# **ISO 30071-1 ICT System Accessibility Log**

**Project:** ***Trust, Interoperability and Inclusion: A Framework for Creating Cyber-***

***Trust in Connected Homes***

**Policy last updated: December 16, 2020**

**Version 0.1**

*Shared document to capture all strategic accessibility decisions on project. This should be a live document where you revisit and update information on previous steps, as more information becomes available. So it needs to be version controlled – where you revisit and update information in previous activities, don’t delete the previous version, but strike it out, so you can revisit it again in the future if you need.*

## Activity 1: Specify the Widest Range of Potential Users

### Activity 1a: Define the product’s target audiences

#### Is the product for a general public audience, a specific audience, or controlled audience?

* *The app is intended for people with diverse sensory, cognitive, and motor abilities (low vision, hearing impairment, autism spectrum disorder, among others). The app will be delivered*

#### Segmentation: what are the product’s primary and secondary audiences?

* Primary:
  + *[answer here]*
* Secondary:
  + *[answer here]*

### Activity 1b: Understand how disabled people use products

#### How are you going to research how people with disabilities may use your product?

* *[Hope the guidelines are enough | Do some desk research into needs of people with disabilities from the product type | Do some user research with people with disabilities]*

### Activity 1c: Define the relationship the product will have with its audiences

#### Is your product personalised to the individual? – how are you setting their expectations?

* *[Are your users completely anonymous to the product? | Do users get a personalised experience if they have accepted cookies? | Do users get a personalised experience if they have logged-in?]*

## Activity 2: Specify User Goals and Tasks

### Activity 2a: Specify the purpose of the product & note associated accessibility challenges

#### In 1 sentence, what is the purpose of the product?

* *[Your 60 second vision statement for the product]*

#### Are there any obvious accessibility challenges in this purpose? – does it include:

* *[Rich interactions? | Podcasts or videos? | User-generated content? | Anything that is innovative? | Anything that is supposed to be fun (e.g. a game, or gamified experience)? | Anything that replaces a non-digital services (e.g. phone helpline) which will be discontinued on its launch?]*

### Activity 2b: Split user goals into core and non-core

#### What goals are your audiences going to come to your product to achieve?

#### Which goals are core, and which are not?

#### Are there specific goals which are more important to your different audiences?

#### How will you define your product is successful in enabling its target audiences to achieve these goals?

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| --- | --- | --- | --- |
| **Goal** | **Core/Non-core** | **Notes on importance to audiences** | **Definition of successfully achieved** |
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### Activity 2c: How people with disabilities may use your product

#### Is there anything about your product that would make people with a particular impairment particularly *want* to use it?

* *[e.g. Does your product replace a phone-line service that would have been inaccessible to people who are hard of hearing?]*

#### Is there anything about the product that you think might make them *not* want to use it?

* *[Are any groups of disabled people not going to be in your target audience due to the nature of the product (e.g. it is very unlikely that people with learning difficulties will be in the target audience for a legal practice’s intranet)]*

#### Do you need to do any more research here?

* *[Do you know enough to be sure of your assumptions? Do you know how many disabled people are using your current site/service/product or a competitor’s?]*

### Activity 2d: Note any preferences & restrictions of audiences from your product’s context of use?

#### The context of use of your product (including the devices on which it will be used) may restrict the user's ability to use their preferred assistive technologies and accessibility settings. Does it have any of these restrictions:

* Will it be used on an office computer on which you cannot install assistive technologies or set browser settings for security or ease of IT support reasons?
  + *[Yes | No]*
* Will it be used in a place where assistive technologies are not available (e.g. a screen reader doesn't exist for the local language), not accessible (e.g. people can't get information on the right tech for them), or not affordable (e.g. people can't afford to buy them)
  + *[Yes | No]*
* Will it be used in a shared environment, in which the preferences of mainstream users override those of users with access needs (e.g. shared video screens at events or in museums)
  + *[Yes | No]*
* Will it be used on an older device which does not support assistive technologies or accessibility settings? (e.g. old Android devices, Windows Tablet)
  + *[Yes | No]*
* Will it be used on a device which does not support assistive technologies or accessibility settings? (e.g. kiosks)
  + *[Yes | No]*

