

APPENDIX C, PDAA ASSESSMENT

Policy Driven Adoption for Accessibility (PDAA): Vendor Self-Assessment

This assessment allows vendor organizations to describe how they are currently implementing digital accessibility policy and practices within their organizations. Please complete this form by checking a box for each topic that most closely match the current state of your organization.

The assessment is not a substitute for other requested accessibility information such as VPATs. For additional information, please contact _____.

Section 1: Organization information

Organization Name:

Organization Address:

Responder Contact Information:

Date Assessment Completed

Section 2: Organization Type

My organization is a (choose one or more if applicable):

- ☐ Manufacturer: My organization develops and sells its own digital products / services
- ☐ Service Provider: My organization sells IT development services
- ☐ Integrator: My organization develops customer solutions using a combination of products / services from manufacturers and products / components developed by my organization
- ☐ Reseller or Catalogue Supplier: Does not develop or have its own products, but offers COTS third party products

Section 3: PDAA Core Criteria Assessment

For each criterion, please select the one status statement that is most relevant to your organization today.

1. Develop, implement, and maintain a digital accessibility policy.

- ☐ My organization has no plan to have a digital accessibility policy. (If selected, skip to next section, or provide comments at the end of this section)

a. Having a digital accessibility policy.

- ☐ My organization is developing a digital accessibility policy.
- ☐ My organization is finalizing a digital accessibility policy.
- ☐ My organization has approved a digital accessibility policy.

b. Having appropriate plans in place to implement and maintain the policy.

- ☐ My organization is developing plans to implement our digital accessibility policy and ensure that it is maintained.
- ☐ My organization has completed planning for initial implementation and maintenance of our accessibility policy.
- ☐ My organization has approved plans for accessibility policy implementation and maintenance.

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c. Establishing metrics and tracking progress towards achieving compliance to the policy.

- ☐ My organization is identifying metrics that can be used to gauge policy compliance.
- ☐ My organization is collecting metrics and has begun designing progress reporting based on them.
- ☐ My organization is tracking progress on policy adoption and continues to refine the metrics.

d. Comments (Provide any comments or additional information on defining, implementing, and maintaining a digital accessibility policy here.)

2. *Establish and maintain an organizational structure that enables and facilitates progress in digital accessibility.*

- ☐ My organization has no plan to develop a governance system to support digital accessibility. (If selected, skip to next section, or provide comments at the end of this section.)

a. Developing an organization wide governance system.

- ☐ My organization is investigating opportunities to improve organization wide governance for digital accessibility.
- ☐ My organization is finalizing plans that will result in an organization wide governance system.
- ☐ My organization has approved plans for an organization wide governance system.

b. Designating one or more individuals responsible for implementation.

- ☐ My organization has identified key individuals in the implementation process.
- ☐ My organization has assigned implementation duties and responsibilities to appropriate individuals.

c. Implementing reporting/decision mechanism and maintain records.

- ☐ My organization is developing tools and procedures for tracking digital accessibility issues.
- ☐ My organization is tracking and keeping records of digital accessibility reporting and decisions.
- ☐ My organization uses reports to make organizational changes to improve digital accessibility.

d. Comments (Provide any comments or additional information on establishing and maintaining an organizational structure here.)

3. *Integrate digital accessibility criteria into key phases of development, procurement, acquisitions, and other relevant business processes.*

- **Manufacturers:** Address processes that pertain to your development of digital products.
- **Service providers:** Address processes that pertain to your development of digital services.
- **Integrators:** Address processes that pertain to your integration services and solutions.
- **Catalog Vendor/Reseller:** Address processes that pertain to your reseller or catalogue offerings.

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- ☐ My organization has no plan to integrate accessibility criteria into key business processes. (If selected, skip to next section, or provide comments at the end of this section.)

a. *Identifying candidate processes for criteria integration.*

- ☐ My organization has a plan to identify and evaluate its key business processes for accessibility gaps.
- ☐ My organization has evaluated its key business processes for accessibility gaps and is developing plans to better integrate accessibility criteria into these processes.
- ☐ My organization has approved plans to integrate accessibility criteria into these processes.

b. *Implementing process changes.*

- ☐ My organization has begun modifying its key business processes to integrate accessibility criteria.
- ☐ My organization has completed accessibility criteria modification for some of its key business processes and has begun using these modified processes.
- ☐ My organization has completed accessibility criteria modification for most of its key business processes and has begun using these modified processes.

c. *Integrate fully into all key processes.*

- ☐ My organization has fully integrated accessibility criteria into all its key business processes and is using these processes to improve the accessibility of its product / service offerings.
- ☐ My organization has fully integrated accessibility criteria ACROSS its key business processes and is using these integrated processes to improve the accessibility of its product / service offerings.

d. *Comments (Provide any comments or additional information on integrating digital accessibility criteria into processes here.)*

4. *Provide processes for addressing inaccessible digital content and services.*

- **Manufacturers:** Address processes that pertain to your development of digital products in a, b, c, and d.
- **Service providers:** Address processes that pertain to your development of digital services in a, b, c, and d.
- **Integrators:** Address processes that pertain to your integration services and solutions in a, b, c, and d.
- **Catalogue Vendor/Reseller:** Address processes that pertain to your reseller or catalogue offerings in e.

