

BUSINESS PLAN FOR
WTSA-08 RESOLUTION 70
*“TELECOMMUNICATION/ICT
ACCESSIBILITY FOR PERSONS WITH
DISABILITIES”*

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1. Executive Summary

This business plan is prepared in response to the Johannesburg 2008 World Telecommunication Standardization Assembly (WTSA) Resolution 70 on Telecommunication/ICT Accessibility for Persons with Disabilities. In particular, WTSA-08 Resolution 70 calls for the Director of the Telecommunication Standardization Bureau (TSB) to address eight specific tasks concerning telecommunication/ICT for persons with disabilities. These tasks include:

- 1) Identify and document examples of best practice for accessibility in the field of telecommunication/ICT for dissemination among ITU Member States and Sector Members (Task 1);
- 2) To review the accessibility of ITU-T services and facilities in light of the relevant provisions of the United Nations Convention on Rights of Persons with Disabilities (UNCRPD) (Task 2);
- 3) To work collaboratively on accessibility-related activities with the Directors of the Radiocommunication Bureau (BR) and the Telecommunication Development Bureau (BDT) concerning awareness and mainstreaming of telecommunication/ICT accessibility standards and to report findings to the Council (Task 3);
- 4) To work collaboratively on accessibility-related activities with ITU-D, in particular developing programs that enable developing countries to enable persons with disabilities to utilize telecommunication services effectively (Task 4);
- 5) To work collaboratively with other standardization organizations and entities to ensure that ongoing work in the field of accessibility is taken into account and duplication avoided (Task 5);
- 6) To work collaboratively with disability organizations in all regions to ensure that the needs of the disability community are taken into account in all standardization matters (Task 6);
- 7) To consider the development of an internship program for persons with disabilities who have expertise in the field of ICTs, to build capacity among persons with disabilities in standards-making process and to raise awareness within ITU-T of the needs of persons with disabilities (Task 7); and
- 8) To create a disability coordination point within ITU-T to assist the Director of TSB in reporting the findings of the review of ITU-T services and facilities (Task 8).

This business plan addresses each of the eight tasks above and provides background information and the rationale for the task called for in the Resolution. In addition, minimum project or activity requirements are identified for each task in order to ensure the success of the deliverable.

To summarize, the following activities or projects are proposed:

Task 1- Best Practices: Design a best practices survey that is web-based and supported by a back-end database; create an accessible web page so that survey results can be accessed and searchable by the public; plan for periodic survey updates; and develop an outreach and awareness plan for informing ITU Sectors and outside organizations.

Task 2- Assessment of ITU-T Services and Facilities: Conduct a pilot assessment of ITU-T services for accessibility and effective communication (For example, how are requests for accessibility services handled, such as sign language interpreters, real time captioning for meetings and teleconferences, documents in alternate formats and accessible content on ITU website?); Conduct a pilot assessment of ITU-T facilities for accessibility; Pilot assessments to address immediate needs of ITU-T Members with disabilities until an ITU-wide policy and procedure is in place; Convey results of pilot assessments to appropriate person within ITU for the development of a plan for removing accessibility barriers in ITU-T services and facilities. It is likely that the implementation of effective communication for accessible services will be addressed prior to the removal of construction barriers since it is typically easier to accomplish than renovations.

Task 3- ITU wide awareness and mainstreaming of telecommunication/ICT Accessibility Standards: At this time it is premature to identify projects or activities since ITU-wide accessibility policies and procedures need to be in place before the three Directors can carry out awareness and mainstreaming of telecommunication/ICT accessibility standards.

Task 4- Coordinate with ITU-D for effective telecommunication/ICT Services for Developing Countries: Develop a program that can be replicated and brought regionally to a developing country that includes input from NGOs in the targeted region; program designed to address how persons with disabilities use telecommunication/ICT services effectively and to include best practices.

Task 5-Standardization Organization Collaboration to Promote Accessibility and Avoid Duplication: Two phase project to 1) map accessibility standards underway and existing relationships with standardization organizations and 2) systematically communicate with standardization organizations and disability organizations to avoid duplication; recommend a focal point within ITU-T such as the Joint Coordination Activity and Accessibility of Human Factors (JCA-AHF) with support to document and facilitate this activity.

