Joint ITU-T & G3ict Forum 2008

The Convention on the Rights of Persons with Disabilities: Challenges and Opportunities for ICT Standards

Session Chairs Conclusions and Recommendations

G3ict

ITU International Telecommunication Union

Workshop Conclusions, recommendations and suggested follow-up

- **Session Chairman:** His Excellency Luis Gallegos, Ambassador of Ecuador to the United States; Past Chair of the UN General Assembly Ad-hoc Preparatory Committee for the Convention on the Rights of Persons with Disabilities, and Chair, G3ict

This power point assembles the conclusions and recommendations highlighted by various workshop session chairs. The following representatives of Industry, Standards Development Organizations (SDO) and Government leaders also provided their feedback and expressed satisfaction on the workshop organization:

- **Industry:** Frances West, IBM
- **SDO:** Andrea Saks, Convener, Joint Coordination Activity on Accessibility and Human Factors (JCA-AHF), ITU
- **Government:** Urbano Stenta, Advisor on Disability, Directorate General for Development Cooperation, Italian Ministry of Foreign Affairs

Opening Session Programme

- **Session Chairman:** Pierre-André Probst, Chairman ITU-T Study Group 16
- **Welcome address**, Malcolm Johnson, Director, ITU Telecommunication Standardization Sector (ITU-T)
- **Opening remarks: Importance of accessible ICTs to developing countries**, Yury Grin, Deputy Director, ITU Telecommunication Development Sector (ITU-D)
- **The Convention on the Rights of Persons with Disabilities, a Blueprint for Accessibility Standards**, Axel Leblois, Executive Director, G3ict
- **Latest developments in standardization and harmonization of accessible ICT - SWG - Accessibility**, Josée Auber and Alex Li, ISO/IEC SWG-A

Opening Session Conclusions (1/2)

- **Convention on the Rights of Persons with Disabilities:**
  - Obligations are generally defined in relation to a desired outcome, rather than in specific technical terms
  - Accessible communications well defined
  - Cover both public and private sectors

→ ***Great opportunity to progress in the development, implementation and deployment of A-ICT standards***

→ ***Need for Partnership among the different key players (Users, Governments, SDOs, Forum/Consortium, ICT-industry, …)***

Opening Session Conclusions (2/2)

- **Some directions to improve partnership:**
  → users have to be involved!

  → create platforms to bring key players together (JCA-AHF, Dynamic coalition, ...)

  → use the existing mechanism for coordination among SDOs (e.g. ITU-T/ISO/IEC)

  → conclude cooperation agreements (e.g. ITU-D/3Gict)

  → ...

Session 1 Programme
Human interfaces: design for accessible ICTs

- **Session Chairman:** Whitney Quesenbery, President, Usability Professionals' Association
- **Designing for universal accessibility,** Bill Curtis-Davidson, IBM
- **ISO work on Ergonomics for accessible ICTs**, Tom Stewart, TC 159/ SC 4
- **ETSI Human Factors activities in the European context (Putting users at the centre of technology)**, Stephen Furner, ETSI Technical Committee Human Factors
- **Making Access Attainable for the Other 25 - 75% of Users with Disabilities: New Standards and Approaches**, Gregg Vanderheiden, University of Wisconsin-Madison

Accessible ICT benefits a wide range of people in many contexts

- Accessible ICTs benefit not only people with disabilities, but also the aging, language learners, technology novices (*Bill Curtis-Davidson*)
- In the “always on 24/7 digital networked economy” exclusion has increasingly negative consequences. (*Stephen Furner, Gregg Vanderheiden)*

New technology challenges the ability for assistive technology to keep up

- In the current model, AT is always trying (and often failing) to keep up with IT (*Gregg Vanderheiden)*
- New wave technologies and fixed-mobile convergence all create accessibility challenges (*Stephen Furner)*
- We must think beyond adaptive assistive technology to provide accessibility in the same way that we provide public libraries or public education (*Gregg Vanderheiden*)

Accessibility must be designed in

- Universal Design (UD) principles align with themes of the Convention (*Bill Curtis-Davidson*)
- ISO 9241 (series) will now include not just accessibility, but will bring ISO 13407: Human-centred design process into one standards family (*Tom Stewart*)
- ETSI HF work includes a wide range of research methods to ensure that standards start with user experience (*Stephen Furner*)

Usability and accessibility must be considered together

Usability

extent to which a system can be used by specified users to achieve specified goals with **efficiency, effectiveness,** and **satisfaction** in a specified context of use
(EN ISO 9241-11)

Accessibility

usability of a product, service, environment or facility by people with the **widest range of capabilities**
(ISO TS 16071)

S1 Conclusions / Recommendations

- Move towards “ubiquitous accessibility”
  - Integrate/harmonize universal design principles into accessibility standards
  - Create standards to support the use of mainstream ICT for accessibility (eg, URC)
  - Build AT features into ICT and networks, so it is universally available
- Focus on usable accessibility
  - Promote the view that accessibility is not complete until the user experience of ICT is usable (effective, efficient, satisfying) for people with disabilities

Session 2 Programme

Accessible contents and services: addressing information deprivation

- **Session Chairman:** Eric Velleman, Director, Bartiméus Accessibility Foundation
- **Information Deprivation and the impact of the Convention on the Rights of Persons with Disabilities**, Martin Gould, National Council on Disability
- **DAISY for Everyone, Development of Accessible Multimedia Standards**, Hiroshi Kawamura, DAISY Consortium
- **Web Accessibility Initiative: Guidelines Development, Harmonisation, Implementation**, Judy Brewer, WAI/W3C
- **IPTV standardization, features and gaps**, Clive Miller, RNIB

S2 Conclusions / Recommendations

- Do not forget the authoring side of the picture (accessibility when creating the content, applications. .ATAG)
- Engage in a thorough process of implementation and planning, involving and addressing
  - involve all stakeholders; adopt harmonised standards in policy frameworks; promote awareness; select supporting authoring tools; train developers; implement accessibility standards; assess conformance; address non-conformance..
- Agree and support with methods and implementation
  - Also address daily routines, trust etc.

