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ISO/IEC JTC 1 Special Working Group on Accessibility (SWG-A)

JTC 1 SWG-A N 343

2008-08-12

Document Type:	Response to Correspondence from JTC 1 Chairman and Request for JTC 1 NB and SC Secretariat Feedback
Title:	**JTC 1 Special Working Group on Accessibility Response to Correspondence from the JTC 1 Chairman (SWG-A N 315) Concerning JTC 1 Web Site Accessibility Issues and Request for JTC 1 National Body and SC Secretariat Feedback**
Source:	JTC 1 Special Working Group on Accessibility
Requested Action:	**Per SWG-A 2008 Tokyo Resolution 20: SWG on Accessibility Request for JTC 1 National Body and SC Secretariat Feedback on SWG-A N 343**

The JTC 1 Special Working Group on Accessibility requests JTC 1 National Bodies and SC Secretariats to consider document SWG-A N 343 which SWG-A has sent to ISO and IEC Central Secretariats. The SWG-A further requests the National Bodies and SC Secretariats to provide feedback on the relevance of this document to their own web site procedures to help the SWG-A fulfill its role on promoting the uptake of strategies to improve accessibility throughout standardization development.

Unanimous

The JTC 1 Special Working Group on Accessibility (SWG-A) expresses its appreciation to ISO and IEC for making accessibility of the ISO and IEC Web sites a top priority of their Web developers, in response to JTC 1 N 8426, Resolution 18: Accessibility of Livelink Web sites (November 2006); and JTC 1 N 8804, Resolution 3: Accessibility of LiveLink Web sites (October 2007).

 JTC 1 SWG-A participants note that this is an important step in eliminating barriers for people with disabilities, older Web users, and many others who need to access information and publications of ISO/IEC. This will also enable universal participation in the development of standards.

In document JTC 1 SWG-A N 315 (May 2008), Mr. Jameson noted "ISO requested we provide specific comments on other problem areas, and also inform them of any tools we're aware of to aid in improving the site's accessibility. They also asked if we thought the iso.org site has similar issues. I'd like you to consider this request in the SWG-A, and try to develop detailed feedback to aid ISO in responding to our resolutions."

JTC 1 SWG-A participants note that these kinds of questions are common when organizations first commit to making their Web sites accessible, and that the World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI) has consequently developed freely available online guidance addressing these questions. JTC 1 SWG-A also notes that these questions are relevant to all ISO and IEC secretariats, national bodies, and all organizations participating in ISO and IEC standards development.

We are recommending the following annotated list of selected resources which address different aspects of implementation planning for Web accessibility, from development of an organizational policy on Web accessibility, to prioritization of Web site retrofitting tasks and selection of authoring and evaluation tools. JTC 1 SWG-A encourages

ISO and IEC to consult these documents for the initial background that we believe will help address your questions, and to promote the use of these documents with secretariats, national bodies, and all organizations participating in ISO/IEC work.

JTC 1 SWG-A also notes that the scope of this work may be substantial, and that one way to address this effectively is to engage the services of an accessibility expert to work alongside your in-house Web developer. An accessibility expert can help customize accessibility guidance for your existing Web environment and Web publishing procedures, and compile guidance for the publishing procedures of ISO/IEC standards developers. Engaging the services of an accessibility expert can also help develop your in-house accessibility expertise more quickly.

We also note with concern that the ISO guide to e-Services does not mention accessibility. We offer the services of the JTC 1 SWG-A ad hoc in providing feedback on the development of accessibility guidance for the ISO guide on e-Services, as well as on the development of high-level accessibility policy statements for ISO and IEC, which we believe are necessary.

We believe that as ISO and IEC develop and follow through on Web accessibility policies -- for their Web sites and the content accessed through them -- they will reduce barriers to standardization. This will set positive examples for secretariats, national bodies, and organizations participating in standards development. We welcome your feedback and discussion.

Selected resources to help address the questions you posed include:

- Improving the Accessibility of Your Web Site
  http://www.w3.org/WAI/impl/improving.html
  An overview of how to evaluate your site, prioritize retrofitting work based on those evaluation results, and optimize your software to support the production of accessible content.

- Implementation Plan for Web Accessibility
  http://www.w3.org/WAI/impl/
  An outline of steps needed for an effective Web accessibility implementation plan for your organization, including an initial assessment, development of organizational policies, software selection, training, retrofitting, evaluation, and monitoring.