#### Will users with access needs have particular preferences on the devices on which they will use your product?

* *[Will they have a preference for mobile due to cost of technology? | Will they have a preference for use on a tablet? | Will they have a preference for use on a smart watch?]*

### Activity 2e: Note the impact of the device(s) your product will support on accessibility

#### What types of device will your product support:

* Desktop/laptop browser
  + *[Yes | No]*
* Smartphone browser
  + *[Yes | No]*
* Tablet browser
  + *[Yes | No]*
* Hybrid mobile app
  + *[Yes | No]*
* Native mobile app
  + *[Yes | No]*
* eBook reader
  + *[Yes | No]*
* Wearable (e.g. Apple Watch, Samsung Gear, smart glasses)
  + *[Yes | No]*
* Intelligent home device / smart speaker (e.g. Amazon Echo, Google Home, Apple HomePod)
  + *[Yes | No]*
* Games console
  + *[Yes | No]*
* VR/AR headset
  + *[Yes | No]*
* In-car/flight entertainment system
  + *[Yes | No]*
* Kiosk
  + *[Yes | No]*
* ATM
  + *[Yes | No]*
* Electronic Point of Sale System
  + *[Yes | No]*
* Other (please specify)
  + *[answer here]*

#### How is the design of your product going to vary across devices?

* *[Responsive Design | Adaptive Design | Neither or something else]*

#### What *challenges* to achieving a good Accessibility eXperience will you face on each type of device?

* *[answer here]*

#### What *opportunities* for achieving a good Accessibility eXperience could you make use of on each type of device?

* *[answer here]*

## Activity 3: Specify User Accessibility Needs

### Activity 3a: Integrating people with disabilities into your user research – are guidelines enough?

#### How will you identify the accessibility needs of the audiences for your product and its contexts of use?

* *[Through identifying the right set of accessibility guidelines for the devices your product will be used on (where these already exist) | Through desk research into the needs of people with disabilities into their needs and preferences for your type of product | Through conducting user research with people with disabilities into their needs and preferences for your product]*

### Activity 3b: Define success criteria & level of accessibility experience

#### What level of accessibility experience have you set as your success criteria for the product's core user goals?

* *[Technical | Effective & Efficient | Satisfying]*

#### What level of accessibility experience have you set as your success criteria for the product's *non-core* user goals?

* *[Technical | Effective & Efficient | Satisfying]*

#### Is there any justifiable reason to make an exception to those aims for a particular impaired group and user goal?

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* *[answer here]*

### Activity 3c: Define your operating systems (OSes), target browsers and assistive technologies (ATs)

#### Note: How many combinations should you support?

* [Note: each supported combination will add resource cost for the project, so what combinations is it necessary to support to cover those that your research says are being used by your product’s target audiences…? WebAIM’s annual screen reader survey can advise on what devices screen reader users are likely to be using – see: <http://webaim.org/projects/screenreadersurvey/>]

#### What operating systems (and which versions) are you planning to support on the devices you are supporting?

* *[answer here]*

#### If your product will be viewed through a browser, what browsers (and which versions) are you planning to support?

* *[answer here]*

#### Which of these assistive technologies are you planning to support on the devices you are supporting?

* PC screen reader: JAWS
  + *[Yes | No]*
* PC screen reader: NVDA
  + *[Yes | No]*
* PC voice recognition system: Dragon Naturally Speaking
  + *[Yes | No]*
* Mac screen reader: Voiceover
  + *[Yes | No]*
* Mac voice recognition system: Voice Control
  + *[Yes | No]*
* iOS screen reader: Voiceover
  + *[Yes | No]*
* iOS voice recognition system: Voice Control
  + *[Yes | No]*
* Android screen reader: Talkback
  + *[Yes | No]*
* Android voice access: Google Voice Access
  + *[Yes | No]*

