

Regional Development Forum for CIS region

International initiatives aimed to make
ICT accessible for persons with
disabilities and specific needs

Farid Nakhli,

Vice-Rapporteur ITU-D SG1 Question 2/1 and SG2 Question 4/2

Contents

2

- Connect 2020 Agenda
- ITU activities on accessibility
- G3ict
- Case study: European Union
- Case study: United States of America

Connect 2020 Agenda

3

The global agenda to shape the future of the ICT sector was unanimously adopted at the ITU 2014 Plenipotentiary Conference (PP-14), by Resolution 200 **'Connect 2020 Agenda for Global Telecommunication/ICT Development'** setting out the shared vision, **goals and targets that Member States have committed to achieve by 2020** in collaboration with all stakeholders across the ICT ecosystem. ITU will contribute to Connect 2020 Agenda through its 2016-2019 Strategic Plan, which has also been adopted at PP-14.



GROWTH



INCLUSIVENESS



SUSTAINABILITY

INNOVATION
& PARTNERSHIP

Connect 2020 Agenda

4

The ITU Plenipotentiary Conference 2014 has established a new mandate for ITU in the area of sustainability and climate change. The new mandate includes a revision of Resolution 175 and the establishment of the new Connect 2020 agenda, which sets out the vision, goals and targets that ITU and its Member States have committed to achieve by 2020. **Connect 2020 includes an ambitious target directed at cultivating an ICT sector that is inclusive to persons disabilities and specific needs.**



INCLUSIVENESS

Target 2.5.B: Enabling environments ensuring accessible telecommunication/ICT for persons with disabilities should be established in all countries by 2020

Contents

5

- Connect 2020 Agenda
- ITU activities on accessibility
- G3ict
- Case study: European Union
- Case study: United States of America

ITU Accessibility Fund

6

PP Resolution 175 **instructed ITU to establish a fund to expand ITU's activities in the area of accessible ICTs and to make ITU a more accessible organization.** The ITU Accessibility Trust Fund, established in 2012, is a special trust fund managed by ITU to channel the voluntary contributions of Member States, Sector Members and academia in the promotion of ICT accessibility for persons with disabilities, including age-related disabilities.



The ITU Accessibility Trust Fund will support the following activities, as defined by Resolution 175 of the Plenipotentiary:

- **to make information accessible through the use of ICTs** to participants with disabilities at ITU facilities or in ITU services and programmes
- **to encourage and promote representation** by persons with disabilities in ITU's activities so as to ensure that their technical knowledge and experience are taken into account when developing and progressing ITU's work

ITU Accessibility Fund

7

The ITU Accessibility Trust Fund will support the following activities, as defined by Resolution 175 of the Plenipotentiary:

- **to identify, document and disseminate examples of best practices for accessibility** in the field of telecommunications/ICTs among ITU Member States and Sector Members
- **to promote the introduction of services and standards** that allow **persons with disabilities to make effective use of telecommunication/ICT services in developing countries** through the implementation of specific projects on the subject
- **to raise awareness about the issue of accessibility** through ICTs and mainstream telecommunication/ICT accessibility standards
- and other activities that shall be contemplated within the mandate established by ITU governing bodies

E-accessibility toolkit (ITU-D)

8

The **Toolkit of Best Practices and Policy Advice** has been designed to share **best practices on school connectivity with government decision-makers** including national Ministries of Communication, National ICT Regulatory Authorities, Ministries of Education and School Administrators.

Currently, the **Toolkit contains two modules:**

- On policies and regulations to promote school connectivity
- On designing low cost computing device programmes

In the future the **Toolkit will add modules on:**

- Developing Community ICT Centres for Gender Empowerment
- Developing Community ICT Centres for social and economic empowerment of indigenous peoples
- Using ICTs to **promote education and job training for persons with disabilities** as well as other topics

E-accessibility toolkit (ITU-D)

9

العربية | 中文 | English | Español | Français | Русский

CONNECT A SCHOOL, CONNECT A COMMUNITY



About | Events | Blog



Login



Contact Us



Print



Site Map



FAQ

search in:



Toolkit of Best Practices and Policy Advice

Training Materials, Applications, Tools

Home > Toolkit of Best Prac...

