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Accessible Electronic Documents Community of Practice

My name is Helen Chamberlain for those of you who don't know who I am. I hate this microphone, you can tell how sophisticated GSA is we have to carry our microphones around with us. (Laughter) We're the ones that sell it thing to the federal government. You would think we would have better stuff right. (Laughter) Any way, I work for GSA Office of Government-Wide Policy. I'm going to introduce our next speaker, and the other thing that I just wanted to let you know is that all presentations for all the workshops including this morning's session will be available hopefully by the end of next week on section508.gov. We've got your email addresses. We've got your names. We will be sending out a thank you for attending with a survey. Please fill out the survey. We will also be sending out a link to all the presentations, and the transcripts. All right. So any sessions that you miss, you'll be able to get verbatim what was said in the session, you'll get the slide, but you'll get everything that was said around the slides. That was one of the things I wanted to do this year. I got a thumbs up in the back. All right. This session is called "accessible electronic documents community of practice." This is Part of The CIO Council Accessibility Community of Practice it's one of the sub-subcommittees. Is it Nishcan? Nishcan Floyd, I've known him for years, still can't pronounce his name. But that's okay. I just call him Nick. (Laughter) He is one of our premier document guys. They have just let him out of his dungeon, I said they finally let you out. I said Yay! Because people are starting to beat your doors down wanting to know ant document remediation and all that stuff. Is with that I am going to introduce Nishcan right now.

NISHAN FLLOYD: Thank you Good morning all. Thank you all for coming. I'll give you a little of my history first, then we'll go into what this presentation is really about. About in 2000 I got a call from a company that says do you know anything about the Access Board and accessibility? I thought they were talking about a software program. So I lied on the phone and said, yes, because I needed a job. (Laughter) A come of months later I'm helping write guidance for the IRS and helping to try to make their very first importing form Section 508 conformant. I'm the manager for the documents team at the Department of Homeland Security now. I work in the Office of Accessible systems and technology. So, when I say that, it makes it sound like we're a very impressive team because we manage all of the documents across all of DHS. But really there's a team of four. And I am the main trainer for that particular team and we do within that remediation effort, testing evaluation and also training. So what brings me here the day? Well, I am chairing the Accessibility Electronics Documents Community of Practice before I tell you exactly what is, I want to tell you how it actually began a little bit. Pardon me because I'm doing a Power Point presentation which is against my entire soul of being. But while I will fight through it you just work with me, it will all be great.

So about 12 years ago, the director of OCST came to his team with a challenge, we want to find a way to test reliably web and software programs without the use of assistive technology. And in the field, that was like something you never said because everyone always say, oh but we test With Jaws, and then we said, no, but you shouldn't test with Jaws because there's problems with that testing methodology, right.

So we kind of worked on looking at the Section 508 standards, looking for testable element, looking for way to be able to reproduce good results when we test it. And then the Trusted Tester Program for DHS was born. Where other agencies began looking at this program they thought this is a good idea. How can we get in on this party? So then the ITTPM was create is the interagency Trusted Tester Program, and that was encouraged through the chief information officer's community, or committee. Well after the Trusted Tester Program got off and running all the federal agencies got involved and invested in it, and two industry leaders started looking at this and way to implement the trusted tester partner in the development of the software and websites the OCIO council said can we do something similar to this for electronic documents. So in 2012, the accessibility electronic documents community of practice was born. With the sole purpose of trying to find a way to create reliable, repeatable, test processes for all electronic document formats. So our main mission was to the a couple of things. Our main mission was to do a couple of thing, to educate people and make them more aware. The next piece was to drive agencies forward by providing them with the necessary tools that would help them. So, by creating trainings, document artifacts such as the ability for baseline testing, and also to authoring and testing guides as well.

So that's what our overall reaching mission was and still is. Before I go into our purposes because I just jumped a slide we represent 16 different agency, out of those 16 different agencies, there are about 37 different participants. So you can see that we are capturing a large portion of some of you who are in this room definitely a lot of people who are attending this. Some of the major ones we've been working with Social Security Administration, NIH, HHS, Department of Education, Department of Labor, Department of Justice, and the list goes on and on. So we're trying to really make sure that we're working with all the major federal agencies and colocating what we do into their program to make the entire federal government stronger.

