

Accesible Americas IV: *ICT for ALL*

ITU-D VISION AND WORK ON DIGITAL INCLUSION FOR PERSONS WITH DISABILITIES

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ITU: Specialized Agency of the United Nations for Information and Communication Technologies (ICT)

1865

2017



- **Founded in Paris in 1865**
 - ✓ + 150 years of experience and innovation
- **+1,000 ITU Members:**
 - ✓ 193 Member States (countries)
 - ✓ + 700 Sector Members and Associates
 - ✓ + 120 Academic Members



ITU: Specialized Agency of the United Nations for Information and Communication Technologies (ICT)



➤ ITU Structure

1. **ITU-D Development:** Promotes international cooperation and ensures the provision of technical assistance to the Member States in the creation, development and improvement of telecommunications / ICT policies, equipment and networks.
 - ✓ **Digital Inclusion for persons with specific needs (women, children and youth, persons with disabilities, Indigenous People) and the use of ICT for the economic and social development of these people.**
2. **ITU-T Standardization:** Produces ICT technical standards to ensure interoperability
3. **ITU-R Radiocommunication:** ITU-R Coordinates global wireless communication
4. **General Secretariat:** Provides inter-sectorial coordination within the organization.



ITU: Specialized Agency of the United Nations for Information and Communication Technologies (ICT)

➤ Presence at the global level

- ✓ Headquarters in Geneva
- ✓ 1 office in New York
- ✓ 5 regional offices (AMS - Brasilia, Brazil)
- ✓ 8 area offices (AMS: Tegucigalpa, Honduras; Santiago, Chile; Bridgetown, Barbados)





ITU is committed to connecting the world and all people without any discrimination

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Report Strategic Goals ITU-R Objectives ITU-T Objectives ITU-D Objectives Inter-Sectoral Objectives Enablers by General Secretariat

Goal 1: Growth Goal 2: Inclusiveness Goal 3: Sustainability Goal 4: Innovation and partnership

Strategic Goals of the Union

ITU Annual Report 2015

YOU ARE HERE HOME > ITU'S ANNUAL REPORT 2015 > STRATEGIC GOALS

SHARE

➤ Goal 2 Inclusiveness:

Target 2.5.B:

Enabling environments ensuring accessible telecommunication/ICT for persons with disabilities should be established in all countries by 2020



Goal 1: Growth
Enabling and fostering access to and increased use of ICTs.

Goal 2: Inclusiveness
Bridging the digital divide and providing broadband for all.

Goal 3: Sustainability
Managing challenges resulting from ICT development.

Goal 4: Innovation and partnership
Lead, improve and adapt to the changing telecommunication/ICT environment





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 #ICT4SDG

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About Accessibility Join ITU-D Partners Projects Publications Regional Presence TDAG WTDC Study Groups

DIGITAL INCLUSION

BOOKshop

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Indigenous Peoples
 Persons with Disabilities
 Women and Girls
 Youth and Children
 UN Links
 Digital Inclusion Resolutions
 Digital Inclusion Reports and Resources
 Digital Inclusion Events
 Digital Inclusion Archive

DIGITAL INCLUSION FOR PEOPLE WITH SPECIFIC NEEDS

Digital Inclusion means empowering people through information and communication technologies (ICTs). The Digital Inclusion activities of the BDT are designed to promote ICT accessibility and use for the social and economic development of people with specific needs, including indigenous peoples and people living in rural areas; persons with disabilities; women and girls; and youth and children.

Our work includes sharing information and raising awareness on policies, legislation, regulations and business practices that promote digital inclusion, including through this website, the Girls in ICT Portal, the Model ICT Accessibility Policy Report, the report "Digital opportunities: Innovative ICT solutions for youth employment", the report "Coding bootcamps: a strategy for youth employment", the Youth Employment and Entrepreneurship Resources Database, our blog, publications and awareness-raising events. This work takes a holistic approach, recognizing that activities for one group also positively impact the other groups.

INDIGENOUS PEOPLES

ICTs can empower indigenous peoples. Indigenous peoples can use ICTs for capacity building, community development and to promote, preserve and protect their indigenous culture.

