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Big Tex, Bigger Tech: The Future of Texas IT



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Digital Accessibility Triage:

How to Tame Your Compliance Backlog



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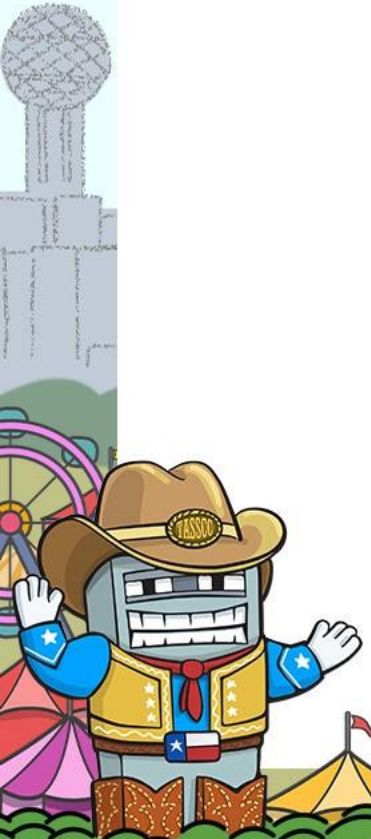
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Dawn Watkins

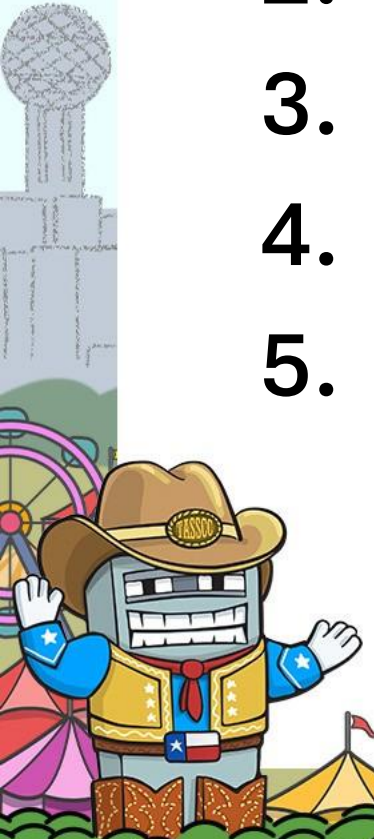
Assistant Director
Digital Accessibility Officer

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Objectives

1. What is digital accessibility
2. Current state assessment
3. Risk-based sequencing
4. Delivery Plan
5. Sustainability



SECTION 1

What is Digital Accessibility?



Myth

Accessibility only benefits people with disabilities.



Fact

Accessibility improves usability for everyone.

