Oracle Accessibility Program

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Program Agenda

1. Overview of Accessibility
2. Oracle’s Accessibility Program
3. Conformance
4. FAQS
5. Conclusion
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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.

Don’t look at my disability
Overview of Accessibility

What it means

• Making products work for users with...
  – visual impairments
  – hearing impairments
  – motor impairments
  – cognitive impairments

• Impairments may occur:
  – at birth
  – due to accident or illness
  – in certain situations
  – due to aging
Overview of Accessibility

**AT: Assistive Technology**

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

- U.K. Equality Act
- BITV
- European Accessibility Act
- Web Accessibility Directive
- Mandate 376
- United Nations Convention on Rights of Persons with Disabilities
  - 155 signatories; 127 ratifications

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Overview of Accessibility

More Compelling Reasons for Accessible Products

• It’s Good for Business
  • We can sell to more users
  • Our customers can reduce barriers to more of their customers

• Oracle can hire, and retain, the best employees

• It’s the Right Thing To Do
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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

The 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 (conformance statements) 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
Oracle’s Accessibility Program

Design and Develop Checklists

• Until May 16, 2013:
  – U.S. Section 508
  – Web Content Accessibility Guidelines 1.0 (WCAG 1.0)
  – Used WCAG 2.0 language where possible

• After May 16, 2013:
  – Web Content Accessibility Guidelines 2.0 AA (WCAG 2.0)
  – U.S. Section 508

• Each product team is developing a roadmap to make this transition
  – Corporate Accounting policies prevent us from disclosing exact plans and dates.
Oracle’s Accessibility Program

Testing

• We recommend several styles of tests:

  Algorithmic
  1. Automated Tests

  Human Judgment
  2. Tool-Assisted Tests
  3. Visual inspection
  4. Manual Operation

With Assistive Technology
  5. By persons without a disability
  6. By persons with a disability
Oracle’s Accessibility Program

Documentation

• Must itself be accessible

• If appropriate, include instructions for how to configure and use the product in an accessible method

• 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.
Oracle’s Accessibility Program

Global Customer Support

• Accessibility defects are 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 is enhanced for accessibility
• Phone support is always available, including with Telecommunications Relay Service (TRS)
Oracle’s Accessibility Program

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
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Conformance

Voluntary Product Accessibility Template (VPAT)

• Industry-standard conformance statement – 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.
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

Product Accessibility is just one piece of the puzzle
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FAQS

• Do Oracle products conform to WCAG 2.0?

Oracle is committed to developing new products in conformance with the new WCAG 2.0 standards to the extent practicable; as new products and revisions are released that conform to the WCAG 2.0 standards, we will publish VPATs that also include a table of all of the WCAG 2.0 'A' and 'AA' standards. For VPATs that do not yet contain that additional table, you may use information from the U.S. Access Board and the Web Accessibility Initiative (WAI) to assess the degree of conformance with WCAG 2.0 that our products may already exhibit. Before formally adopting all of WCAG 2.0 'AA' standards, Oracle already used extensive success criteria from WCAG 2.0, where there was an obvious mapping from Section 508 or WCAG 1.0 and much of this detail is typically reflected in our VPATs. Although the WAI states that many sites that already meet WCAG 1.0 will require little or no changes to meet WCAG 2.0, Oracle has not yet performed this evaluation and is unable to make a formal statement of conformance to WCAG 2.0 until such time as new VPATs are released. In certain cases, most notably WCAG 2.0 standards #1.3.1 and #4.1.2, we know that additional coding may be required because Oracle had not fully incorporated these new standards into the prior guidelines.
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.
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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Conclusion

• Oracle is committed to creating accessible products and technologies
• Oracle develops to standards – Section 508 and the Web Content Accessibility Guidelines (WCAG)
• We use the VPAT to indicate the degree of conformance
• Learn more at [www.oracle.com/accessibility](http://www.oracle.com/accessibility)
  – VPATs
  – Policies
  – Whitepapers
  – Videos
Hardware and Software
Engineered to Work Together