## Activity 4: Specify Accessibility Requirements

### Activity 4a: Specify implementation technologies

#### What implementation technologies will you use to create the product?

* HTML
  + *[Yes | No]*
* CSS
  + *[Yes | No]*
* JavaScript
  + *[Yes | No]*
* WAI ARIA
  + *[Yes | No]*
* Hybrid app package (e.g. Cordova, PhoneGap)
  + *[Yes | No]*
* Java
  + *[Yes | No]*
* Swift
  + *[Yes | No]*
* Other (please specify)
  + *[answer here]*

### Activity 4b: Specify enabling technologies

#### Will you use any of these 3rd party frameworks or libraries in the product's creation?

* React JS
  + *[Yes | No]*
* Angular JS
  + *[Yes | No]*
* JQuery
  + *[Yes | No]*
* Dojo
  + *[Yes | No]*
* PhoneGap
  + *[Yes | No]*
* Cordova
  + *[Yes | No]*
* Other (please specify)
  + *[answer here]*

#### Will you use any of these Content Management Systems in the product's creation?

* Adobe Experience Manager
  + *[Yes | No]*
* Site core
  + *[Yes | No]*
* Drupal
  + *[Yes | No]*
* Wordpress
  + *[Yes | No]*
* Other (please specify)
  + *[answer here]*

#### Will you use any of these 3rd party components in the product's creation?

* Embedded media player
  + *[Yes | No]*
* Cookie banner plug-in
  + *[Yes | No]*
* Social media share buttons
  + *[Yes | No]*
* Other (please specify)
  + *[answer here]*

#### How are you going to ensure these technologies are able to deliver accessible products? (e.g. ask for VPATs)

* *[answer here]*

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### Activity 4c: Specify accessibility reqs using guidelines

#### What accessibility guidelines will your product's accessibility needs come from?

* *[WCAG 2.0 | WCAG 2.1 | Apple accessibility APIs | Android accessibility APIs | No guidelines exist to help specify provision of accessibility on your device, so you need to research & create your own]*

#### Does your audience feature any groups that WCAG 2.0 (or 2.1) didn’t consider sufficiently? What are you going to do to understand their user needs?

* *[answer here]*

### Activity 4d: Using accessibility requirements to procure the product or outsource its creation

#### If you are creating it internally

* *[How are you going to document the accessibility requirements for your product from the specified user accessibility needs?]*
* *[Which of these roles in your team are you confident have enough accessibility training to understand how to deliver against the product's accessibility requirements? – developers, designers, content authors. QA testers]*
* *[Note: Hassell Inclusion can help you assess the accessibility competence of your team members, and train them in the accessibility requirements for their job-role, if you need]*

#### If you are outsourcing it

* *[Do you have a sufficiently detailed and mutually agreed definition of the product’s accessibility requirements and how these are to be proven in deliveries?]*
* *[Are these requirements in your ITT or RFP?]*
* *[Do you know what questions to ask of suppliers, so they can prove their competence to deliver a product which meets your accessibility requirements?]*
* *[Note: Hassell Inclusion can help you assess the accessibility competence of your suppliers, if you need]*

#### If you are procuring it

* *[Do you have a sufficiently detailed and mutually agreed definition of the product’s accessibility requirements and how these are to be proven by suppliers?]*
* *[Are these requirements in your ITT or RFP?]*
* *[Do you know what questions to ask of suppliers, so they can prove their product’s fit to your accessibility requirements? – for example, do you know how to read a VPAT?]*
* *[Note: Hassell Inclusion can help you assess the accessibility of products that you are considering procuring, if you need]*

## Activity 5: Specify Design Approach

### Does your product, or its content of use, include any of these circumstances where a user-personalized approach could be useful?

* Diverging user preferences (where different people's preferences conflict with each other)
  + *[Yes | No]*
* Where key audiences have restrictions in use of accessibility settings in their browser or device
  + *[Yes | No]*
* Other (please specify)
  + *[answer here]*

### What user-personalized approaches to accessibility might be useful and reasonably expected for your product to provide to assure accessibility requirements are met on all the devices you will support?

* *[e.g. a mechanism to allow font size and colours to be easily changed across devices]*

## Activity 6: Ensure Accessibility Reqs Are Met

### Activity 6a: Sprint planning

#### Does your product include any of these high-risk elements for accessibility that you should plan to create early in your sprint planning?