So what are a couple of our things that we're attempting to do and how are we going to go about doing those things in well one of the first things we are trying to do is build up awareness. Now, there have been people like the Access Board and GSA going out and preaching 508 most of the agencies we work with they do have Section 508 programs and a lot of people are becoming more and more aware of what 508 is, and how it applies to them and the work that they do. Also too, they're now being reeducated through the refresh for Section 508. So you're probably thinking, so why do you guys have to go out and do education since this is already happening? When you get brought into a company or you get brought into an agency, you're handed a computer, you're handed a key card you say okay, produce! (Laughter) Right. You're not told how to use the software. You're not told how to use the software properly. So then someone come to you one day and say, hey you're making this content and it needs to be Section 508 conformant. The thing thing is like, what's ha? Because no one told you that you were personally responsible for it. You know your agency's responsible for it. But as the author of an electronic document, now you are solely responsible for it. So it was one thing. Then we would get certain comments like, well, I don't have the technology. I don't have any assistive technology, how can I make sure this is accessible? Right? We hear that a lot. Or we don't have the money. We don't have the time. So what we decided to do as part of the education led into making people more aware. These are your responsibilities. Anyone who generates an electronic document content has the responsibility to ensure that it's Section 508 conformant. But we're going to help you out. We're not just going to throw you out into the woods there and make you forage on your own. So the next part that AED COP is responsible for is providing documents. We call them artifacts, because it can be training videos as. We within these artifacts, we're looking at harmonized baseline process. This is really important because what what happens is a lot of contractors come and go, they switch between agencies or people move between agency, and then they'll say, well we used to do it like this at HHS. And that's the acceptable practice. But now you're telling me it has to be done some other way.

So with AED said, they said let's see if we can harmonize this process a little bit. So we came up with our baseline test process which I'll talk about in a few moments. But beyond telling you how to test something, you first need to know how to understand how to create it. So we came up with a Basic Authoring Guide and basing Testing Guide. You have the baseline test process the Bible, it's really big and hard to get through. Then we kind of shrink it down with our authoring/testing guides which tells you, this is exactly what you need to do, and this is exactly how you validate that you did it correctly.

Then beyond that, we came up with other artifacts such as principle checklist, detailed checklist, and then also too training videos. Going beyond trying to make people more aware of what's possible and information that's out there, we decided we also had to build relationships with industry leaders. The reason why this is critical is because we're utilizing their technology to make our electronic documents accessible. So what if they could build into their technology a more intuitive method to guide people through the path of accessibility? So you can sit down, not think about it and then what you produce comes out either 100% accessible or very close to it.

So one good example would be if your agency's working with you and they say, we need you to generate these types of document, by the way here's a accessible template, as long as you don't go through and ravish this template, what you produce on the other end will be an accessible document.

So you don't need to know everything about 508, because the hard part has been done for you. Well taken that and evolving that to working with industry leaders so that their tools help guide you through that process, or when you hit "save" it say, wait, wait, wait, one last thing to verify, is this compliant or not compliant? Then walk you through what it's identified. So that's one of the other things that we kind of build within our purposes that we're working on.

Okay. So what type of documents electronic documents are we currently focused on trying to provide harmonized baseline test processes for authoring guides for et cetera? Microsoft Word 2013, Microsoft Word 365 PC version, because there's a Android version, there's also a iOS version. So we're currently working on the PC version. We will evolve to the mobile devices Soon. Excel 2013 Excel PC 365678 Power Point 2013, Power Point PC 365678 Adobe Acrobat DC, because we're using DC to make pdfs accessible. And also too, Microsoft outlook 365. Some of you will say, we're not on 365 yet, and we're not really on Office 13 because our agency moved us up to 2016. We're going to talk about challenges a little bit later on and where agencies are with their software is one of those challenges that we face. And all of us will face it especially as we move towards cloud services. Some people will be push updates before other agencies push updates. So just hold your thoughts on that because we will address that towards the end of the presentation.

So, you've heard me kind of talk about artifacts a little bit. And I've already kind of mentioned the different types of artifacts that we have. We have the baseline harmonized test process which basically walks you step by step on how to evaluate the various file formats for accessibility.