More >

PERSONS WITH DISABILITIES

Over 1 billion people living with some form of disability and growing numbers of senior citizens are often cut off from the digital revolution when ICTs lack accessibility features. Ensuring widely available, affordable accessible and assistive technologies requires innovative business, policy and regulatory practices.

More >

WOMEN AND GIRLS

Women play a key role in reducing poverty and promoting social and economic development, for themselves, their families and their countries. ICT is an essential tool for

YOUTH AND CHILDREN

Youth and children with access to information and communication technologies (ICTs) are coming of age as digital natives, the early adopters of ICTs and better

DIGITAL INCLUSION NEWSLOG

News Highlights Toolkits

Glenn Investment Fund for Electronic Communications supplies ICT infrastructure and training to build smart communities

Thailand will train 1,000 digital literacy trainers and expand broadband infrastructure in rural areas

Colombian Library Bus brings satellite internet to indigenous communities

WTDC-17: Together for an #accessible world

WTDC-17: Digital skills and job creation opportunities for women and girls

GIRLS IN ICT PORTAL

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Girls in ICT Portal

Ensured roadblocks. Obsolete archaisms

MODEL ICT ACCESSIBILITY POLICY REPORT

Model ICT Accessibility Policy Report

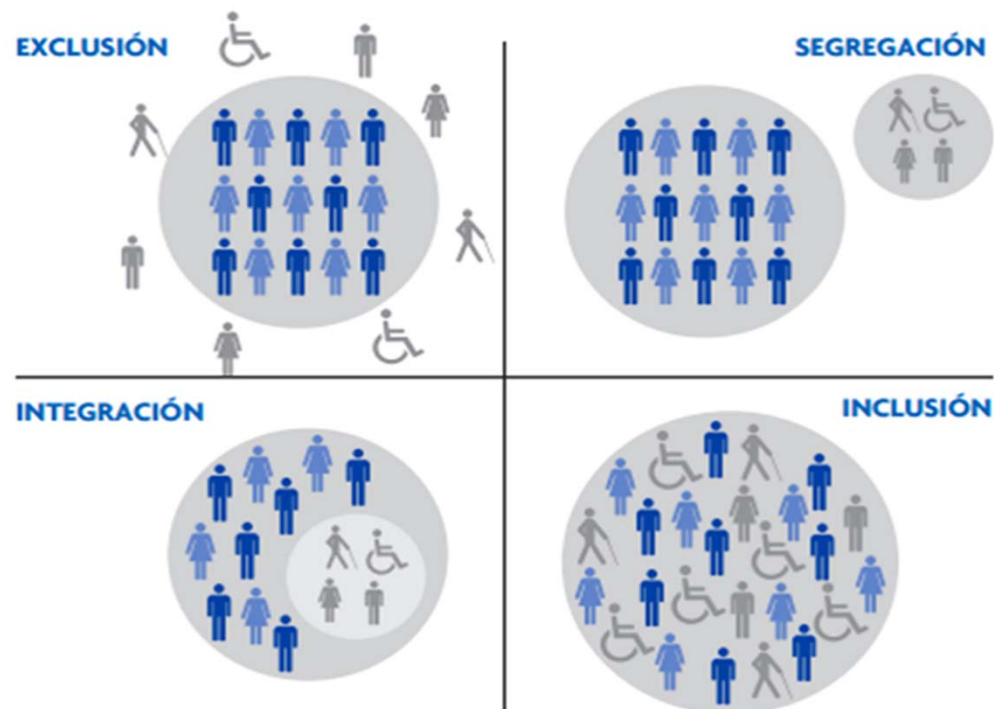
Since 2006 ITU-D and Digital Inclusion

- Digital inclusion means the empowerment of people through information and communication technologies (ICT).
- The activities of BDT in the field of digital inclusion are designed to promote the accessibility of ICTs and their use for the social and economic development of people with specific needs such as:
 - ✓ persons with disabilities (PwD),
 - ✓ Indigenous People and people living in rural areas;
 - ✓ women and girls and
 - ✓ children and young people