Task 6- Engaging Disability NGOs: All projects and activities identified for the eight Tasks have an NGO engagement component that meets the call of this task; create ITU-T Focus Group on Accessibility for Persons with Disabilities to be managed by disability coordination point within ITU-T as outlined in Task 8.

Task 7- Internship Program for Persons with Disabilities: Develop a Pilot Internship Program where ITU provides the reasonable accommodation in order for the intern to do the job; duties could include the support of ITU-T Focus Group on Accessibility for Persons with Disabilities; the support of JCA-AHF; support of DCAD Secretariat; support of disability coordination point within ITU-T

as per Task 8; and/or observing or participating in relevant Study Group Questions depending on technical experience of the intern.

Task 8- Create Disability Coordination Point within ITU-T: Create a position to coordinate the Resolution 70 effort and to manage the pilot internship program for persons with disabilities; create a website and backend database for a single knowledge base for tracking and managing effort; assist the Director in reporting the Resolution 70 findings as well as other accessibility implementation activities.

Risk Factors and Management: This business plan assumes that the various projects will be managed by a central disability coordinator who is knowledgeable of WTSA-08 Resolution 70 and UNCRRPD requirements and has expertise in ICT accessibility and disability issues. It also presumes that the activities described for each task are the minimum requirements and that the projects may encompass additional steps or requirements for effective implementation. Depending on the allocation of resources for implementing this business plan, it is possible that some of the activities will be phased in depending on the priorities and resources available.

Monitoring and Evaluation: For each project, a reporting mechanism will be developed for status update and feedback on the progress of the project to the Director. A final report will be given upon completion of each project.

Timeline: For each task a priority has been assigned in carrying out the deliverable based on resources available.

2. Background and Context

The World Telecommunication Standardization Assembly (WTSA) meets every four years to define the future direction for the next period of study for ITU-T. During the WTSA meeting in Johannesburg in October 2008, the assembly for the first time in history issued the first accessibility resolution addressing the needs of persons with disabilities. The 2008 WTSA Resolution 70 on Telecommunication/ICT Accessibility for Persons with Disabilities calls for the Director of the Telecommunication Standardization Bureau (TSB) to carry out certain accessibility requirements. This business plan is prepared at the request of the Director in response to Resolution 70.

The accessible design of products, services, and facilities and the implementation of effective communication for persons with disabilities have increasingly become priorities worldwide. For example, on 3 May 2008, the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) came into legal force setting forth States Parties obligations to address accessibility in all sectors of society.¹ It is estimated by the World Health Organization that ten percent of the world's population, or 650 million, are persons with disabilities and that this percentage is expected to increase. The CRPD is the first human rights treaty of the millennium. It received a historic number of signatories for any treaty on opening day, and was one of the fastest treaties ever negotiated with active participation from organizations of persons with disabilities.²

The International Telecommunication Union (ITU) is the United Nations specialized agency in the field of telecommunications, information and communication technologies (ICTs). The work of ITU is carried out in three sectors: Radiocommunication (ITU-R), Standardization (ITU-T), and Development (ITU-D).

Throughout ITU, accessibility activities have been underway in different sectors with different objectives. For example, in ITU-R, there is ongoing work to bridge the digital disability divide; in ITU-D, special initiatives are underway to promote ICT accessibility for persons with disabilities; and in ITU-T, there is a Joint Coordination Activity on Accessibility and Human Factors (JCA-AHF) that was established in 2007 and is now subject to renewal in 2009.

ITU-T is a telecommunication sector responsible for studying technical, operating and tariff questions. ITU-T is a membership organization and issues Recommendations that become international standards implemented by industry on a world wide basis. ITU membership provides governments and private organizations a unique opportunity to collaborate on the future direction of the

¹ Convention on the Rights of Persons with Disabilities adopted by the United Nations General Assembly, sixty-first session, resolution A/RES/61/106 of 6 December 2006 at <http://www.un.org/esa/socdev/enable/rights/convtexte.htm>.

² See United Nations Enable website at <http://www.un.org/disabilities/countries.asp?navid=12&pid=166>.

industry. ITU participates in and sponsors activities such as the World Summit on the Information Society and ITU Telecom events. For these reasons, accessibility for persons with disabilities needs to be considered from the very beginning of any activity within the ITU-T in accordance with the UNCRPD.

