
DISABILITY INCLUSION: ICT ACCESSIBILITY

Business Operations Strategy 2.0

June 1st 10:00 am | June 9th 6:00 am | NY(GMT-4) 2021



PHYSICAL ACCESSIBILITY WEBINAR

AGENDA

01 INTRODUCTION

**02 UNDIS & ACCOUNTABILITY
FRAMEWORK DCO|EOSG**

03 ICT ACCESSIBILITY | ITU

04 BOS IMPLEMENTATION

05 Q&A & Steps Forward

Overview



DISABILITY
INCLUSION
STRATEGY

Overview

UN Disability Inclusion Strategy



- Launched in June 2019 by the Secretary-General
- The Strategy includes a **Policy** and an **Accountability Framework**, which has two aligned components:
 - An Entity Accountability Framework
 - A **UN Country Team Accountability Scorecard on Disability Inclusion**
- Strategy covers both programmes and operations
- Aligned with other UN system priorities on inclusion: gender, youth, indigenous persons

UNDIS Accountability Framework

UNCT Accountability Scorecard on Disability Inclusion

- UNCTs report on implementation of the Strategy through the UNSDG Information Management System (IMS) by the end of each calendar year.
- Technical Guidance Notes and Reporting Template can be used to help facilitate UNCT self-assessment and reporting process and are available to download from UNSDG Knowledge Portal.

LEADERSHIP, STRATEGIC PLANNING AND MANAGEMENT	INCLUSIVENESS	PROGRAMMING	ORGANIZATIONAL CULTURE
1. Leadership	5. Consultation with Organizations of Persons with Disabilities	8. Joint Programmes	12. Employment
2. Strategic Planning	6. Accessibility of UN Premises and Accommodation	9. Data	13. Capacity Development for UN Staff
3. Cooperation Framework	7. Inclusive procurement of goods and services	10. Monitoring and Evaluation	14. Communication
4. UNCT Set-up and Coordination		11. Humanitarian	

- The Strategy promotes the accessibility of ICT and digital communications (indicator 6)
- Universal Design Principles
- Reasonable Accommodation (indicator 6)
- Inclusive procurement (indicator 7)
- Impact on employment of staff with disabilities (indicator 12)
- Important to consult with persons with disabilities and their representative organizations (indicator 5)

ICT accessibility – the key to inclusive digital communication

*Development Coordination Office
Webinar on Disability Inclusion for
Operations Management Teams*

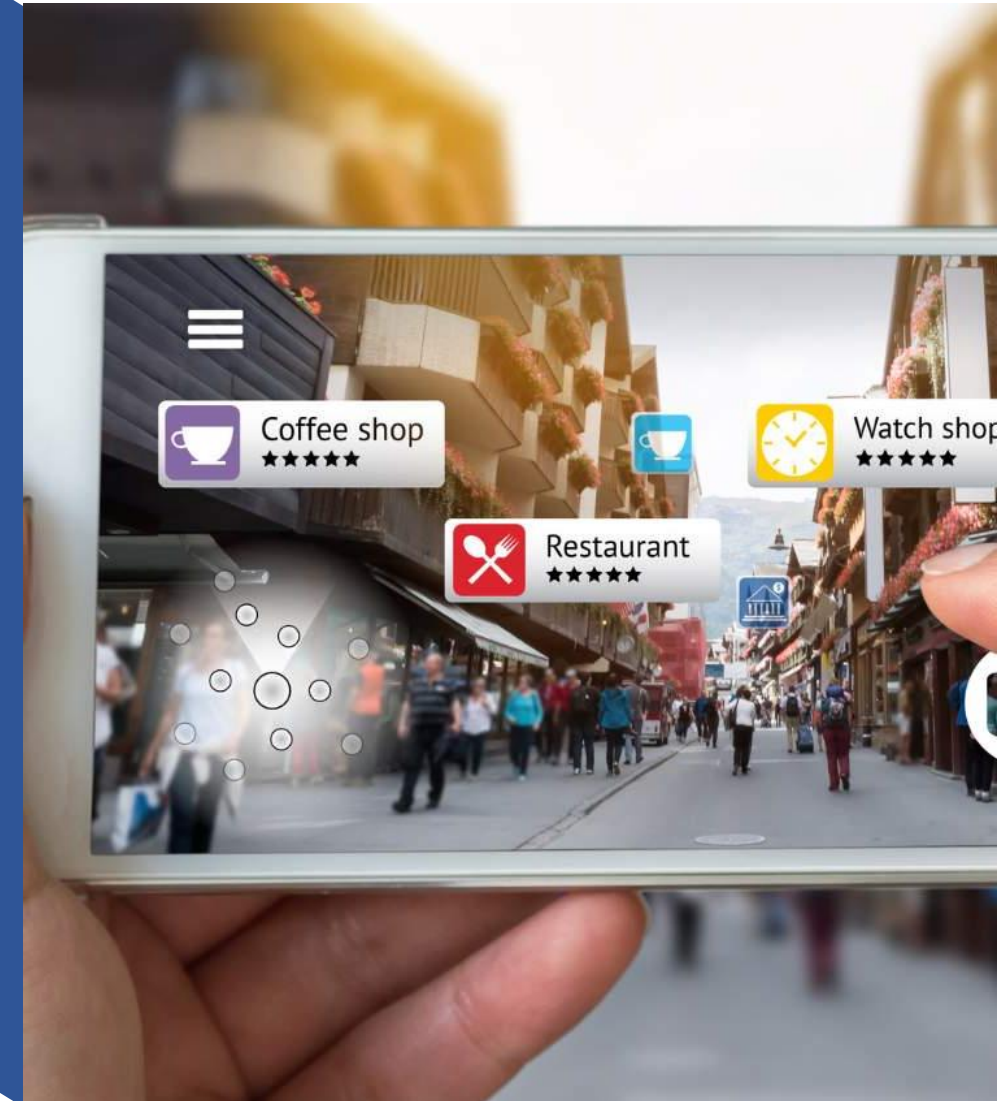
9th June 2021

Roxana WIDMER-ILIESCU



Digital Transformation

- Digital transformation can be described as the process that allows governments, institutions and organizations to become part of the digital environment.
- To be successful, digital transformation needs to integrate digital technologies in a way that allows governments, organizations and businesses to change their fundamental manner of operation along with how they deliver value to their employees, citizens and/or customers.
- Because digital transformation is about people, it requires a cultural change to adopt new ways of thinking and rethink new ways of doing.
- A key part of this new digital culture involves being inclusive.



What do we need to
achieve digital inclusion
for all within the digital
transformation?

