

ITU D Workshop on Strategic
management of ICT accessibility for
an inclusive digital transformation.
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What does it take for an institution to be fully inclusive of persons with disabilities?

1. Inclusive channels to reach every potential audience / employee
2. Inclusive communications so everyone can access it independently
3. Inclusive processes to enable diversity in the workplace
4. Accessible physical and digital environments to guarantee the same rights for everyone

Digital Inclusion and Smart Cities

Global Survey aimed at collecting different perspectives from industry, government, academia and civil society on smart cities and ICT accessibility.

What is the is the most significant barrier to deploying accessible technological and smart solutions?

85% lack of awareness

60% lack of policies and regulations

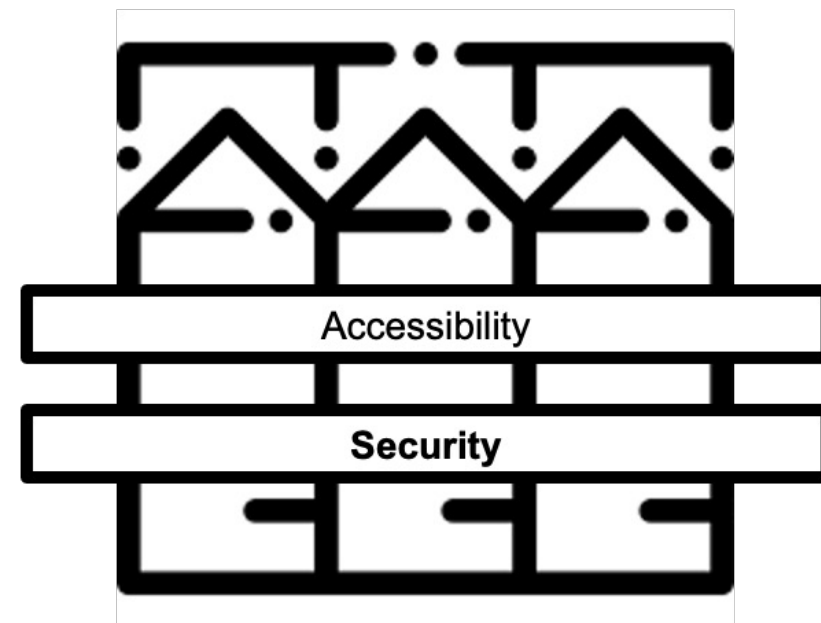
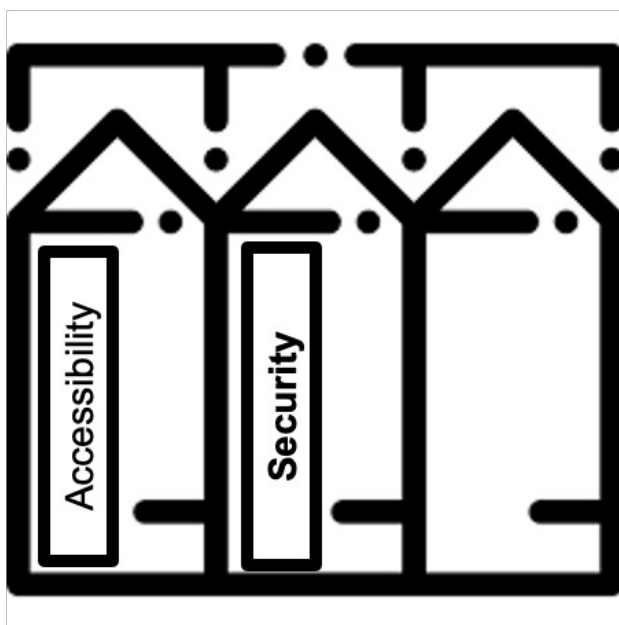
51% lack of leadership

21% limited solutions

How to build a digital city without barriers?

Inclusive technologies are the baseline to achieve equality in the digital space.

Accessibility along side security should be seen as transversal technology deployment requirements and not in silos.



Accessibility should be part of the process



1.- PEOPLE AND CULTURE



2.- Vision, Strategy, Engagement



3.- Investments



4.- Legal Compliance



5.- Procurement



6.- Product development and innovation



7.- Communications, Marketing and user experience



8.- Built and Digital Environment



9.- Training and Support

City departments roles and responsibilities

