April Accessibility Program Managers Meeting Captioned Text

April 8, 2019

The April 8, 2019 Accessibility Program Manager Meeting was hosted by the General Services Administration, Office of Government-wide Policy at GSA Headquarters in Washington, DC.

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--- BEGIN CAPTIONED TEXT ---

Good morning, everyone.

Good morning.

Thank you. Welcome, welcome, welcome. Who is sitting in the far back all by herself, not to put her on the spot?

[ speaker is off-mic ]

I am coming to get you, Rebecca or Mike. Somebody is coming to get you. Welcome. We welcome you, actually this is our first accessibility community meeting. It's the first of this year. Wow. And I am thankful that all of you are here. I am going to be quick. Bathrooms are out and to your right. If you have any other questions, you can ask myself or Avis who is out in registration. And enjoy yourselves. We are here to learn from you and you learn from us. So I asked that we attract. This is not for all of us to talk and you listen to us and get bored. So interact with us. Okay? And interact with each other. John?

Thank you. For those that do not know me, I am John Sullivan. Yvette, Mike, Avis, and Arthur and I I.T. programmers here and provide technical assistance along with our accessibility board France. I'm glad to see them here. In total, the goal of this all is to create a community of sharing where we can leverage the resources and help promote this.

Where are we here? Yes, we had to shut down and we did not have our meeting that was scheduled the first week of February because that was to pick up a lot of so this is the first time we are doing this this year. We are currently, we have done the analysis of the February program reporting that agencies provide and we are the middle of printing that out and putting it together and Mike is handling that. From that, there is eight perennial discussion out of Ellen be about what is the purpose of all of this agency self reporting. It is far broader than the 508 piece of it. There is continual push to take the burden off of agencies and self reporting and reporting is only useful when it is useful to you. And so that is what we really want to accomplish here today is to take a look at you are running Section 508 accessibility programs, what you need in terms of information and data to manager program. And can we not come up with a common core of measures that help you manage your programs? Is someone who has been around data reporting for many years, if it's not important to you, you don't care about the quality of the data. That is the bottom line in all of these things, whether it is enterprise architecture, security, all of these other things that we report on. So we are trying to take the opportunity to have a discussion of what makes sense, you run these programs, what makes sense for you to measure and we can find that comment entity and make those recommendations into the update of the OMB process, the integrated data collection that is run quarterly but Section 508 has always just been to of those gorgeous, February and August and other stuff is to quarterly. We also, one of my other programs, they do quarterly reporting and they completely changed the metrics around that. So we have an opportunity here. You although the 21st century idea act was passed in December in the middle of the furlough. There's no direction that has come out yet from Allenby as to what that entails. It does reference agency reporting and understanding what it means to bring your agency's websites up to par with the act. And you will see there are schools holding meetings tell you what that act is but no official word has come out on that. However, we do know we redid the act. It does not introduce anything new. It's corrals together several things that are important in terms of design of predominately websites and digital services and we are happy to report that Section 508 requirements is the first one on the list. Nothing changes in terms of what you have to do to make things accessible. But I will say that what we will do here today will hopefully influence whatever IDEA act reporting will involve, obviously accessibility will have relationship if not be a part of that. And so I think if we can proactively come up with measures that make sense for us to measure our programs, we are in good standing so that is my goal of the day. The second part, so we are going to spend, the bulk of the day in the morning, we will be doing that. In the middle, we are then going to look at some of how we were together in the community and start looking for active volunteers and things. So be looking, no ducking out when we get to that part. And then, in the afternoon, we are going to, we want to understand training needs. We went to do an assessment of everyone's training, what training you need out of us, what training can you get out of each other, so there's no point in us, many people in this room, different agencies are spending contractor dollars to develop training and how do we do a better job with coordinating that and looking at a kind of where we get all of that. We cannot recommend commercial training but we know this world is full of commercial training all around us and our knowledge of how that works for us is knowledge we can share amongst ourselves. So with that, I think we've got a good day. And glad you are all here. I think we will have more people coming in. The logistics, can everyone hear me pretty well?

[ speaker is off-mic ]

Okay, Michelle. We will work on that. And we will get things, we do have logistics of the room. I think the room should cool down a little bit. My preference is that it does pretty quickly. But we will get going. So I am going to turn the first session over to Mike Horton. He is the newest member of my team here at GSA. And he comes out of industry and many years at FEMA as the 508 coordinator and so he will lead our conversation here around the metrics. So I will turn it over.

Thank you. Good morning, everyone. Is that better? Can you hear me? Excellent. As John mentioned, we are going to do a little work together on performance metrics. Again, I want you guys to have skin in the game. I came in after the August OMB reporting period and kind of worked with that a little bit. And then the furlough happened and we had to get going pretty quickly. And so there were a lot of lessons learned, a lot of feedback from folks so I appreciate that. And I am hoping that this August coming up will be a little bit better. I will understand the tools a little bit more but certainly if you have any feedback you can direct it to me. And I will make sure that we get that going. This session is a teambuilding session. Hopefully you're sitting with someone that you do not know. That's not only because of the different opportunities to meet someone else, but we are not just getting sort of the same answers or maybe they are skewed or biased based on how your agency works, not that that's a bad thing, but we want to do that. Also, helping you today will be Robert Baker from DHS. He is waving his hand to my right. And so we will do our run through a little bit of the exercises, some primers, not a lot of information at a really what your thoughts on what is meaningful to you at your level and then we will let you guys chat for 20 minutes or so. If you need more time, we can figure that out. We have about an hour and a half. And then someone will describe those either on the whiteboard, easels, however you want to do it, right down what your metrics are that we assign, and what we will do is take, we will probably look, we will take a couple of tables together to tackle the topic and you will collaborate and come up with ideas and we will review those and do our best to high level this priority and we will take that back and continue to refine that throughout the community as well. So on the notes, let me see if I can get this thing working. So again, our overview, I will give you that a little bit on measuring performance and exercise itself. So again, today is about collaboration, meeting each other and talking about our unique issues. We are all different. But really, it is to identify the next generation of measurements for our agency so we can understand the majority of our program at our agency as well as gauge accessibility of the ICT at our agency. And then that allows us to use the data to reduce the reporting burden. It allows us to increase the maturity of the agent the programs. And again, the bigger goal is to make sure that our products are accessible to people with disabilities. Again, we have challenges. They are all big and small and in between sized agencies. The resources are different. Some are pretty stable. Some agencies experience a lot of turnover. It's not just, they are the only person that they don't know anything about and they got into it six months ago maybe. We have different users of the data. You want to use data to ensure your program and OMB wants to understand the success of your program. We at GSA want to understand where your challenges are and where you can help fill the gaps, governmentwide collaboration. If someone is developing something useful for someone else, there's no use for us to reinvent the wheel so we can have economies of scale there. Again, our opportunities, you can normalize and share these metrics. The more we simply, the better we can do analytics on it, the better we can understand challenges that become actionable. So we want to have data we can do something with that of just say that is nice to know. We also have an opportunity to automate. If you can standardize and normalize, we can automate. We want to use the digital dashboard in an increasing opportunity to evaluate compliance. If we can automate the data and give you additional data you did I have to drum up or record in your testing, that's a good thing. Also allows us to standardize, but there is commonality between processes and policies and procedures. Every agency is different. Got a different flavor audit based on their size. At the end of the day, this also have to make sure that are hunters make sure had to comply so they can create accessible product and they can document that and improve I.T. accessibility. So a little bit on performance, this is high level, just to get your brains going, we went to have good data and there's only a couple of ways to get good data and that is for it to be reliable and valid. So we do not want to take a swing at it. We want to know that it is something we can measure consistently through a repeatable process that gets us the same output so reliability refers to the stability and repeatability of measures. Validity refers to the extent of which you are actually measuring what you are intending to measure. Steps to ensure that is useful is to develop an operational definition for each data point for how you will be executing your procedures to establish that data point and then develop specific and precise procedures for collecting and recording that data. From principles of performance measures, again, you want to know why you are measuring and how it is used. Again, this is what John had. We want you to have skin in the game, why you are doing it, why is it useful for you. We need you to have some skin in the game. You want to measure the critical few and not the trivial many. I think for this session, that is at the importance. But I think, in the long run, there are some metadata that might be useful in an environment where you are resourced enough to have those measurements. Not all of us are resourced week where we can have the trivial many that only push us forward. So I think it depends on the maturity on what is beneficial. So you may be fully mature and your critical few are not helping you move the needle and you need more data. I think we will have this conversation in a couple of years anyway. I hope is that we are all elevated in our maturity levels and the data we are collecting is not helping us move forward so I would like to have this conversation in a couple of years. You want to measure the drivers of your performance. So again, what are those you can show your leadership to help you get resources, policies, and tools you need in order to record and measure what you are doing. You want to include internal and external perspectives. Again, this community is a good help. There are different sizes of agencies, as I said. The disability community itself, we can test to see if we are collecting the right stuff and moving the needle. And there's feedback. That is what I am looking for here today. I will give it to you in response to what we do today. It is a give and take that we need that feed back to move in the right direction. And a little bit more on those principles, to adjust the monetary measures for inflation and present value, and again that depends on the maturity of the program and really we see this a lot, the smart measures, specific, measurable, actionable, relevant, and timely, and I think they all apply. But really, at the end of the day, I focus on the A, what can I do with the data that I am collecting. Is it just I am collecting it and I cannot do anything with it? Then I do not know why I am collecting it. Developing a family of measures, again, here is, Robert, what was the word you used earlier? I'm sorry.

Derived measures.

So we want to make sure that the data we are collecting can allow us to drive or extrapolate and make other sound assumptions about what is going on or what may be going on or if one particular data metric is not giving us enough that adding one or two more that are related might help us understand more about what we are doing. So all of the family of measures go toward the outcome. In this graphic, we have outcomes at the center with five metrics on the outside which are productivity, efficiency and effectiveness, quality, timeliness, and the cycle time.

This is logic model definition. Logic models are useful tools for understanding how the program functions intern for identifying appropriate measures for performance. And they provide a visual representation or can provide visual representation of the relationships between each of the steps in the process. So the variables of that process are your inputs, your raw materials, so there is going to be your website, for example, your process. An example would be your trusted tester so how do you evaluate that website and the outputs so the direct products of those activities so that's just data, true or false, did it comply or did it not and then you have your outcomes and immediate results for your outputs and you have your realization of your long-term outcomes that go toward the desires and intended purpose of your program which, in my mind, the program maturity and the accessibility of I.T. go hand-in-hand I do not think you can have one without the other. You might disagree but I think there is a fundamental connection between our programs maturity and the ability to do the work and succeed at having accessible I.T.. So an example of that logic model would be the trusted tester, ICT evaluation. So you have the trusted tester, certified tested trusted tester, just a website, you run into that tester process, they evaluate, identify defects based on that, and the output of that would be some documentation that records that and determine how the program wants to move forward with that, whether they are going to approve, release, delay release, make recommendations or remediation, some other procedural point there, and at the end of the day, that results in your accessible product. So that would be that logic model. If you had been the one to complete the OMB reporting for the last handful of years, those are comprised of primarily two types of questions. One is a table that lists the five metrics so that would be across acquisition, lifecycle activities, testing and evaluation, complaints process, and training. Does our the categories and that is on the next slide and I might use that so again, acquisition, lifecycle, testing, complaints, training, those are the five maturity metrics. We also have those measures are those maturity levels for the agency. Let me describe those here again to refresh your memory. So ad hoc program or for that particular metric would be where there is no formal policy, procedure, or process that is defined. Planned is that policies, processes, and procedures are defined and gated. Resources is where resources are committed and/or staff trained to implement policies, procedures, and processes. And measured is validation is performed, results are measured attract. That is where we are training where we are at his across these five metrics and the four measures for the program. On the next slide here, I will give an example, for plans, I have a yes or no, again that is policies, procedures are communicated and defined, you either have it or you don't and it is not necessarily a quantitative piece of data, it is not a number, necessarily, or maybe do you have, we have identified things you should have a new either do or do not. The other one is resources that you have and they tend to be more numbers and measures. And so in this example for a plans metric, I have categorized a couple of things that we could consider tracking to help us understand where our program is. So if you are ad hoc, you are just ad hoc and there is nothing to to fight. In order to move to the next level, we need to define what those things are that mean that. Planned is where policies, processes, procedures are defined and communicated so again I think this is a pretty good place where we can just say for acquisition, again, as an example, we have defined and communicated a process for our exceptions. For the lifecycle activities, we would have 508 review criteria institutionalized across our enterprise processes. For test and evaluation, you have a test process that the agency uses. This has been approved across the agency. These are yes or no questions. Training, do you have a training plan, what is that training plan, what does it constitute, what are the resources, they are in that plan for your employees and then how, do you have a communication plan, and outreach plan to share those across your agency and make sure that people use those things that are available. There are a couple of things here and I think they fall into the product management category that we can track is do you have a Section 508 coordinator. Some agencies do not. Or they are in a revolving chair. Do you have a policy in place that speaks to Section 508 and how it will be carried out in your agent the? Does your coordinator participate in the 508 community, things like these, because that is how we get all our ideas to figure out how to move things forward and if they are just unable to participate in the community, they are not as effective as they could be because there are all these shared resources. So that is kind of the set up.