The 6 A's

DIGITAL INCLUSION



FOR ALL

Accessibility

Adoption of policies,
regulations, standards,
guidelines and
good practices



Appropriation,
digital literacy
and knowledge skills



Accessible ICTs:
devices, products and services,
e-government, e-health,
e-education, etc.



Affordability: Internet and devices



Access/digital infrastructure:
Internet connectivity, broadband, networks

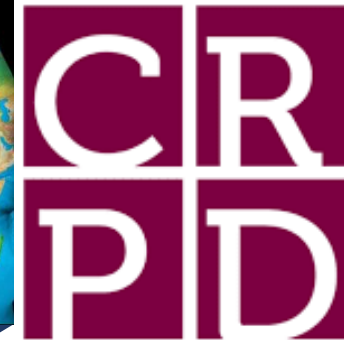
Global commitments



SUSTAINABLE
DEVELOPMENT

GOALS

10 REDUCED
INEQUALITIES



CONVENTION
ON THE RIGHTS
OF PERSONS
WITH DISABILITIES

- Accessible ICTs are key enablers to increase opportunities for traditionally excluded and non-digital populations.
 - The implementation of ICT accessibility policies and strategies will support the development of more equal, equitable and inclusive communities.
 - The ultimate goal is to bridge the digital gap and ensure that everyone is digitally included!
- ✓ 182 countries have ratified/signed the CRPD
 - ✓ 61% of UN Member States have developed national disability laws and acts aimed at abolishing discrimination against persons with disabilities



Target 2.9 : *“Enabling environments ensuring accessible telecommunication/ICT for persons with disabilities should be established in all countries by 2023”*

ITU Strategic Goal 2: Inclusiveness



What will
“tomorrow”
look like after
COVID-19?

https://www.youtube.com/watch?v=ubRpza_r6bg

MAKE EVERYONE PART OF THE CHANGE



Present digital inclusion as a way to increase the competitive advantage of any organization.

Promote the benefits of a new culture and new way to use technology.

Explain how these benefits will translate into better working conditions for everyone.

Identify key steps to facilitate the digital accessibility implementation by OMT

- Recognize digital inclusion as a win-win for all
- Become an advocate for and promote inclusiveness
- Explain the benefits
- Include persons with disabilities and vulnerable groups/communities to be part of the change process



Accessible Digital Environments

Hardware, software, websites, mobile applications, digital content, cell phones, tablets and computers are designed and programmed taking into account universal design criteria so that they can be used by everyone in equal circumstances.

Predictions from AI to health to a digital society

(Source: <https://gartner-top-10-strategic-predictions-for-2020-and-beyond/>)

- Through 2023, **30 percent of IT organizations will extend policies with “bring your own enhancement” to address augmented humans in the workplace.** Changing the human work condition, changing our relationship to technology, and resetting our expectations for change.
- **By 2023, the number of people with disabilities employed will triple due to AI and emerging technologies, reducing barriers to access.** Disabilities will lead to “super abilities” where disabled people can do more than normal people, by using things such as augmented reality (AR). Organizations that actively employ people with disabilities see a 72 percent increase in productivity, 89 percent higher retention rates, and a 29 percent increase in profitability.
- By 2024, AI identification of emotions will influence more than half of the online advertisements you see. **“Hyper-personalization” is going real-time based on emotions,** for instance, personal assistants can tell how you are feeling.
- By 2023, **individual activities will be tracked digitally by an “Internet of Behavior” to influence benefit and service eligibility for 40 percent of people worldwide.** In our organizations we need to update our ethical data management policies, be transparent about how we use data, and position our brands as a company that protects user’s data.
- By 2023, **40 percent of professional workers will orchestrate their business application experiences and capabilities like they do their music streaming experience.** CIOs need to reject monolithic solutions, take an outside/in view of their customers and employees, to be able accelerate product-style delivery.

Recommended resource: "Towards building inclusive digital communities": ITU toolkit and self-assessment for ICT accessibility implementation

- Aimed at including all stakeholders involved in building inclusive digital communities.
- Provides a holistic understanding and knowledge of ICT accessibility principles and implementation requirements.
- Enables governments and organizations to run self-assessments and obtain immediate feedback on the level of policy implementation.
- Delivers tailored guidelines to support the development of appropriate policies, strategies and to replicate good practices.
- Provides tools to evaluate and monitor the advance in ICT/digital accessibility implementation.

ITU Publications

International Telecommunication Union
Development Sector

Towards building inclusive digital communities

ITU toolkit and self-assessment
for ICT accessibility implementation



Self-paced online training

All staff
and/or
IT staff
(Web accessibility)

Certified by ITU
Academy



ITU Academy
Empowering minds

Home | About | Centres of Excellence | Training courses | Main activities | 

[ICT Accessibility: the key to inclusive communication](#)

available in Arabic, English,
French and Spanish

[How to ensure inclusive digital communication during crises and emergency situations](#)

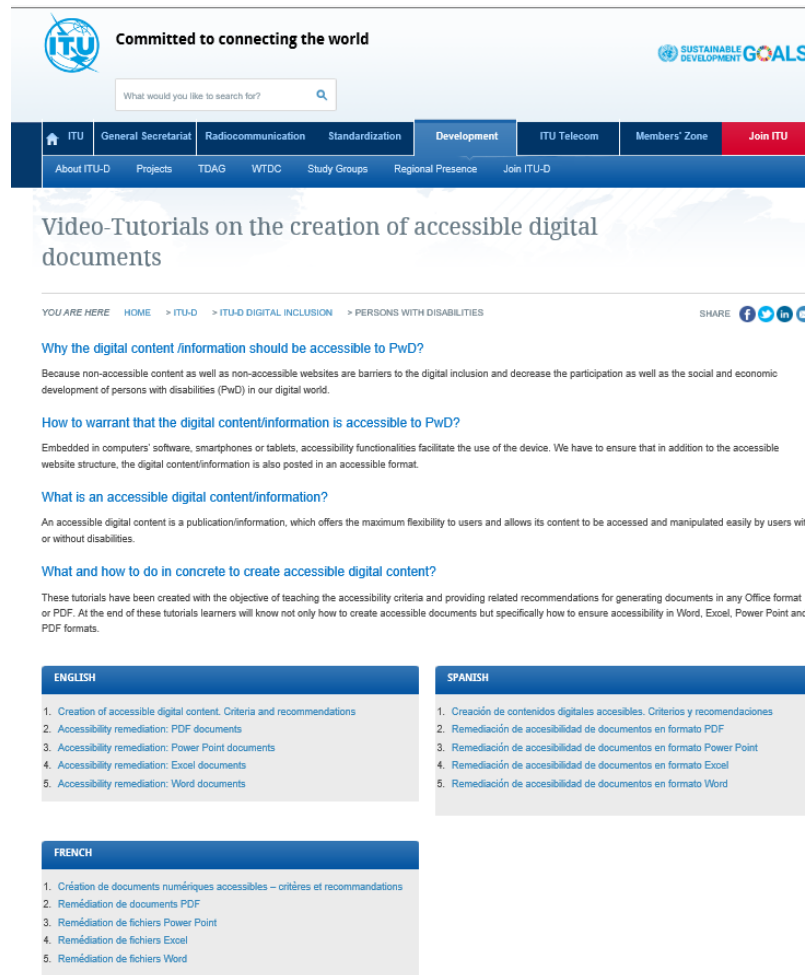
available in English, French
and Spanish