Meeting Everyone's Needs



Scope of Digital Accessibility

Documents

Hardware

Multimedia

Software Applications

Websites

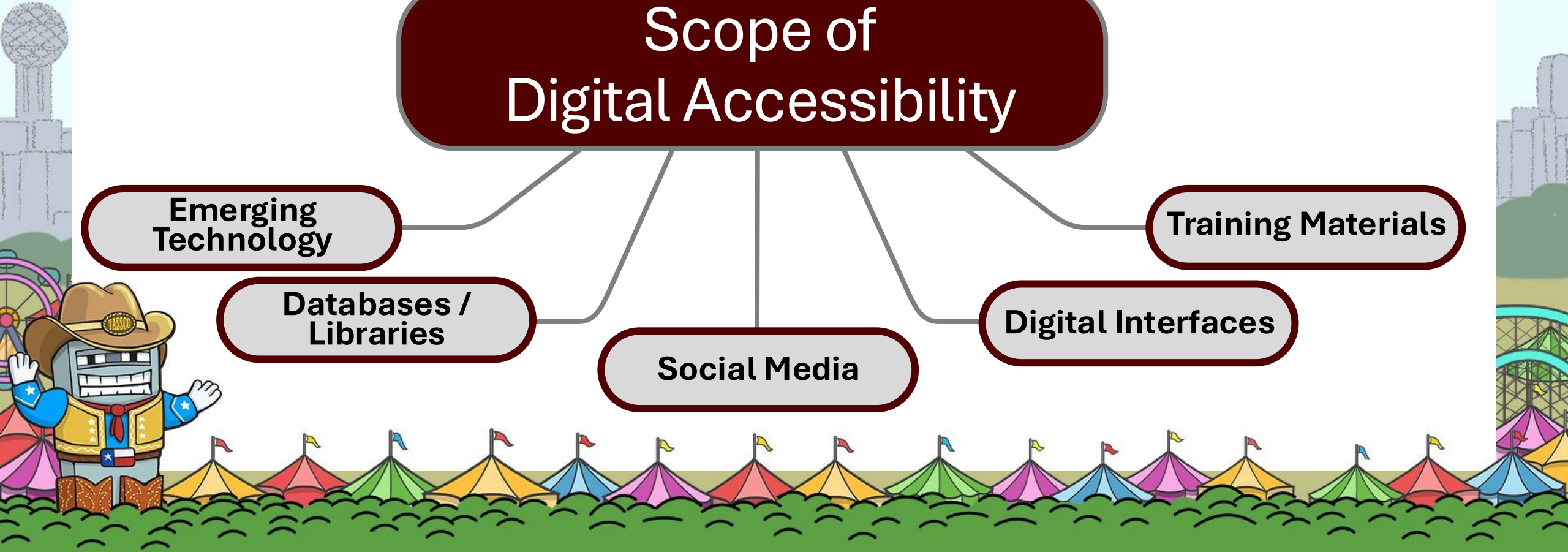
Emerging Technology

Training Materials

Databases / Libraries

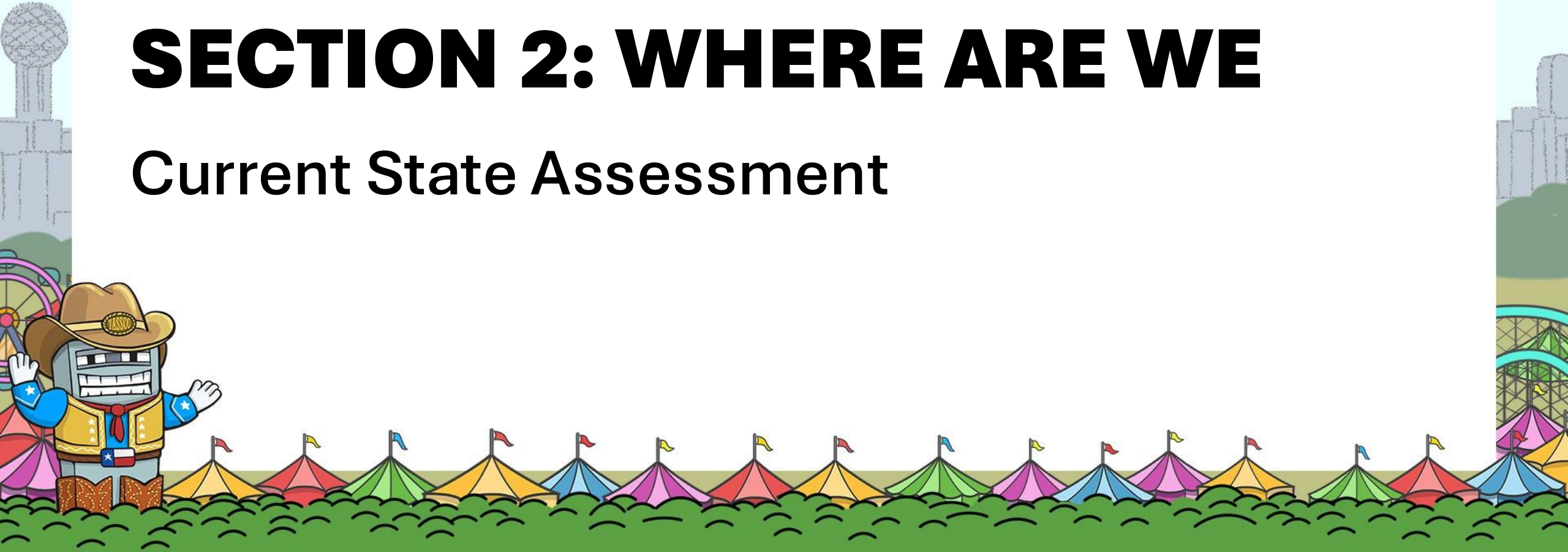
Social Media

Digital Interfaces



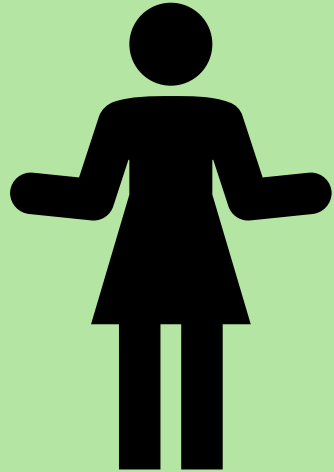
SECTION 2: WHERE ARE WE

Current State Assessment



Myth

No one has ever complained. We don't have an accessibility issue.



Fact

Most likely they just left. You lost their business / trust.