3. Business Plan Objective and Strategy

This business plan is prepared in response to WTSA-08 Resolution 70. In particular, WTSA-08 Resolution 70 calls for the Director to address eight specific tasks concerning telecommunication/ICT for persons with disabilities. For each of the eight tasks, this business plan provides background information and outlines activities for carrying out each task. For each activity, specific minimum requirements are provided to ensure the success of the deliverable. Finally, cost estimates are provided for each activity along with a priority level.

4. Expected Outputs and Recommended Activities

The eight tasks and their corresponding activities in response to WTSA-08 Resolution 70 are discussed below and referenced by the resolution and task number. For each task the background and rationale is provided, as well as recommended activities.

4.1 Expected Output “*Invites the Director (1)*”:

Task 1: “To identify and document examples of best practice for accessibility in the field of telecommunication/ICT for dissemination among ITU Member States and Sector Members”

The scope of the task is to identify and document examples of best practices where an ITU Recommendation and/or an industry standard outside of ITU have been implemented in the field of telecommunication/ICT. For this reason, it is not enough to catalogue all ITU Recommendations or industry standards that address accessible design. Instead, the focus of this task is to identify industry standards that have been implemented in a product or service or network that demonstrates a best practice. In addition, the determination of what is a “best practice” must include feedback from the community of persons with disabilities since they are in the best position to make this determination. This approach is consistent with other task objectives such as Tasks 3, 6 and 7 that call for mainstreaming the disability perspective in ITU standards setting activities.

4.1.1 Activities for implementation of Task 1

Activities for this task include the development and implementation of a survey to gather best practices, a plan for maintaining and updating the survey database and the development of an outreach and awareness plan to inform ITU-T.

The following checklist provides the minimum requirements for the design of the survey specifications:

Checklist	Task 1 Survey Requirements
1	<p>Survey the following entities for identification and documentation of best practices:</p> <ul style="list-style-type: none"> a. All ITU Sectors, Study Groups and Members (Note: Industry members, such as IBM, Microsoft, Sun and Cisco have accessibility sections) b. Other Agencies- United Nations, IGF- Dynamic Coalition on Accessibility and Disability c. Standards Setting Bodies and other entities that have mapped accessibility standards in best practices, such as the EU Mandate 376 d. Disability organizations and non-governmental organizations (NGO), including the NGOs that participated in the drafting of the UNCRPD, so that all disability and cross-disability perspectives are consulted
2	<p>Design best practices survey so that it is web-based and conforming to the accessibility standards of the World Wide Web Consortium (W3C) Web Accessibility Content Guidelines (WCAG)1.0 or 2.0; Survey to be supported by a back-end database for ease of data collection, input and manipulation of data</p>
3	<p>Design form fields in survey to gather data on each best practice so that the following information is requested, at a minimum:</p> <ul style="list-style-type: none"> a. Description of the best practice; b. Identification of the industry standard(s) underlying the best practice, if any; c. Identification of open source applications in use, if any; d. Explanation as to why the best practice benefits persons with disabilities; e. Identification as to who benefits from the best practice; f. Identification as to who is implementing the best practice; and g. Where the best practice is in being implemented
4	<p>Create an accessible web page at ITU-T conforming to W3C WCAG 1.0 or 2.0 so that the survey results can be accessed and searchable by the public, including persons with disabilities using assistive computer technology</p>
5	<p>Plan for periodic survey updates at least every 2 years and for the new information to be added to the database and for web page updates</p>

6	Develop an outreach and awareness plan for informing ITU Sectors and outside organizations about the best practices survey results
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Priority Level

Resource allocation is assigned a priority level one.

4.1.3 Expected Output *Invites the Director (2)*’:

Task 2: “To review the accessibility of ITU-T services and facilities and to consider making changes, where appropriate, pursuant to United Nations General Assembly Resolution A/RES/61/106, and to report to the ITU Council on these matters.”

With respect to ITU-T services and facilities, UN General Assembly Resolution A/RES/61/106 calls for the

Secretary-General to implement progressively standards and guidelines for the accessibility of facilities and services of the United Nations system, taking into account relevant provisions of the Convention, in particular when undertaking renovation.³

This task calls for a two-part plan that addresses both services and facilities and the provision of a reasonable accommodation where necessary to ensure that a person with a disability can access services and facilities on an equal basis. “Reasonable accommodation” is a cornerstone of the UNCRPD because failure to provide it is regarded as an act of discrimination on the basis of disability. It is also known in legal terms as the duty to accommodate, a reasonable adjustment or effective modification. However, reasonable accommodation does not impose a disproportionate or undue burden on the provider.⁴ Should a reasonable accommodation request result in a determination of undue burden, the entity is still obligated to provide the best means of addressing accessibility that would not entail an undue burden.