- Developing Organizational Policies on Web Accessibility
  http://www.w3.org/WAI/impl/pol.html
  Guidance on establishing an organizational policy and milestones for Web accessibility. Note that we recommend that such a policy focus on WCAG 2.0 rather than WCAG 1.0 (see below).

- Selecting Web Accessibility Evaluation Tools
  http://www.w3.org/WAI/eval/selectingtools.html
  An explanation of different considerations in selecting evaluation tools that will best meet the needs of your organization.

- Evaluation Tools Database
  http://www.w3.org/WAI/ER/tools/
  A database which includes many different types of Web accessibility evaluation tools, including freely available tools, customizable tools, tools that can run behind a firewall, etc.

- Selecting and Using Authoring Tools for Web Accessibility
  http://www.w3.org/WAI/impl/software
  This resource may help identify questions to ask your current authoring tool vendor, or to consider in the selection of authoring tools that might better support accessibility.

- Web Content Accessibility Guidelines 2.0
  http://www.w3.org/TR/WCAG20/
  As of April 2008, WCAG 2.0 is currently in Candidate Recommendation status and available for implementation. Though WCAG 2.0 is still in

development, it is relatively stable, and provides more flexibility and more implementation support resources than does WCAG 1.0.

- How to Meet WCAG 2.0
  http://www.w3.org/WAI/WCAG20/quickref/
  A customizable quick reference for WCAG 2.0 requirements and techniques, which provides implementation support for your developer.

JTC 1 SWG-A N 315

2008-05-14

Document Type:	Correspondence
Title:	**Correspondence from the JTC 1 Chairman Concerning JTC 1 Web Site Accessibility Issues**
Source:	Scott Jameson, JTC 1 Chairman
Action ID:	ACT
Requested Action:	**For consideration at the June 2008 SWG-A meeting.**

Karen,

While in Geneva last week, I had the opportunity to talk to some of ISO's staff regarding the JTC 1 website. As part of this, we discussed the JTC 1 Resolutions regarding the accessibility of the website. Some of the problems are well known, such as the use of image maps, but ISO requested we provide specific comments on other problem areas, and also inform them of any tools we're aware of to aid in improving the site's accessibility. They also asked if we thought the iso.org site has similar issues.

I'd like you to consider this request in the SWG-A, and try to develop detailed feedback to aid ISO in responding to our resolutions. Please send the results of the SWG-A's deliberations to Lisa Rajchel (JTC 1 Secretariat) and she can then incorporate them with the output from the Web Site Improvement Ad Hoc in addressing the necessary changes with ISO staff.

Thank you,
Scott Jameson
Chairman, ISO/IEC JTC 1

Excerpt from JTC 1 N 8426 - Final Resolutions Adopted at the 21st Meeting of ISO/IEC JTC 1 - 13-17 November 2006 in South Africa

Resolution 18 – Accessibility of Livelink Web Sites

Based on the report of the SWG-Accessibility contained in document JTC 1 N 8355, JTC 1 urges the ITTF to ensure that the Livelink sites for JTC 1 and its subcommittees are made universally accessible immediately. Current issues with the design of the site (for example the use of image maps) make the web site inaccessible to significant sectors of the community and exclude them from full participation in standardization. JTC 1 acknowledges that the request to make the website accessible may involve substantial work but believes that making the web sites accessible should be a priority task.

Unanimous

Excerpt from JTC 1 N 8804 - Resolutions Adopted at the 22nd Meeting of ISO/IEC JTC 1 - 8-13 October 2007 in Australia

Resolution 3 – Accessibility of Livelink Web Sites

JTC 1 reaffirms Resolution 18 of its 2006 Plenary meeting in South Africa regarding accessibility of Livelink web sites. JTC 1 continues to urge the ITTF to ensure that the Livelink sites for JTC 1 and its Subcommittees are made universally accessible immediately. Current issues with the design of the site (for example the use of image maps) make the web site inaccessible to significant sectors of the community and exclude them from full participation in standardization. JTC 1 acknowledges that the request to make the website accessible may involve substantial work but reiterates its belief that making the web sites accessible should be a priority task. JTC 1 requests that ITTF provide a status report at the 2008 Plenary meeting in Japan.

Unanimous