Then we have the authoring and testing guide. When we talk about that basically it gives you the tips on first how do you go about creating the element in the document. If you have a data table, how would you construct that data table. And how do you go back and validate that you did everything the appropriate way? We have a detailed checklist. With the detailed checklist a lot of times we get simple checklists that say you must comply with these 13-14 thing, but when you read them you don't really understand what you need to do, right. That's where the detailed checklist comes in handy for you. It actually gives you a true explanation of what needs to be done. But once you're seasoned, you probably don't want to look at that detailed checklist because you're a busy person. You want to be able to generate your report, give it to someone and show that you've done all that you need to do. So that's where the principle checklist comes in. That checklist can be modified to represent a principle report that you can hand out to anybody. By the way, all of these types of artifacts, some of them have already been put on www. Section 508.gov/refresh-tool kit. Once again that's www. Section508.gov/refresh-toolkit. Now, mind you we are going to be updating those documents and there are going to be a lot of documents that will go up, probably the first week of November. Some of the documents that are currently up will probably need to be modified just a tad bit within the next couple of days. But we are making great progress on those types of things. So now I've kind of gone through the gist of those documents or artifacts that we have. Let's go ahead and talk about them in a little bit of greater detail. If there's time at the end I'll actually open a few of the artifacts so you can visually see what they look like and interact with them. The first thing I said is harmonize baseline test process. Some of you may be familiar with the trusted tester program. They came out with the for first baseline test that took a application and web page and say what are the key elements we need to test? What are the success criteria, and lastly what type of technology do we need to utilize to test those things? We wanted the electronic document to be very similar to that entire process. So if you were becoming a trusted tester, you went through the training, and you got the baseline test process so that you could go through and test things, if you picked up one of the harmonized baseline test processes from the AED you would understand it. Because it follows the same layout, the exact same format. Depending on the document type, file type that you're working with you may have a few more testable elements versus other, because some things don't apply. For instance if you're working with Microsoft Word it has a unique thing called inline or out of line elements, that doesn't exist in any other electronic document format. So we spoke specifically to that. We tried to make sure we kept all of the test-line element as the the same location, so even if you went to page 20 for a pdf baseline test process, chances are, if you went to page 20 within the Word baseline test process you'll be pretty much in the same section of the document. We wanted to make sure it was consistently conveying the same information so you spent last time trying to get the answers that you need to have.

So beyond basically telling you within this harmonized process what the criterias are for testing the element and what that particular element is, we also map those elements back to the old 508 standards, and also to the newer WCAG 2.0 A and AA standards. So if you're utilizing this documentation, this is going to prepare you for what's coming down on what's happening as we make the transition on January 18th.

So through utilizing these harmonized test processes, you'll be assure that the documentation that you create going forward will be Section 508 conformant. Now, I'm going to give a little bit of caveat, because we are on version 1.0 in some of these products. And 1.1 in other products. When the committee meets in about two week, we'll be discussing how do we move forward in FY18 to make sure that we're capturing all of the necessary language out of the 508 Refresh, or revised standards into our documentation. The next type of artifact as I talked about before will be more like a interactive document. And this is the authoring and testing guides. And honestly it should be really called the testing and authoring guides. We always tell you, test the element first, and how do you go about authoring it. The way this was done this is actually utilizing heading levels throw out you can collapse them all. If all the heading level elements are actually collapsed then it looks pretty much like a regular checklist. So, then you can go to the issue that you have, so if you are having problems with tables, because you're not quite sure what makes a table complex, or what makes it simple, and how do you go about ensuring that tables are made conformant within that particular file type, go to the table section, expand it out, get the necessary information you need. This is a way that reduces your time and effort.

Now with the detailed checklist, this pretty much just eliminates the authoring side of things and just gives you the testing side of things. So it looks very similar to the authoring and testing guide, just with less information being presented to you.

And lastly, the principle checklist which I will show you guys later on. Essentially it only covers the testable elements. It basically says, did it meet the criteria? Yes, did it not meet the criteria? No, was it not applicable? And as you check off those particular boxes as it goes through the various elements that need to be tested, and the criteria that will say this passes or not passes, then at the end, you have a document that you can give to anyone. You can say while we were reviewing your document we noticed it was not saved with the proper file format type.