³ See Resolution adopted by the General Assembly on 24 January 2007 online at <http://www.un.org/disabilities/default.asp?id=61>.

⁴ See *From Exclusion to Equality: Realizing the rights of persons with disabilities*, Handbook for Parliamentarians on the Convention on the Rights of Persons with Disabilities and its Optional Protocol, p. 60. Also online at <http://www.un.org/disabilities/default.asp?id=212>. (Hereinafter referred to as Handbook).

4.2.1 What is meant by access to services?

In general, access to services involves access to communications and for persons with disabilities this requires effective communication. The UNCRPD defines communications as:

Languages (including spoken and signed languages)⁵, display of text, Braille, tactile communication, large print, accessible multimedia as well as written, audio, plain-language, human-reader and augmentative and alternative modes, means and formats of communication, including accessible information and communication technology.⁶

One way to look at this issue is to consider all the ways a person might communicate during their participation in ITU activities. For each means of communication, whether it is a phone call, receiving a print or electronic document, accessing a web page, or participating in meetings via teleconferencing, online or in person, there is a need to consider what forms of reasonable accommodation are needed to ensure that a person with a disability can participate.

There is also a need to evaluate the most appropriate means for a person with a disability to request a reasonable accommodation. Although the request can be handled on a case by case basis as the need arises, it is helpful to have a plan in place in advance. For example, the online registration form for a meeting or conference could gather information about what is needed to enable access to the participant and at the same time give advance notice to ITU about what needs to be provided so that the Member can participate:

Disability Reasonable Accommodations: Please select the accommodation needed in order to participate:

- Sign Language Interpreter
- Real Time Captioning or CART
- Neckloop Jack on Translation Listening System
- Assistive Listening System
- Braille Documents
- Print documents in Large Font (18 point font)
- Documents on CD
- Cyber Café Terminal with Screenreading Software

⁵ UNCRPD, Article 2, Definition for "language."

⁶ UNCRPD, Article 2, Definition for "communication."

_ An assistant will be accompanying me

Other _____

Effective communication requires the ITU website to meet the industry standard for accessible web design, otherwise the online registration form will not be accessible to persons using assistive computer technology. At this time there are two stable standards for accessible web design: WCAG 1.0 and 2.0. To the extent that certain information is only available online, then that web content must be designed to be accessible.

In addition, if Members are required to use online conference tools to participate in meetings, then an assessment also has to be conducted to ensure that the tool itself meets the cross-disability needs of the community of persons with disabilities. The tool must operate with assistive computer technology by allowing navigation to all windows within the tool display and the use of all conferencing tool functions. Chat, the streaming of captioning, the ability to resize windows, the ability to set font size, color and contrast features are examples of the types of accessibility features required for use by persons with disabilities.

Effective communication requires ITU-T to have a plan in place on how to address the various communication needs of cross-disability groups. For example:

If a person has a hearing disability, can he/she use a relay service to call ITU? Is CART (Computer Assisted Realtime Translation) or captioning provided for ITU meetings that are live, online or via teleconferencing? Are sign language interpreters available in person, on line or by remote video? Are videos and multimedia shown during meetings captioned? Are videos and webcasts online captioned?

If a person has low vision, are print documents available in large fonts? Electronic format? Or other Electronic formats such as Text to Speech (Digital Talking Book⁷) and Braille Format?⁸

If a person is blind, are documents available online in an accessible electronic format? Are PDF documents tagged for accessibility? If PDF documents are provided, are alternate accessible documents available? If a PowerPoint is being used in a presentation, is the presenter describing what is on the slides? If a PowerPoint document is made available, is an accessible

⁷ A Digital Talking Book (DTB) provides print information in an audible format and offers advanced navigational features. Developed by gh, L.L.C. of West Lafayette, Indiana, DTBs include marked-up text files with synchronized speech that are read by a software program known as the gh PLAYER™. The DTB Standard, [ANSI/NISO Z39.86-2005](#) (better known as DAISY 3), was authored and is maintained by the DAISY Consortium.

