

FY 23 Governmentwide  
**Section 508  
Assessment**

December 2023

Governmentwide  
IT Accessibility Program

General Services Administration  
Office of Government-wide Policy



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# Message from the GSA Administrator

The General Services Administration (GSA), in consultation with the Office of Management and Budget (OMB), submits this Governmentwide Section 508 Assessment (referred to hereafter as the “Assessment”) to the Senate Committees on Appropriations and Homeland Security and Governmental Affairs and the House Committees on Appropriations and Oversight and Accountability, pursuant to the reporting requirements in the Consolidated Appropriations Act, 2023.

The Assessment marks a pivotal step towards ensuring federal agencies meet their obligations under Section 508 of the Rehabilitation Act to provide persons with disabilities (PWD) accessible information and communications technology (ICT). Like the recent Section 508 Report to the President and Congress: Accessibility of the Federal Electronic and Information Technology pursuant to 29 U.S.C. § 794(d)(2), it reviews reporting entities’ Section 508 programs and identifies needed improvements. Distinct from that report, the Assessment establishes a new baseline for Section 508 compliance that is broader and deeper in scope.

Assessment criteria – developed by OMB in consultation with GSA, the U.S. Access Board and Office of Science and Technology Policy (OSTP) – provide the foundation for the Assessment. OMB and GSA collected reporting entity data on these 105 Assessment criteria to evaluate the extent to which ICT is accessible and usable by PWD. The criteria cover 11 dimensions as described in Table C1 in the Methods section. We are thrilled with the overwhelming participation, with 249 reporting entities submitting responses.

The Assessment reflects information and activities between June 1, 2022, and May 31, 2023, arrives at data-driven insights on the current state of Section 508 compliance, and provides recommendations on how it should be improved.

We would like to extend our gratitude to the reporting entities for their dedication, cooperation, and transparency in making the inaugural year of the Assessment a success. Through their timely and critical reporting of assessment data, we have built a new foundation for Section 508 compliance across the federal government. Beyond meeting our statutory requirements, we look forward to the positive outcomes of this annual Assessment for federal employees and the American public. If you have any questions about this report, please do not hesitate to contact GSA.

Respectfully submitted,



Robin Carnahan  
Administrator

December 2023

# Executive Summary

Over the past five decades, federal law and policy concerning the accessibility of information and communications technology (ICT) have undergone significant advances to ensure equitable access for persons with disabilities (PWD). Crucial governmentwide initiatives and resources have emerged as a result of collaborative efforts by the legislative and executive branches to advance ICT accessibility within the federal government. Federal agencies including the Office of Management and Budget (OMB), the Department of Justice (DOJ), the General Services Administration (GSA), the White House Office of Science and Technology Policy (OSTP), and the U.S. Access Board (Access Board) have continued advancing digital accessibility along with many partnering agencies throughout the government.

The Governmentwide Section 508 Assessment (referred to hereafter as the “Assessment”) aligns with the reporting requirements of the [Consolidated Appropriations Act, 2023](#). The Assessment serves a twofold purpose:

- To improve transparency, accountability, and trust regarding Section 508 compliance, fulfilling specific reporting requirements under the [Consolidated Appropriations Act, 2023](#).
- To address the critical need for accessible ICT in the federal government, particularly recognizing its impact on PWD.

## Highlighted Findings

Assessment of compliance with Section 508 requirements is a complex issue that requires context and framing. As such, methods to produce the Assessment included the criteria development, data collection, data validation, descriptive statistical analysis, and the creation of indices for maturity and conformance. Conformance questions focused on outcomes of the respondents’ accessibility related activities, such as conformance of the respondent’s top 10 web pages and documents or regularly testing web pages and accessibility of their time and attendance system.

Maturity, in the context of this Assessment, is not based on a holistic maturity model. It is solely based on the respondent’s self-assessed responses to the Assessment’s maturity-related questions that address processes, policies, procedures, testing, training and other inputs of a Section 508 program. In this sense, maturity is determined by how well a program is set up to succeed while conformance is the accumulation of accessibility-related outcomes of an organization. GSA conducted additional analysis to identify factors contributing to Section 508 compliance and assess the strength and significance of relationships between factors relating to accessibility. Throughout this Assessment, GSA analyzed both conformance outcomes and maturity inputs to holistically evaluate Section 508 compliance and better understand where deficiencies exist and why. Not all criteria were statistically significant for this inaugural year, but we expect to see trends in future

years. As a result, the [Findings](#) section does not summarize every data point; however, all response data is publicly available on [Section508.gov/2023-congressional-report](https://Section508.gov/2023-congressional-report).

Based only on self-reported data from 249 reporting entities from June 1, 2022, to May 31, 2023, the Assessment revealed several key findings:<sup>1</sup> **Overall compliance to Section 508 is well below expectations given the federal government has had over 20 years to implement programs capable of achieving and maintaining modern ICT standards. More than 75% of respondents are at or below average with respect to Section 508 compliance.** [Findings](#) show:

- **Compliance Can Be Improved Across Government:** The majority of reporting entities (76%) fall within the lower maturity and conformance categories, signifying performance well below the statutory requirement of Section 508.
- **The Majority of Top-Viewed ICT Tested Does Not Fully Conform to Section 508 Standards:** Of the self-reported top ten viewed intranet and internet pages, top ten viewed electronic documents, and top five viewed videos, on average, less than 30% fully conform to Section 508 standards.
- **Technology Lifecycle and Policies Activities Need Improvement:** Despite reporting entities, on average, faring the best in Technology Lifecycle Activities and Policies, Procedures and Practices, low compliance of ICT governmentwide demonstrates established policies, procedures and practices lack requirements and accountability sufficient to build, buy, maintain, and use Section 508-conformant ICT.
- **Section 508 Program Maturity Drives Conformance:** More mature, well-established Section 508 Programs tended to report better conformance to Section 508 requirements.
- **Resources Are Important:** Reporting entities with more Full Time Equivalents (FTEs) tend to be more mature and have higher conformance with Section 508 standards.
- **Section 508 Program Manager (PM) Time Is Well-Utilized:** The more time the Section 508 PM was involved in the program, the better or more mature that program tended to be, irrespective of program size
- **Section 508 Program Resources Are Low Across Government:** Many reporting entities lack Section 508 FTEs, hindering Section 508-related work.
- **Testing Is Prevalent, but Immature:** A substantial number of reporting entities employ manual or hybrid ICT accessibility testing, yet low compliance of ICT governmentwide indicates room for improvement in the use of these methodologies.

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1 Reporting entity denotes a respondent to the Assessment. This report uses the term “reporting entity” rather than “agency” or “component” as traditionally defined because reporting entity Section 508 Programs may be organized/function outside of these traditional definitions.

- **Training and Human Capital Activities Require the Most Investment:** Training and Human Capital, Culture, and Leadership are the least mature aspects of reporting entity accessibility capabilities.

## Highlighted Recommendations

The Assessment combines data analysis and findings with contextual considerations to provide recommendations aimed at enhancing Section 508 activities across the federal government and increasing Section 508 compliance. Selected [recommendations](#) include<sup>2</sup>:

- **Congress should consider updating Section 508 of the Rehabilitation Act (29 U.S.C. 794(d) - Electronic and Information Technology) to include:**
  - **Definition of Agencies Subject to Section 508** to clearly define who should follow Section 508 standards and respond to this Assessment.
  - **Updated Language, Terminology, and Scope** to harmonize and strengthen the language for applicability to the current and future digital landscape.
- **Proactive Section 508 Compliance Enforcement:** Congress should explore options to proactively enforce Section 508 compliance across the Federal Government, likely leading to less reactionary measures and more conformant ICT.
- **Target Accessibility of High-Use Software:** Congress may consider conducting oversight efforts into major providers of ICT to the federal government to determine the best course(s) of action for improving accessibility of high-use products. As office productivity applications, survey tools and other programs are used by all agencies, a push for more “out of the box” Section 508 conformant products would help improve ICT accessibility across government.
- **Increased Agency Oversight of Section 508:** Relevant oversight and accountability bodies should consider increasing internal agency oversight of Section 508 compliance, leading to improved self-enforcement of Section 508.
- **Strengthen Leadership Accountability:** Relevant management entities and councils should consider strengthening management activities to improve accessibility metrics in leadership performance reporting on an annual basis. Leadership accountability, tangible accessibility accountability, and conformance metrics would directly lead to improved accessibility compliance across government.

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<sup>2</sup> Additional and expanded recommendations can be found in the Governmentwide Recommendations section.

- **Increased Conformance Validation and Testing:** Agencies should increase automated and manual Section 508 conformance testing, validation, and defect remediation before deployment. Agencies should also hold vendors accountable for conformant deliverables prior to acceptance, likely creating significant positive downstream impacts as more conformant products and services deploy.
- **Require Section 508 Training:** Agencies should require mandatory annual Section 508 training for specific roles and responsibilities, particularly for those who regularly create electronic content and digital products or have influence in procurement and development of ICT. Mandatory training would increase knowledge and understanding of accessibility considerations across government, provide a baseline set of skills with respect to content creation, and introduce users to tools and information on how to address accessibility issues in ICT.
- **Improve Accessibility Requirements in Procurement:** Agencies should use the Solicitation Review Tool (SRT) and the Acquisition Requirements Tool (ART), or similar tools to help incorporate sufficient accessibility requirements in procurement and contracting documentation. The tools would also help establish policy and procedures for when inaccessible ICT is procured, which includes holding vendors responsible for remediating ICT to be Section 508 conformant. This will likely lead to better procurement outcomes and improved accessibility across government products and services.
- **Ensure Sufficient Section 508 Program Resourcing:** Agencies should consider including information about Section 508 program capacity in its annual budget requests to highlight necessary resources to improve ICT accessibility, likely leading to better Section 508 conformance.

Overall, while some reporting entities perform well with respect to meeting accessibility requirements and are well-positioned to do so with mature programs and accessibility related-business functions, there is significant room for improvement. As will be shown throughout this report, many reporting entities rarely or only sometimes address accessibility considerations when executing their mission or conducting related support activities, such as communicating, training or acquiring products. This first iteration of the Governmentwide Section 508 Accessibility Assessment will provide a baseline picture of how well we, as the federal government, are meeting our digital accessibility obligations.



# Introduction

## Purpose

The purpose of the Assessment is twofold:

1. To improve transparency, accountability, and trust regarding Section 508 compliance, fulfilling specific reporting requirements under the [Consolidated Appropriations Act, 2023](#).
2. To address the critical need for accessible information and communications technology (ICT) in the Federal Government, particularly recognizing its impact on persons with disabilities (PWD).

## **Addressing the Governmentwide Need for Accessible ICT**

In the United States, [one in four adults live with disabilities](#). That translates to approximately 61 million Americans who have disabilities regarding mobility, cognition, hearing, and vision that impact major activities in their lives. As the federal government modernizes important public services, equitable digital access can and does play a critical role in the livelihoods and well-being of PWD. The COVID-19 pandemic, which saw the federal government unlocking the “virtual front door” to many of its services, further escalated the importance of equitable digital access for PWD. Although [government web content is generally more accessible](#) than web content from other sectors, [48%](#) of popular federal government websites do not fully conform to Section 508 standards. Additionally, according to self-reported data from the Office of Personnel Management (OPM) [2022 Federal Employee Viewpoint Survey](#) (FEVS), PWD represent 17% of the federal workforce. A recent study by the [Equal Employment Opportunity Commission \(EEOC\)](#) also found that, while federal agencies are improving ICT accessibility for federal employees, employees with disabilities remain underrepresented within federal leadership and are more likely than persons without disabilities to leave federal employment. Thus, digital access to federal government services and federal employment continues to present challenges for PWD.

To better understand and address the need for accessible ICT within the federal government, the Assessment aims to establish a new baseline for determining Section 508 compliance, with a broader scope than the [Program Maturity Report](#) (PMR) and greater depth and frequency than the [Section 508 Report to the President and Congress: Accessibility of Federal Electronic and Information Technology](#). The ever-changing landscape of ICT demands a broader, deeper, and more frequent approach to assessing Section 508 compliance and helping agencies meet the statutory requirements established by [Section 508 of the Rehabilitation Act of 1973](#), as amended, and the regulatory requirements of the [ICT Standards and Guidelines](#).

## Meeting the Reporting Requirements of the Consolidated Appropriations Act, 2023

On December 29, 2022, the [Consolidated Appropriations Act, 2023](#) became law. It mandated new requirements for OMB, GSA, and the Access Board to collect and report on federal agency data on ICT accessibility.

### Consolidated Appropriations Act, 2023 Section 752

To meet the requirements of (a)(2)(B), “[agency](#)” has been defined to mean federal department, component-level, and independent agencies subject to Section 508 of the Rehabilitation Act. Throughout this document, “[reporting entity](#)” is used to denote respondents to this Assessment.

OMB, in close coordination with GSA, the Access Board, OSTP, and the DOJ developed the 105 Assessment criteria used to evaluate reporting entity Section 508 compliance. In tandem, GSA gathered feedback from the broader federal ICT accessibility community to refine Assessment instructions and criteria. GSA also developed additional context for understanding the criteria, Frequently Asked Questions (FAQs), and defining terms to help reporting entities collect data for the Assessment.

OMB broadly distributed instructions and the 105 Assessment criteria to heads of agencies, agency CIOs, and Section 508 program managers (PM) on April 7, 2023, pursuant to [the Consolidated Appropriations Act, 2023](#). Additionally, GSA posted [instructions and criteria](#) on Section508.gov the same day. Responding entities coordinated with OMB to define how they would report: by organizational unit or “reporting entity,” individually, or as a component of a larger parent agency.<sup>3</sup> Reporting entities then designated a point of contact for the Assessment. GSA referenced and maintained, at the direction of OMB, a list of reporting entities and information for each point of contact.

GSA then developed and released an online tool for each designated point of contact to submit Assessment responses. In the leadup to the August 11, 2023 deadline for data submissions, GSA held 19 open office sessions to answer questions about the Assessment.

As GSA uses reporting entity data to support evidence-based decision making, we will continue to evaluate and improve data quality. Following guidelines in the Federal Committee on Statistical Methodology’s “A Framework for Data Quality,” and in coordination with internal data quality initiatives, GSA will identify key challenges and strategies to continually improve data quality and data collection in future years.

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<sup>3</sup> Reporting entity denotes a respondent to the Assessment. This report uses the term “reporting entity” rather than “agency” or “component” as traditionally defined because reporting entity Section 508 Programs may be organized and function outside of these traditional definitions.

## Consolidated Appropriations Act, 2023 Section 752

(a)

- (1) Not later than 100 days after the date of enactment of this Act, the Director of the Office of Management and Budget (in this section referred to as the “Director”), in coordination with the Architectural and Transportation Barriers Compliance Board and the Administrator of General Services (in this section referred to as the “Administrator”), shall disseminate amended or updated criteria and instructions to any Federal department or agency (in this section referred to as an “agency”) covered by section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d) for the evaluation required pursuant to paragraph (3)(B).
- (2) Such criteria and instructions shall—
  - (A) include, at minimum, requirements that information technologies and digital services must—
    - (i) conform to the technical standards referenced in subsection (a)(2)(A) of such section 508, as determined by appropriate conformance testing; and
    - (ii) be accessible to and usable by individuals with disabilities as determined from consultation with individuals with disabilities, including those with visual, auditory, tactile, and cognitive disabilities, or members of any disability organization; and
  - (B) provide guidance to agencies regarding the types and format of data and information to be submitted to the Director and the Administrator pursuant to paragraph (3), including how to submit such data and information, the metrics by which compliance will be assessed in the reports required in subsection (b), and any other directions necessary for agencies to demonstrate compliance with accessibility standards for electronic and information technology procured and in use within an agency, as required by such section 508.
- (3) Not later than 225 days after the date of enactment of this Act, the head of each agency shall—
  - (A) evaluate the extent to which the electronic and information technology of the agency are accessible to and usable by individuals with disabilities described in subsection (a)(1) of such section 508 compared to the access to and use of the technology and services by individuals described in such section who are not individuals with disabilities;

(B) evaluate the electronic and information technology of the agency in accordance with the criteria and instructions provided in paragraph (1); and

(C) submit a report containing the evaluations jointly to the Director and the Administrator.

(b)

(1) Not later than 1 year after the date of enactment of this Act, and annually thereafter, the Administrator, in consultation with the Director, shall prepare and submit to the Committees on Appropriations and Homeland Security and Governmental Affairs of the Senate and the Committees on Appropriations and Oversight and Reform of the House of Representatives a report that shall include—

(A) a comprehensive assessment (including information identifying the metrics and data used) of compliance by each agency, and by the Federal Government generally, with the criteria and instructions disseminated under subsection (a)(1);

(B) a detailed description of the actions, activities, and other efforts made by the Administrator over the year preceding submission to support such compliance at agencies and any planned efforts in the coming year to improve compliance at agencies; and



**(b)(1)(A)**

To meet the requirements of (b)(1)(A), the Assessment evaluates and summarizes governmentwide and reporting entity Section 508 compliance in the [Findings](#), according to the 105 Assessment criteria. Furthermore, [Appendix D](#) provides a one page summary of compliance data for each reporting entity.



**(b)(1)(B)**

To meet the requirements of (b)(1)(B), in the [Recent GSA Efforts to Support Section 508 Compliance](#) section, the Assessment describes efforts of the GSA Administrator to help reporting entities collect and submit their assessment data, as well as related efforts to improve Section 508 compliance.

(C) a list of recommendations that agencies or Congress may take to help support that compliance.

(2) The Administrator shall ensure that the reports required under this subsection are made available on a public website and are maintained as an open Government data asset (as that term is defined in section 3502 of title 44, United States Code).



**(b)(1)(C)**

To meet the requirements in (b)(1)(C), in the [Recommendations](#) section, the Assessment proposes how Congress and reporting entities may improve Section 508 programs and Section 508 compliance governmentwide.



**(b)(2)**

To meet the requirements of (b)(2), data is publicly available on [Section508.gov/2023-congressional-report](https://Section508.gov/2023-congressional-report), including respondent data as an “[open Government data asset](#)”.

## Structure

This Assessment report is organized into four main sections:

1. [Background](#) summarizes relevant federal law and policy related to the advancement of ICT accessibility and Section 508 compliance.
2. [Findings](#) highlight governmentwide and reporting entity specific trends found in the Section 508 compliance data using the previously described methods.
3. [Recommendations](#) propose ways to improve Section 508 compliance that are based on statistical analysis of reporting entity data and contextual knowledge.
4. [Appendices](#) provide a detailed explanation of terms and acronyms, federal initiatives regarding ICT accessibility, analytical methods and comprehensive responses by reporting entities.

# Background

## Federal Law and Policy on ICT Accessibility

Over the past 50 years, the federal government has passed a variety of statutes, regulations, and policies to advance ICT accessibility. In tandem with organizational shifts and initiatives to support PWD and ICT accessibility, key legislative and executive actions have emerged to advance digital equity across the federal government:

- The foundational law for ICT accessibility, [Section 508 of the Rehabilitation Act of 1973](#), as amended in 1986, mandates that federal agencies make their ICT accessible to PWD. Under this statute, federal agencies must ensure the ICT they develop, procure, maintain, and use is accessible to PWD, including disabled federal employees and members of the public.
- The [ICT Standards and Guidelines](#), also called the Revised 508 Standards, establish the technical specifications that implement Section 508 of the Rehabilitation Act of 1973, as amended. The ICT Standards and Guidelines describe how to ensure that Section 508-covered hardware, software, and electronic content – including web and non-web content – fully conform to these technical specifications.<sup>4</sup>
- The [21st Century Integrated Digital Experience Act](#) mandates that federal agencies modernize their public websites and digital services to improve the digital experience of federal customers. The law identifies compliance with Section 508 as a requirement for new and redesigned public-facing websites and digital services provided by federal agencies, and it grants CIOs the authority to coordinate with agency officials to ensure funding to support implementation of the law. The OMB memorandum on [Delivering a Digital-First Public Experience \(M-23-22\)](#) provides guidance to agencies on how to design and deliver websites and digital services to the public, as well as assistance to agencies as they continue to implement the 21st Century Integrated Digital Experience Act. It directs agencies to design and deliver an accessible, high-quality and integrated digital experience that is simple, seamless and secure across agencies for all users.
- The Executive Order (EO) on “[Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce](#)” directs federal agencies to strengthen the federal workforce through improvements to diversity, equity, inclusion, and accessibility (DEIA). The order called for a [governmentwide DEIA strategic plan](#) (issued in November 2021), and charges each agency to analyze barriers to employment opportunities and develop DEIA strategic plans to address these barriers.

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<sup>4</sup> Throughout this document, conformant ICT refers to ICT that meets the technical specifications required in the ICT Standards and Guidelines.

- The EO on “[Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government](#)” directs federal agencies to ensure a human-centered customer experience (CX) to improve the design and delivery of government services. To achieve this transformation, the EO emphasizes that government services must be accessible, and calls for a range of agency-level actions toward this end.
- The OMB “[Strategic Plan for Improving Management of Section 508 of the Rehabilitation Act](#)” provides an approach to help federal agencies successfully manage Section 508 Programs. The approach is organized according to three management objectives and associated agency actions: increase transparency, strengthen accountability, and improve collaboration. Notably, to strengthen accountability, the plan called for federal agencies to assess their Section 508 Programs and submit their assessment data to GSA.<sup>5</sup>

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5 While only the 24 Chief Financial Officers (CFO) Act agencies were required to submit Section 508 compliance data pursuant the “Strategic Plan for Improving Management of Section 508 of the Rehabilitation Act,” they are responsible for the majority of federal ICT. Some federal agencies not subject to the CFO Act voluntarily submitted data.



# Governmentwide Findings and Category-level Findings & Recommendations

The following findings are **based on self-reported data from 249 reporting entities** related to information and activities between June 1, 2022 and May 31, 2023.<sup>6</sup> GSA did not verify the data nor conduct independent testing for this year's Assessment. Refer to the [Methods](#) section for a detailed description of data validation flags and calculations used to balance each reporting entity's reported conformance with maturity. The [Observations](#) section highlights misunderstandings of terminology, incongruous results and data validation issues. Additionally, not all criteria were statistically significant for this inaugural year, but GSA expects that year-to-year analysis will be revealing in future years. As a result, the [Findings](#) section does not summarize every data point; however, all response data is publicly available on [Section508.gov/2023-congressional-report](https://Section508.gov/2023-congressional-report).

## Findings Summary

**The government as a whole is not meeting the minimum standard or legal obligation to provide equal access to all members of the public and federal employees with disabilities.**

To determine levels of compliance, GSA analyzed the results of the Assessment criteria to determine levels of conformance of ICT, compliance to standards, and areas where reporting entities test but have low or mixed testing outcomes. Additionally, GSA analyzed responses to determine patterns and correlations between certain factors at a reporting entity, such as Full Time Equivalent (FTE) level and Section 508 PM utilization.

The Assessment criteria were broken down into three overarching categories: General Questions, Maturity Questions and Conformance Questions. Conformance questions focused on outcomes of the respondents' accessibility-related activities (e.g., conformance of the respondent's top 10 web pages and documents; if a reporting entity regularly tests their web pages and accessibility of their time and attendance system) Maturity, in the context of this Assessment, is not based on a holistic maturity model; it is solely based on the reporting entity's self-assessed responses to maturity questions that relate to processes, policies, procedures and other inputs to a Section 508 Program. In this sense, maturity is determined by how well a program is set up to succeed and conformance are the outcomes resulting from maturity.

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<sup>6</sup> Reporting entity denotes a respondent to the Assessment. This report uses the term "reporting entity" rather than "agency" or "component" as traditionally defined because reporting entity Section 508 Programs may be organized/function outside of these traditional definitions.

We noted several patterns with respect to the reported data. Key highlights of the data are summarized below:<sup>7</sup>

- **Compliance Can Be Improved Across Government:** When combined, the 5-point scales for maturity and conformance produce 25 different overall performance categories where reporting entities could fall (see the [Correlation between Maturity and Conformance](#) for more details). The assessment team found that 76% of reporting entities fell within the bottom 9 categories with the other 24% falling in the top 16 categories. **This signifies performance that is well below the statutory requirement of Section 508.**
- **The Majority of Top-Viewed ICT Tested Does Not Fully Conform to Section 508 Standards:** Of the self-reported top ten viewed intranet and internet pages, top ten viewed electronic documents, and top five viewed videos, on average, less than 30% fully conform to Section 508 standards.
- **Technology Lifecycle and Policies Activities Still Need Improvement:** Despite reporting entities, on average, faring the best in Technology Lifecycle Activities and Policies, Procedures and Practices, the average maturity of these responses was only moderate (just over 2.5 on the 5-point scale). While respondents' report higher maturity in these areas, compared to the low compliance of ICT governmentwide (average of 1.79 on the 5-point scale), established policies, procedures and practices lack requirements and accountability sufficient to build, buy, maintain, and use Section 508-conformant ICT.
- **Section 508 Program Maturity Drives Conformance:** As depicted in Figure 4 below, **the more mature a reporting entity was, the better the conformance tended to be on average.** That is, more mature, well-established Section 508 Programs tended to report better conformance to Section 508 requirements for ICT.
- **Resources Are Important: The more FTEs the reporting entity had, the more mature a reporting entity was, which led to better conformance.** Or conversely, more mature, developed reporting entity programs tended to have more FTEs to support Section 508 conformance activities.
- **Section 508 PM Time Is Well-Utilized:** We found that **the more time the Section 508 PM was involved in the program, the better or more mature that program tended to be,** irrespective of program size.
- **Section 508 Program Resources Are Low Across Government:** 93 reporting entities reported less than one Section 508 FTE (contractor or federal employee), with 36 of those reporting entities reporting no Section 508 FTEs.



**Simply put, Section 508 Programs that don't have sufficient staff can't perform adequate Section 508 work.**

<sup>7</sup> Additional, detailed findings are included throughout the Findings section.

- **Reporting Entity Size Doesn't Matter:** No relationship was found between the size of a reporting entity and the conformance of that reporting entity.
- **Testing Is Prevalent, But Immature:** A significant number of reporting entities (194 or 78%) reported using one or more manual or hybrid ICT accessibility test methodologies for web content; however, governmentwide compliance of ICT was low. Thus, **although they have test methodologies and processes, reporting entities may not employ them well or to great effect.**
- **Training and Human Capital Activities Require the Most Investment:** Of all the maturity questions, on average, reporting entities reported the **lowest maturity in Training and Human Capital and Culture and Leadership.** These are the two areas that require the most attention across government to increase maturity and help improve conformance.

GSA provided a comprehensive analysis on submissions, with the majority of the findings below generated using [descriptive statistics](#) alongside several findings further supported using regression analysis to understand and predict relationships between factors related to accessibility.<sup>8</sup> Detailed findings are described below, which include:

- **[Governmentwide Findings:](#)** Includes broader analysis focused on:
  - **[Key Compliance Outcomes:](#)** including details of full conformance for frequently used ICT
  - **[Maturity Dimension Key Findings:](#)** including expansive look across business functions related to accessibility
  - **[Section 508 Program and Staff Analysis Summary:](#)** including how staff size impacts maturity and conformance
  - **[Accessibility Conformance Testing and Technology Lifecycle Activities:](#)** including analysis on test processes and if testing maturity implies better conformance to Section 508 in practice
  - **[Acquisition and Procurement:](#)** including how well Section 508 requirements have been integrated into the procurement process
  - **[Complaints:](#)** including methods and effectiveness of handling Section 508-related complaints

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8 From a series of 42 regression analyses, four analyses (hypotheses) emerged as noteworthy. The guiding principle behind these hypotheses was an interest in relationships between Section 508 Program characteristics such as Section 508 PM FTEs, Section 508 Program maturity as ascertained from reporting entity responses across the nine maturity dimensions, and Section 508 conformance. Critical to interpreting regression analysis are the coefficients that reveal the strength and direction of a given relationship, the chance that this relationship is thus statistically significant, and the extent to which we can predict outcomes based on the quality of this relationship. Please refer to [Regression Analysis](#) in Methods for more background information on our approach and refer to the [Regression Results spreadsheet](#) for the full regression analysis.

- **Overall Performance Category Analysis:** Includes a detailed look at outcomes for reporting entities that performed similarly on the Assessment with respect to the maturity of reporting entity programs and conformance; this is the most detailed analysis performed and includes specific recommendations for reporting entities to mature and improve their accessibility outcomes organizationwide

## Observations Summary

The [Observations](#) section highlights possible misunderstandings of terminology, incongruous results and data validation issues including:

- Some respondents were unable to find data for the Assessment, or likely misinterpreted the criteria, for a variety of reasons: Section 508 PMs tenure length, little experience reporting on Section 508 compliance, lack of coordination between business lines within reporting entities, and inclusion of small reporting entities who likely had very limited resources to respond to the Assessment.
- While GSA provided a Definition of Terms and supplemental documentation, and FAQs, respondents likely did not closely read the provided content on [Section508.gov](#), leading to responses that were erroneous, such as:
  - Despite having federal and contractor Section 508 FTEs, respondents reported a budget less than the equivalent salary for the reported number of FTEs.
  - Respondents likely misinterpreted the term “partially supports” within Accessibility Conformance Reports (ACRs) to mean “supports” rather than “does not support”. Thus, some respondents incorrectly reported “fully conforms” despite a “partially supports” notation in the ACR impacting confidence levels for 12 criteria<sup>9</sup>.
  - Respondents reported testing a higher number of public web pages than the reporting entity owns or operates, which is possibly due to automated scanning that re-tests the same page on a regular basis.
- Numerous reporting entities responded to Testing and Validation Dimension questions that resulted in Moderate to Very High maturity outcomes, but the reporting entity did not provide conformance test results for top viewed web pages, electronic documents, or videos because they reported no testing resources in order to complete Q78-81. Respondents simply may not have had resources or did not prioritize resources in order to respond to the criteria.
- As shown in [Overall Performance Categories](#), some respondents had a conflicting maturity bracket with respect to their conformance bracket or vice versa – such as an entity with a Very High maturity but Very Low conformance.

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9 Criteria are Q64, Q71, Q82, Q83, Q84, Q85, Q87, Q88, Q89, Q90, Q91, and Q92.

- Reporting tool feedback included confusion as to how to use the tool, with respondents noting use of placeholder answers in order to move to the next criteria. This led to misreporting answers, as several respondents noted in their submissions.

## Governmentwide Findings

### Key Compliance Outcomes

It has been 37 years since the Rehabilitation Act Amendments added Section 508 and 25 years since the expanded Rehabilitation Act Amendments of 1998, and the federal government is overarchingly still procuring, developing, maintaining, and using non-conformant ICT. **The government as a whole is not meeting the minimum standard or legal obligation to provide equal access to all members of the public and federal employees with disabilities.**

Successful Section 508 programs have policies, processes, and procedures in place that ensure conformance with ICT requirements. The following sections analyze both conformance outcomes and maturity inputs to holistically evaluate Section 508 compliance and better understand where deficiencies exist and why.

To gauge if testing methodologies and respondent internal processes translated into Section 508 conformant ICT, the Assessment included outcome-based questions related to conformance of digital content, including web, electronic documents, videos, hardware, software, mobile apps and kiosks. **On average, governmentwide conformance is Low** (1.79 on a 5-point scale).

The Assessment asked respondents to report on Section 508 web page testing performed throughout the reporting period. The Assessment criteria asked seven questions on public internet web pages and seven questions on internal intranet web pages to determine how many of each the respondent owned and operated, how many were tested for Section 508 conformance, how many web pages fully conformed, and what testing methodologies were used. The data showed:

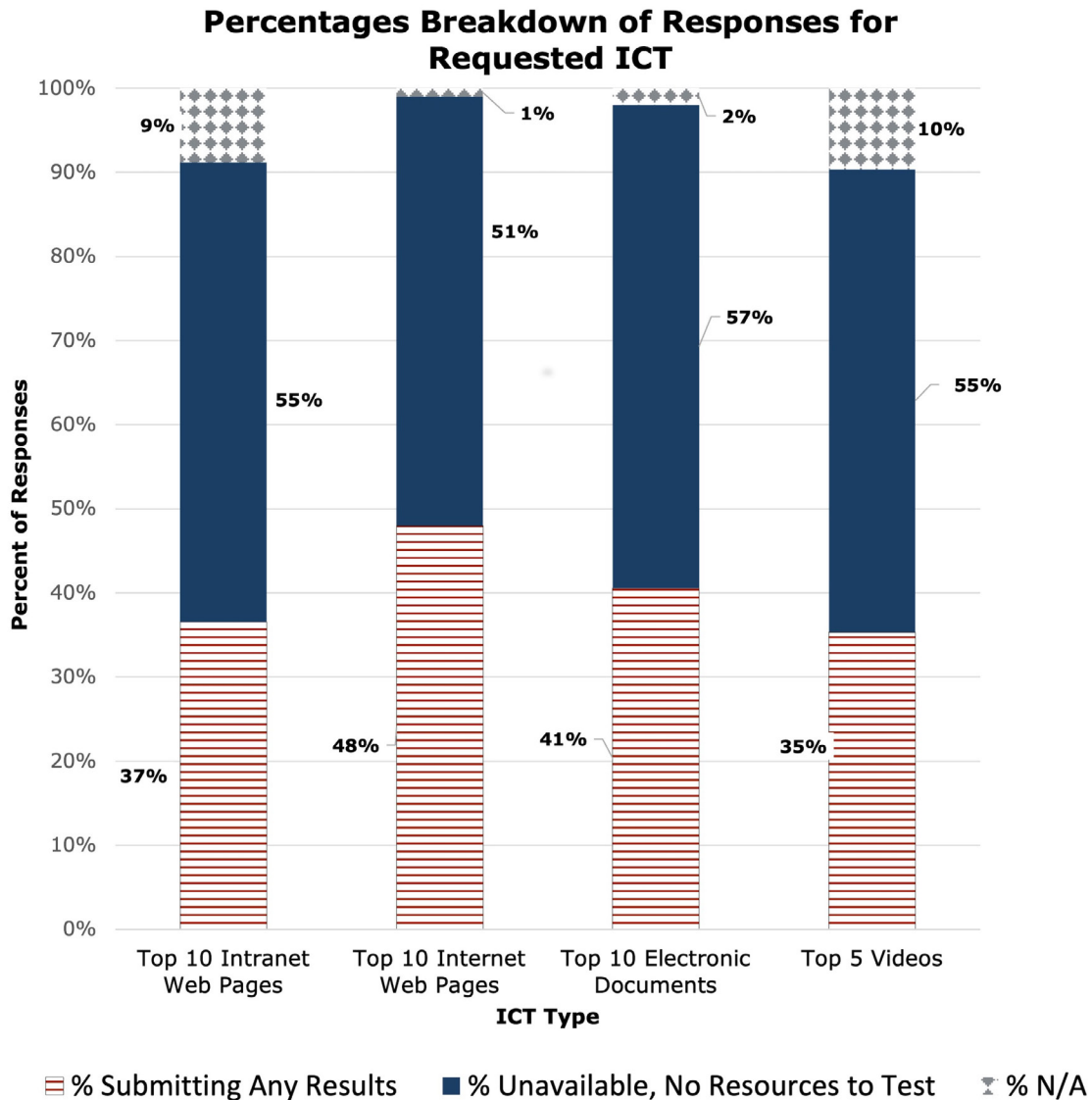
- 149 (approximately 60%) respondents reported they performed testing for Section 508 conformance on internal intranet websites they owned or operated. Reportedly, 5,861,996 intranet web pages were tested, totaling 26.1% of all intranet pages owned and operated by reporting entities.
- On average, 59% of tested intranet pages were reported as fully Section 508 conformant.



Reporting entities tested twice the percentage of public web pages than internal (52% of 20 million public internet pages and 26% of 5 million internal intranet pages). However, the average reported Section 508 conformance for both internet and intranet, of the pages tested, was the same at approximately 60% conformant.

- 195 (or 78%) respondents reported they performed testing for Section 508 conformance on public internet websites they owned or operated. Reportedly, 20,597,734 internet web pages were tested, totaling 52% of all internet pages owned or operated by reporting entities.
- On average, 61% of tested internet pages were reported as fully conformant.

**Figure 1.** Percentage of respondents submitting conformance testing results for the top intranet and internet web pages, electronic documents, and videos (Q78 to Q81)



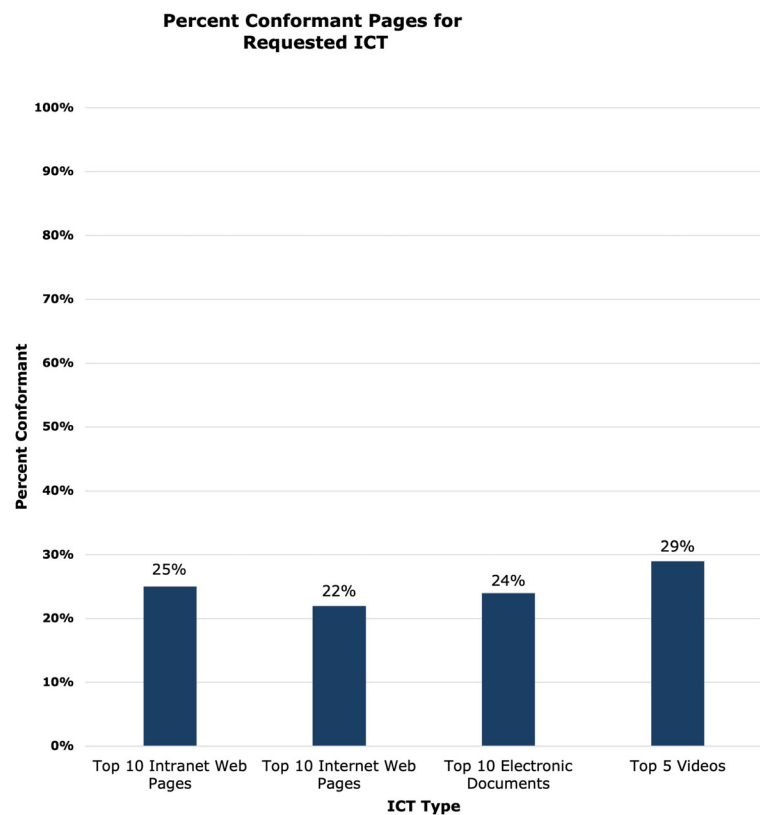
Respondents reported relying heavily on only automated accessibility testing tools to perform conformance testing on public web pages, while utilizing a more manual approach on intranet sites. This was expected as automated testing tools historically have run into barriers in testing intranet content due to firewalls or technology stack.

