ISO/IEC GUIDE 71

Guide for addressing accessibility in standards

Presentation derived from JTAG presentation describing Guide 71

Presentation overview

- Background /Context
- What is accessibility?
- Why do we need to consider accessibility?
- Why do standards developers need to consider accessibility?
- Why is accessibility important in today's world?
- Who is this Guide for?
- What is the Guide all about?

Background/Context

- ISO, IEC and ITU encourage the development of standards that take account of the widest range of characteristics and capabilities of persons, including in particular those of older persons and persons with disabilities.
- ISO/IEC Guide 71 Guidelines for standards developers to address the needs of older persons and persons with disabilities.
- ISO/IEC/ITU Policy statement on standardization and accessibility.

What is accessibility?

- In the context of standardization, several definitions for the term “accessibility” exist but in general, the term is used with a broad understanding.
- A widely-accepted definition refers to the "extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of characteristics and capabilities to achieve a specified goal in a specified context of use”

- Accessibility and usability

Why do we need to consider accessibility?

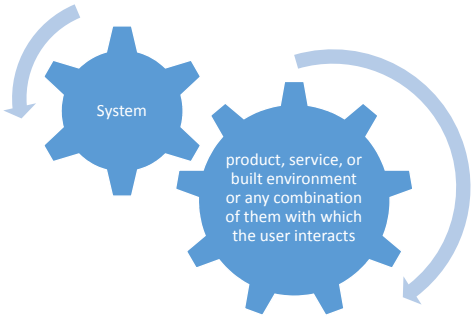
- 15 % of the world population and more than one billion people live with some form of disability, the majority of whom live in lower-income countries or lower-income segments of their societies.
- United Nations Convention for the Rights of Persons with Disabilities (UNCRPD).
- Accessibility benefits everyone.
- Global trends supporting accessibility

Why do standard developers need to consider accessibility?

- Standards can greatly influence system designs and can therefore contribute significantly to increasing accessibility and minimizing the presence of systems that limit accessibility.
- Standards developers must recognize that no two people have exactly the same abilities and characteristics. Differences among people can be influenced by their gender, age, size, health condition, impairment, training and experience.

What is the Guide for?

- The purpose of this Guide is to assist standards developers (e.g., technical committees or working groups) to address accessibility in standards that focus, whether directly or indirectly, on any type of **system** that people use.
- It provides guidance for writing appropriate accessibility requirements and recommendations in standards. However, while its intended audience are standards developers, this Guide contains information that can also be useful to other people, such as manufacturers, designers, service providers and educators.



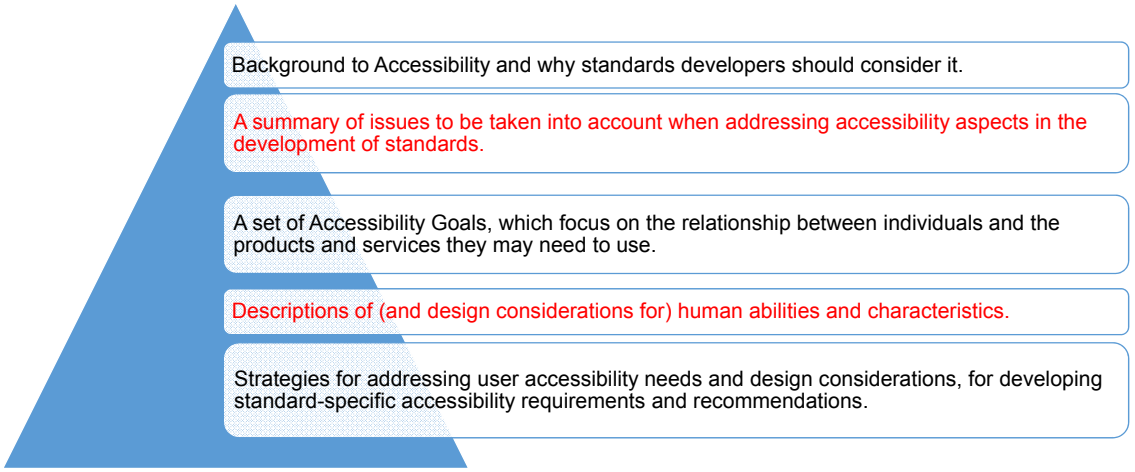
Who Is this Guide For?

- Primary target audience - **standards developers** (e.g., technical committees or working groups)
- Secondary target audience - other people, such as manufacturers, designers, service providers and educators

Brief overview of the key content of the guide

- Background to Accessibility
- A summary of issues to be taken into account when addressing accessibility aspects in the development of standards.
- A set of Accessibility Goals, which focus on the relationship between individuals and the products and services they may need to use.
- Descriptions of (and design considerations for) human abilities and characteristics.
- Strategies for addressing user accessibility needs and design considerations, for developing standard-specific accessibility requirements and recommendations.