Take Stock



WEBPAGES

Scope & compliance level



DOCUMENTS & MEDIA

Actively used & required



RESOURCES

Skills & knowledge needs



PHYSICAL INVENTORY

Software & technology



FUNDING

Budget & materials





Leadership

Contracts /
Procurement

Legal /
Compliance

Human
Resources

Key Stakeholders

Information
Technology

Communications

Core Activities

**Catalog
Assets**

Inventory

**Assign
Ownership**

Stake-
holders

**Determine
Gaps**

Risk

**Find
Resources**

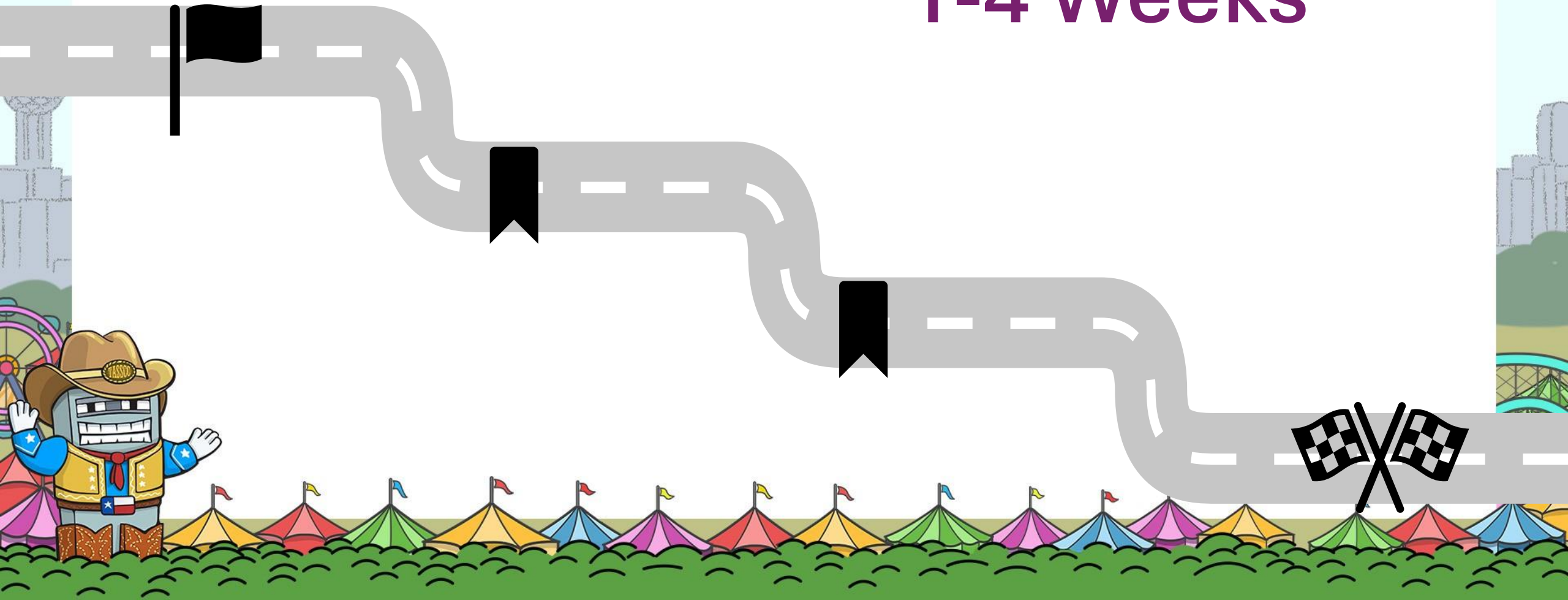
Tools &