[Web Accessibility: the cornerstone of an inclusive digital society](#)

available in Arabic, English,
French and Spanish

Video tutorials for all staff working in communications

- Accessible digital communication complies with accessibility requirements promoting labour inclusion as well as the digital inclusion of persons with disabilities.
- Understanding key principles of inclusive communication



The screenshot shows the ITU website with the header 'Committed to connecting the world' and the Sustainable Development Goals logo. The navigation bar includes links to ITU, General Secretariat, Radiocommunication, Standardization, Development, ITU Telecom, Members' Zone, and Join ITU. The main content area is titled 'Video-Tutorials on the creation of accessible digital documents'. Below the title, there is a breadcrumb trail: 'YOU ARE HERE > HOME > ITU-D > ITU-D DIGITAL INCLUSION > PERSONS WITH DISABILITIES'. The page includes sections for 'Why the digital content /information should be accessible to PwD?', 'How to warrant that the digital content/information is accessible to PwD?', 'What is an accessible digital content/information?', and 'What and how to do in concrete to create accessible digital content?'. At the bottom, there are three language tabs: ENGLISH, SPANISH, and FRENCH, each with a list of five video topics.

ENGLISH

1. Creation of accessible digital content. Criteria and recommendations
2. Accessibility remediation: PDF documents
3. Accessibility remediation: Power Point documents
4. Accessibility remediation: Excel documents
5. Accessibility remediation: Word documents

SPANISH

1. Creación de contenidos digitales accesibles. Criterios y recomendaciones
2. Remediación de accesibilidad de documentos en formato PDF
3. Remediación de accesibilidad de documentos en formato Power Point
4. Remediación de accesibilidad de documentos en formato Excel
5. Remediación de accesibilidad de documentos en formato Word

FRENCH

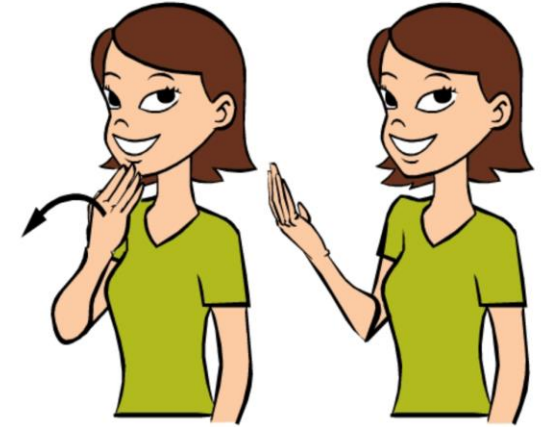
1. Création de documents numériques accessibles – critères et recommandations
2. Remédiation de documents PDF
3. Remédiation de fichiers Power Point
4. Remédiation de fichiers Excel
5. Remédiation de fichiers Word



► ITU Toolkit and Self-Assessment for ICT Accessibility Implementation in PDF, Kindle and other ePub formats

