

Accessible Europe

ICT 4 ALL - 2019

Background Paper

Artificial Intelligence

and Information

Communication

Technology Accessibility



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Background

- The partnership of AI technologies and Universal Design principles to ensure ICT accessibility remains patchy.
- Inclusive approaches need to take account of disability and poor access to technologies.
- There is potential for AI to assist in removing barriers through usable and accessible ICT, whilst enhancing skills with innovative AI driven assistive technologies.

Controlling Devices and Services

- Offering visual and auditory controls in accessible and alternative ways.
- Using the senses of touch and motion with data to speed interactions
- Privacy, security and safety ensured where user information is being shared.

Universal Design, AI & Digital Accessibility

Media Support

- Multiple means of representation and interaction.
- Visual / auditory real time, streaming and stored media with alternative formats.
- Innovative media capture, descriptions, simplification and translation.

Assistive AI to speed processes

Personalization

- Tailored to individual needs - prompts, text completion and word prediction etc.
- Just-in-time support response to user interactions - chat bots and widgets.
- Online bespoke management settings.

Augmented AI enhancing access

Conclusion

“People are complex, multi-dimensional and evolving. Trying to fit people into classificatory boxes is very problematic.”
(Treviranus, J. 2018)

In the world of ICT and disability, we need to augment users’ skills, not provide artificial intelligence to replace them

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