⁸ A document can be formatted for a Braille printer and posted online for downloading.

PowerPoint provided in text outline form so that assistive technology can read it? Is the document available in Braille?

This does not mean that ITU must spend money in advance to produce documents in all alternate formats. Instead, it is more cost effective to have a plan in place on how to address requests for effective communication such as documents in alternate formats or CART.

4.2.2 What is meant by access to facilities?

Both the blindness community and persons with mobility disabilities require the accessible design of facilities. “Universal design” is defined in part by the UNCRPD as:

The design of products, environments, programmes and services to be usable by all people to the greatest extent possible, without the need for adaptation or specialized design.⁹

Accessible design in construction and the built environment benefits everyone. It is expected that over time, all new construction will address accessible design and that all renovations will take into account the possibilities for correcting barriers to access.

In the meantime, access to services or facilities on an equal basis can also mean the adjustment of a program policy, practice or procedure in order to ensure equal participation. For example, if a meeting location is not accessible to a person with a mobility disability because there is no ramp for the wheelchair, then a reasonable accommodation could be to move the location of the meeting to a site that is accessible. In other words, for each program or service that is evaluated and identified as inaccessible, the types of possible access solutions may include:

- Relocating within the facility;
- Moving to another facility;
- Bringing the program to the participant;
- Adapting equipment;
- Assigning additional staff;
- Altering facilities; and/or
- Constructing new facilities.

⁹ UNCRPD, Article 2, Definition for “universal design.”

4.2.3 Activities for implementation of Task 2 The activities for Task 2 require a review or assessment of both services and facilities for accessibility and then the development of a barrier removal plan.

4.2.3.1 Conduct an Assessment of ITU-T Services for Accessibility-2A

Step	Task 2A Description of Deliverable – Assessment of Services
1	Identify appropriate staff to consult, train and carry out the services review; Requires staff with expertise to coordinate and conduct the services review; Staff involved in the production of documents for Study Group meetings should be involved
2	Establish the participation process for the disability community for input into the evaluation of services for accessibility; ITU Members with disabilities can be invited to participate with the goal of having cross-disability representation; Through an initial meeting or series of meetings, members of the disability community can identify key issues that may not be readily apparent and can propose solutions that may not have been identified; Understanding their perspectives on the impact of the barriers to program access is essential; They can also inform the entire process by making recommendations on priority-setting, selection of nonstructural and structural options, and the timing of modifications
3	Identify types of effective communication utilized for each program or service
4	Determine usage of each type of effective communication utilized
5	Analyze data, identify barriers to services that need to be addressed and prepare report for Director

Priority Level

Resource allocation is assigned a priority level one.

4.2.3.1 Conduct an Assessment of ITU-T Facilities for Accessibility-2B

Step	Task 2B Description of Deliverable – Assessment of Facilities
1	Identify appropriate staff for facilities review; Requires staff with expertise to coordinate and conduct the facility review; A senior staff member with capital planning responsibilities, a facility manager or a maintenance supervisor would be needed to participate

2	Establish the participation process for the disability community for input into the evaluation of facilities for accessibility; ITU Members with disabilities can be invited to participate with the goal of having cross-disability representation; Through an initial meeting or series of meetings, members of the disability community can identify key issues that may not be readily apparent and can propose solutions that may not have been identified; Understanding their perspectives on the impact of the barriers to program access is essential; They can also inform the entire process by making recommendations on priority-setting, selection of nonstructural and structural options, and the timing of modifications
3	Map out the usage and specialized features of each ITU-T facility, including rental facilities; Patterns of usage have an impact on the choice of accessibility solutions
4	Choose a facility survey tool that not only evaluates ITU-T sector access for persons with mobility-related disabilities but also identifies structural barriers to persons with visual and hearing disabilities
5	Incorporate capital planning information. Obtain information on planned alterations, closing or other plans for facility
6	Choose appropriate building access standard for all alterations and new construction; Consult local expert in building code requirements
7	Analyze data, identify barriers to facilities that need to be addressed and prepare report for Director

Priority Level

Resource allocation is assigned a priority level two.