INCLUSIVE DIGITAL COMMUNICATION





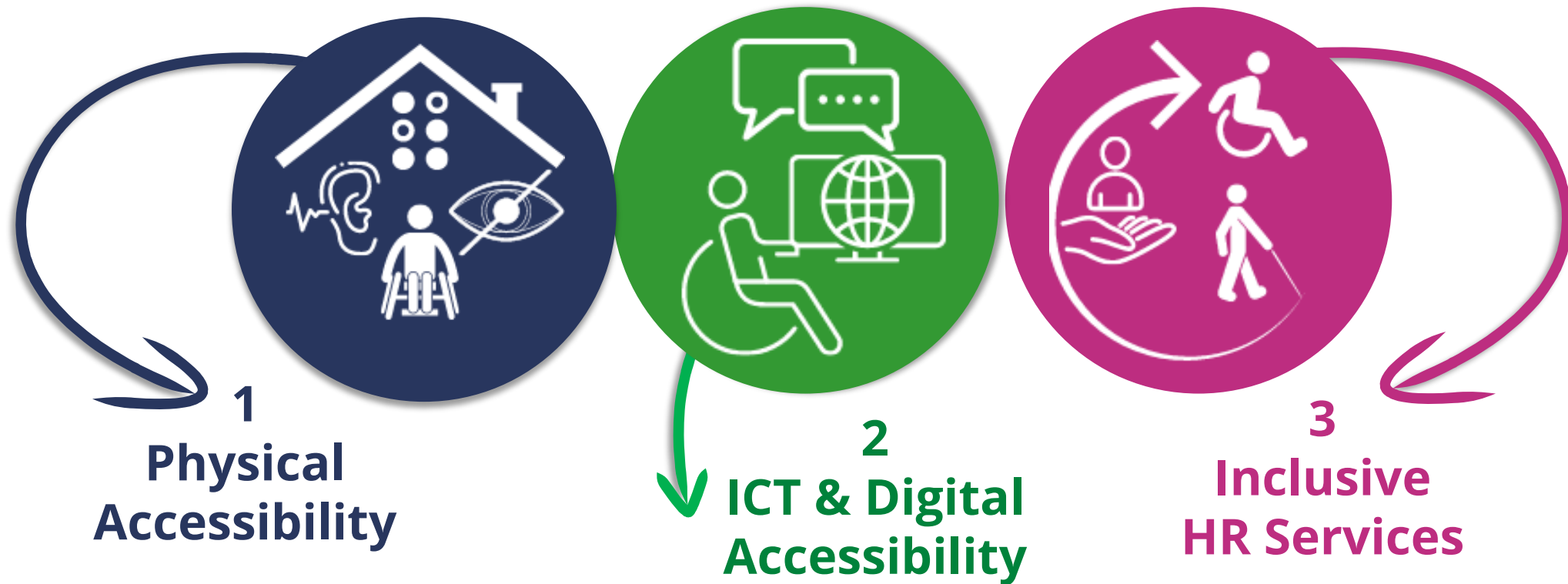
Thank you in sign language

For more information and ITU-D resources
on ICT accessibility please scan our QR

**THANK YOU FOR
YOUR ATTENTION!**

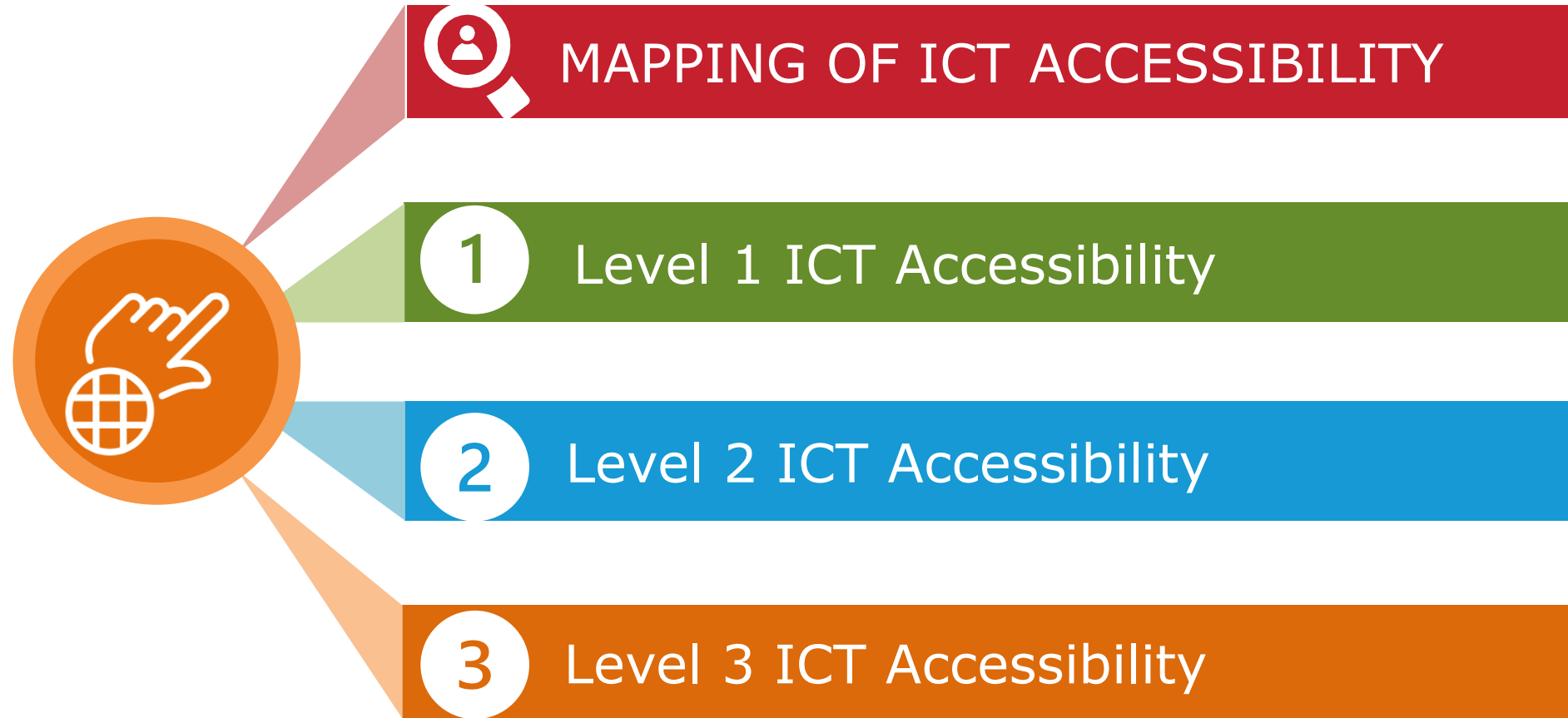
Roxana.Widmer-Iliescu@itu.int

Disability Inclusive Common Services for BOS





ICT ACCESSIBILITY COMMON SERVICES & STEPS FOR BUSINESS OPERATIONS STRATEGY





ICT Accessibility Levels*

Level 1	Level 2	Level 3
Accessibility Features in all software	Level 1 and: All digital internal & general info is in all accessible formats	Level 1 & 2 and: all live content is offered in accessible format
Staff Trained on ICT Accessibility	Accessible formats of live content are available in accessible format	Websites comply with level AA of accessibility from WCAG 2.1
Develop Customized Guidelines to ensure digital information produced is accessible	ICT teams have all participated in the available training for accessible content	Needed assisting technology is supplied for staff with disabilities

* ICT Accessibility Levels created with ITU & DCO

IMPLEMENTATION OF ICT ACCESSIBILITY FOR THE BOS

STOCK TAKE & OPPORTUNITY ANALYSIS



- a. Engage UNCT/OMT ICT's working groups
- b. Identify & engage with persons with disabilities, representative orgs, & experts
- c. Map Current Accessibility & define specific expected outcomes

PLANNING FRAMEWORK



- a. Create baselines & targets & determine cost drivers
- b. Prioritise activities with the highest impact
- c. Establish Key Performance Indicators (KPIs)
- d. Finalise budget & identify potential funding options
- e. These Common services have a simplified Cost-Benefit Analysis (CBA)



IMPLEMENTATION OF ICT ACCESSIBILITY FOR THE BOS STAGES

IMPLEMENTATION PLAN



- a. Establish the activities & timeframes
- b. Finalise the budget per activity
- c. Determine risks & mitigations
- d. Formalise networks & partnerships with experts & contractors (e.g., ICT experts & groups working to advance the right of persons with disabilities)