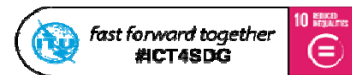
FROM INTEGRATION TO INCLUSION

Digital inclusion contribute to social inclusion and economic development of PwD





UN – Global effort for digital inclusion



SDG10 Reduce Inequalities

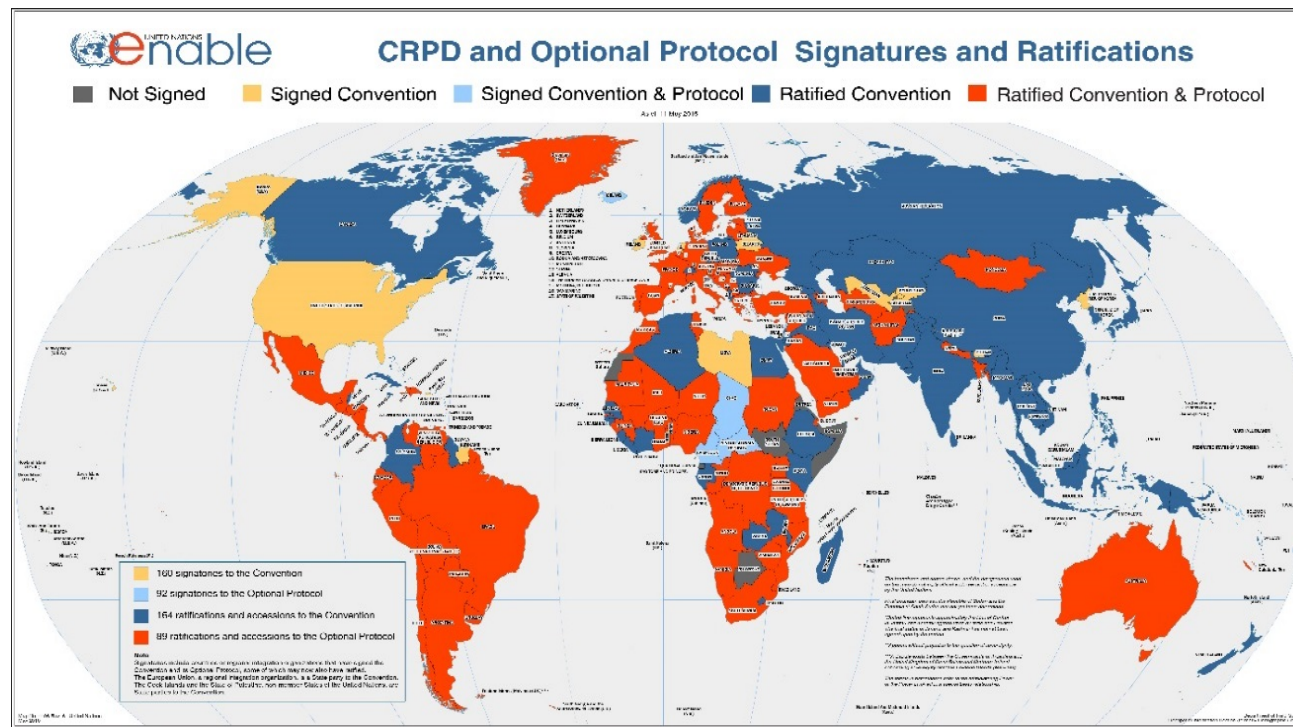
- The inclusive development agenda on disability matters for the entire United Nations system.
- The Sustainable Development Goals highlight the impact of ICTs on the economic and social development of people with disabilities.
 - ✓ ICTs can **ensure digital inclusion** for people with disabilities.
 - ✓ The use of Information and Communication Technologies (ICTs) allows the **removal of many of the remaining barriers** faced by persons with disabilities.





UN: Convention on the Rights of Persons with Disabilities (CRPD)

- **November 2017:**
 - ✓ 175 countries have ratified the CRPD
 - ✓ 160 countries have signed the CRPD





UN CRPD y las TIC (Artículos 9 y 30)

- **ensure access** for people with disabilities **PwD**, on an equal basis, ... to **information and communications, including ICT systems and information technologies and communications.**
- identification and **elimination of obstacles and barriers to access**, will apply, among other things, to: **information, communications** and other services, including electronic and emergency services.
- ensure that PwD: ... have **access to television programs** [and] movies ... in accessible formats.

**Access of PwD to ICT in equal conditions
elimination of barriers**



Why PwD are important? Global figures

- The World Health Organization (WHO) estimates that there are *“over 1 billion people living with a type of disability”*.



