyright limitations and exceptions for persons with print disabilities and on the protection of audiovisual performances | | Geneva, Switzerland | |
|  | | | 14/06/2010 | | 15/06/2010 | FINREGS meeting | Council group on the financial regulations of the Union | | Geneva, Switzerland | |
|  | | | 19/07/2010 | | 30/07/2010 | ITU-T SG16 | Q.26/16 ‘Accessibility to Multimedia Systems and Services’ meeting | | Geneva, Switzerland | |
|  | | | 23/07/2010 | | 23/07/2010 | ITU workshop | ITU workshop ‘Accessibility to ICTs’ – World Expo 2010 | | Shanghai, China | |
|  | | | 27/07/2010 | | 27/07/2010 | JCA-AHF meeting | JCA-AHF meeting during ITU-T SG16 | | Geneva, Switzerland | |
| 15/11/2010 | | 15/11/2010 | JCA-AHF meeting | JCA-AHF meeting during ITU-T SG 2 | | Geneva, Switzerland | |
|  | | | 15/09/2010 | | 15/09/2010 | IGF | Workshop No. 114: ‘Digital inclusion: reaching the most socially excluded people in society’ | | Vilnius, Lithuania | |
| 15/09/2010 | | 15/09/2010 | IGF | Workshop No. 182: ‘Can ‘Apps’ create a new golden age of accessibility?’ | | Vilnius, Lithuania | |
| 16/09/2010 | | 16/09/2010 | IGF | Workshop No. 180: ‘From Athens to Vilnius: Beyond the UN Convention on the rights of persons with disabilities’ | | Vilnius, Lithuania | |

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| # | Start | End | Event | Name | Place |
|  | 20/09/2010 | 23/09/2010 | ITU-D SG 1 | Q.20/SG 1 meeting | Geneva, Switzerland |
|  | 5/10/2010 | 5/10/2010 | Inredis Workshop | Inredis workshop on cloud computing | Madrid, Spain |
|  | 4/10/2010 | 7/10/2010 | UN | Committee on the rights of persons with disabilities | Geneva, Switzerland |
|  | 14/10/2010 | 14/10/2010 | ITU PP-10 | Accessibility Side Event | Guadalajara, Mexico |
|  | 1/11/2010 | 2/11/2010 | ITU-D workshop | ITU-D workshop for Europe and CIS Regional Workshop on Mainstreaming ICT Accessibility for persons with disabilities | Kiev, Ukraine |
|  | 3/11/2010 | 5/11/2010 | WSC Workshop | World Standard Cooperation Workshop on ‘Accessibility and the Contribution of International Standards’ | Geneva, Switzerland |
|  | 9/11/2010 | 18/11/2010 | ITU-T SG2 | Q.4/2 meeting | Geneva, Switzerland |
|  | 15/11/2010 | 16/11/2010 | G3ict, Global Forum | ‘ICT Accessibility: a New Frontier for Disability Rights’, hosted by George Washington Univ. | Washington DC, USA |
|  | 23/11/2010 | 24/11/2010 | ITU-EBU joint workshop | ITU-EBU Joint Workshop on Accessibility to Broadcasting and IPTV Access for All | Geneva, Switzerland |
|  | 13/12/2010 | 15/12/2010 | ITU-D Regional Development Forum | ITU-D Regional Development Forum for the Arab Region: ‘NGN and Broadband: Opportunities and Challenges’ | Cairo, Egypt |

Work on accessibility in ITU-T is coordinated through the joint coordination activity on accessibility and human factors (JCA-AHF) which was established in December 2007. JCA-AHF reports to ITU-T Study Group 2, with copy to all other Study Groups. Details on accessibility related discussions in these events are available in the JCA-AHF report to ITU-T SG2 in [TD 221 (GEN/2)](http://www.itu.int/md/meetingdoc.asp?lang=en&parent=T09-SG02-101109-TD-GEN-0221).

JCA-AHF meeting held two face-to-face meetings, during the ITU-T SG 16 meeting (19-30 July 2010) and the ITU-T SG 2 meeting (9-18 November 2010) respectively. Reports of these meetings are available at the JCA-AHF website at: <http://www.itu.int/en/ITU-T/jca/ahf/Pages/default.aspx>. A JCA-AHF Convenor’s report to TSAG is found in a separate document to TSAG.