Toolkit of Best Practices and Policy Advice

Updated Module 1 Policies and Regulation to Promote School Connectivity

[download PDF version](#) | [download HTML version](#) | [executive summary](#) | [table of contents](#)

Updated Module 2 Disseminating Low Cost Computing Devices in Schools

[download PDF version](#) | [download HTML version](#) | [executive summary](#) | [table of contents](#)

Module 3 Providing ICTs to Indigenous Peoples

[download PDF version](#) | [download HTML version](#) | [executive summary](#) | [table of contents](#)

Module 4 Using ICTs to promote education and job training for persons with disabilities

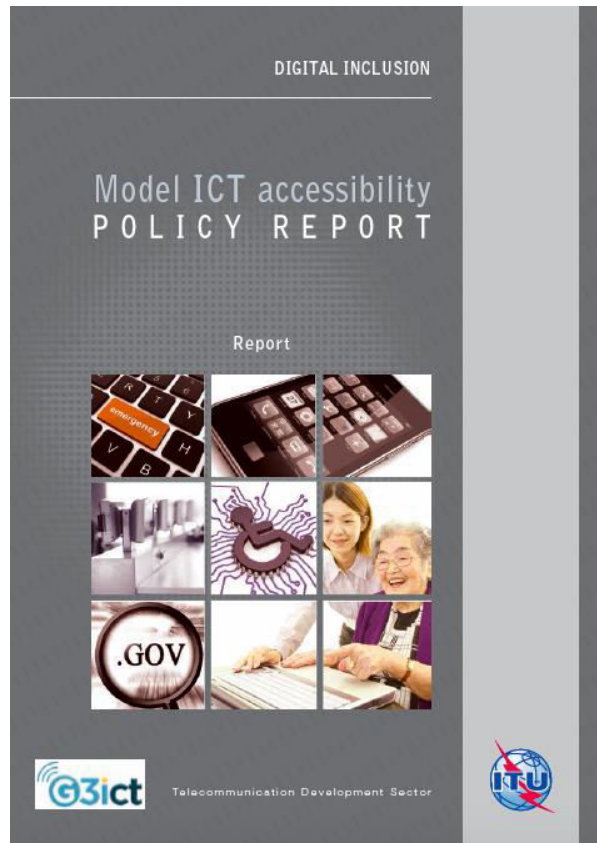
[download PDF version](#) | [download HTML version](#) | [executive summary](#) | [table of contents](#)

Module 5 Community ICT Centres for the Social and Economic Empowerment of Women

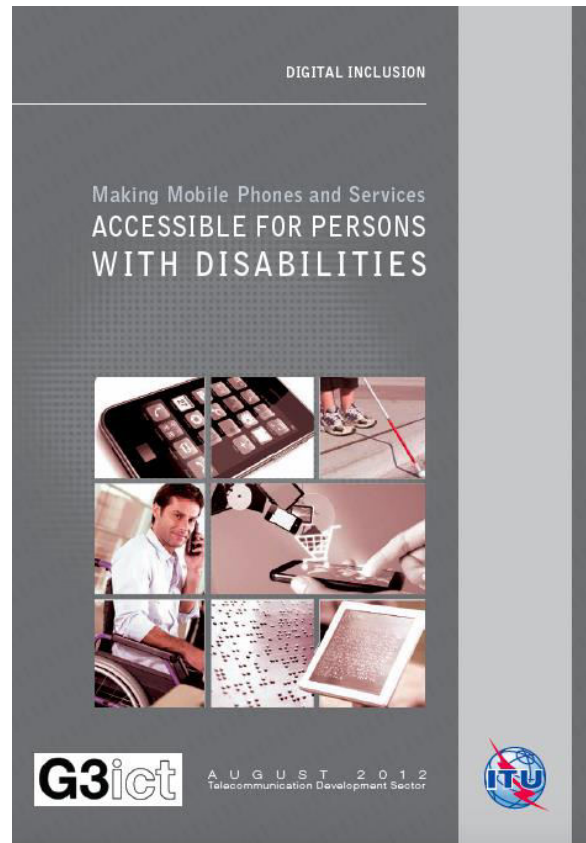
[download PDF version](#) | [download HTML version](#) | [executive summary](#) | [table of contents](#)