1,000,000,000



Why PwD are important? Global figures

- WHO: **1.1 billion youth** (between the ages of 12 to 35 years) are at risk of hearing loss due to unsafe listening practices due to:

- ✓ loud volumes;
- ✓ prolonged duration;
- ✓ regular/habitual exposure;

- Making Listening Safe Initiative 2015



- ✓ Create a Global Partnership to promote safe listening
- ✓ Develop standards for safe listening devices

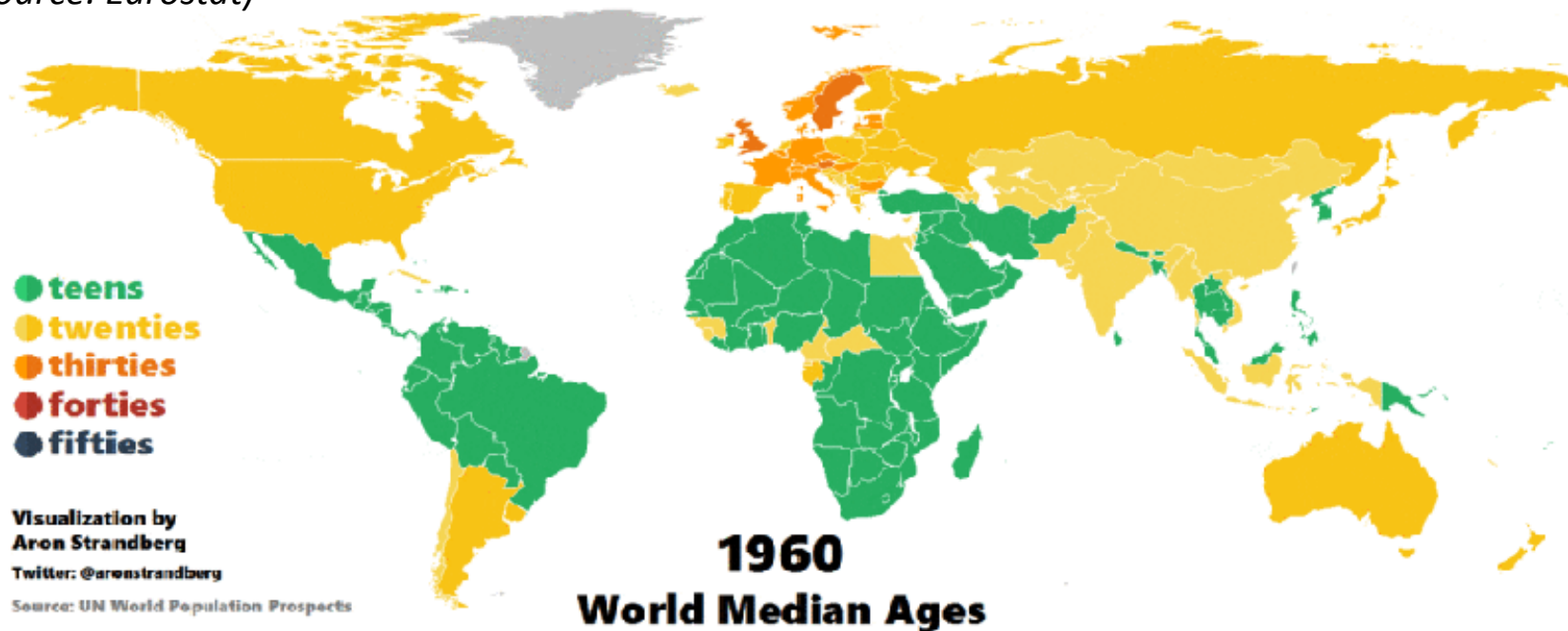


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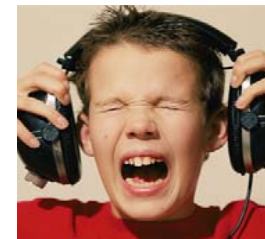
Why PwD are important ? Global figures

- In **1960** there were on average about **3 young persons** for every **1 elderly person**, by **2060** there may be for each **1 young person more than 2 elderly people**.
- **Global population are ageing** so increasing numbers of people will need assistance coping with **age related disabilities** such as poor vision, hearing loss, limited mobility and cognitive difficulties.
(Source: Eurostat)



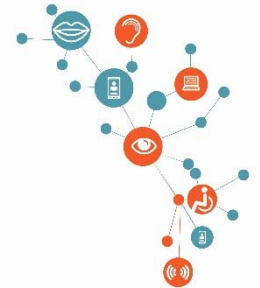


Why accessibility is important?



