

Accessible Digital Services and Technology Policy

Applies to: Department of Enterprise Services' employees, boards and commissions, volunteers, and contractors.

Authorizing sources:

Federal law - [Section 508 of the Rehabilitation Act](#)

Federal law - [The Americans with Disability Act](#)

State rule – [Ch. 357-26 WAC](#) Reasonable Accommodation

Statewide policy - [OCIO Accessibility Policy 188](#)

Statewide policy - [OCIO Minimum Accessible Standard 188.10](#)

Information contact: DES Accessibility Officer, Enterprise Technology Services

Effective date: April 24, 2018

Last update: N/A

Sunset review date: April 24, 2021

Approved by: _____ Chris Liu, Director

Purpose

The Department of Enterprise Services (DES) is required by state and federal law to provide [reasonable accommodation](#) to employees and provide persons with disabilities equal opportunity to participate in, and enjoy the benefits of DES services, programs, and activities. This policy is intended to assist DES in meeting its legal obligations.

Definitions

Accessible means a person with disability is afforded the opportunity to acquire the same information, engage in the same interactions, and enjoy the same services as a person without a disability in an equally effective and equally integrated manner, with substantially equivalent ease of use ([OCIO Accessibility Policy 188](#)).

Consumers means anyone that uses [covered technology](#) provided by DES. Some examples are the public, other organizations, and Washington State employees.

Covered technology means the same as [defined by the OCIO](#).

Official Agency Communications means communications from the officers of DES and communications given to the public by DES employees. Some examples of Official Agency Communications are listed below. The examples are not all-inclusive, but are meant to help you understand these categories. Contact the DES Accessibility Officer if you need help interpreting or applying these categories.

1. **An emergency notification.** Examples: Evacuation notices, active shooter alerts, text messages conveying emergency instructions (e.g., "remain in place"), hazardous weather alerts, and operational notices regarding unscheduled closures.
2. **An initial or final decision adjudicating an administrative claim or proceeding.** Examples: An electronic notice or alert of an approved, denied, or status of a pending claim sent to a business or other organization, or to an individual.

3. **An internal or external program or policy announcement.** Examples: An electronic notification of a new agency policy, or a change to an existing program requirement.
4. **A notice of benefits, program eligibility, employment opportunity, or personnel action.** Examples: An electronic notice sent to a member of the public or employee describing government benefits to which they are entitled; information on whether an individual is eligible for benefits from, or to participate in, a government program; information on the status of an application for enrollment in a program; a notification of an official personnel action indicating a promotion, adverse action, or other personnel decision affecting a government employee; or a job announcement.
5. **A formal acknowledgement of receipt.** Examples: An email acknowledging receipt of payment; a notice posted to a program participant's web page containing his or her personal account information and acknowledging that he or she successfully submitted certain records.
6. **A survey or questionnaire.** Examples: A set of written questions (open-ended or multiple choice) developed for the purpose of a survey or data analysis, such as a questionnaire assessing employee training needs; an employee satisfaction survey; or a questionnaire used to gather information to gauge satisfaction with a government program. This category does not include questions submitted during litigation or legal proceedings.

Published means the distribution by the Department of Enterprise Services (DES) of DES produced content that will be public facing and [official agency communication](#) that is not public facing.

Policy statement

The Department of Enterprise Services is committed to providing equal access to digital services and technology for people with disabilities.

This policy is used together with the requirements of the [OCIO Accessibility Policy 188, Section 508 of the Rehabilitation Act](#) and the [Americans with Disability Act](#) where it makes business sense and is affordable.

Policy

All new information technology, or significant changes to existing information technology, will be [accessible](#).

All content [published](#) after the effective date of this policy to any Department of Enterprise Services (DES) website, either internal or external, will be [accessible](#).

Documents created by DES and [published](#) after the effective date of this policy that will be public facing or are [official agency communications](#) will be [accessible](#).

The Chief Information Officer will designate an agency Accessibility Officer. The Accessibility Officer will provide recommendations and best practices to agency divisions and programs necessary to implement this policy and provide assessment services to determine if [covered technology](#) or content is [accessible](#).

Related policy

- [DES Reasonable Accommodation Policy](#)
 - [OCIO Technology Policy & Standard Waiver Request](#)
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Resources

The following is not policy content, but provided for additional context:

- [Understanding Web Content Accessibility Guidelines 2.0](#)

History

Date first effective

April 24, 2018

Amended

N/A

Need a copy of a prior version of this policy? E-mail jack.zeigler@des.wa.gov