[ speaker is off-mic ]

I can't. Hold on. I will get you a microphone.

[ speaker is off-mic ]

Testing.

I would like to point out the example they put up here for lifecycle which is Section 508 review criteria institutionalized in the process, I would like to stretch out thinking about analyzing the maturity of our 508 integration. This is low hanging fruit and saying we have a decision coin and how we are going to assess conformance in the enterprise architecture. However when you move down the maturity levels, it gets more challenging to think about how you are going to count things for what you are going to look for. Some agencies, we look at X number two seat if they are 508 conforming or not. That is one way of looking at it. But you what is your real goal, is it to look at it or is your real goal to expand the conformance of the items that are on your inventory? So that indicate it is a direct metric where you perform eight review and you count the number of reviews you performed and then you look at how many of the ones that we performed were compliant, partially compliance, come partially complaint with big issues, DC where I am going? However, there is another aspect of this comedy people are performing those reviews? I will make it a little bit easier for you to grapple with. The the review sources in five language. Are there one people are 10 people doing it, is that responsibility distributed across multiple components? All right. Well, when we have a distributed across multiple components at DHS so we want to know how many acquisition reviews are being performed not just in total but with any component. And what is the result of those? It's how effective it is and did it contain all the language, yes or no, or did we have to get to go through the acquisition process, yes or no, why, because we are trying to measure how good we are at performing the reviews, not just how many reviews they are in the outcome because we start looking at in-line quality assurance, measuring the effectiveness of how we do each step of the process, then we have something to refine and improve and that is what the ultimate measure category is on here called measured theme and we are using the data we can from performing, tracking to improve our process. Any questions?

Robert and I and some others may be walking around as you guys are working on your things, if there is a roadblock you need to get over, we can chime in but I think we will do okay there. So for this exercise, I should state close to the microphone, I think we have 12 tables. So what I will do is divide up each of these topics amongst two tables. Each team will identify someone to write down their ideas. Again, there are whiteboard, easels, paper on table, whichever works for you, we will give you about 20 minutes or so and if you need more time that is fine and we have some time. At the back end of that, what I would like to do is have someone who doesn't have to be scribes, but someone from those two tables talk about, present with her findings were so again, kind of use what Robert mentioned, the logic models, some families of measures, ways that you think would help move your program forwards, measurement use to justify actions you need to take in order to move from ad hoc to planned to resource to measured across these different categories. The exercise, our hope is that the exercise will allow us to identify those few really good critical things. But if you have those trivial many, that is fine also. Again, as I had, over time, we are going to need more data in order to continue to mature and refine how we do this is. So make sure that you are looking for good data. At again, as I said, we will show those critical few. Just a last little suggestion here, to help with the brainstorming, you can also think about how you operate the program if there is the program site, governance pieces, enter services, and there's a lot of crossing at again that gets into the family of data where you could use some data from somewhere else to help you figure out why something is not moving with the data you are getting your testing. So you can look at programs with respect to complain, staffing, training, communication and outreach, and under governance, I listed policy, exceptions, acquisition. Again, this is the key to everything. We want to make sure we have good acquisition processes and procedures in place. So how are we measuring acquisition? If we are not measuring acquisition, we can test all we once but we are not, the likelihood of getting successful products without having an acquisition for a process that ensures 508 is in there, we are not helping ourselves. And again, the enterprise architecture and lifecycle activities, testing and evaluation, again, a key, testing websites, you want to know the website data, what will help you improve it. Right now, we on the OMB report, we ask for a number of things tested and the percents tested. We may be adding one more metric like how many tested out of how many are available to test. We can start doing different numbercrunching and derived calculations. Again, it is a hard thing to get. But if we could get that data, how much more valuable would your information be and your family of information be if you knew what the full scope was? How can you plan without knowing the scope? How many you have helps you understand how many you have to test. And then of the result of how many you test, that is just a metric on performance so do you need for training or outreach and all these other categories? So yes, so that is going to be the fun. So I think what I will do, maybe I will move my slides here, unless anyone has, no, we will not do it that way.

So I will walk around with a microphone. So these first two tables can tackle acquisitions. We have nodding, so that is good. These next two tables, if we could collaborate on lifecycle activities, yes, testing and evaluation. And then the two in the middle, what are we on now complaints process will be these two here. The next two will do training. Who wants to do training? The middle will do it? How about you ladies over here? Training? Okay. So you will work on training. And then all of you all here, the rest of you can get together and work on program management. Yes, ma'am.

[ speaker is off-mic ]

That is a great question.

[ speaker is off-mic ]

So I just had a question about how this data is going to be used. And I intended to cover that earlier. Again, this is going to inform the OMB reporting that we have set up for August. We have to submit to them and it will also inform opportunities for us to create tools to automate things. But if we don't know what you are looking for, we need to know what you are looking for in order to build procedures to help us collect that.

[ speaker is off-mic ]

Absolutely. Correct. The question is are we looking for metrics that help us or that help OMB? And at the end of the day, it is to help you. I would be metrics to help you a lot. They just create work. We want metrics that you can use to move your program. OMB will use them as well.

[ hands-on, group exercise is in progress at this time ]

I just wanted to let folks know that we have plenty of time. I want to see who is still interested in more time. Raise your hand. You are done? Who needs more time? Wow the quiet room. Okay. We will give five more minutes.

[ hands-on, group exercise is in progress for five more minutes ]

Hello, everyone. So we are going to need to end because we have about half an hour before we get to a break. Which group, which team would like to present first? I will see if there are any go-getters out there. Rebecca? Okay. Excellent. Thank you, Rebecca, for volunteering to go first.

So if everyone could listen up, Rebecca is going to share her team's findings. And what I would like to do is we have a couple more microphones and if we have questions, we will give each team about five minutes to talk about what they are doing, if they need it. If not, it can be less. I would like to identify, and have up and ready, please, is what we might think are the key metrics of what they present that would be meaningful to all of you. Again, this is what you would like, whether you can get it or not, what you would like to see available to you to help you mature your program.

Thank you to my group for volunteering me to go first.

[ laughter ]

I am Rebecca, I work at the Federal Communications Commission. I'm the 508 program manager there.

[ applause ]

Okay. So our table was assigned to the program management piece. We are going to start off from a program management perspective, program management is complete oversight over the hope for whole program. We started at the top, complete program oversight, over top of your acquisitions, make sure everything is in there, making sure that everything is that is in the chart right there, it is in your lifecycle activities, you have complete, testing, training, so we broke down were part of the testing, the 508 and the [ indiscernible word ] where your 508 testing process follows and flows into your testing with your particular agency, the basics, you have a 508 coordinator of program management, a manager, and the staff then supports you as a coordinator or manager and you have a level support but if you like you are on your own, you are lucky not to have that dotted line to the CIO because that is ultimately where you want to fall or are you buried somewhere down 12 steps down in your agencies listing their. As far as policies, you have directives, plans, acquisitions, you are testing, you document accessibility, your accessibility statement is on your website, if you have all of those, if not, where do you stand in a portion. Outreach, you have external and internal outreach, so you have a that are internal and external, you have quarterly webinars, you can do podcast, website host, you can do spotlight articles on 508, cited, if you walk into a building, you can get metrics on how effective are your postings, how effective is the signage going through your agency, are you on a Listserv could maybe that is, again, here is hierarchy, where do you fall in your organization and internal community of practice, for your different breakdown areas, so you could have a group for documents, you can have a testing group, you can have acquisition groups, community feedback you can get feedback from that, you can also establish meetings with your CIO like monthly and then you can break that down your project teams to get feedback from your project team and from your CIO or upper-level management. The accessibility Health Center, service tracking, complaints and compliments, so you could be doing good stuff also and not just people complaining, and that is about it. That is all we came up with.

Thank you. So one thing I think we see here is the family of metrics. So as they were thinking about program management, if they are thinking about outreach which is also in and of itself kind of a category, I think we have it over here, but some of it could be tools so that is across the entire program so I think those are some things that we can talk about and have future opportunities of what are some of the tools you guys need, where are the gaps there. Are we able to measure, are you on Excel or do you have something fancier, you know, so those are my initial thoughts. Are there any questions? Yes? Hold on. We will bring the microphone to you.

You talked about one of the measurement things, identifying a 508 program manager, but I think having one person in the agency, 25,000 people, for example, is not an effective tool of management. So one of the recommendations could be do you have a 508 management team and what are the responsibilities.

That is an excellent idea. At one of the questions I had is how do we define the resources that are sufficient for the size of an agency and so maybe that is not answered today but, if we measure that an we do so we count how many pheasant contractors there are, so that, in and of itself does not tell us if it is an effective so maybe we talk about this, maybe some of the data will help us determine what all these tricks that point to the fact that we are low on resources and that is how we justify it so that is a great question. Anything else?

When you talk about the team, I think a number of people may have different types of teams. I know there's a team of people managing the development aspects, we have different team members from legal, from procurement, communications, so there are different perspectives to help see different vantage points at 508 to ensure that we can actually have a holistic view. But they are not dedicated 100%. They have other roles and responsibilities so when you talk about resources, you may have a governing body, advisory body, as well as if you are big enough, actually would have a team of people who can actually evaluate information because we don't want to be a bottleneck. We are trying to educate everybody about what their responsibilities are.

Another great point. Over at FEMA, there are a lot of large organizations. One of the things that I was hoping to try and do was create liaisons that were responsible so there's that program and each component office has a liaison and we have a working group or something and they were responsible for their area of business because they do it better than I did. So I think again that is a great idea.

This is mostly a comment. In the measures for the program management, I would probably want to put forward a caution against trying to measure someone else's feelings or emotions or backing of the Section 508. I think there may have been one or two in the previous response where they said that there would be a champion or some kind of person above the program manager. There's no way you can say program manager is being or doing his or her job properly based on whether someone else reports 508.

I hear you but also I think that there is leadership supports. I think people can have a bias against people with a disability and there's nothing the program manager can do about that.

Okay. So Angela, did you want to share about your stuff? I just want to make sure we keep on track.

Some of the program management assets, a lot of the things that were listed there as well, training, we always talk about training, the contract representatives, a lot of our debate was, I was sharing about my experience where I am and, because of the smallness of our agency, we are making sure all the people understand their own responsibility and leveraging that. Communicating to the core, understanding how many cores are trained to understand responsibility from a fatherly perspective, a memorandum of agreement, like you mentioned before, we want agreements because it is not just understanding. We want to make sure similar to what you mentioned, having clear leadership maturity to understand the 508 perspective, making sure we have a policy, making sure we have acquisition reviews partnering with procurement and how many that we are having, measuring the change control aspect of it if they have an actual change plan, a test plan that includes 508 perspective based on what the guidance that has been provided, you also mentioned tools, the website review, and also mentioned have dialed that is actually corporate like to make sure people understand that they are actually, they know, they may not be aware, you cannot a what it is that gives you guidance in measuring along those points.