With heavy reliance on solely automated testing for public web pages, there is risk of inflation of conformance scores due to the inability of automated tools to comprehensively test for all Section 508 requirements. Automated testing omits of over half of the Section 508 requirements, and fewer requirements tested means fewer chances for failure. However, reporting entities' data nevertheless indicate similar levels of conformance with intranet pages, which tend to incorporate more manual inspection along with automated testing. Our speculated reasons for the similar conformance level patterns include:

- Possible inflation of conformance from automated testing suggesting public web pages may be less conformant than intranet pages.
- Configuration of automated tools may flag defects that aren't Section 508 failures (e.g. best practices), leading to an increase in failures reported.
- Implementation of a hybrid-testing methodology strategically utilizes automated and manual tools, thus percentages by type of testing tool is not statistically significant.
- Intranet pages may contain more non-web content, such as PDFs, that were not evaluated, which translates to less opportunities for failures.
- Other reasons we cannot determine without additional queries or investigation. GSA will need additional information to understand the alignment in conformance levels and trade-offs from automated, hybrid, and manual testing methods.

Within the reporting period, respondents were asked to identify and test the top viewed internal intranet pages, publicly available internet pages, publicly viewed electronic documents and videos (public or internal) for full conformance. As Figure 1 depicts, about half of all respondents noted resources were unavailable to test the ICT in order to provide results for these questions. As Figure 2 shows, the results for top viewed ICT displayed low conformance with less than 30% of the most viewed ICT tested reported as fully conformant.

**Figure 2.** Percentage of fully conformant ICT for all top intranet web pages, internet web pages, electronic documents, and videos tested (Q78 to Q81)



## Compliance of Top Viewed Intranet and Internet Web Pages

- Only 91 of 249 reporting entities provided test results for their top ten viewed internal intranet web pages with **only 25% of the top viewed internal intranet web pages fully conforming to Section 508 standards**. 136 reporting entities, or 55%, said they did not have resources available to test the top viewed internal intranet web pages.
- 119 respondents provided test results for their top ten viewed public internet web pages with **only 22% of the top ten viewed publicly available internet web pages fully conforming to Section 508 standards**. 127, or 51%, of the reporting entities said that they did not have resources available to test the top viewed public internet web pages.



For all public internet and internal intranet web pages tested, the top five defects found were:

- WCAG 1.1.1: Non-text Content.
- WCAG 1.3.1: Info and Relationships.
- WCAG 1.4.3: Contrast (Minimum).
- WCAG 2.4.4: Link Purpose (In Context).
- WCAG 4.1.2: Name, Role, Value.

## Compliance of Top Viewed Electronic Documents and Videos

- Only 101 reporting entities provided test results for top ten viewed electronic documents with **only 24% of the top ten viewed electronic documents posted publicly fully conforming to Section 508 standards**. 143 reporting entities, or 57%, **did not have resources available to test their top viewed electronic documents**.
- Only 88 reporting entities provided test results for top five viewed videos with **only 29% of the top five viewed videos fully conforming to Section 508 standards**. 137 reporting entities responded that they did not have resources available to test their top viewed videos.



For electronic documents tested, the top six defects found related to the following Success Criteria: WCAG 1.1.1: Non-text Content, WCAG 1.3.1: Info and Relationships, WCAG 1.3.2: Meaningful Sequence, WCAG 2.4.2: Page Titled, WCAG 2.4.6: Headings and Labels, and WCAG 3.1.1: Language of Page.



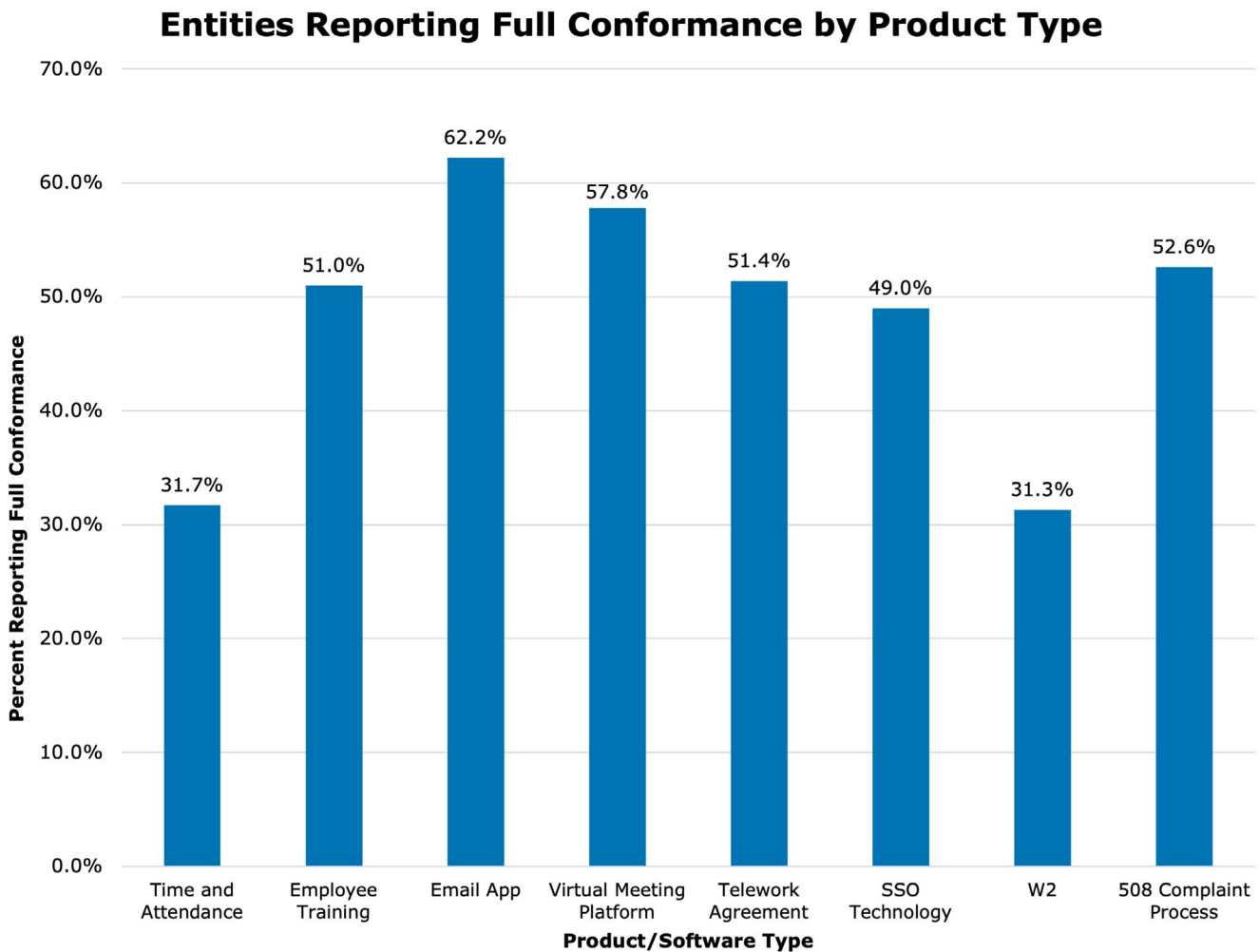
For videos, the top defect noted was WCAG 1.2.5: Audio Description (prerecorded).



### Compliance of Other ICT

The criteria included questions on if specific federal organization’s ICT, including public or internal use, fully conformed to Section 508 standards. Although 100% conformance is the standard, the highest percent conformant ICT was enterprise email applications reported to be at about 62% conformant across government. The least conformant widely-used ICT included in the Assessment was W2s at just over 31%. Out of the 97 reporting entities who reported having custom developed desktop software or native mobile applications used by the public, only 23% reported fully conformant ICT. Additionally, out of the 24 reporting entities who reported having kiosks used by the public, only 46% reported fully conformant kiosks. Figure 3 shows the percentage of additional ICT that fully conform to Section 508 standards and Table 1 details responses for conformance of ICT from the Assessment criteria.

**Figure 3.** Percentage of reporting entities noting full conformance by products used internally and by the public (Q82 to Q85, Q89 to Q92, respectively)



In addition, the Assessment asked about fully conformant ICT provided as a shared service, reimbursable service, or e-gov line of business to other agencies or public entities. Out of the 64 respondents who provided such ICT services:

- 23 respondents (36%) reported that all ICT services fully conform to Section 508 standards
- 25 respondents (39%) reported only some ICT services fully conform to Section 508 standards
- 3 respondents (5%) reported that none of the ICT services fully conform to Section 508 standards, and
- 13 respondents (20%) reported they did not know if the ICT services fully conform.

Although only about 25% of respondents provide a shared service, the downstream effects of ensuring these products and services are fully conformant could be exponential given the number of employees and members of the public these services could impact. Ensuring accessible shared service products should be a high priority item for all 64 agencies providing such services.

Respondents overarchingly reported Section 508 defects in the ICT procured, developed, maintained, or used by the public and federal employees. With overall low compliance, the majority of ICT, including web pages, software, kiosks, electronic documents, and videos fail to meet Section 508 standards. Every instance of non-compliance with Section 508 captured in this data is an indicator that federal employees with disabilities and members of the public are impeded or excluded in their interactions with federal ICT. [Findings](#) further detail the factors within reporting entities that are impacting low Section 508 compliance.

**Table 1.** Reporting entity response count for Section 508 conformance by ICT product category

ICT Product Category	Yes, Fully Conforms (Response Count)	Yes, But Only Some Fully Conforms (Response Count)	No, Does Not Fully Conform (Response Count)	Unknown If Fully Conforms (Response Count)	N/A (Response Count)
Time and Attendance system	79	-	70	100	-
Most Widely Viewed Required Digital Training Course	127	-	24	81	17
Enterprise Email Application	155	-	32	62	-
Enterprise Virtual Meeting Platform	144	-	44	60	1
Custom developed desktop software/native mobile app	22	66	9	69	83
Kiosks used by the public	11	8	5	62	163
Telework agreement	128	-	26	91	4
Enterprise Single Sign-On (SSO)	122	-	21	84	22
W-2	78	-	29	129	13
Section 508 feedback/complaint process	131	-	13	76	29

## Correlation between Maturity and Conformance

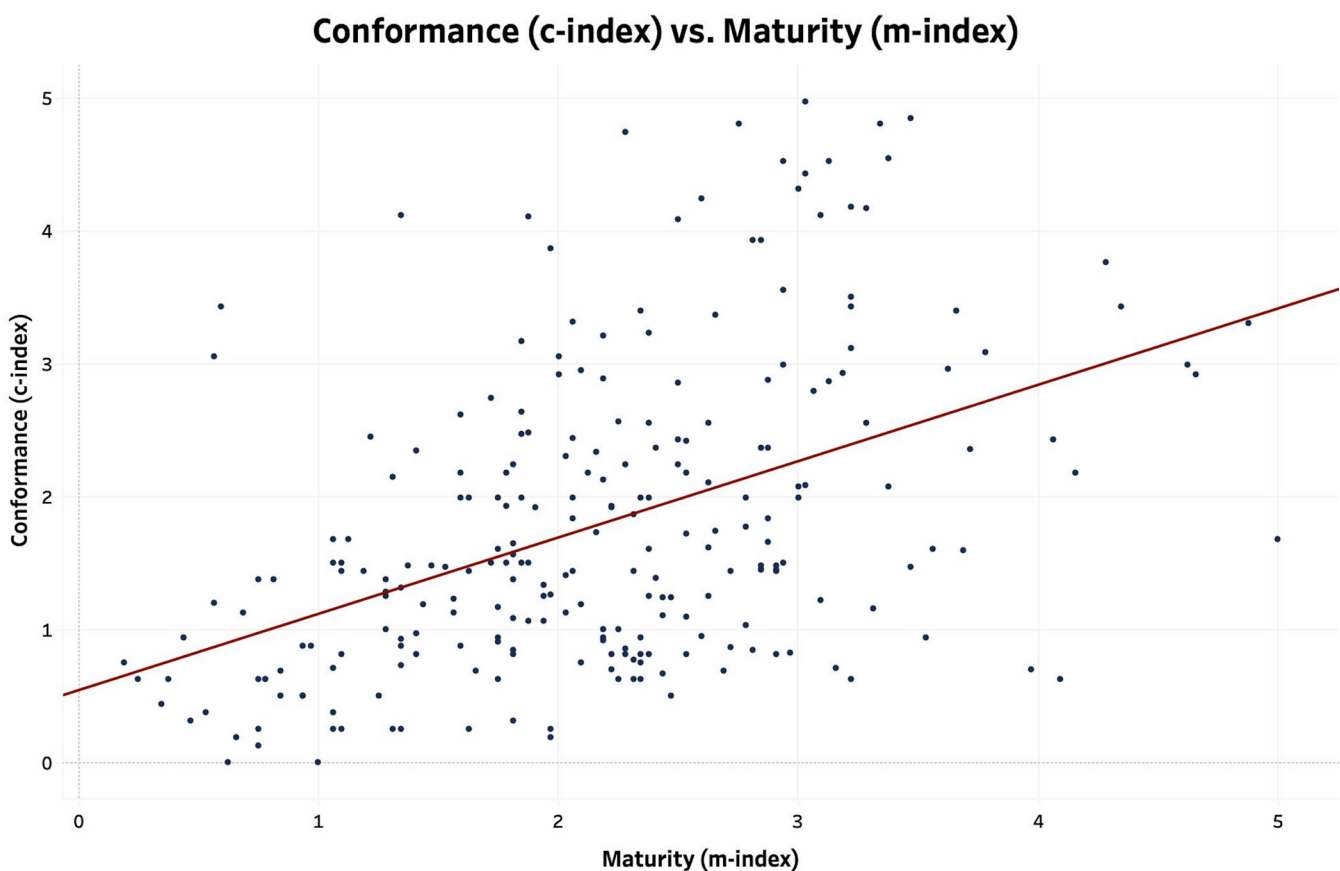
To comprehensively and quantitatively assess Section 508 compliance across the federal government, we generated two indices based solely on responses to the Assessment criteria. The business function maturity index (referred to as “maturity” or “m-index”) quantifies reporting entity responses to criteria across nine dimensions with equal weighting of each criteria.<sup>10</sup> The second index, operational conformance (referred to as “conformance” or “c-index”) quantified 16 specific criteria in the Conformance dimension to assess how well reporting entities performed with respect

<sup>10</sup> The nine Maturity dimensions are: IT Accessibility Program Office; Policies, Procedures, and Standards; Communications; Content Creation; Human Capital, Culture, and Leadership; Technology Lifecycle Activities, Testing and Validation; Acquisition and Procurement; and Training. This included responses from questions 22 through 61, excepting Q27B.

to Section 508 implementation.<sup>11</sup> The indices are on a 5-point scale (from zero to five). These indices are fully described in [Methods, Descriptive Analysis](#).

As Figure 4 below depicts, reporting entities fall across the scale from zero to five on both axes, with a **heavy concentration of reporting entities located in the bottom and left** of the graph. The red trend line shows an upward trend, **indicating that generally, as a reporting entity’s maturity increased, their conformance also tended to increase**. Thus, reporting entities with greater capacity to execute activities related to accessibility, such as testing or training, tended to have more conformant ICT products.

**Figure 4.** Scatter plot of reporting entity conformance vs. maturity values



11 Criteria are Q64, Q79, Q71, Q78, Q80 to Q85, and Q87 to Q92. Numerical values and weights were assigned as shown in [Table C2](#).

To conduct a more detailed analysis, we created brackets around the conformance and maturity indices. The brackets range from Very Low (index values ranging from 0-1) to Very High (index values ranging from 4-5) and are reflected in the gridlines as shown in Figure 4. The full breakdown of bracket value ranges is shown in Table 2.

The “heat map” table below depicts the total number of reporting entities that fell into each category. The cells become progressively darker blue as more reporting entities fall into the combination of maturity and conformance index brackets.

The combination of the maturity index and the conformance index can then be assessed as a reporting entity’s overall performance (referred to throughout this section as “category”). In the findings below, these categories are titled by the maturity index first (referred to throughout this section as “maturity”) and the conformance index (referred to throughout this section as “conformance”) second. For instance, for reporting entities that fell into the High-Low Overall performance category, their maturity fell into the “High” bracket, while their conformance fell into the “Low” bracket. As you can see, there are five such reporting entities that fell into this category. **The categories with the highest number of reporting entities are Low-Low (39 reporting entities) and Moderate-Low (37 reporting entities).** The categories with no reporting entities are Very Low-Very High, Very Low-Moderate, and Very High-Very High.

**Table 2.** Brackets and value range of maturity and conformance indices

Bracket	Value Range
Very High	>4 to 5
High	>3 to 4
Moderate	>2 to 3
Low	>1 to 2
Very Low	0 to 1

**Table 3.** Heat map of reporting entity count by maturity and conformance brackets

Maturity and Conformance Brackets	Very Low Maturity	Low Maturity	Moderate Maturity	High Maturity	Very High Maturity
Very High Conformance	0	2	6	9	0
High Conformance	2	3	8	5	3
Moderate Conformance	0	12	23	8	4
Low Conformance	4	39	37	5	1
Very Low Conformance	21	25	27	4	1

## Maturity Dimension Key Findings

### Dimensional Highlights

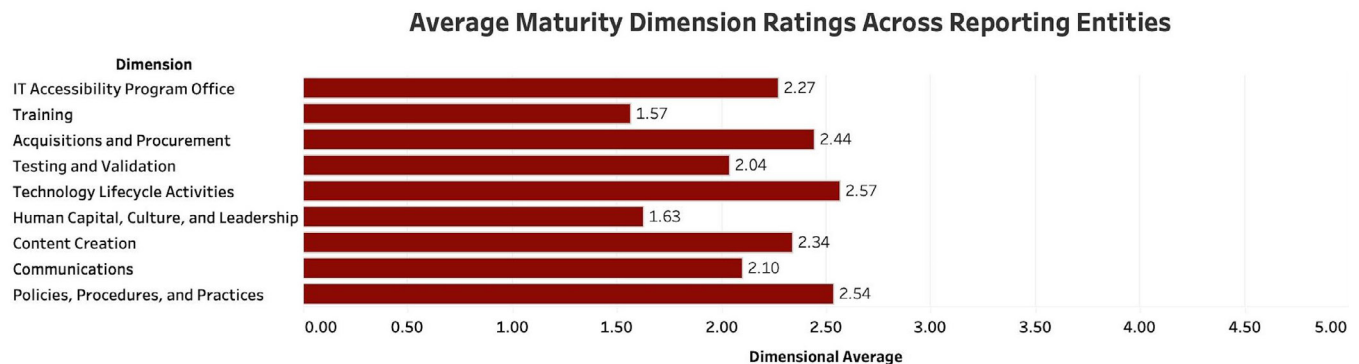
Maturity questions ranged from Q22 to Q61 (excepting Q27B). These questions are grouped into the following nine maturity dimensions: IT Accessibility Program Office; Policies, Procedures, and Standards; Communications; Content Creation; Human Capital, Culture, and Leadership; Technology Lifecycle Activities, Testing and Validation; Acquisition and Procurement; and Training. Below are the overall outcomes for governmentwide maturity:

- Highest Maturity Dimension Across Government: Technology Lifecycle Activities (Average of 2.57 out of 5). See Figure 5 below summarizing all averages.
- Second Highest Maturity Dimension: Policies, Procedures, and Standards (Average of 2.54 out of 5)
- Lowest Maturity Dimension: Training (Average of 1.57 out of 5)
- Second Lowest Maturity Dimension: Human Capital, Culture, and Leadership (Average of 1.63 out of 5)



The average of all respondent maturity scores (all dimensions, all reporting entities) was 2.17 out of 5.

**Figure 5.** Average maturity dimension ratings across all reporting entities

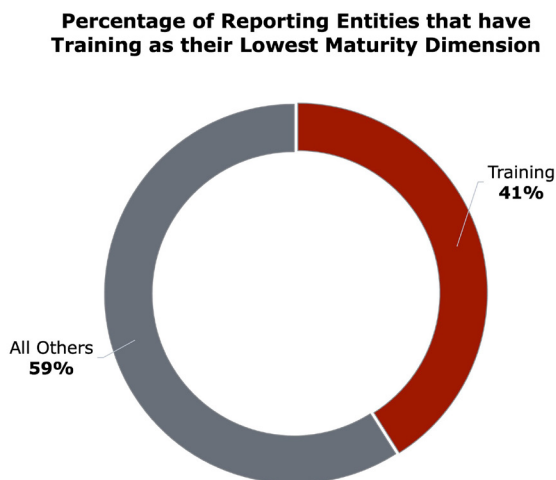


## Additional Statistics and Summary Chart

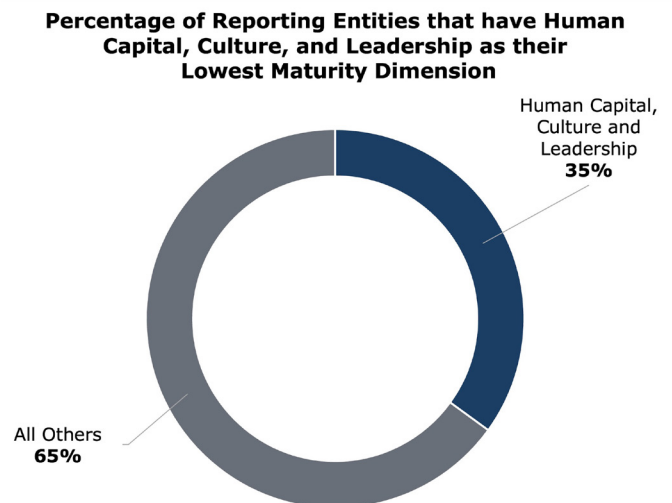
Some additional descriptive statistics around the maturity dimensions include:

- As depicted, 103 of the 249 reporting entities, or 41%, of reporting entities had Training as their lowest (or tied for lowest) maturity dimension, while 86 of 249 reporting entities, or about 35%, had Human Capital, Culture, and Leadership activities as their lowest maturity dimension.
- Of all respondents, 63 of 249, or about 25%, had Policies, Procedures, and Standards as their highest (or tied for their highest) dimension, while 51 of 249, or 20%, of reporting entities had Technology Lifecycle Activities as the highest maturity dimension.
- The average of dimensional high scores – regardless of which dimension – across all respondents was 3.67 out of 5.
- The average dimensional low scores – regardless of which dimension – across all dimensions was 0.88 out of 5.
- Reporting entity dimensional scores ranged from zero to five, meaning there were reporting entities that reported the top rating for every criteria within a dimension but also reporting entities that displayed the lowest maturity across all criteria within a certain dimension.
- Significant variance was also found for multiple reporting entities that had both a 5 for at least one dimension and a 0 for others; there were 10 such reporting entities.

**Figure 6.** Percentage of reporting entities with Training as their lowest maturity dimension (103 of 249 reporting entities)<sup>12</sup>

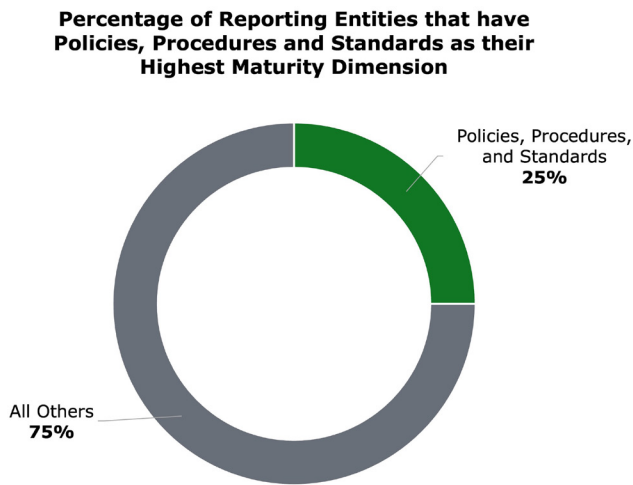


**Figure 7.** Percentage of reporting entities with Human Capital, Culture, and Leadership as their lowest maturity dimension (86 of 249 reporting entities)

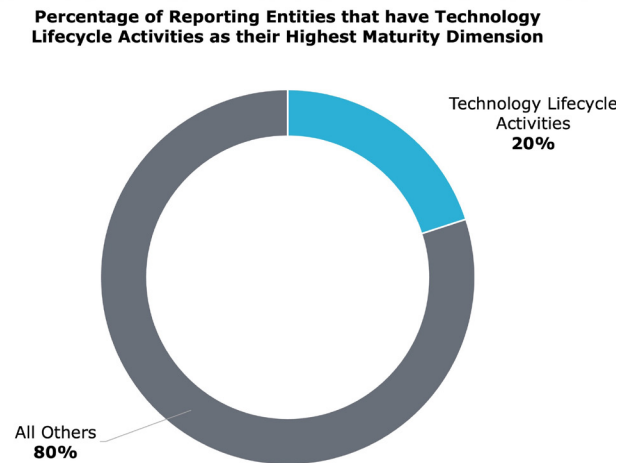


12 Or tied for lowest. This and the next three graphs are presented separately as there is some overlap where the dimensional scores were equivalent, creating duplicates of lowest and highest maturity dimensions, which if combined together would be misleading.

**Figure 8.** Percentage of reporting entities with Policies, Procedures, and Standards as their highest maturity dimension (63 of 249 reporting entities)



**Figure 9.** Percentage of reporting entities with Technology Lifecycle Activities as their highest maturity dimension (50 of 249 reporting entities)



## Conclusion

Although there is some range between the maturity dimensions (1.57 to 2.57), overall the maturity levels were low governmentwide (with an overall average of 2.17). This is evidenced by the top maturity dimension (Technology Lifecycle Activities) barely halfway up the 5-point scale. While some reporting entities are very mature in some areas, on the whole, every maturity dimension can be significantly improved. Furthermore, there were over 60 reporting entities that had dimensions with the lowest possible maturity score. This demonstrates that even minor improvements or assistance could make a significant positive impact for many reporting entities.

On average, even the highest and second highest maturity dimensions (Technology Lifecycle Activities and Policies, Procedures, and Standards) fall in the Moderate bracket, with both averages between two and three. Furthermore, the lowest and second lowest maturity dimensions (Training and Human Capital, Culture, and Leadership) avoid the Very Low bracket, with both averages between one and two. Thus, these findings show a narrow spread of averages related to maturity, all with a relatively low ceiling and a relatively high floor.



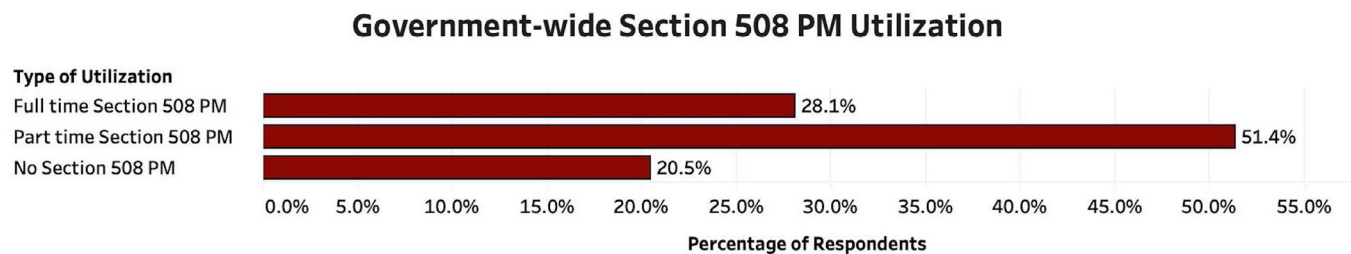
## Section 508 Program and Staff Analysis Summary

### Section 508 Program Managers (PM)

The majority of reporting entities (128 reporting entities or 51%) reported their Section 508 PM or equivalent worked part time, with a governmentwide average of part-time PMs dedicating eight hours per week to the Section 508 Program or equivalent.<sup>13</sup> As shown in Figure 10, 70 reporting entities (28%) reported having a full-time Section 508 PM dedicated to the reporting entity Section 508 Program, while 51 reporting entities (20%) reported having no Section 508 PM or equivalent.<sup>14</sup>

On average, Section 508 PMs across government spent 15.4 hours per week on Section 508.

**Figure 10.** Percentages of governmentwide Section 508 PM or equivalent utilization (Q3)



13 Throughout this Assessment, Section 508 PM and Section 508 Program are used; reporting entities may have an equivalent (same function but a different name). When Section 508 PM/program are used, we also account for reporting entity equivalents, whatever that may be.

14 Some reporting entities share a Section 508 PM across multiple reporting entities within a Department, leading to a part-time selection and less than full time hours noted. Conversely, some reporting entities noted duplication of Section 508 PM status/hours, leading to a possible overinflation of reporting for this question (Q3).

In addition, regression analysis showed that **the number of hours per week a Section 508 PM supported a Section 508 Program (Q3) predicted the status of the Section 508 Program (Q22)**. For every extra hour spent, the likelihood of a more mature Section 508 Program status increased by 0.048.<sup>15</sup> This shows the more time Section 508 PMs invest results in a higher maturity of the Section 508 Program. Similarly, **the number of hours per week a Section 508 PM supported a Section 508 Program (Q3) predicted the amount of resources and staffing within the Section 508 Program (Q26)**, highlighting the positive impact of increased dedication to Section 508 Program management on resource allocation within federal reporting entities. Every additional hour the Section 508 PM spent translated into a 0.023 governmentwide increase in resources and staffing.<sup>16</sup>

Table 4 depicts the average hours per week Section 508 PMs dedicate to their Section 508 Program by maturity bracket. This shows that as maturity increases, so does the average number of hours per week a Section 508 PM dedicates to the Section 508 Program; or vice versa, the more time a Section 508 PM dedicates to their Program, the more mature the Program is.

**Table 4.** Average Section 508 PM hours per week dedicated to their Section 508 Program by maturity bracket

<b>Maturity Bracket</b>	<b>Average Section 508 PM Hours Spent Per Week</b>
Very High	31 hours
High	26 hours
Moderate	19 hours
Low	10 hours
Very Low	3 hours

15 Regression 3 was illustrated by the equation  $Q22 = 0.95 + 0.048(Q3)$ . This relationship was highly statistically significant (\*\*\*), and Q3 explained 39% of the variation in Q22. Asterisks refer statistical significance at the following levels: \*\*\* 0.01 ≥ p-value; \*\* 0.05 ≥ p-value; \* 0.1 p-value > 0.05.

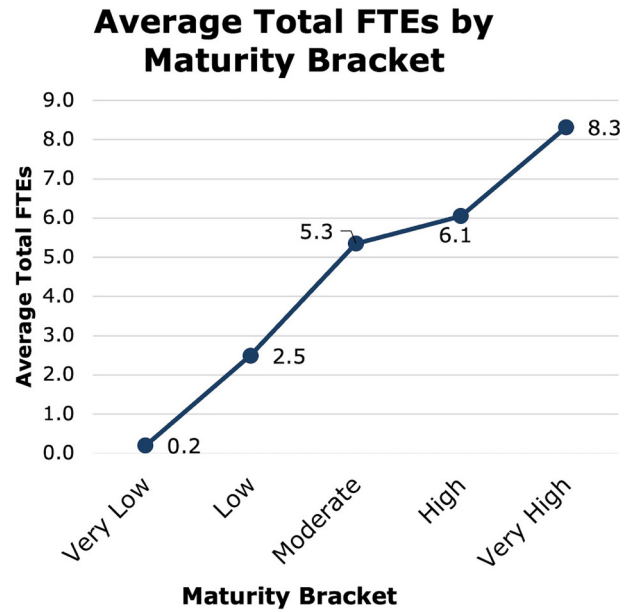
16 Regression 4 was illustrated by the equation  $Q26 = 0.97 + 0.023(Q3)$  represented this relationship, which was highly statistically significant (\*\*\*). Furthermore, Q3 could predict 11% of variation in Q26. Asterisks refer statistical significance at the following levels: \*\*\* 0.01 ≥ p-value; \*\* 0.05 ≥ p-value; \* 0.1 p-value > 0.05.

## Section 508 FTEs

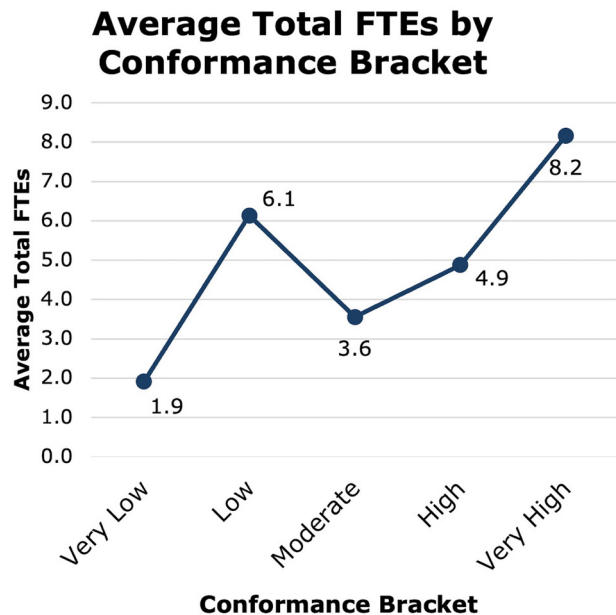
Varying levels of Section 508 Program resourcing were reported governmentwide. **Ninety-three (93) respondents (37%) reported less than 1 Section 508 FTE**, with **36 of those reporting entities reporting no Section 508 FTE**.<sup>17</sup> Governmentwide, the average number of Section 508 FTEs was reported at 4.3, comprising an average of 2.7 federal and 1.6 contractor Section 508 FTEs. Figure 11 below demonstrates the average of total Section 508 FTEs for all reporting entities that fell within each maturity bracket, regardless of their conformance bracket. **More mature reporting entities tended to have larger Section 508 Program support staff.**

In Figure 12, GSA determined the average of total Section 508 FTEs for all reporting entities that fell within each conformance bracket, regardless of their maturity bracket. As depicted, higher performing reporting entities tended to have larger Section 508 Program support staff. Similar to maturity, **the more resources a reporting entity has at their disposal, the higher ICT conformance they tend to have.**

**Figure 11.** Average total Section 508 FTEs by maturity bracket



**Figure 12.** Average total Section 508 FTEs by conformance bracket

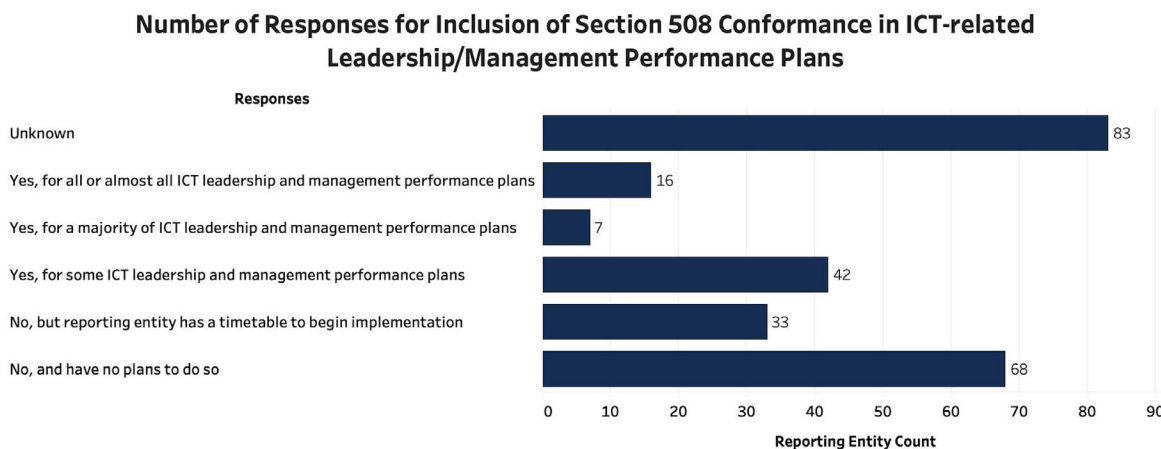


<sup>17</sup> FTEs include both federal and contractor staff directly supporting the reporting entity Section 508 Program.

The numbers above only factored in Section 508 FTEs directly supporting the reporting entity Section 508 Program. For some respondents, this data may have underrepresented the number of Section 508s FTEs throughout the reporting entity. For example, excluding developer and testing staff embedded in other programs or resources utilized from parent or component-level reporting entities. To balance this, several questions highlighted the following competencies of all reporting entity staff involved in ICT conformance:

- Only 65 respondents (26%) indicated they include Section 508 conformance in ICT-related leadership and management performance plans. Figure 13 below depicts the further breakdown of responses, noting that 68 reporting entities (27%) reported having no plans to do so, 33 reporting entities (13%) reported having a timetable to begin implementation, and 83 reporting entities (33%) did not know if Section 508 conformance was included in ICT-related leadership and management performance plans.
- 157 reporting entities (63%) responded that they **do not integrate ICT accessibility into professional development plans** for staff responsible for ensuring ICT conforms to Section 508 standards, with 84 of those reporting entities (34%) having no plans to do so and 73 reporting entities (29%) noting a plan to do so in the future.<sup>18</sup>
- 126 reporting entities (50%) responded that staff who are involved in technology development lifecycle activities either **sometimes or never have sufficient knowledge** and skill to ensure ICT is Section 508 conformant, with 17 reporting entities reporting they have no knowledgeable staff.
- 158 reporting entities (64%) said they had **no or only some development and testing professionals trained in Section 508 web testing**.

**Figure 13.** Response count for inclusion of Section 508 conformance in ICT-related leadership and management performance plans (Q39)



18 Reporting entity staff who are responsible for ensuring ICT is Section 508 conformant could be: Contracting Officers, Contracting Officers’ Representatives, Designers, Developers, Testers, IT Project Managers and leadership, Digital content managers, Communications professionals, Instructional designers, and/or Section 508 Program Managers.

Staff training emerged as a low scoring maturity dimension with **only 56 of reporting entities (22%) implementing mandatory Section 508 training for all employees**. Of those, a few reporting entities indicated that the required Section 508 awareness training was part of a one-time requirement while the majority of the reporting entities reported the training was required on a regular basis (e.g., annually).