SIGN-OFF & REPORTING



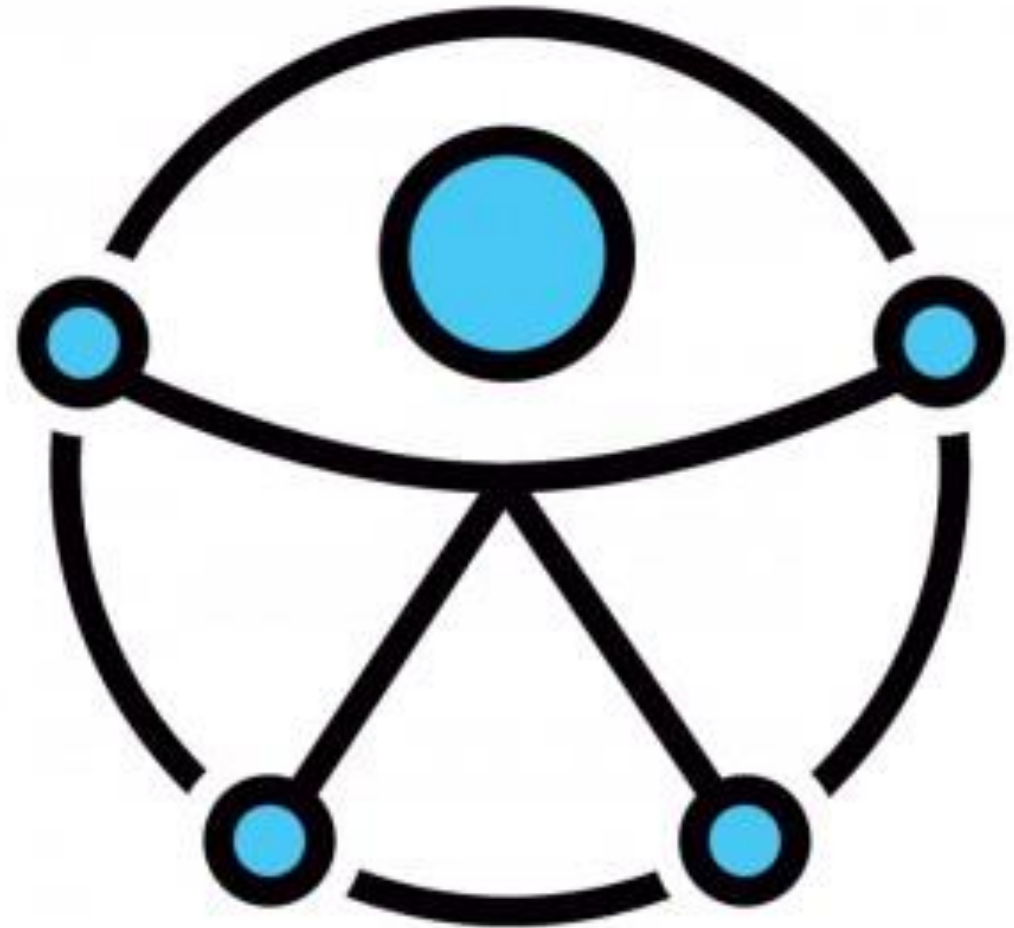
- a. Review the plan & ensure there is an owner for each service & activity
- b. Determine final recommendations in consultation with disability specialists & OPDs
- c. Brief the UNCT how these services contribute to the UNDIS, CRPD, the UNCT's social impact, & the 2030 agenda
- d. Bi-monthly or quarterly internal reviews are recommended



Reimagining the UN Together

OICT

Accessibility Initiatives



In 2007 the UN Convention on the Rights of Persons with Disabilities ([A/RES/61/106](#)).

It protects the rights and dignity of persons with disabilities as a human right reaffirms that all persons with all types of disabilities must enjoy all human rights and fundamental freedoms.



UNITED NATIONS SECRETARY-GENERAL ANTÓNIO GUTERRES



"I want the United Nations to lead by example and invite you to join me in moving decisively to achieve the goals of the United Nations Disability Inclusion Strategy. "



Technology Innovations = Opportunities

Disability Segments

Visual



Colorblind
Low vision
Blind

Hearing



Hard of hearing
Deaf

Cognitive



Learning Disabilities
Seizure
Autism

Speech



Speech impediment
Mute

Mobility



Spinal cord injury
Quadriplegia
Arthritis

Neural



Depression
Bipolar
Anxiety
PTSD
OCD

Diseases can span disability segments

Affects of Parkinson's Disease



Cognitive



Speech



Mobility

Affects of ALS



Speech



Mobility

Accessible Technology Empowers Organizations



BOOST PRODUCTIVITY

By offering experiences that let people work in their preferred way.



REACH EVERYONE AND FOSTER INCLUSIVE INTERACTIONS

By making it easy to create and share accessible content.



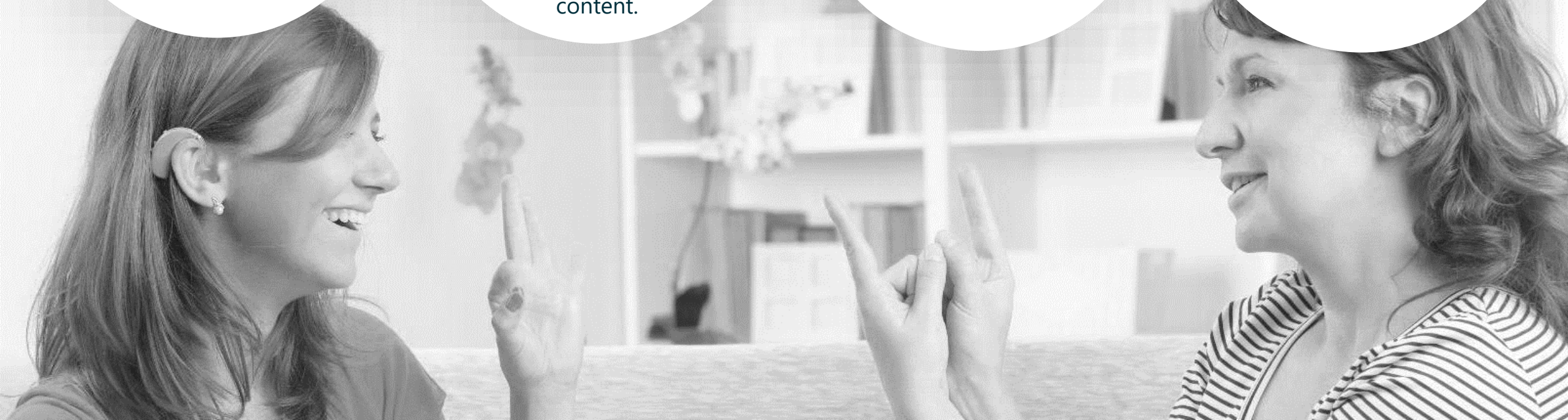
SIMPLIFY & MODERNIZE YOUR TECHNOLOGY

By leveraging built-in assistive technologies and support services.



MEET ACCESSIBILITY REQUIREMENTS

By procuring inclusive and compliant technologies.

