

Role of Governments in Ensuring Accessible ICT Ecosystem

Amela Odobašić

Communications Regulatory Authority
Bosnia and Herzegovina

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Discussion points:

- **Roles and responsibilities of policy makers in the developing countries**
- **Reactive vs. proactive stakeholders**
- **Tools for mobilisation of policy makers in ensuring accessible ICT ecosystem**
- **Regional outreach**





Roles and responsibilities of policy makers

- Most developing countries in ITU Europe region have a **low level of implementation** of ICT accessibility.
- Legal and regulatory frameworks are put in place, but often not implemented.
- Bosnia and Herzegovina, as ITU Member, is committed to progress in the area of implementation of the European Disability Strategy and European Accessibility Act with the aim to enable ALL citizens to fully participate in society and economy.





Roles and responsibilities of policy makers

- Ensuring political countries buy-in is key to ensuring implementation of accessible ICTs in countries.
- Before it joined ITU-D SG1 Question 7 on ICT accessibility for persons with disabilities, in Bosnia and Herzegovina there was:
 - a limited knowledge on the topic, **international standards** and practices
 - a minimum cooperation between the **institutions**
 - a little or none cooperation with **civil society, including PwD.**





Reactive vs. proactive stakeholders

Following the capacity building provided by ITU-D, policy makers of Bosnia and Herzegovina:

- **Revised** existing ICT policies, legislation and regulations to promote and refer to ICT accessibility;
- **Carried out consultations** with PwD on the development of revised ICT policies, legislation and regulations;
- Devised and **implemented** a far reaching **advocacy campaign**.





Tools for mobilisation of key stakeholders in ensuring accessible ICT ecosystem

The tools for mobilisation of key stakeholders include:

- Obtaining **capacity building** provided by ITU-D
- Creating a **national model** based on ITU-D standards and best practices
- Implementing **advocacy campaigns** and **raising awareness**
- Developing a network of **regional support**
- Providing **trainings** nationally and regionally
- Exchanging **knowledge, policies** and **practices**
- Ensuring timely **implementation**.





Tools for mobilisation of key stakeholders in ensuring accessible ICT ecosystem





Regional outreach

- Regional outreach strengthens and supports **regional cooperation** and engagement of all relevant stakeholders in line with European Accessibility Act, development, and implementation of ICT accessibility policies and solutions in the Europe region.
- The objective is to raise awareness and **promote guidelines** on public policies, including **exchanging knowledge** and **sharing good practices** on ICT accessibility products and services for PwD through regional and sub-regional meetings and workshops including an annual regional regional conference “**Accessible Europe – Information and Communication for ALL**”.





Regional outreach





Way forward

National administrations should focus on “**implementation**” in line with UN Sustainable Development Goals (SDGs) and with ITU Goal number 2 “Inclusiveness” Target 2.5.B: *“Enabling environments are ensuring accessible telecommunication / ICT for persons with disabilities should be established in all countries by 2020”*.





Way forward

The **implementation cycle** includes **reaching out to governments** to build **political will** as a cornerstone for the development of ICT policies and strategies, creating a roadmap of requirements to ensure **implementation of accessible ICT** policies and services, providing training available to all stakeholders, including policymakers. Besides, it is crucial to strengthen **regional co-operation** through ITU regional initiatives and events as well as ensure monitoring of the results of the implementation of accessible ICT policies, practices, and technological solutions.





Thank you!

More information :

e-mail Amela Odobašić: aodobasic@rak.ba

A banner for a conference. The title is "ICT Accessibility A Requisite Towards An Inclusive Digital Society" in bold black text. Below the title is the date and location: "23 February 2018, the Zero Project Conference - Vienna, Austria". The background is a blue-tinted cityscape with a tall skyscraper on the right. A network of white lines with various icons (video camera, speech bubble, house, envelope, location pin, shopping cart) connects different parts of the scene. Below the banner are six topics in white boxes: "WEB ACCESSIBILITY: DIGITAL CONTENT AND WEBSITE DEVELOPMENT", "ITU ACTIONS AND KEY RESOURCES", "ROLE OF GOVERNMENT IN IMPLEMENTING ICT ACCESSIBILITY", "PROCUREMENT OF ACCESSIBLE ICTs", "IMPACT OF UNIVERSAL DESIGN ON ICT PUBLIC SERVICE ACCESSIBILITY", and "TOWARDS ACCESSIBLE EUROPE 2018". At the bottom center is the text "ITU REGIONAL INITIATIVE FOR EUROPE ON ACCESSIBILITY, AFFORDABILITY AND SKILLS DEVELOPMENT FOR ALL TO ENSURE DIGITAL INCLUSION AND SUSTAINABLE DEVELOPMENT". At the bottom right is the ITU logo.