- ☐ We do not have plans to provide processes for bringing digital content and services and services developed and sold by our organization into accessibility compliance. (If selected, skip to next section, or provide comments at the end of this section.)

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- a. Creating plans that include dates for compliance of inaccessible digital content and services and services.
- ☐ We are developing plans to identify, and test digital content and services and services developed and sold by our organization.
 - ☐ We have begun identifying and testing for accessibility in digital products / services developed and sold by our organization and are developing plans that include dates for bringing inaccessible digital content and services and services into compliance.
 - ☐ We perform accessibility testing on all products / serviced developed and sold by our organization and have plans in place that include dates for bringing inaccessible digital content and services and services into compliance.
- b. Providing alternate means of access until the digital content and services is accessible.
- ☐ We do not have plans for providing alternate means of access for our organization's digital offerings.
 - ☐ We are developing plans for providing alternate means of access for our organization's digital offerings.
 - ☐ We are implementing methods providing alternate means of access for our organization's digital offerings.
 - ☐ We have fully implemented a repeatable process for providing alternate means for our organization's digital offerings.
- c. Implementing a corrective actions process(s) for handling accessibility technical issues and defects
- ☐ We are developing a corrective actions process for handling accessibility technical issues and defects.
 - ☐ We are implementing a corrective actions process for handling accessibility technical issues and defects.
 - ☐ We have fully implemented an integrated corrective actions process for handling accessibility technical issues and defects.
- d. Maintaining records of identified inaccessible digital content and services, corrective action, and tracking.
- ☐ We plan to develop a record keeping system for tracking the accessibility status of current and future products / services.
 - ☐ We plan to develop a record keeping process for corrective action tracking and handling of accessibility related issues / defects.
 - ☐ We have a record keeping system for tracking the accessibility status of current and future products / services.
 - ☐ We have a record keeping process for corrective action tracking and handling of accessibility related issues / defects.
 - ☐ We have a record keeping system for tracking the accessibility status of current and future products / services and use this system to improve the accessibility of our offerings.
 - ☐ We have a record keeping process for corrective action tracking and handling of accessibility related issues / defects and use this system to improve the accessibility of our offerings.

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- e. Maintaining records of identified inaccessible digital content and services, corrective action, and tracking. (Catalogue Vendor/Reseller only)

- ☐ We have a plan to develop a record keeping system for obtaining and tracking accessibility documentation for vendor products and services offered through our organization.
- ☐ We have a record keeping system for obtaining and tracking accessibility documentation for vendor products and services offered through our organization.
- ☐ We have a record keeping system for obtaining and tracking accessibility documentation for vendor products and services offered through our organization and use this system to improve the accessibility of our offerings.

- f. Section 4 Comments (Provide any comments or additional information on this section here.)

5. *Ensure the availability of relevant digital accessibility skills within (or to) the organization.*

- ☐ We do not have plans in place to define, identify existing, or acquire digital accessibility skills. (If selected, skip to next section, or provide comments at the end of this section.)

- a. Defining skills/job descriptions.

- ☐ We have defined general skills and knowledge needs for digital accessibility.
- ☐ We have identified the fields of practice that require at least some level of accessibility knowledge and/or skills (examples include, but are not limited to: product manager, project manager, product/system designer, application architect, application developer, quality assurance tester, and /or training/instructional designer.)
- ☐ We have mapped key accessibility skills and knowledge needs to specific fields of practice.

- b. Identifying existing resources that match up and address gaps.

- ☐ We have performed a gap analysis correlating accessibility skills and knowledge and current resources.
- ☐ We have organized the gaps in order of priority.

- c. Managing progress in acquiring skills and allocating qualified resources.

- ☐ We have a high-level management plan in place to acquire accessibility skills and/or allocate those resources.
- ☐ We have developed a training plan for in-house resources and identified external resources for training and/or augmentation.
- ☐ We have developed a process to track resource training and augmentation.
- ☐ All resources have the appropriate skills and continuous monitoring and improvement systems are in place.

- d. Comments (Provide any comments or additional information on the availability of relevant digital accessibility skills within the organization here.)

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6. *Make information regarding digital accessibility policy, plans, and progress available to customers.*

☐ We do not have a plan to make our accessibility policy or other accessibility information publicly available. (If selected, skip to next section, or provide comments at the end of this section.)

a. *Accessibility policy and VPAT documentation availability.*

☐ Our digital accessibility policy is publicly available.

☐ Our accessibility policy and documentation (VPATs, etc.) for some products is publicly available or available upon request.

☐ Our accessibility policy and documentation (VPATs, etc.) for all released products is complete and publicly available or available upon request.

b. *Availability of other accessibility documentation beyond policy and VPATs.*

☐ We are beginning to make other accessibility technical information available such as how accessibility testing is performed.

☐ We make accessibility information available beyond policy and VPAT information including information on how accessibility testing is performed and other information that demonstrates our organization's capability to produce accessible product / services.

c. *Accessibility policy and documentation availability.*

☐ We are implementing an accessibility support program within our organization to address questions related to our accessibility documentation.

☐ We have a fully implemented accessibility support program within our organization to provide requested documentation and address questions related to the accessibility of our products.

Comments (Provide any comments or additional information on making digital accessibility policy, plans and progress available to customers here.)