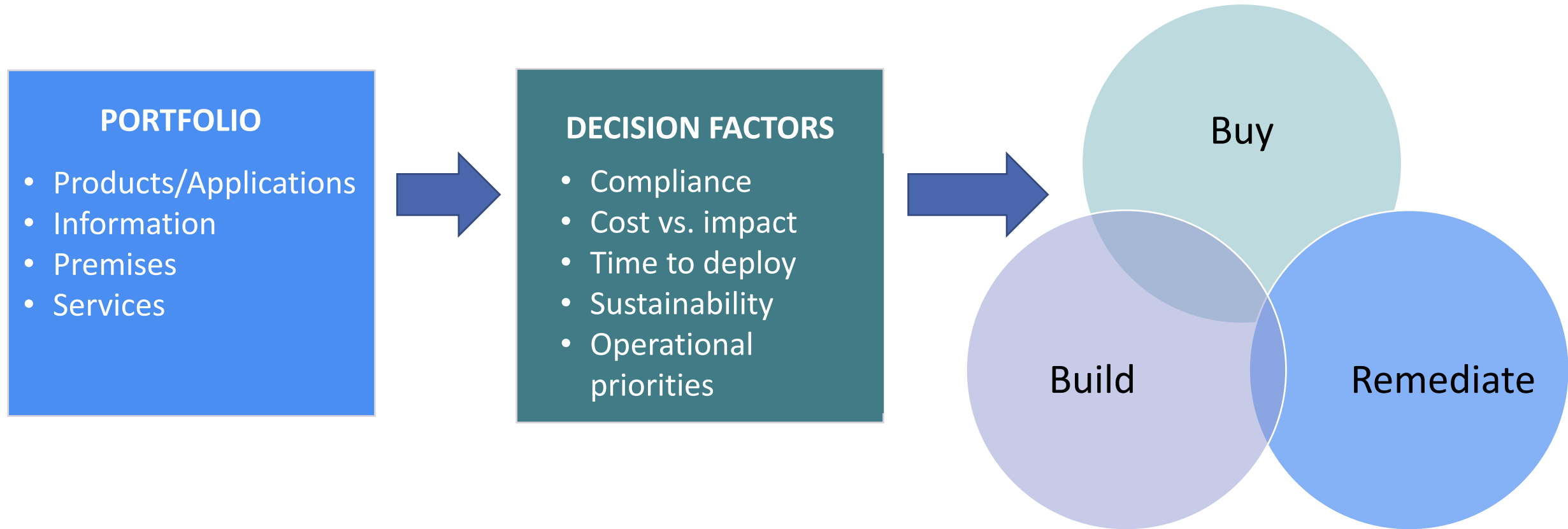


Multiple Accessibility Initiatives for a Common Goal

- Enterprise HR systems
- 0365 accessibility features
- Enterprise web content mgmt.
- Standardized SaaS solutions
- Wayfinding pilot
- Developer Training Pilot



Decision Making Process – Accessibility Approach



Products: HR Systems for Recruitment & Onboarding

Accessibility

Home | Français | Login | UN.org | Site map | Contact

United Nations
careers

Tell us what you think! Take a survey about our website

One minute.

Need a little help? X

To adjust this website for your accessibility needs, select one or more options below and click 'Apply'.

- ☒ Use a screen reader
- ☐ Navigate by keyboard
- ☐ Change color contrast
- ☐ Make grayscale
- ☐ Stop moving elements
- ☐ Magnify the screen
- ☐ Provide a help layer

APPLY

Accessibility Statement

Powered by USERlist

UNITED NATIONS

The UN Stabilization Mission in Haiti provides logistical support to Haiti's Provisional Electoral Council.
Port-au-Prince, Haiti

UN Photo/Logan Abassi

Peace and Security | Human Rights | Economic and Social Development | UN 75th Anniversary

Meet our Global Workforce

- Paulo Oliveira Martins
Supply Officer
Nicosia, CYPRUS
- Amelia Lowe
Administrative Officer
New York, UNITED STATES
- Gopi Pradhan
Civil Affairs Officer
Kabul, AFGHANISTAN

- End users can set their personal accessibility profile
- Accessibility preferences carried across multiple recruitment/onboarding applications
- Entire recruitment lifecycle is covered:
 - Job Search
 - Application
 - Job Testing
 - Onboarding
- Accessibility features accessed 487,213 in 2020

Products: Fully Leverage Investment in O365



Accessibility

Products ▾

Our approach

Stories

Resources ▾

Blog

Support

All Microsoft ▾



Helping bridge the Disability Divide

We are making a new 5-year commitment to help decrease the gap in education, employment, and access to technology for people with disabilities around the world.

[Learn about our commitment >](#)

[Go to the announcement >](#)

Products and services for everyone

[Visit the Microsoft Office – Accessibility Centre](#)



ENSURE CONTENT IS EASY TO ACCESS

- Accessibility Checker can run proactively in the background of Office 365.
- It helps make sure Microsoft Office content is easy for people with and without disabilities to access.
- For example, alerting users to low-contrast text that is difficult to read.



NARRATE WORK ENVIRONMENTS USING AN APP

- The Seeing AI app narrates the world for people who are blind or have low vision.
- It uses AI to describe people, text and objects.
- The app can describe anything from people in the room to products via their barcodes.



CAPTION PRESENTATIONS IN REAL-TIME

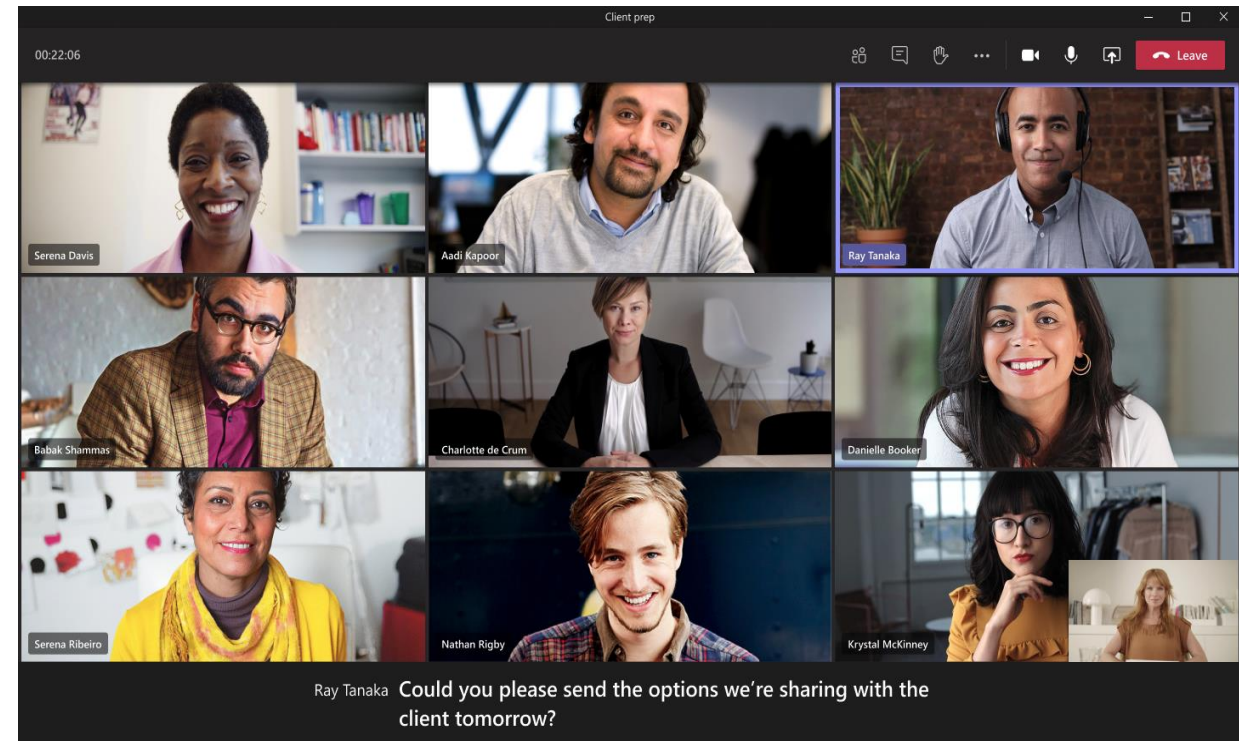
- Microsoft translator enables professionals to present with real-time subtitles.
- Audiences with hearing impairments can participate in presentations by reading captions displayed on any device, in any language.
- Companies can also globalise their customer interactions by translating conversations in real-time.