It need to be saved as a docx versus a doc. Rectify this, once you do that your document is now conformant. Now, you have something you can add that, but when you're working with individuals that don't quite understand the conformance part of 508, they'll say why do I need to do this this because we mapped all the testable elements back to the standards you can then say, well this needs to be done because the standard blah, blah, blah. And then that way they can't argue with you. Because now you the law on your side. All right. Beyond those artifacts, the other thing that we kind of did was actually created training videos. Training is a huge, huge problem. Why is it huge? Agencies have training but a lot of times they only do it internally or people don't know where to go to get the training or if there is training, sometimes it's just a document that they post, they say, this is your training. I don't know about you, but I'm more of a visual interactive type learner. I want a enter computer in front of me and walk through the process. At DHS we do provide training we used to provide training to agencies outside of us. I'm not sure what we'll do in the future, we got concerned about providing training to other agencies because of fear that we were taking money away from outside entities that charge for training. So basically, our new focus is we will train those that work for the agency, or those that are supporting the agency. However, I try to make myself available. So if you have questions and concerns, if you're not quite sure about something, if I can spend a hour with you on the phone if necessary, I'll willing to do those types of things if necessary. I got a call from someone saying can you come over talk to our leadership for me? I said no problem. In FY 18 I was let out of the cage at this end of this year. Hopefully I will be give a little bit more freedom to do more things in FY 18. So any way that can I support or or the AED COP can support you, then let us know. My information is on the cover of this slide presentation. So I'll scroll back to it. You can write it down. But I try my best, because this is something I'm passionate about. And I feel personally from a standpoint being a kid who grew up without being able to read a lot of things and have access to information, I see how important this is.

When I teach my class, I tell people, I'm not going to talk about creating accessible documents. I'm not. Because most of you will not care about 508. You will not know how it will impact your or anyone else's life. But I'll teach you how to create smart documents in the end will reduce the time it take to create your documents, make it easier to share the documents across different formats such as iOS, Android, PC, Mac, et cetera, it will also make it easier to collaborate with your co-worker so you can ensure you a document that has a common look and feel, it will be a more powerful document. When I get through telling them that, guess what happens? They're like, wow that's amazing, really? Then I put a bend on it, I say the first one minute I'll teach you something that you don't know that is going the save your time and if I don't give that to you, i will buy you lunch. I have not brought anyone lunch in ten years. (Laughter) So, once they get that, they understand that okay, I'm not doing something special for someone I'm not going to know. I'm actually doing something that will benefit me and then overall the agency. And that's what we really want to focus on. So I'm going to play a portion of two videos here. The first one is focused on Microsoft Word 2013. The second one is focused on PDF, they kind of take slightly different approaches. But the great thing about both of these trainings they're broken down into modules. Word one the modules are about 2-3 minutes. So if there's a problem you're running into into, you don't know where to go, let's say it's how do I set up a documents properties? You can go directly to that particular module that's labeled "documents properties" click on it, look at it for 2-3 minute, get the answer that you're looking for, see it demonstrated then continue on with your work. With a pdf it's broken down into fewer modules. But it does walk you through a great process of how do you convert a document from original file format. So how do you convert a pdf, Microsoft Word document into a pdf? How do you go through evaluating it? After evaluating it, how do you go through remediating those issues? How do you work with scanned documents and make scanned documents Section 508 conformant. We try to hit on every single thing that one would do when working with a pdf with the exception of dealing with lifecycle form, pdfs that were generated from lifecycle forms. That's also something we're going the try to tackle a little bit later on. And I'll talk about some other file formats that we will try to talk about or try to tackle later on as we get towards the end of the presentation.

»» Computer talking: Microsoft security warning, no. Security alert, notification information for the security certificate for this invite is not available. Do you want to proceed? Yes. Security alert, no. Power Point selection, doc presentation. Www. HTTPS, playlist. List equals -- (reading website) Internet Explorer.

»» This is weird because it was working this morning. (Laughter). I'm not really sure why it's blocking me.

HELEN CHAMBERLAIN: I just wanted to make a comment as he was doing this, you're getting a good demonstration of two thing, Jaws and you know, your magnification software. So those are two things that people that have any kind of visual disability count on and they count on it to work with what they're doing, you know, work with the applications they're using and things like that. So we are working.

»» If you click on YouTube from that page, it may get you to YouTube. Click on YouTube from that page. The icon. Awe the icon all the way at the top in the right-hand corner.

»» Actually on the page.

»» No.

»» That's interesting.

»» All right.

NISHAN FLLOYD: It won't let me go to the YouTube site, period.

