

# Digital Accessibility

High-Impact Webinars  
UN Business Operations



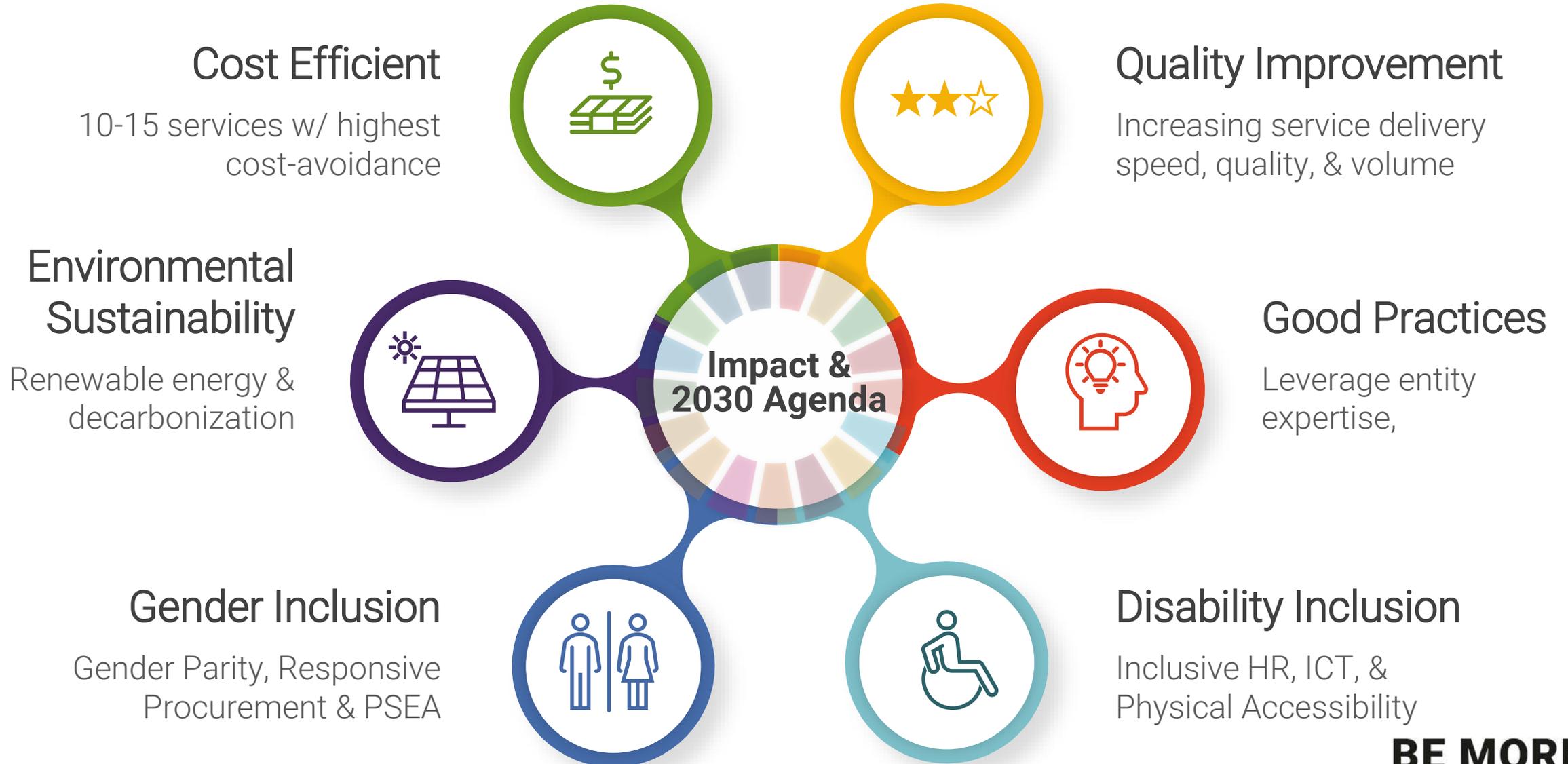
# Agenda

- ▶ Welcome & Intro – Brianna Harrison
- ▶ BOS & High-impact services – Heba Kholif
- ▶ UNDIS & Accountability Scorecard Overview – Gopal Mitra
- ▶ ICT Overview – Prashant Verma
- ▶ Advances in ICT Accessibility – Ronen Rapoport
- ▶ Field Experience in Nepal – Aino Efraimsson & Drishtant Karki
- ▶ Q&A