MAGNIFY CONTENT FOR EASE OF VISIBILITY

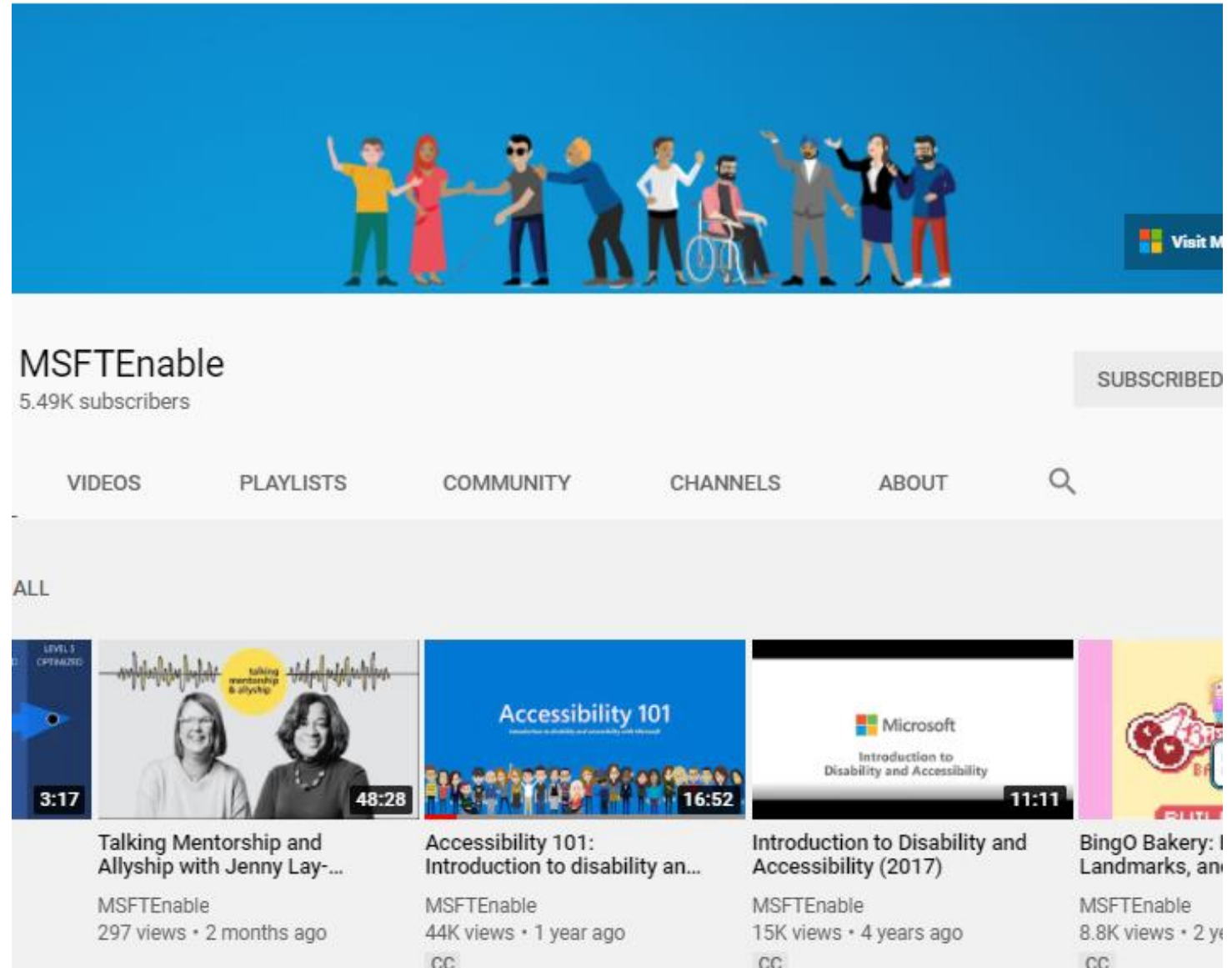
- Magnifier allows users to enlarge words and images while running Windows.
- It's designed to make content more accessible to people with low vision.
- It creates a bar at the top of the screen to magnify the position of the mouse.

