The Kansas Partnership for Accessible Technology

2010 Annual Report

January 10, 2011

CONTACT

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2010 ANNUAL REPORT

The Kansas Partnership for Accessible Technology

PREFACE

This report, the third since 2008, provides an overview of the efforts undertaken by the Kansas Partnership for Accessible Technology (KPAT) to make the use of technology by government and its partners more accessible to employees, business, and citizens. It includes an assessment of the status of the accessibility of State of Kansas websites, as required by Information Technology Executive Council (ITEC) Policy 1210 *Web Accessibility Requirements*. A copy of the annual reports issued by the KPAT, including this one, can be found online at: http://da.ks.gov/kpat/reports/.

ABOUT THE KANSAS PARTNERSHIP FOR ACCESSIBLE TECHNOLOGY

Purpose

The Kansas Partnership for Accessible Technology was established by Executive Order 08-12 in December 2008 as an independent committee composed of senior program and policy leaders representing key stakeholders in accessible technology to coordinate and oversee a program to carry out the state's commitment to information technology (IT) accessibility. The Partnership is charged with the following responsibilities:

- Address web and IT accessibility issues

- Provide related policy, standards, guidelines, and procedural recommendations,

- Coordinate, review, and provide recommendations on programs for enterprise wide assessment and monitoring of accessibility compliance,

- Review the State of Kansas Web Accessibility Requirements (Information Technology Policy 1210) and related documents annually and update as required,

- Develop and provide information, training, support, and resources on web and information technology accessibility,

- Work jointly to accomplish its mission with officials from other state agencies, organizations and county, municipal and tribal governments, as well as with businesses and organizations in the private sector whose products, services, or activities affect the accessibility of state services, programs, or systems.

- Establish a leadership role for Kansas in the national effort to improve access to and use of information and services by individuals with disabilities.

Membership

Membership is drawn from a wide variety of state agencies, as well as from disability community advocacy organizations and local government. Appointments to the Partnership are as specified in Executive Order 08-12. A list of current members is provided in an appendix to this report.

Program

The Partnership operates within the state IT governance structure and functions as a standing advisory committee to the Information Technology Executive Council (ITEC) and other committees, boards and commissions as appropriate. It meets quarterly and commissions ad hoc working groups to carry out individual initiatives. For administrative purposes, the Partnership is housed in the Division of Information Systems and Communications and it receives staff support from the Director of IT Accessibility.

A copy of Executive Order 08-12 is provided in an appendix to this document.

2010 GOALS AND ACCOMPLISHMENTS

Goals

The overarching goal of the state IT accessibility program is to provide the leadership, policy direction, and support necessary to make all State of Kansas content and services delivered through information and communications technologies accessible. We believe successful implementation involves several dimensions:

- *Governance***:** Involving affected stakeholders to develop and implement policy and standards; providing leadership in working with other governance bodies to proactively address IT accessibility

- *Assistance***:** Providing consulting, training, documentation, and support for technology implementers, both technical (e.g., for web developers) and relating to process (e.g., procurement standards); facilitate understanding legal liability and responsibilities

- *Communication***:** Advocacy for affected constituent groups; raising and maintaining awareness of the issues, requirements, and solutions; promoting the initiative; listening to concerns; and championing successes

- *Assessment***:** Collaborate with and assist organizations in monitoring compliance, establishing accountability, reporting progress to stakeholders and oversight groups.

Accomplishments

Governance

The Partnership actively worked to fulfill its responsibilities in the area of governance in 2010. Highlights include:

- Collaborated with state IT leadership to further integrate accessibility requirements into the planning and approval process for state IT projects with budgets in excess of $250,000. Via changes approved by ITEC to Guideline 2400A, state requirements are now required to be explicitly included in bid specifications, and accessibility testing included in project plans.

- Worked with leadership at the Department of Commerce to create a position for a "digital inclusion" member of the Kansas Broadband Advisory Task Force established by Governor's Executive Order 10-08.