Skills



Current State Assessment

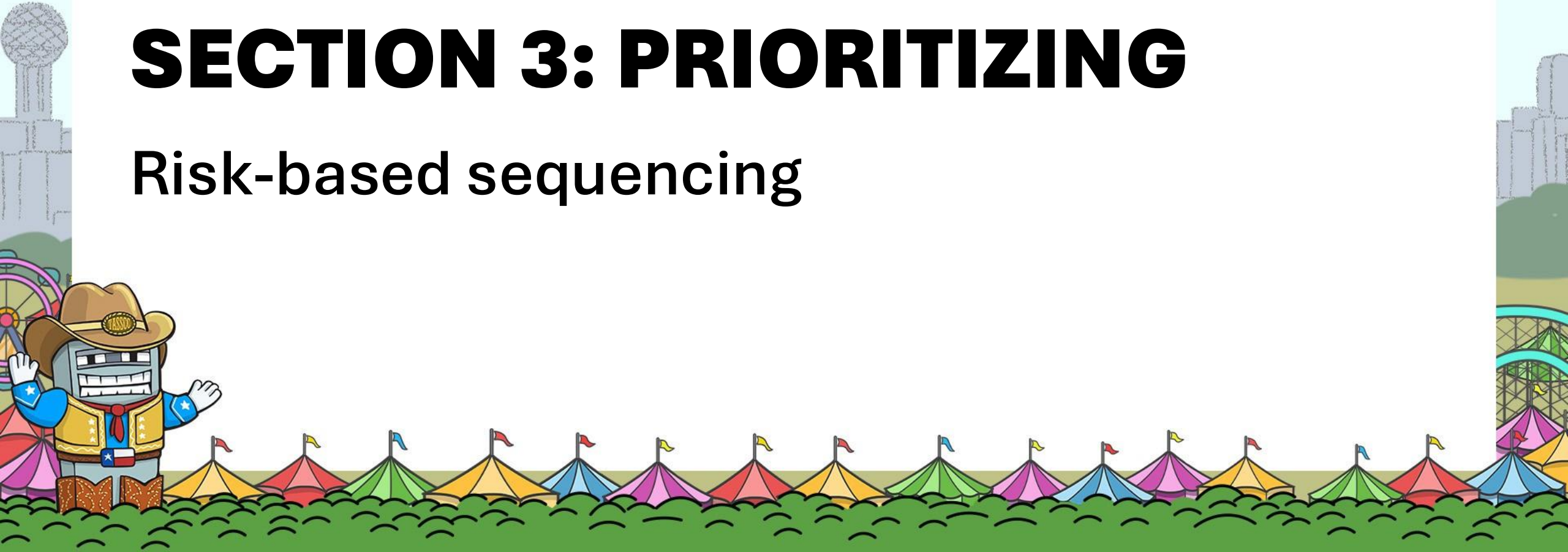
1-Initial

1-4 Weeks



SECTION 3: PRIORITIZING

Risk-based sequencing



Myth

We don't have
time or funding.
We'll fix it later.



Fact

Accessibility is
much cheaper and
faster when built in
from the beginning.

Why Prioritize?

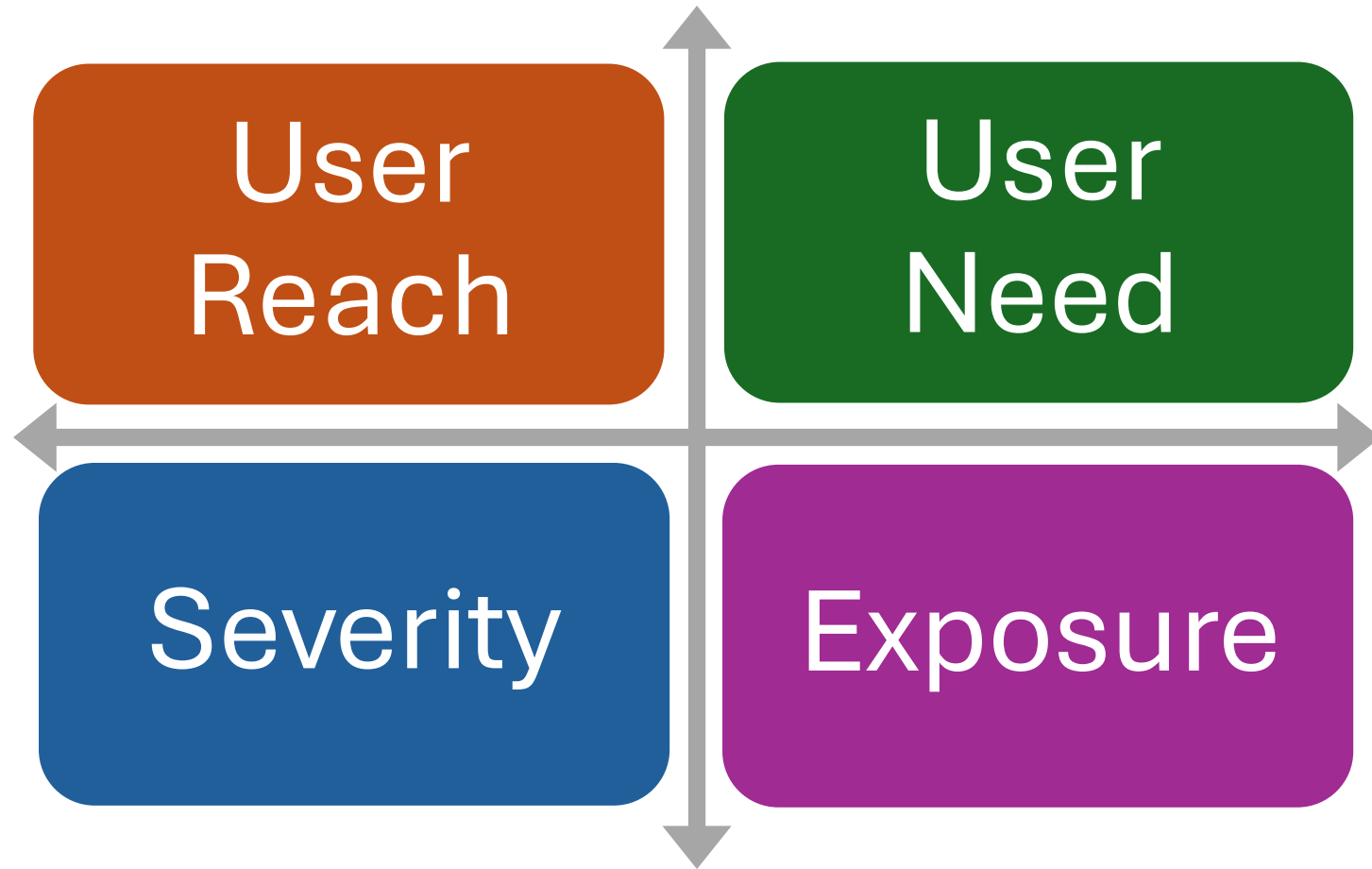
- Balance quality, time and cost
- Not all accessibility gaps are equal
- Analytics drives by ethical urgency and business prioritization
- Aim for 9-month priority roadmap