- **1 000 000 000** of people living with some type of disability
- **2 000 000 000** people aged 65 and over, planned in 2050
people with disabilities related to their age
617 000 000 people aged 65 and over (in 2016)
- **1 100 000 000** niños y jóvenes en riesgo de perder audición





Key drivers for inclusion and strategic approach : Accessibility a business opportunity

1. It is the **right** thing to do.
2. It is a **legal** obligation
3. People with Disabilities are **customers**:
 - Up to 20% will directly benefit from improvements to accessibility
 - Un estimate of 50% will benefit indirectly
4. The global market for disability **is worth** and represent currently

2017 \$1.3 trillion – for only 1 billion PwD .

2050 \$???. trillion – for over 3 billion PwD .





Why is it important that ICTs are accessible?

- **ICTs are necessary** to achieve access to:
 - ✓ information / communication
 - ✓ education
 - ✓ working market
 - ✓ public services (health, government, emergency)
- **ICTs are fundamental** to achieve:
 - ✓ social inclusion
 - ✓ economic development
- **ICTs are indispensable** for people with disabilities (PwD) to have an independent life such as people without disabilities



For all the above, ICT must be accessible for PwD



Define **A**ccessible, **A**ssistive and **A**ffordable ICTs

➤ **ACCESSIBLE** ICTs = ICTs for ALL

- ✓ have included accessibility features from manufacture stage
- ✓ anyone can use them or not, according to their desire or need

➤ **ASSISTIVE** technologies/ ICTs = *complement of accessible ICTs*

- ✓ devices added to an equipment to enable or compensate for functional, motor, sensory or intellectual limitations of PwD

➤ **AFFORDABLE** ICTs

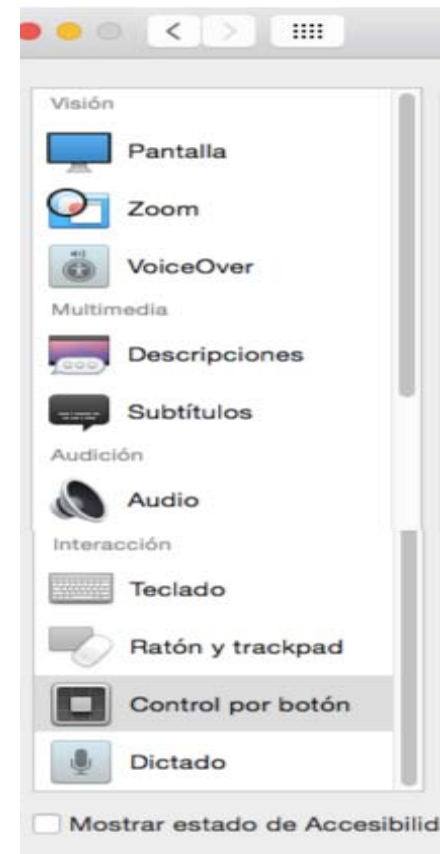
- ✓ The PwD have to have the economic possibility of acquiring these technologies

ICT must be ACCESSIBLE AND AFFORDABLE for PwD



Examples of Accessible Technology

Computers, mobile phones, etc.