4.2.3.2 Develop a Plan for Removing Barriers in ITU-T Services and Facilities-2C

By conducting a thorough assessment of the accessibility of services and facilities, the foundation is prepared for the development of a plan for removing barriers. Input from ITU-T should be provided to the appropriate person within ITU to address ITU wide barrier removal. It is expected that this plan will cover effective communication services such as the process for requesting a sign language interpreter, documents in alternate formats, captioning or CART for meetings and teleconferences. It will also address renovations and a mechanism for moving meetings to accessible physical locations. This plan requires a comprehensive effort to take into consideration the assessments, cost, and input

from the community of persons with disabilities. It is likely that the implementation of effective communication will be addressed prior to the removal of construction barriers since it is typically easier to accomplish than renovations.

In addition, any plans for structural changes must include a list of the physical barriers in ITU facilities that limit the accessibility of its programs, activities or services to persons with disabilities. Data on facilities that are rented for certain activities will also need to be considered to understand what barriers are present at the rental facilities.

This plan should also provide a detailed outline of the methods to be utilized to remove the physical barriers to make the facility accessible. For example, if there are long term contracts for facility rental, provisions in rental agreement can also be made to address accessibility. For facilities that are owned by ITU, barrier removal projects can often be planned to coincide with other scheduled capital improvements. It is essential for cost-effective implementation and capital planning that the barrier removal plans involve facilities management staff. Addressing barrier removal at the time of an alteration or renovation is no more expensive than if the original renovation was done without addressing accessibility.

Finally, the barrier removal plan for all ITU sectors requires a schedule for making the accessibility modifications to services and facilities as well as the designation of an ITU person responsible for implementing the plan. During this period of transition to accessible services and facilities, it will be necessary to ensure that Members with disabilities are not adversely affected by the absence of effective communication services or the existence of construction barriers.

Priority Level

Resource allocation is assigned a priority level two.

4.3 Expected Output *Invites the Director (3)*:

Task 3: “To work collaboratively on accessibility-related activities with the Directors of the Radiocommunication Bureau (BR) and the Telecommunication Development Bureau (BDT), in particular concerning awareness and mainstreaming of telecommunication/ICT accessibility standards, reporting findings to the Council as appropriate.”

The call of this task addresses ITU-wide accessibility related activities that include the mainstreaming of telecommunication/ICT accessibility standards. Since this is an ITU-wide activity, it may be premature at this point to identify activities for implementation since ITU-wide accessibility policies and procedures need to be in place. An efficient way to raise awareness and mainstreaming ITU-wide is to have policies and procedures in place prior to carrying out this task.

Until the ITU-wide accessibility issues are resolved, this task cannot be addressed.

4.3.1 Activities for implementation of Task 3

Activities for implementing this task are premature due to the need to establish ITU-wide policies and procedures for addressing accessibility. Once these policies and procedures are determined, then ITU can embark before on an awareness campaign to mainstream the disability perspective.

Priority Level

Resource allocation is assigned a priority level three.

4.4 Expected Output *Invites the Director (4)*”:

Task 4: “To work collaboratively on accessibility-related activities with ITU-D, in particular developing programmes that enable developing countries to introduce services that allow persons with disabilities to utilize telecommunication services effectively.”

This task is to coordinate with ITU-D in the development of programs that enable developing countries to have effective telecommunication services for persons with disabilities. The state of telecommunication services for persons with disabilities varies greatly between developing countries. A program that can be replicated on how persons with disabilities use telecommunication services can be developed that includes examples of best practices for accessibility. The program would need to be brought regionally to the developing country and include input from NGOs in the targeted developing country about the challenges they are facing and to dialogue on their specific needs.

4.4.1 Activities for implementation of Task 4

In collaboration with ITU-D, convene regional workshops in developing countries to carry out the following deliverable:

Checklist	Task 4 Description of Deliverable – Effective Telecommunication Services
1	Facilitate a workshop to discuss the particular issues and challenges in the use of telecommunications from the perspective of the person with a disability and those of the regulator in this country/region
2	Demonstrate best practices for providing telecommunication services

3	Include examples of telecommunication delivery systems that address: relay calls, text calls, video relay calls and Total Conversation
4	Include examples of telecommunication policies and procedures that enable persons with disabilities to use services effectively
5	May include the use of telecenters, multi-media centers and Internet cafes as well as phone booths
6	Have ITU-T representatives to JCA-AHF or other appropriate individuals attend ITU-D Study Group Question meetings whenever possible to communicate new standards or information that pertains to accessibility when appropriate

Priority Level

Resource allocation is assigned a priority level one.

