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Disabilities - IT [Information Technology] Access

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**Universal Access Working Group of the Federal Information Services and
Applications Council for the National Science and Technology Council's Committee
on Computing, Information, and Communications**

Rapid Service Valuation and Preparation (RSVP) Access Program

Long-Range Objective: Leadership in facilitating R&D and deployment of information technology in a manner that enables full participation in society by people with disabilities (Pub. L. 105-220, Section 508).

Short-Range Objective: Rapid start-up and investment in coordinated federal effort to achieve consistent and comprehensive accommodation service standards across government.

Performance Goal: Leveraged performance of \$2.5M funding yields \$10M in returned net value through agency teams with RSVP credentials, chartered to provide the core knowledge and integrated business improvement infrastructure needed. RSVP teams are funded for improvement issues that have governmentwide implications.

Performance Measures:

- 1) Current cost of delivering "gold standard" service (SSA - \$100/employee) reduced by half (\$50/employee) due to investment in this risk appraisal and mitigation approach
- 2) Number of agency teams with RSVP credentials and funded proposals
- 3) Number of major improvement initiatives that include members with RSVP credentials

What Works Now?

GSA's leadership role - Universal Access (UA) Working Group, demonstration center, clearinghouse

Linkage to CIO Council's Enterprise Interoperability Committee - accessibility components of the Federal IT architecture framework and performance validation project

Linkage to President's Task Force on Employment of Adults with Disabilities

Agency baseline performance for determining investment needs obtained by DOJ

SSA has international recognition/validation as "gold standard" for customer service uniformity across agency regardless of the presence of an individual's disability model (1998, Siemens Award of Excellence)

Successful agencies provide seamless access services through shared responsibilities among IT, procurement, and policy offices (SSA and ED)

Many agencies have excelled in one or more accommodation service area (accessible software certification, training, dispute mediation, task analysis, procurement vehicles, ergonomics, etc)

What Needs to be Fixed?

Most agency services not comprehensive, effective or integrated

Need learning infrastructure and internal processes to meet national goal as model employer

Some agencies fail to recognize employees with disabilities as core knowledge assets in designing upfront GPRA customer services for the public

Recognition of accessibility as a sound IT investment metric (ease of use) indicating the highest leveraged return possible for taxpayer dollars spent on information technology

Other agencies link to GSA business centers to collaborate in an understanding of what customers need

Link accommodation service standards and Government Performance and Results Act

Incentivize agencies to transfer best practices, establish strong teams and integrate into IT infrastructure pilots (Federal grants, smart card

Linkage to National Science and Technology Council to advance the full range of human differences that can be accommodated

What Needs to be Created?

Mechanism combining RSVP team credentialing, interagency collaboration and sound direct agency investments (Risk Appraisal and Mitigation (RAM) Credentialing)

Modeled after Y2K efforts that includes knowledge repository and web-based collaboration

Learning inducements and opportunities to rapidly get agency teams qualified to submit proposals, overcome cultural stovepipes, and become aware of common priorities (credentials, university credit, public recognition)

Incentivize agencies to rapidly mobilize strong teams representing IT, procurement, and policy (cost avoidance from lawsuits, poor GPRA marks, leadership recognition)

Linkage to “underwriter’s laboratory” performance validation program, e-commerce, distance learning, and workforce retention initiatives

Linkage to interagency management councils for both science and service (CIO, CFO, PEC, EPIC)

Mechanism to achieve state and federal unity on access requirements so that vendors can successfully respond to needs

Incorporate best learning into FAI online university, Federal Technology Training Initiative, STAR, CIO University, etc.

What do we need to know?

Validation of the results of the DoJ checklist - Do we fully understand the nature of this complex problem?

Does our approach allow the flexibility and tactical strength we need as new information becomes available or unforeseeable circumstances arise?

How to partner with key IT improvement initiatives already underway (smart cards, SmartPay for intergovernmental transfers, EPS, ARnet) ? Could we simultaneously pilot smartPay or smart card use by agency teams?

What are the performance metrics for high leverage partnerships?

How to tap SSA's national distance learning infrastructure to transfer best practices to multiple agency sites simultaneously and the NSF's equivalent?

