

ICT ACCESSIBILITY
ARTIFICIAL INTELLIGENCE

IMMERSIVE EXPERIENCE
E-HEALTH
E-AGRICULTURE

STANDARDS
CAPACITY BUILDING



ITU Workshop on Enhancing Human Life Using e-Services

Session 3: Standards and procurement of Accessible ICT Services

Overview

Dónal Rice

25th March 2019

Room K



Introduction



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- Senior Design Advisor, ICT, Centre for Excellence in Universal Design, National Disability Authority Ireland
- Lecturer, Centre for Disability law and Policy, NUI Galway
- Author, ITU Academy courses on ICT Accessibility
- Co-author, ITU model ICT Accessibility Report –
“Module 6: Accessible ICT public procurement policy framework “



Agenda

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- Global overview of legislative and policy context that supports the use of standards in public procurement
- Trends
- Challenges
- Opportunities

- Accessibility is defined within EN ISO 9241-112:2017 as the
 - *“extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of user needs, characteristics and capabilities to achieve identified goals in identified contexts of use”*
 - <https://www.iso.org/standard/64840.html>



□ **Connect 2030 Agenda for Global Telecommunication/ICT Development**

▣ **Goal 4: Inclusiveness**

■ **“Bridge the digital divide and provide broadband for all”**

- ▣ **Target 2.9: Enabling environments ensuring accessible telecommunications / ICTs for persons with disabilities should be established in all countries by 2023**



GROWTH



INCLUSIVENESS



SUSTAINABILITY



INNOVATION
& PARTNERSHIP

Global context supporting Accessible ICTs

- Sustainable Development Goals
 - ▣ SGD no. 10 is to "Reduce Inequality within and among Countries".
 - "By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status"



TARGET
10-2

PROMOTE UNIVERSAL
SOCIAL, ECONOMIC
AND POLITICAL
INCLUSION

The United Nations logo, featuring a world map surrounded by a laurel wreath, is centered in the background.

UN Convention
on the Rights
of Persons with
Disabilities

Article 9 states,

“To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others to the physical environment, to transportation, to information and communications, including **information and communications technologies (ICTs)** and systems and to other facilities and services open or provided to the public, both in urban and in rural areas.”



What is Public Procurement

Public Procurement is a function of government that involves using public monies to obtain goods, works and services to meet the the needs of the government as it carries out its responsibilities to the citizens.

Importance of public procurement

- The World Trade Organization estimates that on average public procurement accounts for 10-15% of a country's Gross Domestic Product (GDP)

WORLD TRADE ORGANIZATION



- In the European Union the figure is as high as 16-17% of GDP.

- “Public procurement is one of the most flexible and far-reaching legislative instruments available to the Government”
(Gelderman, 2010)





Buying Accessible ICT

- Rehabilitation Act of 1973
 - Amended in 1998
 - Federal Section 508 standards effective June 2001



Scope and impact



- Computers, telecommunications equipment, multifunction office machines such as copiers that also function as printers, software, websites, information kiosks and transaction machines, and electronic documents
- Refreshed in 2017

Scope and impact



- Using accessibility standards in the procurement of ICT provides ICT suppliers and developers with certainty when offering solutions that meet the requirements set of by the procuring authority.
- This approach is supported by industry, and facilitated by standardization bodies