Publications (ITU-D)

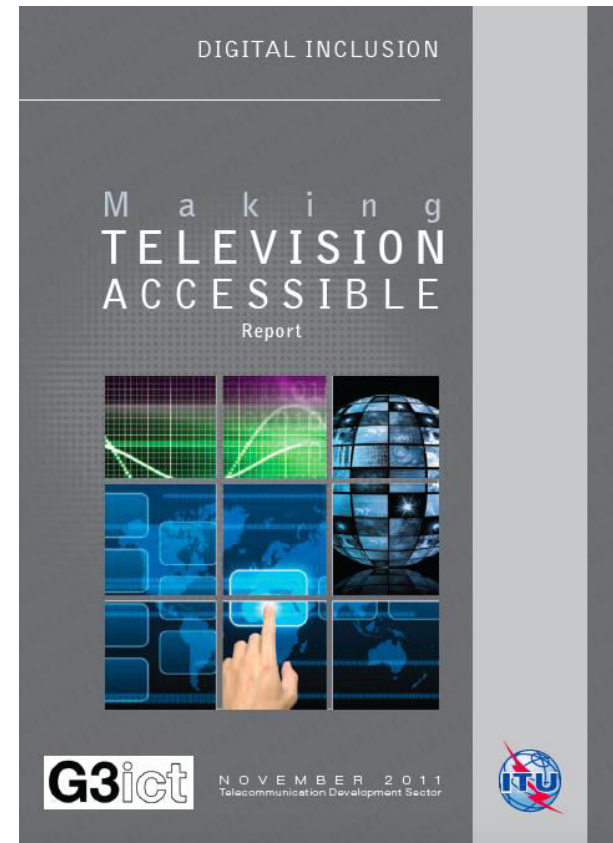
Model ICT Accessibility Policy Report



Making Mobile Phones and Services Accessible



Making TV Accessible



Publications (ITU-D)

Model ICT Accessibility Policy Report

This report is designed as a tool for national policy-makers and regulators to create their own ICT accessibility policy frameworks.

It includes six modules focusing on different aspects of ICT accessibility (amendments to the existing ICT legal framework, public ICT access, mobile communications, television/video programming, web accessibility and public procurement of accessible ICTs) so that countries can prioritize implementation. In all modules the approach is to develop national policies in consultation with persons with disabilities

Making Mobile Phones and Services Accessible

This joint ITU-G3ict study compiles and analyses different ways in which mainstream accessible mobile phone technologies and services are already implemented around the world by various stakeholders. It includes practical information and case studies which can serve as a foundation to promoting accessible mobile phones and mobile assistive technologies

Making TV Accessible

This joint ITU-G3ict report looks at the strategic implications of making audiovisual content accessible to persons with disabilities. It is written for professionals involved in decisions to introduce or scale up measures to make television and other kinds of audiovisual content accessible

ITU-T activities

12

ITU-T and Accessibility:

- Joint ITU and IPC IPTV **Application Challenge "Better Quality of Life with Global Standards: an Accessible World for All"** - a Call for interest and a Call for sponsors are now available. The Challenge wishes **to raise awareness and increase media and audiovisual accessibility for persons with all abilities**
- **ITU-T Study Group 16** (Multimedia) is the lead ITU study group on telecommunication/ICT accessibility for persons with disabilities and it works to **mainstream the consideration of accessibility in the development of multimedia standards, technologies and services**. SG16 organizes its accessibility work under Question 26/16 "Accessibility to multimedia systems and services"
- **IRG-AVA** - Intersector Rapporteur Group Audiovisual Media Accessibility **studies topics related to audiovisual media accessibility and aims at developing draft Recommendations for "Access Systems" that can be used for all media delivery systems, including broadcast, cable, Internet, and IPTV**. The IRG also addresses matters contributing to the coordination of the standardization work of the involved ITU-T and ITU-R groups and collaborates with other SDOs and other audiovisual media organizations (e.g., forums and consortia, research institutes and academia)