Great. Thank you. We need to move along to the next group. This table, which subject did you have? Back at [ speaker is off-mic ]

Training. Who is your spokesperson? Are there we go. Excellent.

I am Susan O'Brien with office of Comptroller of the current the. And we are new --

And you are up here --

There you go. It was good that we got the training category. But really --

Last night that I was really just, I can talk, we talked about training measurement in a couple of general and ways to the start of the standard measurement about how many people are being trained, the number of courses and how frequently the motive training, if it is in person or online, if it is online, is it recorded or is it a live session online, and then who or what is trained. Who is based in who and what the trade is really rough what will they play an agent not everybody has the same level or needs the same level of training that we agree that there is definitely and there's more detail training needed like the acquisitions and procurement folks, the HR folks, the EEO management and leadership, what kind of training, their job is to create maybe that's the communications folks but separate from all employees, just people that really are issuing a lot of the documents themselves and maybe the web team and also the I.T. developers, so that was just some of the rules we came up with. And we have to determine with this guilt and awareness that need to be involved with that training our. And then we started to jump in, so they understand the training, can they use it, and I think you talked about that at the beginning. So can you put them the testing process and they had and every? And that is new to me. So thank you for that one. And then we recognize TSA has a lot of great great online training but what other topics are needed and of course there's on-the-job training, some great examples, but what is GSA doing already or what else should be centralized for training versus what do each individual agent you need to do for themselves and then more of the centralized what are some template that maybe we could have four additional training topics that really is used for all agencies and then maybe just customized based on the agent the or based on the role and then we talked more again about contractors and the need to train contractors or are they already trained because it was wired when we brought them on board and then training our acquisitions to ensure that 508 is included in the contract. Is that good?

I would like to point out that the rest of our topic is a deep dive into training needs.

Fantastic.

While I think the training is a high-level core thing, a lot of the data is really kind of the many, what training, who is taking it, and it is a very specific to a roll. So what's interesting about this trick is it is kinda flat at the top, the kind of deep, as far as the kind of metadata, so to speak, because you can they I trained 100 people, but if you don't know what you trained them in, what period of time you train them in, not that there is any ability to find out who is still with agency but wouldn't that be great, right, so you trained 100 people but 50 of them left, so again, I think some of this training that is really good in others will base courses. I think that might be very helpful. Complaints process, who is your person?

Hello.

[ captioners transitioning ]

Finally a lot of informal complaints. We need to get to the root cause, we have two years of data for the complaint and we need to know why do we have this complaint. One of the things we can think of is cost projects and [ indiscernible ] we have so many vendors. Hey I like this plan Microsoft and I can buy it and it's a Max product. So. Mark was talking about how they have come a highly visual software but they have made sure they have accessible text in equal [ indiscernible ], going back to we have a process. A plan of action milestone where we document all the projects and we have mitigation plan and a timeline which always eliminates grievances better also for our project in the VA we created a job aid which we posted in the main website. We didn't do any testing with a blind user and we documented all the [ indiscernible ] that we used to navigate. We also have a conversation with the vendor to bring the product to mediation. To alleviate grievances, that was one way to handle, not to get to complaints and alleviate before it happens. The critical thing is to have the language right at the beginning so when you're entering into a contract of vendor make sure we have [ indiscernible ] and all causes are in the contract. Make sure they fix it. One of the key things is using government executed support is critical so we found the best thing for alleviating complaints is having the government.

Thank you. Again I think what I'm hearing a lot is it is root of data that we need, what are the complaints? The ability to tie that complaint to a product contract that. Again this is a family of data that we want to be able to have an understanding okay what is driving the complaint rather than just the fact that we had a complaint. What can we do about it? So thank you. Any questions on the complaints process from anyone?

Yes.

I just want to explain when I was on detail here and I was assisting with the maturity matrix for all the agencies and going through all of your data the complaints was really tricky and I talked to John about it a lot because we have to distinguish what kind of complaints it is. Is it a 504 complaint or is it a finally complaint? We are not asking for EEO complaint. We are asking for 508 complaints. When we are going to the data, the numbers for complaints were really high. I kind of had a suspicion was the correct information being sent to us in terms of is it a 508 complaint. I think that's important for everyone to think about because we do differ ourselves. Even if we are in the same area and work with EEO and they have 504 we would maybe have to go to them to say how many actual 508 complaints did you get? Were they informal or were they formal? That makes a big difference. Just food for thought.

I would just say they come in the door as a 501, a 504 complaint but it's really about a 508 issue. That is the hard part of figuring that out.

This is IH. And sometimes they come in and asked they are not a complaint they are kind of a notification, I want to make let you know that this is not accessible. Okay we can fix it in the gets done so it is not even a informal complaint. A different word that we should be using. It's an issue raised as opposed to on filing an informal through EEO. Whether it's a 508 accurately or 504, there's a problem to identify to get fixed. Though should be tracked because then it also speaks to we are being responsive, we may be doing our best by doing our due diligence. I might not write a very good alt text that meets the needs but I do did try and I met due diligence. Okay gets fixed it makes progress. That's a good piece of data as well. It's not a complaint in the EEO sense

Hi this is Bob Sheehan we serve informal complaint process couple years ago. One of the reasons is to be better serviceable to our art customers. We did find out as you are right Gary, we did find out that we were getting a mix of 504 and 508 complaints. But, to the person who cannot use the application they do not care. All they want to know is how do I get X work done. So having a relationship and that is something we are working on now at the VA is the relationship between the 504 and the 508 office so that we can solve these issues because the person does not really care if it's a 504 or a 508 issue. One of the things that we are, if it's a 504 issue and we have to write scripts to alleviate it then we get in there and sometimes we do that because we have got some cobalt programs and some Visual Basic six programs and stuff like that that we cannot even find people to remediate because they are all in nursing homes basically. That's an issue. So we do have to work hand-in-hand and it does help us all with a little bit more pressure on developers and hold them accountable for actual people that have issues and when we get something whether it is 504 or 508 it gets prioritized because that can turn into a formal complaint which we follow the, uh, the 504 regulations for. Standard complaint process.

I could just throw out a question, related question or thought. Some agencies standardize what technology is acceptable within the agency. For employee usage. Standardize that [ indiscernible ] is a version of choice and this job X is a version of choice. Standard is fusion 2018 or better and maybe that is there EEO reasonable accommodation standard but has that were trickled out to the software developers who may still be working on an older vision or who have tested product and said this website is conforming and compatible with assistive technology but it's a different version. Are there other agencies experiencing a disconnect between what the assistive technologies are in use that disabilities prefer or that the agency has assigned and what is being tested for compatibility, how do we merge, how do we synchronize those? So that employees are getting the technology in the agency is able to manage testing across the agency with the right versions of the right products. We have vacillated, we do not want to limit what disabilities choose but at the same time we know I.T. staff can only report so many different products and semi-different versions of those products.

Yes, good.

The public, they can be using any technology.

That lowest common denominator for public users is much different from internal then went where we can assure where we have a cab agreement or fines, we can ensure our employee have standard apps. Members of the public might not be, may be using anything and everything.

That's a point. Thanks. After Kathy, we were going to go to Robert because I'm not managing my time all today.

So my question dealing with the complaints process is it measures the extent to which your agency tracks and involves incoming 508 complaints. Where is an agency supposed to put like the number of complaints the receipt and resolved and if they resolve more complaints does that mean they are more mature or they are not doing as well? Yeah. So back attacks on the my question and says that that includes issues and not formal complaints. That's a lot of questions all at once.

That's great. Think that point. Again I'm going to borrow five minutes before break sorry folks, to let these other tables talk. Next up is Robert.

Kathy, I think your question about trying to amalgamate an activity measure with the process measure, if you are saying your measured that means you have the capability of knowing how many complaints you have and use that information to improve the process. The number of complaints you have may be better or maybe worse because they are in context. The maturity, the ability to measure, does that make sense?

It does make sense but, your measured because you know how many complaints you have.

And use information to improve your process.

I wonder, so, it's kind of, to me it shows many levels of your program if you have a lot of complaints to resolve that means that you have a lot more work to do but because your measured that seems to have met the requirement for this chart.

Just a little bit of history. When the report first came out there were metrics in addition to the majority measures. That provided some context. The Allen D's desire to lessen the reporting burden, a lot of those metrics disappeared within the report. Now we are just looking at in isolation which is what is hanging out there. A good point. Testing. And obvious metric for testing is well how compliances are stuffed, let's take it a bit deeper. We could just start with that metric and break it down in the following ways and you can compound these groupings. One by ICP, by who it is for, three by who it was tested manual, automated both. Define the testing process. That just breaks down a better understanding of where your compliance is and is with not within the organization. That it goes deeper. For the items you say are not compliant or are compliant what do you know about the types of issues that you have so if you could scan across your organization website and say are most common three types of testing problems, are conformance problems are what? How is that changing by website? How is that changing by organization? Who produces multiple websites. When you do have ICP listed as being conformant. It's not really binary. We all know that. You should be more concerned about the items that have other issues than those that don't. Maybe you will be more concerned about the others about more support there issues that are given to a larger audience or are mandatory for a larger audience. And members of the public. If you stack these dimensions against the basic compliance metric you can begin to tell about what you know and what you do not know. For example of your inventory in any of those dimensions how much has been tested and how much has not? Of the items that, uh, uh, have been tested when have they been tested? Have they all been tested at the end of the lifecycle? After production release? Before production release in some type of agile process? The lifecycle. How much were tested prior to award or part of the selection process. What pieces of that lifecycle do you know testing occurs? 50% of our applications have testing done early in the lifecycle and continue to the end. 20% have testing that began at the beginning the lifecycle and there was never a follow-up at the end. You're trying to figure out what is the story that helps you understand A where your compliance risk is and B from a process perspective are you addressing the areas of compliance that are most critical to your agency and how do you know that? Based on the [ indiscernible ] conducted on how it's tested, by whom is tested and what insight does that give you? That's all we have.

Thank you. Move on to the next group.

Robert it's David with the EOP did you all discuss testing stuff that is not electronic content? Like testing telephone systems, computers and copy machines?

David that is an excellent question. How many of you have here have a hardware question question what I'm going to raise my hand for SSA just because I used to work there. But, for the most part [ indiscernible ] agencies do not have the test processes for telephone equipment, hardware, multifunction copy tech devices and some cases the test process is supposed to be defined by the particular app ICT. You can build from the previous one and adapt. The same questions apply across that. You have to depend on what the vendor can give you about how they do testing throughout their lifecycle and if they do not have an answer for you you probably don't have much of a defense on the line.

Thank you. Okay. Sorry one more question and then we will move.

Are we going to standardized testing across her agencies? We have been talking about standardizing it testing across their agencies, it's about how often.

No we did not pay her for a plug at DHS, the tester process. There's two components to it. What is called a baseline and one is a test process. The baseline establish a standard test team scripts and criteria that tell you what is good enough, that any vendor could take an put it together and say our test process will meet the government's process criteria for testing. Okay the U.S. government has done his version of that call the [ indiscernible ] test process which is [ indiscernible ]. It has manual steps. We did it under the auspices of the federal. It will be done within a month or two. The draft is published, judging from the effort to get those together, it's too much work, it's way too much work. I'd highly advise that if you are interested in adopting the center process to go look at that test methodology, that you identify people who have been doing testing your agency. Strongly encourage them to go through the training so that they can be certified to test the process. If you do that you will have the support of an inter-government group that is developing and moving test scripts and updating those to provide a good answer to the question of the standardized test process. The only caution I want to have is it is a really good test process but, it is not the only one that will work which is why we have a baseline and a wide flexibility for the future. You may have a vendor, different from Andy and they want you to use the test tool and say all right, where is the test process that works with that tool that aligns with the baseline? Just remember that question. That will help us drive the industry to innovate towards a common standard as opposed to completely different things and we're trying to figure out do I pick this one or that one.

Thank you.

I have a question in the back.

What question can we ask contractors to be testers are only federal employees can be one?