* Rich interactive widgets (accordions, comparison tables, sliders, complex dropdowns)
  + *[Yes | No]*
* Dynamically created charts or images
  + *[Yes | No]*
* Podcasts or videos (including embedded audio/video players)
  + *[Yes | No]*
* Mobile-specific elements (e.g. 'burger navigation' or mobile-specific tables)
  + *[Yes | No]*
* Packaging as a mobile app (e.g. use of AngularJS and Cordova to create a mobile app,   
  or creation of a native app)
  + *[Yes | No]*
* User-generated content
  + *[Yes | No]*
* Sign-in systems
  + *[Yes | No]*
* Anything that is innovative
  + *[Yes | No]*
* Anything that is supposed to be fun
  + *[Yes | No]*

### Activity 6b: Test planning

#### Which of these accessibility testing methodologies are you going to use during your product's creation?

* Automated accessibility testing
  + *[Yes | No]*
* Manual accessibility QA testing by the product's QA team
  + *[Yes | No]*
* WCAG 2.0 audit (minimum level needed for technical AX)
  + *[Yes | No]*
* Testing with assistive technologies (recommended for technical AX)
  + *[Yes | No]*
* Cognitive walkthrough by an expert (minimum level needed for effective & efficient AX)
  + *[Yes | No]*
  + Full user-testing of the product by people with disabilities (recommended for effective & efficient *[Yes | No]*
* AX, essential for satisfying AX)
  + *[Yes | No]*
* Other accessibility testing methods to be used
  + *[answer here]*

#### Have you trained your QA testers in how to do accessibility testing as part of their role?

* *[Yes | No | Not sure]*
* *[Note: Hassell Inclusion can help you train your QA testers to be able to do accessibility testing, if you need]*

#### Have you set aside budget for any testing to be done by an external organisation, and scheduled the testing with them?

* *[Yes | No | Not sure]*
* *[Note: Hassell Inclusion can help you plan how to choose between different types of testing methodologies at different points of your product’s creation to use your testing budget most wisely, if you need]*

#### Which of these accessibility issue prioritisation methodologies are you going to use during your product's creation?

* *[High - Medium – Low | Use of an Accessibility Issue Prioritisation Matrix | Other accessibility prioritisation method to be used]*

### Activity 6c: Balance launch risks

#### How are you going to balance the risks of launching with accessibility issues with the risks of delaying launch while you fix them? Do you have a governance policy that explains this, and a process for ensuring it is applied?

* [do you have a minimal level that you are comfortable with? who will make the decision that the product is ‘accessible enough’ and what will they require to do that?]

## Activity 7: Ensure Communication About Accessibility

#### How will you communicate launch decisions to your audiences?

* *[have you planned to provide some form of accessibility statement with your product?]*
* *[do you need to communicate your decisions with any disability lobbyists/organisations before you launch, to prevent PR difficulties?]*

#### How do you plan to market your product's accessibility wins to attract disabled or older audiences?

* *[have you planned to communicate the accessibility successes in your product to these audiences, so you can maximise the return on your investment in accessibility?]*
* *[Note: Hassell Inclusion can help you create accessibility statements and plan PR around accessibility for ROI, if you need]*

## Activity 8: Ensure Integration of Accessibility in Product Updates

#### What sorts of post-launch updates are you anticipating?

* *[How often will the product’s content be maintained/added-too? by whom? how often do you expect it to go through (major and minor) versions?]*

#### How will your test plan and maintenance processes ensure post-launch accessibility monitoring?

* *[Have your maintenance staff been trained in maintaining the accessibility of a product? do you have testing tools to help you monitor the product’s accessibility post-launch?]*

#### How will you keep up with changes in technology, post-launch?

* *[Suggestion: at a minimum, keep up to date with WebAIM’s annual screen reader survey – see:* [*http://webaim.org/projects/screenreadersurvey/*](http://webaim.org/projects/screenreadersurvey/)*]*

#### How will you review and deal with audience feedback re your product’s accessibility?

* *[What mechanisms will your audiences think to use to give you feedback on your product’s accessibility? whose job is it to verify and deal with this feedback? what is your escalation path for complaints?]*