ITU-T activities

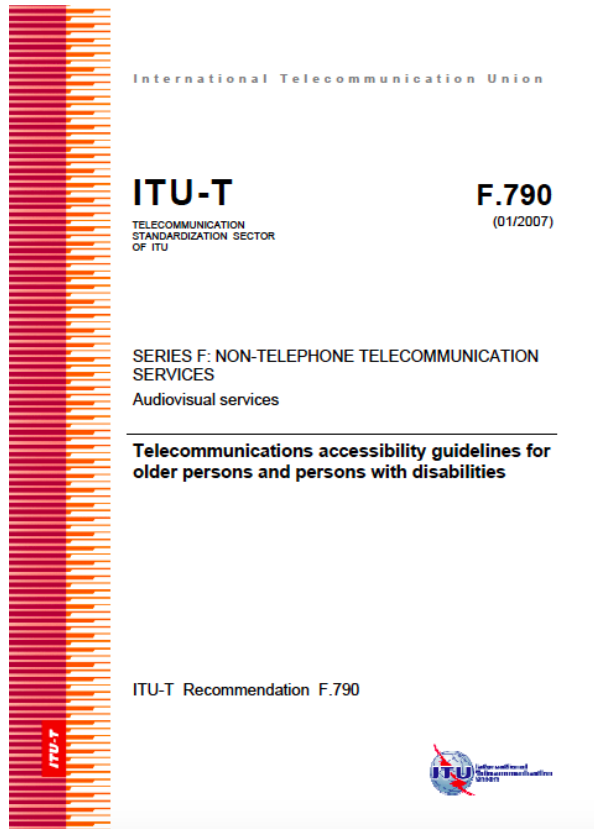
13

ITU-T and Accessibility:

- **ITU-T Study Group 2** (Operational aspects) works to encourage **“universal design” and to ensure that developments in telecommunication/ICT do not create new barriers to accessibility and usability**. SG2 organizes its accessibility work under Question 4/2 “Human factors related issues for the improvement of the quality of life through international telecommunications”
- ITU-T Focus Group on Audiovisual Media Accessibility (FG AVA) **worked to stimulate the development of international standards that improve the accessibility of audiovisual (AV) media to persons with disabilities**. FG AVA enjoyed a strong relationship with its parent group, ITU-T Study Group 16, and particularly with its Question 26/16. It was successfully concluded in October 2013
- **Joint Coordination Activity on Accessibility and Human Factors (JCA-AHF) acts as the first point of contact for those interested in ITU’s accessibility-related activities**, with its chief responsibility being the coordination of accessibility work undertaken within ITU (across ITU-D, ITU-R and ITU-T) and in concert with other United Nations organizations, activities and specialized agencies

Publications (ITU-T)

Telecommunications accessibility guidelines for older persons and persons with disabilities



Telecommunications Accessibility Checklist



Bridging the Digital Disability Divide (ITU-R)

15

Radio technologies are increasingly important for sending and receiving data, text, voice and video. Wireless devices are well placed to help people with disabilities gain access to the information society.

ITU's Radiocommunication Sector (ITU-R) plays a central role in the development of wireless and broadcasting technologies, through the production of technical standards and reports, guidelines, contained in internationally agreed Recommendations and Handbooks.

Publications

ITU-R DTTB Handbook - Digital terrestrial television broadcasting in the VHF/UHF bands

Recommendation ITU-R M.1076 - Wireless communication systems for persons with impaired hearing

Recommendation ITU-R BS.1698 - Evaluating fields from terrestrial broadcasting transmitting systems operating in any frequency band for assessing exposure to non-ionizing radiation

Recommendation ITU-R BT.1702 - Guidance for the reduction of photosensitive epileptic seizures caused by television

Contents

16

- Connect 2020 Agenda
- ITU activities on accessibility
- G3ict
- Case study: European Union
- Case study: United States of America

G3ict – the Global Initiative for Inclusive Information and Communication Technologies – is an advocacy initiative launched in December 2006 by the United Nations Global Alliance for ICT and Development, in cooperation with the Secretariat for the Convention on the Rights of Persons with Disabilities at UN DESA

Its **mission is to facilitate and support the implementation of the dispositions** of the Convention on the Rights of Persons with Disabilities on the accessibility of Information Communication Technologies (ICTs) and assistive technologies

