About these guides

Best practice guide:

A comprehensive guide for ICT Accessibility Standards

We understand that while there can be common aspects, organisations work in different ways and what works for one, might not fit so well with another. These guides are written as an example of what best practice might look like in your organisation, but it may be that you have to adjust what is recommended to accommodate your particular circumstances.

Similarly the guides do not include detailed technical information as this would tie them to a specific technology or set of circumstances. Instead the guides convey important principals and approaches that can be applied in any industry and using any technology. Where appropriate the guides reference other sites and resources which contain more technical detail at the time of publication/last review.

Introduction

This document is intended to give the reader guidance when they are considering the IT Accessibility Standards that they should apply in their own organisation. It reviews the major standards so that readers can decide which are relevant to their organisation’s needs.

It was created based on the experiences of Business Disability Forum members and is expected to be improved over time based on feedback.

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What is Accessibility?

Accessibility is not a desirable extra, it’s a requirement under the Equality Act 2010

Accessibility describes the degree to which a product, device, or service is available to as many people as possible; encompassing people with a broad range of abilities and impairments.

In the context of this document, accessibility is concerned with making information technology (IT) accessible to people with all abilities. This ensures that the needs of individuals who have a disability are considered in IT solutions that are bought or built by an organisation.

Accessibility is not a desirable extra; it is a requirement under the Equality Act 2010 in the UK and similar laws in many other countries. Organisations employing people or providing a service to the public must take all reasonable steps to achieve equality of opportunity, and minimise disadvantages.

Usability is something different, although related to accessibility. It describes the extent to which a product can be used to achieve a specified goal, effectively, efficiently, and with satisfaction.Developing a usable product can help with accessibility, and vice versa.

A product can be accessible, but unusable. For example, for a system to be considered accessible, users must be able to navigate around systems without using anything except the keyboard. However if you need to tab thirty times and use combinations of alt, shift, and other keys to get to the item you need then the system, although accessible, would not be very usable.

Why bother with IT Accessibility?

In the digital age all companies, local authorities, other public bodies and third sector organisations must ensure their websites, apps and other digital services are as accessible as possible, for cost, efficiency, ethical and legal reasons. See <http://www.w3.org/WAI/bcase/Overview.html>.

Commercial considerations

The World Health Organization estimates that there are over one billion people with disabilities world-wide – one in seven people. Anyone not considering their needs is reducing their potential market by 14%. Although not all people with disabilities will need IT adaptations, enough of them do that to ignore this sector of the market could have significant negative business impact.

The incidence of disability rises with age, but generally so does disposable income. Potential customers who have paid off their mortgages and their children have left home are both the most cash-rich, and the most likely to need accessible services.

Employees

Even if accessibility is not important to an essential team member right now, their situation may change radically.

Organisations want their public-facing websites to be accessible to maximise their market presence. But they may be less concerned about internal systems.

Many organisations feel that they have no need for assistive software (AS) for their staff because none of their employees currently have disabilities which affect their use of IT. But a fundamental point about disability is that anyone can become disabled at any point in their lifetime, either temporarily or permanently, through illness, accident, or degenerative effects of aging.

Disabilities which may come with age include poorer eyesight (not necessarily blindness) and a reduction in manual dexterity, often through arthritis or a similar degenerative disease. A common problem amongst people who have worked with IT for years is repetitive strain injury (RSI), which can occur at any age, and leads to a need to reduce the use of the wrist. All of these may be overcome by some fairly common AS.

It therefore makes sense to remember that even if accessibility is not important to an essential team member right now, their situation may change radically.

It is also crucial to recognise that non visible disabilities ‘which may already be affecting staff can benefit from the introduction of appropriate AS. For example, there are several packages designed to help people with dyslexia. They can increase the productivity of staff whose disability may currently be overlooked because it is not visible.

Legally, the duty to make reasonable adjustments for members of the public who use your service is anticipatory. It makes sense to have accessible IT systems for any user who has or develops, the need for additional support. From a practical point of view, redesigning inaccessible IT systems when accessibility is needed is expensive and takes a long time, if it is even possible. Far better to have accessibility built in from the start.

Legal Requirements

In many countries, including Great Britain, ensuring technology is accessible to people of all abilities is a legal requirement. Failure to meet this requirement can result in costly litigation, compensation, and severe reputational damage. Organisations can be sued and suffer very bad publicity if their websites are inaccessible. Employees forced out by a failure to accommodate their acquired disabilities can be awarded many thousands in compensation. Even non-employees can sue if they are qualified for an advertised job vacancy but a company cannot employ them because of their disability.

