



State of New Hampshire Department of Information Technology User Experience Division

Information Technology Accessibility Policy

1. POLICY

To ensure that all users have equitable access to the programs, services and activities provided by the State of New Hampshire, all New Hampshire State agency information technology (IT) solutions must be accessible by people with disabilities, as required by federal law. All communications must be equally effective for people with and without disabilities. This includes members of the public and State employees.

Agencies are responsible for ensuring that IT solutions, whether developed internally or procured from a third party, whether for internal or external use, comply with accessibility standards.

2. APPLICABILITY

This policy is applicable to all State of New Hampshire agency IT solutions, internal and external, and their administrators. State agencies shall designate one or more staff members to be responsible for incorporation of this Policy.

This responsibility includes the dissemination of guidelines, standards, and compliance monitoring reports to appropriate staff. Appropriate staff includes, but is not limited to, agency employees responsible for site administration or content development as well as any consultant or vendor responsible for a given IT solution.

Employees who do not comply with this policy shall be subject to disciplinary action as outlined in the Administrative Rules of the Division of Personnel.

3. DEFINITIONS

- **Americans with Disabilities Act (ADA):** The ADA was passed July 26, 1990. It is a Civil Rights law that protects people with disabilities from discrimination. It includes five titles that cover I) employment, II) State and local government, III) places of public accommodation (business), IV) telecommunications and V) miscellaneous provisions.
- **Mobile Applications:** software applications that are downloaded and designed to run on mobile devices, such as smartphones and tablets, including native apps built for a particular platform.
- **Section 508 of the Rehabilitation Act of 1974:** Section 508 of the Rehabilitation Act requires that electronic and information technology is accessible to people with disabilities, including employees and members of the public.

- **Web Content:** the information and sensory experience to be communicated to the user, including but not limited to websites and pages, web apps, videos, documents, social media, etc. Items intended only for print are required to be accessible to blind readers upon request, so electronic versions of for-print files are considered “web content,” even if not published to a website.
- **Web Content Accessibility Guidelines (WCAG):** a set of technical standards designed around “success criteria” to improve access for people with disabilities and/or users accessing content through mobile devices. They were developed by the Web Accessibility Initiative (WAI), part of the World Wide Web Consortium (W3C), an international organization that develops standards and guidelines for accessibility, privacy, and security.

4. ROLES AND RESPONSIBILITIES

It is the responsibility of State Agencies to:

- 1) Comply with applicable federal accessibility law(s) when they develop, procure, maintain, or use IT solutions.
- 2) Ensure employees with disabilities and members of the public have access to information that is equitable to the access available to others.
- 3) Designate one or more staff members to be responsible for implementation of this policy, including the dissemination of any additional guidelines, standards, and compliance monitoring reports to the appropriate staff. It is acceptable to have one designated accessibility coordinator with additional staff responsible for discrete content areas, such as web content, purchasing, contracts, or even a specific contract, etc. It shall be the responsibility of the agency to ensure compliance.

It is the responsibility of the User Experience Division (UEx) within DoIT to:

- 1) Regularly monitor, or spot check upon request, agency web content for WCAG 2.1, level AA compliance.
- 2) Communicate a monitor report to the agency staff member designated as responsible for the implementation of this policy.
- 3) Provide technical assistance to agency staff regarding accessibility standards or exceptions.

5. STANDARDS

- Web content and mobile applications must comply with [WCAG 2.1](#), Level AA.
- Hardware that transmits information or has a user interface, such as display screens, variable message signs, and kiosks, must comply with [ICT Accessibility Standards and Guidelines](#), Chapter 4: Hardware.

REVISION HISTORY

Owner	Date of release and description of change
K. Michener	6/25/2024 V4-to align with federal technical update of ADA Title II. Announced to Union leadership 6/17/24.