Trends: Harmonization

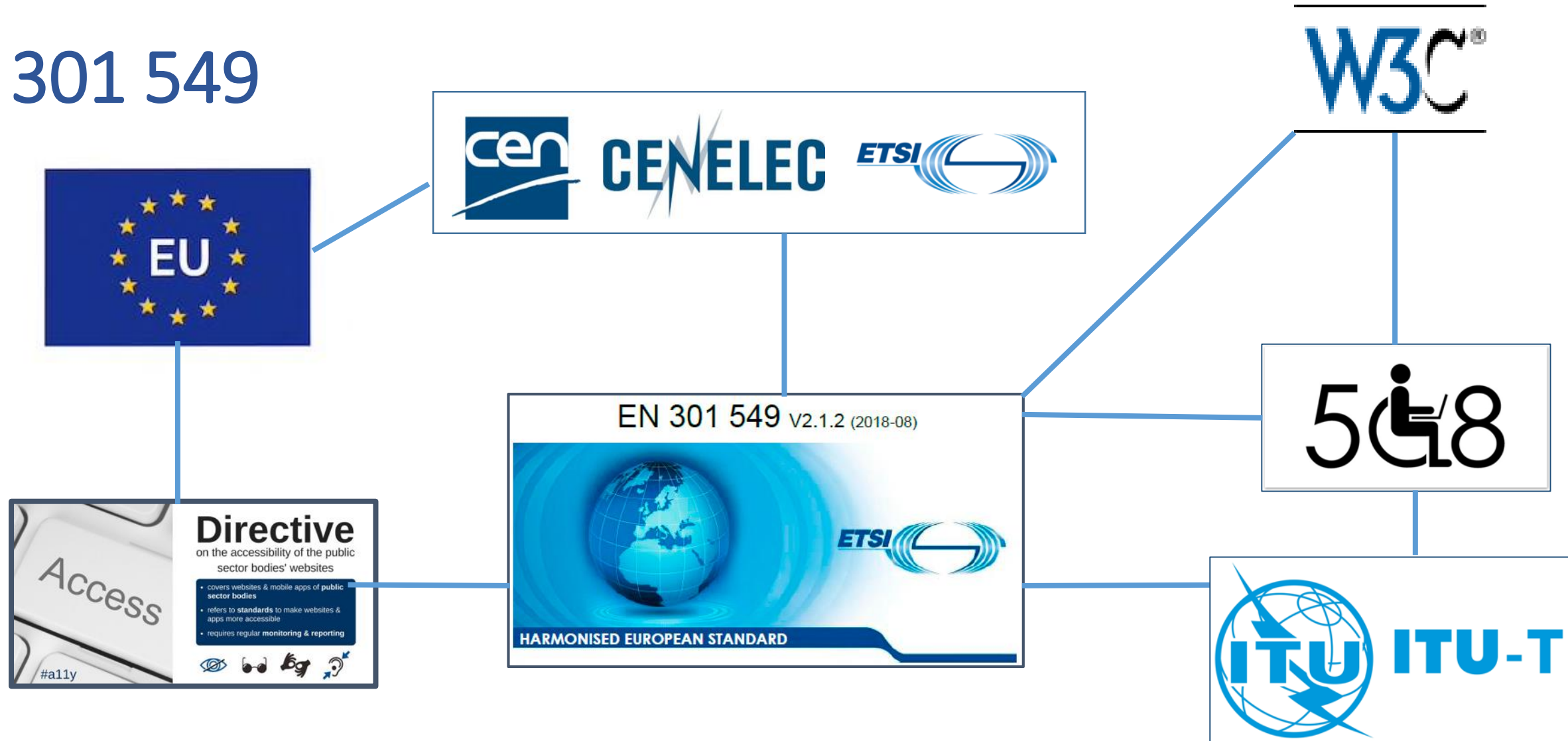
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- Significant efforts in place to harmonize the three main ICT accessibility standards today:
 - WCAG 2.1
 - Section 508
 - EN 301 549



Trends: Harmonization – a global effort

EN 301 549



Trends: Increased use of accessible ICT standards

- EU –
 - Public Procurement Directives (Art 42)
 - Web Accessibility Directive
 - European Accessibility Act
- USA
 - Federal procurement of ICTs
 - Adopted by many states
- Both recognized and accepted by industry



Trends: Increased use of accessible ICT standards

- Italy
 - WCAG referenced in the ‘Stanca Law’
- Sweden
 - Use of EN 301 549 in procurement of Text relay service and a telephone directory inquiry service.
- Australia
 - Adopted EN as an Australia standard
 - References in updated the Commonwealth Procurement Rules



Opportunities & Challenges

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Opportunities

- ❑ Increased awareness by governments of efficacy of using technical standards in procurement / presumption of conformity
- ❑ New and future legislation will require new standards
- ❑ Standardisation bodies are best placed to keep pace with technological developments

