Oracle Accessibility Program Office

Program Agenda

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Program Agenda - Overview of Accessibility

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Overview of Accessibility - Definition

Accessibility is about making user interfaces **perceivable**, **operable**, and **understandable** by people with a wide range of **abilities**.

Overview of Accessibility – What it means

- Making products work for users with a wide range of disabilities, including visual, auditory, physical, speech, cognitive, language, learning, and neurological disabilities.

  Impairments may occur:

  - at birth
  - due to accident or illness
  - in certain situations
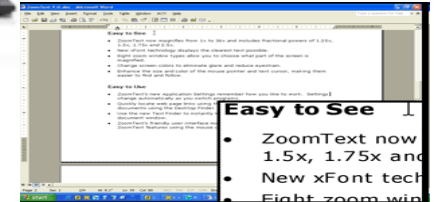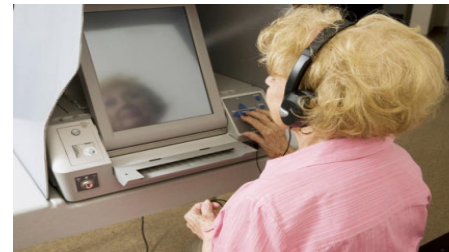 - due to aging

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Overview of Accessibility - Assistive Technology (AT)

Any software or hardware that enables people to perform tasks that they were formerly unable to accomplish or had great difficulty accomplishing.

Input (operate)

Output (perceive)

Overview of Accessibility - Procurement and Discrimination Laws

- AODA

- Section 508

- ADA

- CVAA

- Section 504

- Section 503 (including 7% utilization goal)

- Each state, many counties and cities

- Executive Order 13548

- Mandate 376/EN 301 549

- European Accessibility Act

- Web Accessibility Directive

- BITV

- U.K. Equality Act

- United Nations Convention on Rights of Persons with Disabilities
  - 155 signatories; 127 ratifications

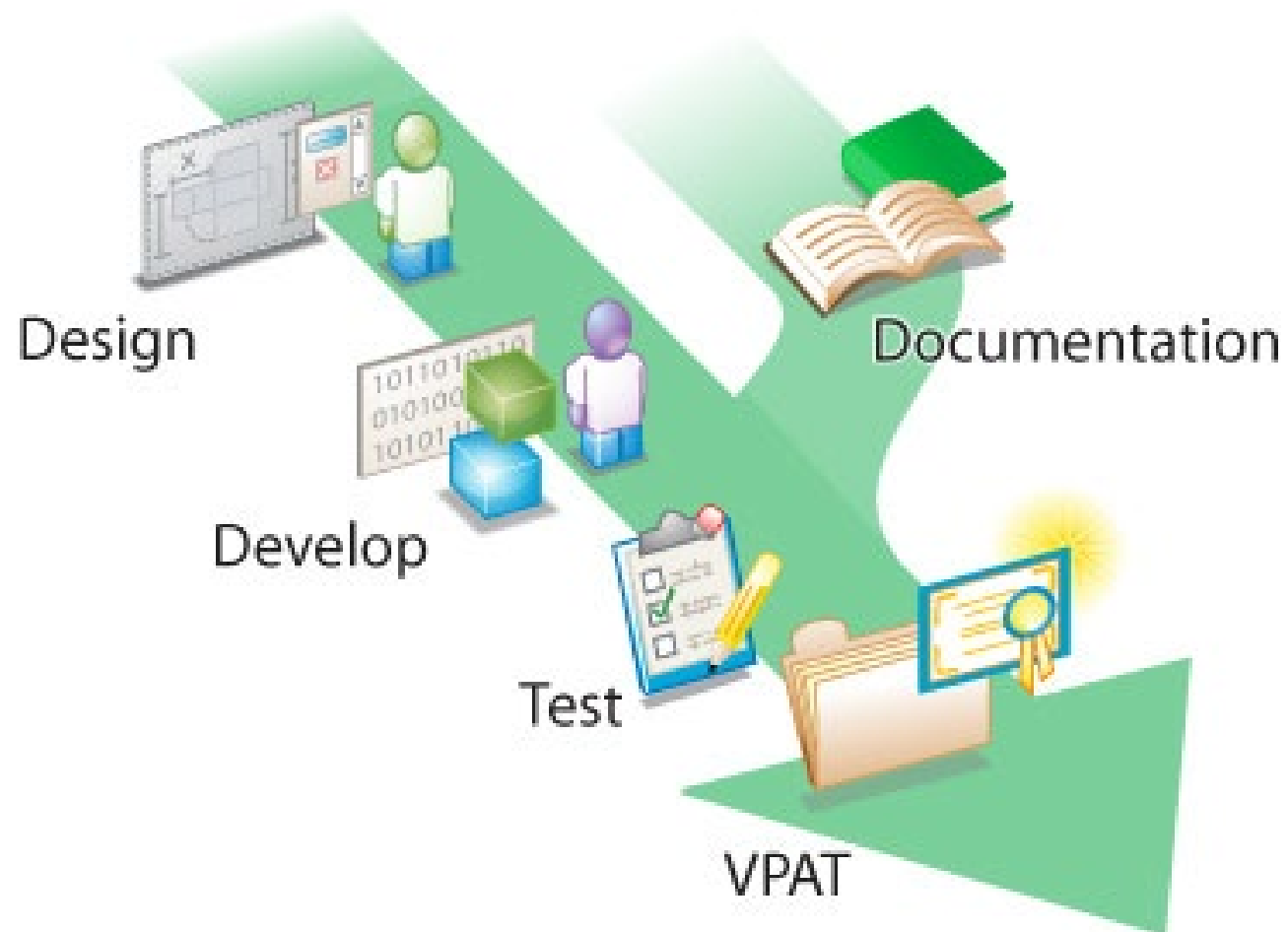# Program Agenda – Oracle's Accessibility Program

