	<p>Policy/Procedure No. 541</p> <p>Title: IT Accessibility</p>
<p>Other Regulations and Resources:</p>	<p>OCIO Policy 188 Rehabilitation Act of 1973, Section 508 The Americans with Disability Act, Title II Regulations</p>
<p>Related OAH Policies:</p>	<p>Policy No. 200 – Equal Access to OAH Facilities and Services</p>
<p>Tools or Forms:</p>	
<p>Effective Date:</p>	<p>December 21, 2016</p>
<p>Contact Person:</p>	<p>Brian Thomas, Chief Information Officer</p>
<p>Phone:</p>	<p>(360) 407-2720</p>

Policy:

This policy applies to all Office of Administrative Hearings (OAH) Information Technology (IT) Stewards ensuring equal and effective electronic and information technology access.

OAH is committed to supporting an IT environment that is accessible to the public, including individuals with disabilities. OAH provides equal opportunity to its services, programs, and activities in accordance with federal and state law. This policy extends to the agency’s electronic information technologies and applies to procurement, development, implementation and ongoing maintenance.

Guidelines:

OAH intends that its information technology, including web sites, web-based applications, software systems, and electronically published documents, will provide the substantially similar functionality to individuals with disabilities as it provides to users without disabilities.

OAH seeks to deploy information technology that has been designed, developed, or procured to be accessible to people with disabilities, including those who use assistive technologies. An accessible IT environment generally enhances usability for everyone. By supporting IT accessibility, the agency helps ensure that as broad a population as possible is able to access, benefit from, and contribute to its electronic programs and services.

The purpose of the IT Accessibility Program is to establish processes to address IT accessibility in a systematic fashion. The Chief Information Officer (CIO) will designate an individual to develop and oversee the Program and to promote coordination with system wide IT accessibility initiatives.

Under this policy, the IT Stewards must:

- Ensure that OAH information technology adheres to the OCIO Accessibility requirements;
- Develop, purchase and/or acquire, to the extent feasible, hardware and software products that are accessible to people with disabilities;
- Make available an equivalent access method for those applications where accessibility cannot be obtained;
- Maintain, at minimum, accessibility level AA compliance with [Web Content Accessibility Guidelines \(WCAG\) 2.0](#); and
- Provide individuals with disability equivalent access where a covered technology is not able to be brought into compliance.

IT Accessibility Coordinator

The IT Accessibility Coordinator will monitor the agency’s technology compliance with accessibility policies and facilitate training of IT Stewards to ensure all web applications and sites are accessible. The IT Accessibility Coordinator will collaborate with the OAH ADA Coordinator and other agency staff. The IT Accessibility Coordinator may grant written requests for exceptions to accessibility policies under appropriate circumstances in compliance with [OCIO Policy 103 – Technology Policy and Standards Waiver Request](#).

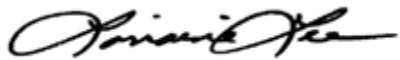
Public Notice

This policy must be posted so it is available to the public on the agency’s main website and/or appropriate web properties.

Definitions:	
Covered Technology	Websites, web applications, software systems, electronic documents, E-learning, multimedia and programmable user interfaces within the OAH controlled environment. Covered technology includes interacting with the technology, access and content. The term does not include content that a user may encounter after leaving the covered technology (example: links to other web content). The term also does not include technology that is vendor controlled or outside of OAH’s authority to maintain accountability for application performance or maintenance.
Equivalent Access	Providing users with disabilities with content and interaction that is substantially similar or identical to that provided to users without disabilities, in a form that produces a substantially similar user experience. Users with disabilities will be provided direct access to the same content unless providing direct access to that content is not possible due to technical or legal limitations.

IT Accessibility Coordinator	The OAH Business Services lead.
IT Stewards	The OAH application technical owners, IT Accessibility Coordinator, and Chief Information Officer.

Procedure:		
	Responsibilities	Responsible Person(s)
1.	Grant exceptions to the policy as appropriate.	IT Accessibility Coordinator
2.	Receive and resolve complaints about accessibility of OAH technology.	IT Accessibility Coordinator
3.	Provide guidance to offices and users of OAH technology.	IT Accessibility Coordinator
4.	Consult with OAH technology users on accessibility.	IT Accessibility Coordinator
5.	Facilitate training on user accessibility.	IT Accessibility Coordinator
6.	Ensure all OAH technology sites are accessible.	IT Stewards



Lorraine Lee
Chief Administrative Law Judge

December 20, 2016
Date