Brief overview of the key content provided in the guide

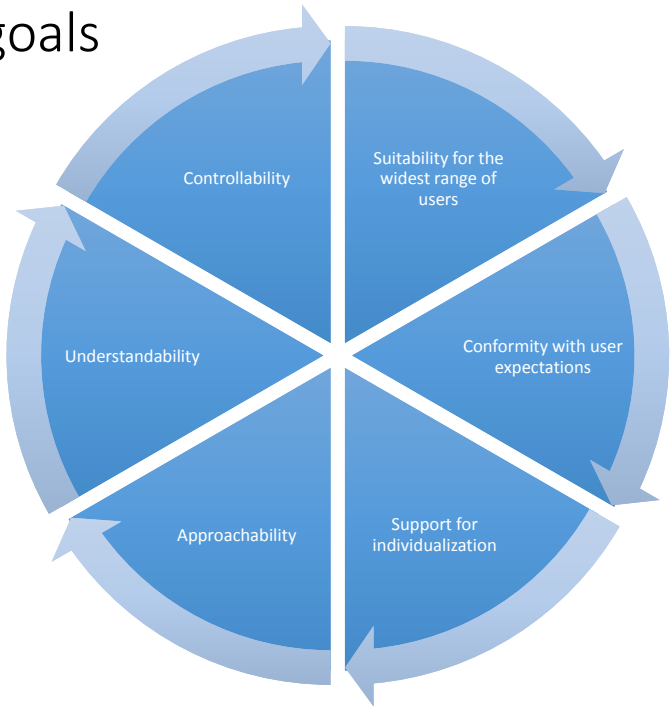


Two approaches to addressing accessibility in standards

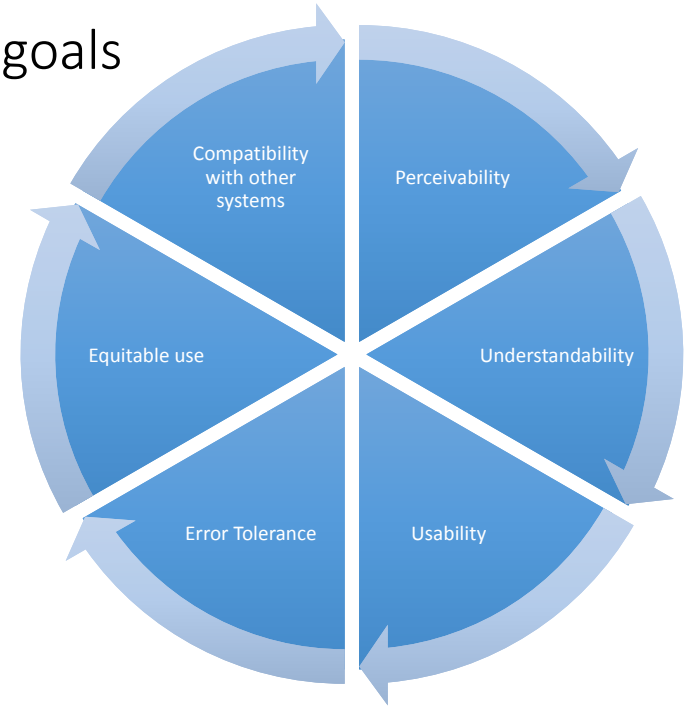
This Guide identifies two complementary approaches to addressing accessibility in a specific standard:

1. an **accessibility goals approach**, which can be used to identify user accessibility needs that can, in turn, be used to identify accessibility requirements and recommendations for a standardization project;
2. a **human abilities and characteristics approach**, which can be used to identify considerations for accessible design that can, in turn, also be used to identify accessibility requirements and recommendations for a standardization project.

Accessibility goals Approach



Accessibility goals Approach



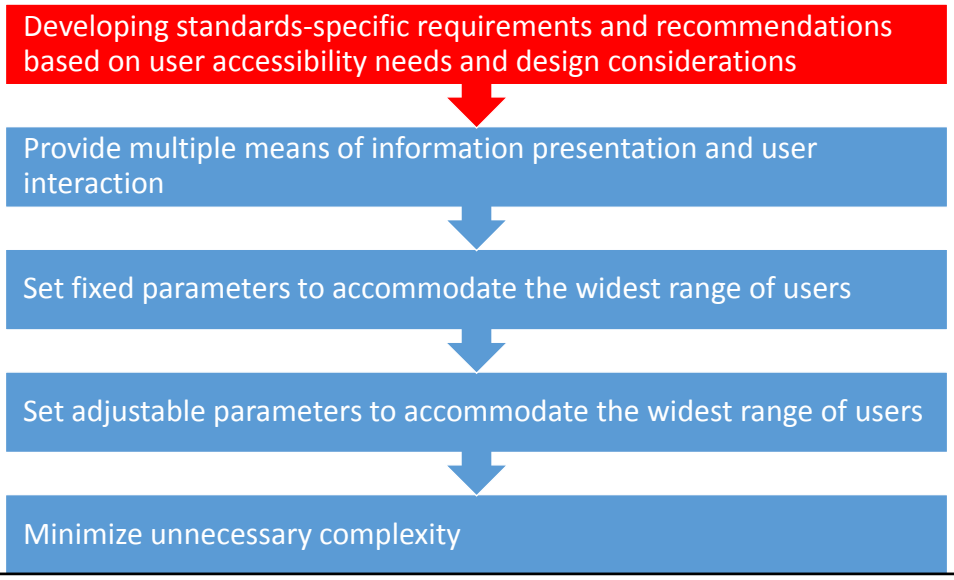
Accessibility goals approach

- Suitability for the widest range of users
- Conformity with user expectations
- Support for individualization
- Approachability
- Perceivability
- Understandability
- Controllability
- Usability
- Error Tolerance
- Equitable use
- Compatibility with other systems

Human abilities and characteristics approach

- Sensory abilities and characteristics
- Immunological system functions
- Physical abilities and characteristics
- Cognitive abilities

Strategies for addressing user accessibility needs and design considerations in standards



Strategies for addressing user accessibility needs and design considerations in standards

- Developing standards-specific requirements and recommendations based on user accessibility needs and design considerations
- Provide multiple means of information presentation and user interaction
- Set fixed parameters to accommodate the widest range of users
- Set adjustable parameters to accommodate the widest range of users
- Minimize unnecessary complexity
- Provide individualized access to a system
- Eliminate unnecessary limits or constraints on user interactions with a syst
- Provide compatibility with assistive products
- Provide alternative versions of a system