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"Oracle is committed to creating accessible technologies and products that enhance the overall workplace environment and contribute to the productivity of our employees, our customers, and our customers' customers."

- Safra Catz, Chief Executive Officer

Oracle's Accessibility Program Office

- Determines what standards Oracle products should follow

- Develops coding and testing guidelines

- Assists Development and Program Management with understanding the guidelines
  - Training classes, corporate wiki, forums, newsletters, videos

- Reviews and posts VPATs (accessibility conformance reports) to oracle.com/accessibility

- Engages with customers in pre- and post-sales situations

- Active member of standards bodies and regulatory processes:
  - TEITAC, W3C, ISO, JTC-1

Oracle's Accessibility Program Process

Design

Develop

Test

VPAT

Documentation

Oracle's Adoption History

- Prior to May 2013:
  - U.S. Section 508 and Web Content Accessibility Guidelines 1.0 (WCAG 1.0)
  - Used WCAG 2.0 language where possible

- May 2013 through June 2017:
  - Web Content Accessibility Guidelines 2.0 AA (WCAG 2.0) and U.S. Section 508

- Since June 2017:
  - Revised U.S. Section 508 and Web Content Accessibility Guidelines 2.0 AA (WCAG 2.0)

- February 2020:
  - Web Content Accessibility Guidelines 2.1 A/AA

- Each product team is developing a roadmap to make this transition
  - Corporate Accounting policies prevent us from disclosing exact plans and dates.

Testing and Styles of Tests

- We recommend several styles of tests:
  - Algorithmic
    - Automated Tests
  - Human Judgment
    - Tool-Assisted Tests
    - Visual inspection
    - Manual Operation
  - With Assistive Technology
    - By persons <u>without</u> a disability
    - By persons <u>with</u> a disability

Documentation

- Must itself be accessible

- Include instructions for how to configure and use the product

- If it is an 'authoring tool', include instructions for how to use it to build accessible output

- Many Oracle products have an 'Accessibility' chapter in their reference manual, and some have a separate whitepaper.

