



# State of Nevada

## Office of the Chief Information Officer

### Guidelines

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#### 1.0 PURPOSE

The State of Nevada accessibility guideline applies to all State of Nevada entities and is enforced by Sections 504 and 508, part of the Rehabilitation Act of 1973. They are to be used for publishing ADA complaint electronic media within the State of Nevada. This guideline uses W3C HTML 5 Web standards and Accessibility Standers (WCAG) 2.1 to meet the Section 508 standards enforced by the Office of Civil Rights “OCR”. All state government entities within Nevada will be held to these guidelines.

#### 2.0 SCOPE

This guideline applies to all information and communication technology acquired or development for all department, agencies, board, commissions and other Nevada entities, including websites and the electronic documents video or multi-media attached or linked, content created in electronic format, software applications, and IT products such as telecommunications. This includes previously created or published material as well as materials to be developed.

Note that this is not an all-inclusive list, and guidelines may vary based on the entity’s situation and current and future business needs. This document will cover the State of Nevada’s accessibility standards for the following:

- Roles & Responsibilities
- Applicability
- Policies
- Process
- Related Information

#### 3.0 ROLES & RESPONSIBILITY

The Department of Administration, Enterprise Information Technology Services Division collectively (‘the Department’) is responsible for:

- providing guidance and related resources to Nevada agencies/entities which identify compliance requirements of electronic content
- providing technical support and training to agency designated ADA Coordinators
- providing updated information and training to ADA Coordinators as compliance requirements change
- supplying information on a continual basis through postings on the ADA Website at <http://ada.nv.gov>

Nevada state agencies and other entities are responsible to:

- adhere to the Nevada accessibility guidelines and ADA standards to ensure their electronic content is in compliance
- appoint Accessibility Coordinator(s) to participate on the established ADA working group



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- the number of coordinators and remediators at each agency/entity may be determined by the amount of electronic content the entity publishes and is responsible for compliance management

Appointed coordinators are listed on the ADA Remediation Efforts Website at <http://ada.nv.gov>. Contact the State Web Development Manager, Linda DeSantis, at [desantis@admin.nv.gov](mailto:desantis@admin.nv.gov) with any questions about specific agency's coordinators.

The ADA Coordinators are responsible for:

- creating a specific detailed remediation plan for their agency/entity which aligns with established guidelines
- being a resource to provide answers to questions about reasonable accommodations and related issues as applicable

Go to [ada.nv.gov](http://ada.nv.gov) for detailed documentation that will get you started. Steps are published on the website to help Coordinators start creating remediation plans and methods used to remediate electronic media using WCAG2.1.

#### 4.0 APPLICABILITY

The ADA Technology Accessibility Guideline applies to all electronic content and communication (ICT) technology acquired or developed for all entities in the State of Nevada. This includes but is not limited to:

- Websites, including electronic documents, video and multi-media
- Content created in electronic format, including emails, text documents, spreadsheets, presentations, and social media
- Software applications, including internal and public-facing applications
- IT products, including telecommunication, multimedia, and individual desktop and laptop computers

The ADA Technology Accessibility Guideline impacts everything involved with information technology from creating electronic documents to procuring new technology and services. Here are some sample activities that require adherence to Nevada standards including but not limited to:

- Procurement
- Hardware or software design/development/testing
- Project management
- IT Service design
- Document and other content creation
- Video production



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- Website design/development/testing
- Quality assurance
- Event planning

#### 5.0 POLICIES

The State CIO issues a policy to adopt the state accessibility standard, which applies to all State of Nevada entities and is enforced by authority of Section 508 of the Rehabilitation Act of 1973.

All state of Nevada Entities are mandated to meet Section 508 and WCAG 2.1 compliance. This is not limited to services and platforms offered by the Department and includes all outside vendors and services.

Entities can also institute agency level policies, which meet or exceed these requirements. *[Some entities may have to institute cultural changes to effectively adopt and implement the ADA Technology Accessibility Guidelines]*. Policies can be useful tools for instilling such change and may accompany specific practices/processes. Entity level policies must align with current ADA Technology Accessibility Guidelines and cannot reduce or change the statewide ADA Guidelines.