4.5 Expected Output *Invites the Director (5)*’:

Task 5: “To work collaboratively and cooperatively with other standardization organizations and entities, in particular, in the interest of ensuring that ongoing work in the field of accessibility is taken into account, in order to avoid duplication.”

Before ITU-T can effectively work with other standardization organizations to move accessibility forward and to avoid duplication, there is a need to first understand the ongoing work of accessibility standards at ITU. A mapping of the accessibility standards underway at ITU-T is needed with a mechanism in place to ensure that the information is updated as the work progresses. The same is true for the other sectors of ITU.

Once the mapping of accessibility standards within ITU-wide has been accomplished, then it will be possible for effective collaboration with ITU sectors and with other standardization organizations and entities to avoid duplication. This type of activity needs to be institutionalized now that the UNCRPD has placed accessible ICT obligations on States parties. It is recommended that support be provided within ITU-T such as the JCA-AHF could serve to support this activity since it requires support. Communications with other entities should include disability organizations and NGOs to keep them apprised of the progress of accessibility standards developed.

Finally, the work with other standardization organizations and entities should include communications within ITU about the effort in order to build upon the work and to avoid duplication.

4.5.1 Activities for implementation of Task 5

Activities to carry out Task 5 require a two phase project. The first phase is to map accessibility standards underway at ITU-T and to document any standardization organizations and entities that ITU Members and Study Groups are already in communication with on those standards activities. The second phase will be to systematically communicate with standardization organizations and disability organizations and entities in order to further the work and to avoid duplication. A focal point within ITU-T will be needed to document and facilitate this activity.

Priority Level

Resource allocation is assigned a priority level two.

4.6 Expected output *Invites the Director (6)*”:

Task 6: “To work collaboratively and cooperatively with disability organizations in all regions to ensure that the needs of the disabled community are taken into account in all standardization matters.”

The engagement of stakeholders by working collaboratively and cooperatively with disability organizations in all regions is a critical activity for the success of the WTSA-08 Resolution 70 tasks as well as for any standardization activity involving accessibility for persons with disabilities. At this time, both the JCA-AHF and the Internet Governance Forum (IGF) Dynamic Coalition on Accessibility and Disability have had some participation from disability organizations and persons with disabilities representing cross-disability perspective.

This business plan provides a way forward to further engage disability organizations by mainstreaming the disability perspective in at least seven of the eight task activities designed for implementing Resolution 70 requirements. The creation of a focus group of persons with disabilities to advise ITU of implementation issues would be extremely helpful.

Members of this focus group could be called ITU-T Focus Group on Accessibility for Persons with Disabilities and must have representatives from persons with disabilities as well as the university and industry sectors. The cross-disability makeup of the focus group should include: at least one person who is deaf or hard of hearing, one person who has low vision or is blind, one person with a mobility disability, and one person who has a cognitive or specific learning

disability. The focus group will need to be managed by either the JCA-AHF, by Study Group 2, TSAG, or in some other manner.

4.6.1 Activities for implementation of Task 6

Checklist	Task 6: Description of Deliverable – Create Focus Group on Accessibility for Persons with Disabilities: Engaging NGOs
1	See Task 1 (4.1.1) Survey of disability organizations and NGOs for identification and documentation of best practices; utilize NGO list for participants in drafting the UNCRPD and invite them to take survey
2	See Task 2A (4.2.3.1) Establish participation process for disability community input into the evaluation of services for accessibility
3	See Task 2B (4.2.3.2) Establish participation process for disability community input into the evaluation of facilities for accessibility
4	See Task 3 (4.3.1) Premature at this time to determine process
5	See Task 4 (4.4.1) Facilitate workshops involving NGOs and disability perspective in enabling developing countries to provide effective telecommunication services
6	See Task 6 (4.6.1) Communicate with disability organizations and NGOs to keep them apprised of accessibility standards developed.
7	See Task 7 (4.7.1) Engage focus group to provide ongoing input and facilitate outreach to disability organizations and NGOs about internship program; intern can assist in supporting focus group
8	See Task 8 (4.8.1) Engage focus group to provide ongoing input for disability coordination point within ITU-T.

Priority Level

Resource allocation is assigned a priority level two.

4.7 Expected Output *Invites the Director (7)*:

Task 7: “To consider the development of an internship programme for people with disabilities who have expertise in the field of ICTs, to build capacity amongst people with disabilities in the standards-making process and to raise awareness within ITU-T of the needs of persons with disabilities.”

