



Accessible Information and Communication Technology: It's Not Just for Techies



One of the first questions that most entities raise when looking at accessibility in their information and communication technology is, “what are we responsible for making accessible?” In general, the answer is: ALL of it.



Wherever an entity deploys technology for use by human beings, accessibility should absolutely be a consideration.

Technology that We Design and Create

This has a lot of implications for the information and communication technology that we create in-house. But we usually have a lot of control over our technology design or development processes. This means that adding accessibility into our workflow is usually possible, if not relatively easy to do.

It is important to be sure that an entity does not ask only a few, technical staff to account for accessibility. Instead, accessibility needs to be baked into the processes and workflows that an entity has in place.

For example, technology project managers should have an awareness of accessibility and be in a position to account for accessibility in project planning. Project managers are also in front of internal and/or external clients. In this role, a project manager can expect to receive questions about why a website or web application needs to be accessible. Project managers can also recognize when staff may need to work through a learning curve that they encounter.

Business analysts and project planners need to know where design patterns or features need to include accessibility support. In the earliest design phases of a project, such as storyboarding or creating prototypes, accessibility

