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Information technology — Development of user interface accessibility —

Part 1: Code of practice for creating accessible ICT products and services

Technologies de l'information — Développement de l'accessibilité des interfaces utilisateur —

Partie 1: Code de bonnes pratiques pour créer des produits et services TIC accessibles



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Foreword

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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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This document was prepared by Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 35, *User interfaces*.

A list of all parts in the ISO/IEC 30071 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

This document provides guidance on developing and implementing an organizational accessibility policy for creating accessible ICT systems (including products and services). It can help organizations to ensure that their ICT systems are accessible to diverse users.

The design of many ICT systems unnecessarily excludes users with disabilities or others with accessibility requirements, for example, older persons, which can leave organizations that provide these systems subject to legal challenge on the grounds of discrimination. However, by following good practice in creating, updating or procuring ICT systems, this exclusion can generally be prevented.

This document contains process-related guidance rather than technical requirements. It brings together and summarizes important information needed to enable organizations that create ICT systems to understand:

- how to create organizational policies to embed accessibility considerations into their "business as usual" processes;
- how to consider the needs of users with disabilities and older people at all stages of the ICT development process.

The document is intended for:

- persons responsible for setting high-level organizational policies;
- persons responsible for setting accessibility policies and procedures at the system, product or service level;
- persons responsible for directly designing or implementing accessibility activities derived from the policies applied within the organization.

The guidance in this document focuses on activities and outcomes rather than specifying complete processes and methods, allowing organizations to implement this guidance in the manner most suited to their individual organizational culture and operations.

Drivers for organizations to make their ICT systems more accessible and usable include:

- a) legal reasons;
- b) commercial reasons;
- c) ethical reasons/human rights/social responsibility;
- d) innovation reasons.

Often, these drivers interrelate. These include the accessibility of ICT systems that support employment, those used in public and private transport, in public buildings, in the home, in education, in social networking and in the ubiquitous use of ICT known as the Internet of Things. Ensuring systems are accessible to the widest range of diverse users will increase inclusion. This can create benefits for many sectors of society.