KEY ACTIVITIES AND RESOURCES TO PROMOTE ICT ACCESSIBILITY FOR PWD

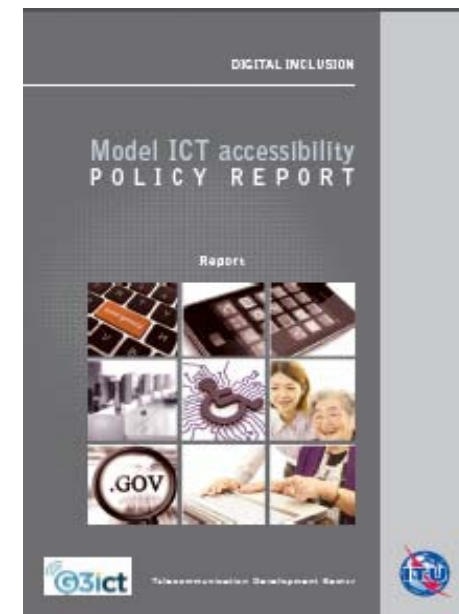
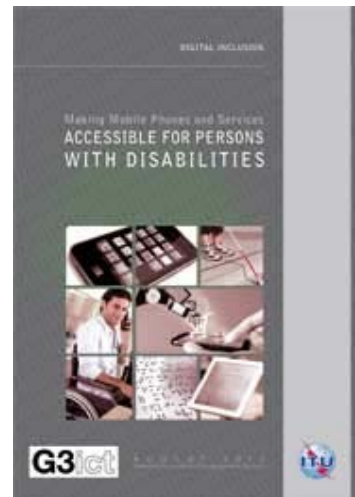
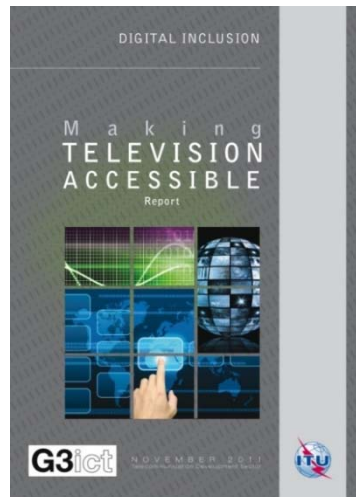
- **Provide specialized knowledge and advice** in the field of ICT accessibility to ITU Members to support them in the implementation of ICT accessibility initiatives in their countries;
- **Organize meetings / raise awareness /** of the need to promote the accessibility of ICT to governments, regulators, industry, private sector, NGOs, etc. during global and regional meetings (e.g. Accessible Americas – WSIS Forums, EU, Africa Regional Meetings etc.)
- **Develop key resources** to facilitate understanding of the ICT accessibility
 - ✓ ITU-G3ict accessibility toolkit
 - ✓ ITU-G3ict guidelines on accessibility of ICT
 - ✓ Training courses on ICT accessibility topics
- **Advise ITU Members in their work within ITU-D Study Group on Question 7** dealing with ICT accessibility issues
- **Participate in the work of the UN** on accessibility issues



KEY RESOURCES - MATERIALS AND GUIDELINES

<http://www.itu.int/en/ITU-D/Digital-Inclusion/Persons-with-Disabilities/resources>

- Provides guidelines and regulatory frameworks on ICT accessibility for PwD
- Tools for countries to develop their own policies and regulations
- Freely available online in: Arabic, Chinese, Spanish, French, **English**, Russian
- Available also in accessible e-Book / PDF version





KEY ACTIVITIES TO PROMOTE ICT ACCESSIBILITY FOR PwD

- Assist ITU Members in designing policies and implementing strategies to promote and implement services and solutions that provide access to telecommunications / ICT for PwD / share good practices at global level
- **ITU-D Study Groups Question 7/1 "Access to Telecommunications / ICT services for people with disabilities and with specific needs" (2018-2021)**

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ITU-D Study Groups

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ABOUT ITU-D STUDY GROUPS

ITU-D Study Groups provide an opportunity for all Member States and Sector Members (including Associates and Academia) to share experiences, present ideas, exchange views, and achieve consensus on appropriate strategies to address ICT priorities. ITU-D Study Groups are responsible for developing Reports, Guidelines, and Recommendations based on input received from the membership. Information is gathered through surveys, contributions and case studies and is made available for easy access by the membership using content management and web publication tools. The Study Groups examine specific task-oriented telecommunication/ICT questions of priority to developing countries, to support them in achieving their development goals.

Meetings

Outputs agreed on in the ITU-D Study Groups, and related reference material, are used as input for the implementation of policies, strategies, projects and special initiatives in Member States. These activities also serve to strengthen the shared knowledge base of the membership. Sharing of topics of common interest is carried out through face-to-face meetings, online e-Forum and remote participation in an atmosphere that encourages open debate and exchange of information and for receiving input from experts on the topics under study.