Major Issues - Risk Appraisal and Mitigation Indicators

Exemplar scenarios of the current landscape;

SSA - we've got it together, but we're busy

NOAA - we're learning how, don't want to go it alone

USGS - I can't get help

1. Infrastructure - no man's land and no one's talking

Right people in agencies talking to each other, right members on team

Interagency apprenticeships

Team infrastructure development is arduous today

No one can be expert on everything, need network

Find the right trigger points (federal financial management software, I-TIPS)

Can't put onus on procurement, need IT

Support for small agencies

Advisory role to Access Board

Can't get to the meeting

2. Education - Who has a good map and who needs it?

Agencies need help with assessments

Need shared repository (SSA, ED, IRS, DoD) and leadership (GSA)

Courses for 508

Risk Appraisal and Mitigation Situation reports as a currency of credentialing teams and achieving sound focus

3. Role of Users in Development and Testing - you're not welcome

Automated testing tools (remotely acquire tool and test on own)

Middleware applications (dynamic web, distance learning, e-commerce)

Developers tools that render accessible outcomes easily

Testing with users (industry developed - common industry format)

4. Common Measurement Standards - where are navigation charts so we can find our way?

SSA standards

Standards for plug and play (pervasive computing)

Standards for best practice (easy to use handbook, reduce liability exposure)

Standards for mobile workers

Standards for mainstream EIT (how determine undue burden)

Federal Enterprise Standards (open systems)

Major Actors - UAWG, CIO Council, Procurement Executive Council, EPIC, CFO Council

Agency Participation 12/7/99	UAWG Member Participants	CIO Council
Agriculture	Ophelia Falls	Anne Reed
Commerce	Catherine Schmitt – Census Bill LaPlant - Census Sharon Laskowski - NIST Charles Sheppard - NIST Natalie Smith - NOAA	Roger W. Baker – (Commerce) Shukri Wakid – (NIST)
Defense	Sevelia Allen	Arthur Money
DOL / Presidents Committee on Employment of People with Disabilities & President's Task Force on Employment for Adults with Disabilities	Jennifer Kemp	Patricia Lattimore
Education	Don Barrett Joe Tozzi	Craig Luigart
FCC	Jamal Mazuri	No CIO listed
GSA	Susan B. Turnbull Marilyn Estep Katherine Rhodes Quentis Scott Karl Hebenstreit, Jr.	Bill Piatt
Justice	Mary Lou Mobley	Stephen R. Colgate
NSF	Ephraim Gilnert	Linda Massaro
OPM	Mary Beth Smith-Toomey	Janet Barnes
State	Charmaine Iversen	Fernando Burbano
Transportation / Access Board	Doug Wakefield	George Molaski
Treasury / IRS	TJ Cannady	Jim Flyzik
VA	Pat Sheehan	Harold Gracey

Other Member Agencies on CIO Council

DHHS	Mark Haven	John Callahan
Energy	Alton McPhaul	John Gilligan
EEOC	Paul Hinch	No CIO listed
EPA	Karen Swann	Alvin Pesachowitz
Fed. Energy Regulatory Comm.	Henry Woo	Fernanda Young
GAO	Marianna Dunn	No CIO listed
HUD	Jeffrey Salit	Gloria Parker
Interior	Amy Berger	Daryl White
National Aeronautics and Space Administration	Elaine Bowman Bob Benedict	Lee Holcomb
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SSA	Linda Jackson Linda Jackson Gordon Mengelt Peter Read Frank Santoro	John Dyer
The Capitol Building	Deborah Jans	No CIO listed

Non Member Agencies

Agency for International Development		Richard Nygard
Central Intelligence Agency		John Young
Department of the Air Force		Lt. Gen. William Donahue
Department of the Army		Lt. Gen. William Campbell
Department of the Navy		Daniel E. Porter
FDIC		Donald Demitros
Federal Emergency Management Agency		G. Clay Hollister
Federal Trade Commission		Richard G. Turner
National Labor Relations		Louis Adams
Nuclear Regulatory Commission		Stuart Reiter
SBA		Lawrence Barrett

Small Agency Non-Members

GAO		No CIO Listed
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