Significant Dates



Dimensions for Prioritization



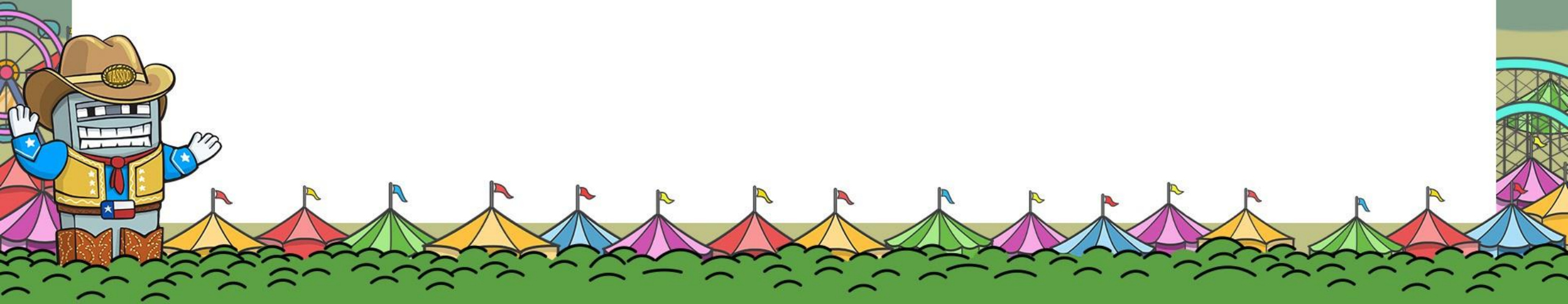
Risk Matrix

LOW

MEDIUM

HIGH

CRITICAL

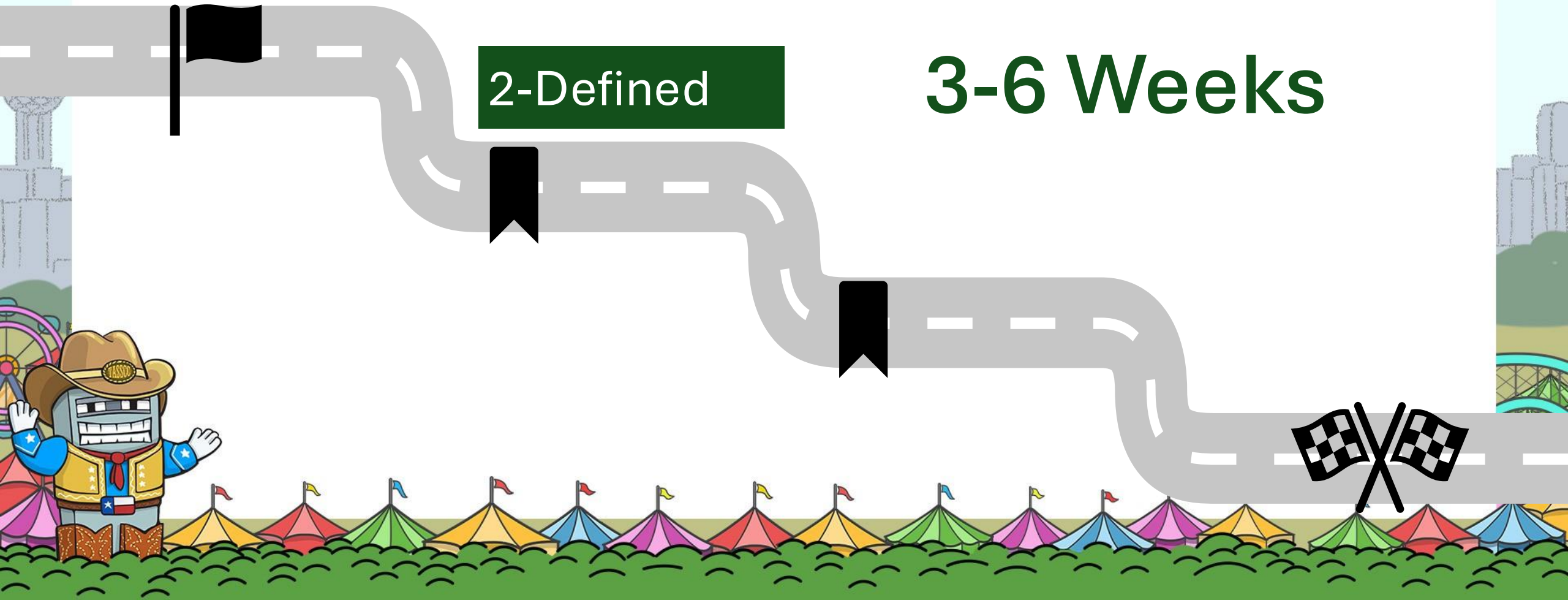


Risk-based Sequencing

1-Initial

2-Defined

3-6 Weeks



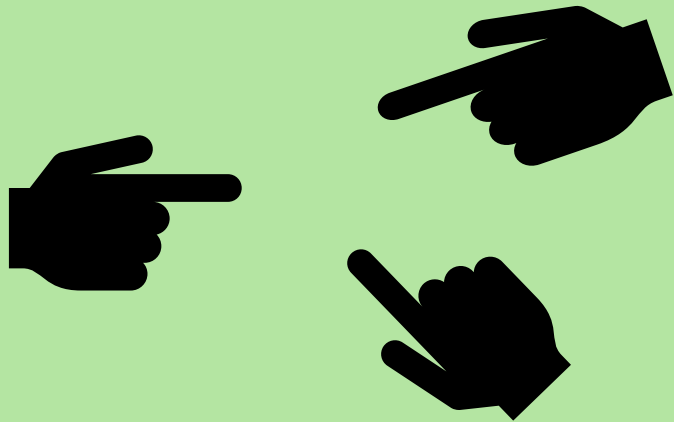
SECTION 4: DELIVERY PLAN

Phased, realistic approach



Myth

Fixing it is
someone else's
job.



Fact

Accessibility is a
shared
responsibility.

Phased Delivery Model



Training and culture

Leadership

Content

Designers

Developers



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1-Initial

2-Defined

3-Integrated

???



SECTION 5: SUSTAINABILITY

Build capacity



Myth

Accessibility is complex and impossible.



Fact