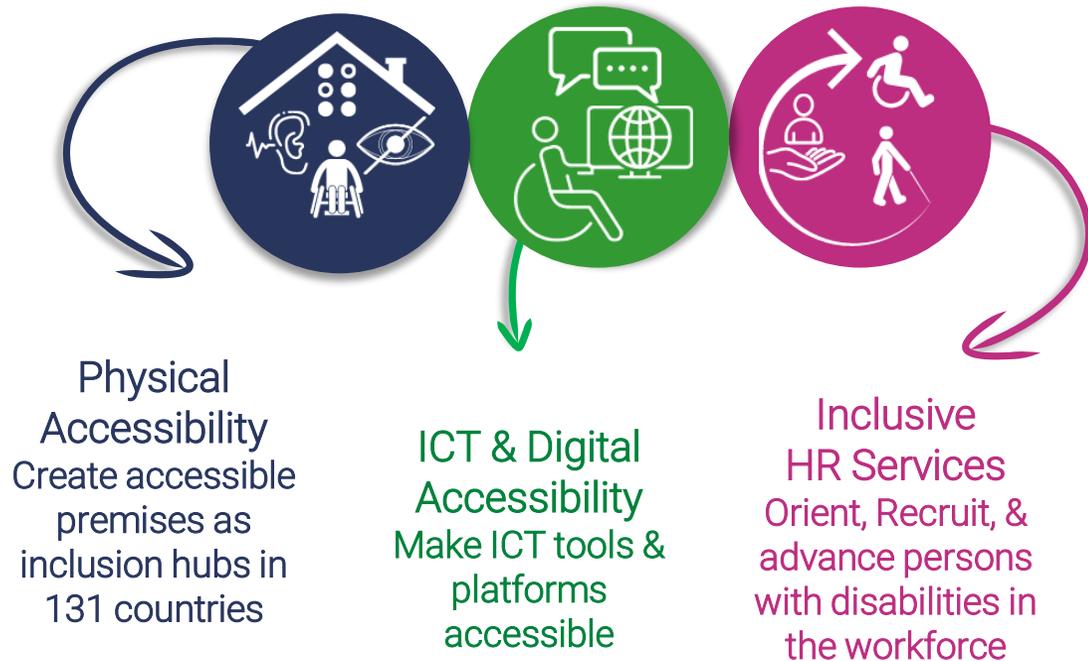
# High-Impact Operations: Disability Inclusion

# High Impact Common Services



# Disability Inclusion

Completed initial work to identify improvements for UN operations in **three areas**:



Piloting in few country offices  
& funds to conduct a pilot

- 1 Albania
- 2 Lebanon
- 3 Lesotho
- 4 Montenegro
- 5 Namibia
- 6 Nepal
- 7 Costa Rica
- 8 Dominican Republic
- 9 Indonesia
- 10 Pacific Islands (Fiji)
- 11 Guatemala
- 12 Iran
- 13 Nigeria
- 14 Tajikistan
- 15 Uruguay
- 16 Sao Tome & Principe

\*Developed based on international standards (e.g., ISO, WCGA) & collaboration of disability inclusion specialists from Kessler Foundation, JP Morgan, UN ILO, UNICEF, ITU, UNHCR, DCO

# Overview





# 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              |                                       |

# ICT and Digital Accessibility



- 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)

# What is ICT/Digital Accessibility



# What is ICT/Digital Accessibility

Technology is designed in such a way that everyone regardless of their physical and intellectual capabilities can use it conveniently.

Persons with disabilities consume content in different ways

- Persons with blindness use Screen Readers
- Persons with low vision use magnifiers with colour inversion/adjustments
- Persons with physical impairments use alternate input methods to use the computer and smart phone such as track ball, voice control, eye tracking, switches
- Persons with Dyslexia and other reading differences use Read Aloud

Your digital creations should be usable with these assistive technologies.