Meetings

First meeting of ITU-D Study Group 1 (2018-2021 study period)
30 April - 4 May 2018, Switzerland [Geneva]
First meeting of ITU-D Study Group 2 (2018-2021 study period)
7 - 11 May 2018, Switzerland [Geneva]
ITU-D Study Group 1 Rapporteur Group meetings
17 - 20 September 2018, Switzerland [Geneva]
ITU-D Study Group 2 Rapporteur Group meetings
1 - 12 October 2018, Switzerland [Geneva]

More meetings...

SOCIAL MEDIA

Tweets by @ITU_BOTDirector

Stratama Sanoa Retweeted

Deligate 8640168

Recommendations

The mandate of STUDY GROUP 1 on "Enabling environment for the development of

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ITU-D STUDY GROUPS 1 AND 2

Scale

QUESTIONS UNDER STUDY

Select Study Group

Question 1/1 Strategies and policies for the deployment of broadband in developing countries

Study Group 1

Question 2/1 Strategies, policies, regulations and methods of migration and adoption of digital broadcasting and implementation of new services

Study Group 2

Question 3/1 Emerging technologies, including cloud computing, in services, and OTTs: Challenges and opportunities, economic and policy impact for developing countries

Meetings

Question 4/1 Economic policies and methods of determining the costs of services related to national telecommunication/ICT networks

Circulars

Question 5/1 Telecommunication/ICTs for rural and remote areas

Documents

Question 6/1 Promoting information protection and rights users, regulation, economic factors, consumer networks

Registration

Question 7/1 **Access to telecommunication/ICT services by persons with disabilities and other persons with specific needs**

Follow-ups

Question 8/1 Creating the smart cities and society: Employing ICTs for sustainable social and economic development

Deligate

Question 9/1 Telecommunication/ICTs for youth

Question 10/1 Securing information and communication networks: Best practices for developing a culture of cybersecurity

Recommendations

Question 11/1 Assistance to developing countries for implementing confidence and interoperability (CAI) programmes and creating trusted/ICT apparatus and host of mobile devices

Publications

Question 12/1 Mitigating telecommunication/ICTs for disaster risk reduction and management

Practice study

Question 13/1 ICTs and the environment

Innovation in study groups

Question 14/1 Strategies and policies concerning human exposure to electromagnetic fields

Case study library

Question 15/1

Collaborative tools

Contact us



KEY RESOURCES – CAPACITY BUILDING IN ICT ACCESSIBILITY

- **Strengthen capacity of ITU Members on ICT accessibility (provision of trainings, share best practices, etc.) through:**
 - ✓ **Training courses on ICT Accessibility (all topics)**
In person within ITU-D Study Group Question 7/1 (Access to telecommunication/ICT Services by PwD and with specific needs) 2014-2017
 - ✓ **Training courses on Public Procurement of accessible ICTs**
On-line through ITU Academy 2015, 2016
 - ✓ **new in 2018! 3 self-paced training courses on**
 - Introduction to accessible ICTs
 - ICT accessibility policy, regulation and standards
 - Introduction to public procurement of accessible ICT
 - ✓ **new in 2018! Tutorial videos on web accessibility**
 - Accessible Digital Content and Remediation





KEY RESOURCES

Nacional Program on Web Accessibility “Web for @II”

This Program is designed to:

