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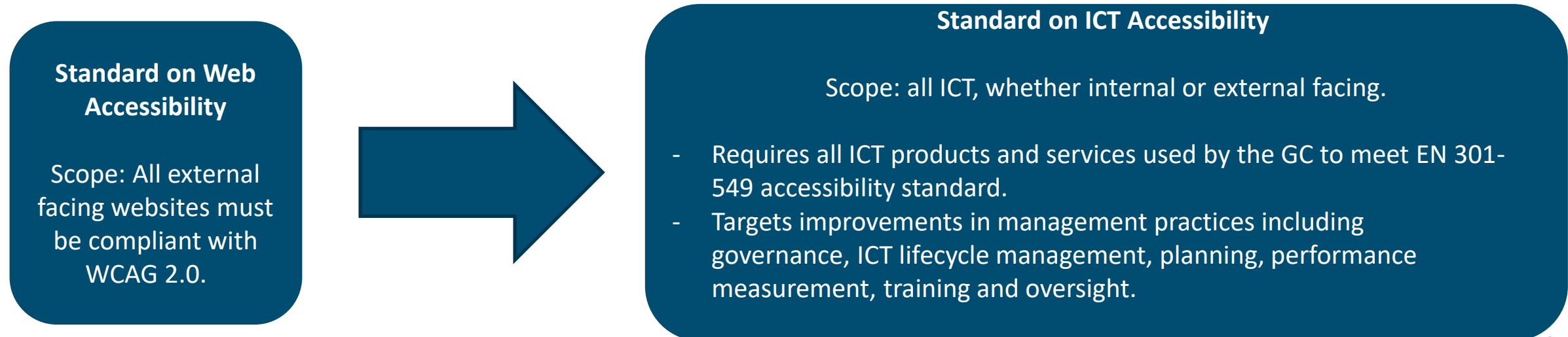
Canada

TBS-OCIO ICT Accessibility Targeted Engagement

Targeted stakeholder engagement on the draft Standard on Information and Communication Technology (ICT) Accessibility

October 2022

Background

- The main objective of this engagement is to gather feedback, insights, and comments on phase one of the Standard ICT Accessibility, while identifying potential gaps

- The Standard on ICT Accessibility contains requirements for making all ICT that is developed, procured or used by the GC accessible.

  - Consistent with the Policy and Directive on Service and Digital and leading practices from other jurisdictions (EN 301 549).

  - Operationalizes the principle of 'nothing without us'
  - Builds on lessons learned

Standard on Web Accessibility

Scope: All external facing websites must be compliant with WCAG 2.0.

Standard on ICT Accessibility

Scope: all ICT, whether internal or external facing.

- Requires all ICT products and services used by the GC to meet EN 301-549 accessibility standard.
- Targets improvements in management practices including governance, ICT lifecycle management, planning, performance measurement, training and oversight.

Context

- Internal-to-GC consultations conducted in Fall 2021 revealed a common concern that departments did not have the financial and human resources required to implement the standard requirements in full

- To address concerns raised, the standard will be published in two phases.

   1) Phase One focuses on the foundational elements of ICT accessibility: conformance of new ICT, assessments of most existing content and tools, training, user feedback, etc.

   2) Phase Two will focus on costlier and more complex requirements of ICT accessibility: assessments and compliance of hardware and software, lifecycle management of existing hardware, software and native mobile apps, etc.

Phase One addresses foundational elements of ICT accessibility

Stream	Standard on ICT Requirements*
Building in Accessibility From the Start	• Compliance of all new web content, procured products, enterprise and departmental software and native mobile applications with EN 301 549 (ed + 12 months)**
Web Content	• Accessibility conformance testing of all existing public-facing web content against EN 301 549 (ed + 12 months) • Accessibility conformance testing of all existing internal-facing web content against EN 301 549 (ed + 24 months)
Non-Web Documents	• Conformance of non-web documents that are requested to be in an accessible format
Enterprise and Departmental Software	• Configuration and implementation of accessibility features in software that are available to users by default
Native Mobile Applications (apps)	• Accessibility conformance testing of all existing native mobile apps against EN 301 549 (ed + 24 months)
Hardware	• Accessibility features that improve accessibility be available to users by default
User Feedback	• Implementation of a mechanism(s) that allow users to provide feedback on the accessibility of ICT
Workforce capacity and capabilities	• Availability of training, tools and learning opportunities for all GC employees on various elements of ICT accessibility (ed + 12 months)
Planning & performance reporting	• Departmental Plans for Service and Digital (DPSD) informed by and aligned with Departmental Accessibility Plans. • Reporting of progress of ICT accessibility implementation according to existing guidance and accessibility measurement tools (ICT measurement scorecard) in departments' progress reports under the *Accessible Canada Act*

* Standard requirements have been paraphrased for communication purposes. Exact requirements are featured on the draft Standard on ICT Accessibility (Phase One)
** Requirements with a delayed compliance timeline are indicated following the requirement. EX (effective date (ed) + 12 months)

Targeted Engagement

- From October 30th to November 30th, TBS-OCIO will be collecting feedback on phase one of the draft Standard on ICT Accessibility

- Engagement Approach:
  - Socialize at key governance tables (e.g., ADM SEP, DM CEPP, CIOC, Supplier Advisory Committee, Canada.ca ADM Advisory Council)
  - Leverage Vendor Management Offices (SSC, PSPC, ESDC) to request feedback secretarially from
    - Select IT vendors (small and medium enterprises)
    - Select suppliers of professional/support services
    - Select technology associations

- Stakeholders will be invited to:
  - review the draft Standard on ICT Accessibility, its various accessibility requirements and the associated compliance timelines
  - submit confidential feedback by completing the feedback submission form using GCForms
  - consult the background document with a description of each requirement

Next Steps

Following the conclusion of the targeted engagement, TBS-OCIO will:

1. Analyze the feedback and make necessary edits to the standard (late fall 2022)

2. Obtain required approvals for the standard from governance bodies (winter 2023)

3. Release an updated 'What We Heard' Report on GCconnex (late winter 2023)

4. Publish the Standard on ICT Accessibility (April 2023)

Have questions? Please contact DigitalPolicy.PolitiqueNumerique-Consultation@tbs-sct.gc.ca