Quick answer Microsoft has 300 contractors who are certified trusted by DHS. Industry can, so there testers whether they are their own testers are part of testers anyone can go to the certification course. Like I said it has to be updated in the next two months but anyone can do that. And you can do put in your contracts which we do that vendors can provide you services, will test their products before giving it to you, using the [ indiscernible ] tester process. See you do not have to hire a trusted tester. If you manage that contract. Back okay great. Shannon will go and then table 1 and then we will have a delayed break.

We will be really quick. My name is Shannon Hatchell I am the coordinator for the testing facilities agency. We determine very early in our group we have lifecycle management by the way. We determined a fairly early that the maturity level across the board was not there. As long as you have incorporated it within the acquisition process it is always been easier to start and mandate the procurement and the requirements of front. None of us had implemented plans for legacy applications, from enterprise requirements perspective. So we did not really come up with a lot of smart, recommendations. What we did come up with this kind of a list of things that we thought we needed from you all to mature our program. We found out through our group that TSA actually has a deployment team that will help with enterprise architecture moving forward. We do not take that that is advertised very well. The concern obviously is that is you advertise they will come so there is a risk if you're not ready for that but, it is a recommendation that we kind of came up with. The other thing is that is there a place that we can go to coming from the defense agency, aren't maturity level and the compliance of is not there because we have an exemption, we're trying to move away from that. Is there a central repository that we could go to to get best practices. I am not sure that that is been established very well. Those were the two recommendations that we came up with, not necessarily smart but things we would need to help us get smart and get better.

So section [ indiscernible ].gov has a lot of those 508.gov has a lot of those. But certainly we need to continue, certainly after the refresh we need to liven up that data. We have the playbook and we are looking to grow the playbook which has kind of that play-by-play of how to establish a mature agency. Again the community that helps us put up those common shared resources that can help provide that guidance and where to go. Again where these gaps are. Do we have a strong EA agency, an agency strong EA that can provide guidance to the rest of us so we can trust in 508.gov to help track out.

Any questions for the a group? Then who is speaking for acquisitions? Yeah I thought she was going to do that.

Okay, so we definitely want ahead and put down some smart goals here. In terms of a metric the number of acquisition professionals who have taken training and I am sorry we are on training. I forgot to mention that. Acquisition professionals have taken training on how to make ICP purchases five white compliant for example performing 508 micro purchases. And services. Specific would be the number of cores for example in EPA, they actually do use a dashboard that shows you how many cores you have per office per division etc. How many of those are actually compliant or course certified. Than measurable. So measurable would be a number of, if the number rises, so the number of course, how many cores do we actually have at a given time that are actually certified. Measure of the number of people trained against the entire agency universe of people and acquisitions. I'm sorry I need to break that up in my brain. Sorry about that. Basically what we are saying here is how many cores that we have certified and how many acquisition professionals that review acquisitions for 508 compliance. What is the level of training that they have not just the course. Is an attainable? Is a training online or is it assessable? Is the person or program collecting info empowered or resourced to collect data at the agency. T remember that one? I don't remember that when. Okay, so the person who is doing the OMB reporting you can figure out who your cores are through that particular person. That would be a training program that is the key point we are tying to make their. The training coordinator for the entire agency should be able to tell you how many of them, how many are trained to collect data and how many are collecting data. So in terms of relevance interested in measuring acquisition engagement and knowledge so basically we are looking to the community to gain their knowledge then there is timely managing measuring progress as a baseline and perhaps thinking of okay we need to do that four times a year whatever and what have you. Give me a second here. We wrote down some nice to have. There is a number of ITT acquisitions meaning the entire universe how many acquisitions you agency actually has. The number that has Section 508 training language in the solicitation the number of ITT acquisitions reviewed for Section 508 compliance and even nicer to have would be an automated way of determining all the above and standardize systems across the federal landscape that's what we had. Was there a question on acquisitions? Okay. So we are going to compress the brake a little bit. Let's take 20 minutes. I think ordering lunch at this time as well. No. Oh sorry, that is on the agenda. We cannot do that. We had to change at. So it is now 11:00 should be back at 1120. We are together earned resume then and John will be taking her next question.

So yes take a quick break and then we will come back and we will not go long and then we will going to lunch. Take some time to break and have a conversation. Thank you everyone. I really appreciate that the exercise.

[ The event is on a recess. The session will reconvene at 11:20 pm ET. Captioner on stand by. ]a recess. The session will reconvene at 11:20 pm ET. Captioner on stand by. ] Which is

Can we come back to order please? Thank you all. Is this one on? Thank you all, I'm really impressed that when we have a break after several hours most people stayed in the room to talk, that is good. That is good. It shows a better bladder control than I have. So what we want to do, as I said going back to our agenda today we have a couple of things here. Kate do you want to come on up? A couple of things we wanted to talk about going on. Then we will have lunch. Tim will come back after lunch and we will highlight out of the access port training everything that is going on in the training. That sets us up into our discussion for the afternoon which is understanding the training needs of your programs. What is coming out of [ indiscernible ] what do we do here? Like I said we run these bimonthly meetings and then the opposite month the a COP education committee, the reaction board, Tim and Brooke run those. We want to make sure that the training is actually useful and needed and etc. We are always trying to justify that. That is our today. I want a couple things, a couple things I want to point out here. We're kind of talking about here, there is a project here that you, how well do you know what is coming going on inside your agencies is terms of high-value projects, what is coming in the acquisition were string, how do you know what people are putting out on the street and are you, does your policy insert yourself into that process to know what is being built, what is being bought, what is being built, what is being reversed and? What is in your technology portfolio? One of the things to look at is this technology modernization fund. Those are really familiar with it, is the first agency in the center for Center for excellence which looks at several dimensions of I.T. from the date of, experience people to, five or six things there. But, one of the things going on there is this technology modernization fund, how much money and that fund is up for debate and appropriations matters but, the bottom line is there are millions of dollars in going into new technology modernization efforts throughout the government. What a bad news story that would be if instead of modernizing things wind up with stuff that is not accessible. I would like each of those agencies that have, that are spending this money, you should know your spending this money and beyond them. I know you do not have the resources to look and view it everything but there are some high-value things here. You want to look at what is in this technology modernization? If you have high-value assets? You ought to know what is in your portfolio and what is the big dollar things that are coming down the pike and obviously things that affect more people, more expensive, cost to retrofit etc., those of the things that need is his ability. I can't say that anything this priority at all is accessible. The things that have most serious ramifications. The mainframe migration piece. The enterprise cloud email system is DOE. In April are you aware of that? You have an effort going on? Okay. That's why I'm bringing it up here. In order to have the discussion, farmers.gov, it actually supports one out of the gate. It's a whole new portal for farmers. Make sure that Angela are aware and are staying on top of it. Be aware that there are projects here. The application process, the Department of State integrating flexible architecture I would have to take a look at what that one is. I do not know who that is or what it is right now. Some of this may be is more infrastructure focused and not necessarily at the application or presentation we have to worry about accessibility. The point is you need to know is a player in your agency what is going on here. This new payroll work schedule monitoring system, that is managed out of my office. It's a big new shared service for all new payroll systems. There are three or four awardees on it and we will be using one of them so on that one it's a good test case Robert you are working with me I think Brooke, were you with me then, Brooke and I were part of the evaluation panel for that so when it came into the test, we run into it, which the contracting official people kind of choked over a little bit. Well, well, well we cannot do this.

Yes you are. We put them in their and then, so Brooke and I was part of the panel and I was happy to see they had paid attention to this and had good stories to tell. There will be a second check on this, this is for a big BPA type contract that as you award there will be another opportunity to venture in the assess ability so as agencies buy off of the service is all part of the service contract you are the agency that will be stuck holding the bill. The other lesson here is even if you are buying from the federal government, they are a vendor, you need to treat the shared service provider just as you would anybody else. They need to [ indiscernible ] they need to show the accessibility of their product. This goes through, you can find this out here it's at [ indiscernible ].gov. It's a way to track the product better modernize. I would go there. Next and why I asked Kate here to join me is you know that October is accessibility awareness month and every year we do an interagency assess ability form in October, few years ago Gary hosted it. We will keep that in mind for a redo at some point in time. D.O.T. hosted it over at their main headquarters over there at the ballpark, the ballpark was there than. We posted it here the last two years. So this year program manager, you are not just a coordinator your program manager. The agreed to host, with the dates and stuff.

Sure. If your familiarity with the Humphreys building it is right across from the botanical gardens downtown, federal center, Southwest, Metro. The Plaza Metro they are both very close by, about a block and a half to two blocks walk. The Humphreys building, we have the main auditorium which is a great hall what right when you walk in. You go through security and it is right in front of you. You cannot avoid it. We also have different breakout rooms that we have reserved and once you're there we will be over to provide services to get you to the room that you need to go to. We have vendor space which will also be off of the main auditorium area if you are familiar with our building at all. It is just kind of around the corner to get all this beautiful natural light that the rest of the people of the building do not get. It is pretty easily assessable. There will be a lot of space. We will have all accommodations required. October eighth, ninth right now, we have the space reserved. We are looking forward to having everybody and if you have anybody or any questions or need any assistance I will be around to see you can always ask.