Accessibility is a maturity journey. Focus on progress. Start small. Keep building.

Post-deadline

- Establish policies that all new content will meet compliance standards
- Require role-based training
- Maintain up-to-date compliance plans



Keep it on the radar

Automation

Catch common issues at scale
(70-80%)

Human Inspection

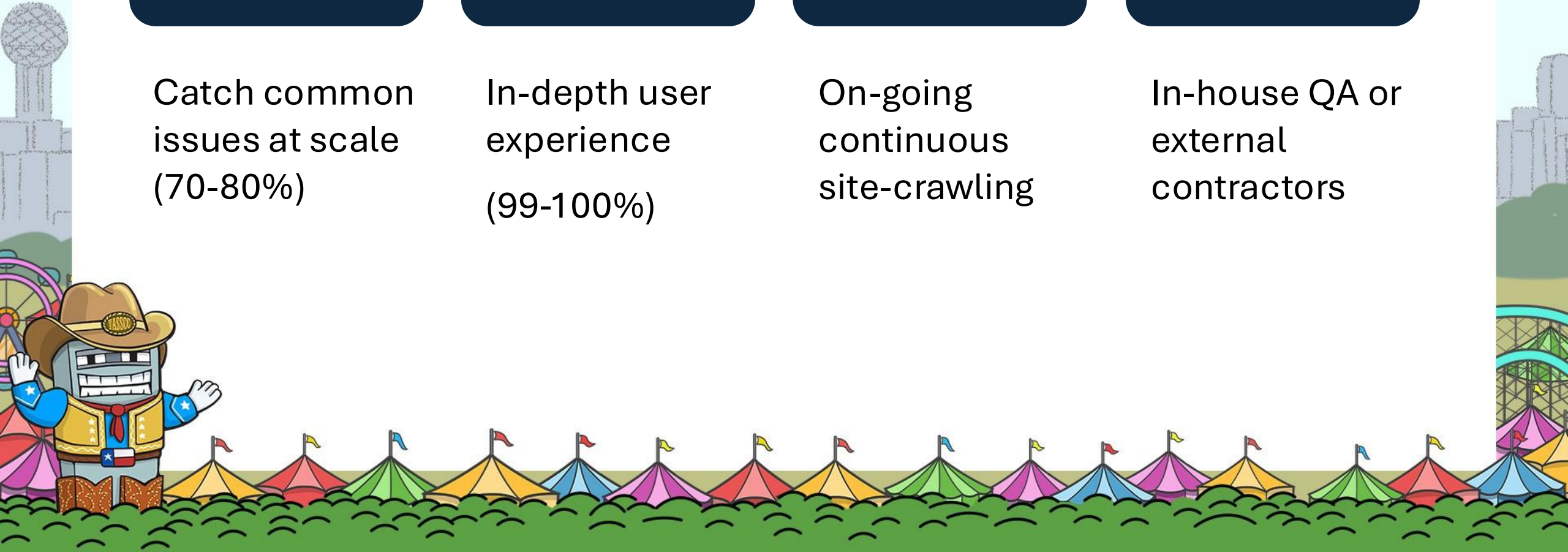
In-depth user experience
(99-100%)

Monitoring

On-going continuous site-crawling

Expert Services

In-house QA or external contractors



Define roles and responsibilities

Leadership

Content

Designers

Developers



Change Perspectives

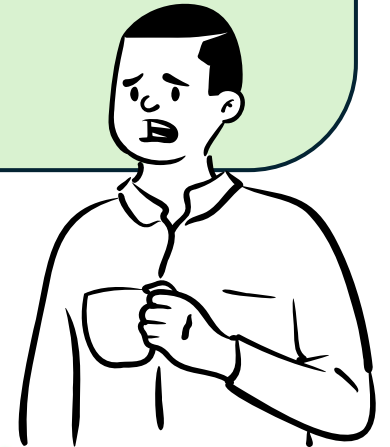
Defensive Response:

I don't think anyone needs accessible content. What is the minimum I must do?