But the Equality Act 2010 only requires reasonable adjustments to be made to meet the needs of people with disabilities. It does not require a huge proactive programme immediately making every system accessible, at a price that will bankrupt the organisation.

There is no definition in law of what is reasonable. A court or employment tribunal will have to decide whether the organisation genuinely tried to cater for equality and diversity. Specifying, and enforcing, accessibility in new IT, or in upgrades to existing systems, will help to demonstrate a commitment to equality.

Designers, developers, and accessibility professionals have spent decades working with people with a wide range of disabilities to discover what aspects of IT delivery may present barriers.

Why conform to someone else’s Accessibility Standards?

Any organisation can set its own standards for IT Accessibility. They know their market, they know their products and IT systems, and more than anything else their systems architects and developers know their own capabilities. A common belief about accessibility amongst developers is that “we know how to make our systems accessible, you don’t need to worry about that.”

But as with so much else in business, best results are gained by building on other people’s knowledge and hard work. Designers, developers, and accessibility professionals have spent decades working with people with a wide range of disabilities to discover what aspects of IT delivery may present barriers.

Learning what might be a barrier to users with particular needs can be a very expensive process. It needs time with potential customers, hundreds of them with scores of different conditions and needs. Fortunately, organisations can avoid all this research by adopting the widely accepted standards. These also have the advantage that there are easily used automated testing tools out there to check that the solution matches the standards – which would not be true if an organisation chose its own standards.

An overview of IT Accessibility Standards

ISO 9241-171:2008: Ergonomics of human-system interaction – Part 171: Guidance on software accessibility

This document from the International Organisation for Standardisation (ISO) describes the standard for the basic characteristics of all systems which people interact with, whether they are used on web-sites or stand-alone computers. Most IT systems fall into this category. (An example of a system people do not interact with would be an automatic contactless payment system, where computerised systems register the presence of a payment card, check the amount owed according to the barcode scanner, and automatically transfer funds from the cardholder’s account to the shop’s, all without human intervention.) For further information on this standard, please follow this link <http://www.iso.org/iso/iso_catalogue/catalogue_tc/catalogue_detail.htm?csnumber=39080>

This ISO standard deals with the following themes:

* Names and labels for user interface elements
* User preference settings
* Special consideration for accessibility adjustments

The ISO standard deals with pointing devices, keyboard inputs and many other themes

* General control and operation guidelines
* Compatibility with assistive technology
* Closed systems
* Alternative input options
* Keyboard focus
* Keyboard input
* Pointing devices
* General output guidelines
* Visual outputs (displays)
* Texts and fonts
* Colour
* Window appearance and behaviour
* Audio output and its text equivalent (captions)
* Media
* Tactile output

Documentation, support, and help services.

The ISO is a copyright document so cannot be quoted further. Developers will need to buy their own copy from the International Organisation for Standardisation via this link <http://www.iso.org/iso/iso_catalogue/catalogue_tc/catalogue_detail.htm?csnumber=39080> . Each section and sub-section comes with useful notes and examples clearly illustrating how the standard can be achieved. Appendix C provides a useful reporting format so that developers can provide a complete statement of the accessibility of their solution to the commissioning team.

ISO9241-171 is recommended as the basis of any organisation’s accessibility standards. It starts at the bottom, laying down the basics in a way that people new to accessibility development can follow to meet the standards.

WCAG – the Web Content Accessibility Guidelines/ISO/IEC 40500:2012

WCAG, or WCAG 2, refers to the Web Content Accessibility Guidelines version 2 from the World Wide Web Consortium (W3C).

The WCAG guidelines have also been adopted as International Standard ISO/IEC 40500:2012 <http://www.iso.org/iso/iso_catalogue/catalogue_tc/catalogue_detail.htm?csnumber=58625>, but most people acquire them free from the W3C website <http://www.w3.org/WAI/intro/wcag.php> rather than pay for the identical ISO documentation.

As the name makes clear, they are about web content. They apply to web-based systems, whether they are on the Internet or an Intranet.

Systems must be Perceivable, Operable, Understandable and Robust

The standards are based on four principles: systems must be **Perceivable, Operable, Understandable,** and **Robust**. Twelve guidelines (success criteria) show you how to meet these, and each guideline has three levels: A, AA, and AAA. AAA is the most exacting, but it is up to each organisation to decide whether they want to go to that extent. UK Government departments, for example, only specify that level AA is required.