# Highlights of findings/achievements

## Importance of accessible telecommunication/ICTs is widely agreed

Following the UN Convention on the Rights of Persons with Disabilities (CRPD) and the [WTSA Resolution 70](http://www.itu.int/publ/T-RES/publications.aspx?lang=en&parent=T-RES-T.70-2008) on ‘Telecommunication/ICT accessibility for persons with disabilities’, in June 2010, the World Telecommunication Development Conference (WTDC-10) approved two Resolutions specifically focused on accessibility and persons with disabilities: WTDC Resolution 58 ‘Access to information and communication technology for persons with disabilities, including persons with age-related disabilities’ and WTDC Resolution 70 ‘Regional initiative for Central and Eastern Europe on "E-accessibility (Internet and digital television) for persons with disabilities"’.

The 2010 ITU Plenipotentiary Conference adopted [Resolution 175](http://confsynch.itu.int/s/2010/pp/apps/final_acts/E/web/flipviewerxpress.html) ‘Telecommunication/Information and Communication Technology accessibility for persons with disabilities, including age-related disabilities’. It resolves that, inter alia:

*“instructs the Secretary-General, in consultation with the Directors of the Bureaux*

2. to consider the financial implications for ITU of providing accessible information through ICTs and to ITU facilities, services and programmes for participants with visual, hearing or physical disabilities, including captioning at meetings, access to print information and the ITU website, access to ITU buildings and meeting facilities, and the adoption of accessible ITU recruitment practices and employment;

4. to consider expanding the fellowship programme in order to enable delegates with disabilities, within existing budgetary constraints, to participate in the work of ITU;

10. to consider accessibility standards and guidelines whenever undertaking renovations or changing the use of space at a facility, so that accessibility features are maintained and additional barriers are not inadvertently implemented;

*invites Member States and Sector Members*

5 to encourage the international community to make voluntary contributions to the special trust fund set up by ITU to support activities relating to the implementation of this resolution.”

## The need to involve the end-users in accessibility work

ITU and its standardization sector (ITU-T) has been active in the area of ICT standards for persons with disabilities since 1991. The importance and the necessity of the standards work in the field of accessibility has been recognized by [WTSA Resolution 70](http://www.itu.int/publ/T-RES/publications.aspx?lang=en&parent=T-RES-T.70-2008). ITU-T is committed to improve ICT accessibility through standardization of relevant technologies and promoting ICT accessibility awareness and it has seen the work on accessibility increase over recent years.

There are other organizations also have initiatives/work on accessibility, such as ISO/IEC JTC 1/Special Working Group on Accessibility (SWG-A), SC 35 (User Interface), W3C Web Accessibility Initiative (WAI) Working Group, ETSI Technical Committee of Human Factor (TC HF), European Commission, G3ICT, etc. ITU-R Study Group 6 is also very active on accessibility. ITU was therefore requested by many to collaborate and cooperate with these organizations in order to harmonize the development process and result of international standards and avoid duplication of efforts. The unique membership of ITU from public authorities was especially recognized as a complimentary benefit to other SDOs.

In the particular area of accessibility and human factors in the Standardization Sector, contribution from end-users is fundamental. However most commonly relevant end-users, user associations or research institutes are not ITU members. Though representatives of end-user organizations capable of providing expert advice to ITU-T’s standardization work are commonly invited to attend relevant technical meetings (for example on human factors and accessibility to multimedia), the JCA-AHF and the DCAD meetings and contributed with their expertise, it has been suggested that a focus group with participation from non-members might be a good approach to include as wide as possible stakeholders to accelerate ITU-T work on this area. Last ITU-T SG16 meeting (July 2010) discussed this topic and had some suggestions on the scope of such a group, see Annex H of [R11/SG16](http://www.itu.int/md/T09-SG16-R-0011/en).