»» Go to the "more info" at the bottom. Click that and then it usually lets you proceed. Oh, no. That's different.

HELEN CHAMBERLAIN: You'll get the links in the presentation. So you can go out there and take a look at them yourself.

NISHAN FLLOYD: Well, I'll just kind of break it down a little bit. So essentially what we tried to do with the videos and like I said some are done slightly differently. I wish it worked, it was working this morning. I'm not quite sure why it is not working. I'm start with the pdf one because that's the one I'm a little bit more passionate about: And the one that people tend to have most problems with.

So we not only talk about Section 508 and the WCAG standards within that training we really don't directly talk about the standards themselves, we just give you the tech techniques that will those standards. A lot of times people aren't showing the proper methodology for converting the document. Any kind of Office document we talk you through the process of using the Acrobat plug-in and how to set up the plug-in appropriately so it's going to generate the best tags and also to copy over the appropriate metadata, et cetera and then move that into your pdf file.

Then once the pdf file open, the video walks you through the process of using the content tool, the tags tool, the order panel tool as well as the Accessibility Checker to both visually verify the document, and then to use the automatic checking tool to then test the document for things that you probably did not visually verify, or just to verify things that the checker is going the get wrong. Because we know automated checkers are never 100%. As I said to everyone, they tell kind little lies to you. Right. (Laughter) So we always tell people to visually verify first. Then once you've identified issues we walk through how do you fix each error that you could possibly run into. All the basic general -- sorry the larger errors that most people run into when they're remediating the pdf. We then walk you through the part of how to scan in a document, how do you perform optimal character recognition on the document, how do you go about hand-tagging that document or using the various tag options within Acrobat to document and verify that you've done all the necessary steps. That's essentially what the video could have walked you through.

It's broken down into five modules. Module 1 is pretty much a introduction of the AED COP and what you're going to learn. The Microsoft Word module, which is currently already posted on the section508.gov/refresh tool-kit, that one has about 19 modules that it walks you through. The reason it's done that way is because it actually focuses on each individual little limit that you work with the first one maybe how do you go about setting up the document properties. It talks about saving the document with appropriate file name one that conveys meaningful information. The other part says saving if it's a Microsoft Word saving it as a docx versus a doc which is a proprietary format. Then it walks you from there to looking at the overall elements looking at color, image, tables, forms, multimedia, or synchronized media, rather, video, audio, et cetera. It walks you through all those particular elements that you would utilize to create your document and show you how you would go about criteria in that document appropriately. Then of course, because everything can not be made full conformant, such as complex tables it talks about utilizing alternative format to meet those particular needs. Those were a couple of key things that the videos were going to show you. It's one of the few ones of it's kind. Because I personally wrote the script for the pdf one, so it's wrong, I get the full blame for that. (Laughter)

But it is largely based upon the guidance from the AED COP we had a lot of amazing people on that particular team giving and sharing information.

So I could pass a little bit of the blame over to them. (Laughter) But we're hopeful that this gives you kind of a good leg-up or a head start on things. So where am I in this presentation? I'm just going to -- (Laughter). I messed it all up. And it gets worse. It closed done all together. Okay. Now you guys understand why I say I hate Power Point presentations. Well, I don't need it any way. Here's the thing, so what was next? Well, basically, let's talk about our challenges that we face and how do we go about overcoming those particular challenges. The AED understands where this comes a thing that people need to have more awareness. Without the awareness we can't really move things forward. Every agency has a challenge, because as you bring on people, they become trained they become aware, and they leave. New people come in, you to figure out how to reach out to those individuals. We're trying to do more events like this so we make people aware of what the AED COP is, as you're more aware of who we are, you go back talk to your agency, tell them about us. We you search YouTube, we have videos over AED COP. The great thing at that is because these documents were all created by 16 different agencies that came to an idea of this is the bare minimum we need to meet, you can go back and say okay the AED COP say this is is our path forward. When you're looking at our artifacts a lot of people will say, well we have different guidelines or our guidelines are a little bit more advanced than what the AED COP has put out. You to keep in mind we don't tell anyone that you have to utilize our artifacts 100% the way that they are. Here's the one thing you have to do, you to the harmonized baseline test process as a minimum. If your agency wants to say that as additional requirement for usability purposes, any document over 30 pages now need to have a table of contents, okay. 508 doesn't say that.WCAG A, AA standards doesn't say that. But maybe your agency says, for usability standard point we need. If you're working for a agency, yes you have to comply with what they want. So, AED COP strictly looks at the standards and what maps directly back to the standards. But agencies have the ability to add onto that. The idea is that you don't have to reinvent the wheel or recreate it. We're going the kind of give you the baseline and you go from there.