**IT IS ABOUT PROVIDING EQUAL ACCESS TO PERSONS WITH DISABILITIES!**

# Digital Accessibility – Overview

- Web accessibility
- Accessibility of documents & communication
  - Internal
  - External
- Presentations & Meetings
- Apps if any
- Custom applications, Employee portals, LMS/online training courses

# Standards & Guidelines

Standards, guidelines and best practices exist to help you make your digital content accessible to all

- Web accessibility – WCAG
- Office documents – Microsoft Accessibility Checker
- PDF – Adobe Accessibility Checker
- Image Description Guidelines – [DIAGRAMcenter.org](http://DIAGRAMcenter.org)
- UNDIS

# Next steps

- Awareness & training
- Creation/adoption of accessible templates for documents and presentations
- Using Accessibility Checkers
- Accessibility audit of websites, internal portals & apps
- Accessibility compliance should be part of ICT procurement (RFPs)
- Manual testing is essential
- Engaging with users with disabilities
- Accessibility check before every update

# Accessibility Initiatives in UNICEF

Presenter: Ronen Rapoport, Business Relationship Manager and  
Digital Accessibility Focal Point, UNICEF

# Accessibility Initiatives in UNICEF

- Auditing prioritized systems
- Global Accessibility Helpdesk

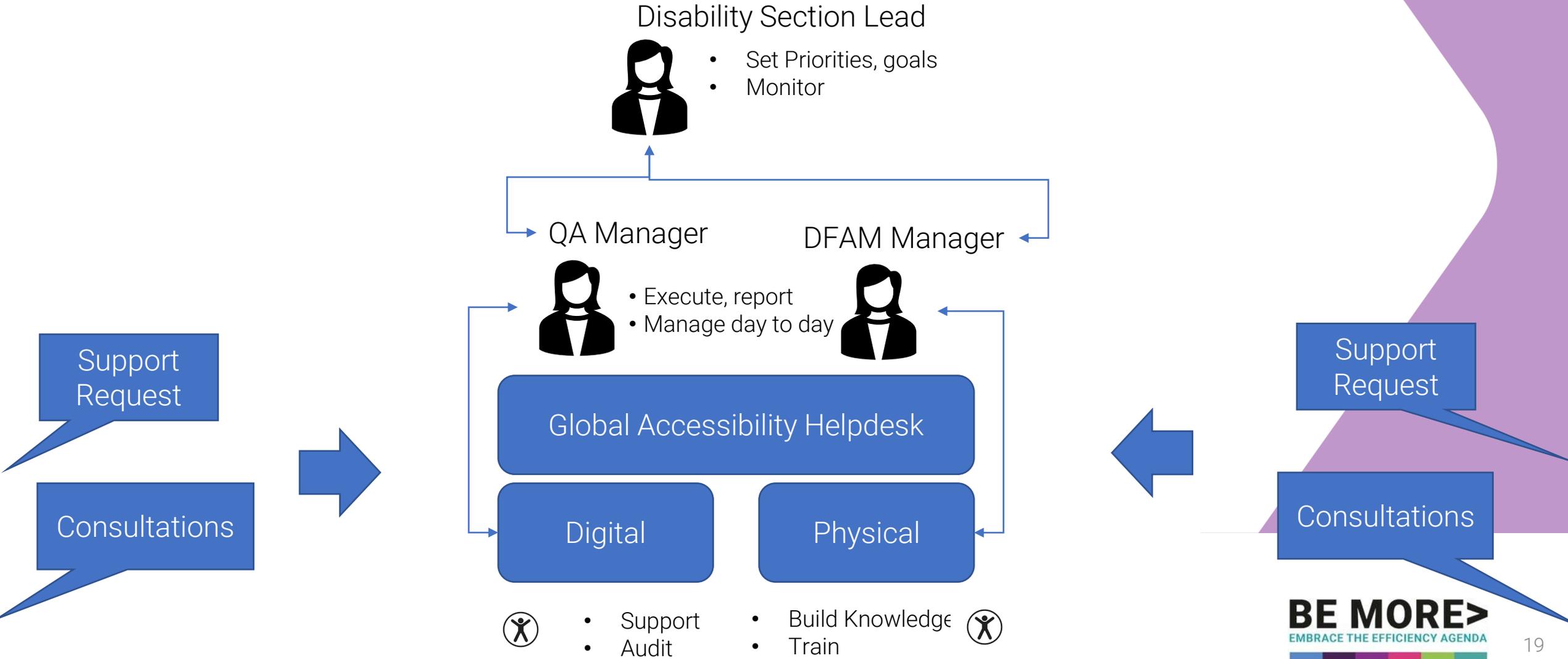
# Auditing Prioritized Systems

- How UNICEF prioritize the systems
- How to prepare for an audit
  - Preparing the client (business owner)
  - Preparing the technical teams
  - Identify flows
  - Execute
- In house systems vs SaaS and Hybrid Systems
- How to follow up