- **Accessibility Tool:** Entities will be supplied an account with Siteimprove. Siteimprove has been purchased as an enterprise solution for State of Nevada websites. It is an electronic tool enabling Coordinators to effectively begin and monitor electronic content remediation.
- **WCAG 2.1:** WCAG 2.1 is the Department's current approved accessibility standards. You must meet WCAG 2.1 conformance levels A and AA. Whenever an entity provides a webcast or webinar, whether internal or external, the entity will ensure that a content accessible alternative is available.

Below is a list of some of the topics which must be remediated to meet WCAG 2.1 A and AA compliance to ensure Assistive Technology (AT) consumers can navigate the entire website using screen readers and other assistive technologies. You must also account for usability when applying your ADA remediation fixes:

- **GRAPHICS** Simple images; linked images; content images; graphical text; ASCII Art; list bullets; spacer images; animated graphics-text equivalent; animated graphics-frame rate.
- **COLOR** Information in color; color contrast.
- **MOVING CONTENT** Static background color; moving text.
- **DOWNLOADABLE FILES** Graphics in downloadable files; PDF files.
- **REPETITIVE CONTENT** Skipping navigation links.
- **DATA TABLES** Identifying row and column headers; using SCOPE to group table cells.



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- **MULTIMEDIA** Sounds 10; speech-short clips (up to 60 seconds); speech-long clips; video-short clips (up to 10 seconds); video-long clips.
  - **IMAGE MAPS** Image map graphics-text equivalent; client-side image map regions; server-side image map regions.
  - **STYLE SHEETS** Style sheets.
  - **FORMS** label placement; associating labels and controls; timed responses.
  - **SCRIPTS** text equivalents; keyboard accessibility.
  - **APPLETS and PLUG-INS** links; text equivalent information or functionality.
  - **FRAMES** labeling; NOFRAME elements.
  - **KEYBOARD CONTROL** Keyboard control.
  - **TEXT-ONLY PAGES** Text-only versions.
  - **BIOMETRIC IDENTIFICATION** Alternative identification.
  - **EQUIVALENT FACILITATION** access.
- **Development policy:** State of Nevada entity Coordinators will be responsible for ensuring platform software and software tools that are part of the state system are governed first by 502 (interoperability with assistive technology) and 503 (applications) of Section 508, and then by WCAG 2.1 where applicable.
  - **Procurement policy:** State of Nevada entities will incorporate accessibility in all their procurement practices.
    - State of Nevada entities may want to consider a policy to ensure that accessibility (requirements and design) be factored into early planning for purchases, regardless of the Procurement method used.
    - Procurement policies should include 502 and 503 standards of section 508, and WCAG 2.1 when applicable
  - **Ongoing ADA Remediation Policy:** After successfully completing the initial remediation plan, it is the responsibility of each State of Nevada entity to maintain their systems and ensure ADA compliance of all electronic content.
  - **Maintenance:** All new content must meet or exceed the Department's compliance guidelines.

## 6.0 PROCESS

Accessibility needs to be considered at the beginning of any process before project or development requirements are defined.

Consider accessibility when planning or implementing a project or activity, to identify required resources, timelines, or other costs so quotes/cost estimates more accurately represent true business needs. All members of the team (project manager, developer, quality assurance, etc.) need to have a good understanding of accessibility so that they can properly account for non-



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compliance issues. Without this, there is risk of delayed projects, cost overruns, and inaccessible products.

To help facilitate this requirement, entities should have multiple Accessibility Coordinators. Coordinators will play a key role when identifying accessibility needs and ensuring projects and procurements provide required accessibility. ADA Coordinators are responsible for guidance and support when it comes to ADA law and how to best resolve an ADA requirement.

For the latest information and tools, reference the State of Nevada Accessibility website [ada.nv.gov](http://ada.nv.gov).

#### 7.0 MEASUREMENT/TESTING

“Accessibility for all” is the end goal for the State of Nevada. To accomplish this, we need to ensure content and function on all Nevada websites is available to any individual, regardless of disability. It is imperative for developers, testers, and content creators to conduct both automated and manual testing for quality control to ensure final products are accessible.

Testing for accessibility requires unique techniques and tools for web applications, non-web software, and web pages that are not applications.

- The accessibility of web pages and web applications are governed by WCAG 2.1 conformance levels A and AA.
- Platform software and software tools that are not part of the platform system are governed first by 502 (interoperability with assistive technology) and 503 (applications) of Section 508, and then by WCAG 2.1 where applicable.