So that's one piece of the puzzle. The next challenge that we run into deals with technology evolving and technology moving to the cloud. What AED will try to work hand in hand with industry leaders so we can get ahead of the changes that are happening. Not only to work with the industry leader to get ahead of what's happening we try to utilize their help to help us write the authoring guides, the testing guides and things of that nature. This will help them better understand the impact their product has on the user, and also too help us state up to with what's going on. The AED will also look at best practices and strategies so that as we talk to different agencies and as we meet different ones out in the public and find out what everyone is doing, we can then take those strategies, or those techniques and cultivate it into a document or artifact and just share it with even. That way everybody's ready to leverage that helpful information, you're not left in the vacuum trying to figure your way out.

So those were kind of the challenges that we're facing. Now, we have been getting support this year from industry leaders. One of which is Microsoft surprisingly they started working with us about two-to-three-years ago. And they really, really stepped it up this year. So Microsoft say, we are aware of the AED COP. We understand your guidance. We want to figure out how to implement that guidance directly into our product.

So some of the things that they have done, and that they are in the process of doing is that they are reoptimizing their Accessibility Checker. And their accessibility check certificate going to be reliant on the WCAG standards, and the guidance produced by the AED COP. They are also looking for ways how their product itself can guide you through the process of creating an accessible document. So if it notices that you are typing in some text and you bold it, and you highlight it and you center it and you make it look all bold and beautiful, then maybe something will pop up on the that says, hey are you trying to create a heading level? If you are, maybe you should do this instead. So it's a product that will kind of educate you and guide you through the process as you're working with it. And because it will be a cloud-based service, each agency has the ability to kind of tweak and tool that. So that's something that we've been in talks with. That's something they maybe moving in the direction of trying to move towards some of the products they're putting out there. Currently they're going through and looking at their Accessibility Checker, they're looking at what it doesn't do well. It's trying to eliminate things that are really false positives. They're looking at how the create elements within the document like data tables, et cetera. They're looking at way to improve that so when it's converted it maintains the proper structure that you're worked so hard to create in the first place. Lastly what Microsoft has done for it, they've actually worked on creating authoring and testing guides for their PC 365 products, and they will continue to work with us to create those same guides for iOS, and for Android as well. So we're very excited about that relationship. We've also started building a stronger relationship with Adobe. Adobe released Acrobat DC, and, although it had some major improvements, it also created some major headaches, right.

So we are going through, we're identifying some of those "issues" that we find people are consistently falling into. And the AED is grabbing all of those things and giving them to Adobe as one batch. So that way they can clearly see that, okay, in this particular document, I tagged it, it says all the figure tags through it at the top of the tags tree, that's not how it was supposed to do things. Or I tagged something as a paragraph, it generated randomly 20 other tags underneath that paragraph tag, don't know why it did that. Those are other things we have presented to Adobe so they're currently looking at those particular issues. But also too, with the latest version or product they pushed out about two or three months ago as a update, they gave the ability to automatically delete all empty tags within the tags tree. So they're trying to make additional enhancement to that when you're remediating your document, it's making it easier for you to remediate your document. They also are working on enhancing their Accessibility Checker as well.

Lastly Net centric, you maybe use common global access, may have embedded WCAG A and AAA standards into their accessibility checking tool. If you're not familiar with what the standard is. If it fails something it generates the standard and why it fail that particular standard that, gets created as a report you can produce out. And we will continue to work with Net Centric or companies like that to help refine the products, because the better their products are, the easier our life box. So that's kind of where we are and what we're doing, and what we're moving towards. And with that, I am done talking, I will answer questions.

»» Again then the blue shirt: K you stand up and then repeat the question.

Question: My question was, what was the website where the tool kit was again? I didn't get it written down.

»» Www. Section 508.gov/refresh tool-kit. It's right in the one of the landing page box at the top.

Question: Do you have any templates or guidance for Adobe InDesign similar to The Microsoft Word guiding you through how to produce 508 compliant documents.