# UNICEF's Global Accessibility Helpdesk

- Establish and update accessibility standards, guidelines, and testing methodology, Proactively audit and verify compliance
- Provide support to employees with disabilities and address challenges using UNICEF digital platforms,
- Build an accessibility knowledge base , training

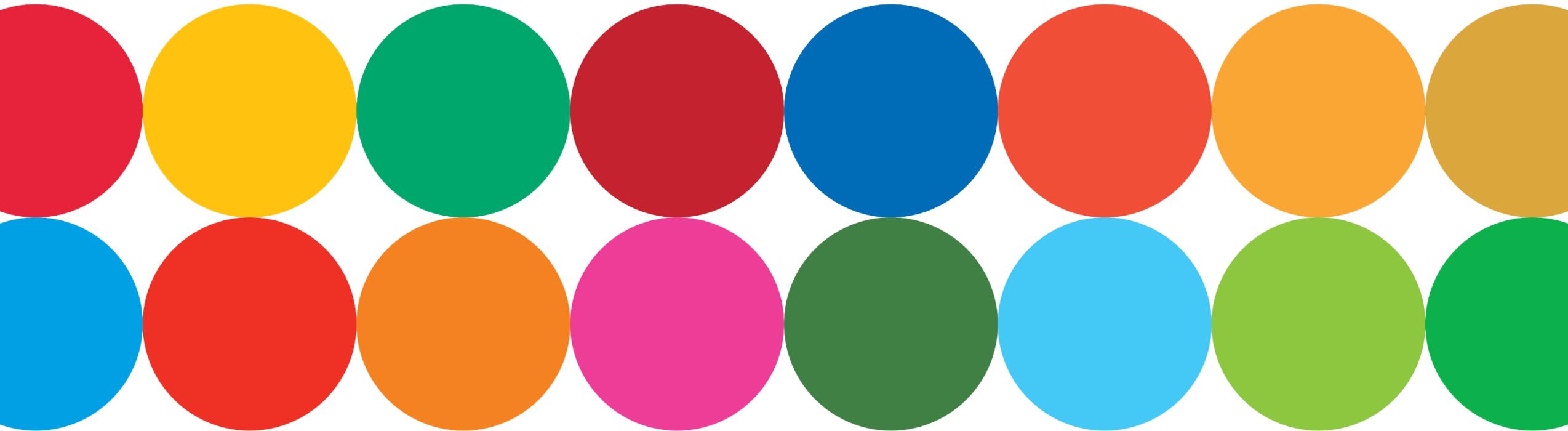
# UNICEF's Global Accessibility Helpdesk



# UNICEF's Global Accessibility Helpdesk

| 4Q22                                                                                               | 1Q23                                                                                                                                                                                                                                                   | 2023 - 2025                                                                                                                                                                                                                                                |                                                                                                                                                                                                    |
|----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Planning</b></p> <p>BC<br/>Identifying candidates<br/>Setting up SG<br/>QA Team training</p> | <p><b>Rollout</b></p> <ul style="list-style-type: none"> <li>• Experts onboarding               <ul style="list-style-type: none"> <li>• Auditing</li> <li>• Support</li> </ul> </li> <li>• Awareness Raising</li> <li>• Building Knowledge</li> </ul> | <p><b>Ongoing Ops</b></p> <ul style="list-style-type: none"> <li>• Experts onboarding               <ul style="list-style-type: none"> <li>• Auditing</li> <li>• Support</li> </ul> </li> <li>• Awareness Raising</li> <li>• Building Knowledge</li> </ul> | <p><b>Service Extension</b></p> <ul style="list-style-type: none"> <li>• Develop business model for cost recovery</li> <li>• Pilot service extension to at least one additional agency.</li> </ul> |