Great, thanks Perry it's a penknife that we have reserved. Which is a Tuesday and Wednesday. Okay. We pushed it back a week just in case of any continued resolutions around October one so by October eighth we will not have a shutdown fear. We will see on that one. But anyway so, the last couple years we have done this just is a one-day event it's really quick and I do not think it gave the vendors justice. So I am looking to go to a two day format and we actually, we are getting requests a lot of the vendors, they went in on these meetings, this is not the vendors, that is, that is the big difference we allow vendors and their. The bottom line is we are six was out we need to come planning committee. How many hands are up in the room here that to be on the planning committee? We will need to definitely. All right, Dominique. Done Aleppo, I can't see. Right there. You want to go around and make sure we catch are names of who wants to be and we will send this out as an email. Everyone is here. Those who really want to be in on helping plan what we are going to do, we will come together as a workshop format and how we actually integrate vendors into that. I think they used to be an off-site the GSA held up in Gettysburg that I was never a part of. The bottom line is you are not going back to Gettysburg as we do a couple days here, I like the Humphrey building you cannot avoid it. If we get the right lineup of speakers and we got some ideas on that to get some attention that is my goal for the event. Please bring other people. Actually that is my one experience coming out of the community were a bunch of enterprise architectures talk to each other say nobody listens to us. I come over here and a bunch of people, sensibility people say they listen to us. Yes, bring your acquisition people, bring your customer service people in USB will bring your web designers, bring your mobile developers. All of them need to be part of this. That is a big key in planning that agenda and it goes right out into the agenda. That is what is really going on we are in assessable design that has been around for a while. What's new is customer experience we now have you ask, we have the web manager they have been around for the preseason. We have the mobile developer, we have [ indiscernible ]. We need to be talking to each other and if you do not know who they are in your agency you need to go into that, the whole universal design from billing assess ability from the ground in. We need to bring them together. Secondly obviously the innovation to the acquisition lifecycle. Thirdly is acclimating into the EEO and human rights aspect and HR. I was at the meeting on Thursday which is mostly about employment and disability opportunities and they are very inspiring we need volunteers for this meeting, you will follow up with the notes out of here, we will capture us during the day here. We want to make sure we have your name and we will plan a meeting. The second thing we want to do is we started this a few years ago of actually using software to look at in the.gov websites for assess ability. First it was being public, we would put it out there publicly. That caused a fuss, wait a minute let's not, we will be spending all her time fighting lawsuits rather than fixing problems so let's find another solution. Which we did. If you are not familiar with the digital dashboard it is available through max. Federal community only. It has lots of things that you want to, it goes out and it shows the kind of reports rescanned. Would like to control.gov, the main topic, the main owners of.gov. We scan.gov for everything from scoring to depth scoring to mobile friendliness, to mobile scores, mobile usability sites, IP six, [ indiscernible ] score, security things, compliances $15.13 in DOD and that's all security things here. We are routinely scanning to make sure that we are putting it out there for CIO. If you're not familiar with the digital dashboard you want to go in and take a look. You have to have a max ID to get into a. We are building a help desk function for this right now. It is not quite there yet. But and assess ability, we have been monitoring the website for three issues. Contrast. Okay so that is where we stand right now. This is scanning just the top level. Anything that is directly.gov that is federal and executive branch only. We have the capability to do more the judicial and legislative but we do not do that. We scan here, the executive branch, top level only, the bottom line is this is a bellwether of how well you are doing. If you do not have these two things right chances are you've got bigger problems for this is just your front door which we all know is not necessarily the most difficult websites to monitor. We do want you using these and we assume you have other tools that can do more, or more sophisticated and you are routinely using those. There is no requirement, we can talk but you are scanning.mil site somewhere somehow with another commercial tool. I will say there is a host of commercial tools out there that do a much better job than you will do here. But, so far Mars perspective we want to look at this, Dave was on a team with is here where we built this thing here. We have the rest of the week act requirements built-in not turned on. We want to turn them on probably like groups of four. So I need a you a T here among folks here and your web developers to say what is most important be on these three one of the most important week act errors that we should be scanning for, accessibility errors. We are going to set up a Q of doing them in small batches, not doing them all at once. Than the issues that came up with this is the whole issue of false positive, false negatives. We all know manual scanning is not what happens. We lost her connection. I did not on my end though. We are going to, we need people. That is the other piece here. That we are going to want to have you involved in. That is the next thing to sign up for. To pick out which of the other accessibility errors that should be scanned for with a high degree of confidence and then we need to go into these. Thirdly on the acquisition side y'all should remember we did a pilot a year and a half ago. What we did was we use some Artificial Intelligence to go out and build some language that would search for acquisitions as they are posted, are there accessibility requirements referenced in these documents that are out there. It goes in, it does not change the learning it takes the history of this agency, this contract officer, this, how life is likely is this to have the sensibility requirements in there so what it will generate is a list of here is your acquisition, we think these are okay. Software determines that these are what we want to look at. It's a tardy lesson we know you don't have time to look at all your acquisitions but here's a good checkpoint to say here are the ones that are confident, it should not be a priority look at but here is a shorter ones to look at and we should look at those. We are rolling that back out, it was taken down from where was hosted. Then we will be turning the thing back on. So we need a UHT around that. Did Arthur ever come in the room? Arthur is not here. He will be looking for your input on that and to look at that. The idea here is we will come in through and we will look at each day [ indiscernible ] it will scan what's irrelevant hopefully we will weed out and hopefully it will come on here and say accessibility requirements in here. You will not know if it's the right accessibility there are some requirements mentioned in here. It has a workflow built right into it the context of the agencies and we will the program manager and attracts the ability, what is your percentage, how many are good, how many have errors, how many are missing requirement it gives you the opportunity to issue and add them in before the contract to close is awarded and it will track how many is change. About 30 points of what you been able to do. So we need help around that. The form, the error checking on the digital dashboard and the rebuild. On the SRT yes we realize that not everything is up but it's a good chunk of the federal government acquisition to we recognize that it might be too late to do anything about it. We are fully aware that. The other piece that is controlled inside your GSA. We will look at your other than accessibility. So as they grow and expand over time but nothing happens without project plan and funding. Sponsors. We are rolling this thing out this year for a 508. Hopefully it will help to track the number, particularly in them to see the Delton hound many of them we managed. Again just looking at her website and doing something about it are two different things. That something will focus on in this kind of a setting. How you learn this stuff you reach out to, how do you test this? Stay tuned I think we got some great stuff going on here. It's 1145. I think that is the time we are going to break for lunch. We do have several lunch options here in the area here, there are a couple restaurants out the store there are five or six restaurants around the whole area. There is a snack bar on the first floor, the 300 wing of the first floor. If you want to bring stuff here. We were not able to bring back the vendor who you could order lunch from and have your list of delivered here. We ran into difficulties and their reasons why we cannot do that unfortunately. So, yes, that is reminding me I am supposed to remember, the list of program managers we know we've got some edits that need to happen so if you can, I will leave it up on the screen here and we can, if any of these folks need to be updated, you need to add yourself, delete yourself or fix misspellings of names like lovely we can take care of that and we will go ahead and get that taken care of here. I will leave that on the screen as you break for lunch and we can reconvene at one PM, is that one PM Mike? We will spend the afternoon together here. Any questions at the moment? I want to thank everyone for the session we had here this morning. I'm trying to think, okay, how we are going to digest this information we have here. Without, but what I really see coming out of it is here's a list of things you need to measure at your level here. Not necessarily but are you managing your program and that we have to do that as a group, cherry pick the things that are important to go up slowly.

And so on that note is there a way we can collaborate or think about another metric or other thoughts. Do we want those just sent to the Section 508 box? Is there a community place that we can see as we are creating these and contributing to them as a shared effort?

So I will collect all of the easels and I will take photographs of the whiteboards, I will try to consolidate that and work to get that out to folks in some way, I do not know what that way is it. Maybe I can use some of our tools to survey although obviously a survey task, so we will look for a way to get that out. But come I think I said as I said earlier I think this is going to be a part of the lease to touch base every year where we are at, where a metrics? Any new reporting that we are doing, we can have some more discussion about that. So yes.

I will add on the CO.gov there is a spot there for the accessibility practice and we have a portal of information there and we have on Mac.gov there is a whole area there and Matt.gov has interactive capabilities. The issue is accessibility issues, do not shy away from using it. Coaching them on how to fix a problem. It is something we can look for. We do not have that collaborative team space where we usually Google collaboration stuff here and other opportunities but we are not on the same page. That is pretty much the most common denominator. Hopefully we will be able to use that to. Anyway, enjoy.

Michelle need some aid in finding some lunch for Michelle. We will make sure, anyone else needs assistance for lunch? Let us know and we will make sure that you have someone to help you.

[ The event is on a recess. The session will reconvene at 1 pm ET. Captioner on stand by. ]a recess. The session will reconvene at 1 pm ET. Captioner on stand by. ]

[ Captioner is transitioning ]

[ Captioner Standing By ]

Thank you. Hello folks. We are just getting our slides up. We will be starting in just a minute.

All right, folks. We apologize for the delay getting started. We will resume Mr. timber Creek and from the access toward will take us through training up dates and after that event the Gibson will join us for the focus group on understanding flexibility training for federal programs so thank you, Tim.

Thank you and good afternoon everyone. I will talk light nice and loud to wake everybody up from lunch. So hello and welcome back. You will be happy to know that security work very well and stops anything from getting through. Especially attachments so rest assured. If you cannot read it or perceive it now you cannot even see it so having said that I am with the United States as excess board and the point of curiosity I always ask every audience is first of all who in this room has heard of the access board before today. Good. That's a big change. Many of you sense that you are a part of some other agency? Yes be honest. Okay you know better. Okay so yes we are a very small independent executive branch agency and what I will talk about is training programs we have a lot of you I realize our new and I am hearing the phrase other duties as assigned which is very familiar so we will tell you what you can do about that. So this is a picture of the outside of our building at 1331 F Street right across the street from the national press club. Tomorrow morning at the press club there will be a breakfast with Senator Turney Cueto anybody here heard about it?

Yes we are right across the street some pop in and say hello. We are a small independent executive ranch agency. We established guidelines and standards so by the way, so all of you are much more familiar with the work we have done in the 508 programs in making physical environments accessible. We wrote the original guidelines for the ADA which were adopted by other federal agencies to become laws so we also wrote the architectural barriers act guidelines which becomes defining accessibility requirements for federal buildings and facilities. That's the one we are in so we also enforced the architectural barriers act so that if you are a federal employee or someone in a federal building and you have issues with access the U.S. Post Office is an example we get a lot of those. You can go to our website which is accessible thanks to Bruce and other web folks and you can file an online complaint alleging that it is inaccessible and that agency does enforcements will examine your complaint and get back to you. Now, what we are going to talk about today is training and technical assistance so actually you have the entire 508 team the access board here in the room. Kathy puts her hand up [ Applause ] Bruce Bailey [ Applause ] We just say Bruce for those we are all from the same agency all of our applications were done by the same person but for some reason my was my full title name address blood type and everything Kathy had her name and title all Bruce's settled said was Bruce that's all we need right? So anyway, so we provide training and technical assistance. We do training which is upon request a tailored to audiences we have a webinar series which I will talk about and we have technical assistance materials that we collaborate with other agencies. The access Board and the General services administration are required to develop technical assistance on 508. John and Mike and Yvette have been Max mentioning 508 and we looked at and have developed it historical and that is a big part of our job. We also work with other agencies like DHS so Robert take a bow all of the other groups come together to make 508 technical assistance so, we also have a technical assistance hotline and that is where we can tell you to email 508 and access we also have phone lines for his mail or one 800 872 2253. Option 2. We also have email which I just talked about. Okay most important thing I will talk about in my opinion is Section 508 best practices webinar series. So, what this is, it is a collaboration between the active board and the chief information officers Council the CIO see this is accessibility factors for everybody who loves acronyms. Who in this room have heard of this before now? Okay, so what this is back in 2013 in response to OMB memos about instituting rival weight across government one of the things they did is they said as written that the law says that five await is decentralized. So each agency is responsible for enforcing 508 against itself. The problem with that is it is very inefficient because one agency that has a lot of resources can spend a lot of time and people and money on something to figure it out and come up with a process that works for themselves. Another agency may decide nobody asked them about it nobody is complaining so he will just go quietly. And then there are people in the middle who say I want to do something but I have no clue what I am supposed to do so one of the attempts by creating this accessibility community practice is to try to come up with some centralized source of information where people can say I want to find out about this so what we did this council was created by for a responsibility subcommittee back in 2013 and then they have three subcommittees. They have best practices, subcommittee, the best practices subcommittee is cochaired by Rod Robert Aker and Kathy yes those two famous people yes one of the subcommittees that we have had called AED anybody heard of that anybody who has ever used any of the documents and Excel civil accessible information that is where that came from. Bruce is on that committee yes all right. So we have the chair about he does a lot of work that is one subcommittee and the second one is education. Education subcommittee the cochairs are Brooke Aiken. Truck [ Applause ] Okay. And then the third one is vendor acquisitions outreach and though those cochairs are John [ Applause ] And the other cochair is Betsy we are all here to help you and if you have any questions contact us or this sounds really good I'd like to be involved in your questions. The best practices webinar series like John said GSA and the access board alternate. Normally we would go January than March then may but nobody was doing anything in January so we started in March with a webinar on social media. And you can go look at it it is good under 50 it then you can go to our website and find it. The webinar is always the last Tuesday of every month and this month we had to shoehorn in a webinar from April to make up for the fact that we were not here in January so April 30 we will have a webinar called five await Q and a and that will be there to answer your questions about five away and the way it works is you can submit questions ahead of time online during the webinar you can type in questions we will answer as many questions as we can and if you get a chance to answer your question send it to us and then we will get back to you. Last April they 28 Kathy Yang and Cynthia Hudson Brown talked with version 5 and the question came up this morning what about trusted counsel? Tune in and find out. July 30 we will have a webinar on accessible documents in PDF and in September we will have an acquisitions panel with more details to be released and in November we can it will be a mystery topic to be determined. So, you can register for the upcoming webinar and you can do them so one way to go if you go to the access board home page www.Access.-board.gov and look for the link on the far right side that says webinar and check on that there are two paragraphs you have the second paragraph and it will take you to accessibility online where you can register for the webinars. The link is www.accessibilityonline.org//5 await/federal that will put you into the archives and there is another likes to contact then you can register for it. If you have any questions all right. That is it for me. Any questions from anyone. Thank you. You are a great audience. [ Applause ]

Good morning and good evening and good afternoon. I am caught up. Are we awake? I only heard from the front how about the back. Are we awake? Okay thank you. All right, Rebecca okay everybody awake. Good. So this is the purpose. Purpose of this session. We offer training but I need to know which you need and what you want. I can come up in my head I could come up with all kinds of training but it might not be what you want what you need so this is what this session is is going to be a focus group so I need some interaction so I can make sure that we are interacting and I have a little something if you need a little wake me up. And if not then well you will see. That is not necessarily caffeine so and it is legal it is very legal. I cannot go to jail and I don't wear orange very well so we will not be doing that. Let's see. Mike can you come help me please? I need a driver. Mike will be my driver. Thank you. The next slide please I want you to think about as we talk about accessibility and actual training so when you answer the questions think about your self and being at your agency your particular agency okay so somebody how long have you been at your agency and I would like to know your name please if you want one you could Ms. Michelle put her hand up so let's go to Miss Michelle. And answer the question go ahead Michelle.