The principles and guidelines are:

Perceivable

* Provide text alternatives for non-text content.
* Provide captions and other alternatives for multimedia.
* Create content that can be presented in different ways, including by assistive technologies, without losing meaning.

Make it easier for users to see and hear content.

Operable

* Make all functionality available from a keyboard.
* Give users enough time to read and use content.
* Do not use content that causes seizures.

Help users navigate and find content.

Understandable

* Make text readable and understandable.
* Make content appear and operate in predictable ways.

Help users avoid and correct mistakes.

Robust

Maximize compatibility with current and future user tools.

The WCAG website includes sections on understanding the success criteria; how to meet them; a collection of techniques and common failures; and tips for navigating around the WCAG documentation.

Websites need to be specifically adapted for mobile devices to make them usable

The WCAG guidelines are our second recommendation as the basic building-blocks of an organisation’s accessibility standards. There is of course a significant overlap between ISO9241-171 and WCAG, so once one set of standards has been met, there will be few additional items to be taken into account to meet both.

The WCAG guidelines also have the significant advantage of being free to acquire and use.

Mobile Devices

Websites look and perform differently on smartphones and tablets. Due to the smaller screens, a website which works perfectly well on a laptop or desktop computer will be too compressed for use, or require an unreasonable amount of scrolling around. They need to be specially adapted for mobile devices to make them usable.

The accessibility requirements are also quite specialised. Users of desktop and laptop computers will often have a proprietary Assistive Software (AS) package (see section 6.5). These take up a lot of memory so they are less likely to be installed on mobile devices. Instead, people who need AS use the device’s inbuilt accessibility features. The leading operating systems now have voice control, screenreaders, and magnifiers which replicate the performance of specialised AS packages (though perhaps not performing quite as well or with such a wide range of features).

Anyone looking for an accessible and usable IT solution should therefore specify that it must be compatible with the standard assistive software built into mobile phones, smartphones, and tablets. This is in theory already covered by the ISO and WCAG standards’ specifications about browser interactions, but it is worth stating it as a specific goal when the users may potentially be working on mobile devices (and the public almost certainly will be). Suppliers must build testing against the required browsers into their plan.

In practice, this means that they should be tested against the iOS and Android operating systems which currently dominate the market.

Guidelines are available in the form of the Mobile Web Best Practice <http://www.w3.org/TR/mobile-bp/> which sets out a series of recommendations designed to improve the user experience of the Web on mobile devices. There is, of course, an overlap with the WCAG guidelines which is discussed in the Relationship between Mobile Web Best Practices and the Web Content Accessibility Guidelines [http://www.w3.org/TR/mwbp-wcag](http://www.w3.org/TR/mwbp-wcag/)/.

Native mobile applications (apps) are also required to be accessible. Once again this means that they should be tested against the operating system and AS available on the device. In theory this is covered by the ISO 9241-171:2008 standards <http://www.iso.org/iso/iso_catalogue/catalogue_tc/catalogue_detail.htm?csnumber=39080> ; however there are specific guidelines regarding the accessibility of the particular operating systems. Below are guidelines for the currently dominant operating systems.

* Android – Designing for Accessibility <http://developer.android.com/guide/practices/design/accessibility.html>

People have become more comfortable with electronic communications

* iOS - Accessibility Programming Guide <http://developer.apple.com/library/ios/#documentation/UserExperience/Conceptual/iPhoneAccessibility/Accessibility_on_iPhone/Accessibility_on_iPhone.html>

Accessible Output

Although this document is about IT accessibility, we must also consider when IT solutions affect non-IT aspects of customer service. This is particularly relevant when visually impaired customers or users of the system need to receive communications in a non-standard format.

The commonest formats to meet these needs were traditionally large print, audio, and Braille. In recent years, improvements in AS have increased levels of computer literacy in the visually impaired population, and email is now often their preferred form of communication. Although an individually addressed letter was formerly seen as the authoritative, permanent, personal method of communication and email as a lightweight, transient, and unsafe alternative, this is now changing as people become more comfortable with electronic communications.

This needs to be reflected in accessibility standards. Either the user (on a self-serve system) or the agent (when an employee of the organisation is the IT operator) must be able to specify the format in which the output is required. IT systems should be able to automatically direct any output to that customer to be produced in the appropriate format.

Smaller organisations may not have the resources to maintain a different print/other output facility which can be accessed automatically. In this case the system should provide an alert to the agent warning them to arrange for the communication to be issued in the appropriate format.