Accessibility testing follows WCAG success criteria, as well as 502, and 503 when applicable. User testing is the practice of observing user experiences, such as having AT users demonstrate their experiences navigating a site or application. Automated tests can potentially speed up the remediation process, however it is only a small portion of the overall remediation process. Manual tests are the critical tests needed as it will provide accurate accessibility by simulating the user experience. A key test is to see if you can perform all functions without a mouse. Other manual tests should include running a color contrast tester or using AT such as screen readers or screen magnifiers. 502 and 503 of Section 508 will help clarify the different tests needed for compliance.



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#### 8.0 AUTHORITY

**The Rehabilitation Act of 1973** which requires electronic and information technology developed, procured, maintained, or used by the Federal government be accessible to people with disabilities. On August 7, 1998, the President signed into law the Workforce Investment Act of 1998, which includes the Rehabilitation Act Amendments of 1998. Section 508 was originally added to the Rehabilitation Act in 1986; the 1998 amendment significantly expanded the technology access requirements in Section 508.

**Section 504** requires agencies to provide individuals with disabilities an equal opportunity to participate in programs and benefits, including the provision of information to employees and members of the public. Agencies must provide appropriate auxiliary aids where necessary to ensure equal opportunity. Types of auxiliary aids may include brailled or large print versions of materials, electronic diskettes, audiotapes, qualified interpreters or readers, telecommunications devices for deaf persons (TDDs), captioning of video, and other methods of making information available and accessible to persons with disabilities. When considering the type of auxiliary aid to provide, agencies must give primary consideration to the request of the individual with a disability and shall honor that request, unless it can demonstrate that another effective means of communication exists.

**Section 508** requires Federal agencies to ensure that persons with disabilities (both employees and members of the public) have comparable access to and use of electronic information technology. That means that any electronic and information technology used, maintained, developed, or procured by HHS must be accessible to persons with disabilities.

**502 of Section 508** incorporates interoperability with Assistive Technology enabling accessibility to software platforms and tools enabling accessibility support through documentation.

**503 of Section 508** Applications shall permit user preferences to override platform settings for color, contrast, font type, font size, and focus cursor.

**WCAG 2.1** Extends Web Content Accessibility Guidelines 2.0 [WCAG20], which was published as a W3C Recommendation December 2008. Content that conforms to WCAG 2.1 also conforms to WCAG 2.0. The WG intends that for policies requiring conformance to WCAG 2.0, WCAG 2.1 can provide an alternate means of conformance. The publication of WCAG 2.1 does not deprecate or supersede WCAG 2.0. While WCAG 2.0 remains a W3C Recommendation, the W3C advises the use of WCAG 2.1 to maximize future applicability of accessibility efforts. The W3C also encourages use of the most current version of WCAG when developing or updating Web accessibility policies.



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**WCAG 2.0** The Web Content Accessibility Guidelines (WCAG) 2.0 is focused on providing an international technical standard for web content. It has 12 guidelines that are organized under four principles: perceivable, operable, understandable, and robust. The guidelines each have a testable success criterion, which are at three levels: A, AA, and AAA.

#### A, AA, and AAA Compliance:

- Level A is the minimum level of conformance in the Web Content Accessibility Guidelines (WCAG) 2.0. For Level A conformance, the Web page satisfies all the Level A Success Criteria, or a conforming alternate version is provided.
- Level AA is the medium level of conformance in the Web Content Accessibility Guidelines (WCAG) 2.0. For Level AA conformance, the Web page satisfies all the Level A and Level AA Success Criteria, or a Level AA conforming alternate version is provided.
- Level AAA is the highest level of conformance in the Web Content Accessibility Guidelines (WCAG) 2.0. For Level AAA conformance, the Web page satisfies all the Level A, Level AA and Level AAA Success Criteria, or a Level AAA conforming alternate version is provided. It is not recommended that Level AAA conformance be required as a general policy for entire sites because it is not possible to satisfy all Level AAA Success Criteria for some content.

#### 9.0 REFERENCES AND SOURCES

- [ada.nv.gov](http://ada.nv.gov)
- [Minnesota ADA Guidelines Document](#)
- [Section 508](#)
- [502 of Section 508](#)
- [503 of Section 508](#)
- [WCAG 2.1](#)
- [WCAG 2.0](#)

#### 10.0 CONTACT

- Questions regarding this process may be directed to the State Web Development Manager, Linda DeSantis, at [desantis@admin.nv.gov](mailto:desantis@admin.nv.gov).