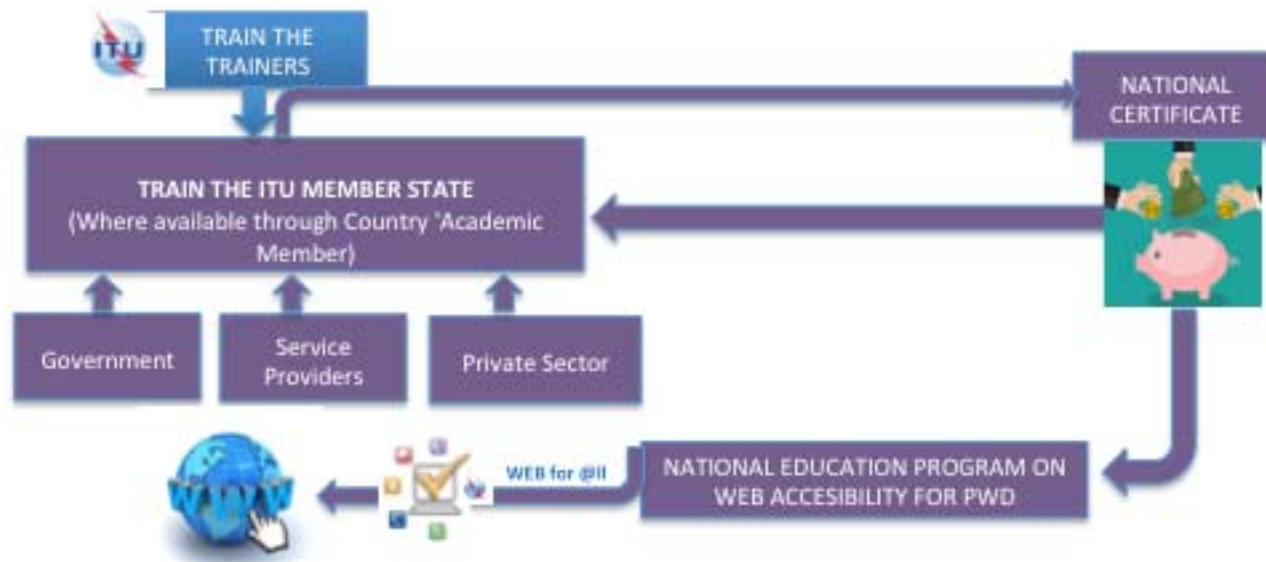
- **Raise awareness among the Government** and stakeholders involved in ICT accessibility that providing accessible content and websites, PwD will be able to access information, study, work, socialize and enhance their full economic and social development.
- **Develop national capacities (train the trainers) based on international standards in web accessibility in:**
 - ✓ Development of accessible digital content (Word, PDF, PP Excel) and remediation
 - ✓ Design and develop accessible websiteso that the countries can replicate these capacities and ensure that the public (and private) information and services is available to all citizens including PwD.
- Incentivize governments (decision makers) in the **creation of a national digital ICT accessibility ecosystem** that contribute to digital and social inclusion of PwD in their respective countries (*proposal of a self-sustainable model of digital inclusion of PwD*).



KEY RESOURCES

Self-sustaining model of education for PWD in the use of ICT

- ✓ A transparent self-sustainable national model
- ✓ Ensures dissemination of skills at national level with related certification in: accessible digital content and in the design and development of accessible websites
- ✓ The funds generated by the national certification will be shared between: the national training provider and a national fund created to educate and train PwD in the use of ICT to may navigate the Internet and benefit of information, products and services like other citizens.

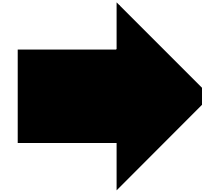




CONCLUSION

KEY ISSUES IN ICT ACCESSIBILITY TO BE CONSIDERED BY ALL

- **Raise awareness among all national key stakeholders** (Government, Broadcasters, Industry, Private Sector, NGOs etc)–about the need to promote ICT Accessibility;
- **Build consensus and inclusive policy-making** through encouraging national and regional debates to promote ICT Accessibility.
- **Mainstream ICT Accessibility** through inclusive language, definitions, and provisions in national policies, laws & regulations;
- **Identify key steps to promote ICT Accessibility to industry makers and local content providers** such as making accessible content and devices(public and mobile phones, TV sets) available;
- **Promote clear targets, periodic monitoring and evaluation** to ensure implementation of national ICT Accessibility policies and services;
- **Encourage national trainings and educational programs** on disability topics
- **Promote localization**, for example of voice recognition and text-to speech interfaces – to ensure local relevance and uptake;
- **Involve and consult with PwD in all national related processes in ICT Accessibility** and embracing the principle of '*nothing about us without us*'.



**ITU-D works to make technology and content accessible to ALL so contribute to build an inclusive society!
JOIN ITU-D IN ITS WORK FOR DIGITAL INCLUSION**



EVERYBODY'S WORK CAN MAKE A DIFFERENCE BUT ONLY WORKING TOGETHER WE CAN MAKE THE CHANGE!

Thank you for your attention!

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