- Developed formal comments on the federal Information and Communication Technology (ICT) Standards and Guidelines draft published in March 2010 and worked with State ADA Coordinator Anthony Fadale to deliver them to the federal Architectural and Transportation Barriers Compliance Board (Access Board). The draft proposes to update the standards for electronic and information technology in the federal sector covered by Section 508 of the Rehabilitation Act (adopted by the state) and the guidelines for telecommunications products subject to Section 255 of the Telecommunications Act, as well as to amend the ADA Accessibility Guidelines. Based on our comments (see http://go.usa.gov/3F9), the co-Chair of the Access Board's Telecommunications and Electronic and Information Technology Advisory Committee (TEITAC) contacted us to discuss opportunities for collaboration with other states and the federal government, and the National Association of State Chief Information Officers (NASCIO) incorporated our comments in its own.

Assistance

The primary staff person supporting the Partnership is the Director of IT Accessibility, Cole Robison. Either directly, or with his guidance, various types of accessibility-related assistance were provided to state agencies and other organizations throughout 2010. Examples include development and publication of an implementation guidance document in support of the revisions to ITEC Policy 1210; performing accessibility assessments of state websites at the request of site owners, and answering inquiries for state agencies regarding a variety of topics, including basic accessibility, captioning, PDF and Office document format accessibility, and requirements interpretation.

Communication

The Partnership continues to serve as a vehicle for communicating on accessibility-related topics with its members and the communities they represent. Specific examples of outreach include:

- Worked with the Federal Communications Commission to obtain participation from the Accessibility and Innovation Initiative in the Kansas Broadband Conference, held in Wichita October 24–25, 2010. Pam Gregory, Director of the Initiative, agreed to attend and present at

the conference, along with a panel involving Anthony Fadale, the state's ADA coordinator, and David Rosenthal, the president of the Kansas Telecommunications Industry Association, both of whom are members of the KPAT. The experience was written up by the FCC on their blog in an article titled "The Gold Rush in Kansas", available online at: http://reboot.fcc.gov/blog?entryId=1002321

- Made multiple presentations during the year on Partnership activities and policies before organizations such as the Kansas Legislature, the Information Technology Advisory Board and Information Technology Executive Council, and the Regents Information Technology Council.

- Conducted two informational sessions with agency webmasters from throughout the state. With participation from 51 principals involved in web site development and maintenance representing 34 agencies and organizations, these sessions provided an overview of web accessibility and current policy, briefing and resources on techniques for achieving compliance with a range of web technologies, remediation approach recommendations, and a forum for feedback and discussion.

- Continued to develop and support the KPAT website, an integral part of our efforts to deliver information about accessible technology to stakeholder organizations. In 2010, the website (http://da.ks.gov/kpat/) received over 7,000 visits from individuals seeking information about the state program and related resources—an increase of 130% over the previous year.

Assessment

One of the keys to being effective in addressing the subject of information technology accessibility is the ability to assess compliance with state standards. From this capability comes the ability to establish an initial benchmark for compliance, to design training and communication that specifically targets identified deficiencies, to provide feedback to agencies about potential issues in need of remediation, and a method to identify best practices that can be shared across the enterprise.

In the two years since the Partnership was established, we have worked to obtain a tool for use in performing an automated assessment of the state's compliance with ITEC guidelines. Earlier this year, we obtained grant funding from the Information Network of Kansas to acquire such a tool. To-date, a request for proposal was developed and distributed for such a tool, using input from a subcommittee of individuals involved in web development across the state. The request for proposal also sought bids on training and consulting services in this area, with the idea that a vehicle could be put in place to expedite agency procurement of such services when needed. The bids are currently being evaluated, and we anticipate both an award of a statewide contract and the procurement of access to an assessment tool in January 2011.

ACCESSIBILITY STATUS OF STATE OF KANSAS WEBSITES

As noted in the previous section, we are still in the process of acquiring the means to perform a comprehensive assessment of the accessibility of state websites. However, in the meantime, to

fulfill our obligation to perform an annual assessment of the accessibility of State websites, we have made use of basic and limited trial tools, each with significant limitations on their capabilities, to construct a general overview of the level of compliance.