G3ict relies on an international network of ICT accessibility experts to develop and promote **good practices, technical resources and benchmarks for ICT accessibility advocates around the world.** It is incorporated as a nonprofit organization in the State of Georgia, USA, and headquartered in Atlanta

G3ict's key constituents **include policy makers and public sector institutions, organizations of persons with disabilities, ICT industries, the private sector, international standards development organizations and academia.**

Participating international institutions in G3ict programs include ITU, UNDESA, UNESCO, UNITAR, ILO, WIPO, and the World Bank

G3ict is **chaired by His Excellency Luis Gallegos, Permanent Representative of the Republic of Ecuador to the United Nations in Geneva**, past chair of the United Nations Ad-hoc Preparatory Committee of the Convention, and is **led by its President and Executive Director, Axel Leblois**, who spent more than 20 years at the helm of information technology companies in the United States including as CEO of Computerworld Communications, CEO of IDC - International Data Corporation, President of Bull HN Worldwide Information Systems - formerly Honeywell Information Systems, CEO of ExecuTrain and President of W2i, the Wireless Internet Institute

The Global Initiative for Inclusive ICTs

Promoting the Rights of Persons with Disabilities in the Digital Age

Find Us: Share:

[Search](#) | [Site Map](#) | [Contact](#)

You're currently not logged in.
[Login](#) | [Register](#)

[About G3ict](#) | [Events](#) | [Expert Zones](#) | [Resource Center](#) | [Fellows Login](#) | [Press](#)

March 23-27 Aging in America Conference, Chicago, USA



[Headlines](#) | [Blogs](#) | [Talkback](#)

- [EU: Alternative Report on the Rights of Persons with Disabilities Launched by European Disability Forum](#)
- [eLearning 2015 to Focus on ICT for Education in Rural Africa](#)
- [Australia: Building Importance of ICT in the Curriculum](#)
- [India Launches National Action Plan for Skill Training of Persons with Disabilities](#)
- [UN Chief Urges Inclusion, Equality for Persons with Down Syndrome](#)

| [More Headlines](#)

Accessibility Expert Zone

e-Accessibility Policy Toolkit

Learn more about ICT accessibility policy and the UN Convention on the Rights of Persons with Disabilities at: e-accessibilitytoolkit.org

Expert Blogs

Debra Ruh on [Employability & Technology](#)

Lucy Greco on [Accessibility in Education](#)

Robert Pearson on [Accessibility in Media](#)

Publications & Reports

[At-a-Glance: G3ict Publications](#)

[Adobe PhoneGap/Cordova](#)



A Key to Apps Portability for All Users - G3ict Report [GO](#)

Events Database

[Digital Accessibility Calendar 2015](#)

[M-Enabling Summit 2015](#)



Early Bird Registration Closes April 1 - Avail \$100 off! [GO](#)

Resource Center

[Resources you can download](#)

[Country: Sweden](#)



National Policy for Persons with Disabilities [GO](#)

Company Profile

[ICT Accessibility Company Profiles](#)

[Samsung](#)



Check out the ICT Accessibility Profile of Samsung [GO](#)

M-Enabling Summit 2015



June 1-2, 2015
 Promoting mobile accessible and assistive apps

for an untapped market of more than 1 billion users worldwide.
 Visit: www.m-enabling.com.

Contents

20

- Connect 2020 Agenda
- ITU activities on accessibility
- G3ict
- Case study: European Union
- Case study: United States of America

European Union

21

EUROPEAN
COMMISSION

Digital Agenda for Europe - A Europe 2020 Initiative

Pillar VI: Enhancing digital literacy, skills and inclusion.

Over 50% of Europeans use the internet daily – but 30% have never used it at all! Moreover, disabled persons face particular difficulties in benefiting fully from new electronic content and services. As ever more daily tasks are carried out online, everyone needs enhanced digital skills to participate fully in society.

Action 63	Evaluate accessibility in legislation
Action 64	Ensure the accessibility of public sector websites
Action 65	Helping disabled people to access content
Action 67	Member States to implement provisions on disability

Action 63

22

EUROPEAN
COMMISSION

Evaluate accessibility in legislation

What is the problem?

Not all electronic content is available for the disabled

Why is EU action required?

