

State Guidelines – Accessibility to Information Technology for Individuals with Disabilities

Adopted by the Information Services Board (ISB) on May 12, 2005

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[Definitions](#)

Introduction

The state of Washington is committed to providing access to information technology to the public and employees, including individuals with disabilities.

Accessibility for individuals with disabilities is a global best practice. The Americans with Disabilities Act (ADA) and regulations, and Section 508 of the Rehabilitation Act promote equal access to public information and services. The World Wide Web Consortium's (W3C) Web Accessibility Initiative promotes access to Web-based information. Together, these laws, regulations and related policies, standards, and guidelines provide best practices for procuring, creating, and maintaining accessible information technology.

These guidelines are designed to:

- Provide the public and employees, including individuals with disabilities, access to information technology.
- Provide agency staff with information necessary to procure, develop, and maintain information technology that is accessible to all individuals.

Statutory Authority

The provisions of RCW 43.105.041 detail the powers and duties of the Information Services Board (ISB), including the authority to develop statewide or interagency technical policies, standards, and procedures related to information services.

Scope

These guidelines apply to all executive and judicial branch agencies and educational institutions, as provided by RCW 43.105, that operate, manage, or use Information Technology services or equipment to support critical state business functions.

Guidelines

Information Technology should be procured, developed, maintained, and used so that it is accessible to individuals with disabilities, unless it creates an undue burden on the agency. Information Technology, including Web sites, Web-based applications, software systems, and electronically published documents, should provide the same functionality to individuals with disabilities as it provides to others.

Agencies should implement the following Section 508 Standards and World Wide Web (W3C) Guidelines to provide equal access to information technology for employees and the public, including individuals with disabilities:

Accessibility Guidelines	Section Overview
Section 508 Subpart A 1194.1 Purpose 1194.2 Application 1194.3 General exceptions 1194.4 Definitions 1194.5 Equivalent facilitation	An overview of Section 508, its purpose, application, exceptions to the standards, and definitions.
Section 508 Subpart B 1194.21 Software applications and operating systems	Software applications and operating systems, technical standards and program features.
1194.22 Web-based intranet and Internet information and applications Note: This subsection will be superseded by the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines 2.0 when the WCAG 2.0 are adopted as a W3C Recommendation.	Web-based content including: Web sites, Web-based applications, and Web-based service delivery.
1194.24 Video and multimedia products	Multimedia based training, informational video and multimedia productions, close captioning, alternate text presentations, and more.
Section 508 Subpart D 1194.41 - Information, documentation, and support	End-user documentation and alternative formats.

Maintenance

Technological advances and changes in the business requirements of agencies will necessitate periodic revisions to policies, standards, and guidelines. The Department of Information Services is responsible for routine maintenance of these guidelines to keep them current. Major policy changes require the approval of the ISB.

Appendix A: References and Glossary

References

The Americans with Disabilities Act (Title II, Subtitle A)

<http://www.usdoj.gov/crt/ada/pubs/ada.txt>

The Americans with Disabilities Act – Code of Federal Regulations (28 CFR 35)

<http://www.usdoj.gov/crt/ada/reg2.html>

Section 508 of the Rehabilitation Act

<http://www.section508.gov>

Guide to the Section 508 Standards for Electronic and Information Technology

<http://www.access-board.gov/sec508/guide/index.htm>

W3C Web Accessibility Initiative

<http://www.w3.org/wai>

The Information Services Board

<http://isb.wa.gov>

Glossary

Accessibility. Web sites, Web-based applications, software systems, and published documents or other types of information services that enable equal access to the public and employees, including individuals with disabilities.

Section 508 Standards. A comprehensive set of general, technical, and functional standards that apply to Federal agencies to make their electronic and information technology accessible to individuals with disabilities.

Undue burden. According to Section 508, “Undue burden means significant difficulty or expense. In determining whether an action would result in an undue burden, an agency shall consider all agency resources available to the program or component for which the product is being developed, procured, maintained, or used.”

Web Content Accessibility Guidelines (WCAG). The World Wide Web Consortium (W3C) guidelines for creating accessible Web content.