A significant number of reporting entities **(114 reporting entities or 46%) reported that Section 508 training is not required for employees**. However, 79 reporting entities (32%) indicated the following roles for which Section 508 training was mandatory:

**Table 5.** Response count for employee roles and responsibilities for mandatory Section 508 Training

<b>Employee Role and Responsibility</b>	<b>Number of Reporting Entities Who Require Section 508 Training for Role</b>
Section 508 Program Managers	58 reporting entities (21%)
Web Content Managers	36 reporting entities (13%)
Developers	19 reporting entities (8%)
Contracting Officer’s Technical Representative (COTR)/ Contracting Officer’s Representative (COR)	18 reporting entities (7%)
Contracting Officers	17 reporting entities (7%)
Program Managers	11 reporting entities (4%)
IT Help Desk	9 reporting entities (3%)
Purchase Card Holders	7 reporting entities (3%)
Front Line Support Staff	6 reporting entities (2%)

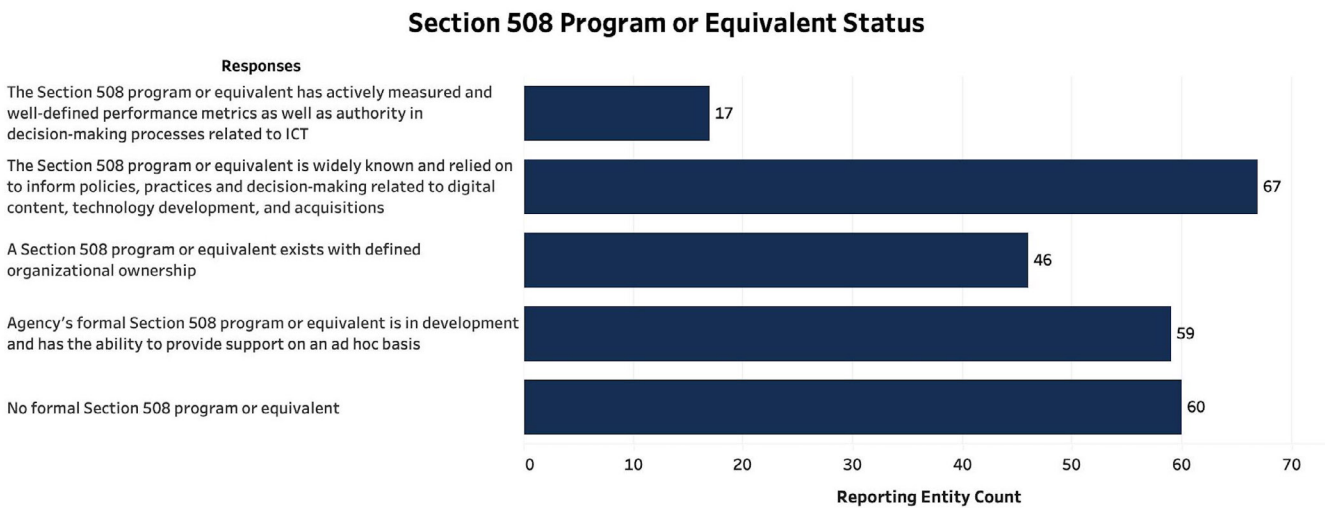
Additional Training dimension highlights include:

- 120 reporting entities (48%) reported offering an **optional Section 508 awareness training** that employees sometimes take, but generally on an ad-hoc basis.
- 150 reporting entities (60%) indicated they have **limited to no capacity to provide ICT accessibility-related training** for employees.
- 109 reporting entities (44%) **lack any Section 508 training plan** that defines training needs and training curriculum by ICT roles and responsibilities.
- 167 reporting entities (67%) reported their **level of employee training** on guidance, templates and tools used to create Section 508 conformant content ranges from **none to some** training, and generally on an ad hoc basis.

### Section 508 Program

Across government, the state of Section 508 Programs also varied. Similar to reporting entity staffing, almost half of respondents (119 reporting entities or 48%) said they have **no formal Section 508 Program or equivalent, or their formal Section 508 Program or equivalent is in development** (as shown in the bottom two bars in Figure 14).

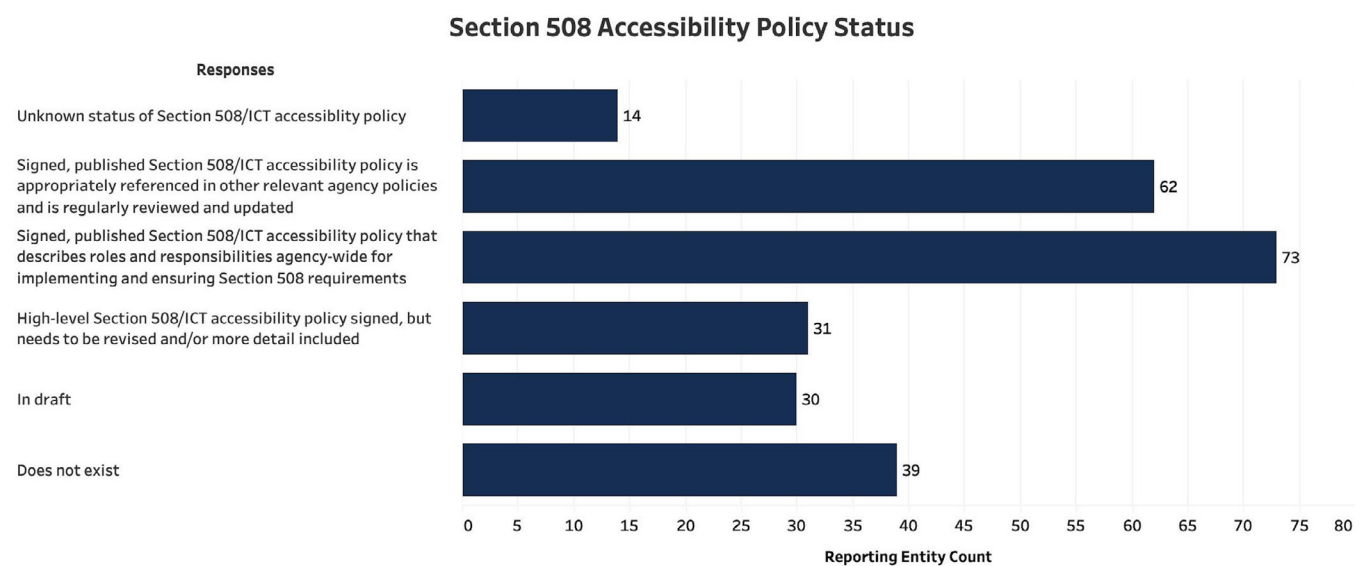
**Figure 14.** Response count for status of Section 508 Program or equivalent (Q22)



Almost **half of respondents (114 reporting entities or 46%)** reported that they do not have a **published, detailed Section 508 policy**. This is comprised of:

- 39 reporting entities (16%) who reported a policy does not exist.
- 30 reporting entities (12%) whose policy is in draft.
- 31 reporting entities (12%) who have a high-level Section 508/ICT accessibility policy signed but needs to be revised or more detail included.
- 14 reporting entities (6%) who did not know the status of their Section 508 policy.

**Figure 15.** Response count for status of Section 508/ICT accessibility policy (Q27)



Data also shows that there is **no correlation** with overall Section 508 performance and where the Section 508 program resides within the organization. The majority of the respondents (166 reporting entities or 67%) reported they reside within the CIO Office or equivalent, with the remaining respondents noting the following:

- 39 respondents selected Other, with several noting a location in communications
- 30 respondents selected not applicable because there is no established formal program or office to implement and comply with Section 508
- 5 respondents selected head of agency’s office or equivalent
- 4 respondents selected General Counsel
- 3 respondents selected Equal Employment Office or equivalent
- 2 respondents selected Human Resource / Human Capital Office or equivalent

## Conclusion

These findings underscore that resourcing for Section 508 Programs is lacking across government, including a dedicated and resourced Section 508 PM and sufficient staff to perform the work. Reporting entities largely do not mandate any Section 508 training for their employees, either as a one-time training or on a regular basis. They also lack sufficient resources to be able to offer ICT accessibility-related training to employees, including on guidance, templates and tools used to create Section 508 conformant content. Without knowledgeable senior staff to provide leadership and management, alongside appropriate staffing to perform the work, Section 508 compliance suffers.



## Accessibility Conformance Testing and Technology Lifecycle

The Assessment included questions regarding outcome-based results in order to gauge if policies, practices, and procedures – a dimension that received higher maturity governmentwide – translated into Section 508 conformant ICT. **The average conformance index value (for all reporting entities) was 1.79 (out of 5), or Low, emphasizing that inputs are not translating into conformant ICT.**

### ICT Testing Outlook

As expected, the majority of reporting entities used a combination of automated and manual tools for ICT testing. While not feasible to test all ICT manually, strategic employment of automated tools coupled with manual testing allows reporting entities to achieve a wide scope and targeted depth of testing.

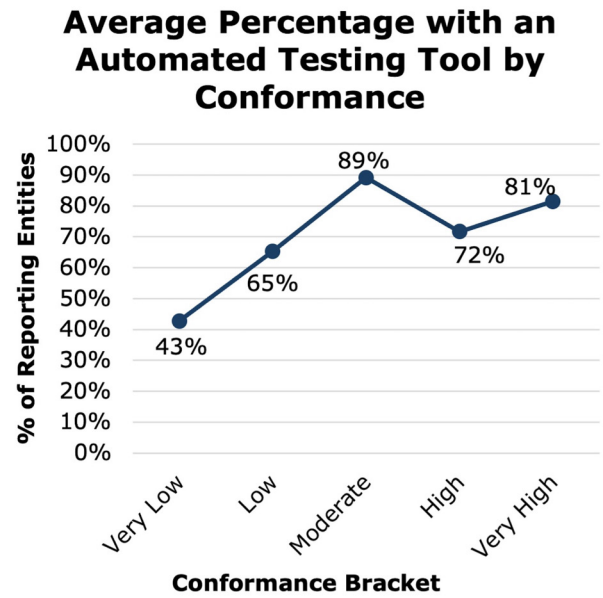
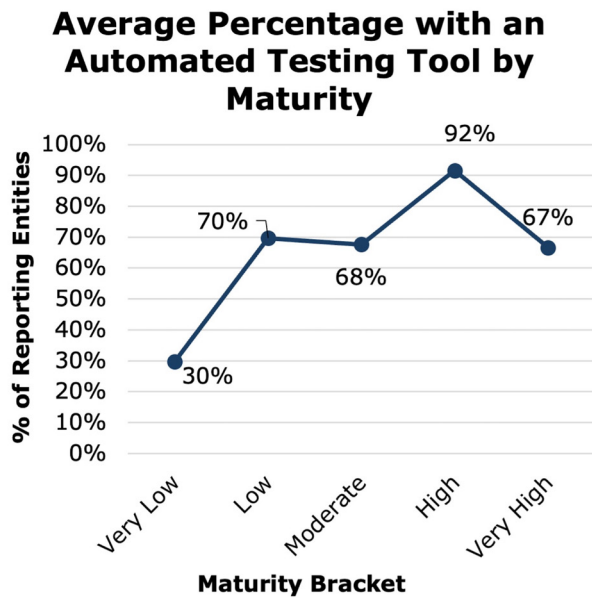
One question asked respondents what manual or hybrid testing methodology they used. 194 respondents reported using one or more of the manual or hybrid ICT accessibility test methodologies for web content shown in Table 6 below:

**Table 6.** Number of reporting entities using specified testing methodologies

Methodology	Number of Reporting Entities Using Specified Methodology (of the 194 Reporting Entities)
Manual Testing with Guided Developer Tools	119 reporting entities (61%)
Assistive Technology	94 reporting entities (48%)
Manual Code Inspection	79 reporting entities (41%)
Trusted Tester 5.x	75 reporting entities (39%)
Reporting Entity-Specific Test Methodology	56 reporting entities (29%)

Similarly, the **majority of respondents (153 reporting entities or 61%) reported using at least one automated accessibility testing tool** for comprehensive, large-scale monitoring of web content. Of those reporting entities, 103 (67%) responded that personnel who use the tool and interpret the results received training on the tool.

**Figures 16 and 17.** Average percentages of reporting entities with an automated testing tool by maturity and conformance brackets, respectively



In the preceding two figures, an average percentage of reporting entities that reportedly had automated testing tools was assessed across each bracket with respect to both maturity and conformance. That is, the percentages of each overall category with the same conformance bracket (i.e., Very Low-Very Low, Low Very Low or Moderate-Very Low) were calculated and then included in the chart.<sup>19</sup> Again, a similar trend was seen: **generally, the higher the conformance or maturity, the higher the percentage of reporting entities with automated testing tools.**

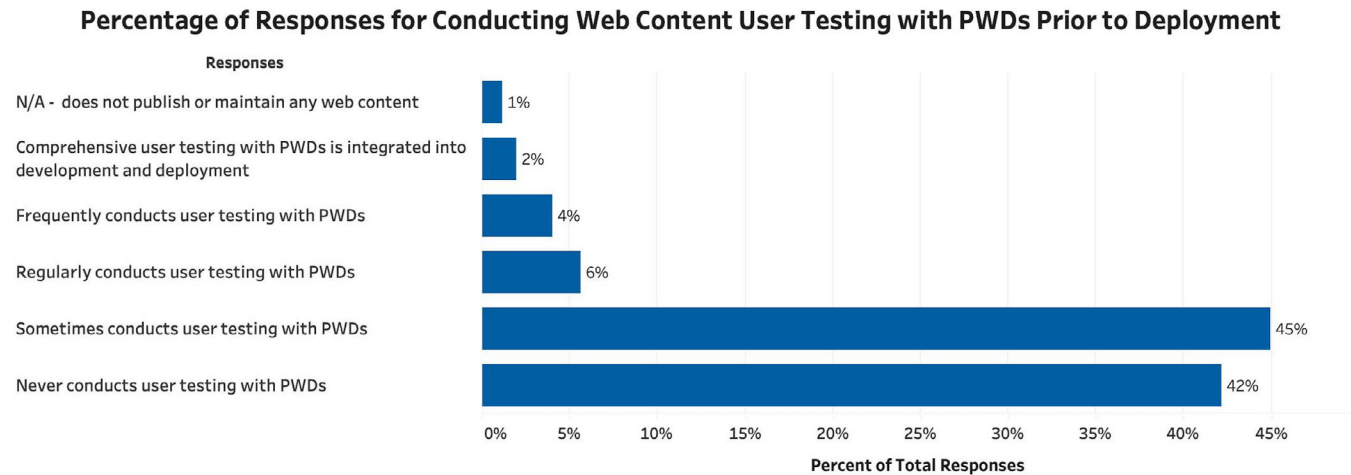


When asked how often reporting entities conduct comprehensive conformance validation testing for web content (internet and intranet) prior to deployment, almost half of all respondents (120 reporting entities or 48%) reported they **sometimes or never conduct comprehensive manual tests** on web content for Section 508 conformance. A similar percentage (113 reporting entities or 45%) reported they **sometimes or never conduct comprehensive automated tests** on web content for Section 508 conformance.

<sup>19</sup> Absolute values of reporting entities within each bracket (conformance or maturity) were also calculated, with similar results. That is, instead of averaging the percentage (%) of reporting entities with automated testing tools across overall categories with like conformance (or maturity brackets), the total number of reporting entities that reported having access to automated testing tools that fell into a conformance bracket (i.e. Very Low Conformance or Low Conformance) was divided by the total number of reporting entities that fell within that bracket. Again, similar trends were observed.

Additionally, when asked how often reporting entities conduct web content user testing with people with disabilities prior to deployment to address all applicable Section 508 standards, reporting entities overwhelmingly (217 respondents or 87%) reported they never or only sometimes conduct user testing with people with disabilities (see Figure 18 below.)

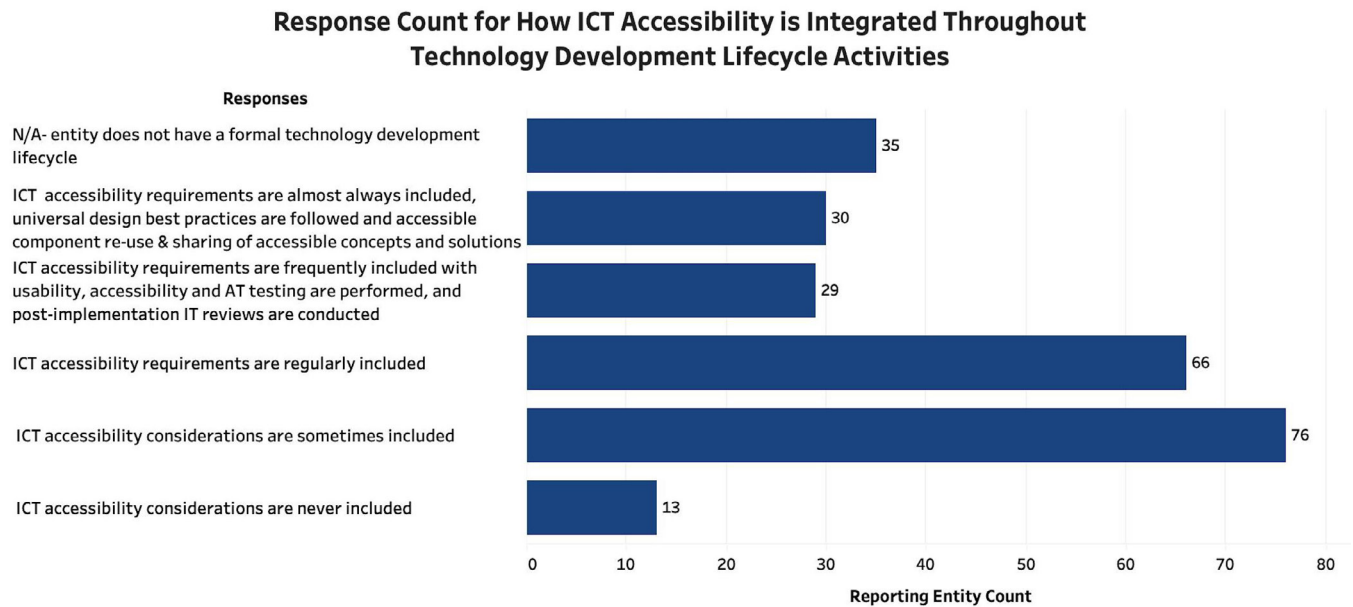
**Figure 18.** Percentage of responses for how often reporting entities conduct web content user testing with PWD prior to deployment (Q7)



Some reporting entities integrate accessibility throughout the technology lifecycle, which may have influenced lower results for comprehensive testing prior to deployment. To gauge the level of integration, the Assessment included a question asking the extent to which ICT accessibility is integrated throughout a reporting entity’s technology development lifecycle activities:

- Just **over half of reporting entities** (125 reporting entities or 51%) reported **ICT accessibility requirements are regularly, frequently, or almost always integrated throughout technology lifecycle activities**, leaving just under half of the reporting entities unsure of inclusion, never including, or including on an ad hoc basis.

**Figure 19.** Response count indicating the extent to which ICT accessibility is integrated throughout technology development lifecycle activities (Q45)



- About **half of all reporting entities** (131 reporting entities or 52%) also **reported that accessibility reviews are not or never formally integrated into the publication process**, with review generally ad hoc.
- **Half of all reporting entities reported they have a formal policy requiring inclusion of Section 508 requirements**, and regularly, frequently, or almost always include Section 508 requirements in ICT governance processes.<sup>20</sup>

The Assessment included several questions specifically related to electronic documents and communications and found:

- Just **over half of reporting entities** (142 reporting entities or 57%) reported they **regularly, frequently, or almost always test electronic documents before posting**, essentially reporting more bandwidth to perform more comprehensive electronic document testing than web testing.
- Approximately 44% of reporting entities reported they have formal processes to ensure formal communications (internal, external, and in response to an emergency) are Section 508 conformant and they regularly, frequently, or almost always follow these processes.

About half of all reporting entities integrate Section 508 into the technology lifecycle to varying degrees, and thus may not need robust testing prior to deployment. However, as [conformance metrics depicted at the beginning of Findings](#), processes are not robust enough governmentwide

<sup>20</sup> Governance processes include milestone reviews, publication and deployment decisions, and change control reviews.

to fully translate into highly conformant ICT outcomes. Future years will necessitate a deeper dive into reporting entity actions related to testing to help paint a more robust picture of Section 508 implementation throughout the technology lifecycle to help pinpoint successes and areas of improvement.



Taken together, while reporting entities reported having testing tools and testing methodologies, additional data points did not support full utilization for comprehensive testing, including integration into technology lifecycles and testing prior to deployment.

### Conformance Relationships: Regression Deep Dive

Through regression analysis, electronic document conformance emerged as a critical dependent variable. Regression 29 delved into a more complex analysis by examining the predictors of Section 508 conformance of electronic documents (Q80). It considered three independent variables: the status of the Section 508 Program (Q22), Section 508 Program resources and staffing (Q29), and Section 508 awareness training (Q59).<sup>21</sup> Most notably, it showed a positive association between the status of a Section 508 Program (Q22) and electronic document conformance (Q80). A one-point change in the status of Section 508 Program (Q22), significantly predicted a 0.11 change in electronic document conformance (Q80). In contrast, a positive one-point change in Section 508 awareness training (Q59) significantly predicted a -0.042 change in electronic document conformance (Q80). Despite our initial expectation that increased training efforts would correspond to fewer accessibility issues within electronic documents, the empirical findings indicated a more nuanced relationship. There may be a limit to how much training can help electronic document conformance or reporting entities with more conformance issues are the ones pushing for more awareness training. In this model, resources and staffing (Q29) was not a significant predictor of electronic document conformance (Q80).

21 Taken together, the independent variables yielded the regression equation  $Q80 = 0.084 + 0.11(Q22) + 0.015(Q29) - 0.042(Q59)$ . The overall relationship was highly statistically significant (\*\*\*), and independent variables (Q22, Q29, and Q59) could explain 12% of the differences in Q80. Both Q22 and Q59 significantly predicted Q80 (\*\*\* and \*\*, respectively). Asterisks refer statistical significance at the following levels: \*\*\*  $0.01 \geq p\text{-value}$ ; \*\*  $0.05 \geq p\text{-value}$ ; \*  $0.1 p\text{-value} > 0.05$ .

Regression 35 mirrored the structure of Regression 29, exchanging Section 508 awareness training (Q59) for ICT accessibility-related training (Q60) as independent variables.<sup>22</sup> Like Regression 29, it showed another positive association between Section 508 Program status (Q22) and electronic document conformance (Q80). In particular, a one-point change in the status of Section 508 Program (Q22), significantly predicted a 0.12 change in electronic document conformance (Q80). In contrast, a positive one-point change in ICT accessibility-related training (Q60) significantly predicted a -0.057 change in electronic document conformance (Q80). Like Section 508 awareness training (Q59) in Regression 29, ICT accessibility-related training (Q60) was negatively correlated with electronic document conformance (Q80), and we speculate Regression 29 and Regression 35 share underlying reasons for this negative correlation. Also in this model, resources and staffing (Q29) were not significant predictors of electronic document conformance (Q80).

Furthermore, equivalent regression analysis replacing electronic document conformance with intranet, public internet, and video conformance did not stand out as statistically meaningful. The reasons behind this difference remain uncertain. Improved data quality or year-to-year analysis may shed more light on this matter. For now, regression suggests electronic document conformance serves as a better indicator of Section 508 Program maturity.

Regression analysis investigated the relationships between reporting entity size, as provided by publicly available datasets from [Fedscope OPM](#), and Section 508 conformance of intranet web pages, public internet web pages, public electronic documents, and videos (Q64, Q71, Q78, Q79, Q80, Q81).<sup>23</sup> The results consistently showed reporting entity size, on its own, does not have a meaningful impact on ICT conformance. While size itself may not be a good indicator, reporting entities with a strong department-level or parent agency that offers resources to component reporting entities may lead to higher conformance. Additionally, reporting entities that have a parent-component dynamic have implications for size, and we expect the department as a whole is relatively large while components individually are much smaller. For FY23, the criteria did not include tailored questions to pinpoint reporting entities who utilize parent-agency level resources in order to determine any correlation. We intend to hone questions in FY24 to find correlations between parent and component reporting entities.

22 The regression equation  $Q80 = 0.093 + 0.12(Q22) + 0.022(Q29) - 0.057(Q60)$  resembled that for Regression 29. Again, the overall relationship was highly statistically significant (\*\*\*), and independent variables (Q22, Q29, and Q60) could explain 12% of the differences in Q80. Both Q22 and Q60 significantly predicted Q80 (\*\*\* and \*\*, respectively). Asterisks refer statistical significance at the following levels: \*\*\*  $0.01 \geq p\text{-value}$ ; \*\*  $0.05 \geq p\text{-value}$ ; \*  $0.1 p\text{-value} > 0.05$ .

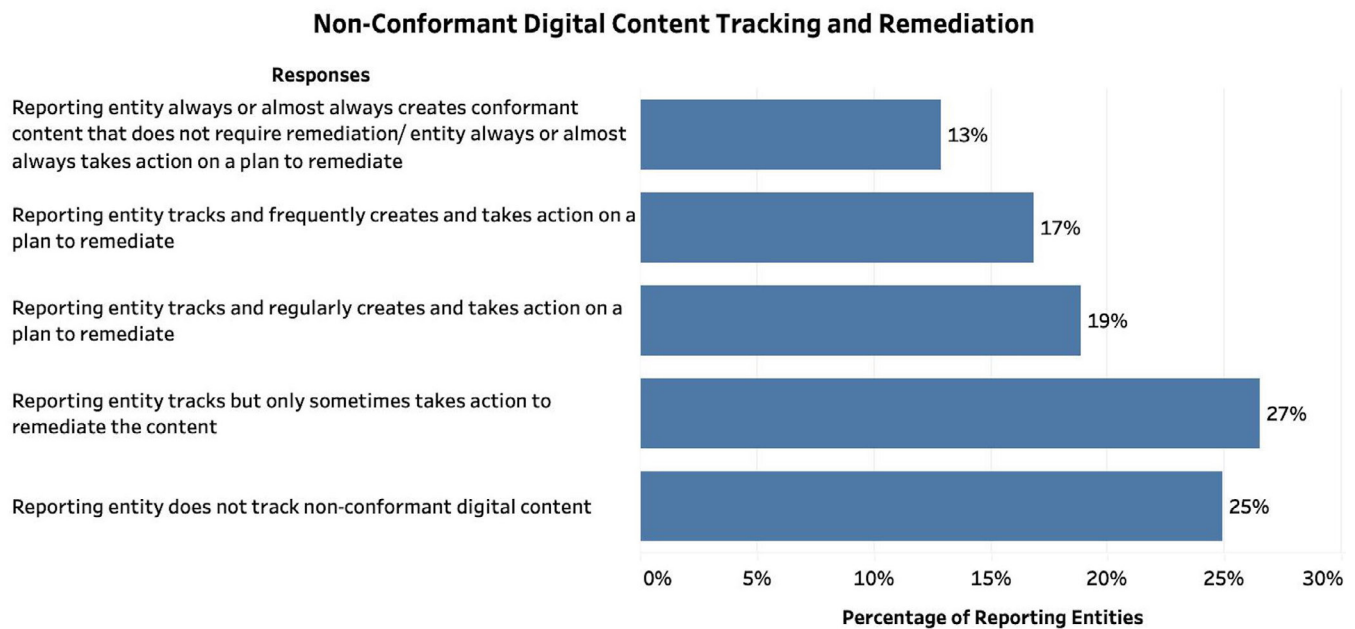
23 Regressions 37 to 42.

## Non-Conformance Tracking and Remediation

As demonstrated by low conformance, governmentwide, non-conformant ICT is prevalent. To understand how reporting entities track and prioritize remediation efforts, the Assessment included several questions surrounding the methodologies used and found that **most respondents did not report robust accessibility remediation tracking and prioritization processes:**

- Just over half of all respondents (128 reporting entities or 51%) reported they **do not track non-conformant digital content**, or they do track but **only sometimes take action to remediate**. Figure 20 shows a further breakdown of responses.
- 79 respondents (40%) who engage in technology lifecycle activities said they do not identify or prioritize risk of Section 508 non-conformant ICT throughout the technology development life cycle, or they only sometimes utilize a risk assessment.<sup>24</sup>
- Specifically related to web remediation, **120 reporting entities (48%)** said they **never remediate Section 508 conformance issues after deployment**, or they only **sometimes do so mostly** on an ad hoc basis.

**Figure 20.** Percentages of responses for how non-conformant digital content is tracked and remediated (Q36)



<sup>24</sup> 51 reporting entities (20%) noted they do not engage in technology lifecycle activities and were removed from the calculation of overall percentage.

## Conclusion

While reporting entities showed moderate maturity in Policies, Procedures, and Practices (government average of 2.54 out of 5), efficacy is lacking as conformance is relatively low at 1.79 out of 5. It may be that policies and procedures are not being thoroughly enforced or followed within reporting entities. Alternatively, if followed, reporting entities' policies and procedures may not be effective or specific enough to ensure Section 508 conformant ICT is produced. Additionally, although respondents reported integrating accessibility into Technology Lifecycle Activities, implementing test methodologies and processes, and testing large swaths of ICT, the ICT that is deployed typically has Section 508 defects.

While the reporting entities are testing ICT, they are not prioritizing remediation or following processes they already have in place. Some non-conformance issues may be possible to identify and overcome in the acquisitions and procurement process, for example by holding vendors and contractors accountable for producing Section 508 conformant ICT). Some defects may be platform related, such as when a small error in a template outside of a reporting entity's control can cause failures across all intranet pages. However, monitoring web content via automated tools should be coupled with a strategic manual testing and remediation plan to track, fix, and prevent the perpetuation of accessibility defects.

## Acquisition and Procurement

Including ICT accessibility requirements during procurement and ensuring that vendors are adhering to ICT contract requirements helps the government comply with Section 508 requirements for the ICT that it buys, builds, maintains or uses. **In general, respondents reported they are deficient in ensuring Section 508 compliance is included during the Acquisition phase.**

Of the 231 reporting entities who release solicitations, the majority of respondents who release solicitations (169 reporting entities or 73%) said ICT accessibility requirements are regularly, frequently, or almost always included in solicitations, with the remaining 25% of reporting entities noting ad hoc or no inclusion of ICT accessibility requirements.<sup>25</sup> However, of the 241 reporting entities who award contracts, the majority of respondents (127 reporting entities or 53%) said they are **inconsistent in verifying Section 508 conformance, often doing so on an ad hoc basis or not at all.**<sup>26</sup> Figure 21 depicts the full breakdown, with only 39 reporting entities (16%) almost always verifying contract deliverables prior to acceptance. Additionally, 140 reporting entities (63%) indicated their quality assurance activities do not or only sometimes include actions to address vendors and contractors who produce or deliver non-conformant ICT despite agreed-to contractual requirements to conform to Section 508 standards.<sup>27</sup> **This indicates a significant gap in ensuring**

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25 Eighteen (18) reporting entities reported they do not release solicitations.

26 Eight (8) reporting entities reported they do not award contracts.

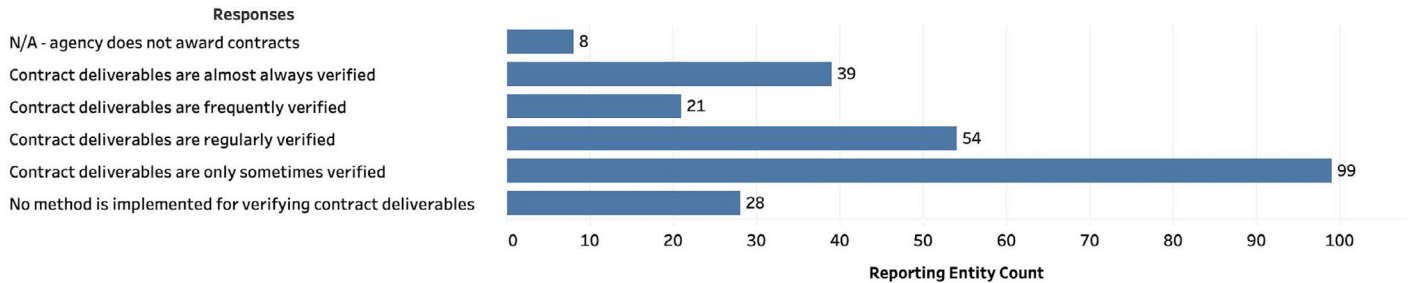
27 Twenty-seven (27) reporting entities reported they did not rely on contractor or vendor support for ICT and were removed from the percentage calculation.



**Section 508 compliance of contract deliverables prior to acceptance** despite the deliverables requiring Section 508 conformance.

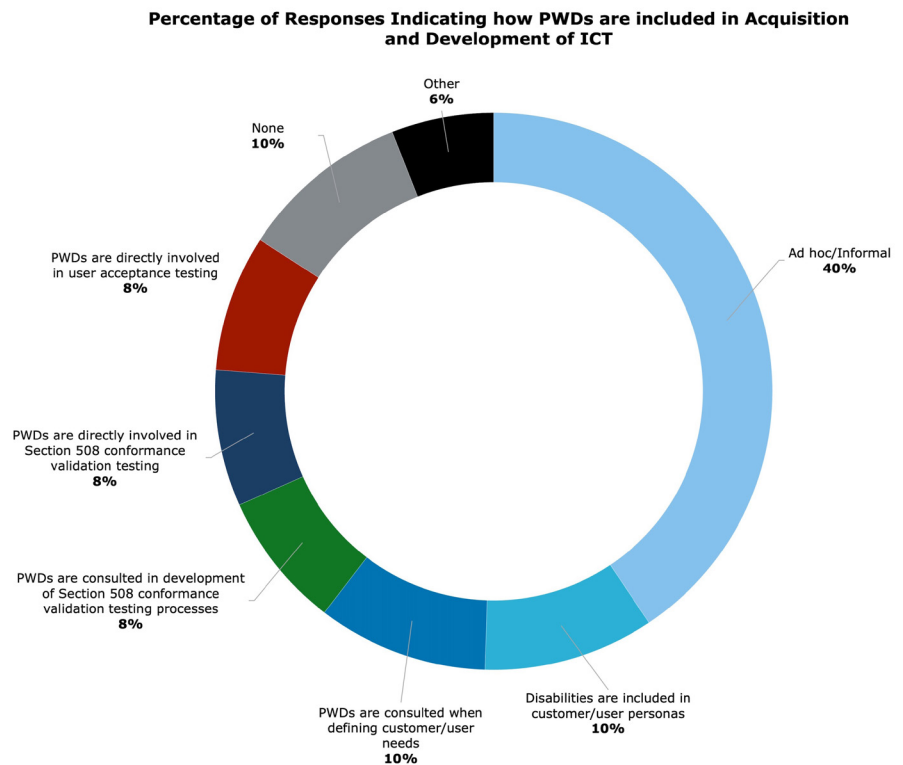
**Figure 21.** Response count of approaches to verifying contract deliverables that are required to be Section 508 conformant (Q55)

**Section 508 Conformance Contract Deliverables Verification**



Additionally, reporting entities include users with disabilities at varying levels within acquisition or development of ICT, including consulting and inclusion of the needs of individuals during the assessment or planning process. Respondents selected **all that applied** with regards to how each reporting entity consults with users with disabilities in acquisition or development of ICT. The responses were (also see Figure 22):

**Figure 22.** Percentages of responses indicating ways in which users with disabilities are included in acquisition and development of ICT (Q6)

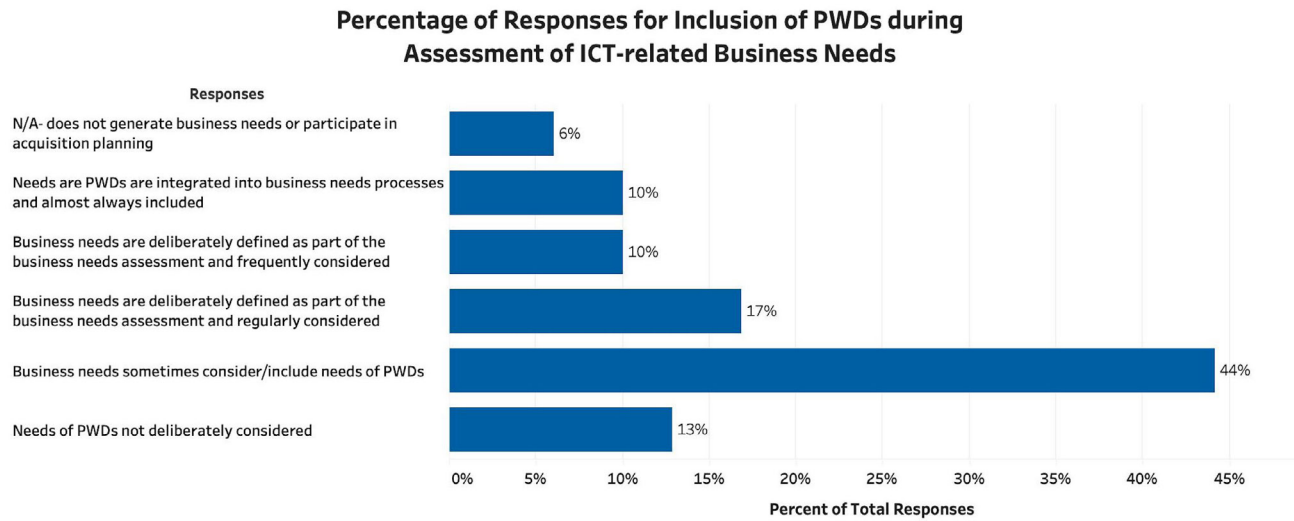


- 163 respondents (41%) selected Ad hoc/informal.
- 39 respondents (10%) selected disabilities are included in customer and user personas.
- 38 respondents (10%) selected individuals with disabilities are consulted when defining customer and user needs.
- 30 respondents (8%) selected individuals with disabilities are consulted in development of Section 508 conformance validation testing processes.
- 31 respondents (8%) selected individuals with disabilities are directly involved in Section 508 conformance validation testing.
- 31 respondents (8%) selected individuals with disabilities are directly involved in user acceptance testing.
- 41 respondents (10%) selected none.
- 23 respondents (6%) selected other.

When asked to indicate how the needs of individuals with disabilities are included during assessment of ICT-related business needs or equivalent acquisition planning process within reporting entities, the responses showed (see also Figure 23 below):

- 32 respondents (13%) selected the needs of individuals with disabilities are not deliberately considered when determining business needs in ICT acquisitions.
- 110 respondents (44%) selected business needs sometimes consider and include needs of individuals with disabilities but generally on an ad hoc basis (some consideration for user needs, some determination of applicable Section 508 standards, some determination of exception or exemption).
- 42 respondents (17%) selected the needs of individuals with disabilities are deliberately defined as part of the business needs assessment, or equivalent, and are regularly considered and included in ICT acquisitions.
- 25 respondents (10%) selected the needs of individuals with disabilities are deliberately defined as part of the business needs assessment, or equivalent, and are frequently considered and included.
- 25 respondents (10%) selected the needs of individuals with disabilities are integrated into business needs processes, or equivalent, almost always included, and feedback loops are established for continuous refinement.
- 15 respondents (6%) selected N/A - does not generate business needs or participate in acquisition planning processes or equivalent.