# Digital Accessibility – UNCT Nepal

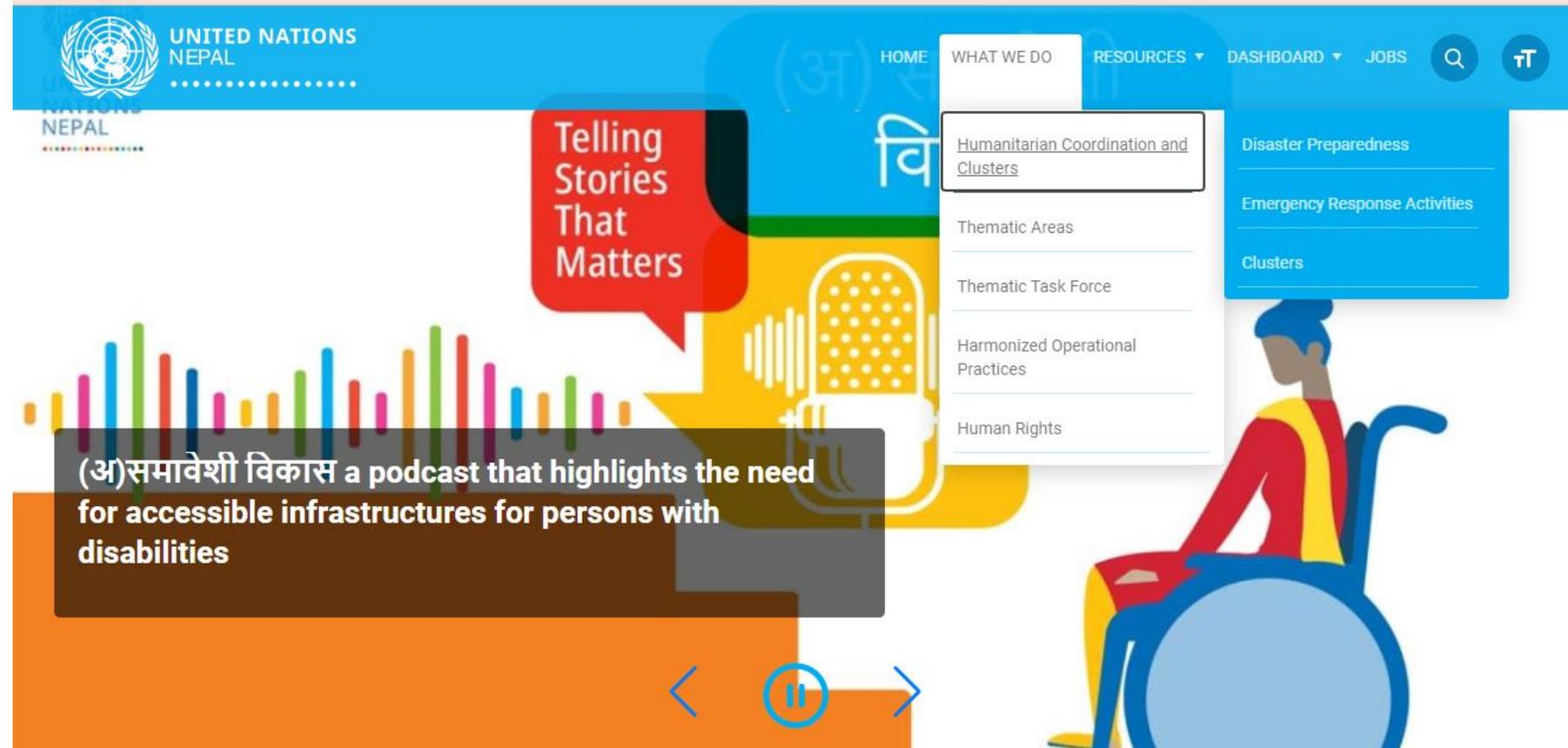


# Digital Accessibility Assessment

- **Assessed accessibility in UNCT Nepal's digital services, transport facilities as well as emergency evacuation related procedures (Indicator 6)**
- **Digital Accessibility Assessment of:**
  - two distinct websites of UNCT Nepal: <https://un.org.np> and <https://nepal.un.org>
  - four social media handles – UNCT Nepal and RCO's Facebook page; Instagram of UNCT Nepal and RCO; UNCT Nepal and RCO Twitter page; and YouTube
- **Both computer-aided testing and user-led assessment were used**
- **Presentation to IT Task Force and UN Communications Group**

# Increasing accessibility – UN Websites (Navigation)

- Improved colour contrast
- Added skip to main content button
- Ensured operability by keyboard
- Expandable search bar
- Provided options for increasing and decreasing font size
- Added play and pause button for slideshows