Assistive Software packages

Compatibility with assistive technology is included in the ISO and WCAG, but if an organisation’s personnel use particular AS packages, it is a good idea to specify them in the standards. This will ensure that the solution is tested, as best it can be, against the real-world conditions it will face.

In some organisations, the staff are free to choose and use any AS. In others, thanks to a licensing deal or support arrangements, they are offered a more limited range. Although the users’ choice is limited, the latter approach has advantages as far as training and mutual support goes. In the latter kind of organisation, it makes sense for the accessibility standards to include a clause such as:

The IT solution (including any help functionality) must be compatible with the current versions of each of the major assistive technology products used in the organisation.

Concise and accurate test methods are intended to produce unambiguous and repeatable results

The packages and versions to be tested against must be reviewed regularly as the users’ packages are updated.

European Standard EN301 549

The European standard EN301 549 covers the accessibility requirements for public procurement of ICT products and services in Europe. It is available from ETSI (the European Telecommunications Standards Institute), <http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.00.00_20/en_301549v010000c.pdf>

The primary objective of this proposal was to produce a European Standard (EN) that sets out, in a single source, detailed practical and quantifiable functional accessibility requirements which are applicable to all ICT products and services and are usable in public procurement.

The standard sets out the functional accessibility requirements in a manner that is free from subjective elements and identifies objective, concise and accurate test methods that are intended to produce unambiguous, repeatable and reproducible results.

It is intended to be used as the basis for an online procurement toolkit. It will primarily be useful for public procurers to identify the requirements for their purchases, and also for manufacturers to employ it within their design, build and quality control procedures. It reflects the needs of users of ICT and documents the accessibility features that are required in publicly procured ICT.

ETSI’s aspiration is that EN301 549 will, once ratified by the European Union (EU) and national governments, become the standard accessibility criteria for all IT systems purchased by government bodies within the EU. They will work in much the same way as Section 508 standards do in the United States

ETSI state that WCAG 2.0 is necessary for the application of EN301 549. It also references ISO9241-171:2008, amongst many other documents.

US Section 508 Standards

Commercial off-the-shelf software packages developed in the United States may have been built to the US Section 508 Accessibility Standards, rather than WCAG or ISO.

‘Section 508’ refers to standards laid down in a 1998 amendment to the US Rehabilitation Act 1973. Any web site which receives US public funds or is under contract to a US federal agency must conform to them. The standards quoted above comfortably exceed current Section 508 requirements. [http://www.section508.gov/content/learn/laws-and-policies](http://www.section508.gov/content/learn/laws-and-policies%20)

The 508 standards are no longer considered to reflect the accessibility situation in light of the changes in assistive technology and practices which have been introduced since their introduction. (See the Background to the ICT Refresh document <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/background/teitac-report/4-updates-to-the-standard-and-guidelines> .) US authorities have been working on a revision of Section 508 for several years. It was proposed in 2006, drafting began in 2008, and at the time of writing (August 2015) was still in the ‘public comments’ phase.

There are tools available that support authors to develop more accessible web content

The current draft is very close to the WCAG and ISO requirements as the US Access Board believe there are significant benefits in harmonizing with international standards. European developers and programmers used to working to the ISO and WCAG standards will therefore have no trouble selling in the US market when the new Section 508 is introduced.

BS8878

British Standard 8878 is a Web Accessibility Code of Practice. It does not cover the technical, design, or testing aspects of accessibility. What it does is describe a framework to organise the process of ensuring accessibility in projects. It develops the key ideas for making accessibility policies, and expands on the steps that organisations should take to help ensure the accessibility of their web products. <http://shop.bsigroup.com/ProductDetail/?pid=000000000030180388>

The aspects covered by BS8878 include:

* Procurement and selection of production tools and Content Management Systems
* Outsourcing production to third parties
* Project management of inclusive production
* Assessment of accessibility risk and impact on budgets

Governance of inclusion across a programme of web production projects

Authoring Tool Accessibility Guidelines

The previously listed standards and guidelines are aimed at producing user-facing IT systems, but this section takes it back one step to provide information about authoring tools.

Authoring tools are software and services that authors (web developers, designers, writers, etc.) use to produce web content (static web pages, dynamic web applications, etc.). They explain how to:

* make the authoring tools themselves accessible, so that people with disabilities can create web content
* help authors create more accessible web content — specifically: enable, support, and promote the production of content that conforms to Web Content Accessibility Guidelines.