Virtual Meetings: Live Captioning, Spotlights & Transcripts



Educate Your Users

- Hold webinars – engage Microsoft
- Promote available online resources
- Train your helpdesk
- Promote Job Aids
- Build accessibility into your current training programme



Information: Public Websites Accessibility

🏠 Welcome to the United Nations

عربي 中文 English Français



ACCESSIBILITY GUIDELINES FOR UNITED NATIONS WEBSITES

Home

Content

Navigation

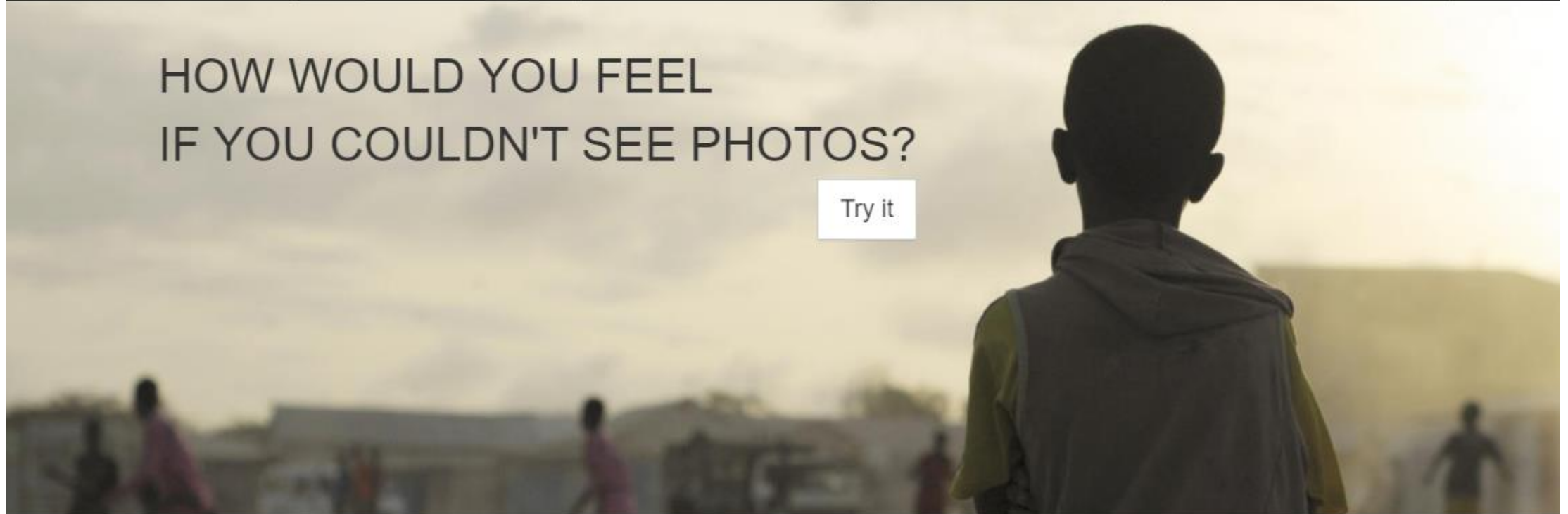
Design

Scripts & Forms

Site Validation

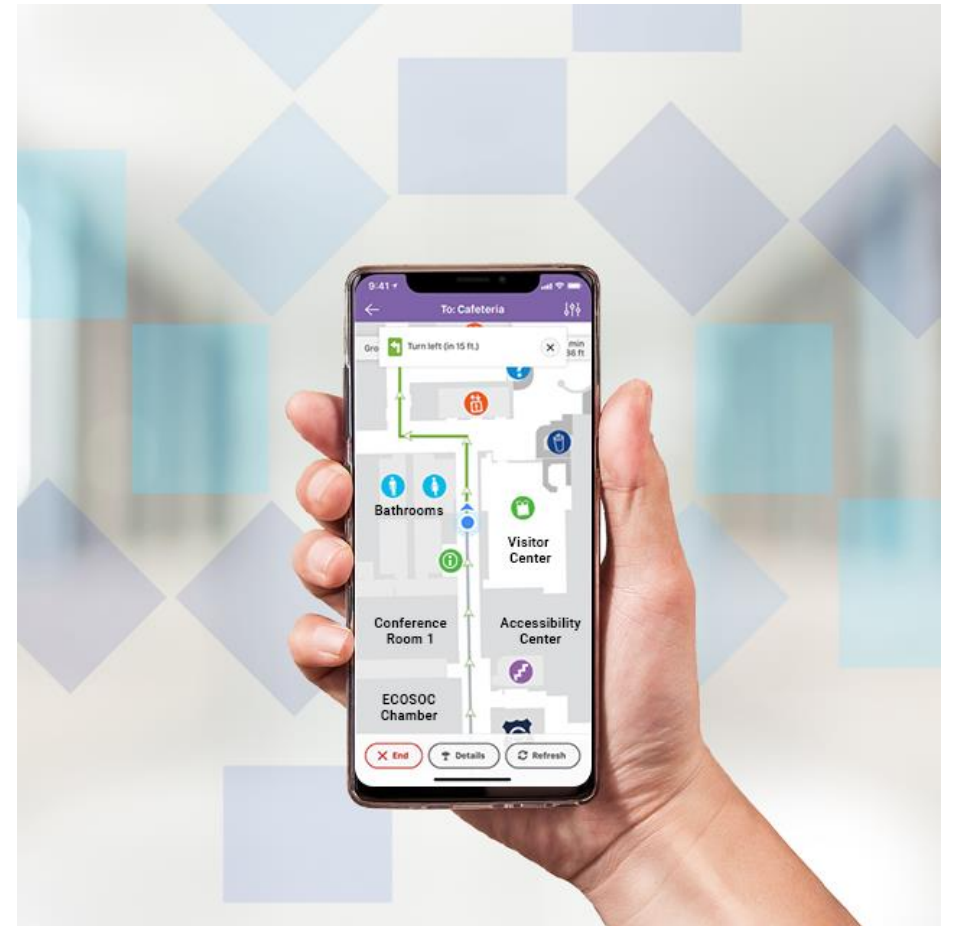
HOW WOULD YOU FEEL
IF YOU COULDN'T SEE PHOTOS?

Try it



Premises: Wayfinding Pilot – UNHQ

- Supports indoor step-by-step navigation for the blind
- Built on open-source technologies
- Partnership with New York University and Pusan University
- Can be extended to other support requirements – i.e. wheelchair routes



Services: Conference & Event Management

- Virtual meetings are highlighting accessibility and driving change – partnership between OICT & DGACM
- Conferences and events cross multiple environments, processes and services
- Ensure event producers, content providers and participants are familiar with accessibility requirements and support features and services
- Work with vendors /partners to prioritize accessibility



Lessons Learned – It's a Journey not a Sprint



WAY FORWARD

**IF YOUR BOS IS IN
DEVELOPMENT**



**INCLUDE IN
YOUR BOS
NOW**



**IF YOUR BOS IS
COMPLETED**



**INCLUDE IN
BOS REVIEW**



Partner Collaboration



Efficiency Fund & Partner Collaboration

Q&A & FUTURE COLLABORATIONS



Access the guiding documents for ICT Accessibility:

1. [Practice Note](#)
2. [Additional Resources doc](#)
3. Video Recording for [June 1st, 2021](#)
4. Video Recording for [June 9th, 2021](#)

Thank you for your participation

Development Coordination Office

Country Business Strategy dco.cbs@un.org



UNITED NATIONS
SUSTAINABLE
DEVELOPMENT
GROUP
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