Anybody else? Let's go back here. The agency with a five-year plan. [ Applause ] Yes. Are you still there? Oh my gosh. So I've been at my agency for less than a year but I have been in the government for 20 years.

Yes. Angela Watkins I have been here for 18 years. So with that said we have heard 26 we have heard less than a year we have heard five and anything in between we have heard eight so, wow. [ Indiscernible - speaker too far from the microphone.]

[ Applause ]

I am coming. I came in under John he has you beat. Yes. So we have a lot of years of knowledge in this room for some more than others so with that said how many of you are Section 508 program managers? While. Coordinators, yes. Okay now how many of you do your job with other duties assigned? Wow so, with that said, in both jobs what type of training leads your agency but we provided the list but you can tell me whatever comes to your mind. Think about your agency and your job would make your job easier with training CAO training or whoever trained? What would make your job easier do we have a hand? Large scale document training I am a one-person half of a five await coordinator and half of a records officer and we have to fix thousand employees so if they all you had to use heading and dials even just that much would be lovely.

And I did not say who I am Stephanie with OPM. I might not remember your name but I will remember your face and we would like to get to know each other. Gary at NIH. We had a rare amount of Word and PDF training which is online in the webinar monthly Office 2000 16 Office 365 we just made a unilateral decision that we will not do acquisition training anymore let's just not going to enable the acquisition community any longer and I just canceled last week. As a five await policy specialist cannot do acquisition training good enough if any training is not better than known training until acquisitions takes responsibility and does training but none of their acquisition training and 508 and they have no training that is five await focused as part of the course and that we just cannot do it in the OCI our office and they need some something so that they have to learn to be sick and tired of being sick and tired and they are going to need something to be a wake-up call and so you're not doing it anymore. So that's what we need. Acquisition training. Before how many of you have trained issues with acquisitions. I have something for you. All right. Brooke? So I am looking at the bullets up here and I like them a lot there are three that we could use in customs and border protection we are an agency of 60,000+ employees transition to refresh standards that would be fantastic for us we have quite a few trusted testers that developers are always asking for five await training the development/technical could be fantastic for us as well as the quality control quality assurance as well as adding to that universal design.

Department of Veterans Affairs we have 36 classes that we have developed within the side the VA for VA developers and VA personnel and unfortunately we are now at a point where we are offering it outside but it is good training great training and I would echo what I heard earlier PDF training we need there is a desperate need for PDF training we get requests for hours all the time but you need to have a to point out standards so PDF training with Adobe Acrobat doesn't show me whether I have standards is not going to help me at all so I would enforce being able to meet the standards and the other thing I want to share with this group I don't know how many folks are involved in audio description or a video descriptions as the FCC calls it there is a group that has been put together to put standards together for audio description certification which is done out of ACV RAP and that certification will probably take about one year but they have an advisory board and they also have a group that will put tasks together so having a certified scriber and specialists and audio descriptions is coming.

So this is my quick follow-up you said that you have a large number of trainings available for developers in-house but you are not in a position to open that up. Can you share the information and maybe it could be placed somewhere else?

Someplace we can talk about yes

Yes. People are I guess people are developing things that we could all share and we understand that there are reasons why we cannot support everybody but maybe we can host that somewhere else and make it available there

I agree the decision not to share is not mine. But I think that is an area we need to go forward with what I have every agency developing their own training?

Agreed.

Angela Watkins GCC one of the training aids we are looking for for our compliance team is to make sure that the refresher is mandatory and one of the things I did get from the website is to make sure that stuff is repeatable so I have asked to have the training but we are trying to make sure that every third Wednesday acclimate Section 508 learning. And we are picking a topic and right now it is an hour because we want to reinforce that it is easy to learn and the next topic will move to accessibility checker and PowerPoint basic tools for five await but one of the things we mentioned about procurement I am partnering with them and there is a training that we will have this month called what to do and five await accessibility is now compliant what about what am I supposed to do I am not going to pay you it is not compliant what am I supposed to do let's just talk about the reality of the regulations the law and requirements and try to make sure that the department is partnering because one of the members are on a compliance team so they are actually supportive that and I also need to make sure that they are putting out five await compliant so I want to keep them as well so working on this relationship to make sure that something is mandatory but they are supportive of making sure cores are five await training as well so they are partners and they are helping to make sure because they have issues anyway so five await is just another deliverable problem that we are working to solve so that is one of the trainings that I am looking forward to making sure that is required they get certifications but also looking to make sure that it is mandatory.

Todd could you repeat that acronym of the people doing the audio description certification? I was hoping that nobody would ask. A is an Apple C as in Charlie V as in Victor R E P. The lady in charge of putting that group together is Catherine sider and they do accreditation for Vogue rehab specialists for AC trainers so they have developed their professional certification group and there has been a subject matter expert that has been convened and then also an advisory board that has been convened so in about one year or so you will have certified audio describer switch will be great. And a voice talent and certified differently and you will also have QA folks including blind people who will be able to go into QA audio description is this good and accurate and is it doing what we expected to be so they are professionalizing something that is better very ad hoc up until now audio description is great I love it but it is nice to have standards. Okay I me a day with Section 508 coordinator with the Air Force and wrapping my arms around this program but I wanted to know if there is any one specific tool that might be free to test websites that might be better might be the best one to use possibly does anybody know who could chair?

We will let the great Mr. Baker.

[ Indiscernible - muffled speaker ]

But there is also the old adage you get what you pay for so I am going to say that so if someone is trying to sell you a free scanning tool the key is to ask whether understanding the strength of the underlying scripts at the time and to what extent to those are those vetted by other people in the community being valid effective and reliable. You can top talk off-line about several vendors that divide automated tools that are quote unquote free for developers to use and quote unquote free for five avoid program offices to use but, there is a lot of due diligence that goes in understanding what they are getting and what is it telling you and how to use it for what it is good at.

And there is some ways to look at how to acquire and we put it in the transition toolkit and Section 508.gov if you go to the homepage testing and the very first link is how to test for five await and you are will basically see a roadmap to your own automated acquisition.

Awesome so we have heard about the need for acquisition teams to be trained developers to be trained to transition to refresh standards even what are the most or best tools to use document trainings and all of these are important some might even have a more training that we have not talked about so with that said what is your preferred approach to training? Next slide please. Do you prefer traditional classroom style or online? Do you prefer a facilitated workshop or a mixture? Webinars micro training or something you have not thought about. I do know that Angela does Skype training yes if you use Skype as a way to train when people anybody want to when it comes to a preferred method of training based upon education that is based upon your learning style and what is best for you the training may only be in one form and it may not work for me or it may work well for me and it may work well for someone else I may know it may be costly but you need to look at something that is putting it in more than one form. So that is an interesting possible training in different forms and Angela and I could be the difficult one I like them also quickly particularly be because people learn in different ways and everybody needs something different. There are times sometimes on Lane online work or classrooms and some people learn by doing they can't just hear it and depending upon what I am showing us what is the preferred way if I want to make sure they understand how to do it themselves it is hands-on if it is for awareness it may be a facilitated discussion and also like micro chain video webinars I'd like that to because mainly if we record it you can look at it as often as you need to play it as often as you need to repeat it as often as you need to to facilitate you getting it yourself so I like all of the above because it maximizes the best way to reach somebody to make sure they can actually use it this is your read on's responsibility to learn to share to do and work with other people as well.

I personally for teaching in person because I like the face-to-face interaction and I to best at that. I think that whole different skill is a very good experience just a couple of weeks ago working with Tim and the social media workshop webinar because then I could just sit back and do the presentation and not have to worry about logistics of that was a good experience I don't feel like I had to have training in the past I have seen where we have some people in person and some people on the line that is something I cannot handle when you are trying to pay to this and audiences. I either everybody in person or everybody online but it feels like training or or train the trainer skills which I don't have yet and we have limitations to go out and get training on how I think my management would approve it and get it but finding that training like how to train to an in person or a not in person audience and also working with other people who are maybe the content specialist but lousy trainers. That is always an issue? We have people who are great at technical deals whether it is PDF files or whatever but they don't train very well and how do you manage that when you are part of a teaching cohort do you have to make it facilitated for you get a good presenter or facilitator as a subject matter expert because no one person can do all things.

Very good that afternoon Mark Bonham from financials when we used to have our trainings used to be in person class type and document feasibility with hands-on training and we had it for classes and we will wrap those back up again but we opened those up to other agencies and we have a number of other agencies and the trainings went pretty well. But I think I can see in all of the formats and in person webinars recordings I think when we do ramp those back up we will probably coordinate them so we can put them online and you can refer to them afterwards but I can see that for all of the format definitely.

Definitely Stephanie, OPM is so if it is acquisition training and that sort of thing what I have done is being part of the conference but for documents which is my huge concern at the moment if you have a quick I've await overview to a group or to an office and then I will say here are some materials which I would like to share with somebody with more experience than I have has reviewed them and then I say looking through these materials may have you may already know and if you don't and I find that the only way it sticks at that point is small group one or one it doesn't matter but I have had it fixed remotely through screen sharing but then of course there comes my concern about scaling it up because I am only half of a person but it sticks and when it sticks then they can go help other people. All right something not mentioned that peer is has a new coordinator in January just starting what I have done is conducted a series of roadshows with people in this room but showing what your program looks like what your authorities are what your policies are and what kind of training you have but if we formalize that to some job swap program or some type of orientation where we rotate amongst the agencies for a week or even a day and formalize it that way that would be helpful for new coordinators coming in but if we recognize we are constantly rotated out with additional duties assigned formalizing that structure in some way help to train each other. And then document best practices can timber Creek and access board so, one of the comments people have been saying here one thing I have personally observed in six years of running these webinar training sessions there is a tremendous variation in your audiences and it is very difficult to have an assumption a bus line every time we do a training seriously we get a question where people go there is an app all the way up to well I had plans to tell you and I know this one changes right so what we find is we have two pitch our trainings to the middle of the bell curve and we have to make assumptions that we will do some explaining to fill in huge gaps in baseline knowledge and part of the reason we find that to be the case is because we are trying to be all things to all people and five await in some perspectives five await is a civil rights law and you have people who are lawyers like myself by training we don't know anything about coding all you know is how you turn it on all the way up to people who are developers and it is hard to hit the sweet spot for that huge audience of people so what we have found is when you do trainings we try to anticipate where our audience is likely to be and what we have found from and access board level over the last three years in particular there is a huge influx of people coming to our webinars and training from the state as they are paying attention to the fact that I have to do something about this accessibility business so I will get so we are constantly reevaluating and assessing who our audience is and there are different formats that we talked about doing the webinars which have mechanism for real-time questions we ought to do classroom style teaching in our downstairs conference room which we are working on expanding and a third I mentioned we do customized training on request so all of those the question we always ask going into it is who is our audience and what is it we want to do for them and there is a big difference between doing the training the five await standards at a high level abstract approach to okay I have Microsoft Word what do I do to make Microsoft Word accessible? So we are doing that internally in our own agency right now we have subject matter experts who reduce a lot of external content and what we are doing is we are giving training to our colleagues who are architects and physical environment experts and we are explaining to them what they need to do to make their content accessible so it comes down to tailoring it to your audience.