Authoring Tool Accessibility Guidelines (ATAG) are provided by the W3C as part of a linked series of guidelines with the WCAG standards. <http://www.w3.org/WAI/intro/atag.php>

Guidelines are available that enable interaction with assistive technologies

User Agent Accessibility Guidelines (UAAG)

These guidelines address the accessibility of Web browsers and media players, including some aspects of assistive software. They are intended for the use of developers of these items rather than their end-users. <http://www.w3.org/WAI/intro/uaag.php>

The guidelines feature checkpoints which cover:

* Access to all content, including content tied to events triggered by the mouse or keyboard
* User control over how content is rendered
* User control over the user interface, with documentation of accessibility features

Standard programming interfaces, to enable interaction with assistive technologies

UAAG version 1.0 <http://www.w3.org/TR/UAAG10/> is the current standard, but at the time of writing (August 2015) v2.0 <http://www.w3.org/TR/UAAG20/> is a mature draft and it is expected that it will be implemented soon. Users are recommended to use the draft v2.0 guidelines as they are not expected to change significantly before implementation.

Like ATAG, UAAG are provided by the W3C as part of the interacting series of guidelines headed by the WCAG standards. The UAAG uses the same first three principles of Perceivable, Operable, and Understandable as the WCAG, but in place of Robust it has two new principles: ‘Programmatic Access’ and ‘Specifications and Conventions’. (POUR becomes POUPS).

Appendix 1 – Sample Business Requirements

These Business Requirements are based on those used by the UK Government’s Department for Work and Pensions. Organisations should feel free to adapt them as required for their own purposes.

Sample High-Level Business Requirement

For pre-procurement documentation and High-Level Business Requirements, you will need to include the phrase:

**The solution must meet [organisation]’s Accessibility Standards.**

If the suppliers ask for more detail on the standards, you can use the DBRs below or refer them to other documentation you have to explain your requirements.

Sample Detailed Business Requirements

This document provides some sample Accessibility Detailed Business Requirements. You are welcome to use them if they are appropriate for your project.

As with any other templates or best-practice suggestions, you should examine each suggested requirement to decide whether it is right for your project and whether any tailoring is required before including it.

Functional Requirements:

This is a ‘Must-have’ in projects which produce a non-electronic output intended to be sent, issued, or otherwise provided to customers.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **REQUIREMENT ID** | | **CROSS REFERENCE** | | **PRIORITY** | |
|  | |  | | Must have | |
| **REQUIREMENT DESCRIPTION**  **Output Accessibility**  Where users of the system need to receive communications in an alternative format (Braille, large print, audio, e-mail, etc.), they must be able to specify the output format in which their output is required. The system will automatically direct any output to that customer to be produced in the appropriate format, or alert the operator to the need to arrange for that to be done. | | | | | |
| **ACCEPTANCE CRITERIA**   * Evidence that the system will produce outputs in the requested alternative formats. * Where the system cannot automatically redirect the output to an alternative format, it makes the operator aware of the need to do so manually. * The format for each customer will need to be determined either within the system or by reference to another system linked to it so that the customer is issued the correct format of output without manual intervention. | | | | | |
| ASSUMPTION |  | | RISK | |  |
| ISSUE |  | | CONSTRAINT | |  |

Non-Functional Requirements:

Must-have in all projects:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **REQUIREMENT ID** | | **CROSS REFERENCE** | | **PRIORITY** | |
|  | |  | | Must have | |
| **REQUIREMENT DESCRIPTION**  **Accessibility**  The end to end system (including any help or training material) must comply with ISO 9241-171:2008 Ergonomics of human-system interaction -- Part 171: Guidance on software accessibility. <http://www.iso.org/iso/catalogue_detail.htm?csnumber=39080> | | | | | |
| **ACCEPTANCE CRITERIA**  Evidence of successful accessibility testing, using the checklist in ISO 9241-171 Appendix C. | | | | | |
| **ASSUMPTION** |  | | **RISK** | |  |
| **ISSUE** |  | | **CONSTRAINT** | |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **REQUIREMENT ID** | | **CROSS REFERENCE** | | **PRIORITY** | |
|  | |  | | Must have | |
| **REQUIREMENT DESCRIPTION**  **Accessibility**  The solution (including any help functionality) must be compatible with the versions of each of the major assistive technology products used in [organisation name], currently [name the AS systems used].  The packages and versions to be tested against must be checked with [organisation]’s Accessibility Assurance Managers to check the current configurations. | | | | | |
| **ACCEPTANCE CRITERIA**  Evidence of successful accessibility testing with the relevant versions of the specified packages. | | | | | |
| **ASSUMPTION** |  | | **RISK** | |  |
| **ISSUE** |  | | **CONSTRAINT** | |  |