**Figure 23.** Percentage of responses for inclusion of PWD during the assessment of ICT-related business needs or equivalent acquisition planning process (Q56)



Additional Acquisitions and Procurement highlights include:

- With respect to how reporting entities that award contracts address Section 508 in the technical evaluation of proposals related to ICT services and products, 127 reporting entities (54%)<sup>28</sup> reported Section 508 conformance is only sometimes – generally ad hoc – or never included.
- Only 26 reporting entities (11% of reporting entities who procure ICT products<sup>29</sup>) reported that sufficient Section 508 conformance information is almost always obtained for all products, a formal review is almost always used to select the most Section 508 conformant ICT that meets business needs, and market research outputs and processes are regularly reviewed for improvement. **50% of reporting entities who procure ICT products reported Section 508 conformance is sometimes or never included in market research.**
- Of reporting entities engaged in ICT acquisitions, 157 respondents (69%) reported they sometimes or never identify and prioritize risk of Section 508 non-conformant ICT throughout the acquisition lifecycle.<sup>30</sup>

28 Thirteen (13) reporting entities reported they do not award contracts.

29 Nineteen (19) reporting entities reported they did or did not procure ICT products.

30 Twenty-three (23) reporting entities reported they are not engaged in ICT acquisitions.

- Of the reporting entities that release solicitations, 53% (109 reporting entities) said they did not know what percentage of the last 10 solicitations released within the reporting period to procure ICT and services to produce ICT included all applicable Section 508 requirements.<sup>31</sup> This could have been due to lack of insight into the acquisition side of the reporting entity, lack of awareness as to where to find the necessary documentation, lack of resources, or other reasons. But **this largely suggests that reporting entities' processes to include ICT accessibility requirements in their solicitations are not being put into practice effectively.** Of the 97 reporting entities that reported knowing the percentage, **72 reporting entities reported between 81%-100% of their solicitations included all applicable Section 508 requirements,** with an overwhelming majority reporting 100% conformance (66 reporting entities).

### Exceptions

Three Section 508 exceptions require documentation, including a plan to ensure individuals with disabilities can access and use ICT by an alternative means that meets their needs: Fundamental Alteration [36 CFR 1194 E202.6], Undue Burden [36 CFR 1194 E202.6], and Best Meets [36 CFR 1194 E202.7]. GSA asked reporting entities the total number of each of these authorized exceptions within the reporting period. The results showed a lack of internal policies, processes and procedures which resulted in roughly 40% of reporting entities who did not know the number of authorized exceptions approved during the reporting period. Specifically:

- 102 reporting entities (41%) did not know how many Fundamental Alteration exceptions were authorized. Of the 147 reporting entities who knew the number authorized, they reported an average of 19 Fundamental Alteration exceptions. The reported authorized exceptions ranged from 0 to 2,674, with the highest reported number heavily skewing the average.
- 96 reporting entities (39%) didn't know how many Undue Burden exceptions were authorized. Of the 153 reporting entities who knew the number of these exceptions that were authorized, they reported an average of 0.13 Undue Burden authorizations per respondent. The reported authorized exceptions ranged from 0 to 8.
- 103 reporting entities (41%) did not know how many Best Meets exceptions were authorized. Of the 146 reporting entities who knew the number authorized, the average of Best Meets was 19 exceptions per respondent. The reported authorized exceptions ranged from 0 to 1,000, with the highest reported numbers heavily skewing the average.

Given that a large percentage of commercially available ICT does not fully conform to Section 508 but is still regularly procured, we anticipate Best Meets authorizations are used frequently in procurement. However, we do not have enough data to know if exceptions are accurately authorized or if the current data suggests an underreporting or underutilization of exceptions. Data shows that

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<sup>31</sup> Forty-three (43) reporting entities reported they did not release ICT solicitations and were removed from the percentage calculation.

approximately 40% of all respondents did not know the number of exceptions authorized in the reporting period, which predominantly highlights a lack of tracking. More tailored recommendations require additional information for reporting entities to improve exceptions authorizations and documentation.

## **Conclusion**

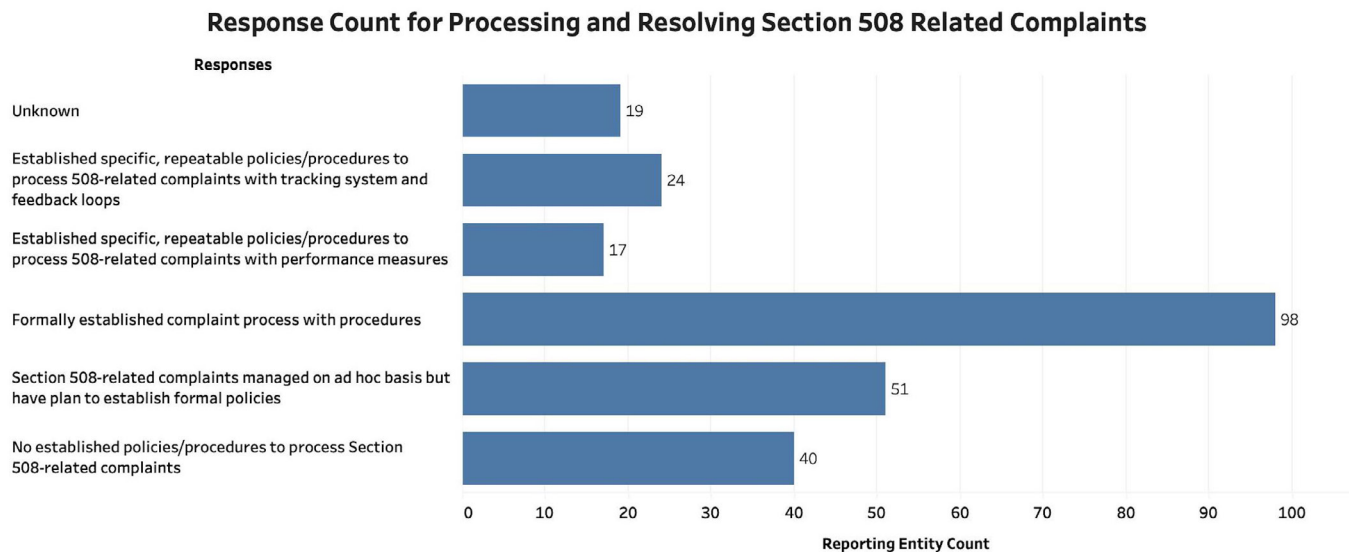
While some reporting entities have successfully included Section 508 into acquisitions, the data suggests a lack of consistency in ensuring sufficient Section 508 language is included in solicitations. Accessibility is not prioritized as a technical evaluation factor, and contractors are not held accountable for delivering Section 508 conformant ICT before acceptance. This may open up reporting entities to unnecessary risk in the solicitation and acquisition process and prevent users with disabilities from using ICT. Additional oversight in acquisitions will likely have downstream implications for ensuring proper procurement and implementation of conformant ICT. Users with disabilities are not frequently consulted in the acquisition or development process and informally or never deliberately included during the assessment of ICT-related business needs or equivalent acquisition planning processes. Lastly, the lack of internal policies, processes and procedures led to a large number of reporting entities who did not know the number of authorized exceptions.

## Complaints

Procuring and using non-conformant ICT can expose reporting entities to Section 508-related complaints.

The majority of reporting entities (131 reporting entities or 53% ) reported providing instructions about how the public and employees can file complaints related to Section 508. Conversely, as depicted in Figure 24, 110 reporting entities (44%) said they lack formal, written policies and procedures for processing and resolving complaints filed in relation to Section 508 non-conformance issues. This breaks down to 40 reporting entities (16%) that have no established policies, procedures, or processes, 51 reporting entities (20%) that manage Section 508-related complaints only on an ad hoc basis but have a plan to establish formal policies and procedures, and 19 reporting entities (8%) that did not know the status of a policy, procedure or process for handling Section 508 complaints.

**Figure 24.** Response count indicating formal, written policies and procedures for processing and resolving complaints filed in relation to Section 508 non-conformance issues (Q29)



Furthermore, 100 reporting entities (40%) reported they did not know the total number of Section 508 non-compliance-related complaints received within the reporting period, while 149 reporting entities (60%) reported a known number of complaints ranging from 0 to 66. Of the reporting entities that reported knowing the number of complaints, only 31 reporting entities (21%) reported a number greater than 0.

Of the Section 508 compliance-related complaints that were successfully addressed, resolved, or adjudicated by the reporting entity within the reporting period, results indicate that the majority of complaints were resolved, with 17 respondents reporting 100% resolution. In addition, 10 reporting entities resolved between 20% and 92% of complaints, while four resolved none.

## **Conclusion**

While the majority of reporting entities (53%) provide instructions regarding how the public and employees can file complaints related to Section 508, 44% of respondents lack formal written policies, processes and procedures for processing and resolving complaints. This resulted in a large number of reporting entities (40%) that could not determine how many complaints were received over the one-year reporting period. A formalized process, with appropriate stakeholder engagement within each reporting entity, would likely help increase transparency, accountability, and complaint resolution and would also lead to better data collection in future years.

## Overall Performance Category Findings and Recommendations (For Each Maturity - Conformance Category)

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As discussed above, this Assessment groups reporting entities into categories that are a combination of their business function maturity and their operational conformance, with both ranging on 5-point Likert-like scales from Very Low to Very High. The combination of these two factors, each with 5-point scales, produces 25 individual overall performance categories where reporting entities fall based on their maturity and conformance responses. For instance, if a reporting entity's responses produce a maturity index rating of 1.88 (Low) and an operational conformance index rating of 3.57 (High), then their overall performance category would be "Low Maturity - High Conformance." We grouped reporting entities into overall categories based on their responses to the Assessment. Then, we conducted analysis for each overall performance category to determine group descriptive statistics (i.e., how many answered a question in a certain way) and maturity and conformance outcomes within the category. The sections below provide analysis highlights within each overall category as well as targeted recommendations that overwhelmingly apply to reporting entities within the category.

Below are the results from all 25 overall performance categories for this Assessment that encompass all 249 respondents.

### Very Low Maturity - Very Low Conformance

- Reporting Entity Count: 21
- Lowest Maturity Dimension: Training (average score: 0.24)
- Second Lowest Maturity Dimension: Human Capital, Culture, and Leadership (average score: 0.33)
- Highest Maturity Dimension: Technology Lifecycle Activities (average score: 1.76)
- Second Highest Maturity Dimension: Acquisitions and Procurement (average score: 1.02)
- Average Maturity Score: 0.68
- Average Conformance Score: 0.49

### Highlighted Category Statistics:

- Only 7 of 21 of reporting entities (33%) indicated that employees knowledgeable in accessibility are not at all included in the technology development lifecycle.
- Only 3 of 21 of reporting entities (15%) said their employees had any training whatsoever on guidance, templates and tools to create Section 508 conformant content.
- 11 of 21 reporting entities (52%) indicated that they had a public feedback mechanism for Section 508 concerns. The rest did not have one (6) or responded Unknown (4).



- 19 of the 21 reporting entities in this category (90%) said they did not have resources to test their videos for Section 508 conformance. The other two tested the requested 5 videos.

### Overall Recommendations:

Reporting entities that fall into the Very Low Maturity - Very Low Conformance category need to improve in multiple areas across maturity and conformance. A more specific focus on training will likely have added benefits beyond simply improving their training maturity. Additionally, providing or linking to training and content creation resources for content, such as [Training on Section508.gov](#) or [Create on Section508.gov](#), could pay dividends moving forward. Furthermore, GSA also recommends providing additional resources particularly to test digital content for conformance.

### Very Low Maturity - Low Conformance

- Reporting Entity Count: 4
- Lowest Maturity Dimension: Training (average score: 0)
- Second Lowest Maturity Dimension: Content Creation; Testing (average score: 0.31)
- Highest Maturity Dimension: Acquisitions and Procurement; Policies, Procedures, and Practices (average score: 1.25)
- Second Highest Maturity Dimension: Technology Lifecycle Activities (average score: 0.86)
- Average Maturity Score: 0.69
- Average Conformance Score: 1.27

### Highlighted Category Statistics:

- 1 of 4 of reporting entities (25%) in this category said their IT Accessibility policy was not complete or in draft form.
- No reporting entities in this category said they distribute communications around Section 508 requirements.
- All reporting entities in this category said they did not have any development or testing of professionals trained in Section 508 web testing.
- Two reporting entities that have intranet sites do not test for conformance and only half of the reporting entities test their internet pages.
- All reporting entities reported that they did not have resources to test documents and only one (25%) said they had the resources to test videos.

### Overall Recommendations:

Reporting entities in the Very Low-Low should consider hiring or training individuals so they have sufficient Section 508 web testing capabilities. Additionally, as all reporting entities in this category selected the lowest choice for each criteria in the training section, GSA recommends a concerted effort to improve training capabilities and coverage. Furthermore, the overall conformance testing for those in this category was low, GSA also recommends allocating trained resources to test for conformance.

### Very Low Maturity - Moderate Conformance

No reporting entities fell into this category.

### Very Low Maturity - High Conformance

- Reporting Entity Count: 2
- Lowest Maturity Dimension: Training (average score: 0)
- Second Lowest Maturity Dimension: Testing (average score: 0.10)
- Highest Maturity Dimension: Human Capital, Culture, and Leadership (average score: 1.56)
- Second Highest Maturity Dimension: Policies, Procedures and Practices (average score: 1.09)
- Average Maturity Score: 0.58
- Average Conformance Score: 3.25

### Highlighted Category Statistics:

- One reporting entity said escalation of vendor noncompliance occurs sometimes on an ad hoc basis, otherwise both reporting entities in this bracket chose the lowest response for all other technology lifecycle questions.
- One reporting entity said they sometimes conduct comprehensive manual tests on web content for Section 508 conformance, and both reporting entities in this bracket chose the lowest response for all other testing maturity questions.
- Though testing maturity was low, 90-100% of their web pages and electronic documents tested were reported as fully conformant; therefore maturity was low, but testing was high.

### Overall Recommendations:

Reporting entities within the Very Low Maturity - High Conformance category should consider investing in their testing program because these results may not be sustainable, and it would improve accessibility maturity in their technology lifecycle activities. Additionally, since all of the reporting entities in this category selected the lowest choice for each criteria in the training section, we recommend they make a concerted effort to improve training capabilities and coverage.

### Very Low Maturity - Very High Conformance

No reporting entities fell into this category.

### Low Maturity - Very Low Conformance

- Reporting Entity Count: 25
- Lowest Maturity Dimension: Training (average score: 0.84)
- Second Lowest Maturity Dimension: Human Capital, Culture, and Leadership (average score: 1.00)
- Highest Maturity Dimension: Technology Lifecycle Activities (average score: 2.41)
- Second Highest Maturity Dimension: Acquisitions and Procurement (average score: 2.30)
- Average Maturity Score: 1.48
- Average Conformance Score: 0.62

### Highlighted Category Statistics:

- 92% of reporting entities in this category sometimes include accessibility requirements in acquisitions, while only 2 of 25 reporting entities (8%) rarely or do not include accessibility requirements in acquisitions.
- Only 1 of 25 (4%) of reporting entities in this bracket said Section 508 requirements are rarely or never included as a technical evaluation factor in acquisitions, while 96% said these requirements are sometimes included.
- Only 1 out of 25 of reporting entities (4%) said they test intranet pages while over 50% do not monitor internet pages.
- Almost all reporting entities said they did not have resources to test the web pages, electronic documents, and videos requested in the conformance section of the Assessment.
- 7 of 25 of reporting entities (28%) said they did not have a website accessibility statement on their site.

## Overall Recommendations:

Reporting entities in the Low-Very Low category performed relatively well with respect to the Acquisitions and Procurement and the Technology Lifecycle Activities maturity dimensions. Reporting entities can still improve in these areas but are best served focusing on training and human capital considerations in order to improve overall performance with maturity. Given their conformance responses, GSA recommends investing in qualified testing support to improve overall performance.

## Low Maturity - Low Conformance

- Reporting Entities Count: 39
- Lowest Maturity Dimension: Training (average score: 0.80)
- Second Lowest Maturity Dimension: Human Capital, Culture, and Leadership (average score: 1.04)
- Highest Maturity Dimension: Policies, Procedures and Practices (average score: 2.20)
- Second Highest Maturity Dimension: Technology Lifecycle Activities (average score: 2.14)
- Average Maturity Score: 1.60
- Average Conformance Score: 1.47

## Highlighted Category Statistics:

- 35 of 39 of entities in this category (about 90%) reported that Section 508 requirements are sometimes included in solicitations, while only 10% said they are rarely or never included.
- Only 3 of 39 (8%) reporting entities have a Section 508 training plan that identifies training needs and training curriculum for some ICT roles and responsibilities. The other 92% either have a general non-targeted Section 508 training plan or no formal plan at all.
- About a third of the reporting entities indicated they test for intranet overall, and a majority said they did not have resources to test the web pages, electronic documents, and videos requested in the conformance section of the Assessment. For example, 28 of 39 (approximately 72%) said they did not have the resources to test documents.

## Overall Recommendations:

Overall, reporting entities that fall into the Low-Low category have relatively low maturity levels across all dimensions. However, no one dimension stands out as either significantly high or low with respect to the others. Reporting entities in this category should push for incremental changes in all accessibility maturity areas to ensure improved reporting entity overall performance. Furthermore, varying degrees of conformance and ability to test for conformance suggests additional resourcing and incremental improvements in testing capabilities are also necessary to improve overall performance for those in this category.

## Low Maturity - Moderate Conformance

- Reporting Entities Count: 12
- Lowest Maturity Dimension: Human Capital, Culture, and Leadership (average score: 0.65)
- Second Lowest Maturity Dimension: Training (average score: 1.17)
- Highest Maturity Dimension: Technology Lifecycle Activities (average score: 2.40)
- Second Highest Maturity Dimension: Acquisitions and Procurement (average score: 2.36)
- Average Maturity Score: 1.67
- Average Conformance Score: 2.46

### Highlighted Category Statistics:

- Only one of the reporting entities in this bracket (8%) has a plan or timetable for including Section 508 conformance metrics in ICT-related leadership and management performance plans. All other reporting entities in this bracket (92%) do not and have no plans for including these metrics in performance plans.
- Half of the reporting entities in this bracket sometimes distribute ICT accessibility-related communications, typically in an ad hoc manner, while the other half do not distribute ICT accessibility-related communications.
- Only 4 reporting entities (33%) reported full conformance of documents.
- 6 reporting entities (50%) said they widely test internet web pages and reported 90% or greater conformance.

### Overall Recommendations:

Reporting entities in the Low-Moderate category underperformed in the Human Capital, Culture, and Leadership dimension compared to others at the same maturity level. Focusing on these considerations and training efforts may improve maturity and overall performance. Also, since a majority of reporting entities responded “unknown” to the product-related accessibility questions (i.e., conformance of Time and Attendance system), these entities should increase their communication and transparency across various lines of business.

## Low Maturity - High Conformance

- Reporting Entities Count: 3
- Lowest Maturity Dimension: Human Capital, Culture, and Leadership (average score: 1.04)
- Second Lowest Maturity Dimension: Communications (average score: 1.35)
- Highest Maturity Dimension: Technology Lifecycle Activities (average score: 2.71)
- Second Highest Maturity Dimension: IT Accessibility Program Office (average score: 2.67)
- Average Maturity Score: 1.94
- Average Conformance Score: 3.37

### Highlighted Category Statistics:

- 2 of 3 reporting entities in this bracket (67%) said their Section 508 PM or equivalent possesses expertise in the field of ICT accessibility, while one respondent has a defined Section 508 role, the employee does not yet have the necessary specialized accessibility training required.
- All reporting entities in this bracket said they only sometimes distribute formal communications about ICT accessibility, and communications are typically ad hoc.
- Of the top 10 internet pages tested, 2 of the 3 respondents (67%) reported 50% or less conformance.

### Overall Recommendations:

Reporting entities in the Low-High category had several maturity dimensions higher than their peers (of similar maturity), and some other relatively lower scores, including acquisitions and procurement. Reporting entities should focus on improving accessibility communications, training, acquisitions and procurement, and human capital considerations to improve overall performance.

## Low Maturity - Very High Conformance

- Reporting Entity Count: 2
- Lowest Maturity Dimension: Training (average score: 0.47)
- Second Lowest Maturity Dimension: Communications (average score: 0.63)
- Highest Maturity Dimension: Testing and Validation (average score: 3.02)
- Second Highest Maturity Dimension: Acquisitions and Procurement (average score: 2.50)
- Average Maturity Score: 1.61
- Average Conformance Score: 4.12

### Highlighted Category Statistics:

- Both reporting entities in this category indicated they do not have a formal position or duties assigned to perform the role of a Section 508 PM.
- Both reporting entities in this category said Section 508 conformance is regularly included as a technical evaluation factor in solicitations.
- Both reporting entities in this category do not have a Section 508 training plan or the capacity to provide Section 508 training at all (Q58 and Q60).

### Overall Recommendations:

Reporting entities in this Low-Very High category had a few standout dimensions with a few below-expected scores. Reporting entities in this category should look to improve their accessibility communications processes. Additionally, although their actual conformance scores were relatively high, their testing maturity was relatively low. We also recommend they invest in their testing infrastructure and processes to ensure repeatability of conformance testing, robustness of testing processes, and overall Section 508 conformance.

### Moderate Maturity - Very Low Conformance

- Reporting Entity Count: 27
- Lowest Maturity Dimension: Testing and Validation (average score: 1.31)
- Second Lowest Maturity Dimension: Human Capital, Culture, and Leadership (average score: 1.70)
- Highest Maturity Dimension: Policies, Procedures and Practices (average score: 3.16)
- Second Highest Maturity Dimension: Acquisitions and Procurement (average score: 3.05)
- Average Maturity Score: 2.41
- Average Conformance Score: 0.80

### Highlighted Category Statistics:

- 14 of 27 reporting entities in this bracket (52%) indicated they require annual Section 508 awareness training on a regular basis, and feedback loops are established to refine and update training content regularly.
- Only 3 of 27 of reporting entities (11%) said ICT accessibility is not included in any policies or directives. The other 89% include accessibility language to some degree with 7 of 27 of reporting entities (26%) who include consideration for ICT accessibility in their policy or directive creation, review, and management process.

- All reporting entities in this category reported they had at least some process to ensure formal communications are Section 508 conformant with 18 of 27 (67%) indicating they regularly or frequently do so.
- 22 of 37 reporting entities (59%) said they did not manually test any internet pages.
- 13 of 35 reporting entities who tested (37%) indicated they had 50% or less conformance for all of the web pages they tested during the reporting period.

### Overall Recommendations:

Reporting entities in the Moderate-Very Low category are more mature than the trend in several areas including Training, Acquisitions and Procurement, and Communications. Reporting entities in this category should focus on improving accessibility testing as a first investment because of their low maturity in this area, the relatively lower conformance scores, and the lack of resources to test for the documents and web pages, requested by the Assessment.

### Moderate Maturity - Low Conformance

- Reporting Entity Count: 37
- Lowest Maturity Dimension: Training (average score: 1.72)
- Second Lowest Maturity Dimension: Human Capital, Culture, and Leadership (average score: 2.08)
- Highest Maturity Dimension: Policies, Procedures and Practices (average score: 2.89)
- Second Highest Maturity Dimension: IT Accessibility Program Office (average score: 2.72)
- Average Maturity Score: 2.51
- Average Conformance Score: 1.56

### Highlighted Category Statistics:

- Only 4 of 37 reporting entities (11%) said they had not defined any ICT accessibility-related goals or objectives, with the other 33 stating that they intend to include accessibility goals within the next five years or much sooner. 18 of 37 of the reporting entities (48%) reported that ICT accessibility core values have been included in the reporting entity DEIA or mission-related strategic plan, and leadership regularly communicates this core value.
- All but one reporting entity in this bracket (97%) said they include instructions for filing a Section 508 complaint on at least their intranet or internet.
- Only two(6%) of reporting entities in this bracket never include Section 508 requirements in ICT governance. The other 35 (94%) include these requirements at least sometimes or with greater frequency.



- Almost half of the reporting entities reported that they did not have resources to test documents and videos.

### Overall Recommendations:

Reporting entities in the Moderate-Low category performed on trend across almost all dimensions except Human Capital, Culture, and Leadership. An effort to incrementally improve all dimensions would be prudent since one particular dimension or specific criteria did not immediately stand out when reviewing the maturity responses. However, although Testing maturity was good (rated Moderate on average), actual conformance was relatively low. GSA recommends focusing on more effective implementation of testing programs.

### Moderate Maturity - Moderate Conformance

- Reporting Entity Count: 23
- Lowest Maturity Dimension: Human Capital, Culture, and Leadership (average score: 1.75)
- Second Lowest Maturity Dimension: Training (average score: 1.88)
- Highest Maturity Dimension: Policies, Procedures and Practices (average score: 2.81)
- Second Highest Maturity Dimension: Testing and Validation (average score: 2.77)
- Average Maturity Score: 2.46
- Average Conformance Score: 2.46

### Highlighted Category Statistics:

- Only 1 reporting entity in this category (4%) said they do not provide instructions for filing complaints to employees or the public, while 9 of 23 (39%) of respondents selected the highest response for this question, which means they provide information on filing complaints on their internet and intranet, depending on which they support.
- All reporting entities in this category reported they sometimes include Section 508 requirements in ICT governance.
- Only 2 of 23 of reporting entities (9%) in this bracket indicated they do not have a formal Section 508 program or equivalent, with the others having a program in development or have already established a program.
- All reporting entities in this category reported they test internet web pages, with 13 of 23 (56%) reporting 80% or higher conformance.

### Overall Recommendations:

Reporting entities in the Moderate-Moderate category performed as expected with the trend across all dimensions. An effort to incrementally improve across all maturity dimensions would be prudent as one particular dimension or specific criteria did not immediately stand out when reviewing the responses. Additionally, as about 33% of reporting entities said they did not have resources to test the digital content requested for this Assessment, GSA recommends that entities increase their testing capacity and/or capability.

### Moderate Maturity - High Conformance

- Reporting Entity Count: 8
- Lowest Maturity Dimension: Human Capital, Culture, and Leadership (average score: 1.91)
- Second Lowest Maturity Dimension: Training (average score: 1.95)
- Highest Maturity Dimension: Policies, Procedures and Practices (average score: 3.59)
- Second Highest Maturity Dimension: IT Accessibility Program Office (average score: 3.03)
- Average Maturity Score: 2.53
- Average Conformance Score: 3.50

### Highlighted Category Statistics:

- All of the reporting entities in this category said that widely accepted test processes are at least sometimes used.
- Only one reporting entity had the lowest rating for only one question in the IT Accessibility Program Office dimension, indicating at least some maturity for every reporting entity in this dimension.
- 75% of reporting entities in this category frequently or almost always include Section 508 requirements in solicitations.
- All reporting entities in this category test internet pages, with all reporting over 80% of pages fully conformant.
- 7 of 8 reporting entities in this category (88%) provided results for the digital content conformance questions (Q78-81), with relatively high conformance on average.

### Overall Recommendations:

Reporting entities in the Moderate-High category performed as expected on trend in most dimensions, but underperformed expectations in Acquisitions and Procurement. Reporting entities in this category should focus on improving the maturity of their training and human capital considerations. Additionally, a concentration on improving maturity in general is suggested as conformance across reporting entities in this category was relatively high.

## Moderate Maturity - Very High Conformance

- Reporting Entity Count: 6
- Lowest Maturity Dimension: Training (average score: 1.15)
- Second Lowest Maturity Dimension: Human Capital, Culture, and Leadership (average score: 2.40)
- Highest Maturity Dimension: IT Accessibility Program Office (average score: 3.13)
- Second Highest Maturity Dimension: Content Creation (average score: 3.06)
- Average Maturity Score: 2.68
- Average Conformance Score: 4.46

### Highlighted Category Statistics:

- 4 of 6 of reporting entities in this category (67%) chose the top response with respect to the functionality of the Section 508 Program or equivalent, and they frequently provide support in response to ICT accessibility-related requests and questions.
- All reporting entities in this category only sometimes provide or do not have the capacity to provide training for employees.
- All reporting entities in this category reported that they test their web pages, with 75% or more conformance.
- 5 of 6 of reporting entities (83%) reported that their telework agreement form fully conforms to all applicable Section 508 standards.
- All reporting entities either do not create mobile applications (2) or custom developed desktop software or native mobile applications fully conform to all applicable Section 508 standards (4).

### Overall Recommendations:

Reporting entities in the Moderate-Very High category performed well below trend in Training. Reporting entities in this category should consider investing in training in the first instance and then in other maturity dimensions incrementally, particularly as conformance results within the category were relatively high.

## High Maturity - Very Low Conformance

- Reporting Entity Count: 4
- Lowest Maturity Dimension: Testing and Validation (average score: 2.50)
- Second Lowest Maturity Dimension: Human Capital, Culture, and Leadership (average score: 3.05)
- Highest Maturity Dimension: Communications; Content Creation (average score: 4.38)
- Second Highest Maturity Dimension: Policies, Procedures and Practices (average score: 4.22)
- Average Maturity Score: 3.47
- Average Conformance Score: 0.74

### Highlighted Category Statistics:

- All reporting entities in this category indicated they provide links to guides, templates and tools for most types of electronic content on intranet and internet, and they use employee feedback to regularly update and improve resources for Section 508 conformant content creation.
- All entities in this category reported that ICT Accessibility requirements are almost always included in solicitations according to procurement standards, and they perform regular audits and reviews to ensure solicitations include appropriate accessibility requirements.
- 2 of 4 reporting entities (50%) indicated they have no professionals trained in Section 508 web testing and the other half said they have only some training, which is ad hoc.
- All reporting entities in this category test internet pages, but all reported very low conformance rates (22% or less).
- All 4 reporting entities responded that they lacked the resources to test the digital content requested by the Assessment (Q78-81).

### Overall Recommendations:

All reporting entities in the High-Very Low category performed better than expected in Communications, Content Creation, and IT Accessibility Program activities. Reporting entities in this category should focus on developer capabilities and allocating proper resources for Section 508 testing. Reporting entities should also make incremental improvements across all dimensions with particular focus on Testing and Technology Lifecycle Activities.

## High Maturity - Low Conformance

- Reporting Entity Count: 5
- Lowest Maturity Dimension: Human Capital, Culture, and Leadership (average score: 2.94)
- Second Lowest Maturity Dimension: Training (average score: 3.13)
- Highest Maturity Dimension: Technology Lifecycle Activities (average score: 3.81)
- Second Highest Maturity Dimension: Content Creation; Testing and Validation (average score: 3.58)
- Average Maturity Score: 3.43
- Average Conformance Score: 1.41

### Highlighted Category Statistics:

- 4 of 5 of the reporting entities in this category (80%) indicated that their web content testers almost always adhere to the required Section 508 conformance validation test process and have adequate training and tools to reliably produce consistent test results.
- All reporting entities in this category frequently or almost always include Section 508 requirements in solicitations.
- All reporting entities in this category include IT Accessibility in at least some of their relevant policies.
- 4 out of 5 reporting entities (80%) said they do not have the resources to test web pages, electronic documents, and videos.

### Overall Recommendations:

All reporting entities in the High-Low category performed as expected in all dimensions on trend except Technology Lifecycle Activities where they slightly overperformed. Incremental improvement particularly in Training and Human Capital, Culture, and Leadership activities should be considered to improve report entity maturity. Additionally, reporting entities should allocate adequate resources to properly test.

## High Maturity - Moderate Conformance

- Reporting Entity Count: 8
- Lowest Maturity Dimension: Testing and Validation (average score: 3.41)
- Second Lowest Maturity Dimension: Acquisition and Procurement; Human Capital, Culture, and Leadership (average score: 3.13)
- Highest Maturity Dimension: IT Accessibility Program Office (average score: 3.72)
- Second Highest Maturity Dimension: Policies, Procedures and Practices (average score: 3.71)
- Average Maturity Score: 3.30
- Average Conformance Score: 2.58

### Highlighted Category Statistics:

- 2 of 8 of reporting entities in this category (25%) frequently distribute formal communications from leadership regarding ICT accessibility; all others either only sometimes or do not distribute communications regarding ICT accessibility or Section 508 requirements.
- All reporting entities in this category sometimes, always, or almost always test electronic documents prior to posting or do not have any online documents at all.
- 7 of 8 reporting entities in this category (88%) provide a link to guides, templates and tools for many types of electronic content on their intranet and internet. The other reporting entity provides a few guides, templates, and tools by request only.
- All reporting entities indicated they test internet pages, with 6 of 8 respondents reporting conformance of at least 75% of the internet pages tested.

### Overall Recommendations:

Overall, reporting entities in the High-Moderate category reported relatively close to expected on trend. Reporting entities should consider making incremental improvements across all dimensions, but particularly in Content Creation and Training. Given relatively higher conformance reporting in most areas, we recommend a focus on accessibility maturity.

## High Maturity - High Conformance

- Reporting Entity Count: 5
- Lowest Maturity Dimension: Human Capital, Culture, and Leadership (average score: 2.25)
- Second Lowest Maturity Dimension: Communications (average score: 2.56)
- Highest Maturity Dimension: Acquisitions and Procurement (average score: 4.08)
- Second Highest Maturity Dimension: Testing and Validation (average score: 4.04)
- Average Maturity Score: 3.42
- Average Conformance Score: 3.31

### Highlighted Category Statistics:

- All reporting entities in this category frequently or almost always conduct comprehensive manual tests on web content for Section 508 conformance before deployment, with 3 of 5 of respondents (60%) employing comprehensive manual Section 508 validation testing for web content before it is integrated into development and deployment.
- All reporting entities in this category had the highest rating regarding accessibility requirements in solicitations. This indicates that Section 508 requirements are almost always included in solicitations according to respondent's procurement standards. Additionally, the reporting entities perform regular audits and reviews to ensure solicitations include appropriate accessibility requirements, or they do not issue solicitations.
- All reporting entities in this category either include accessibility metrics for some ICT leadership and management positions or do not at all.
- All reporting entities reported that they test their internet pages and 4 of 5 (80%) reported conformance of 70% or above.
- Two reporting entities reported no resources to test intranet web pages and one reporting entity reported no resources to test internet web pages for the requested for the Assessment.
- Conformance of the top 10 intranet pages tested by the three reporting entities was very low, however full conformance was reported for the top 10 internet pages, for those submitting results.

### Overall Recommendations:

Reporting entities in the High-High category should focus on improving Content Creation, Human Capital, Culture, and Leadership activities, with particular consideration given to increasing the tracking of accessibility-related metrics for ICT leadership and management personnel. High maturity led to relatively good conformance results. However, since the results were mixed (some tests resulted in low conformance, some resulted in full conformance), we recommend focusing on improving testing and remediation to improve ICT conformance.

## High Maturity - Very High Conformance

- Reporting Entities Count: 9
- Lowest Maturity Dimension: Training (average score: 2.08)
- Second Lowest Maturity Dimension: Human Capital, Culture, and Leadership (average score: 2.53)
- Highest Maturity Dimension: Content Creation (average score: 4.03)
- Second Highest Maturity Dimension: Policies, Procedures and Practices (average score: 3.51)
- Average Maturity Score: 3.22
- Average Conformance Score: 4.52

### Highlighted Category Statistics:

- All reporting entities in this category indicated ICT Accessibility requirements are regularly, frequently, or almost always included in solicitations according to procurement standards, with approximately 6 of 9 reporting entities (67%) indicating they almost always include these requirements.
- All reporting entities in this category indicated electronic documents are regularly, frequently or almost always tested for Section 508 conformance before posting, with approximately 6 of 9 reporting entities (67%) indicating that they almost always test documents prior to posting.
- 7 of 9 reporting entities in this bracket (78%) only offer optional Section 508 awareness training that employees sometimes take, but generally on an ad hoc basis, or do not offer Section 508 awareness training at all.
- All reporting entities reported testing for internet pages, with all reporting entities reporting 80% or above conformance; 6 of 9 (67%) reported over 90% conformance.
- 8 of 9 reporting entities (89%) reported that their most viewed or taken training course was 100% conformant.

### Overall Recommendations:

On average, the reporting entities in the High-Very High category performed below trend in Training, Testing, Human Capital, Culture, and Leadership activities dimensions. Reporting entities in this category should consider investment in these areas to improve overall reporting entity maturity, especially Section 508 awareness training offerings that could be improved for almost all reporting entities in this category. Though testing maturity was below trend on average and could be improved, conformance was relatively high.



## Very High Maturity - Very Low Conformance

- Reporting Entity Count: 1
- Lowest Maturity Dimension: Human Capital, Culture, and Leadership (average score: 3.13)
- Second Lowest Maturity Dimension: IT Accessibility Program Office; Policy, Procedures and Practices; Testing (average score: 3.75)
- Highest Maturity Dimension: Technology Lifecycle Activities (average score: 4.69)
- Second Highest Maturity Dimension: Content Creation; Acquisitions (average score: 4.58)
- Average Maturity Score: 4.09
- Average Conformance Score: 0.63

### Highlighted Category Statistics:

- The only reporting entity in this category indicated that their Section 508 Program or equivalent never engages with disability-related affinity groups.
- The only reporting entity in this category includes consideration for ICT accessibility in its policy and directive creation, review, and management process, and most or all relevant policies include consideration for ICT accessibility requirements.
- Reporting entity reported testing its internet pages, but reported 0% conformance.
- Reporting entity reported that it did not have any resources to test the top internet pages, intranet pages, documents or videos requested by the Assessment.

### Overall Recommendations:

The only reporting entity in the Very High-Very Low category is relatively mature but could incrementally invest in Human Capital, Culture, and Leadership, and Testing activities. However, maturity does not seem to translate to in-practice activities given the testing outcomes. We recommend prioritizing the allocation of resources to test and ensure robust processes are created and followed to verify conformant digital content is created.

## Very High Maturity - Low Conformance

- Reporting Entity Count: 1
- Lowest Maturity Dimension: N/A (average score: 5)
- Second Lowest Maturity Dimension: N/A (average score: 5)
- Highest Maturity Dimension: N/A (average score: 5)
- Second Highest Maturity Dimension: N/A (average score: 5)
- Average Maturity Score: 5
- Average Conformance Score: 1.69

### Highlighted Category Statistics:

- Reporting entity said it had the highest rating for every criteria across all maturity dimensions.
- Reporting entity said it did not have any resources to test the top internet pages, intranet pages, documents or videos requested by the Assessment.