I had a question. In the same line. When I do the accessibility I am only talking about the accessibility checker and I promote the learning development division who actually gives Microsoft Word training or Microsoft PowerPoint training and my question is, is there our partnership with people learning departments to actually facilitate the major training and we encourage those people to go through the basics because they teach us how to use a stylesheet so yes that is part of the curriculum and I love the trainer that we have and I may ask the five await question to get an answer because he has a skill but it is not yet built into our learning development contract so I am also partnering with our learning development division to make sure the Microsoft office suite training includes five await accessibility on how to make this document accessible. We are not there yet but if I asked a question I can but I still promote go to the half-day training of Microsoft how to use a stylesheet go to the training for XL to the PowerPoint training of how to maximize the power to appoint so there is that as well as training that we have in our agency and I didn't know if other people have the learning development division that has actual training on the course to help them does anyone want to yes so you are very lucky I know our training people very well but they just sat down those online courses which never had much to do with five await or even how to use that to begin with certainly none mentioned headings work so yes you are lucky make great use of it and spread the word to everyone.

So I have been asked to revisit I made a comment and I don't think people heard me in the back earlier particularly regarding the comment to tailor training based on the audience when I said why don't you actually modify the training so that you have a basic and a mid-level and then a premier training where you tailor the training and the right people come to the right source and that was the recommendation I made earlier and they wanted me to speak up in public so

I appreciate it and I will comment we have a Academy for defense intelligence and we tried to partner and what we hear is you develop the content and then we can get it into the format that you want so that is where we are. Michelle, did you want to share?

Okay. Okay whenever I get people equipment unlike can you go over the quick start guide and we could possibly turn on the device. I think that in this environment that someone who is brand-new and there is someone in this environment and I am thinking that it might work if we could at least do something to give them or put together a quick start guide for Section 508 so that they have some capability five await before we go to the next step in training and I think it is unfair to say go to Section 508.have and leave it there.

This is Tim Creek and again so in direct response to that the archive of the webinar for calendar year 2017 which is what we published the revised five await standards all of the webinars in 2017 talk about an introduction to the revised standard and what you can do if you don't feel like clicking on and sitting there and listening to us talk again you can download the slides and you can flip through the slides really quickly and say okay there are seven chapters and scoping definitions and all of this stuff so that would be my advice go to our webinar download slide debt decks from 2017

Before we go Michelle is that what you were referring to? Michelle? Is that what you were deferring to?

[ Indiscernible - speaker too far from the microphone.]

Whatever you do no matter how you format it to something simple from the beginning as to what five await means and it may be what you are talking about it may be a solution but I am thinking when I get devices give me the quick start so we can get some sound out of it so I may have to learn more advanced features later but I think as a community we need to do something to give folks something so they don't sit by themselves for month before they even have a clue what is going on with five await.

Yes I feel the same.

There are two major areas of training that I think are have been overlooked. They are both critical and they have been overlooked organizationally but I have had several conversations over the years about them that other people recognize and one is desktop support and that is part of their contract they don't provide five await supports so if you have employees with disabilities and annexes assistive technology user your you are out of luck. They cannot help you with Microsoft Word or whatever it is the they cannot help you they might know how to read the instruction on how to install John's or Dragon or that's it and half the time they mess it up so desktop support we have talked about trying to bring second-level or tier 2 support because our desktop support we it is not in the job description it is not in the job requirement or the contract for services they don't have a clue about side five await. It is five await necessarily part of it is 504 but they don't have a clue and they wouldn't know how to analyze those questions the other is when systems are installed or new computers are rolled out employees are the end-users with assistive technology get no training except the old standards of the five await standards vendors provide user not accessible user documentation but user documentation on accessibility our employees who are IT users get no instruction if I go to data warehouse or we are talking about dashboard programs tableau yes exactly you get instructions and our trainers to come in to teach about word and tableau FAP or whatever don't have a clue how to integrate and teach about accessibility and five await so developers are learning development tools without knowing about accessibility features end-users are not a T users are not optimized at their job because a T is not installed to dovetail well with business applications because the business applications don't know about five await and they are looking to be good enough with performance and not truly accessible so there is a training for desktop support that is missing and there is a training for end-users who use assistive technology and how to use a business product in an accessible manner.

So a quick comment on that. I think that is a great point and if that goes back to acquisitions so IT acquisitions could include services that are related but not actually an IT product and ITC device or whatever so again, going back to our office to make sure that we understand what the offer might be that also includes so we are interesting this thing that requires a certain them a level of set up and that needs to get into that training module and there is a cascading effect so that is a good point. Thank you.

. I am Patricia looks with the America systems protection Board so it's not enough to just know how to use the product or to another standards for coding but what I find is to understand the experience of someone who is disabled and that is a real problem and if the developer does not understand what it is to be blind or deaf no matter what tools are available you are not going to have that thought process to understand where you can make your software or to test something or to write content for someone who has a disability other agencies for example you have an office that has a lot of con when we talk about a chart colors locations all of the sensory experience for a person who cannot see would not understand and would not make sense for them and for me because I test some of this stuff I always think that I am hearing the screen reader read I am thinking how does a person and visually impaired understand it because sometimes when it talks about form fields it will go combo combo field block block lock combo field and I am thinking I'm hearing this but it doesn't make sense to me visually but somehow a blind person is able to understand it so having some type of course can make you aware to understand actually experience what it is to have a certain impairment physical hearing or whatever and that is the type of training that I think a lot of times people who are developing software testing for accessibility needs to have no matter what just like any program learning the syntax is okay but you have to understand context as well and when to use something and when not to use it.

That is interesting that you said that because Mike and I have had that conversation many times how do we trained where you may not necessarily live in that life but you understand the empathy so what you do whatever your job is you consider or you think outside of your square box and you think of others who might have to take the training if they are living in a different life and how do you train for that? How do training for people to stop thinking here and look beyond their foursquare. Thank you. So in the things that have been increasing as the customer experience and you as a part of their CX discussions in their agency so there is a big effort now for customer experience so for me that will go along with user your user experience your inclusive or universal design theories whatever you talk about and one of the components of the universal design is a personas and all different types of developed methodologies agile and those types of continuous development methodologies and you want to have a personas and personas are who is your target who are you developing this for and who are the users? And does typically this type of user user environment here is how they are using it they need to be able to have an functional thing and often times they forget to say that one of the things is the person needs to do this without using [ Indiscernible ] or they need to be able to do this where they can increase the font site or whatever so there these things are what our standards are for but we don't have those personas so perhaps that is one way we can educate our developers and our UI designers on who really represents we think we need more of that so any ideas you have on raising an awareness we know that people's with disabilities using the same standards and benefits for people that are blind the targeted disabilities so Angela?

So I was thinking about training needs and acquisition improvement initiative and we talked about it and you mentioned the quick start guides on boarding and one of the best places we hold everybody hostage in the first place about what they learned about what is going to be the experience and we talked about modifying our post-award meetings to make sure post-award meetings reiterates five await responsibilities and make sure that five await is mentioned in the kickoff meeting and I clarify but also for the had honchos that we want to show boat at the meetings but the kickoff meeting for the worker bees now know that they have to deliver and that topic up I've await awareness should be part of that meeting because you are not kicking off anything unless you know exactly what you expect and then just federal employees on board have a topic about the five await awareness so that is one way we can get everybody to come through that door so every part of their on boarding experience should have some topic about five await their and as mentioned here part of the kickoff meeting at what we need to know about your experience our team is getting to all of the user experience because we were asked about certain things did not know we were available to do some of that. So think about on boarding as one of the major ways to catch awareness for everybody go ahead share. I am some from the as small business administration going back for the training for developers I just wanted to share there is a free course and one of the first classes is developing empathy and that is free for developers to take. I think they give a certificate of completion.

Sure. Www.CIT why and you have to search for accessibility to find the courses.

UD ACI TY.com you density.com thank you.

We have Robert many here I want to go back to what Mike was talking about they should know the difference between customer experience design and user design. So it is important that you at least have some audience because these agencies are filled with customer experience design group they would like for you to have some idea of what that means so those of you have worked with a usability specialist or someone who claims to have engineering in their background maybe you went to college for it and it is generally applying the crafter to help answer questions how do I make this thing usable? That thing could be an application but it's is an open anybody know what a yes this is where the craft begins they can say Sally and then there is a prescription of salad and then you get description of Mary and they are each very different type of people playing different fuels roles they always ab advocate that at least one of those personas this gives you a challenge and practice to on do that because Joe could be a program director and you could do Sally's persona [ Indiscernible - muffled speaker ]

The employment of the application but generally people who are in the user set of design fields try to find ways to involve people with disabilities and discussions around how but that has been for the last decade or two customer experiences in the hope that there is an experience and remember the cartoon on a lie but you go through various different steps before there was a law and if you jog the memory banks a little bit you will remember that we went through different houses of Congress met with different groups of people stakeholders and there are different things before it grew up to become a law and some of these with the federal government they don't interact with just one agency one application to be one thing only. They typically interact not just one agency but interactions with humans technology associate with direct person-to-person communications and from their perspective they have a parade partnership with the federal government not ask IT application and an experience specialist how do we know government better how do we make this easier and more effective taking into account so when you see something that says that CIOs must implement customer experience design to understand user needs they are thinking about a subset thinking about how does someone work with our agency using L of our technology together. So where is your opportunity? Is a five await a program manager the place you can be is in that discussion asking people who are in charge how they will consider the needs of people with disabilities because they are customers with experience and you don't need to know how to do it but you do need to know how to raise the question to have a high leverage opportunity that you don't quite get [ Indiscernible ]

Thank you.

Yes. Now I remember. I had a senior moment. You talked a bit about empathy training and before I got into the CIOs office I was with the ED office and diversity and one thing I always fought against and several of us fought against was disabled for a day simulation trading it just doesn't work and there if you go to the national Library of medicine research the national sent for bio the journal every published you will find lots of measured articles that empathy training does not work it is done very nice and correct but I will never know what it is like to be a deaf child that sits at a dinner table where your family says nevermind I will tell you later and just get a loan off or I will never know what it is like to be a person of color I can go to these trainings until the cows come home but that is not the experience so how do we do it do we need to really do it at some point here is the standards to do it and it is measurable vetted and the issue of empathy training so it is not warm and fuzzy but it actually makes a difference that is long-term. I can sit in a wheelchair all day and then I know at the end of the day I am not living that experience and it falls to that official and it is not real diversity training it just doesn't feel right so at least if we talk about empathy and sympathy that is somewhat better but still. Okay. I was just going to say when you mentioned training two things. And one is that I would love if agencies could partner with organizations like the national Federation for the blind and other associations but if you have a person who has a disability some agencies do have people with disabilities working there and to have someone on staff or something like that to come in and to review some of the materials would be a godsend and I don't know. People have heard this but there are schools a CRL symposium we did computer interactions where they have students actually majoring in various disciplines and some of the disciplines directly support accessibility and they put in a lot of research papers they had a course on usability and things like that and I don't know I just happened to find out about a week before this symposium but I don't think that people are aware of some of these conferences and things that some of the universities are doing to ask and awareness and about accessibility and to show the level of research being done. Thank you. Any more comments?

This is a freefall for me and I know you said empathy training but it is more empathy awareness because the whole point is to make sure that people understand that everybody you work with want to work independently just as you do to get the job done and some people don't have a clue and some people are apt apathetic but it is threefold they could be empathetic and then they conform to the law and then one of the phrases I shared you may have an easier time when it comes to contractors you are not you cry until you comply and if you do you are not getting to get it so that part could be more controlled and if it is empathy that enforcement and then vendors and as you said some people they won't get it that some people are more directed like it's the law to do it while that is sometime of recourse or consequence and my point right now is still ramping up I am doing the education first for work on enforcement and I do say I would rather do it because you care first but if you don't care then it is the law and I would rather that you care but if you don't then you need to do it because you did not comply and then you will comply because you have to do it we are not looking to get sued and you did not conform to make sure your coworkers get their job done just as effectively as you do. One last comment we are actually trying to modernize our applications which are not Section 508 compliant legacy one. And there is so much oak is on modernizing in the Section 508 I did divide a set of requirements and what have you they're not going to tell a contractor you won't get paid they want to get a certain project done and they will ignore those requirements if it prevents them from achieving their main aim. Thank you anymore comments.

