



## Information and Communication Technology (ICT) Policy

SIG is committed to pursuing the goals of ICT. ICT is a complex and wide-reaching initiative. This policy sets a framework and approach for furthering the goals of ICT as we work with clients and SIG's internal systems/technology.

Currently SIG and our clients are working under the guidance and rules of Section 508 of the Rehabilitation Act. A list of Accessibility Compliance Checklists is provided at:

<https://www.hhs.gov/web/section-508/accessibility-checklists/index.html>

For SIG, this ICT accessibility policy accomplishes the following objectives:

- Creates a foundation on which accessibility programs and initiatives can be built and evaluated.
- Ensures continuity of accessibility efforts by supporting strategic rather than tactical efforts.
- Enables people in different roles across the organization to understand their responsibilities.

SIG has established an organizational structure that enables and facilitates progress in ICT accessibility.

- The Executive Sponsor is the President.
- The General Manager of Professional Services is responsible for ensuring adherence to implementation of appropriate ICT measures.
- The Human Resources Officer is responsible for education and training of SIG employees regarding ICT.

For SIG's work with clients, SIG employees must adhere to client standards and operate under the direction of a client manager. Nonetheless, there several approaches that SIG employs for its engagements with clients.

SIG is committed to Integrating ICT accessibility criteria into key phases of development, procurement, acquisitions, and other relevant business processes. Specifically, SIG will:

- Procurement projects
  - Ensure that clients are including Section 508 requirements in all requests for proposals (RFPs).
  - Encourage clients to evaluate vendor references.
  - Review vendor product Section 508 compliance.
- Technical consulting
  - Adhere to client accessibility standards.
  - For public-facing technology, encourage the staff of the client responsible for accessibility to review new and/or modified products before publishing.



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- Identify non-compliant technology features and report them to appropriate client resources and management
- To ensure the availability of relevant ICT accessibility skills and other resources within SIG, SIG will:
  - Identify necessary knowledge/skills and existing gaps
  - Track and manage gaps
  - Provide training opportunities
  - Include accessibility skills in hiring criteria for new employees