Accessibility as a key right for persons with disabilities

The Convention on the Rights of Persons with Disabilities, signed by all EU Member States, upholds accessibility as a right for all, including to digital technologies. Furthermore, assistive technology is key to accessibility in its broader sense

What will the Commission do?

New EU legislation will have to abide by the terms of the Convention and the Commission will make sure this happens for new texts adopted under the Digital Agenda. The Commission is preparing a proposal for a European Accessibility Act

Action 64

23

EUROPEAN
COMMISSION

Ensure the accessibility of public sector websites

What is the problem?

Not all public sector websites are fully accessible and progress is slow

Why is EU Action required?

Public administration online services should be accessible to all
Expected effects and impacts concern an important part (15%) of the EU population that are disabled, many of the elderly, and about 60% of regular users who expect to benefit from improved web-accessibility

What will the Commission do?

On 3 December 2012 the European Commission adopted a proposal for a Directive on the accessibility of the public sector bodies' websites.
The proposal foreruns and complements the European Accessibility Act. In addition to action 64, the Commission's eGovernment Action Plan 2011-2015 calls for the development of services designed around user needs and ensuring inclusiveness and accessibility

Action 65

24

EUROPEAN
COMMISSION

Helping disabled people to access content

What is the problem?

Limited reading material for persons with reading disabilities

Why is EU Action required?

Persons with disabilities should be able to fully participate in the information society, in particular having access to digital material (books and other publications), in line with the obligations of the UN Convention on the Rights of persons with disabilities

What has the Commission done?

Representatives of rights holders and disabled people signed on 14 September 2010 a Memorandum of Understanding (MoU) on the cross-border circulation of accessible books for people with print disabilities. This initiative enables people with print disabilities to gain access to an increased number of content regardless of their place of residence in the EU

Action 67

25

EUROPEAN
COMMISSION

Member States to implement provisions on disability

What is the problem?

People with disabilities face various problems accessing the web, emergency numbers and digital TV

Why is EU Action required?

Preventing a digital divide

What has the Commission done so far?

Member States were required to transpose the revised telecoms package into national legislation by May 2011, including the new rules for disabled end-users in the electronic communications sector and equivalence in access to emergency services by disabled end-users and single European emergency call number 112 under Directive 2002/22/EC.

Additionally there are a number of reports published and workshops organized, more info at EC website <http://ec.europa.eu/digital-agenda/en>

Contents

26

- Connect 2020 Agenda
- ITU activities on accessibility
- G3ict
- Case study: European Union
- Case study: United States of America

United States of America

27



Section 508 Amendment to the Rehabilitation Act of 1973

In 1998 the US Congress amended the Rehabilitation Act to require Federal agencies to make their electronic and information technology accessible to people with disabilities. **Section 508** was enacted to eliminate barriers in information technology, to make available new opportunities for people with disabilities, and to encourage development of technologies that will help achieve these goals.

The law applies to all Federal agencies when they develop, procure, maintain, or use electronic and information technology. Under Section 508 (29 U.S.C. § 794d), agencies must give disabled employees and members of the public access to information that is comparable to the access available to others.

Summary of Section 508 technical standards

- **Software Applications and Operating Systems:** includes accessibility to software, e.g. keyboard navigation & focus is supplied by a web browser.
- **Web-based Intranet and Internet Information and Applications:** assures accessibility to web content, e.g., text description for any visuals such that users of with a disability or users that need assistive technology such as screen readers and refreshable Braille displays, can access the content.
- **Telecommunications Products:** addresses accessibility for telecommunications products such as cell phones or voice mail systems. It includes addressing technology compatibility with hearing aids, assistive listening devices, and telecommunications devices for the deaf (TTYs).
- **Videos or Multimedia Products:** includes requirements for captioning and audio description of multimedia products such as training or informational multimedia productions.
- **Self Contained, Closed Products:** products where end users cannot typically add or connect their own assistive technologies, such as information kiosks, copiers, and fax machines. This standard links to the other standards and generally requires that access features be built into these systems.
- **Desktop and Portable Computers:** discusses accessibility related to standardized ports, and mechanically operated controls such as keyboards and touch screens.

Thank you for your attention!

faridnakhli@gmail.com
+41 22 730 58 92