Though the results of this approach are incomplete in numerous ways, they point out basic trends and demonstrate the need for more thorough evaluation. Performing this very limited-scope assessment across sixteen major state websites using, in most cases, a subset of 250 pages from each site, uncovered thousands of individual errors, strongly supporting the need for further attention to the accessibility compliance of state websites.

The issues found tend to be clustered into relatively few common types, which are relatively straightforward to remediate through awareness building and training on application of known best practices. Comparison to a similar assessment performed last year on the same sampling of sites shows the average error incidence to be down more than 10%, a sign of the positive work being done in this area. However, until a tool is procured that can be used to perform a consistent and thorough assessment, this information can be only considered, at best, anecdotal evidence of the breadth and type of issues that exist with state websites and applications.

OUTLINE OF 2011 PLANNED INITIATIVES

While progress was made on a number of initiatives in 2010, significant work lies ahead. The following sections outline the Partnership's planned areas of focus for the coming year.

Governance

The Partnership will continue to promote standards and participate in the Kansas Information Technology Architecture update process. We will continue to track ongoing federal efforts to update IT accessibility standards—such as the ICT Standards and Guidelines; relevant Department of Justice advance notices of proposed rulemaking, including RIN 1190-AA61, "Nondiscrimination on the Basis of Disability; Accessibility of Web Information and Services of State and Local Government Entities and Public Accommodations"; and the Twenty-First Century Communications and Video Accessibility Act of 2010—to understand their impact on activities in the state and recommend approaches for compliance, reflection in state standards, etc. We will also continue to focus on facilitating agencies' integration of accessibility evaluation into the technology procurement process.

Assistance

Besides offering basic assistance to developers in addressing accessibility issues, the KPAT can play a key role in research and information sharing about the accessibility impacts of emerging uses of technology in state government. We will continue to pursue pilot projects, including a project to prototype live captioning of legislative committee meetings. We are also working with the Kansas State Board of Education to sponsor a demonstration project to provide captioning for portions of the live webcast of the January 2011 Board of Education meeting. Our goal in this effort is to begin to develop a better understanding of available methods and challenges in making audio and video resources more accessible to users, as well as the direction of technological improvements in this area.

Communication

While we have performed a number of outreach activities in the previous year, we anticipate that our efforts will need to be redoubled in 2011 to support the rollout of an assessment tool, and to build awareness among both policy makers and implementers. To facilitate this effort, we plan to continue work on formal communication planning that identifies affected stakeholders, inventories available communication methods, and provides a roadmap for use in both obtaining input and sharing information as the Partnership moves forward in accomplishing its mission. One aspect of this will be to build on the agency webmaster contact inventory established in 2010, to improve engagement with this key stakeholder group on whom many of the tasks necessary for implementation of web accessibility standards fall, and to foster a sense of community around the subject of web accessibility.

Assessment

As outlined in the summary of 2010 accomplishments in this area that has been presented above, we plan to begin an effort in January 2011 to perform a statewide assessment of the compliance of websites and applications with ITEC Policy 1210, the state's Web Accessibility Requirements. By working closely with state agencies to make an automated tool available for self-assessment, we hope to assist them in identifying strategies for compliance, developing plans for remediation where required, and to identify opportunities for training and best practice sharing that will increase the accessibility of the information and services delivered electronically by the state.

APPENDIX

Kansas Partnership for Accessible Technology Membership Listing

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APPENDIX

Executive Order 08-12

KANSAS

OFFICE OF THE GOVERNOR

EXECUTIVE ORDER 08-12

WHEREAS, the State of Kansas is committed to ensuring that all of its citizens have the opportunity to lead full lives of independence, productivity, and self-determination, without regard to their disabilities; and

WHEREAS, in order to do so, it is important that the state's electronic and information technology systems are accessible to persons with disabilities, so that all Kansans can fully participate in and enjoy the benefits of state services, programs, employment, and opportunities; and

WHEREAS, Information Technology Policy 1210 established in 2000 accessibility requirements for all web-based services, applications, and information available on state internet/intranet/extranet servers, including services that are developed internally, developed via contract, provided by third parties on behalf of state organizations, or purchased products; and

WHEREAS, the removal of all barriers to equal opportunity for all Kansans requires the leadership and the concentrated and continued attention of the state administration to build upon this important foundation; and

WHEREAS, Kansas state government is a complex combination of organizations and functions providing a wide variety of services to citizens and other customers; and

WHEREAS, Article 1, § 4 of the Constitution of the State of Kansas vests in the Governor the power to require information from the officers of the executive department upon any subject related to their duties.