Go ahead. I am a fade [ Indiscernible - muffled speaker ]

I am pulling that up for you.

I didn't know you were there. Two things. Two things I am a member of the national Federation of the blind and I also happen to be the president of the chapter and one thing that we encourage is to hire blind people to do usability testing have a blind people in the process there are plenty of blind people who have education in the field even though folks won't believe it but in the field they can do what to need but they need to get you out of trouble [ laughter ]

Thank you, Michelle and let me throw this out and thank you to Robert there is a Section 508.gov there is information on testing guidance for developers. Actually there is a wealth of information on the website you just have to go through it but I wanted to throw that out for you so, okay thank you. A quick question. I am wondering because is it possible I know I have heard people say it should be but in your contract you can say you need to have blind people to hire people to do some type of testing or whatever parts that need to be done to make sure that the product really works for your audience.

Yes you can do that.

Then we need to put that in here somewhere.

And the other comments? Okay. So how does this sharing what we try to offer you with training available? We have a bunch of groups up here that in one [ Indiscernible - speaker too far from the microphone.] how happy are you with the training that is available? Everybody satisfied? Okay then perfect. Gosh. My last comment is as I said before being able to understand what it is to have a disability that is what I think is the most important.

I think documentation review especially on the level of course we have acquisitions from the professionals but on the contract task order level that is where I think we need more training on the core level so they understand what they should be looking for in their documentation and receiving the draft throughout the lifecycle and what they should be looking for of what they are acquiring from a contractor pick

So I am hearing a lot of integration with rival weight and acquisitions is that right? I am sorry.? Sorry?

As you had asked before what kind of training works best and you got several everyone works differently when you ask this I said I don't know what's out there and what everyone has been speaking to hear speaks to a lack of standardization and a lack of I will give you a perfect example I was part of the EPA intern program before EPA I was going to become a public affairs officer with the military and their class they had a program that took you from one year to another year and they put you through public affairs officer school and was structured and told you exactly what you needed. Five await coordinators don't have a BD don't get me wrong you have put your guidance out there but is it out there like a cyber security officer is is it out there? It is suggested but it has not been standardized and Intel these elements of a program are standardized and then tell we are making sure that everyone is doing the same thing at all levels across the federal agency we won't we will keep on turning with these same questions and I guess I don't know if this is necessarily an answer or just a request or a voicing of frustration that everyone here shares but that is and ask from us. Besides all of those things that my employees would need, I also need as a program manager basics on how to build a program it is so many needs. I don't expect you to be the Google of all of the training out there but if we can find a way to stop repeating and separately doing things and having you see that connector for us to try to reduce the waste of resources and so Sally let me ask you this sense we have talked a few times and I know the playbook is out there. Are you saying before you get to the playbook have some type of basic standards I would love for Ownby not to just put out a memo saying you should be worrying about this and you should I would like a you will and this is how you will do it and these are the basic elements and then everyone can go, well that is step one and we cannot get to step two until we take care of step one. That's all.

[ Captioners Transitioning ]

Robert.

There were a few simple points and it has step-by-step directions and how to implement it so have you ever seen an ONB plan with step-by-step directions? Every agency is different and there's a different mission and from an IP perspective across industry there is not one single entity to answer the question how do you want to make or have an accessibility program. So GSA and their role in the federal Council community Kate, community of practice is to find elements and publish, publish, publish and as much as we do not like going to say go to section 508 is our cave and our closest thing we have to a centralized or a centralized resource and it is not all things to all people however we talked to Microsoft and we talked to IBM and Google and Amazon in mind talk to all of these leading people and firms we are at the point now there are a lot of we are on that website and what you will find if you go inside of those organizations ask them what we do. So, we may be closer to what you are looking for then you realize and there is enough information to take a starting point and as an organization knowing the starting point is different with every organization. We have tried to create what you are talking about a 123 step guide that we have never got there because of the complexity and lack of high-margin entity but at least we created the knowledge base. That was my two cents.

Thank you.

I would like to add something and this is from border protection, Robert did say a lot of what I was going to say so thanks for that. [ laughter ] just to piggyback onto your comment, I don't want to speak for GSA but they really are trying to produce one set of instructions for the government, not really that relates to [Indiscernible] and this is the process that we recommend that all agencies use, not at all do, but they are starting to move towards that. They will assist new program managers with discussing and setting up their programs and I want to not speak for GSA but I know they do that and then you mentioned the position descriptions and I completely agree with you so and my agency, and this is just specific to us, we have a position open and my agency asked me to fill it with a generic 2210 or 343 policy and planning and I said absolutely not and I am rewriting this and I made it a 508 Position Description and they said it will take months to get this approved and I said I don't care there is nothing that we have that is a 508 PD and they said okay so we have to make that change within our agency and the GSA does have a lot of standardized practices they are trying to implement and rollup.

This is Mike and to follow-up in wrap up, John left and he is upstairs, I know that John is working on a PD but I think to Robert's point there is complexity to it, but we recognize we are at the place where that is a limitation so John is working on that. I just want to hit that at the same today and the theme is really about what the resources and what can we pull in and I love and I love your ideas about 508 being the central portal and people contributing to it. I have my ideas in my head how we may do that and we will talk about that another day and that is something I really think would help us and again we have all said it hurt we have training at BA in we have training at HUD and we have training and we are all doing these things because we have resources or the, someone has approved us to do but maybe not another thing and if we can share that I have this or I can't post it but I can give it to you guys and we can put it out and it can be general guidance to everyone and we can improve the playbook, it should be a living document and this would be a good resource for an agency going from ad hoc to plan so those are the things I want to try and do and Antonio?

Hello I'm Antonio and listening to everything at sounds like what is truly needed is more organization and the training that is out because there's a lot of training. There's a lot of training and very good training but if you consider roles, if I am a 508 coordinator coming on board what do I need to know, you need to know everything or I don't need to know everything, and we should at some point but a quick start guide, what do I need to get started as a 508 coordinator or from acquisition specialist, what is important to me and my role as an acquisition specialist or developer and what do I need, you don't necessarily need all of the information or if you need to have awareness what is that and maybe as a role what do I need to do or where I need to go to get started so does everyone he the playbook, not everyone needs the playbook but the playbook is vital and valuable but I think it's a matter of organization.

I agree with you and when I first came on board I was at that place and, yes, I have gone there but John has a many other things going on and I was like okay where do I go, so I get it I get it I get it Brooke I have looked at the playbook and I get it. So, yes I am with you and I understand, I really do understand but I want to mention this because this is one of one of the things were trying to do is actually make a certificate program for program managers because it does not exist and it will require working and it will require input from all of you and we get it and we are trying, we are really trying.

Quick question, and I am taking advantage of Bethany sitting at the table. Since she is with OPM, what role could OPM play in terms of creating, and I imagine if we did a survey of coordinator's we would find acquisition background in IT background policy background in disability background any number of backgrounds so they may be flavors to it but where does OPM come in in terms of creating a PD series for 508 specialist?

I actually know very little about HR but I know something about this break I don't know about or how that happened but actually I do know how it and I'm also the records officer and so Nora worked with [Indiscernible] to require OPM to come up with a three so don't get me come I think 306 and 308 is records if I'm not mistaken and one of them maybe three tents available I'm not sure but [ laughter ] but yes we can do that and they are generally locked into do it but usually if ONB told him to do it they do it and it is certainly well within OPM ability. To create the theory and if under it you have parentheticals like four or five parentheticals so absolutely.

Angela again and one of the things you mentioned about organization, I do not know how many IT are aware of the different items in information technology and information whatever library, one of the things I guess the format is, perhaps all of the information is a framework and because of the complexity, I think by nature all your recommendations and how you implement is up to you and there are different roles in different you may implement first or altogether or in a sequence or however but here is your framework as a guideline and then you implement how best it works for your body and Robert mentioned complexity is different and just like he mentioned there is a team of people doing stuff that actually works with the programs and we have a team of people oversight as a federal perspective but I am primarily, it is my PD and everyone else, they are as assigned and part of the team as a voluntary basis. Like you mentioned there are different ways of doing it but there is a framework and I know initially asked passed out and said I'm supposed to know this and I don't know that and how: oh there's a link so it was a really good guideline to find information and also I am trying to figure out I have report and I said oh no it was not required because [Indiscernible] so all of these different things I mention the complexity but it does not change the fact I may not have to report on it but I really want my agency to be mature about it. Seeing it as a framework, I think in the mindset may help get people understand or more comfortable with there is a plethora of information and it is my guideline and my framework and I would do this part and I need this part in this does not apply and use it the best way and if it is promoted and marketed that way it helps when his people expect patience.

, People's expectations.

So you are saying here is the house and you take the pieces you need to put in your house and someone else can take other pieces and put in their house.

[ Indiscernible - participant too far from mic ]

Got it.

Anyone else? Awesome. Well we are almost at the end and we are taking all of this information so you know. We appreciate it.

I think we actually answer this question a few times but if anyone wants to throw out anything else before I go to the next question.

Can you read the question?

Sherbrooke is there any training available to your agency that could prove useful to employees of other agencies.

I would love to be able on the condition I get feedback and criticism or critique let me correct that, critique, I love to be able to share what we have gotten a swamp whether not just sharing material and PowerPoint slides but actually and this is a workgroup and under the training workgroup, it is a group of people that come together and create and redevelop and redesign all of the various trainings available and make them available. So that we do a sure site other behind the wall of Section 508.gov or something and say, I would love to open it my training classes and have people come or call and come in and critique it and how to make it better so we can make it available to more people.

Yes and the mechanics of that I'm not sure but it's a great idea but right now there are trainings on such Section 508.gov but also in other agencies and we sure data with them and they are allowed to have it on their intranet. To make so we will take the intro course enter the data back and --

Exactly we want agreed to that much you agree to give us data and expedite to your expectation is we would do the same if you give us information will give you data but again having maybe some other formal way which is the formal review I think is what I heard, is that it?

I did not say that but that is what you heard program like that is what I heard. Is it correct? [ laughter ] so I heard right. So I think again that lends to the differences between our agency big or small or how we operate and people wearing multiple hats and some dedicated hats but at the end of the day it goes back to what Sally said earlier which is can we share out and obviously if someone is contributing to that community of training they should have a brand or their logo saying we contributed to this because it creates that sense of community and partnership and we are all together and maybe it also helps with people that are improving that going out but they are getting recognition for that work and people like to be recognized for their work so that is definitely something I would talk to John about an there is obviously a long lead for some of these things but as evidence but to date we really want your feedback and we want to know what is helping you and what you need and again even if you cannot have it now or if it is hard to get, so thank you for that.

We may not each be able to offer a lot given workloads but if I can offer something in the exchange I will give something so give what you can and get what you need.

Sure. Back to Anton's point have it where people can find it in for Shannon who left the tiered approach that, no developers will know or goes into a manual from front to back it is a reference book so you will not study your 508 training and then you're done so you will refer to it when you need it so we want to develop training you can access that portion what you need to know relatively easy.

Thank you.

I will say this if anyone wants to sharing your training I have a few people in the queue and if you agencies and you can send me an email and we can get that started. Okay. ED anymore comments?

Here is the last question. Thank you. [ laughter ] thank you so, so much. [ Applause ]

I appreciate all of your feedback and we appreciate you coming and we look forward to webinars next month so please make sure to sign up and then the following month there will be another IT accessibility community meeting.

I want to add again thank you for the morning session and your feedback and I will take that all back and I don't, it will take me a little bit to come to that and there's a lot of good information but if there were some questions about, and I don't remember how people are going to use information but we will definitely use it and I will get it back at you and there were requests for some of the presentations and we will send that out hopefully in the next couple days we will be able to round it up. If you have questions for me I can give you a card or you can reach us through the email address Section508@GOES-RGSA.gov so anything else from anybody?

Actually you can leave them on the table and I will collect them.

You can leave your time on the tables and we will collect them.

Thank you everyone and have a good night.

[ Applause ]

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