»» Do we have any supporting documents for Adobe InDesign, at this point the answer is, no, in 2018 that will be a focus we focus on InDesign, lifecycle Publisher and a Oooo couple of other file formats. .

Question: I'm a graphic designer, my background is in graphic design. I find that Adobe InDesign for publications, it does a great job after allowing you to tag the document while you're still working on the document. And then when it exports, it exports as 508 compliant. That has been my experience.

»» And it does a pretty good job. There maybe be some tweaks, it's relying on how well does someone understand something, we'll try to come up with artifacts so people using that product know exactly what they should be doing or looking for to get the ultimate results when they convert to it a pdf.

Question: So you mentioned earlier that you guys are working with Adobe, but Adobe doesn't provide free services, Nuance does are you working with Nuance to create a how-to guide and make files accessible for knew pans.

»» We have not reached out to Nuance yet, but that would be something, Adobe is not charging us to sit and talk to them and bounce ideas off. No company that we've worked with right now is charging us anything, they are open to ideas and suggestions. And it's basically as everyone becomes more educated and understanding the entire field moves forward.

HELEN CHAMBERLAIN: I see another hand back in the back in the burgundy. I can just see a hand sticking up. Oh. Oh, Rodney. Okay.

Question: I have a question. I know that you are not having discussed this yet, but as we -- I know you also have a Jaws user, you're aware of these problems -- as our agencies have less money, we're going to be asked to do more and more with web-based training. Do you have any design, have you guys looked into that at all? I actually worked in the training environment, I'm a Jaws user we use something called W Connect which is not accessible. No matter what we do, the material is not accessible. So how do we -- I mean how do agencies move -- because similarly in SharePoint, those things are being used too. Not so much SharePoint, but the training is really important. How do we make sure that our training is accessible?

»» Is you're looking at two things. And that particular case, in you're producing a software product, or a web-based product, you're going to be looking at the Trusted Tester Program. So, you could send them through -- if you go to section508.gov there's a link to the Trusted Tester Program that anyone can register for the class. It will take you about 80 hours to go through, it's very, very intensive. It talks about how to go about evaluating various product to make sure products are Section 508 conformant. At the end you get certification or get certified as as a trusted tester. That's one side of the fence. The other part goes down to if you're dealing with electronic documents for multimedia the multimedia or synchronized media piece is covered in some of the document tuition that we provide. We talk about captioning, adding audio descriptions when it's necessary and, those types of things within the products that we produce for the AED COP.

Question: Do you know -- so there's a whole bunch of documents my agency will have to remediate in order to get ready for January 18th. Do you know if there is a way to batch test documents that contractors will be helping us to remediate?

»» So, there are products out there that will do batch testing. Not you any for Microsoft Office product at this time. We said hey this would be great if you guys could. We don't know if that would happen in the future. One that come to mind right now there is a product called Clarity by a company called Net centric, you can point it to websites, serve-based tool, at this time it can crawl a batch of document, you can point it to a folder, it will crawl that folder of documents. There's Site Improve that's out there as well that looks at websites and also to I believe pdfs. I think DQ has a product that's also does batch file scanning. And not SharePoint, it's... maybe it is SharePoint that do batch scanning as well.

Question: Since that question was so successful (Laughter) Do you know if there are any programs that will actually do batch remediation for us? (Laughter).

»» I'm sure there are tons of contracting companies that would love to take your money. (Laughter) So, yeah, there are lots of contractor.

»» That was just a joke. Wishful thinking.

»» You know, if it's enough I may quit my job. (Laughter).

Question: So the Trusted Tester Program I've tried to have that download on my workstation at HUD, but the CIO will not approve that. So, what do I do to get the certain -- because you need a certain thing downloaded in the tool kit, there's more different items you need to download on your workstation, if your CIO is not allowing you to do that what do you do?

»» There are been some modernization, what I recommend you do, you can write down this email address. Send an email to accessibility.DHS.gov. Disability@DHS.gov. If it's particular tools that you need to get installed within your environment. There are some new tools maybe those will get passed through or the old tools. Also if you need support documentation, because we have had that problem one like FEMA for instance, took a very long time to get things approved. We already again a rate a lot of documentation and justifications, et cetera, maybe that could be something provide that would help you through that particular process as well.