# Increasing accessibility of content

## Providing word versions of key documents

### Earthquake Contingency Plan Nepal, 2022

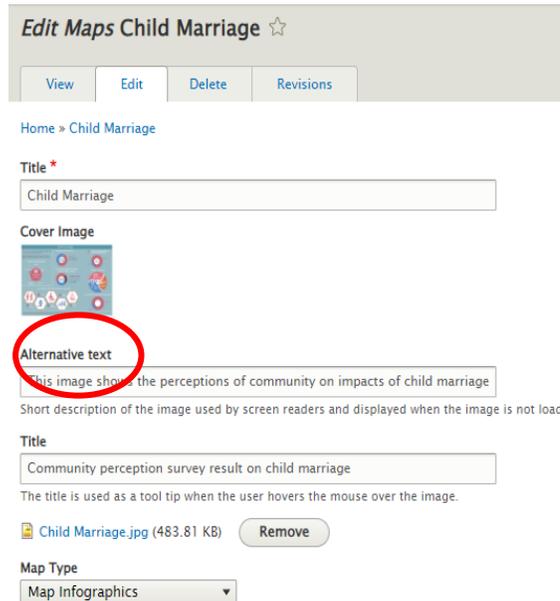


[2021 EQ ERP FINAL.pdf](#)  
[2021 EQ ERP final\\_v4.docx](#)

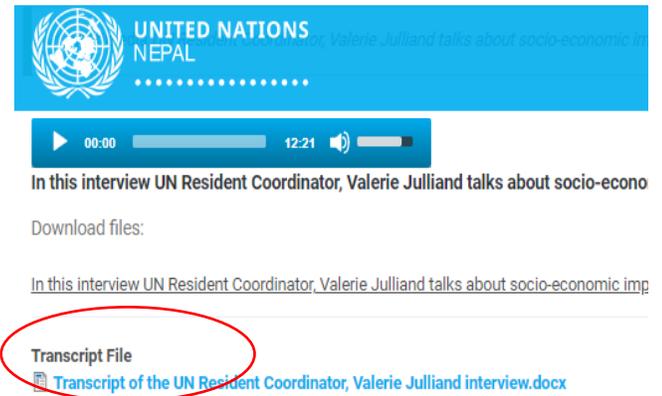
#### REPORTS AND ANALYSIS

Nepal is a high-risk country for natural hazards including earthquakes, landslides, fires and drought. The hazards with the greatest impact are earthquakes and floods. Nepal is categorized into three geological zones: Terai, hill and mountain areas. The middle hills and mountain areas are highly susceptible to secondary earthquake effects, such as landslides, which are exacerbated by excessive erosion of hill slopes and rock fall and rainfall. The most recent high-impact earthquake in 2015 affected a large area of the country, particularly in the hill and mountain areas. It caused almost 100,000 people displaced.

## Adding Alt Text to images, graphs, infographics



## Adding captions and transcript for audio files



# Recommendations– Social Media

- Add text alternatives to non-text features (captions and Alt Text)
- Include sign language, captions or transcripts to video materials
- Use capital letters at the start of hashtags
- Do not use emoticons/emojis excessively
- Create shorter and clearer hyperlinks

**Lack of consistency – UNIC has committed to ensuring all social media content meet accessibility criteria in 2022**

# Remaining Challenges

- **Content**
  - Content from multiple agencies and no standardized practice
  - Interactive dashboard (currently PowerBi)
  - Infographics
- **Captioning**
- **Social media – lack of consistency in ensuring accessible content**
- **Easy Read versions of documents**

# Next steps

- **UNCT Commitment on accessibility of all content**
- **Website**
  - Publish Accessibility Statement
  - Add accessibility menu
  - Prepare minimum accessibility checklist for all content
- **Capacity development**
- **Ensuring accessibility of system-wide training materials**
- **Consultant supporting with SOP development and training**



**THANK YOU!**

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# Q&A

Use Q&A box,  
Chatbox, or  
Raise hand



BUSINESS OPERATIONS STRATEGY 2.0

# Upcoming High-Impact Webinars

## OVERVIEW FOR SEPTEMBER 2022

### Gender Responsive Procurement

[a\) Tuesday, Sep 20, 7:00 AM NY/GMT-4](#)

[b\) Thursday, Sep 22, 10:00 AM NY/GMT-4](#)

# Thank You

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