An ITU-T pilot internship program for persons with disabilities who have expertise in the field of ICTs would build capacity among persons with disabilities and support the mainstreaming of the disability perspective in the standards-making process. An evaluation of existing internships at ITU should be conducted to build upon favourable results. In addition, this internship program task calls for an intern with expertise in the field of ICTs. It is assumed that the person could be a university graduate student or someone in the ICT industry. Although the existing internship programs are unpaid, there may be a reasonable accommodation cost for enabling an intern to perform their work duties. This cost could include the use of assistive computer technology, documents in alternate format or CART. Ideally, interns from different disability perspectives would be rotated through the program.

The internship program for persons with disabilities could have the following duties: support ITU-T Focus Group on Accessibility for Persons with Disabilities as proposed in this work plan; support JCA-AHF; support DCAD Secretariat; and support disability coordination point within ITU-T as proposed by Task 8 and discussed below at 4.8. The intern could also participate or observe relevant Study Group Questions depending upon technical experience.

4.7.1 Activities for implementation of Task 7

Checklist	Task 7 Description of Deliverable – Internship Program
1	Develop a plan and proposal for the implementation of an internship pilot program for persons with disabilities within ITU-T
2	The pilot plan must include an evaluation of existing internships at ITU to build upon favorable results
3	The pilot plan should recommend the education level of the intern applicant and qualifications for acceptance
4	Existing ITU online application will need to be revised or a separate application developed to include a request for the following information: a) Expertise in ICTs and b) Reasonable accommodation(s) required by the applicant in order to have access to the interview process and to perform the work
5	The pilot plan will provide for ITU to provide reasonable accommodation.
6	Duties to be considered for internship include: supporting ITU-T Focus Group on Accessibility for Persons with Disabilities as proposed in this work plan; supporting JCA-AHF; supporting DCAD Secretariat; and/or supporting disability coordination point within ITU-

	T as proposed by Task 8 and discussed below at 4.8; and/or observing or participating in relevant Study Group Questions.
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Priority Level

Resource allocation is assigned a priority level two.

4.8 Expected Output *Invites the Director (8)*”:

Task 8: “To create a disability coordination point within ITU-T to assist the Director of TSB in reporting the findings of the review of ITU-T services and facilities.”

At this time there is no central ITU-T focal point or ITU staff to manage and follow these important efforts. Such a focal point would enable timely sharing of information to avoid duplication of effort; create and maintain a central knowledge base of accessibility standardization and WTSA-08 Resolution 70 tasks; and build upon accessibility efforts flowing from Resolution 70. It would also indirectly serve Member States in educating them about their obligations under the UNDCRPD as they carry out their ITU accessibility standardization activities.

4.8.1 Activities for implementation of Task 8

Checklist	Task 8 Description of Deliverable – Disability Coordination Point
1	Create a position to serve as a central ITU-T focal point to manage the WTSA-08 Resolution 70 effort and to manage the internship program for persons with disabilities.
2	Create a website and backend database for tracking the ongoing work of appropriate tasks for implementation so that that the accessibility efforts are tracked and managed in one knowledge base
3	Assist the Director in reporting Resolution 70 findings of the accessibility of services and facilities as well as other accessibility activities

Priority Level

Resource allocation is assigned a priority level one.

5 Risk Factors and Management

This business plan assumes that the various projects will be managed by a central disability coordinator who is knowledgeable of the UNCRPD requirements and has expertise in ICT accessibility and disability issues. This business plan

also assumes that the activities for each of the eight tasks are the minimum requirements for the task and that the projects may encompass additional steps or requirements for effective implementation.

6 Monitoring and Evaluation

For each project, a reporting mechanism will be developed for status update and feedback on the progress of the project. A final report will be given upon completion of the project.

7 Work and Action Plans 2009-2012 Priorities

Tasks can be carried out according to the following priorities as resources are allocated and made available:

Task 1	Priority Level 1
Task 2A	Priority Level 1
Task 2B	Priority Level 2
Task 2C	Priority Level 2
Task 3	Priority Level 3
Task 4	Priority Level 1
Task 5	Priority Level 2
Task 6	Priority Level 2
Task 7	Priority Level 2
Task 8	Priority Level 1