### Overall Recommendations:

The only reporting entity in the Very High-Low category reported the highest maturity rating for every criteria across all maturity dimensions. Maturity does not seem to relate to in-practice activities given the testing outcomes. We recommend prioritizing the allocation of resources to test and ensure robust processes are created and followed to verify conformant digital content is created.

## Very High Maturity - Moderate Conformance

- Reporting Entity Count: 4
- Lowest Maturity Dimension: Training (average score: 3.36)
- Second Lowest Maturity Dimension: Human Capital, Culture, and Leadership (average score: 3.83)
- Highest Maturity Dimension: IT Accessibility Program (average score: 4.88)
- Second Highest Maturity Dimension: Policies, Procedures and Practices (average score: 4.77)
- Average Maturity Score: 4.38
- Average Conformance Score: 2.64

### Highlighted Category Statistics:

- All reporting entities in this category indicated ICT accessibility requirements are almost always included in the technology development lifecycle, or they do not have or need a technology development lifecycle.
- All reporting entities in this category responded that their Section 508 PM or equivalent possesses expertise in the field of ICT accessibility, regularly meets and exceeds performance goals, and contributes to best practices in Section 508 Program Management across government.
- 3 of 4 reporting entities in this category (75%) only have a general Section 508 training plan that does not specify training needs and training curriculum by ICT roles and responsibilities.
- All reporting entities test their web pages for conformance and all reported over 70% conformance of pages tested within the reporting period.
- All reporting entities either did not have the resources to test their Top 10 intranet or internet pages or reported 0% conformance of those pages tested.
- All reporting entities reported that their time and attendance system and their most taken training were fully conformant.

### Overall Recommendations:

Reporting entities in the Very High-Moderate category are relatively mature but should consider improving areas related to Training, Human Capital, Culture, and Leadership. Although reporting entities had Very High maturity, this led to relatively mixed conformance outcomes. We suggest reporting entities allocate additional resources to test to ensure conformance for ICT and digital content in particular.

### Very High Maturity - High Conformance

- Reporting Entity Count: 3
- Lowest Maturity Dimension: Policies, Procedures and Practices (average score: 3.85)
- Second Lowest Maturity Dimension: IT Accessibility Program (average score: 4.25)
- Highest Maturity Dimension: Communications; Content Creation (average score: 5)
- Second Highest Maturity Dimension: Technology Lifecycle Activities (average score: 4.69)
- Average Maturity Score: 4.50
- Average Conformance Score: 3.50

### Highlighted Category Statistics:

- All reporting entities in this category rank the severity of non-conformance issues and almost always remediate high severity issues immediately, resulting in little to no impact on users with disabilities.
- All reporting entities in this category responded that their reporting entity's Section 508 PM or equivalent possesses expertise in the field of ICT accessibility, regularly meets and exceeds performance goals, and contributes to best practices in Section 508 Program Management across government.
- All reporting entities in this category always or almost always create conformant content that does not require remediation, or they always or almost always take action on a plan to remediate the non-conformant content when identified.
- All reporting entities indicated they test their intranet and internet pages, with over 88% conformance for internet testing, and 2 of 3 reporting 85% or above for intranet testing.
- Reporting entities reported none of the intranet pages that were tested were deemed fully conformant.

### Overall Recommendations:

While the reporting entities in the Very High-High category are relatively mature, on average they could invest in initiatives targeted at improving their performance in Policies, Procedures and Practices. Additionally, we suggest adding testing resources to improve document accessibility and intranet testing accessibility across the category.

### Very High Maturity - Very High Conformance

No reporting entities fell into this category.

# Recommendations

This section incorporates findings presented throughout this document along with contextual considerations to provide recommendations to enhance Section 508 implementation and improve Section 508 compliance across the federal government. The below recommendations do not include logistical implications – such as resourcing requirements or timelines – but are intended as high-level considerations that would improve the state of accessibility throughout the federal government. Feasibility assessments and prioritization based on impact, level of effort, return on investment and other considerations should be a factor in prioritizing investment across the recommendations, particularly those that would involve significant resource investment to execute.

Additional targeted [recommendations, based on each overall performance category](#), are included in the previous section and are tailored to reporting entity outcomes from each maturity and conformance bracket.

## Assessment-Driven Recommendations

- **Congress should consider updating Section 508 of the Rehabilitation Act (29 U.S.C. 794(d) to include:**
  - **Definition of Agencies Subject to Section 508:** Consider clearly defining which federal agencies are subject to Section 508. Confusion as to who should respond to this annual Assessment stemmed from ambiguity as to who is subject to Section 508. Clarifying who should be following Section 508 standards will have numerous downstream impacts including the ability to enforce Section 508 compliance and identifying reporting requirements for this Assessment.
  - **Updated Language, Terminology, and Scope:** The Access Board and GSA receive numerous technical assistance requests every year related to clarification of Section 508 language, terminology, scope and applicability. Given that the original Section 508 language is outdated with the current and evolving digital environment, an update to harmonize and strengthen the language for applicability to the current and future digital landscape would resolve confusion and provide much needed clarification.
- **Proactively Enforce Section 508 Compliance:** **Congress** should explore options to proactively enforce Section 508 compliance across the Federal Government. As shown throughout this report, Section 508 compliance is low on average. Proactive enforcement would lead to overall improved Section 508 compliance.

- **Target Accessibility of High-Use Software: Congress** may consider conducting oversight efforts into major providers of ICT to the federal government to determine the best course(s) of action to improve accessibility of high-use products. As noted in [Table 1 showcasing response count for Section 508 conformance of ICT products](#), key ICT used both by federal government employees and the public do not fully conform to the Section 508 standards, including Time and Attendance systems, email applications and virtual meeting platforms. As office productivity applications, survey tools, and other mainstream IT products are used by all agencies, a push for more “out of the box” Section 508 conformant products would help improve ICT accessibility across government.
- **Increase Oversight of Section 508: Relevant oversight and accountability bodies** should consider increasing agency oversight of Section 508 compliance as recommended by [Unlocking the Virtual Front Door](#), a report by the Majority Staff of The U.S. Senate Special Committee on Aging. This would lead to improved self-enforcement of Section 508.
- **Strengthen Leadership Accountability: Relevant management entities and councils** should explore approaches to incorporate and strengthen accessibility metrics in relevant leadership performance measures. Leadership accountability, tangible accessibility accountability, and conformance metrics would directly lead to improved accessibility compliance across government. Currently, with respect to accessibility, there appears to be a [general lack of performance accountability](#) for senior leadership and little to no consequence for nonconformance. In fact, lack of leadership support was determined to be one of the top obstacles for approximately 12% of respondents. This accountability deficit appears to result in under-prioritization, diminished resourcing and lower conformance overall. These outcomes would very likely improve if performance metrics were included in leadership performance plans.
- **Create a Section 508 Shared Service Model: Small and micro agency councils, communities of practice, and other interested agencies** should explore the creation of a shared service model for Section 508 implementation, which could include testing, tools, and other accessibility-related products and services. In one design of this model, a participating entity could elect to purchase, lead, develop or contract a specific function (such as web testing), while another entity could, in turn, lead accessible procurement for the consortium. Given that small agencies likely do not have the appropriate resources to address Section 508 requirements, including testing, alongside [over half of all respondents indicating they did not have the resources to test](#), a shared service solution may create better, more consistent outcomes across government (and particularly the participating entities), increase efficiency, and decrease the cost burden on individual organizations related to ensuring digital accessibility.

- **Standardize Testing Methodologies: Agencies** should follow the [ICT Testing Baseline for Web](#) to adopt or create a standard enterprise testing methodology to increase Section 508 conformance, provide greater ability for information sharing, and allow for more consistent reporting across government. Despite respondents, on average, reporting a moderate maturity for the Testing dimension, [key compliance outcomes](#) are low, highlighting a need to strengthen testing methodologies and technology lifecycle activities to increase conformant ICT.
- **Increase Conformance Validation and Testing: Agencies** should increase automated and manual Section 508 conformance testing, validation, and defect remediation before deployment and hold vendors accountable for conformant deliverables prior to acceptance. [Over 50% of respondents reported they did not validate conformance of vendor deliverables prior to acceptance with any frequency](#), leading to increased risk that non-conformant deliverables are accepted and deployed without validation. In addition, an [overall lack of defect tracking, prioritization, and remediation](#) was noted by respondents. Increased validation will likely create significant positive downstream impacts as more conformant products and services are deployed.
- **Ensure Sufficient Section 508 Program Manager Utilization: Agencies** should have an assigned Section 508 PM with utilization and authority that is proportionate and sufficient to ensure an effective Section 508 Program. As noted in the [Findings section](#), the greater the utilization of the Section 508 PM, generally the better the reporting entity's conformance outcomes. However, the majority of reporting entities indicated that they lacked a full-time Section 508 PM or Section 508 PM altogether. To maximize the utilization of Section 508 PMs and to accommodate varying agency needs and sizes, agencies should consider scalable and flexible approaches that align with their specific requirements. This approach will benefit both maturity and conformance outcomes in the long term.
- **Require Section 508 Training: Agencies** should require mandatory annual Section 508 training for specific roles and responsibilities, particularly for those who regularly create electronic content and digital products or have influence in procurement and development of ICT. Justification for investment include:
  - Training was the lowest rated [maturity dimension](#) on average of all nine dimensions.
  - Training has the ability to improve all business functions across the enterprise.
  - Upfront and regular training will improve the quality of work and reduce waste caused by lack of knowledge and understanding and eliminate the need for extensive rework and retraining down the line.

Mandatory training would increase knowledge and understanding of accessibility considerations across government, provide a baseline set of skills with respect to content creation, and introduce users to tools and information on how to address accessibility issues in ICT. Currently, many employees may want to ensure products are Section 508 conformant but just do not know how to do so.

- **Improve Accessibility Requirements in Procurement:** 25% of all respondents indicated they do not include the [appropriate language in ICT solicitations](#). To close this gap, **agencies** should use the Solicitation Review Tool (SRT) and the Acquisition Requirements Tool (ART), or similar tools, to help incorporate sufficient accessibility requirements in procurement and contracting documentation. Using ART and SRT would also establish policy and procedures for when inaccessible ICT is procured and hold vendors responsible for remediating ICT to be Section 508 conformant. This is **particularly important for the most widely used tools and applications**. This will lead to better procurement outcomes and improved accessibility across government products and services.
- **Inclusion of the Needs of Users with Disabilities in ICT Requirements:** **Agencies** should explore ways to include users with disabilities in identifying targeted user needs of ICT that federal agencies develop, use, maintain, and procure. Respondents overwhelmingly said that they did not incorporate users with disabilities into business requirements, acquisitions, or user testing. Agencies should collaborate within the federal government to share and promote best practices for including users with disabilities throughout technology lifecycles, which will ensure diverse perspectives are taken into account when designing, developing or procuring ICT, leading to more usable and accessible digital solutions for all.
- **Ensure Sufficient Section 508 Program Resourcing:** **Agencies** should consider including information about Section 508 program capacity in its annual budget requests to highlight necessary resources to improve ICT accessibility. As shown in the [Findings section](#), on average, additional resources correlate with better conformance.

## Additional Contextual Recommendations

- **Strengthen ICT Accessibility Competencies:** **Congress** should explore ways to strengthen accessibility capabilities within the federal workforce. **Agencies** should consider incorporating accessibility competencies into relevant position descriptions and performance measures. Accessibility is a shared responsibility with many contributors to an agency's overall compliance success.
- **Share Best Practices:** **Agencies** should more actively engage with the digital accessibility community, GSA, and the Access Board to develop and share best practices. More active participation, such as attending meetings or collaborating on specific initiatives, will increase the body of knowledge, investment in outcomes, and consistency and standardization in approaches to ensuring long-term improvement in conforming to ICT and Section 508 standards across the federal government.



# Recent and Upcoming GSA Efforts to Improve Section 508 Compliance

## Recent GSA Efforts to Support Section 508 Compliance

To meet the requirements of the [Consolidated Appropriations Act, 2023](#), the following describes GSA's efforts to help entities collect and submit their Assessment data and other related efforts to improve federal Section 508 compliance from December 29, 2022 up to date of publication.

### **Governmentwide Accessibility Assessment Related Actions**

OMB – in close coordination with GSA, the Access Board and OSTP – developed the 105 Assessment criteria used to evaluate Section 508 compliance. In tandem, GSA gathered feedback from the broader federal ICT accessibility community to refine future guidance and criteria and developed additional context for understanding the Assessment criteria, Frequently Asked Questions (FAQs), and definition of terms to help reporting entities collect data. As GSA developed and conducted the Assessment, it also led the following activities to improve Section 508 compliance within the past year:

### **Policy and Best Practices**

- GSA regularly maintains and improves [Section508.gov](#) as the central body of role-based information to help federal agencies incorporate accessibility into mission and IT-lifecycle activities. This governmentwide hub provides robust content, tools, best practices, and training to all stakeholders in ICT accessibility. Selected content focuses on:
  - Policy, Management, and General Information
  - Acquisition
  - Content Creation
  - Design & Development
  - ICT Accessibility Testing,
  - Training, Tools, and Accessibility Events, and
  - Agency Section 508 PM list
- In coordination with the Accessibility Community of Practice (ACOP), GSA is helping create agency best practices on how to obtain and evaluate Accessibility Conformance Reports (ACRs) to facilitate the procurement of Section 508 conformant ICT in the federal marketplace. This

includes developing a new methodology for capturing standard conformance: the OpenACR. The OpenACR has the same information contained in the traditional format, but instead of creating a conformance report in a PDF or Microsoft Word document, OpenACR outputs a fully Section 508-conformant, machine-readable web format (JavaScript Object Notation (JSON) or HyperText Markup Language (HTML)). Agencies can better share and compare conformance reports, and it allows for an easier, more repeatable acquisition review process.

- GSA facilitated focus groups and interviews with the ACOP and other stakeholders to produce and provide recommendations to OMB for updates to Section 508 guidance and the 2013 OMB “Strategic Plan for Improving Management of Section 508 of the Rehabilitation Act.” These recommendations targeted the most impactful and most pressing accessibility concerns. A refresh in this guidance, issued 10 years ago, will incorporate the present accessibility considerations and needs of agencies while also taking into account more recent legislation, Executive Orders, updates to the Federal Acquisition Regulation (FAR), the 21st Century IDEA, and the 2018 updates to Section 508, among others.<sup>32</sup>

## Strategic Engagement

- GSA identified content gaps on [Section508.gov](https://www.section508.gov) through focus group sessions in the IT Accessibility Community Meeting (ACM), the CX Community of Practice (CoP), GSA inreach and other targeted stakeholder analysis. GSA bridged these gaps through the publication of new content articles on the website or update of existing content. Highlights include articles on how PWD use ICT, the benefits of accessible design, agency Section 508 program reporting requirements, governmentwide and GSA internal DEIA efforts, and roles and responsibilities from web developers to program managers to executives.
- GSA participated in key government and external forums for ICT accessibility, which includes:
  - Annually co-sponsoring and leading the planning for the Interagency Accessibility Forum (IAAF): an annual three-day gathering of government and industry professionals from the U.S. and abroad to discuss, train and advance accessibility considerations. [November 2023]
  - In collaboration with Access Board, presenting at the 2023 California State University, Northridge (CSUN) Assistive Technology Conference on the ICT Testing Baseline Portfolio and Alignment Framework and Fed Talk, a live-streamed presentation on the guidance, interpretation, and implementation of the revised Section 508 standards, as well as recurring issues with Section 508 compliance. [January 2023]

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32 [Updated guidance to the 21st Century IDEA was released on September 22, 2023.](#)

- Presenting with the Access Board and moderating a panel at the 2023 M-Enabling Summit with the Executive Director of the Access Board and OSTP’s Assistant Director for Accessibility regarding the Assessment and Executive Branch’s accessibility priorities. The M-Enabling Summit is an “all-inclusive conference and showcase dedicated to fostering innovations, solutions, and strategies for digital inclusion.”<sup>33</sup> [October 2023]
- Presenting at the 2023 ICT Testing Symposium on OpenACR, the ICT Baseline Portfolio (in collaboration with Access Board), and facilitated a panel with Access Board on the annual Assessment, detailing the approach, development, and significance of the Assessment criteria. [November 2023]
- Leading regular, recurring governmentwide meetings for collaboration, training and knowledge-sharing of accessibility information and considerations. This includes:
  - Section 508/IT Accessibility Community of Practice (SEC508ITAC) email listserv, with over 1,300 subscribers, facilitates collaboration and resource-sharing across federal, state, and local governments, as well as academia, who are focused on building better digital experience in government. SEC508ITAC is one 30 COPs available at [Digital.gov/communities](https://digital.gov/communities).
  - Bimonthly Section 508 Program Manager Huddle, with support from Access Board, provides federal Section 508 PMs an open, agenda-free forum to discuss and collaborate on building and maintaining effective Section 508 programs.
  - Bimonthly IT Accessibility Community Meeting, in cooperation with the Access Board and ACOP Education Subcommittee, provides information and guidance on Section 508 implementation to federal accessibility professionals, practitioners, and members of the SEC508ITAC.

## Technical Assistance, Tools, and Training

- Development and release of the [IT Accessibility Policy Framework](#) to harmonize how federal agencies assess their internal policies against Section 508 requirements and update these policies with IT accessibility language. Recommended policies were central to this effort as agencies can insert verbatim language into their internal policies, advancing digital accessibility and equity across the federal government. The framework will help agencies provide broader awareness of how and where to include accessibility in their programs, which will result in digital accessibility becoming a more integral part of agency-wide business functions and decision-making. [April 2023]
- Ongoing [ICT Testing Baseline for Web](#) development – including new test cases that align to the baseline – to standardize web accessibility testing in the federal government. By the end of FY23, GSA, in collaboration with the Access Board, Department of Homeland Security (DHS),

33 Source: <https://m-enabling.com/>, Oct 18, 2023

and Social Security Administration (SSA), completed 160 test cases. Baseline implementation will allow agencies to better and more consistently test their websites for accessibility conformance. In the future, GSA intends to develop additional baselines for documents, hardware and software.

- Modernization of the [Accessibility Requirement Tool](#) (ART) to be more user friendly. ART is an ICT procurement tool that helps agencies incorporate ICT accessibility requirements into procurements and has gained 6,200 new users since the modernization launch in May 2023. Modernization efforts included:
  - Reduced time to complete a procurement flow by 50%.
  - Ability to save a completed form or review in multiple formats.
  - Ability to work on multiple ICTs at once.
  - Ability to save incomplete procurement document and resume where you left off.
  - Availability from Section508.gov on desktop and mobile devices.
  - Availability as open source on GitHub, which enables ART to be integrated with other platforms and software.
  - Comprehensive Glossary.
- Increased the number of Section 508 compliant solicitations on SAM.gov through use of the AI-powered [Solicitation Review Tool](#) (SRT). GSA exceeded its FY23 target goal of 10% solicitations compliance, tracking a 10.48% increase since FY22. There are currently 70 SRT users across 26 agencies. Over the past year, the SRT development team has overhauled and reconfigured the tool's User Interface and User Experience; increased security measures and removed all vulnerabilities around SRT updated machine-learning algorithms for natural language processing; and cleaned up and migrated all open source repositories for easier public use.
- Ongoing [OpenACR Editor](#) development to help commercial and government vendors create machine-readable ACRs for ICT products and services. This also includes ongoing OpenACR Repository development, which facilitates easier integration of accessibility conformance considerations in all federal ICT acquisitions through a centralized, publicly-facing, and searchable repository of ACRs. GSA began developing the OpenACR Editor, which included determining business and technical requirements, back-end development, and establishing an application programming interface (API). Front-end development of the editor is slated to begin Quarter 1 of FY24.

- Development and release of new training courses, including [Soliciting and Evaluating Accessibility Conformance Reports in Federal ICT Procurement](#), [Microsoft Word and Accessibility Best Practices](#), and [Introduction to the Accessibility Requirements Tool \(ART\)](#). Additionally, GSA redesigned and modernized the [Section 508: What It Is and Why It's Important?](#), with the new training released in early 2023.
- Presentations, training requests, and technical assistance to agencies. Key highlights include:
  - Hosted, in collaboration with the Access Board, 19 “office hours” meetings between April and August, to offer additional guidance to reporting entities preparing reports for this Assessment.
  - Consultations with AbilityOne Commission in improving the accessibility of their presentations and documentation.
  - IT Accessibility Policy Framework discussion with Naval Air Systems Command (NAVAIR) and Section 508 PMs (over 180 attendees) [September 2023]
  - As part of the ART modernization rollout, GSA presented ART training to over 1,000 federal employees across 11 agencies. [May-June 2023]
  - Upon notification of designation, per OMB guidance, GSA provides each new agency Section 508 PM with information to help them become familiar with Section 508, associated standards, and guidance and resources available on [Section508.gov](#) that can aid them in their new role. Additionally, each new PM is subscribed to the SEC508ITAC listserv, invited to participate in bi-monthly PM Huddles, and provided GSA’s contact information for technical assistance. Approximately 96 PMs and their backups across 24 organizations reported the new role designation during the Assessment's reporting period. Not all reporting entities have notified GSA of a designated Section 508 Program Manager or are [publicly listed](#).

## Upcoming GSA Efforts to Support Section 508 Compliance

### Governmentwide Accessibility Assessment Related Actions

GSA plans to do the following before and during the FY24 Assessment to hone criteria and address specific areas of improvement noted in feedback from reporting entities:

- **Submission Tool Training:** Given feedback the assessment team has received, observed issues with data validity and consistency, and the fact that the same tool will likely be used next year for submission, GSA will create and conduct submission tool training that all POCs can take and reference prior to responding. This will hopefully lead to better and more consistent data, less need for office hours and technical assistance, and an improved customer experience.<sup>34</sup>

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<sup>34</sup> The assessment team held 19 hourlong (or longer) office hours, and still received feedback around difficulty of using the tool.

- **Criteria Revision:** GSA, in collaboration with the Access Board and OMB, will reassess and hone the Assessment criteria in order to reduce technical assistance, improve terminology, question comprehension, data quality, and insights into reporting entity accessibility maturity and overall conformance. Actions include:
  - Incorporate feedback on the criteria.
  - Include questions that will increase insight into governmentwide accessibility, such as expansion of hardware and software questions.
  - Remove questions that did not derive much value.
  - Consider asking specific questions cyclically instead of asking every question every year.
  - Develop trend-based assumptions, hypotheses, and questions to enable evaluation.
- **Key Performance Indicators (KPI) Development:** Creating optional KPIs will help reporting entities produce better benchmarks .
- **Independent Testing:** Create a framework to conduct limited independent testing of agency public websites and electronic documents. This will allow the assessment team to validate reported data through “spot checks” and promote more consistent data for the Assessment.

## Policy and Best Practices

- [Section508.gov](https://www.section508.gov) is the primary resource for agencies to successfully manage and implement Section 508 requirements, including multiple citations within Federal Acquisition Regulation (FAR). GSA identifies and fills content gaps and stakeholder needs on Section508.gov through continuous analysis and outreach.<sup>35</sup>
- In coordination with the ACOP, GSA plans to post best practices on how to obtain and evaluate ACRs to facilitate Section 508-conformant ICT procurements in the federal marketplace.
- Traditional ACRs have been the standard tool for documenting and verifying the accessibility of digital products, and most product vendors use the Voluntary Product Accessibility Template (VPAT)<sup>®</sup> to create an ACR. However, the static nature of these reports, often presented in Microsoft Word or PDF document formats, has posed challenges in real-time evaluation and comparison. GSA has led the development of [OpenACR](#), a machine-readable ACR that hosts a description of the format and data schema and provides user instructions. GSA intends to provide recommendations to OMB around further development and adoption of this vital acquisition tool and encourage OpenACR Adoption. GSA will begin a more comprehensive promotion of this new tool that:

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<sup>35</sup> Additional/ad hoc content requests or updates to the body of knowledge can be sent to [section.508@gsa.gov](mailto:section.508@gsa.gov).

- Allows users to easily share acquisition and product information.
- Promotes repeatability of requirements gathering and solicitations in general.
- Eases the burden of market research and ambiguity around product accessibility.

## Strategic Engagement

- GSA will continue to lead the Interagency Accessibility Forum (IAAF) in FY24 and bimonthly Accessibility Community meetings.
- GSA will explore other opportunities to bring respondents of the Governmentwide Accessibility Assessment together for knowledge sharing, and to facilitate beneficial conversations to help agencies increase compliance.
- GSA will continue to submit presentations to leading conferences, such as the annual CSUN accessibility conference, Code for America, the M-Enabling Summit, ICT Testing Symposium, and DHS Accessibility Day.
- GSA will conduct other governmentwide and external engagements with federal partners and industry, as well as continue collaboration with the Access Board's Section 508 Best Practices webinar series.

## Technical Assistance, Tools, and Training

- In conjunction with promotion of the OpenACR Editor, GSA is developing the OpenACR Index – a central index of completed, vendor-provided machine readable ACRs. This tool will allow product vendors to list their product ACRs with other product-identifying information. Product buyers and users will be able to search, share, and compare product ACRs across government for repeatability, cost effectiveness, efficiency and ease of use, among other benefits. The OpenACR Index will also provide an API to make it easier for digital marketplaces – both within government and in the commercial marketplace – to obtain product accessibility information and display it alongside product descriptions and specifications. GSA expects to release the minimum viable product version within FY24.
- GSA will continue to lead the development of two primary accessibility requirements acquisition tools: the [Solicitations Review Tool \(SRT\)](#) and the [Accessibility Requirements Tool \(ART\)](#). This also includes software and usability updates as well as continuing the current plan of integration of the two tools. ART and SRT will allow users to determine which accessibility requirements should be included in solicitation documents (ART) and use a machine learning AI tool to review solicitations to ensure all applicable accessibility requirements are included (SRT).<sup>36</sup>

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36 The [Solicitation Review Tool \(SRT\)](#) was created to help agencies evaluate and improve the overall solicitation compliance with respect to accessibility. The [Accessibility Requirements Tool \(ART\)](#) is a step-by-step guide to help you easily identify relevant accessibility requirements from the Revised 508 Standards, and incorporate them into your procurement and contracting documentation.

- The [ICT Testing Baseline for Web](#) provides an approach to standardize and improve web accessibility conformance tests throughout the federal government. Agencies may use the web baseline as the foundation of their test methodology to evaluate relevant products for Section 508 conformance.

The Access Board, in coordination with GSA and strategic partners, including DHS, SSA, and OPM, will continue to develop the ICT Baseline Portfolio – a collection of individual Baselines to cover specific ICT, current plans include electronic documents, software, hardware. Key revisions to the ICT Baseline for Web are expected to be published in FY24. Additionally, the ICT Baseline for Electronic Documents will allow agencies and users to ensure their review processes provide standard, accurate and trustworthy outputs. It is currently in final review and is expected to be published in FY24.

GSA is leading the effort on the [ICT Baseline Alignment Framework](#), which are test cases and instructions for aligning agency test processes to the ICT Baseline for Web. Expanded test cases for the [ICT Baseline for Web](#) will deploy throughout FY24.

- GSA intends to socialize the current draft of the Section 508 Program Manager Certification and gather feedback. The certification will provide development and training for agency Section 508 PMs as they transition into their role. If given the directive, GSA will also assist OPM in developing a process to identify qualified 508 PMs. This process could include several artifacts such as a skills list and assessment, pre-qualifications, and a targeted position description.
- In FY24, GSA intends to create new training courses while updating and modernizing several existing training courses. Depending on resource availability, GSA will also consider providing targeted live-training sessions for agencies and employees to help agencies bridge training gaps. These events would be in addition to the ongoing bimonthly Accessibility Community meetings that GSA facilitates. The needs and requests of the agencies, as well as feedback and outputs of the FY23 Assessment, would determine the training focus.
- GSA will continue to brief agencies on the Accessibility Policy Framework, revise the framework based on agency and other stakeholder feedback, and recruit potential agencies to help pilot the framework at their agency.



## Other Activities Under Consideration Beyond FY24

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- GSA intends to provide OMB with targeted recommendations for developing a governmentwide digital accessibility blanket purchase agreement (BPA) that would make it easier for agencies to procure accessibility related tools and services. A digital accessibility-specific contract vehicle will allow users to:
  - Save time and resources with the solicitation process (market research, source selection, approval).
  - Take advantage of consistent reliable resources, tools, and services.
  - Negotiate better product and service pricing given larger, repeatable volumes and orders.
- GSA intends to explore possibilities of facilitating a governmentwide solution for procuring IT accessibility consulting services and developing information for procuring consulting services to support improving Section 508 implementation.
- GSA, in collaboration with Access Board, plans to determine the feasibility of providing targeted technical assistance to specific agencies to improve Section 508 implementation.
- Access Board, GSA, other relevant agencies and the Federal Communities of Practice (COPs) aims to develop best practices to include users with disabilities in helping to identify targeted ICT user needs for the federal government. Respondents overwhelmingly said that they did not incorporate users with disabilities into [business requirements](#), [acquisitions](#), or [user testing](#), highlighting a gap in incorporating diverse perspectives in designing, developing and procuring ICT.
- The Access Board and GSA intend to create best practices for agencies regarding sensible testing and ongoing compliance monitoring. These practices would include a cadence of testing content and recommendations for implementing testing tools and methodologies. While testing maturity was in the “middle of the pack” with respect to the maturity dimensions, [key compliance outcomes](#), [accessibility conformance testing and technology lifecycle findings](#) highlighted that the government has much work to do to improve compliant ICT. New testing best practices will increase testing knowledge across the government, help to standardize government testing processes, and will likely improve Section 508 conformance.
- The Access Board and GSA plans to provide guidelines for agencies to determine when an exception applies and how to generate required documentation (as described under [E202.6.2](#) and [E202.7.1](#)). Given that approximately [40% of respondents did not know how many Section 508 exceptions were authorized](#) within their organization in the reporting period, guidelines would improve accuracy in applying exceptions, the associated documentation, and the provision of alternate means of access for the public and federal employees.

- GSA would like to explore the option to include instructions and performance standards relating to Section 508 compliance in COR certification and training. GSA may also consider strengthening performance standards for other ICT roles and responsibilities.

## Observations and Acknowledgements

GSA, the Access Board, and OMB provided multiple channels to provide feedback on Assessment criteria and the annual Assessment as a whole. Below are noted observations and commentary based on feedback provided.

GSA, Access Board, and OMB asked for candid responses to the Assessment criteria to provide an honest reflection of the state of Section 508 implementation within the federal government. While we received a data set that provides insights for the federal government, there are some concerns about the quality of the data. Some reporting entity POCs raised concern of retribution due to answering honestly. We feel strongly that Section 508 PMs should never feel disciplined for accurately reporting their responses, while often working under significant constraints placed upon them by leadership or their agencies. Additionally, some reporting entity POCs said management asked them to change their responses in order for the reporting entity to “look better,” noting that the responses were not an honest reflection of current reporting entity functions or overall performance. An entity’s level of Section 508 compliance is determined by numerous contributing factors across the entity and should not be viewed as the responsibility of an individual or even a few individuals. A Section 508 program manager and program require leadership support, staff, technology, tools and time to be successful at providing Section 508 support to the entity. Even with a possible overinflation of implementation to Section 508, the government overall still has much room for improvement.

We suspect respondents had difficulties reporting accurate Section 508 compliance data for various reasons. For example:

- Submissions included a number of reporting entities who historically have not reported on the state of Section 508 compliance or whose data was obfuscated by being included department-wide (parent agency) metrics.
- Some POCs were unfamiliar with Section 508 efforts within their reporting entity for varying reasons, such as a new appointment, being new to the field, or the reporting entity had never had a Section 508 program.
- Varying levels of tenure of Section 508 PMs, lack of coordination between business lines within reporting entities, and inclusion of micro-reporting entities contributed to some reporting entities’ inability to find data for the Assessment and misinterpretation of criteria.

GSA included a Definition of Terms for the terminology used within the Assessment; however, we observed a significant difference among the POCs and how they understood the accessibility terminology. GSA provided supplemental Understanding content and posted updated FAQs for the Assessment criteria based questions received during office hours. However, it appears that reporting entities did not closely read the Understanding content on [Section508.gov](https://www.section508.gov) nor the FAQs,

leading to erroneous responses. Additionally, [data validation](#) further supports the idea that POCs misunderstood some Assessment criteria. For example:

- GSA provided specific calculations regarding how to determine budget if the reporting entity did not have the information readily available. Despite having federal and contractor FTEs, some reporting entities reported a budget less than the salary for the reported number of FTEs.
- There was misunderstanding of the description “fully conform,” impacting the confidence levels in responses for the following criteria where this is used: Q64, Q71, Q82, Q83, Q84, Q85, Q87, Q88, Q89, Q90, Q91, and Q92.
- Reporting entities noted in office hours, comments, and feedback that the term “partially supports” within ACRs was misinterpreted to mean “supports” rather than “does not support.” Therefore, some reporting entities incorrectly reported “fully conforms” despite a “partially supports” notation in the document.
- Some reporting entities said they use Accessible Name & Description Inspector (ANDI) despite specifically noting in the Understanding that this tool would not fall into the category of a tool for “comprehensive, large-scale monitoring of web content.” Other reporting entities reported manual, document testing tools that also fall outside the category of a tool for “comprehensive, large-scale monitoring of web content.”
- Some reporting entities reported testing a higher number of public web pages than the reporting entity owns and operates, possibly due to automated scanning that regularly re-tests pages.

Numerous reporting entities responded to Testing and Validation Dimension questions that resulted in Moderate to Very High maturity outcomes, but the reporting entity did not provide conformance test results for top viewed web pages, electronic documents, and videos because it reported no testing resources in order to complete Q78-81. Respondents may not have had the resources or did not prioritize the resources to respond to criteria. Additionally, some respondents had an incongruous maturity bracket with respect to their conformance bracket (or vice versa), such as an entity with a Very High maturity but Very Low conformance; more analysis will help GSA understand underlying factors resulting in the conflicting overall performance category.

Feedback related to the reporting tool shared confusion regarding how to use the tool, with numerous reporting entities providing placeholder answers in order to move to the next criteria. This led to misreporting of answers, as several reporting entities noted in their submitted data. Additionally, reporting entities repeatedly noted the frustration of not allowing multiple points of contact to input data into the submission tool. This meaningful feedback will shape future goals of creating a more user friendly reporting tool to reduce the burden of data submission and enhance accuracy of self-reported data.

Lastly, we heard from many stakeholders who expressed excitement about the Assessment. They welcomed the comprehensive reporting criteria, celebrated the transparency in data, and expressed hope that by submitting this data, reporting entities will improve compliance. Some reporting entities said the Assessment garnered attention from management who were not heavily engaged in Section 508 efforts, expressing optimism that the new reporting has elevated the importance of accessibility within the reporting entity.

We recognize and sincerely appreciate the importance of an annual Governmentwide Section 508 Assessment and the positive impact this and future reports will have on ensuring reporting entities meet the requirements to ensure equivalent access to ICT and digital services for everyone. The investments reporting entities will undoubtedly make in response to their findings will serve as an important improvement in the foundation of a culture of inclusion.

We look forward to supporting all reporting entities' efforts to improve accessibility across government so that accessibility is inherent to all user experiences.

# Appendix A: Terms, Definitions, and Acronyms

## Terms and Definitions

The following terms are used in this report. Additional definitions and terms used within instructions and criteria can be found on [Section508.gov’s Annual Section 508 Assessment Definition of Terms](#).

**Table A1.** List of terms and definitions

Term	Definition
ACR	An Accessibility Conformance Report (ACR) is a document that explains the extent to which a product conforms to accessibility standards (such as WCAG or Section 508 Technical Standards). A common way an ACR is completed is by using the VPAT® template created by the IT Industry Council (ITI), but other methods are used across government.
ANDI	The Accessible Name & Description Inspector (ANDI) is a free accessibility testing tool created by the Social Security Administration.
Agency	<p>A. Within this document, “agency” includes any department, independent establishment, commission, administration, authority, board or bureau of the United States subject to Section 508 or “component” organizational unit below (usually one level) a Department or large agency enterprise level; generally used where this report offers recommendations and GSA efforts to increase Section 508 compliance.</p> <p>B. This report uses the term “reporting entity” rather than “agency” or “component” as traditionally defined because reporting entity Section 508 Programs may be organized and/or function outside of these traditional definitions; generally used for data-driven findings, observations and overall performance category recommendations.</p>
ART	The Accessibility Requirements Tool (ART) is a step-by-step guide created by GSA to help easily identify relevant accessibility requirements from the Revised 508 Standards, and incorporate them into procurement and contracting documentation.
Bracket	Describes the groupings of reporting entities for business function maturity and operational conformance. Brackets include Very Low, Low, Moderate, High, and Very High. The pairing of a maturity bracket and conformance bracket, such as High-Moderate, is referred to as an overall performance “category” throughout this assessment.