Challenges

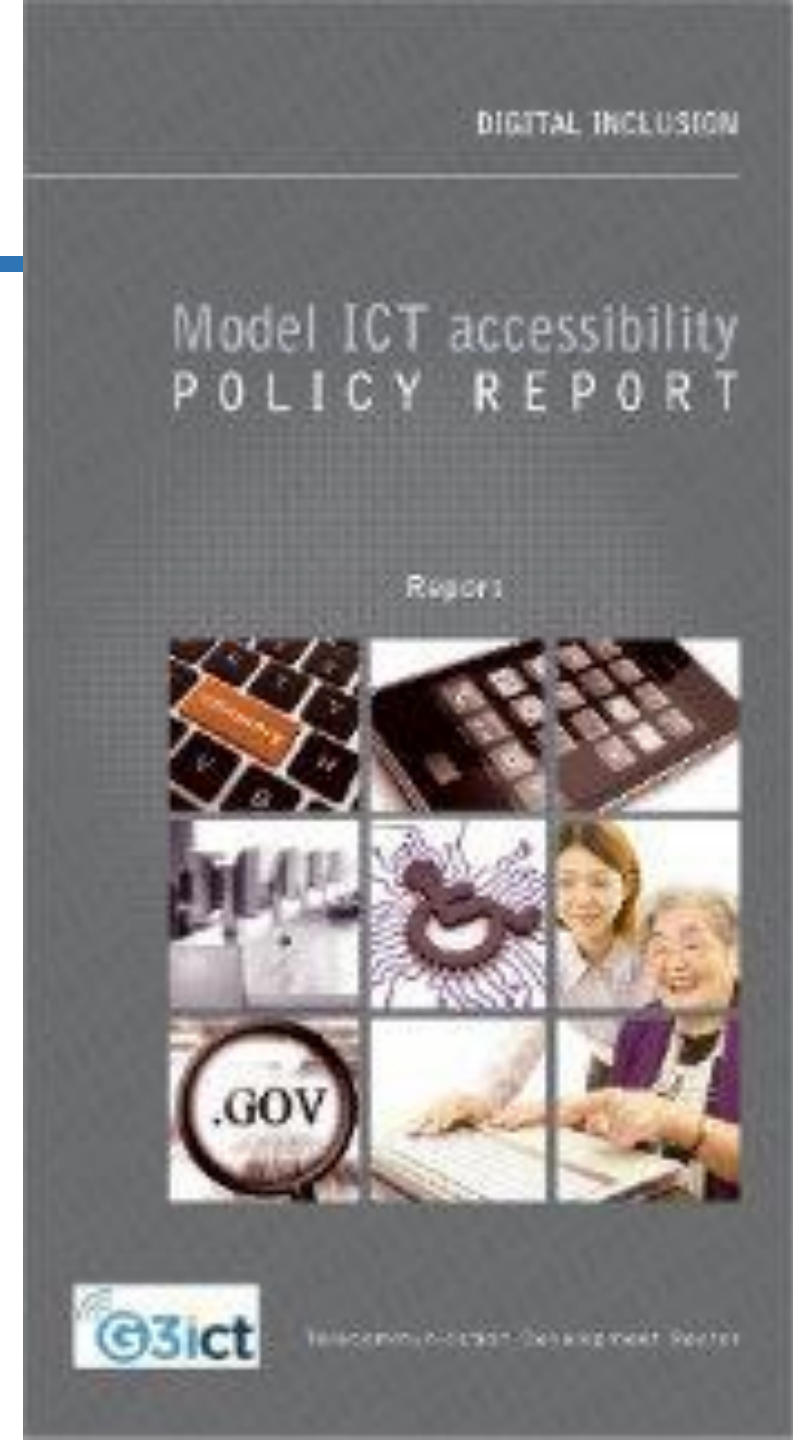
- ❑ Harmonization trending – but who is leading?
- ❑ Involvement of persons with disabilities in the standardisation process
- ❑ Greater awareness and capacity needed
- ❑ Global population trends mean more people will benefit: need to move from accessibility to Universal Design

ITU-D key resources to promote ICT accessibility through Public Procurement

• Model ICT Accessibility Policy Report

1. Model ICT legal, policy and regulatory framework
2. Model ICT accessibility framework on public access
3. Model mobile communications accessibility policy framework
4. Model television/video programming accessibility framework
5. Model web accessibility policy framework
6. **Model accessible ICT public procurement policy framework**