Global Customer Support

- Accessibility defects prioritized just like any other defect

- Dedicated Accessibility Program Management within Support

- Subject Matter Experts trained on various AT

- Support Engineers engage with an Accessibility Engineer

- My Oracle Support website enhanced for accessibility

- Phone support is always available

Promoting Accessibility

- Collaboration with the National Federation of the Blind (NFB)
  - Sharing and review of standards
  - Presentations at Oracle Open World, Web Accessibility Day, and Train the Trainers
  - Sponsorship of Annual Convention, Junior Science Academy, and Youth Slam
  - Oracle Scholarship
- Member of Partnership on Employment and Accessible Technology (PEAT)
- Awareness Articles
  - Oracle Corporate Citizenship report
  - Profit magazine

Program Agenda - Conformance

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Conformance - Voluntary Product Accessibility Template (VPAT)

- Industry-standard conformance report – the degree to which a product meets the Accessibility standards
  - Standard-by-standard remarks for what the product was tested for, and defects found (if any)
  - Allows purchasers to make informed choices based on their needs
  - Originally designed for Section 508, but readily adaptable to any standard
  - Learn more at ITI: Reporting Conformance to ICT Accessibility Standards: A practical approach to public and private sector ICT acquisitions.

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Conformance – Oracle VPATs

- Posted to [Product Status (VPATs)](#)

- May list important exceptions and known defects

- One VPAT may reference additional VPATs - reflects the complexity of enterprise-class applications

- If you cannot locate a VPAT for a particular product, contact [accessible_ww@oracle.com](#)

Conformance - The Accessibility Puzzle pieces:

Each one plays a critical role in the ability of any user to be successful.

- **Consultant/Implementer:**
  - must know the best practices of the toolset and must have thorough knowledge of the accessibility standards.
- **Support and Helpdesk:**
  - must be familiar with accessibility features of each product, the interaction with AT.
  - Must be familiar with the needs of users with disabilities.
- **Standards**:
  - must be open, complete, reasonable, and testable.
- **Application Vendor, Hardware Vendor, OS Vendor, Browser Vendor, and AT Vendor:**
  - must all design the product to the same standards.
- **Employer:**
  - must provide reasonable accommodations to employees, such as training, AT, and work adjustments.
- **Employee:**
  - must learn the application and the AT.
- **Trainer:**
  - must be familiar with the application and AT, including the ability to create custom scripts if needed.

Program Agenda – Frequently Asked Questions (FAQs)

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FAQS - Do Oracle products conform to WCAG 2.1?

- Guidelines and Standards

  - The Oracle Accessibility Guidelines are based on the 2017 Revised Section 508 of the Rehabilitation Act of 1973 as amended, and the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines version 2.1 guidelines at the AA level (WCAG 2.1 AA).

  - Oracle is committed to developing new products in conformance with Revised Section 508 and the WCAG 2.1 AA standards to the extent practicable. As new products and revisions are released that conform to the Revised Section 508 and WCAG 2.1 standards, we will publish Accessibility Conformance Reports (ACRs) based on the Voluntary Product Accessibility Templates (VPATs) that use the updated VPAT 2.x template. Until then we have VPATs that include a table of all of the WCAG 2.0 'A' and 'AA' standards, in addition to the Section 508 standards.

  - In 2017 the U.S. Access Board announced the Revised Section 508 standard that was based on the WCAG 2.0 AA standards. In 2014, the initial version of the European Union standard EN 301 549 'Accessibility requirements suitable for public procurement of ICT products and services in Europe,' issued in response to Mandate 376, was based on the WCAG 2.0 AA standards. It was updated in 2019 to include WCAG 2.1. [EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe](#) - V3.1.1 (2019-11). Oracle has been an active participant in the development of these guidelines and is closely tracking their progress.

  - Any standard is subject to some amount of interpretation; see [Standards Interpretation](#) for a detailed look at how Oracle addresses specific standards.

FAQS - Are Oracle products certified with specific Assistive Technology?

Oracle does not certify products to run with any particular assistive technology or version. Oracle products are coded to standards, and are capable of providing comparable access to individuals with disabilities when they are used in accordance with Oracle's product documentation and provided that assistive technologies and other products used with them properly interoperate with our products.

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FAQS - Are custom products built with Oracle technology automatically accessible?

Oracle tools enable you to build accessible products, but you must follow the guidelines documented for each tool, and you must be aware of accessibility requirements in general. An accessible product requires proper design, coding and testing.

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Program Agenda - Conclusion

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Conclusion

- Oracle is committed to creating accessible products and technologies

- Oracle develops to standards – Revised Section 508 and the Web Content Accessibility Guidelines (WCAG) 2.1

- We use the VPAT to indicate the degree of conformance

- Learn more at www.oracle.com/accessibility
  - VPATs
  - Policies
  - Whitepapers
  - Videos