Term	Definition
Business Function Maturity	<p>Or simply “maturity” as it is referenced throughout this document, approximates the level of development and advancement of a reporting entity’s Section 508 Program as well as other functions across the organization (the business) that are relevant to digital accessibility. It assesses the reporting entity’s responses to the criteria within 9 maturity dimensions (Q22-Q61, excepting Q27B). These questions cover different aspects of their Section 508 Program or equivalent as well as accessibility-related activities across the organization. Business function maturity, or “maturity” is evaluated by the maturity index or “m-index” and utilizes a scale ranging from 0 to 5, with 0 indicating a very low maturity level, and 5 indicating a very high maturity level.</p>
c-index	<p>Assesses reporting entity conformance related to approximation of conformance to Section 508 standards. It measures how well reporting entities meet specific criteria within the Conformance dimension, using numerical values and weights for 16 criteria, including Q64, Q79, Q71, Q78, Q80 to Q85, and Q87 to Q92. The index uses a scale from 0 to 5, with 0 representing very low and 5 representing very high conformance levels.</p>
Category	<p>Or Overall Performance Category. Used to describe groupings of reporting entities that fall within each pairing of the Maturity and Conformance bracket. As there are five maturity brackets (ranging from Very Low to Very High) and five conformance brackets (also ranging from Very Low to Very High), there are 25 total Overall Performance Categories. These categories are always titled by Maturity first and Conformance second, i.e., Very Low-Very Low, Moderate - Low, and so on.</p>
CFO Act Agency	<p>The 1990 CFO Act gave OMB new authority and responsibility for directing federal financial management, modernizing the government’s financial management systems, and strengthening financial reporting. This act applies to 24 departments and agencies.</p>
Component	<p>Within this document, the use of “component,” “component agency,” and “component-level agency” broadly refers to the organizational unit below a Department or large agency enterprise level. Agencies across government have different designations and terminology for these organizational units, including component, bureau, administration, office, operating division, agency, and subagency. For example:</p> <p>The Department of Defense (DOD) and the Department of the Navy (NAVY) would be considered agencies.</p> <p>NAVAIR, a subunit of NAVY, was submitted as part of NAVY.</p>

Term	Definition
Conformance	<p>Refers to a reporting entity’s adherence to the applicable parts of the ICT Final Standards and Guidelines (known as the Section 508 Standards), ensuring that its information technology products and services are Section 508 conformant, including websites, software, documents, and digital content. For example, for a web page to fully conform to Section 508, the entire web page must meet all applicable 38 WCAG Level A and AA Success Criteria.</p> <p>Also, a shorthand way of referring to operational conformance. See Operational Conformance for full definition.</p>
Criteria	<p>Refers to the <a href="#">105 Assessment criteria</a> that reporting entities responded to, split into 11 dimensions. Due to dependencies, some reporting entities may have responded to fewer than 105 criteria. Also denoted with “Q” before a number to identify specific criteria referenced. The terms criteria, metric, and question are used interchangeably when referring to the content reporting entities responded to.</p>
Dimension	<p>Refers to the categorization of the 105 criteria into general questions, maturity questions and conformance questions. The Assessment criteria comprised 11 dimensions.</p>
High	<p>Indicates that the maturity and/or conformance levels are considerably close to the desired standard. There is some improvement needed to optimize business functions and conformance to the Section 508 standards.</p>
ICT	<p>Information and Communication Technology, which is defined by the U.S. Access Board as, “Information technology and other equipment, systems, technologies, or processes, for which the principal function is the creation, manipulation, storage, display, receipt, or transmission of electronic data and information, as well as any associated content. Examples of ICT include, but are not limited to: computers and peripheral equipment; information kiosks and transaction machines; telecommunications equipment; customer premises equipment; multifunction office machines; software; applications; Web sites; videos; and, electronic documents”.</p> <p>ICT accessibility and digital accessibility may be used interchangeably.</p>



Term	Definition
Information Technology	<p>(A) with respect to an executive agency means any equipment or interconnected system or subsystem of equipment, used in the automatic acquisition, storage, analysis, evaluation, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information by the executive agency, if the equipment is used by the executive agency directly or is used by a contractor under a contract with the executive agency that requires the use—</p> <p>(i) of that equipment; or</p> <p>(ii) of that equipment to a significant extent in the performance of a service or the furnishing of a product;</p> <p>(B) includes computers, ancillary equipment (including imaging peripherals, input, output, and storage devices necessary for security and surveillance), peripheral equipment designed to be controlled by the central processing unit of a computer, software, firmware and similar procedures, services (including support services), and related resources; but</p> <p>(C) does not include any equipment acquired by a federal contractor incidental to a federal contract.</p>
Low	<p>Suggests that the maturity or conformance is below the desired standard but not as far from it as "Very Low." There's room for improvement in multiple areas and improvements most likely will be multifaceted.</p>
Maturity	<p>A shorthand way of referring to business function maturity. See business function maturity for full definition.</p>
Metric	<p>Refers to the 105 Assessment criteria that reporting entities responded to, split out into 11 dimensions. Due to dependencies, some reporting entities may have responded to fewer than 105 criteria. Also denoted with "Q" before a number to identify specific criteria referenced. The terms criteria, metric, and question are used interchangeably when referring to the content reporting entities responded to.</p>
Moderate	<p>Signifies the maturity or conformance is average. It meets some standards but still has room for enhancement in certain areas across maturity or conformance.</p>
m-index	<p>A measure of a reporting entity's Section 508 Program maturity. It assesses reporting entity responses to criteria across 9 dimensions, including various aspects of their IT Accessibility Program. The index uses a scale from 0 to 5, with 0 representing very low and 5 representing very high maturity levels.</p>

Term	Definition
Operational Conformance	Or simply referenced as “conformance” throughout this document. Operational conformance approximates how effectively reporting entities adhere to the relevant requirements for Section 508. Operational conformance is measured by the conformance index or “c-index,” which assesses a reporting entity conformance by quantifying their responses to 16 specific criteria within the Conformance dimension. These criteria include Q64, Q79, Q71, Q78, Q80 to Q85, and Q87 to Q92. Each of these criteria is assigned numerical values and weights to determine the overall conformance score.
Overall performance	See also Category which is used interchangeably. Used to describe groupings of reporting entities that fall within each pairing of the Maturity and Conformance bracket. As there are five maturity brackets (ranging from Very Low to Very High) and five conformance brackets (also ranging from Very Low to Very High), there are 25 total Overall Performance Categories. These categories are always titled by Maturity first and Conformance second, i.e., Very Low-Very Low, Moderate - Low, and so on.
Parenthetical Title	Term referring to the sub-specialty of a job series, as defined by OPM in position description development guidance.
Reporting Entity	<p>Reporting entity denotes a respondent to the Assessment. This report uses the term “reporting entity” rather than “agency” or “component” as traditionally defined because reporting entity Section 508 Programs may be organized/function outside of these traditional definitions. Thus, reporting entities are loosely based on:</p> <p>“Agency,” which broadly applied to organizational components such as bureau, office, component, or at the department level (e.g., headquarters).</p> <p>“Component,” which broadly applies to an organizational unit below (usually one level) a Department or large agency enterprise level. For example:</p> <p>The Department of Defense (DOD) and the Department of the Navy (NAVY) would be considered agencies.</p> <p>NAVAIR, a subunit of NAVY, was submitted as part of NAVY.</p>
Question	Refers to the 105 Assessment criteria reporting entities responded to, split out into 11 dimensions. Due to dependencies, some reporting entities may have responded to fewer than 105 criteria. Also denoted with “Q” before a number to identify specific criteria referenced. The terms criteria, metric, and question are used interchangeably when referring to the content reporting entities responded to.
SRT	SRT stands for Solicitation Review Tool which is a GSA-developed tool built using open source technology, artificial intelligence (AI), natural language processing, text mining, and machine learning algorithms to automatically identify whether new solicitations posted to “Contracting Opportunities” (beta.SAM.gov) are solicitations for ICT.

Term	Definition
Very High	Represents the highest level of maturity or conformance, signifying that it aligns closely with the desired standard in most areas across maturity and/or conformance.
Very Low	Indicates that the maturity or conformance level is significantly below the desired standard, requiring substantial improvements in multiple areas across maturity and/or conformance.
VPAT	VPAT® stands for Voluntary Accessibility Conformance Report which is a product of the Information Technology Industry Council, the VPAT® is a reporting format for assisting buyers and sellers in identifying information and communications technology (ICT) products and services with accessibility features. A completed VPAT® is referred to as an Accessibility Conformance Report (ACR).

## Acronyms List

Note: Definitions for many of these terms are included in Terms and Definitions in Table A1.

**Table A2.** List of acronyms and full terms

<b>Acronym</b>	<b>Full Term</b>
ACM	Accessibility Community Meeting
ACOP	Accessibility Community of Practice
ACR	Accessibility Conformance Report
ANDI	Accessible Name & Description Inspector
API	Application Programming Interface
ART	Accessibility Requirements Tool
ASPE	Office of the Assistant Secretary for Planning and Evaluation
CAA	Consolidated Appropriations Act
CAO	Chief Acquisition Officer
CDIO	Chief Diversity and Inclusion Officer
CFO	Chief Financial Officer
CHCO	Chief Human Capital Officer
CIO	Chief Information Officer
CIOC	CIO Council
CMS	Centers for Medicare and Medicaid
CoP	Community of Practice
CSUN	California State University, Northridge
CSV	Comma-Separated Values
CX	Customer Experience

<b>Acronym</b>	<b>Full Term</b>
DEIA	Diversity, Equity, Inclusion, and Accessibility
DHS	Department of Homeland Security
DOD	Department of Defense
DOJ	Department of Justice
EEO	Equal Employment Opportunity
EEOC	Equal Employment Opportunity Commission
EO	Executive Order
FAQs	Frequently Asked Questions
FAR	Federal Acquisition Regulation
FEVS	Federal Employee Viewpoint Survey
FTE	Full-time equivalent
FY	Fiscal Year
GAO	Government Accountability Office
GSA	General Services Administration
HHS	Department of Health and Human Services
HTML	HyperText Markup Language
IAAF	Interagency Accessibility Forum
ICT	Information and Communications Technology
IDEA	Integrated Digital Experience Act
IG	Inspector General
IT	Information Technology
JSON	JavaScript Object Notation
KPI	Key Performance Indicator
NASCIO	National Association of State Chief Information Officers

<b>Acronym</b>	<b>Full Term</b>
NAVAIR	Naval Air Systems Command
OGP	Office of Government-wide Policy
OMB	Office of Management and Budget
OPM	Office of Personnel Management
OSTP	Office of Science and Technology Policy
PDF	Portable Document Format
PM	Program Manager
PMR	Program Maturity Report
POC	Point of Contact
PWD	Persons with disabilities
Q	Refers to “Criteria”. Using a Q in front of a number denotes a specific criteria (also referred to as “Questions” or “Metrics”).
RFC	Request for Comments
SRT	Solicitation Review Tool
SSA	Social Security Administration
TT v5	Trusted Tester Process Version 5
UK	United Kingdom
USAB	U.S. Access Board
VA	Department of Veterans Affairs
VPAT	Voluntary Product Accessibility Template
W3C	World Wide Web Consortium
WAI	Web Accessibility Initiative
YOY	Year Over Year

# Appendix B: Federal Initiatives and Resources on ICT Accessibility

Important governmentwide initiatives and resources have developed out of the legislative and executive branches' efforts to advance ICT accessibility in the federal government.<sup>37</sup> While OMB, GSA, Access Board, and DHS have led many of these efforts, the governmentwide relevance of ICT accessibility has drawn in many agencies to further the cause. These efforts are detailed below:

## Policy and Guidance

- GSA established [Section508.gov](https://www.section508.gov) to assist agencies in complying with Section 508. It serves as the central resource for governmentwide ICT accessibility support. GSA's IT Accessibility Program maintains the website and provides guidance, tools, training, and other information on ICT accessibility to address the needs of persons with disabilities.
- Section 508 of the Rehabilitation Act of 1973, as amended, mandates that the Department of Justice (DOJ) issue a biennial report, the [Section 508 Report to the President and Congress: Accessibility of Federal Electronic and Information Technology](#), on the state of Section 508 compliance across the federal government. The report details common agency challenges and recommendations for Section 508 compliance. This report is intended to complement the Assessment.
- Pursuant to OMB's "Strategic Plan for Improving Management of Section 508 of the Rehabilitation Act," GSA, in coordination with OMB, reports on the maturity of agency Section 508 Programs through the required semi-annual [Program Maturity Report \(PMR\)](#). In consultation with OMB, DOJ, and the CIO Council (CIOC), GSA made PMRs from 2019 to 2023 publicly available on [Section508.gov](https://www.section508.gov) in response to a [request](#) from the Senate Special Committee on Aging, Committee on Homeland Security and Governmental Affairs, and the Senate Committee on Health, Education, Labor and Pensions.
- Notably, the Assessment replaces the PMR, which was last issued in Spring 2023, to establish a new baseline for Section 508 compliance reporting. In comparison to the self-designated approach of the PMR, the Assessment aims to provide insights on realistic outcomes that reflect the state of ICT accessibility in the federal government. Consequently, the maturity measures between the two reports are not directly comparable.

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37 As noted in [Federal Law and Policy on ICT Accessibility](#).

## Strategic Engagement

- The ACOP is the preeminent governmentwide forum that supports the advancement of ICT accessibility and Section 508 compliance. In coordination with OMB and GSA, the ACOP issues guidance on ICT accessibility best practices, contributes to the development of testing tools and processes, and organizes a variety of subcommittees around the accessibility needs in the federal government.

## Technical Assistance, Tools, and Training

- Endorsed by Accessibility Community of Practice (ACOP) as an accessibility best practice, the [ICT Testing Baseline for Web](#) establishes the minimum technical standards for testing web accessibility in the federal government. It aims to harmonize the disparate accessibility testing methods used in federal agencies through alignment to the ICT Standards and Guidelines using defined standards for conformant web accessibility test processes.
- The [DHS Trusted Tester Process Version 5](#) (TT v5) is an ICT Baseline-aligned, manual test process used to determine if web content conforms to the ICT Standards and Guidelines. It is a reliable and consistent approach to determine the extent of web content conformance.
- With the EO on “[Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce](#)” in June 2021, OMB launched the governmentwide DEIA initiative to enhance diversity, equity, inclusion, and accessibility across the federal government. As part of the initiative, OPM provides [technical assistance and guidance](#) to agencies to advance accessibility for federal employees with disabilities.



# Appendix C: Methods

## Overview

The methods outlined in this section are the result of detailed discussions and activities between GSA, OMB, and Access Board. We identified primary research questions, transformed these into testable hypotheses, and devised an analysis plan to answer these hypotheses. Through this systematic and collaborative approach, we aimed to provide robust insights into Section 508 compliance across federal reporting entities and to use these insights to further advance ICT accessibility for federal employees, federal contractors, and the American public.

## Development and Dissemination of Assessment Criteria

OMB and GSA collaborated with Access Board and OSTP to refine the original pool of 150 criteria into a final, more targeted set of 105 Assessment criteria across 11 dimensions. See [Table C1](#) for a description of the 11 Assessment dimensions. We collectively determined the selected criteria best represented the current state of Section 508 compliance across the federal government and, through the establishment of a new baseline, presented an opportunity to analyze trends in future years. While some criteria were informed by the previous [Section 508 Report to the President and Congress: Accessibility of the Federal Electronic and Information Technology](#), none were lifted verbatim. To help ascertain Section 508 Program maturity based on typical reporting entity practices, the team consulted four maturity models for the nine middle dimensions (i.e., those excluding General Information and Conformance Metrics):

- [Intelligence Community IT Accessibility Program Maturity Model \(PPTX\)](#)
- World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI) [W3C Accessibility Maturity Model](#)
- United Kingdom (UK) Business Disability Forum [Accessibility Maturity Model Scorecard](#)
- National Association of State Chief Information Officers (NASCIO) [Policy-Driven Adoption for Accessibility \(PDF\)](#) Core Criteria

**Table C1.** Description of Assessment dimensions

<b>Dimension</b>	<b>Description</b>
General Information	Information and metrics related to the reporting entity Section 508 Program (or equivalent) activities.
IT Accessibility Program Office	Reporting entity's program management, reporting, benchmarking, risk management, continuous process improvement, and other business-related functions that align to the development, implementation, and maintenance of the reporting entity's Section 508 Program or equivalent
Policies, Procedures, and Standards	Reporting entity's development, implementation, and continuous improvement of ICT accessibility-related policies, procedures, directives and standards and the inclusion of digital accessibility into relevant policies across all business functions of the reporting entity
Communications	Reporting entity's internal and external communication accessibility considerations
Content Creation	Reporting entity's development, testing, remediation, and conformance tracking of digital content, including but not limited to documents, presentations, PDFs, spreadsheets, audio, video, multimedia, social media, and digital forms
Human Capital, Culture, and Leadership	Reporting entity's leadership and professional development, and how ICT accessibility is integrated into mission-related strategic planning
Technology Lifecycle Activities	Reporting entity's level of inclusion of accessibility in the technology lifecycle to include design, development, operation, and maintenance of ICT
Testing and Validation	Reporting entity's level of inclusion of ICT accessibility in the testing and evaluation of reporting entity's products and services, including processes, tools, templates, best practices and guidance
Acquisition and Procurement	Reporting entity's level of inclusion of ICT accessibility in procurement lifecycle processes
Training	Reporting entity's development, use, and tracking of ICT accessibility related training
Conformance Metrics	Specific data points and outcomes related to measuring reporting entity's program inclusion of ICT accessibility and conformance to the ICT Standards and Guidelines

OMB broadly distributed instructions and 105 Assessment criteria to agencies who may be subject to Section 508 on April 7, 2023, pursuant to [the Consolidated Appropriations Act, 2023](#). OMB distributed these to heads of agencies, agency CIOs, and Section 508 PMs. Additionally, [instructions and criteria](#) were also posted the same day on [Section508.gov](#). Responding entities designated points of contact and coordinated with OMB to define how they would report by organizational unit or “reporting entity,” individually or as a component of a larger parent agency. GSA referenced and maintained, at the direction of OMB, a list of reporting entities and information for the reporting entity points of contact. The reporting entity designated point of contact then received access to GSA’s reporting tool. As such, the designation of reporting entity may not align with the standard use of agency commonly used across government.

## Data Collection

In the data collection phase, GSA and OMB used a response tool for federal reporting entities to submit their responses to the Assessment criteria. Responses established a baseline understanding for the Section 508 landscape across reporting entities. Reporting entities were required to use a reporting entity-specific link provided by GSA to submit their data within the six-week reporting submission window. The data was then subjected to quality testing and validation before beginning analysis. The quality testing primarily consisted of checks to detect statistical anomalies and logical inconsistencies. Publicly available datasets on reporting entity size from [Fedscope OPM](#) supplemented reporting entity data collected through the response tool.

## Data Validation

GSA developed a script to systematically validate reporting entity data by criteria. Most of the data validation tests function as conditional if-then logic, and rely on interconnections between different responses for this logic. When validation tests detected inconsistencies across a given reporting entity’s data submission, it triggered a flag. **Importantly, while GSA categorized and tabulated inconsistencies, it altered no data for the purpose of the analysis. Refer to the Data Validation for FY23’s Annual Assessment document for a summary of validation tests alongside validation script.**

## Descriptive Analysis

We conducted a descriptive study of the data, akin to an inventory or initial exploration, to provide a holistic view of reporting entity data and determine key patterns and trends. We examined averages, frequency distributions, and other essential statistical parameters for each criteria, paying close attention to core areas that directly tie into our research questions. Two areas, reporting entity “business function maturity” and “operational conformance” (i.e., reporting entity conformance to the applicable requirements in the [ICT Standards and Guidelines](#)), emerged as key perspectives and points of interest during our discussions.

First, we created an index to assess reporting entity business function maturity (m-index). This index quantified reporting entity responses to criteria across 9 dimensions: IT Accessibility Program Office; Policies, Procedures, and Standards; Communications; Content Creation; Human Capital, Culture, and Leadership; Technology Lifecycle Activities; Testing and Validation; Acquisition and Procurement; and Training. The m-index encompassed Questions 22 to 61 except Q27B, and all were multiple choice format, equally weighted, and scored as follows:

- a) = 0; signifying very low
- b) = 1; signifying low
- c) = 2; signifying moderate
- d) = 3; signifying high
- e) = 4; signifying very high

Furthermore, a selection of “Unknown” received a 0, and a selection of “Not applicable or N/A” received a 4. For a few criteria (Q24, Q30, and Q44), (f) = 4 also signifies Very High. We considered that argument and understood that scoring N/A as a “4” could inflate a reporting entity score for a dimension, but we nonetheless chose this so that all reporting entities had an equal number of questions to score (the denominator would be the same for each reporting entity) and no reporting entity was penalized with a low score for N/A (i.e., things that do not apply to them).

Second, we created an operational conformance (referred to as “conformance” or “c-index”) index to assess how well reporting entities performed per Section 508 requirements. Thus, this index quantified select reporting entity responses to 16 specific criteria in the Conformance section of criteria that directly relate to quantifiable compliance outcomes and included: Q64, Q79, Q71, Q78, Q80 to Q85, and Q87 to Q92. They were assigned numerical values and weighted as shown in [Table C2](#).

**Table C2.** Topics, Conversion Approaches, and Weights of Conformance Criteria

Topic	Criteria	Conversion Approach	Weight
Internet	Q64	Provided as a percentage by reporting entity; no conversion needed	12.50%
Internet	Q79	Converted the number of fully conformant public internet web pages into a percentage of the total public internet web pages the reporting entity specified	12.50%
Intranet	Q71	Provided as a percentage by reporting entity; no conversion needed	12.50%
Intranet	Q78	Converted the number of fully conformant internal intranet web pages into a percentage of the total internal intranet web pages the reporting entity specified	12.50%
Documents	Q80	Converted the number of fully conformant electronic documents into a percentage of the total electronic documents the reporting entity specified	12.50%
Videos	Q81	Converted the number of fully conformant videos into a percentage of the total videos the reporting entity specified	12.50%
Miscellaneous	Q82 to Q86, Q88 to Q92	<ul style="list-style-type: none"><li>• Yes = 1</li><li>• N/A = 1</li><li>• Yes with exceptions = 0.5</li><li>• No = 0</li><li>• Unknown = 0</li></ul>	2.50% each

The internet and intranet are essential and increasingly important mediums for digital commerce, communication and collaboration across the federal government. Additionally, web testing methodologies and tools are much more mature than other ICT types, as noted by the number of web pages that reporting entities regularly test. In the development of the c-index, we placed slightly more emphasis on these areas relative to documents, videos, and other covered ICT. Access Board and GSA are driving initiatives to develop best practices and guidance to standardize testing for other ICT, including software, hardware, and electronic documents. As reporting entities adopt and implement these standardized testing methodologies, GSA will work with OMB and Access Board to modify Assessment criteria to more consistently evaluate ICT conformance, and we intend to adjust the c-index to incorporate expanded measurement of other types of ICT in addition to web content.

By converting and totaling reporting entity-specific responses to each criteria listed above, we determined a reporting entity-specific value for the m-index and c-index. Importantly, the c-index was rescaled by a factor of 4 to equal the scale of the m-index.

## Correlative Analysis

Using the descriptive analysis of reporting entity data, we next discovered cause-and-effect relationships between different variables to determine if specific factors, identified during our discussions, led to greater compliance with Section 508 requirements. We considered both independent variables – factors we suspect might cause changes – and dependent variables – the factors we expect to change due to the independent variables.

To ensure a comprehensive understanding of these relationships, we also incorporated control variables into the analysis. These are factors that remain constant throughout the reporting period and might influence the analysis but are not the primary focus.

## Regression Analysis

Regression analysis describes a way to understand how different variables relate to each other. Linear regression refers to a type of regression analysis that allows us to study the relationship between a predictor (independent variable) and an outcome (dependent variable). With this approach, we can calculate the strength and direction –positive or negative – of such a relationship, the chance that the relationship is not just a coincidence, and the extent to which an independent variable explains variation in the dependent variable. To gain relational insights into federal data sets, regression was recently used in federal reports such as:

- GAO report to Congress, “[Evidence-Based Policymaking: Survey Results Suggest Increased Use of Performance Information Across the Federal Government](#)”
- Department of Health and Human Services (HHS) Office of the Assistant Secretary for Planning and Evaluation (ASPE) report to Congress, “[Social Risk Factors and Performance in Medicare’s Value-Based Purchasing Program](#)”
- Centers for Medicare and Medicaid (CMS) report to Congress, “[Medicare Home Health Study: An Investigation on Access to Care and Payment for Vulnerable Patient Populations](#)”

Multivariable linear regression can explain how two or more independent variables affect a single dependent variable. In the Assessment, we conducted simple linear and multivariable linear regressions to understand how different variables within a reporting entity relate to one another to influence that reporting entity’s Section 508 compliance. Variables corresponded directly from criteria, and included but were not limited to the following:

- Hours a Section 508 PM spends working on the reporting entity’s Section 508 Program every week (Q3)
- Status of the reporting entity’s Section 508 Program (Q22)
- Extent of resources available for the Section 508 Program (Q26)
- Maturity of process for dealing with complaints about Section 508 issue (Q29)

- Extent of Section 508 awareness training for employees (Q59)
- Extent of ICT accessibility-related training for employees (Q60)
- Proportion of top 10 internal internet pages that are fully conformant (Q78)
- Proportion of top 10 publicly available internet pages that are fully conformant (Q79)
- Proportion of top 10 publicly available electronic documents that are fully conformant (Q80)
- Proportion of top 5 publicly available videos that are fully conformant (Q81)

To examine the strength of these associations, we developed 42 regression equations to weigh the importance of each variable in determining the extent of a given reporting entity’s Section 508 compliance.<sup>38</sup> The regression equations summarized how these different variables within a reporting entity relate to that reporting entity’s level of compliance with Section 508 requirements. They clarified what drove reporting entity Section 508 compliance and where there might be opportunities for improvement. Four analyses (hypotheses) emerged as noteworthy which are described in detail in Findings under [Conformance Relationships: Regression Deep Dive](#).

A typical multivariable linear regression equation took the following form:

$$\text{Dependent Variable} = \beta_0 + \beta_1(\text{Independent Variable 1}) + \beta_2(\text{Independent Variable 2}) + \dots + \epsilon$$

Where:

- Dependent Variable = Outcome of interest
- $\beta_0$  = Dependent Variable if all the Independent Variables are 0
- $\beta_1$  and  $\beta_2$  = Coefficients. These are numbers we calculate from the data. They tell us how much the Dependent Variable changes when we increase the associated variable by one unit, while keeping all the other variables constant.
- Independent Variable 1 and Independent Variable 2 = Different factors that might affect the Dependent Variable
- $\epsilon$  = Error term. It accounts for other factors that might affect the Dependent Variable but is not included as a variable in our equation.

## P-Values and R2 Values

In addition to the regression coefficients, key values of interest were the p-values associated with each coefficient and coefficient of determination, denoted as  $R^2$ , for a given regression equation.

The probability value (p-value) is the metric that allows us to assess whether the relationship between the independent and dependent variables is statistically significant. Statistical significance

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<sup>38</sup> Statistical significance refers to the probability that an observed effect of an independent variable on a dependent variable is not solely due to chance.

is determined by comparing the p-value of a coefficient against the threshold for statistical significance, most commonly 0.05, which indicates a 5% chance of rejecting a hypothesis when true. In statistical analysis, asterisks denote the level of significance associated with particular findings. One asterisk (\*) signifies a moderate level of significance, typically with a p-value ranging between 0.05 and 0.1 ( $0.01 < p\text{-value} < 0.05$ ). It is a moderate indication that the observed relationship is meaningful and not just due to random chance. Progressing further, two asterisks (\*\*) indicate results that are reasonably significant, with a p-value between 0.01 and 0.05 ( $0.05 \geq p\text{-value}$ ). This is a stronger indication the findings are true and not just a result of randomness. Finally, three asterisks (\*\*\*) represent the highest level of significance, with a p-value of 0.01 or less ( $0.01 \geq p\text{-value}$ ). Three asterisks signify a very strong indication that the observed results are indeed meaningful and not due to chance.

The other value of interest is  $R^2$ .  $R^2$  refers to a statistical measure of how well a regression model fits a data set, also known as goodness of fit. It denotes the percentage of the variation in the outcome variable that is explained by your predictor variable(s). In other words,  $R^2$  describes how much variation in the outcome variable can be attributed to the predictor variable(s). Thus, a high  $R^2$  value means the regression model is a good fit for the data, and that your predictor variables are able to explain much of the variation in the outcome (dependent) variable.

Taken together, the best scenario in regression analysis is a p-value lower than the threshold for statistical significance (most commonly lower than 0.05) and a high  $R^2$  value (typically above 0.75). In particular, while high  $R^2$  values are certainly preferred, moderate  $R^2$  values can still offer insight into real world data and complex dynamics such as those of reporting entity Section 508 Programs, especially when paired with a statistically significant p-value.



# Appendix D: Overview Data By Reporting Entity

Reporting entities are listed in alphabetical order beginning with CFO Act departments and component reporting entities followed by independent reporting entities<sup>39</sup>. Due to similarities of some reporting entity names, reporting entity acronyms used in this report may not reflect the initialism used by those reporting entities and altered solely to ensure data integrity during the collection, analysis, reporting and associated open data made available as part of this Assessment.

Comprehensive submission data by reporting entity can be found at: <http://www.section508.gov/2023-congressional-report>. In addition, a supplemental data dictionary details the Assessment criteria, answer selections, dependencies, “understanding content” and variable identifiers.

## Each reporting entity overview page contains the following:

\*denotes self-reported data without any data transformation

- Reporting entity seal/logo
- Reporting entity name
- Identification of parent agency (if applicable)
- Maturity Bracket: This measure of a reporting entity’s Section 508 Program maturity assesses responses to criteria across 9 dimensions, encompassed Questions 22 to 61 except Q27B, and all were multiple choice format, equally weighted, and scored as noted in Methods, Descriptive Analysis. This maturity bracket consists of an index using a scale from 0 to 5, with 0 representing very low and 5 representing very high maturity levels.
- Conformance Bracket: This measure of a reporting entity’s Conformance Metrics consists of an index using a scale from 0 to 5, with 0 representing very low and 5 representing very high conformance. This index quantified select responses to 16 specific criteria in the Conformance section of criteria which directly relate to quantifiable compliance outcomes and included: Q64, Q79, Q71, Q78, Q80 to Q85, and Q87 to Q92. They were assigned numerical values and weighted as shown in Table C2.
- Recommendations specific to the reporting entity bracket linked to Maturity-Conformance category (within Findings).

**Table D1. Brackets and value range of maturity and conformance indices**

Bracket	Value Range
Very High	>4 to 5
High	>3 to 4
Moderate	>2 to 3
Low	>1 to 2
Very Low	0 to 1

<sup>39</sup> Reporting entity denotes a respondent to the Assessment. This report uses the term “reporting entity” rather than “agency” or “component” as traditionally defined because reporting entity Section 508 Programs may be organized/function outside of these traditional definitions.

- Visual of where the reporting entity falls on the 5 x 5 matrix for maturity and conformance, with Very Low in the bottom left corner and Very High in the top right corner.
- ICT Testing Outcomes:
  - First paragraph details entity results for top viewed ICT (web pages, documents, and videos (questions 78-81)). Data shown represents the percentage of ICT tested that fully conforms to Section 508 standards (i.e., did not have any defects reported), if entity did not have the requested ICT, or if entity did not have resources to complete testing.
  - Second paragraph details responses to question 71 and 64 regarding entity Section 508 conformance testing performed in the reporting period or notes if entity did not perform any testing during the reporting period.
- Does Agency ICT Fully Conform? depicts responses for specific ICT products\*:
  - Unknown= Unk
  - N/A = Not Applicable
  - Yes
  - YA = Yes, all (indicating all ICT fully conforms and only applies to public desktop/mobile apps and kiosks)
  - YS = Yes, some (indicating only some of the ICT fully conforms and only applies to public desktop/mobile apps and kiosks)
  - No
- Section 508 Program and Policy Highlights show reporting entity responses to question 22 and question 28\*
- Number of Section 508 Program Contractor FTE(s)\*
- Number of Section 508 Program Federal FTE(s)\*
- Total number of reporting entity Section 508 Program FTEs compared to the average of 508 FTEs among reporting entity maturity dimension
- Hours per week spent by the reporting entity Section 508 Program Manager (PM)\* compared to average Section 508 PM hours among reporting entity maturity dimension
- Table of reporting entity maturity outcomes, averaged by dimension (with 5 possible brackets)
  - Lowest (with a double asterisk and a highlight in red) and highest (with a single asterisk and a highlight in green) maturity dimensions are showcased (behind each bracket category is a numerical average of reporting entity responses). The lowest dimension highlighted does not imply this must be the first line of business the reporting entity should invest in; it only depicts the lowest ranking. Entities should determine the best course of action for their investment in Section 508 compliance.
  - If a reporting entity did not perform dimension functions, a “^” is next to the dimension; a Very High will also display as the bracket result.

# Reporting Entity Table of Contents

Reporting entities are listed in alphabetical order beginning with CFO Act departments and component reporting entities followed by independent reporting entities.

[Department of Agriculture](#)

[Department of Commerce](#)

[Department of Defense](#)

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[Department of Energy](#)

[Department of Health and Human Services](#)

[Department of Homeland Security](#)

[Department of Housing and Urban Development](#)

[Department of Justice](#)

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[National Aeronautics and Space Administration](#)

[National Science Foundation](#)

[Nuclear Regulatory Commission](#)

[Office of Personnel Management](#)

[Small Business Administration](#)

[Social Security Administration](#)

[U.S. Agency for International Development](#)

[Independent Reporting Entities](#)

## Department of Agriculture

- Department of Agriculture (USDA)
- Agricultural Marketing Service (AMS)
- Agricultural Research Service (ARS)
- Animal and Plant Health Inspection Service (APHIS)
- Commodity Credit Corporation (CCC)
- Economic Research Service (ERS)
- Farm Production and Conservation (FPC)
- Farm Service Agency (FSA)
- Federal Crop Insurance Corporation (FCIC)
- Food and Nutrition Service (FNS)
- Food Safety and Inspection Service (FSIS)
- Foreign Agricultural Service (FAS)
- Forest Service (USFS)
- National Agricultural Statistics Service (NASS)
- National Institute of Food and Agriculture (NIFA)
- Natural Resources Conservation Service (NRCS)
- Risk Management Agency (RMA)
- Rural Business-Cooperative Service (RBCS)
- Rural Development (RD)
- Rural Housing Service (RHS)
- Rural Utilities Service (RUS)



# Department of Agriculture (USDA)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

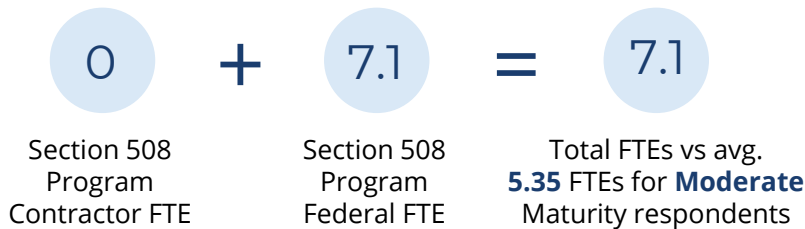
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	No	YS	Unk	Unk	No	Unk	Unk

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation**	<b>Low</b>
Acquisition and Procurement	<b>High</b>
Training*	<b>Very High</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



## Agricultural Marketing Service (AMS)

Department of Agriculture (USDA)

**Maturity: Very High**  
**Conformance: High**

See [Recommendations for Very High Maturity - High Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>85%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>88%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>40%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YS	N/A	Yes	Yes	Yes	Yes

### Section 508 Program and Policy Highlights

- The Section 508 program or equivalent has actively measured and well-defined performance metrics as well as authority in decision-making processes related to ICT
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	High
Policies, Procedures, & Practices	High
Communications*	Very High
Content Creation	Very High
Human Capital, Culture & Leadership**	High
Technology Lifecycle Activities	Very High
Testing and Validation	Very High
Acquisition and Procurement	Very High
Training	Very High

\* Highest    \*\* Lowest  
^ does not perform dimension functions

0 + 1 = 1  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **8.31** FTEs for **Very High** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **31** hours for **Very High** Maturity respondents



# Agricultural Research Service (ARS)

Department of Agriculture (USDA)

**Maturity: Very Low**  
**Conformance: Low**  
 See [Recommendations for Very Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

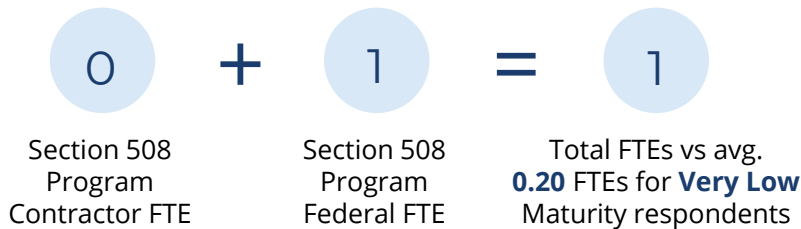
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>N/A</b> - does not have public web pages.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	N/A	Unk	Unk	Unk	Unk	N/A

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications**	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Very Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



**Animal and Plant Health Inspection Service (APHIS)**  
Department of Agriculture (USDA)

**Maturity: High**  
**Conformance: High**  
See [Recommendations for High Maturity - High Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>85%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>70%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YS	N/A	Yes	Yes	Yes	Yes

### Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT accessibility is not included in any policies/directives

0 + 1 = 1  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **6.05** FTEs for **High** Maturity respondents

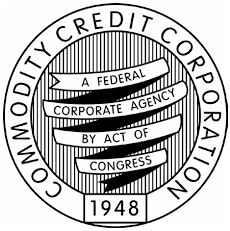
**40** Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very High</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Moderate</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership**	<b>Moderate</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Very High</b>
Acquisition and Procurement	<b>High</b>
Training	<b>Very High</b>

\* Highest \*\* Lowest  
^ does not perform dimension functions





# Commodity Credit Corporation (CCC)

Department of Agriculture (USDA)

**Maturity: Low**  
**Conformance: Moderate**

See [Recommendations for Low Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>N/A</b> - does not have intranet web pages.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>N/A</b> - does not have public web pages.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>N/A</b> - does not host or produce videos.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	N/A	N/A	Unk	Unk	Unk	Yes

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Low</b>
Content Creation**	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities^*	<b>Very High</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement^	<b>Very High</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

0 + 1 = 1  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

40 Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



## ICT Testing Outcomes

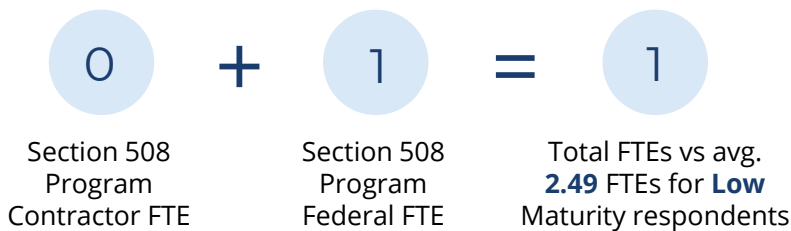
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	YA	Unk	Unk	Unk	Unk	No

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives



**1** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications**	<b>Very Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Very Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement^*	<b>Very High</b>
Training	<b>High</b>

\* Highest \*\* Lowest  
^ does not perform dimension functions



# Farm Production and Conservation (FPC)

Department of Agriculture (USDA)

**Maturity: Moderate**  
**Conformance: Moderate**

See [Recommendations for Moderate Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

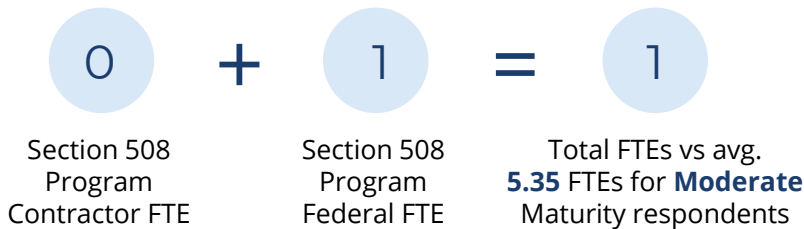
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
N/A - does not have intranet web pages. No web pages were evaluated during the reporting period.	63% of top viewed web pages tested fully conform. 40% of pages evaluated during the reporting period fully conform.	100% of top viewed electronic documents tested fully conform.	N/A - does not host or produce videos.