- Available in [Arabic](#), [Chinese](#), [English](#), [French](#), [Russian](#), [Spanish](#), [e-book version](#)
- Available at: www.itu.int/en/ITU-D/Digital-Inclusion/Pages/Reports.aspx



ITU Academy

Self Paced Online Training

ICT Accessibility: The Key to Inclusive Communication

Invest 8 hours to get certified

www.itu.int/en/ITU-D/Digital-Inclusion

ITU Regional Initiative for Europe on Accessibility, Affordability and Skills Development



MODULE 1:
Enabling Communication for All
through ICT Accessibility

MODULE 2:
ICT Accessibility Policy
Regulations and Standards

MODULE 3:
Achieving ICT Accessibility
through Public Procurement

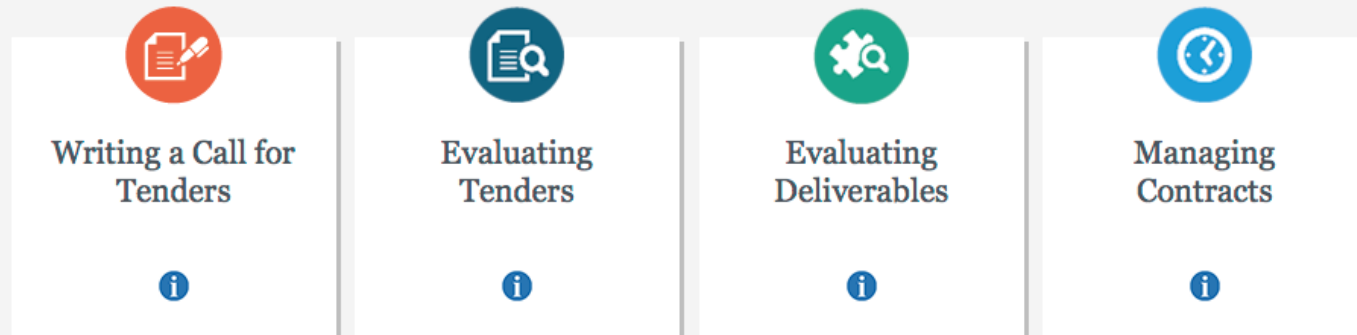


- Three self-paced modules:
- Enabling Communication for All through ICT Accessibility
- ICT Accessibility Policy, Regulation and Standards
- Achieving ICT Accessibility through Public Procurement

ITU-D key resources to promote
ICT accessibility through Public
Procurement

Managing accessibility in the public procurement of ICT

Follow the [stages of procurement](#):



Use the [Accessibility Requirements Generator](#) to define accessibility requirements for:

1. Examples of commonly procured Information and Communication Technologies (ICTs):

Cloud computing

Next

2. [Other ICT products or services.](#)

<http://mandate376.standards.eu>

- ❑ Selection Criteria – deciding who can bid for the work
 - ❑ Previous experience
 - ❑ Accessibility capacity
- ❑ Technical specifications – mandatory requirements
 - ❑ Specify accessibility requirements carefully – proportional and related to the subject matter of the procurement
 - ❑ Only use recognised - and internationally adopted - standards

Using EN 301 549 for Technical Specifications – clearly asking for accessibility



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- Functional Performance Statements
 - ▣ High level statements that describe how the ICT should perform e.g. usage with vision
 - ▣ Better suited when the RFT provides a set of business needs
 - ▣ Places onus on contractor to specify which accessibility requirements are related to their solution
- Detailed Technical Accessibility Requirements
 - ▣ Very detailed technical requirements for a wide range of technology functions and types
 - ▣ Are testable
 - ▣ Can be used as packaged sets for COTS



Asking for evidence of conformity – making sure you get what you asked for



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- Use normal procedures and modes of assurance or certification e.g.
 - ▣ Tick box
 - ▣ Self-declaration of Conformity
 - ▣ Third party certification
 - Note: Only ask for the level of assurance you need, and no more. Asking for a higher level of certification may be costly to the vendor and may not achieve the intended goal

