

## Workshop on Achieving an inclusive society by designing and implementing accessible ICTs

### Outcome

The workshop called “Achieving an inclusive society by designing and implementing accessible ICTs” organized by ITU-T Joint Coordination Activity on Accessibility Human Factors ([JCA-AHF](#)) was held on Thursday 22<sup>nd</sup> March at WSIS 2018 Forum. During this workshop, the first trial within ITU of remote American Sign Language (ASL) Interpretation was successfully conducted with the ASL interpreters being based in Florida USA and received at ITU headquarters. It was not possible to hire any ASL interpreters in Europe to be available onsite. Remote SL interpretation will not replace onsite SL interpreters but will fill a gap in cases of an emergency and where it is not possible to get an onsite SL interpreter in a specific language at any given time.

The workshop addressed ITU-T accessibility standards, including telephone relay services for persons who are deaf and hard of hearing (ITU-T F.930); audio-based indoor network navigation system for persons with who are blind or with severe vision impairment to be able to be able navigate places like subway or metro networks ([ITU-T F.921](#)); and accessibility profiles for IPTV (Internet Protocol TV) systems which make it possible to have open and closed captions, sign language, and audio description ([ITU-T H.702](#)). Standardization will improve accessibility, and interoperability of products produced by different manufacturers which will lower cost of operation and purchase, etc.

It was suggested that the following future actions to be followed 1) Further cooperation and coordination among ICT SDOs, e.g., agreement on accessibility vocabulary; 2) the creation of an “inclusive ICT society” index, i.e. KPIs to show how inclusive a society, community or country is, taking the UNCRPD as the first reference. These proposed actions will be further discussed among stakeholders via emails and at the next [JCA-AHF](#) meeting.