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	N/A	N/A	Unk	Yes	Unk	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	High
Policies, Procedures, & Practices	Moderate
Communications	Very Low
Content Creation	Moderate
Human Capital, Culture & Leadership**	Very Low
Technology Lifecycle Activities	Low
Testing and Validation*	High
Acquisition and Procurement	Moderate
Training	Low

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



**Farm Service Agency (FSA)**  
 Department of Agriculture (USDA)

**Maturity: Moderate**  
**Conformance: Moderate**  
 See [Recommendations for Moderate Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

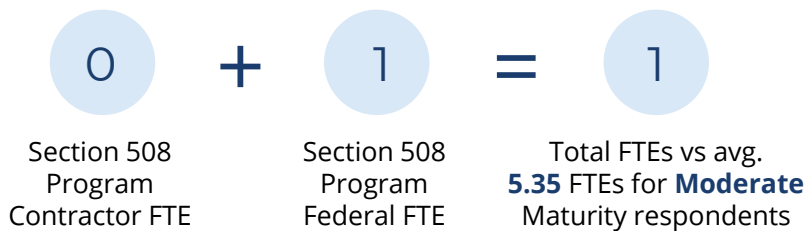
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>N/A</b> - does not have intranet web pages.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>10%</b> of top viewed web pages tested fully conform.</p> <p><b>34%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>70%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>N/A</b> - does not host or produce videos.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Yes	Unk	Unk	Unk	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- Has a signed ICT accessibility policy only (with no additional incorporation of ICT accessibility in relevant policies and directives)



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Low</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Low</b>

\* Highest      \*\* Lowest  
 ^ does not perform dimension functions

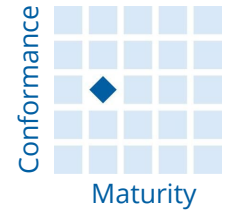


# Federal Crop Insurance Corporation (FCIC)

Department of Agriculture (USDA)

**Maturity: Low**  
**Conformance: Moderate**

See [Recommendations for Low Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>N/A</b> - does not have intranet web pages.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>N/A</b> - does not have public web pages.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>N/A</b> - does not host or produce videos.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	N/A	N/A	Unk	Unk	Unk	No

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

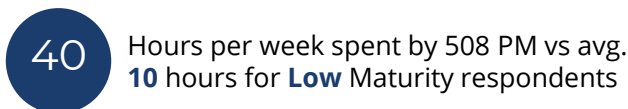
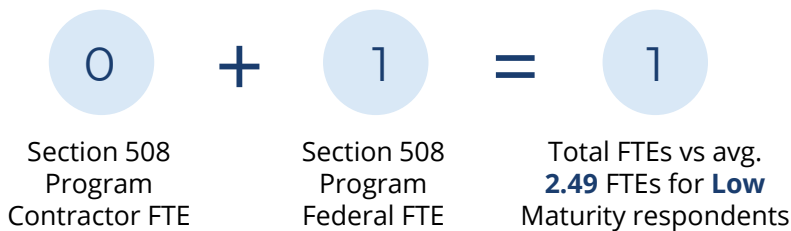
## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices**	<b>Very Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities^*	<b>Very High</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement^*	<b>Very High</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.





# Food and Nutrition Service (FNS)

Department of Agriculture (USDA)

**Maturity: Very High**  
**Conformance: Very Low**  
 See [Recommendations for Very High Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	N/A	Unk	Yes	YS	Unk	Yes	N/A	No	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>Very High</b>
Content Creation	<b>Very High</b>
Human Capital, Culture & Leadership**	<b>High</b>
Technology Lifecycle Activities*	<b>Very High</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Very High</b>
Training	<b>Very High</b>

+ =   
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **8.31** FTEs for **Very High** Maturity respondents

Hours per week spent by 508 PM vs avg. **31** hours for **Very High** Maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# Food Safety and Inspection Service (FSIS)

Department of Agriculture (USDA)

**Maturity: Very High**  
**Conformance: Low**  
 See [Recommendations for Very High Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>70%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YA	YA	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent has actively measured and well-defined performance metrics as well as authority in decision-making processes related to ICT
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Very High</b>
Policies, Procedures, & Practices*	<b>Very High</b>
Communications*	<b>Very High</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership*	<b>Very High</b>
Technology Lifecycle Activities*	<b>Very High</b>
Testing and Validation*	<b>Very High</b>
Acquisition and Procurement*	<b>Very High</b>
Training*	<b>Very High</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **8.31 FTEs for Very High** Maturity respondents

Hours per week spent by 508 PM vs avg. **31** hours for **Very High** Maturity respondents



# Foreign Agricultural Service (FAS)

Department of Agriculture (USDA)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>60%</b> of top viewed web pages tested fully conform.</p> <p><b>85%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Unk	Yes	Yes	N/A	N/A	Yes	Yes	Unk	Unk

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in most relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices*	<b>Very High</b>
Communications	<b>High</b>
Content Creation**	<b>Low</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>High</b>

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 8.31 FTEs for **Moderate** Maturity respondents

Hours per week spent by 508 PM vs avg. 19 hours for **Moderate** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions





**Forest Service (USFS)**  
Department of Agriculture (USDA)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

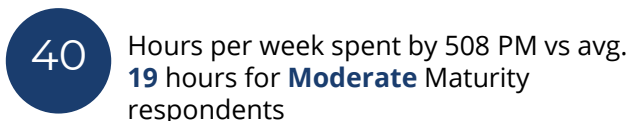
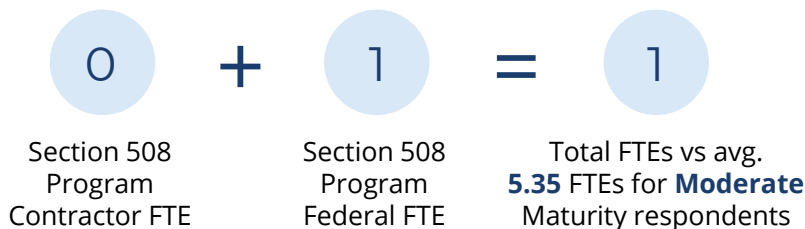
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>50%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Unk	Yes	Yes	Unk	Unk	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>High</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



# National Agricultural Statistics Service (NASS)

Department of Agriculture (USDA)

**Maturity: Very Low**  
**Conformance: Very Low**  
 See [Recommendations for Very Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>80%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	Unk	N/A	Unk	Unk	Unk	N/A

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications	<b>Moderate</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities*	<b>Moderate</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **0.20 FTEs for Very Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **3 hours for Very Low** Maturity respondents



# National Institute of Food and Agriculture (NIFA)

Department of Agriculture (USDA)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>99%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	Unk	Unk	No	Unk	No	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Moderate</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Very High</b>
Acquisition and Procurement	<b>High</b>
Training	<b>Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

$$\begin{array}{c}
 1 \\
 \text{Section 508 Program Contractor FTE}
 \end{array}
 +
 \begin{array}{c}
 1.2 \\
 \text{Section 508 Program Federal FTE}
 \end{array}
 =
 \begin{array}{c}
 2.2 \\
 \text{Total FTEs vs avg. 5.35 FTEs for Moderate Maturity respondents}
 \end{array}$$

$$\begin{array}{c}
 3 \\
 \text{Hours per week spent by 508 PM vs avg. 19 hours for Moderate Maturity respondents}
 \end{array}$$



# Natural Resources Conservation Service (NRCS)

Department of Agriculture

**Maturity: Low**  
**Conformance: High**  
 See [Recommendations for Low Maturity - High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>N/A</b> - does not have intranet web pages.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>50%</b> of top viewed web pages tested fully conform.</p> <p><b>57%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>N/A</b> - does not have electronic documents</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	No	Unk	Yes	YS	N/A	Unk	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives

0 + 1 = 1  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49** FTEs for **Low** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



**Risk Management Agency (RMA)**  
Department of Agriculture

**Maturity: Moderate**  
**Conformance: Moderate**

See [Recommendations for Moderate Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>N/A</b> - does not have intranet web pages</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>20%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>N/A</b> - does not have electronic documents</p>	<p><b>N/A</b> - does not host or produce videos</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Unk	Unk	YS	Unk	Unk	Yes	Unk	Unk

## Section 508 Program and Policy Highlights

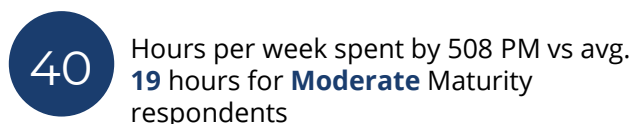
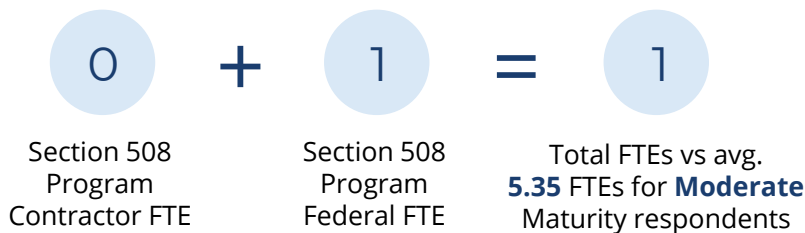
- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Very Low</b>
Content Creation*	<b>High</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.





# Rural Business-Cooperative Service (RBCS)

Department of Agriculture

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Unk	Yes	Yes	Unk	N/A	Yes	No	No	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>High</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Moderate</b>

\* Highest \*\* Lowest  
^ does not perform dimension functions

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents



# Rural Development (RD)

Department of Agriculture

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Unk	Yes	Yes	Unk	N/A	Yes	No	No	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>High</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Moderate</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

1 + 2 = 3

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

5 Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents



**Rural Housing Service (RHS)**  
Department of Agriculture

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Unk	Yes	Yes	Unk	N/A	Yes	No	No	Yes

### Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>Very High</b>
Communications	<b>High</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Moderate</b>

\* Highest \*\* Lowest  
^ does not perform dimension functions





**Rural Utilities Service (RUS)**  
Department of Agriculture

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Unk	Yes	Yes	Unk	N/A	Yes	No	No	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>High</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Moderate</b>

\* Highest      \*\* Lowest  
 ^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

## Department of Commerce

- Department of Commerce (DOC)
- Bureau of Economic Analysis (BEA)
- Bureau of the Census (CEN)
- Economic Development Administration (EDA)
- FirstNet Authority (FNA)
- International Trade Administration (ITA)
- National Institute of Standards and Technology (NIST)
- National Oceanic and Atmospheric Administration (NOAA)
- National Technical Information Service (NTIS)
- National Telecommunications and Information Administration (NTIA)
- U.S. Patent and Trademark Office (USPTO)



# Department of Commerce (DOC)

**Maturity: Very High**  
**Conformance: Moderate**

See [Recommendations for Very High Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>100%</b> of pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YS	YA	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

3 + 3 = 6  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **8.31** FTEs for **Very High** Maturity respondents

**10** Hours per week spent by 508 PM vs avg. **31** hours for **Very High** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very High</b>
Policies, Procedures, & Practices	<b>Very High</b>
Communications*	<b>Very High</b>
Content Creation	<b>Very High</b>
Human Capital, Culture & Leadership	<b>Very High</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Very High</b>
Acquisition and Procurement	<b>High</b>
Training**	<b>Moderate</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



## ICT Testing Outcomes

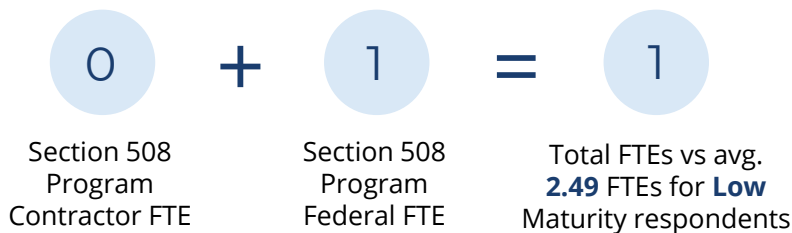
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>20%</b> of top viewed web pages tested fully conform.</p> <p><b>95%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>N/A</b> - does not host or produce videos.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	N/A	Unk	Unk	Unk	N/A	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices**	<b>Very Low</b>
Communications	<b>Low</b>
Content Creation*	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement*	<b>Moderate</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest  
^ does not perform dimension functions



# Bureau of the Census (CEN)

Department of Commerce

**Maturity: Very High**  
**Conformance: Moderate**

See [Recommendations for Very High Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>90%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>80%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YS	YA	Yes	Yes	No	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent has actively measured and well-defined performance metrics as well as authority in decision-making processes related to ICT
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Very High</b>
Policies, Procedures, & Practices	<b>Very High</b>
Communications	<b>High</b>
Content Creation	<b>Very High</b>
Human Capital, Culture & Leadership**	<b>High</b>
Technology Lifecycle Activities	<b>Very High</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement*	<b>High</b>
Training	<b>Very High</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

1 + 2 = 3

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **8.31** FTEs for **Very High** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **31** hours for **Very High** Maturity respondents



**Economic Development Administration (EDA)**  
Department of Commerce

**Maturity: Very Low**  
**Conformance: Very Low**  
See [Recommendations for Very Low Maturity - Very Low Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>90%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	N/A	Unk	Unk	Unk	N/A	Unk	N/A	Unk	Unk

### Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Unknown to what extent we incorporate ICT accessibility in all relevant policy and directives

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications**	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities*	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest  
^ does not perform dimension functions

0 + 0.2 = 0.2  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **0.2 FTEs for Very Low Maturity** respondents

**0.5** Hours per week spent by 508 PM vs avg. **3** hours for **Very Low** Maturity respondents



# FirstNet Authority

Department of Commerce

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

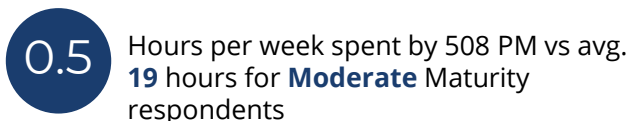
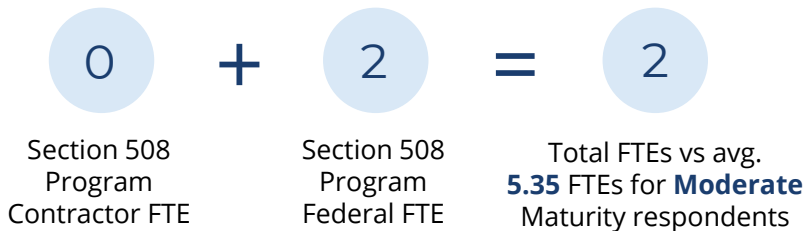
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>98%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	No	No	Unk	N/A	No	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- Has a signed ICT accessibility policy only (with no additional incorporation of ICT accessibility in relevant policies and directives)



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation*	<b>High</b>
Acquisition and Procurement	<b>Moderate</b>
Training**	<b>Very Low</b>

\* Highest      \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



# International Trade Administration (ITA)

Department of Commerce

**Maturity: Low**  
**Conformance: Very Low**  
 See [Recommendations for Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>39%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	Unk	N/A	Yes	No	Yes	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership*	<b>Moderate</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

0 + 2 = 2  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low Maturity respondents**

**2** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents





**National Institute of Standards and Technology (NIST)**  
Department of Commerce

**Maturity: Moderate**  
**Conformance: Low**  
See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>50%</b> of top viewed web pages tested fully conform.</p> <p><b>20%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>66%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Unk	Yes	Yes	Unk	N/A	No	Yes	No	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

0 + 0.2 = 0.2  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **5.35** FTEs for **Moderate** Maturity respondents

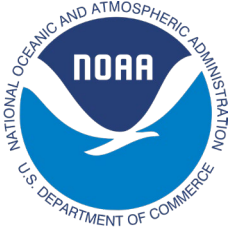
**10** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Moderate</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership**	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Low</b>

\* Highest    \*\* Lowest  
^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



# National Oceanic and Atmospheric Administration (NOAA)

Department of Commerce

**Maturity: Low**  
**Conformance: Very Low**  
 See [Recommendations for Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>77%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	Unk	Unk	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Unknown to what extent we incorporate ICT accessibility in all relevant policy and directives

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low Maturity respondents**

Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices**	<b>Very Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement*	<b>High</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



## ICT Testing Outcomes

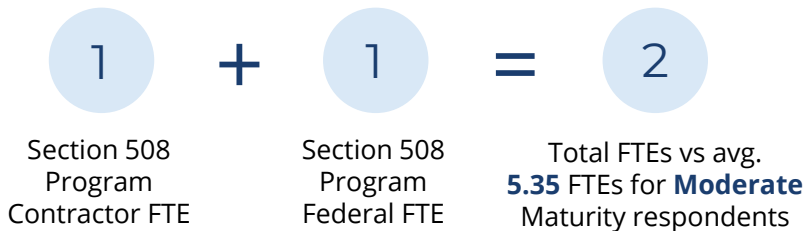
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>N/A</b> - does not host or produce videos.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Yes	N/A	N/A	Unk	Unk	Unk	N/A

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Moderate</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities*	<b>High</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Moderate</b>

\* Highest      \*\* Lowest  
^ does not perform dimension functions



# National Telecommunications and Information Administration (NTIA)

Department of Commerce

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

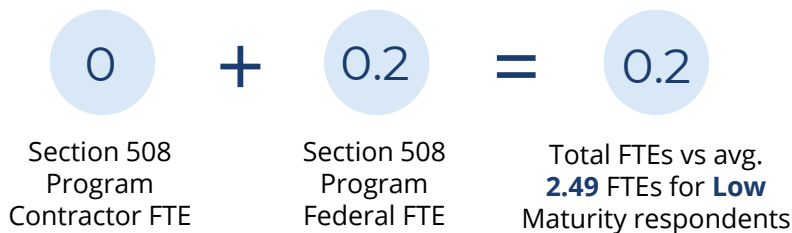
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>40%</b> of top viewed web pages tested fully conform.</p> <p><b>78%</b> of web pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	Unk	N/A	Unk	Unk	N/A	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Unknown to what extent we incorporate ICT accessibility in all relevant policy and directives



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation*	<b>High</b>
Acquisition and Procurement	<b>Moderate</b>
Training**	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# U.S. Patent and Trade Office (USPTO)

Department of Commerce

**Maturity: Moderate**  
**Conformance: Very High**

See [Recommendations for Moderate Maturity - Very High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YA	No	Yes	Yes	No	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in most relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement*	<b>Very High</b>
Training**	<b>Very Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

$$0 + 2.5 = 2.5$$

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

# Department of Defense

- Department of Defense (DOD)
- Defense Acquisition University (DAU)
- Defense Advanced Research Projects Agency (DARPA)
- Defense Commissary Agency (DECA)
- Defense Contract Audit Agency (DCAA)
- Defense Contract Management Agency (DCMA)
- Defense Counterintelligence and Security Agency (DCSA)
- Defense Finance and Accounting Service (DFAS)
- Defense Health Agency (DHA)
- Defense Human Resources Activity (DHRA)
- Defense Information Systems Agency (DISA)
- Defense Intelligence Agency (DIA)
- Defense Logistics Agency (DLA)
- Defense Media Activity (DMA)
- Defense POW/MIA Accounting Agency (DPAA)
- Defense Security Cooperation Agency (DSCA)
- Defense Technical Information Center (DTIC)
- Defense Threat Reduction Agency (DTRA)
- Department of the Air Force (USAF)
- Department of the Army (ARMY)
- Department of the Navy (NAVY)
- DOD Education Activity (DODEA)
- Joint Staff (JS)
- Missile Defense Agency (MDA)
- National Defense University (NDU)
- National Geospatial-Intelligence Agency (NGIA)
- National Guard Bureau (NGB)
- National Reconnaissance Office (NRO)
- National Security Agency/Central Security Service (NSA)
- Office of Economic Adjustment (OEA) /Office of Local Defense Community Cooperation (OLDCC)
- Pentagon Force Protection Agency (PFPA)
- Test Resource Management Center (TRMC)
- Washington Headquarters Services (WHS)



# Department of Defense (DOD)

**Maturity: High**  
**Conformance: Moderate**

See [Recommendations for High Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>10%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>10%</b> of top viewed web pages tested fully conform.</p> <p><b>89%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>90%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YS	N/A	Yes	Unk	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>High</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement*	<b>Very High</b>
Training**	<b>Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

$$8 + 4 = 12$$

Section 508 Program Contractor FTE

Section 508 Program Federal FTE

Total FTEs vs avg. **6.05** FTEs for **High** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents



# Defense Acquisition University (DAU)

Department of Defense (DOD)

**Maturity: Moderate**  
**Conformance: Moderate**

See [Recommendations for Moderate Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>20%</b> of top viewed web pages tested fully conform.</p> <p><b>20%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>10%</b> of top viewed web pages tested fully conform.</p> <p><b>2%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>30%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Yes	Yes	YS	N/A	Unk	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

3.7

+

0.3

=

4

Section 508 Program Contractor FTE

Section 508 Program Federal FTE

Total FTEs vs avg. **5.35** FTEs for **Moderate** Maturity respondents

12

Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications**	<b>Low</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>High</b>
Training	<b>Moderate</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.





# Defense Advanced Research Projects Agency (DARPA)

Department of Defense (DOD)

**Maturity: Moderate**  
**Conformance: Moderate**

See [Recommendations for Moderate Maturity – Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>80% of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>80% of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	N/A	N/A	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

$$0.5 + 0.2 = 0.7$$

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

$$2$$

Hours per week spent by 508 PM vs avg. 19 hours for **Moderate** maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices*	<b>Very High</b>
Communications**	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# Defense Commissary Agency (DECA)

Department of Defense (DOD)

**Maturity: Very Low**  
**Conformance: High**  
 See [Recommendations for Very Low Maturity - High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>90%</b> of top viewed web pages tested fully conform.</p> <p><b>90%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	No	Yes	Yes	Unk	N/A	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT Accessibility included in some relevant policies/directives

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **0.20 FTEs for Very Low** Maturity respondents

**10** Hours per week spent by 508 PM vs avg. **3** hours for **Very Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices*	<b>Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities**	<b>Very Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Very Low</b>
Training	<b>Very Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Defense Contract Audit Agency (DCAA)

Department of Defense (DOD)

**Maturity: Moderate**  
**Conformance: High**  
 See [Recommendations for Moderate Maturity - High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>25%</b> of top viewed web pages tested fully conform.</p> <p><b>80%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>80%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>N/A</b> - does not have electronic documents.</p>	<p><b>N/A</b> - does not host or produce videos.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Yes	Yes	YA	N/A	Yes	Unk	Yes	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation**	<b>Low</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training*	<b>Very High</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

$$\begin{array}{c}
 \text{1} \\
 \text{Section 508} \\
 \text{Program} \\
 \text{Contractor FTE}
 \end{array}
 +
 \begin{array}{c}
 \text{0.5} \\
 \text{Section 508} \\
 \text{Program} \\
 \text{Federal FTE}
 \end{array}
 =
 \begin{array}{c}
 \text{1.5} \\
 \text{Total FTEs vs avg.} \\
 \text{5.35 FTEs for Moderate} \\
 \text{Maturity respondents}
 \end{array}$$

**.16** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



# Defense Contract Management Agency (DCMA)

Department of Defense (DOD)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>80%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>90%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	No	Yes	Yes	Unk	N/A	Unk	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very High</b>
Policies, Procedures, & Practices	<b>Very High</b>
Communications*	<b>Very High</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Very High</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

4 + 2 = 6  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents



# Defense Counterintelligence and Security Agency (DCSA)

Department of Defense (DOD)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>95%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	Unk	N/A	Yes	Unk	N/A	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement**	<b>Low</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

$$\begin{array}{c}
 \text{1} \\
 \text{Section 508 Program Contractor FTE}
 \end{array}
 +
 \begin{array}{c}
 \text{1.5} \\
 \text{Section 508 Program Federal FTE}
 \end{array}
 =
 \begin{array}{c}
 \text{2.5} \\
 \text{Total FTEs vs avg. 5.35 FTEs for Moderate Maturity respondents}
 \end{array}$$

**6** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents



# Defense Finance and Accounting Service (DFAS)

Department of Defense (DOD)

**Maturity: Moderate**  
**Conformance: Moderate**

See [Recommendations for Moderate Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>50%</b> of top viewed web pages tested fully conform.</p> <p><b>25%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>95%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	N/A	N/A	Yes	N/A	Yes	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities**	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

$$\begin{array}{ccccccc}
 \text{0} & + & \text{1.2} & = & \text{1.2} \\
 \text{Section 508} & & \text{Section 508} & & \text{Total FTEs vs avg.} \\
 \text{Program} & & \text{Program} & & \text{5.35 FTEs for Moderate} \\
 \text{Contractor FTE} & & \text{Federal FTE} & & \text{Maturity respondents}
 \end{array}$$

**40** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents



# Defense Health Agency (DHA)

Department of Defense (DOD)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>33%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>20%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	No	Yes	Yes	YS	Unk	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives

18 + 1 = 19  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

40 Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices*	<b>Moderate</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement**	<b>Very Low</b>
Training	<b>Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Defense Human Resources Activity (DHRA)

Department of Defense (DOD)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>87%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	Unk	Unk	Yes	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in most relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Moderate</b>
Content Creation*	<b>High</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training**	<b>Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

$$\begin{array}{c}
 \text{5} \\
 \text{Section 508 Program Contractor FTE}
 \end{array}
 +
 \begin{array}{c}
 \text{0.5} \\
 \text{Section 508 Program Federal FTE}
 \end{array}
 =
 \begin{array}{c}
 \text{5.5} \\
 \text{Total FTEs vs avg. 5.35 FTEs for Moderate Maturity respondents}
 \end{array}$$

**9** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents





# Defense Information Systems Agency (DISA)

Department of Defense (DOD)

**Maturity: Low**  
**Conformance: Moderate**

See [Recommendations for Low Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>20%</b> of top viewed web pages tested fully conform.</p> <p><b>33%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>30%</b> of top viewed web pages tested fully conform.</p> <p><b>79%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>30%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>N/A</b> - does not host or produce videos.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Yes	Yes	Unk	N/A	No	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives

1 + 2 = 3  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications**	<b>Very Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities*	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Moderate</b>

\* Highest \*\* Lowest  
^ does not perform dimension functions



# Defense Intelligence Agency (DIA)

Department of Defense (DOD)

**Maturity: Low**  
**Conformance: Very Low**  
 See [Recommendations for Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Yes	Unk	Unk	Yes	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Moderate</b>
Policies, Procedures, & Practices**	<b>Low</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

$$0.5 + 7 = 7.5$$

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. 2.49 FTEs for **Low** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. 10 hours for **Low** Maturity respondents



# Defense Logistics Agency (DLA)

Department of Defense (DOD)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>14%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>50%</b> of top viewed web pages tested fully conform.</p> <p><b>21%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>20%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YS	Unk	Yes	No	Yes	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications*	<b>Very High</b>
Content Creation**	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Moderate</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

$$\begin{array}{c}
 10.5 \\
 \text{Section 508} \\
 \text{Program} \\
 \text{Contractor FTE}
 \end{array}
 +
 \begin{array}{c}
 6 \\
 \text{Section 508} \\
 \text{Program} \\
 \text{Federal FTE}
 \end{array}
 =
 \begin{array}{c}
 16.5 \\
 \text{Total FTEs vs avg.} \\
 \text{5.35 FTEs for } \mathbf{Moderate} \\
 \text{Maturity respondents}
 \end{array}$$

**40** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents



# Defense Media Activity (DMA)

Department of Defense (DOD)

**Maturity: Low**

**Conformance: Low**

See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>77%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Yes	Yes	No	N/A	Unk	N/A	Yes	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications**	<b>Very Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

5 + 2 = 7

Section 508 Program Contractor FTE

Section 508 Program Federal FTE

Total FTEs vs avg. **2.49 FTEs for Low Maturity respondents**

2 Hours per week spent by 508 PM vs avg. **10 hours for Low Maturity respondents**



# Defense POW/MIA Accounting Agency (DPAA)

Department of Defense (DOD)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	N/A	N/A	Yes	N/A	Yes	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Very Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation**	<b>Very Low</b>
Acquisition and Procurement^*	<b>Very High</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

$$\begin{array}{ccccccc}
 \text{○} & + & \text{○} & = & \text{○} \\
 \text{Section 508} & & \text{Section 508} & & \text{Total FTEs vs avg.} \\
 \text{Program} & & \text{Program} & & \text{2.49 FTEs for Low} \\
 \text{Contractor FTE} & & \text{Federal FTE} & & \text{Maturity respondents}
 \end{array}$$

**1** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



# Defense Security Cooperation Agency (DSCA)

Department of Defense (DOD)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>70%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	N/A	N/A	Yes	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

2
+
1
=
3

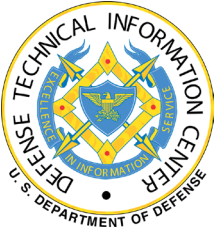
Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

4
 Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices*	<b>Very High</b>
Communications	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Very Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Defense Technical Information Center (DTIC)

Department of Defense (DOD)

**Maturity: High**  
**Conformance: Moderate**

See [Recommendations for High Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>10%</b> of top viewed web pages tested fully conform.</p> <p><b>99%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>50%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>N/A</b> - does not host or produce videos.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	N/A	N/A	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

0 + 1 = 1  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **6.05** FTEs for **High** Maturity respondents

8 Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>High</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities*	<b>Very High</b>
Testing and Validation	<b>Very High</b>
Acquisition and Procurement	<b>Moderate</b>
Training**	<b>Low</b>

\* Highest \*\* Lowest  
^ does not perform dimension functions



# Defense Threat Reduction Agency (DTRA)

Department of Defense (DOD)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>87%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	No	Unk	N/A	Yes	Yes	Yes	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

0.1 + 0.6 = 0.7  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low Maturity** respondents

**20** Hours per week spent by 508 PM vs avg. **10** hours for **Low Maturity** respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training**	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions





# Department of the Air Force (USAF)

Department of Defense (DOD)

**Maturity: Moderate**

**Conformance: Low**

See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>65%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	No	Yes	Yes	Unk	Unk	Unk	Unk	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>High</b>
Content Creation*	<b>High</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation**	<b>Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>High</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

$$0.5 + 94 = 94.5$$

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

**20** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents



# Department of the Army (ARMY)

Department of Defense (DOD)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	Unk	Unk	Yes	N/A	Yes	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications**	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities*	<b>Very High</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low Maturity** respondents

**20** Hours per week spent by 508 PM vs avg. **10** hours for **Low Maturity** respondents



**Department of the Navy (NAVY)**  
Department of Defense (DOD)

**Maturity: Moderate**  
**Conformance: Low**  
See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>67%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>78%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>14%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Unk	Yes	Yes	YS	YS	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives

$$\begin{array}{c}
 15.3 \\
 \text{Section 508} \\
 \text{Program} \\
 \text{Contractor FTE}
 \end{array}
 +
 \begin{array}{c}
 39 \\
 \text{Section 508} \\
 \text{Program} \\
 \text{Federal FTE}
 \end{array}
 =
 \begin{array}{c}
 54.3 \\
 \text{Total FTEs vs avg.} \\
 \text{5.35 FTEs for } \mathbf{Moderate} \\
 \text{Maturity respondents}
 \end{array}$$

**15** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>High</b>
Content Creation*	<b>High</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training**	<b>Low</b>

\* Highest \*\* Lowest  
^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



## DOD Education Activity (DODEA)

Department of Defense (DOD)

**Maturity: Low**  
**Conformance: Very Low**  
 See [Recommendations for Low Maturity - Very Low Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	N/A	N/A	Unk	Yes	Unk	Unk

### Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>Moderate</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training**	<b>Very Low</b>

0      +      3      =      3

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

**2** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



## Joint Staff (JS)

Department of Defense (DOD)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YA	N/A	Yes	No	Yes	Yes

### Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT Accessibility included in some relevant policies/directives

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices*	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training**	<b>Very Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Missile Defense Agency (MDA)

Department of Defense (DOD)

**Maturity: Moderate**  
**Conformance: Moderate**  
 See [Recommendations for Moderate Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Yes	Yes	N/A	N/A	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives

0.8 + 1.5 = 2.3  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

**6** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership*	<b>Very High</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training**	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# National Defense University (NDU)

Department of Defense (DOD)

**Maturity: Very Low**  
**Conformance: Very Low**

See [Recommendations for Very Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Unk	Unk	Unk	Unk	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications*	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Very Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Very Low</b>

0 + 0.1 = 0.1  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **0.2 FTEs for Very Low** Maturity respondents

0 Hours per week spent by 508 PM vs avg. **3 hours for Very Low** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# National Geospatial-Intelligence Agency (NGIA)

Department of Defense (DOD)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity – Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>70%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	No	Unk	N/A	Yes	Yes	Unk	No

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives

8
+
2
=
10

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **2.49 FTEs for Low Maturity** respondents

40
 Hours per week spent by 508 PM vs avg. **10** hours for **Low Maturity** respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications**	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Low</b>

\* Highest      \*\* Lowest  
 ^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.