S2 Conclusions and Recommendations

- Look at the system as a whole and decide where to input accessibility beforehand
- Development of ICT standards with PWD is crucial to bridge the digital divide
- Universal Design in combination with assistive technologies is the best logical and practical guidelines to develop accessible ICT products and services with reasonable cost
- Critical issues of the whole community, are good subjects of collaborative research by ICT standard development groups and organizations of persons with disabilities

S2 Conclusions and Recommendations

- Follow up for Convention: establish a legal and policy agenda
- agree on national goals and future vision
- lay out practical long-term objectives
- agree on terminology to explain the public
- agree on the means and methods to use for accountability and reporting
- Provide affordable access to information and accessible ICT
- Look at and coordinate with existing standards and work under Mandate 376 by CEN and ETSI (www.econformance.eu)
- WAB Cluster work 23 European partners

Session 3 Programme

Mobility: Wireless Devices and Phones, accessibility and assistive functionalities

- **Session Chairman:** Jim Tobias, President, Inclusive Technologies
- **Universal design approach by NTT DoCoMo (Introducing accessible mobile phones in Japan)**, Yoshinobu Nakamura, NTT DoCoMo
- **Accessible Mobile Technology**, Sean Hayes, Microsoft
- **Mobile ICT for People with Cognitive Disabilities**, Clayton Lewis, University of Colorado

S3 Conclusions and Recommendations

- Wireless is largest and fastest-growing platform for ICT
  - ubiquitous
  - low cost
- Wireless ICT can be an aid to personal mobility
- Diverse ecosystem = consumer choice and customization
  - many hardware, network, services choices
  - 3rd party (AT) hardware and software
- Rapid technological and market changes are a challenge for standardization and regulation
- Location based services and remote management are useful for people with cognitive disabilities

Session 4 Programme
Product development methodologies

- **Session Chairman:** Chiara Giovannini, Program Manager, European Association Representing Consumers in Standardization (ANEC)
- **ITU-T SG 16 work on accessibility guidelines in standards**, Gunnar Hellström, ITU
- **Structuring development processes to achieve global accessibility compliance**, Roman Longoria, Computer Associates
- **ISO 9000 quality management systems and accessibility** , Sean McCurtain, ISO

S4 Presentation 1

"ITU-T SG 16 work on accessibility guidelines in standards" Gunnar Hellström

- Detailed guidelines for Accessibility designers of communication systems
- Go through the checklist for each new standardisation work item
- Expand the views wherever needed
- Get interested – read background material
- Create a communications world for all

S4 Presentation 2

"Good practices perspective: development methodologies can take into account accessibility" Roman Longoria, CA

- Institutionalize accessibility
- Ensure return on Investment
- It is not costly
- Structuring Development Processes
- Create a "Center of Excellence" to assist in training and testing

S4 Presentation 3

"Extension of ISO 9000 product quality standards for accessibility in products" Sean Mac Curtain

- ISO 9001 allows organizations to include accessibility issues as intrinsic part of their management processes
- ISO/IEC Guide 71 to be better exploited for design and development of products
- Accessibility to become an integrated part of the management processes of organizations

S4 Recommendations

- Include ITU-T SG 16 accessibility guidelines in G3ict toolkit for policy-makers
- Create a “Center of Excellence” to assist in ICT accessibility training and testing
- Accessibility to become an integrated part of the management processes of organizations through standards

S4 Conclusions

- Several ICT accessibility standards but not many accessibility products
- From standards to practice: how to bridge the accessibility gap?
- UN convention enables States to ensure standards are implemented (art 9.2 a)
- On-going development of accessibility standards: products development methodologies to implement design and performance standards?

Session 5 Programme

The role of government in supporting accessibility standards

- **Session Chairman:** Kevin Carey, Director, humanITy and Vice Chair, Royal National Institute of Blind People (RNIB)
- **Government support of accessibility standards: Best Practices**, Cynthia D. Waddell, International Center for Disability Resources on the Internet (ICDRI)
- **Recent US Regulatory Updates: Finished & Unfinished Business,** Jim Tobias, TEITAC and Inclusive Technologies
- **EU work on accessibility standards**, Inmaculada Placencia Porrero, European Commission Directorate General Employment, Social Affairs, and Equal Opportunities and Martina Sindelar, DG Enterprise and Industry

S5 Conclusions

Government should:

- Mainstream disability issues and systematically engage stakeholders;
- Develop and utilise an accessibility ICT procurement toolkit;
- Monitor emerging technologies for accessibility implications;
- Consider accessible ICT within its holistic cultural and professional context;
- Frame procurement requirements in task specific rather than in abstract terms;
- Incorporate accessibility into mainstream standards development for inclusion in industrial and social policies;
- Participate in global negotiations to establish accessibility standards to secure larger markets.