Must-have for projects which run in a web browser:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **REQUIREMENT ID** | | **CROSS REFERENCE** | | **PRIORITY** | |
|  | |  | | Must have† | |
| **REQUIREMENT DESCRIPTION**  **Accessibility**  The Solution (including any help functionality) must comply with WCAG\* V2 to ‘AA’ Standard.  †This requirement only applies to applications which run in a web browser.  \*WCAG refers to the Web Content Accessibility Guidelines, available from the World Wide Web Consortium (W3C). <http://www.w3.org/TR/WCAG/> | | | | | |
| **ACCEPTANCE CRITERIA**  Evidence of successful accessibility testing against the WCAG version 2 Guidelines. | | | | | |
| **ASSUMPTION** |  | | **RISK** | |  |
| **ISSUE** |  | | **CONSTRAINT** | |  |

***Must-have for projects delivering to mobile devices:***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **REQUIREMENT ID** | | **CROSS REFERENCE** | | **PRIORITY** | |
|  | |  | | Must have† | |
| **REQUIREMENT DESCRIPTION**  **Accessibility**  The Solution must be compatible with the standard assistive software built into mobile phones, smartphones, or tablets.  †This requirement is only necessary where the Solution is to be deployed to mobile devices, including public-facing ones. | | | | | |
| **ACCEPTANCE CRITERIA**  Evidence of successful usability testing with iOS and Android mobile devices. | | | | | |
| **ASSUMPTION** |  | | **RISK** | |  |
| **ISSUE** |  | | **CONSTRAINT** | |  |

Not an Accessibility DBR, but a must-have for all projects (included for completeness):

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **REQUIREMENT ID** | | **CROSS REFERENCE** | | **PRIORITY** | |
|  | |  | | Must have | |
| **REQUIREMENT DESCRIPTION**  **Diversity & Equality**  The system must be developed to comply with the [organisation]’s Diversity and Equality Strategy and Policies and ensure that our legal obligations on equality will be properly delivered and fully integrated within project planning and implementation. | | | | | |
| **ACCEPTANCE CRITERIA**  Evidence that the system complies with [organisation]’s Diversity and Equality Strategy and Policies, including adherence to the requirements of the Equality Act 2010. | | | | | |
| **ASSUMPTION** |  | | **RISK** | |  |
| **ISSUE** |  | | **CONSTRAINT** | |  |

Appendix 2: Useful Links

|  |  |
| --- | --- |
| **Link** | **Notes** |
| Access 8878  <https://www.access8878.co.uk/bs8878-overview.aspx> | Fuller explanation of BS8878 (Section 6.8) |
| ATAG Overview  <http://www.w3.org/WAI/intro/atag.php> | World Wide Web Consortium’s site for the Authoring Tool Accessibility Guidelines (Section 6.9) |
| BS8878 Accessibility Process Standards  <http://shop.bsigroup.com/ProductDetail/?pid=000000000030180388> | To purchase BS8878 (Section 6.8) |
| ISO 9241-171:2008  <http://www.iso.org/iso/iso_catalogue/catalogue_tc/catalogue_detail.htm?csnumber=39080> | International Organisation for Standardisation’s site for ISO9241-171:2008 (see Section 6.1) |
| Section 508 laws  <http://www.section508.gov/section508-laws> | Official US Government website for Section 508 standards (Section 6.6) |
| UAAG Overview  <http://www.w3.org/WAI/intro/uaag.php> | World Wide Web Consortium’s site for the User Agent Accessibility Guidelines (Section 6.10) |
| WCAG - Web Content Accessibility Guidance  <http://www.w3.org/WAI/intro/wcag.php> | World Wide Web Consortium’s site for the Web Content Accessibility Guidelines (Section 6.2) |

Appendix 3: Abbreviations

|  |  |
| --- | --- |
| AS | Assistive Software |
| ATAG | Authorising Tool Accessibility Guidelines |
| BS | British Standard |
| DWP | Department for Work and Pensions (UK Government) |
| ETSI | European Telecommunications Standards Institute |
| EU | European Union |
| ISO | International Organisation for Standardisation |
| IT / ICT | Information Technology / Information & Communications Technology |
| UAAG | User Agent Accessibility Guidelines |
| UK | United Kingdom |
| US | United States |
| W3C | World-Wide Web Consortium |
| WCAG | Web Content Accessibility Guidelines |

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