Constructive Response:

I expect that people need this information. How do I make sure everyone has access?



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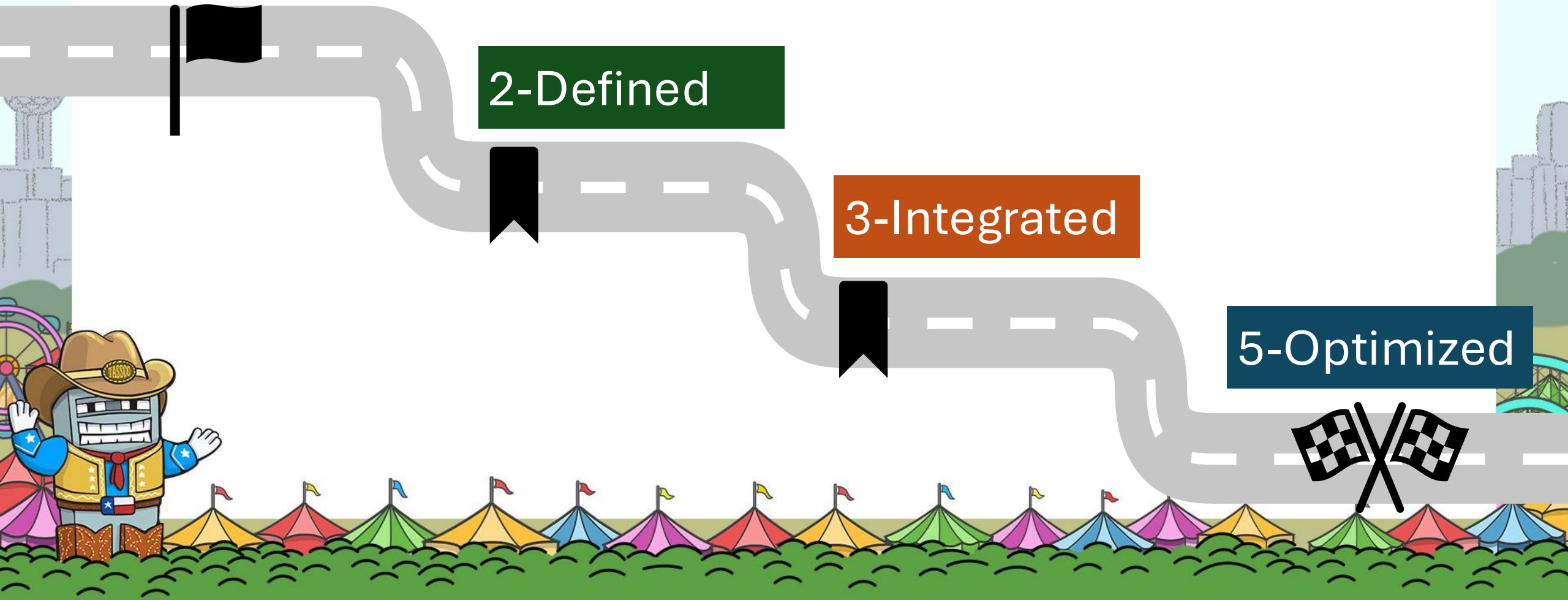
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1-Initial