The workshop jointly organized by ITU-T, ITU-R and EBU (European Broadcast Union) on 23-24 November 2010 concluded that it would be beneficial to establish a common platform that could allow unencumbered participation of experts from both ITU-T and ITU-R study groups, in particular ITU-T Study Groups 2 and 16 and ITU-R Study Group 6. Participation should also be open to the constituencies of other stakeholders (inter alia user associations, broadcasters, Internet service providers, manufactures, standardization organization). Various options were discussed, and since ITU-T has the Focus Group (FG) mechanism, and ITU-T SG 16 is the lead ITU-T Study Group on Accessibility, it was concluded that the creation of a FG on Accessibility under ITU-T SG 16 would be an appropriate platform. The [workshop output document](http://www.itu.int/dms_pub/itu-t/oth/06/42/T06420000060001MSWE.doc) includes a possible terms of reference.

ITU-T SG16 will consider this at its next meeting of SG16 (14-25 March 2011).

***TSAG is invited to discuss the creation of a focus group and provide proposal(s) to ITU-T SG16 for consideration .***

TSB has sponsored, within its limited budgetary resources, some speakers with disabilities to participate in events. However there are financial implications for ITU to provide full accessibility in its services and facilities, and to further expand the fellowship programme to enable participation of disabled people in line with the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). Therefore PP-10 Res. 175 resolves to invite Member States and Sector Members to make voluntary contribution to the special trust fund setup by ITU for this purpose.

***TSAG is invited to remind Member States and Sector Members of this invitation.***

## Making ITU accessible

In addition to its effort to address needs of people with disabilities and people with age-related limitations to ICT products and services, ITU is seeking to improve the accessibility of its own facilities and services, and encourage participation by persons with disabilities to its work.

As shown in Section 1 of this document, ITU and ITU-T organized numerous events on accessibility by itself and participate active in many other events organized by other organizations. In its involvement in these events, ITU has made available remote participation tools and alternative accessibility technologies including captioning, sign language, etc, to enable and facilitate participation from disabled people. Feedback from many participants who do not consider themselves disabled highly appreciates the value of such additional accessibility features, especially captioning.

After PP-10, The ITU Secretariat has setup a multi-departmental ‘accessibility task force’ to review and improve accessibility of ITU services and facilities, and to develop accessibility policy across the whole of the ITU. TSB staff participated actively in this group. This task force is working on an ITU policy on accessibility, to review means of access to the following ITU resources, and to propose paths to improvement as appropriate:

- ITU headquarter premises;

- ITU extranet and intranet web presences;

- ITU publications and documents in all formats;

- ITU events: held at headquarter and held away from headquarter.

# ITU-T action plan on accessibility for 2011

ITU-T will continue its effort to promote accessible telecommunication/ICT jointly with other ITU Sectors, and focus on the following major activities in 2011:

1. Prepare for the discussion on the Focus Group proposal in ITU-T SG16 meeting (14-25 March 2011)
2. Enhance collaboration with ISO/IEC (SWG-A, JTC 1/SC 35), ETSI Technical Committee of Human Factor, W3C Web Accessibility Initiative (WAI) Working Group, EBU, etc.

ITU-TSB will discuss with ISO and IEC secretariats in the next meeting of the WSC (World Standards Cooperation) on Feb 2011 the following recommendations from the WSC Workshop on Accessibility:

* 1. Establish a Strategic Advisory Group on "Accessibility” between the WSC organizations.
  2. Develop a common accessibility policy between the WSC organizations.
  3. Encourage national members of the WSC organizations to actively promote the implementation of accessibility standards.
  4. Strengthen WSC organization linkages with the United Nations Convention on the rights of persons with disabilities and with disabilities organizations.
  5. Revise ISO/IEC Guide 71:2001*, Guidelines for standards developers to address the needs of older persons and persons with disabilities*, to ensure consistent concepts in the area of accessibility.
  6. Identify accessibility-related content in proposed new standards of the WSC organizations.

1. Organize events on accessibility to promote awareness, build capacity and further standardization
2. Participate in events organized by other organizations, e.g., EC, UN, to promote ITU activity, raising fund and foster collaboration
3. Continue to improve accessibility of ITU services and facilities to delegates by contributing to the review of ITU physical infrastructure, remote participation tools and promoting wider usage of captioning with ITU’s budgetary resource.

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