Question: What are the errors that can be seen by the human testers and not detected by the pdf Accessibility Checker.

»» The question is what kind of errors that have to be visually verified versus those automatically can be caught by the Accessibility Checker. Here's my example I love to give people. I take a document in my class, we convert to it a pdf. I tell them upfront the author had no clue that what they were doing. That was me by the way. (Laughter) I said watch your Accessibility Checker. A lot of the errors that were there it did not find. One of the things would be image is true pretty much for any accessibility check every. If an image contains alternative text it will pass it. Right. But the alternative text can be really bad alternative text. Okay. Another one, heading levels. Right, if you create the look and feel of a heading level but don't programmatic call it a heading level it passes all the checks. Or if you add heading levels to your document but you do not add them in a consistent manner, like for instance if you jump a heading level, if you go heading level 1 to heading level 3 but you skip the 2 then Accessibility Checker say, hey something is missing. It will find the first heading level that looks like it's missing something, so it will go to H3 that says above the H3 it needs to be a H2 that's not right. It does check a problem. But if you Mark everything as heading level 1 it should have multiple sets of heading levels. I tell everyone in my class is always visually verify first. Because what will help is people will sit down, run the checker and say Hallelujah, it's 100% accessible. Then someone will call in and say it's not accessible. You don't know why, because the checker is very minimal in what it can do. Data table, it only looks for column headers, all these products only look for column headers, if your table has row headers it won't recognize that as a error, you have to go in and visually check. Why is that important? You to understand the column header plus the row header to understand the data cell and what it's trying to fully convey. That's why it's critical.

Question: I work in SB and OCIO, and I think everybody is going through a lot of consolidations. But we're consolidating a lot of our software and programs, and Adobe pro is on the chopping block because we're getting ready to go to Microsoft 10. Some of you are upper level leaders in OCIO they're considering getting rid of this program, but our program manager and 508 recognizes we need Adobe pro in order to go into the 508 documents, so one of the suggestions from what my supervisor want to see if we can find an alternative software that didn't cost as much. So my question is, do you have a suggestion as far as either an alternative program that can meet the needs of fixing updating, adding 508 compliance for pdf and other documents? Or do you have some type of paperwork or document that's already create that we can present to up their level leaders to let them know that this is a program that is necessary for us to meet these requirements?

»» So... that's a very interesting one. (Laughter) So the question is, if you get rid of Adobe Acrobat Pro professional how do you go about making things accessible?

»» It's on the chopping block, I'm not trying to throw anybody under the bus.

»» I have to tell people one thing first.

NISHAN FLLOYD: 508 does not specify what type of file format manage has to be put in, right. So if you have an excel file you have a Word file, Power Point, Publisher et cetera as long as you've done the necessary things, and all the elements within that document can be made conformant and you post that document, ten technically you've met the let over the law. We do know that there are alternatives that need to be generated for instance if you have a complex table, that can not be made fully accessible within a Office product, because you can't do -- you can't map column headers and the row headers and do all the necessary things that you need to do. You can do that in Acrobat. So one of the things you need to look at is if they are going to get rid of it what are the alternative, if you're still going to be generating pdfs, what tool will you utilize to generate pdfs, does that tool also support making things compliant? I'll tell you right now that if you are going to have pdfs, you're looking for additional tools they're all going to be costly. So it's best that you save money and just use Acrobat as it is, because I know there are other companies I can't really talk at them right now -- there's work being done to convert within file type format into a pdf, and maintain the structure in a better way. But that product's not out right now. And there maybe other companies that do something very similar if you go online and search generate pdfs you'll find other products that do that. But all those are going to cost money, I guess you can put out a bid and see who limbos under... (Laughter).

HELEN CHAMBERLAIN: I don't see anymore questions. So.

NISHAN FLLOYD: All right, thank you for having me, apologize for the technical difficulties. (Applause)

HELEN CHAMBERLAIN: Thank you so much. So as Nick said, he is available. He's out there now which is great. Because we've been sorely lacking in someone with this type of knowledge for quite awhile now. A couple of things, letting you out a little bit early. Lunch is at 12:45 to 2:00. So please go visit the vendors, they've got lots of great stuff out there. They've got chocolate, Chatchkis, services all kinds of stuff out there. These are all vendors who are very, very well versed in the Section 508 community. Please go and talk to them. And happy rest of your day.