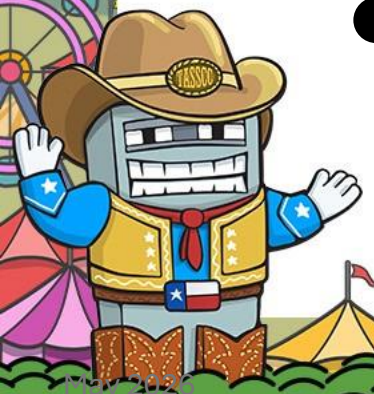
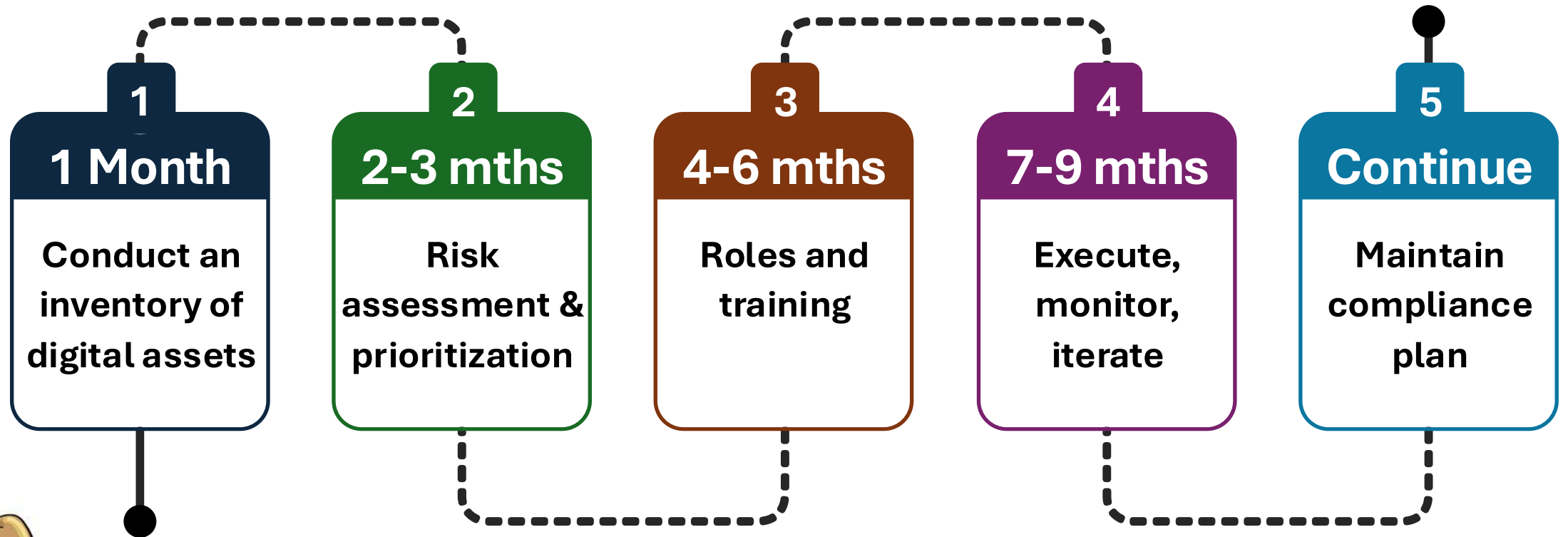
2-Defined

3-Integrated

5-Optimized



Success Metrics



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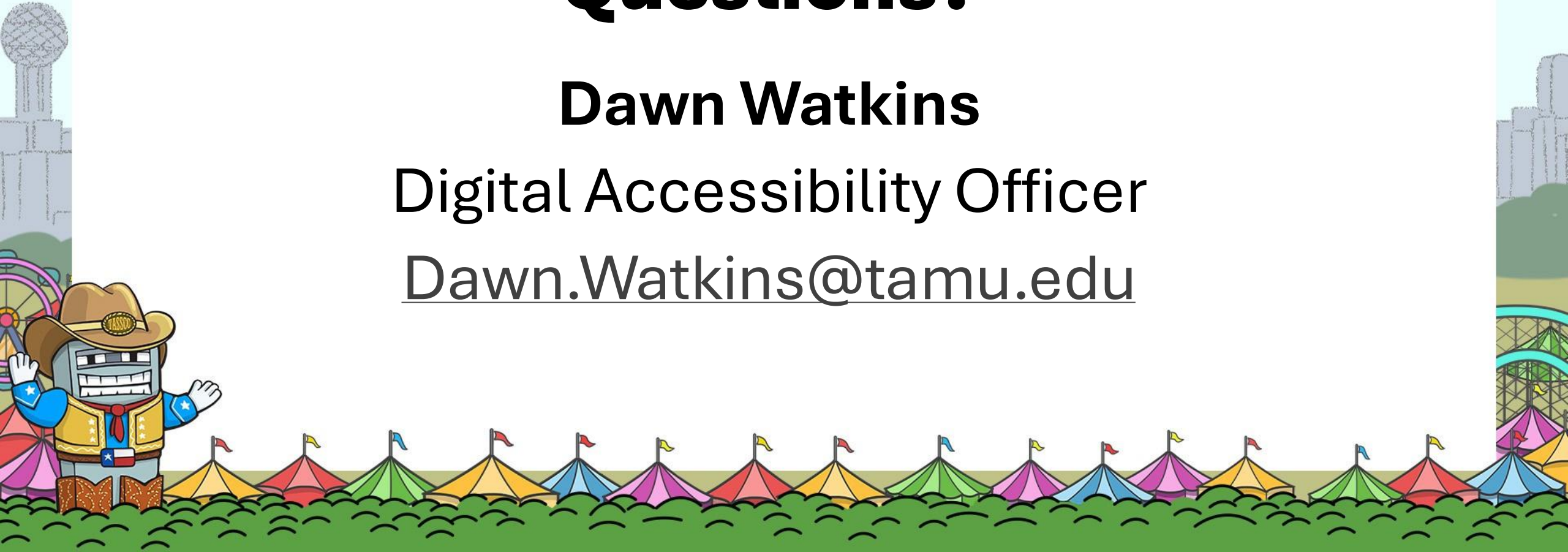
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Questions?

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