NOW, THEREFORE, pursuant to the authority vested in me as Governor of the State of Kansas, I hereby establish the Kansas Partnership for Accessible Technology ("Partnership") with the following purposes and charges:

1. The Partnership shall address web and information technology accessibility issues and provide policy, standards, guidelines, or procedural recommendations to the Information Technology Executive Council.
2. The Partnership shall coordinate, review, and provide recommendations on programs for enterprise wide assessment and monitoring of accessibility compliance.
3. The Partnership shall review annually and modify as required the State of Kansas Web Accessibility Requirements (Information Technology Policy 1210), and related documents (e.g., the State of Kansas Web Content Accessibility Guidelines), in response to any pertinent advances in technology and/or changes in federal accessibility standards.
4. The Partnership shall develop and provide information, training, support, and resources on web and information technology accessibility to agency web and information technology implementers and other stakeholders.
5. The Partnership shall aim to establish a leadership role for Kansas in the national effort to improve access to and use of information and services by individuals with disabilities.
6. The Partnership shall be a standing advisory committee to the Information Technology Executive Council, and other committees, boards and commissions as appropriate, and shall provide a copy of its annual report to the Council, as well as to the Governor and Legislature.

7. The Partnership membership shall consist of up to thirty (30) members as follows:

   a. The Director of Statewide Web/IT Accessibility;
   b. The State ADA Coordinator;
   c. The Executive Director of the Kansas Commission on Disability Concerns;
   d. The Director of the Department of Administration Division of Purchases;
   e. The Chief Information Technology Architect;
   f. The Executive Branch Chief Information Technology Officer, or designee;
   g. The Legislative Branch Chief Information Technology Officer, or designee;
   h. The Judicial Branch Chief Information Technology Officer, or designee;
   i. The Executive Director of the Information Network of Kansas;
   j. The State Archivist, or designee;
   k. The State Geographic Information Systems Director;
   l. A representative from the Kansas Department of Social and Rehabilitation Services;
   m. A representative from the Kansas Department on Aging;
   n. A representative from the Division of Information Systems and Communications;
   o. A representative from the Kansas State Department of Education;
   p. A representative from the Regents Information Technology Council of the Kansas Board of Regents;
   q. A representative from Kan-ed;
   r. A representative from the Kansas Health Policy Authority;
   s. A representative from the Kansas Division of Emergency Management;
   t. A representative from Kansas Relay Services, Inc.;
   u. Up to ten (10) appointments by the Governor from among the following categories. These members shall serve at the pleasure of the Governor.

      i. County government;
      ii. Local government;
      iii. The Kansas State School for the Blind;
      iv. The Kansas School for the Deaf;
      v. Disability advocates from the private sector;
      vi. At-large.

8. The Governor shall select a Chairperson and Vice-Chairperson from among the members who shall serve for one year and thereafter be elected by the Partnership. The Partnership may elect other officers among its members and may establish any committees deemed necessary to discharge its duties.
9. Members of the Partnership, including officers and employees who are appointed to the Partnership, may receive subsistence allowances, mileage and expenses as permitted by law.
10. For administrative purposes, the Partnership shall be housed in the Division of Information Systems and Communications. The Partnership shall receive staff support from the Director of Statewide Web/IT Accessibility.
11. The Partnership shall work jointly with officials from other state agencies, organizations and county, municipal and tribal governments, as well as with businesses and organizations in the private sector whose products, services, or activities affect the accessibility of state services, programs, or systems.

This document shall be filed with the Secretary of State as Executive Order No. 08-12 and shall become effective immediately.