

TELESIS Corporation

Approach to Accomplishing Section 508 Accessibility

Section 508 of the Rehabilitation Act of 1973 requires federal agencies to make their Information and Communications Technology (ICT) such as technology, online training, and websites accessible for everyone. This means that federal employees with disabilities can do their work on the accessible computers, phones, and equipment in their offices, take online training, or access the agency's internal website to locate needed information. Section 508 also means that a disabled person applying for a job with the Federal Government, or a disabled person who is using an agency's website to get information about a program, or completing an online form, has access to the same information and resources available as everyone else.

Information and Communications Technology (ICT) is any equipment or system that is used to create, convert, duplicate, or access information and data. ICT examples include:

- Telephones, smart phones, and mobile devices
- Televisions, DVD players, and videotaped productions
- Internet and Intranet websites
- PDF documents
- Content on DVDs and CDs
- Online training
- Webinars and teleconferencing
- Technical support call centers
- Remote access websites and tools
- Tablet, laptop, and desktop computers
- Software and operating systems
- User guides for software and tools
- Copiers, printers, and fax machines

TELESIS' policies and practices for achieving Section 508 compliance are summarized below.

All applications that TELESIS develops for Federal clients meet the accessibility requirements delineated in Section 508 of the Rehabilitation Act of 1973. We follow Web Content Accessibility Guidelines (WCAG) 2.0, which provides overriding compliance information and related success criteria used by Section 508 drafters and rule makers that are applied to both web and non-web documents.

TELESIS develops accessibility solutions with two guiding principles:

- Be user-centric to meet the specific accessibility compliance needs of the user-base
- Balance development costs with the four impairment categories in consultation with the client agency

To meet the Section 508 Accessibility Standards 1194.22 and 1194.41, we develop and implement Section 508 compliance checklists for each type of file (e.g., .pdf, MS Word, MS Excel, MS PowerPoint, HTML, and other media) that is developed as part of the initiative. The checklists provide full details of compliance and are posted as an artifact. Checklists are file-specific and formatted to consider four specific compliance criteria as applicable to the file and are reviewed by the TELESIS development team, Program Manager, and corporate Quality Assurance Manager before being delivered to the client. Examples include:

- **Master Requirements:** File naming conventions, file properties, font styles, etc.
- **General Layout and Formatting:** Free of scanned images, formats, layouts, no blank cells in tables, heading styles organized in a hierarchal and logical fashion, etc.
- **Accessibility Tagging:** Specific to .pdf files (e.g., tags added using style elements, multicolumn text docs, tables, or call-out boxes checked for correct reading order, etc.)
- **Chart/Image Requirements:** Images are crisp and legible, images do not break across pages, non-text images contain useful information.

In developing accessible solutions, TELESIS applies Section 1194.21, Software Applications and Operating Systems, and Section 1194.24, Video and Multimedia Products, as needed for any application, operating system, or video/multimedia-related work under the proposed task. In instances where TELESIS acts as the purchasing agent for hardware, we apply Section 1194.26 Desktop and Portable Computers.

TELESIS applies tools such as the Web Accessibility Evaluation Tool (WAVE) and others to ensure the applications we develop meet accessibility standards and compliance with Section 508 of the Rehabilitation Act. These tools are recommended by U.S. General Services Administration (GSA) for testing accessibility, broken links, browser code compatibility, search engine optimization, and other usability issues necessary for compliance.

TELESIS ensures our solutions are fully compliant with Section 508 standards and provide an equivalent learning experience for users with impairments. The following table, while not all-encompassing, provides high-level examples of how TELESIS solutions serve users with impairments and how our approach meets applicable Section 508 standards. Specific compliance attributes are detailed on a task order basis.

IMPAIRMENT	TEXT-BASED MATERIALS	MEDIA-BASED MATERIALS
Hearing Impaired	Materials are created for ease-of-use by sign language interpreters, note-taking services, and computer-aided real-time translation (CART) services.	Provide closed-captioned text for every screen that has an audio component. The transcript text appears in a window and can be toggled on and off.
Mobility Impaired	Keyboard-accessible materials through which a mobility-impaired user can navigate without a mouse or keypad.	Keyboard-accessible solution through which a mobility- impaired user can navigate without a mouse.
Sight Impaired	A sight-impaired user can launch a Section 508-compliant screen reader, which can read all files developed in accordance with compliance guidelines.	A sight-impaired user can launch a Section 508-compliant screen reader, which can work seamlessly because the necessary object properties are exposed to Section 508-compliant assistive technology products.
Speech Impaired	If hearing is not impaired, the users can access the same products as those without hearing impairment.	If hearing is impaired, the users may access the close-captioned text, which provides text for the audio associated with the product.