# National Guard Bureau (NGB)

Department of Defense (DOD)

**Maturity: Very Low**  
**Conformance: Low**  
 See [Recommendations for Very Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Unk	Yes	Yes	Unk	N/A	Yes	Yes	No	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications**	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Very Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement*	<b>Moderate</b>
Training	<b>Very Low</b>

$0 + 0.5 = 0.5$   
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **0.20 FTEs for Very Low** Maturity respondents

**4** Hours per week spent by 508 PM vs avg. **3** hours for **Very Low** Maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# National Reconnaissance Office (NRO)

Department of Defense (DOD)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	N/A	N/A	N/A	N/A	Yes	Unk

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in most relevant policies/directives

$$\begin{array}{c}
 \text{3} \\
 \text{Section 508} \\
 \text{Program} \\
 \text{Contractor FTE}
 \end{array}
 +
 \begin{array}{c}
 \text{3.4} \\
 \text{Section 508} \\
 \text{Program} \\
 \text{Federal FTE}
 \end{array}
 =
 \begin{array}{c}
 \text{6.4} \\
 \text{Total FTEs vs avg.} \\
 \text{2.49 FTEs for Low} \\
 \text{Maturity respondents}
 \end{array}$$

**40** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training **	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# National Security Agency/Central Security Service (NSA)

Department of Defense (DOD)

**Maturity: Moderate**  
**Conformance: Moderate**  
 See [Recommendations for Moderate Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>90%</b> of top viewed web pages tested fully conform.</p> <p><b>1%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	No	YS	No	Yes	N/A	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Has a signed ICT accessibility policy only (with no additional incorporation of ICT accessibility in relevant policies and directives)

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement**	<b>Low</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

7
+
6
=
13

Section 508 Program Contractor FTE     
 Section 508 Program Federal FTE     
 Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

40
 Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents



**Office of Economic Adjustment (OEA) (now Office of Local Defense Community Cooperation (OLDCC))**

Department of Defense (DOD)

**Maturity: Low**  
**Conformance: Moderate**

See [Recommendations for Low Maturity - Moderate Conformance](#)



**ICT Testing Outcomes**

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>96%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

**Does Agency ICT Fully Conform?**

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YA	N/A	Yes	Yes	Yes	Unk

**Section 508 Program and Policy Highlights**

- Does not have a formal Section 508 program or equivalent
- ICT Accessibility included in some relevant policies/directives

**Maturity Outcomes**

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement*	<b>Moderate</b>
Training	<b>Low</b>

0.5 + 1 = 1.5  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low Maturity respondents**

**0** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

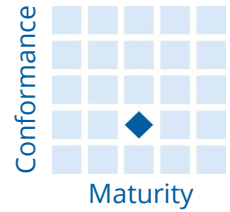
\* Highest \*\* Lowest  
^ does not perform dimension functions



# Pentagon Force Protection Agency (PFPA)

Department of Defense (DOD)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>N/A</b> - does not have electronic documents</p>	<p><b>N/A</b> - does not host or produce videos</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Yes	No	N/A	No	Unk	Unk	Yes	No

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>High</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement <sup>^*</sup>	<b>High</b>
Training <sup>**</sup>	<b>Very Low</b>

\* Highest \*\* Lowest  
<sup>^</sup> does not perform dimension functions

0 + 2 = 2  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

**2** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents



# Test Resource Management Center (TRMC)

Department of Defense (DOD)

**Maturity: Low**  
**Conformance: Very Low**

See [Recommendations for Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
N/A - does not have intranet web pages	Resources <b>unavailable</b> to test top viewed web pages during the reporting period  No web pages were evaluated during the reporting period.	Resources <b>unavailable</b> to test top viewed electronic documents during the reporting period	Resources <b>unavailable</b> to test top viewed videos during the reporting period

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	N/A	N/A	Unk	Unk	Unk	N/A

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications**	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement^*	<b>Very High</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

0 + 0 = 0  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

0 Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



# Washington Headquarters Services (WHS)

Department of Defense (DOD)

**Maturity: Low**  
**Conformance: High**  
 See [Recommendations for Low Maturity - High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period</p>	<p><b>N/A</b> - does not host or produce videos</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	Unk	Unk	Unk	Unk	Yes	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Low</b>
Technology Lifecycle Activities^*	<b>Very High</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

$$\begin{array}{c}
 0 \\
 \text{Section 508 Program Contractor FTE}
 \end{array}
 +
 \begin{array}{c}
 0.8 \\
 \text{Section 508 Program Federal FTE}
 \end{array}
 =
 \begin{array}{c}
 0.8 \\
 \text{Total FTEs vs avg. 2.49 FTEs for Low Maturity respondents}
 \end{array}$$

**4** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## **Department of Education**

- Department of Education (ED)





# Department of Education (ED)

**Maturity: High**  
**Conformance: Moderate**  
 See [Recommendations for High Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>75%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>20%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>20%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	No	No	YS	N/A	Yes	Yes	No	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent has actively measured and well-defined performance metrics as well as authority in decision-making processes related to ICT
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

5.5 + 3.5 = 9  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **6.05** FTEs for **High** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications**	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities*	<b>Very High</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Very High</b>
Training	<b>Moderate</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

## Department of Energy

- Department of Energy (DOE)
- Bonneville Power Administration (BPA)
- Loan Programs Office (LPO)
- National Nuclear Security Administration (NNSA)
- Office of Acquisition Management (OAM)
- Office of Electricity Delivery and Energy Reliability (OEDE)
- Office of Energy Efficiency and Renewable Energy (OEERE)
- Office of Nuclear Safety Enforcement (ONSE)
- Southeastern Power Administration (SEPA)
- Southwestern Power Administration (SWPA)
- Western Area Power Administration (WAPA)



# Department of Energy (DOE)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>58%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>1%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>10%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>20%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	N/A	N/A	Yes	No	N/A	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>High</b>
Training**	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# Bonneville Power Administration (BPA)

Department of Energy (DOE)

**Maturity: Low**  
**Conformance: Very Low**  
 See [Recommendations for Low Maturity – Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	No	Yes	No	Unk	N/A	Unk	Yes	Unk	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices*	<b>Low</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# Loan Programs Office (LPO)

Department of Energy (DOE)

**Maturity: Moderate**  
**Conformance: Moderate**  
 See [Recommendations for Moderate Maturity – Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	YA	N/A	Unk	No	N/A	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation**	<b>Low</b>
Acquisition and Procurement*	<b>High</b>
Training	<b>Low</b>

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# National Nuclear Security Administration (NNSA)

Department of Energy (DOE)

**Maturity: Low**  
**Conformance: Moderate**  
 See [Recommendations for Low Maturity – Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>66%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>20%</b> of top viewed web pages tested fully conform.</p> <p><b>96%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>40%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Unk	Unk	N/A	Yes	No	N/A	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **2.49** FTEs for **Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Very Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Office of Acquisition Management (OAM)

Department of Energy (DOE)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity – Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>80%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	N/A	N/A	Yes	Yes	N/A	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities*	<b>Very High</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>High</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	N/A	N/A	Yes	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT Accessibility included in some relevant policies/directives

0.1 + 0 = 0.1  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

**2** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications**	<b>Very Low</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Low</b>

\* Highest    \*\* Lowest  
^ does not perform dimension functions

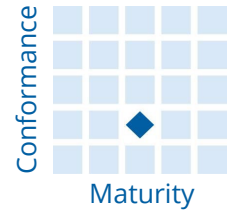




# Office of Energy Efficiency & Renewable Energy (OEEER)

Department of Energy (DOE)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>90%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>50%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	N/A	N/A	Yes	Yes	N/A	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

0.1 + 0.1 = 0.2  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

**1** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Low</b>
Training**	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# Office of Nuclear Safety Enforcement (ONSE)

Department of Energy (DOE)

**Maturity: Very Low**  
**Conformance: Very Low**  
 See [Recommendations for Very Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Unk	Unk	Unk	Unk	Yes	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT Accessibility included in most relevant policies/directives

+ =   
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **0.2 FTEs for Very Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **3 hours for Very Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Very Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Very Low</b>
Training	<b>Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Southeastern Power Administration (SEPA)

Department of Energy (DOE)

**Maturity: Low**  
**Conformance: Very Low**  
 See [Recommendations for Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>21%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	N/A	N/A	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Very Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement*	<b>Low</b>
Training	<b>Low</b>

0 + 0.1 = 0.1  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49** FTEs for **Low** Maturity respondents

**2** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Southwestern Power Administration (SWPA)

Department of Energy (DOE)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>9% of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>96% of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Unk	N/A	N/A	Unk	Unk	Unk	N/A

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Very Low</b>
Content Creation*	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Very Low</b>
Training	<b>Low</b>

0.1 + 0.1 = 0.2  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 2.49 FTEs for **Low** Maturity respondents

**4** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# Western Area Power Administration (WAPA)

Department of Energy (DOE)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity – Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>71%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	No	N/A	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Low</b>
Content Creation*	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Very Low</b>
Training	<b>Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions

## Department of Health and Human Services

- Department of Health and Human Services (HHS)
- Administration for Children and Families (ACF)
- Administration for Community Living (ACL)
- Agency for Healthcare Research and Quality (AHRQ)
- Centers for Disease Control and Prevention (CDC)
- Centers for Medicare and Medicaid Services (CMS)
- Food and Drug Administration (FDA)
- Health Resources and Services Administration (HRSA)
- Indian Health Service (IHS)
- National Institutes of Health (NIH)
- Office of the Secretary (HHSOS)
- Substance Abuse and Mental Health Services Administration (SAMHSA)



# Department of Health and Human Services (HHS)

**Maturity: Moderate**  
**Conformance: High**  
 See [Recommendations for Moderate Maturity - High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>95%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>94%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>50%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	YS	Unk	Yes	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent has actively measured and well-defined performance metrics as well as authority in decision-making processes related to ICT
- ICT Accessibility included in most relevant policies/directives

5 + 1 = 6  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very High</b>
Policies, Procedures, & Practices*	<b>Very High</b>
Communications	<b>Low</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Low</b>
Training**	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



# Administration for Children and Families (ACF)

Department of Health and Human Services (HHS)

**Maturity: Moderate**  
**Conformance: High**  
 See [Recommendations for Moderate Maturity - High Conformance](#)



## ICT Testing Outcomes

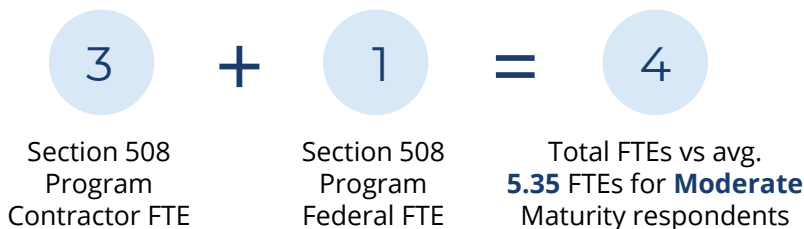
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>90%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	Unk	Unk	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent has actively measured and well-defined performance metrics as well as authority in decision-making processes related to ICT
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>Very High</b>
Communications	<b>High</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities*	<b>Very High</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Low</b>
Training **	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions





# Administration for Community Living (ACL)

Department of Health and Human Services (HHS)

**Maturity: High**  
**Conformance: Low**  
 See [Recommendations for High Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>95%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	N/A	Yes	Yes	N/A	N/A	Yes	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>Very High</b>
Content Creation	<b>Very High</b>
Human Capital, Culture & Leadership**	<b>Low</b>
Technology Lifecycle Activities*	<b>Very High</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Very High</b>
Training	<b>Low</b>

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **6.05 FTEs for High Maturity respondents**

**20** Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# Agency for Healthcare Research and Quality (AHRQ)

Department of Health and Human Services (HHS)

**Maturity: High**  
**Conformance: Very High**

See [Recommendations for High Maturity - Very High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>87%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	YA	N/A	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

2
+
2
=
4

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **6.05** FTEs for **High** Maturity respondents

8
 Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Very High</b>
Communications	<b>Very High</b>
Content Creation	<b>Very High</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities*	<b>Very High</b>
Testing and Validation	<b>Very High</b>
Acquisition and Procurement	<b>High</b>
Training**	<b>Very Low</b>

\* Highest    \*\* Lowest  
^ does not perform dimension functions



**Centers for Disease Control and Prevention (CDC)**  
 Department of Health and Human Services (HHS)

**Maturity: High**  
**Conformance: Very High**  
 See [Recommendations for High Maturity - Very High Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>68%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>97%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YS	YS	Yes	Yes	Yes	No

### Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

4 + 4 = 8  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **6.05** FTEs for **High** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities**	<b>Moderate</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Moderate</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Centers for Medicare and Medicaid Services (CMS)

Department of Health and Human Services (HHS)

**Maturity: High**  
**Conformance: Very High**

See [Recommendations for High Maturity - Very High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested during the reporting period fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>88%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	YS	N/A	Yes	Yes	Unk	Unk

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>High</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership**	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>High</b>
Training	<b>High</b>

\* Highest \*\* Lowest  
^ does not perform dimension functions

10 + 48 = 58

Section 508 Program Contractor FTE

Section 508 Program Federal FTE

Total FTEs vs avg. **6.05** FTEs for **High** Maturity respondents

**25** Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



# Food and Drug Administration (FDA)

Department of Health and Human Services (HHS)

**Maturity: High**  
**Conformance: Very High**

See [Recommendations for High Maturity - Very High Conformance](#)



## ICT Testing Outcomes

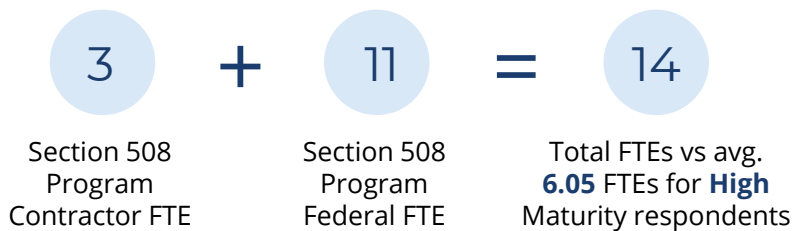
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>97%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YA	YA	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in most relevant policies/directives



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>High</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training**	<b>Moderate</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



**Health Resources and Services Administration (HRSA)**  
 Department of Health and Human Services (HHS)

**Maturity: High**  
**Conformance: Very High**

See [Recommendations for High Maturity – Very High Conformance](#)



## ICT Testing Outcomes

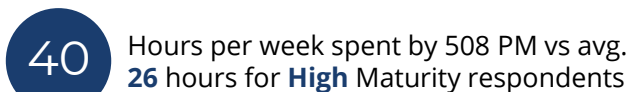
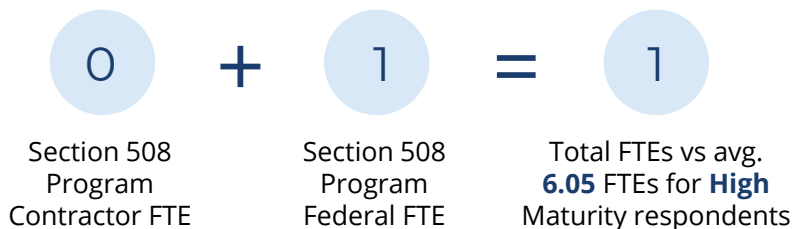
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>58%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	Unk	Unk	Yes	Yes	Unk	Unk

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>Very High</b>
Communications	<b>Moderate</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>High</b>
Training**	<b>Moderate</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



## Indian Health Service (IHS)

Department of Health and Human Services (HHS)

**Maturity: High**  
**Conformance: Very High**

See [Recommendations for High Maturity - Very High Conformance](#)



### ICT Testing Outcomes

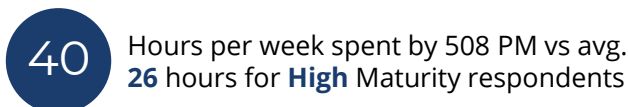
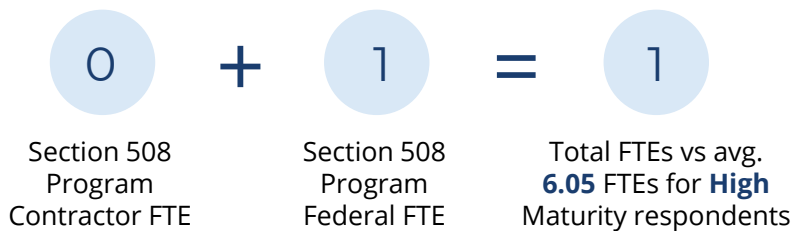
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>80%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>80%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	Unk	N/A	Yes	Yes	Unk	Yes

### Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements



### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices*	<b>Very High</b>
Communications	<b>High</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>High</b>
Training	<b>Moderate</b>

\* Highest \*\* Lowest  
^ does not perform dimension functions



National Institutes of Health

# National Institutes of Health (NIH)

Department of Health and Human Services (HHS)

**Maturity: Moderate**  
**Conformance: Very High**

See [Recommendations for Moderate Maturity – Very High Conformance](#)



## ICT Testing Outcomes

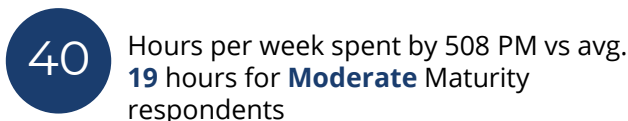
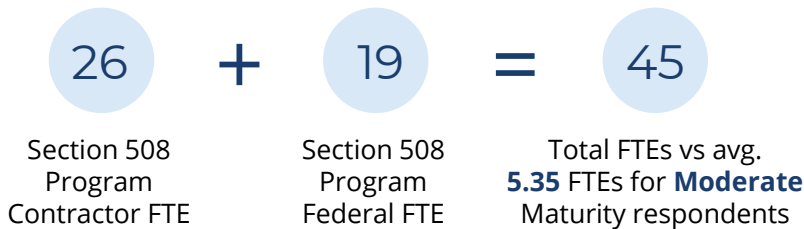
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>75%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>85%</b> of pages evaluated during the reporting period fully conform. .</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	N/A	Yes	Yes	YS	Unk	Yes	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications*	<b>High</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training**	<b>Low</b>

\* Highest      \*\* Lowest  
^ does not perform dimension functions





## Office of the Secretary (HHSOS)

Department of Health and Human Services (HHS)

**Maturity: Moderate**  
**Conformance: High**  
 See [Recommendations for Moderate Maturity - High Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>95%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>94%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

### Does Agency ICT Fully Conform?

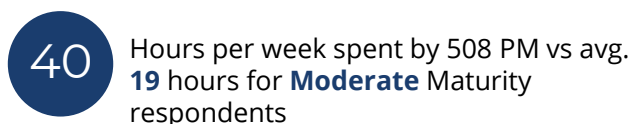
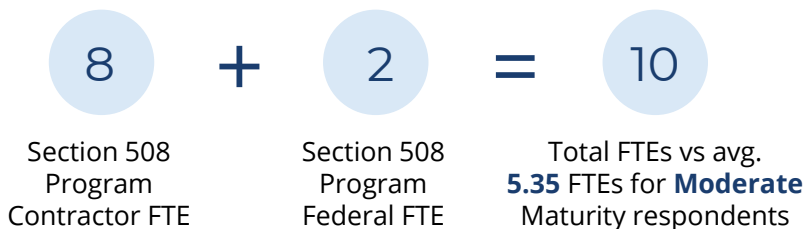
Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	YS	Unk	Yes	Yes	Unk	Yes

### Section 508 Program and Policy Highlights

- The Section 508 program or equivalent has actively measured and well-defined performance metrics as well as authority in decision-making processes related to ICT
- ICT Accessibility included in most relevant policies/directives

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very High</b>
Policies, Procedures, & Practices*	<b>Very High</b>
Communications	<b>Moderate</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Low</b>
Training**	<b>Low</b>



\* Highest \*\* Lowest  
 ^ does not perform dimension functions



## Substance Abuse and Mental Health Services Administration (SAMHSA)

Department of Health and Human Services (HHS)

**Maturity: High**  
**Conformance: Very High**

See [Recommendations for High Maturity - Very High Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>80%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>99%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	YS	N/A	Unk	Yes	Unk	N/A

### Section 508 Program and Policy Highlights

- The Section 508 program or equivalent has actively measured and well-defined performance metrics as well as authority in decision-making processes related to ICT
- ICT Accessibility included in most relevant policies/directives

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices**	<b>Moderate</b>
Communications	<b>Moderate</b>
Content Creation	<b>Very High</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities*	<b>Very High</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>High</b>
Training	<b>Moderate</b>

2
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1
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3

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **6.05** FTEs for **High** Maturity respondents

22
 Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents

\* Highest      \*\* Lowest  
 ^ does not perform dimension functions

## Department of Homeland Security

- Department of Homeland Security (DHS)
- Customs and Border Protection (CBP)
- Cybersecurity and Infrastructure Security Agency (CISA)
- Federal Emergency Management Agency (FEMA)
- Federal Law Enforcement Training Center (FLETC)
- Immigration and Customs Enforcement (ICE)
- Office of Inspector General (DHSOIG)
- Science & Technology Directorate (ST)
- Transportation Security Administration (TSA)
- U.S. Citizenship and Immigration Services (USCIS)
- United States Coast Guard (USCG)
- United States Secret Service (USSS)



# Department of Homeland Security (DHS)

**Maturity: High**  
**Conformance: Moderate**

See [Recommendations for High Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

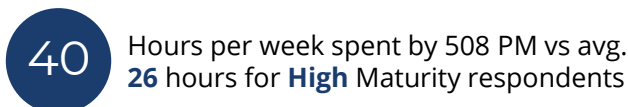
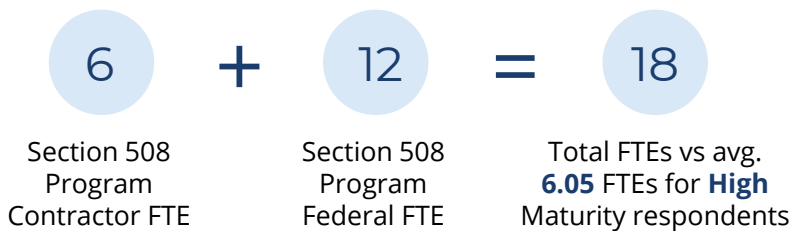
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>78%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>20%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YS	N/A	Yes	Yes	No	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent has actively measured and well-defined performance metrics as well as authority in decision-making processes related to ICT
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Very High</b>
Policies, Procedures, & Practices	<b>Very High</b>
Communications	<b>High</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement**	<b>Moderate</b>
Training	<b>High</b>

\* Highest \*\* Lowest  
^ does not perform dimension functions



# Customs and Border Protection (CBP)

Department of Homeland Security (DHS)

**Maturity: High**  
**Conformance: High**  
 See [Recommendations for High Maturity - High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>70%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>50%</b> of top viewed web pages tested fully conform.</p> <p><b>84%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YS	YA	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent has actively measured and well-defined performance metrics as well as authority in decision-making processes related to ICT
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **6.05** FTEs for **High** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Very High</b>
Policies, Procedures, & Practices	<b>Very High</b>
Communications	<b>High</b>
Content Creation	<b>Very High</b>
Human Capital, Culture & Leadership**	<b>Moderate</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Very High</b>
Training	<b>Moderate</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Cybersecurity and Infrastructure Security Agency (CISA)

Department of Homeland Security (DHS)

**Maturity: High**  
**Conformance: Moderate**

See [Recommendations for High Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>85%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>70%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YS	N/A	Yes	Yes	No	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent has actively measured and well-defined performance metrics as well as authority in decision-making processes related to ICT
- ICT Accessibility included in some relevant policies/directives

4
+
1
=
5

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **6.05 FTEs for High** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities**	<b>Low</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Moderate</b>

\* Highest    \*\* Lowest

^ does not perform dimension functions

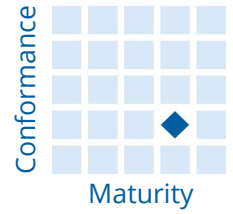
40
 Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents



# Federal Emergency Management Agency (FEMA)

Department of Homeland Security (DHS)

**Maturity: High**  
**Conformance: Low**  
 See [Recommendations for High Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>10%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>58%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	YA	N/A	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent has actively measured and well-defined performance metrics as well as authority in decision-making processes related to ICT
- ICT Accessibility included in some relevant policies/directives

0 + 3 = 3  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **6.05** FTEs for **High** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Very High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>High</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities	<b>Very High</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement**	<b>Moderate</b>
Training	<b>High</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Federal Law Enforcement Training Center (FLETC)

Department of Homeland Security (DHS)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>84%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	N/A	N/A	Yes	Unk	Yes	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>Low</b>
Content Creation**	<b>Very Low</b>
Human Capital, Culture & Leadership*	<b>Very High</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Very Low</b>

0 + 0.3 = 0.3  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49** FTEs for **Low** Maturity respondents

**8** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions





U.S. Immigration and Customs Enforcement

# Immigration and Customs Enforcement (ICE)

Department of Homeland Security (DHS)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>75%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>70%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>40%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	No	No	YS	YA	Unk	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

0.5 + 0.5 = 1  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

**30** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Very High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications**	<b>Very Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>High</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



**Office of Inspector General (DHSOIG)**  
 Department of Homeland Security (DHS)

**Maturity: Low**  
**Conformance: Very Low**  
 See [Recommendations for Low Maturity - Very Low Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	No	No	No	Unk	N/A	Unk	Unk	Unk	Unk

### Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement*	<b>Moderate</b>
Training**	<b>Low</b>

$0.2 + 1.2 = 1.4$   
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



Science and Technology

## Science & Technology Directorate (ST)

Department of Homeland Security (DHS)

**Maturity: High**  
**Conformance: Low**  
 See [Recommendations for High Maturity - Low Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>95%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	No	Yes	YS	YA	Yes	Yes	No	Yes

### Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in most relevant policies/directives

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Moderate</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>High</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Very High</b>
Acquisition and Procurement*	<b>Very High</b>
Training	<b>Very High</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

$$0.2 + 0.2 = 0.4$$

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **6.05** FTEs for **High** Maturity respondents

**2** Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents



# Transportation Security Administration (TSA)

Department of Homeland Security (DHS)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>55%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>40%</b> of top viewed web pages tested fully conform.</p> <p><b>25%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>20%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	No	No	No	YS	Unk	Yes	Yes	Unk	Unk

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- Has a signed ICT accessibility policy only (with no additional incorporation of ICT accessibility in relevant policies and directives)

3 + 0.5 = 3.5  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35** FTEs for **Moderate** Maturity respondents

**20** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training**	<b>Very Low</b>

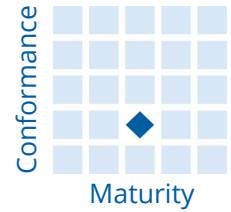
\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# U.S. Citizenship and Immigration Services (USCIS)

Department of Homeland Security (DHS)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>33%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>85%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

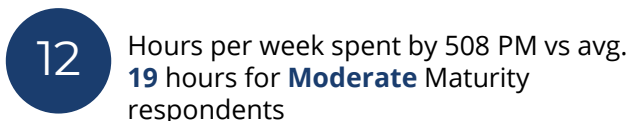
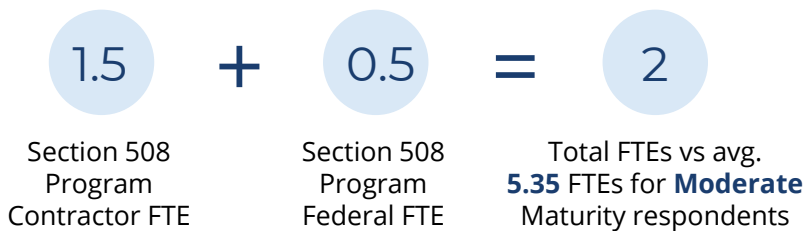
Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Unk	No	No	YS	YA	Yes	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>High</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation*	<b>High</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Low</b>



\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# United States Coast Guard (USCG)

Department of Homeland Security (DHS)

**Maturity: Very High**  
**Conformance: Moderate**  
 See [Recommendations for Very High Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>70%</b> of top viewed web pages tested fully conform.</p> <p><b>80%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>72%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>67%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YA	N/A	Yes	Yes	No	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent has actively measured and well-defined performance metrics as well as authority in decision-making processes related to ICT
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **8.31 FTEs for Very High** Maturity respondents

Hours per week spent by 508 PM vs avg. **31** hours for **Very High** Maturity respondents

## Maturity Outcomes

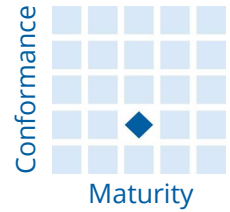
Dimension	Maturity Bracket
IT Accessibility Program*	<b>Very High</b>
Policies, Procedures, & Practices	<b>Very High</b>
Communications	<b>Very High</b>
Content Creation	<b>Very High</b>
Human Capital, Culture & Leadership	<b>Very High</b>
Technology Lifecycle Activities	<b>Very High</b>
Testing and Validation	<b>Very High</b>
Acquisition and Procurement	<b>Very High</b>
Training**	<b>High</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



**United States Secret Service (USSS)**  
 Department of Homeland Security (DHS)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>98%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	N/A	Yes	Yes	N/A	N/A	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

0.2 + 0.2 = 0.4  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

**2** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>High</b>
Training**	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

# Department of Housing and Urban Development

- Department of Housing and Urban Development (HUD)

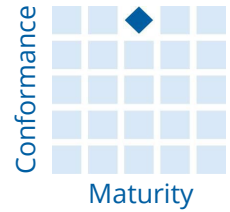




# Department of Housing and Urban Development (HUD)

**Maturity: Moderate**  
**Conformance: Very High**

See [Recommendations for Moderate Maturity - Very High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YA	N/A	Yes	Yes	Unk	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications**	<b>Very Low</b>
Content Creation*	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Very Low</b>

0 + 1 = 1  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

## Department of Justice

- Department of Justice (DOJ)
- Antitrust Division (AD)
- Bureau of Alcohol, Tobacco, Firearms, and Explosives (ATF)
- Civil Division (CIVD)
- Civil Rights Division (CRT)
- Criminal Division (CD)
- Drug Enforcement Administration (DEA)
- Environment & Natural Resources Division (ENRD)
- Executive Office for Immigration Review (EOIR)
- Executive Office for United States Attorneys (EOUSA)
- Executive Office for United States Trustees (EOUST)
- Federal Bureau of Investigation (FBI)
- Federal Bureau of Prisons (BOP)
- Interpol (INT)
- National Security Division (NSD)
- Office of Justice Programs (OJP)
- Office of the Inspector General (DOJOIG)
- Tax Division (TD)
- United States Marshals Service (USMS)



# Department of Justice (DOJ)

**Maturity: Moderate**  
**Conformance: High**  
 See [Recommendations for Moderate Maturity - High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>20%</b> of top viewed web pages tested fully conform.</p> <p><b>92%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>10%</b> of top viewed web pages tested fully conform.</p> <p><b>89%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>80%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	No	No	Unk	Unk	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- Has a signed ICT accessibility policy only (with no additional incorporation of ICT accessibility in relevant policies and directives)

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **5.35** FTEs for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications*	<b>Moderate</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities**	<b>Low</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions

**10** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

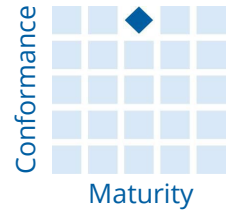


# Antitrust Division (AD)

Department of Justice (DOJ)

**Maturity: Moderate**  
**Conformance: Very High**

See [Recommendations for Moderate Maturity - Very High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>75%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	N/A	N/A	N/A	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>High</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation*	<b>High</b>
Acquisition and Procurement	<b>Moderate</b>
Training**	<b>Low</b>

5.5 + 3.5 = 9  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35** FTEs for **Moderate** Maturity respondents

**30** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



# Bureau of Alcohol, Tobacco, Firearms, and Explosives (ATF)

Department of Justice (DOJ)

**Maturity: Low**  
**Conformance: Very Low**

See [Recommendations for Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>1%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Unk	Unk	Unk	YS	Unk	Unk	Unk	Unk	No

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

0 + 0.5 = 0.5  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices**	<b>Very Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement*	<b>Moderate</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

**2** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents



## Civil Division (CIVD)

Department of Justice (DOJ)

**Maturity: Moderate**  
**Conformance: Moderate**

See [Recommendations for Moderate Maturity - Moderate Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>90%</b> of top viewed web pages tested fully conform.</p> <p><b>91%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>50%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

### Does Agency ICT Fully Conform?

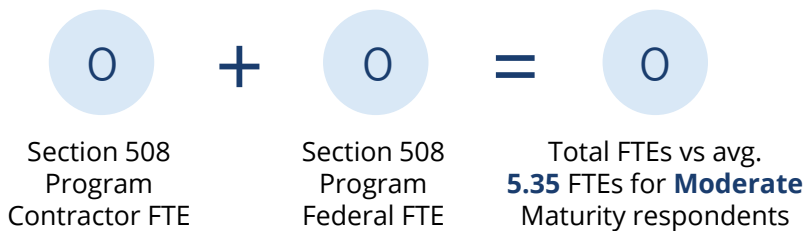
Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Unk	Unk	N/A	N/A	Unk	Unk	Unk	Unk

### Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Very Low</b>



\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



# Civil Rights Division (CRT)

Department of Justice (DOJ)

**Maturity: High**  
**Conformance: Very High**  
 See [Recommendations for High Maturity - Very High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	No	No	YA	N/A	Yes	Yes	No	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>Very High</b>
Communications	<b>Moderate</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Very High</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Very High</b>
Training**	<b>Low</b>

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **6.05** FTEs for **High** Maturity respondents

Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents

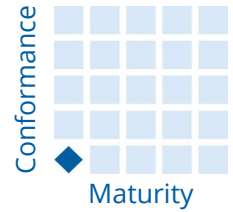
\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



## Criminal Division (CD)

Department of Justice (DOJ)

**Maturity: Very Low**  
**Conformance: Very Low**  
 See [Recommendations for Very Low Maturity - Very Low Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	Unk	Unk	Unk	Unk	Unk	Unk

### Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT accessibility is not included in any policies/directives

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications**	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement*	<b>Moderate</b>
Training	<b>Very Low</b>

0.2 + 0.2 = 0.4  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 0.20 FTEs for **Very Low** Maturity respondents

**5** Hours per week spent by 508 PM vs avg. **3** hours for **Very Low** Maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions





# Drug Enforcement Administration (DEA)

Department of Justice (DOJ)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	N/A	YS	Yes	Yes	Unk	Unk

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Very Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement*	<b>High</b>
Training	<b>Very Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Environment & Natural Resources Division (ENRD)

Department of Justice (DOJ)

**Maturity: High**  
**Conformance: Moderate**

See [Recommendations for High Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>92%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Unk	N/A	N/A	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in most relevant policies/directives

0
+
1
=
1

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **6.05** FTEs for **High** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>High</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation*	<b>Very High</b>
Acquisition and Procurement*	<b>High</b>
Training**	<b>Low</b>

\* Highest    \*\* Lowest

^ does not perform dimension functions

4
 Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents



# Executive Office for Immigration Review (EOIR)

Department of Justice (DOJ)

**Maturity: Low**  
**Conformance: Very Low**

See [Recommendations for Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

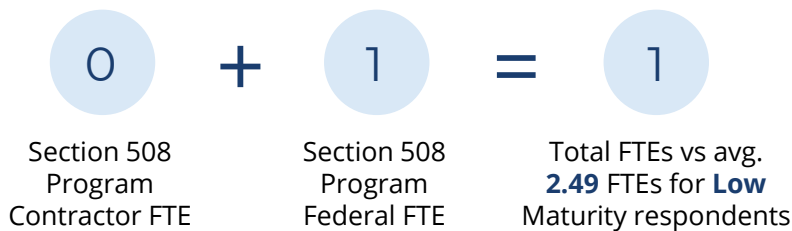
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>4%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Yes	Yes	YS	N/A	Unk	Yes	Unk	N/A

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities*	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Very Low</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



**Executive Office for  
United States  
Attorneys (EOUSA)**  
Department of Justice (DOJ)

**Maturity: Low**  
**Conformance: Low**  
See [Recommendations for Low Maturity - Low Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>14%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Unk	Yes	Yes	N/A	N/A	Yes	Yes	Yes	No

### Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in most relevant policies/directives

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Low</b>

13.7 + 92.2 = 105.9  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

**1** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

\* Highest    \*\* Lowest  
^ does not perform dimension functions



# Executive Office for United States Trustees (EOUST)

Department of Justice (DOJ)

**Maturity: Low**  
**Conformance: Moderate**

See [Recommendations for Low Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Unk	Yes	Yes	N/A	N/A	Unk	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Low</b>
Content Creation*	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Low</b>

0.1 + 0.2 = 0.3  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

**4** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

\* Highest \*\* Lowest  
^ does not perform dimension functions



# Federal Bureau of Investigation (FBI)

Department of Justice (DOJ)

**Maturity: Moderate**  
**Conformance: High**  
 See [Recommendations for Moderate Maturity - High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	No	YS	YS	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices*	<b>Very High</b>
Communications**	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>High</b>
Training	<b>High</b>

$2.5 + 1.5 = 4$   
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35** FTEs for **Moderate** Maturity respondents

**0** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# Federal Bureau of Prisons (BOP)

Department of Justice (DOJ)

**Maturity: Low**  
**Conformance: Very High**  
 See [Recommendations for Low Maturity - Very High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>90%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YS	N/A	Yes	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation*	<b>Very High</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Very Low</b>

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



**Interpol (INT)**  
Department of Justice (DOJ)

**Maturity: Very Low**  
**Conformance: Very Low**  
See [Recommendations for Very Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	YS	N/A	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices**	<b>Very Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities*	<b>Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Very Low</b>

0.1 + 0.1 = 0.2  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **0.2 FTEs for Very Low** Maturity respondents

**0.5** Hours per week spent by 508 PM vs avg. **3 hours for Very Low** Maturity respondents

\* Highest \*\* Lowest  
^ does not perform dimension functions

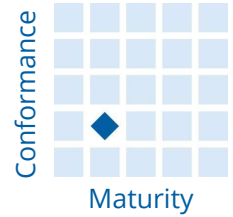




# National Security Division (NSD)

Department of Justice (DOJ)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested during the reporting period fully conform.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>10%</b> of top viewed electronic documents tested during the reporting period fully conform.</p>	<p><b>N/A</b> - does not host or produce videos.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	No	Yes	Yes	N/A	N/A	No	Unk	No	N/A

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Has a signed ICT accessibility policy only (with no additional incorporation of ICT accessibility in relevant policies and directives)

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 1

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

5
 Hours per week spent by 508 PM vs avg. **10** hours for **Low** maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>Low</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Very Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Office of Justice Programs (OJP)

Department of Justice (DOJ)

**Maturity: Moderate**  
**Conformance: Moderate**

See [Recommendations for Moderate Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>40%</b> of top viewed web pages tested during the reporting period fully conform.</p> <p><b>98%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YA	N/A	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation*	<b>High</b>
Acquisition and Procurement	<b>High</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

5 + 2 = 7  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

0.5 Hours per week spent by 508 PM vs avg. 19 hours for **Moderate** maturity respondents



# Office of the Inspector General (DOJOIG)

Department of Justice (DOJ)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0% of pages</b> evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0% of pages</b> evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Unk	Unk	Unk	Unk	N/A	Yes	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Very High</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement*	<b>Very High</b>
Training	<b>Moderate</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

$$0 + 0.5 = 0.5$$

Section 508 Program Contractor FTE

Section 508 Program Federal FTE

Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

**10** Hours per week spent by 508 PM vs avg. 19 hours for **Moderate** maturity respondents



## Tax Division (TD)

Department of Justice (DOJ)

**Maturity: Low**  
**Conformance: Very Low**  
 See [Recommendations for Low Maturity - Very Low Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested during the reporting period fully conform.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	No	N/A	Unk	Yes	Unk	N/A

### Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

0 + 1 = 1  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

**2** Hours per week spent by 508 PM vs avg. **10** hours for **Low** maturity respondents

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices**	<b>Very Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities*	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# United States Marshals Service (USMS)

Department of Justice (DOJ)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>99%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Yes	Yes	YA	N/A	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities*	<b>High</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training**	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

Hours per week spent by 508 PM vs avg. 19 hours for **Moderate** maturity respondents

## Department of Labor

- Department of Labor (DOL)
- Bureau of International Labor Affairs (BILA)
- Bureau of Labor Statistics (BLS)
- Employee Benefits Security Administration (EBSA)
- Employment and Training Administration (ETA)
- Mine Safety and Health Administration (MSHA)
- Occupational Safety and Health Administration (OSHA)
- Office of Disability Employment Policy (ODEP)
- Office of Federal Contract Compliance Programs (OFCCP)
- Office of Labor Management Standards (OLMS)
- Office of Workers' Compensation Programs (OWCP)
- Veterans' Employment and Training Service (VETS)
- Wage and Hour Division (WHD)
- Women's Bureau (WB)



# Department of Labor (DOL)

**Maturity: High**  
**Conformance: Very Low**

See [Recommendations for High Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>43%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>7%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	YS	Unk	Unk	Unk	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in most relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>Very High</b>
Communications	<b>High</b>
Content Creation	<b>Very High</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation**	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training*	<b>Very High</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

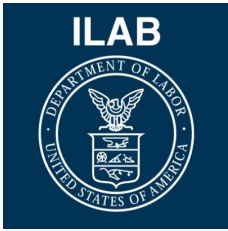
$$2 + 6 = 8$$

Section 508 Program Contractor FTE

Section 508 Program Federal FTE

Total FTEs vs avg. **6.05** FTEs for **High** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents



**Bureau of International Labor Affairs (BILA)**  
Department of Labor (DOL)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity – Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>12%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	YS	Unk	Unk	Unk	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Very Low</b>
Testing and Validation**	<b>Very Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>High</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

$$0 + 0.1 = 0.1$$

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

$$40 \text{ Hours per week spent by 508 PM vs avg. } 19 \text{ hours for } \mathbf{Moderate} \text{ Maturity respondents}$$





**Bureau of Labor Statistics (BLS)**  
Department of Labor (DOL)

**Maturity: High**  
**Conformance: Low**  
*See [Recommendations for High Maturity - Low Conformance](#)*



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>76%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Unk	Yes	Yes	YS	N/A	Yes	Yes	Unk	Unk

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

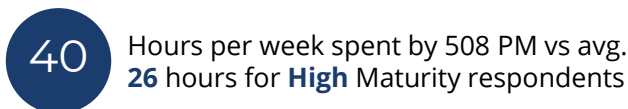
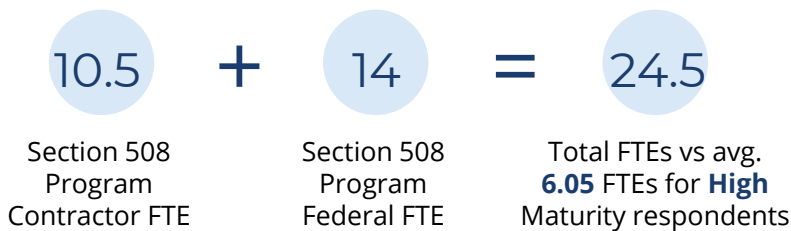
## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>High</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation**	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training*	<b>Very High</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.





# Employee Benefits Security Administration (EBSA)

Department of Labor (DOL)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>16%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>17%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	YS	Unk	Unk	Unk	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>High</b>
Content Creation*	<b>High</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation**	<b>Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>High</b>

\* Highest \*\* Lowest  
^ does not perform dimension functions

2.3 + 3.1 = 5.4  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35** FTEs for **Moderate** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents



# Employment and Training Administration (ETA)

Department of Labor (DOL)

**Maturity: High**  
**Conformance: Very Low**

See [Recommendations for High Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>12%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>12%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	Unk	Unk	Unk	Unk	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

2
+
1
=
3

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **6.05 FTEs for High** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>High</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation**	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>High</b>

\* Highest    \*\* Lowest  
^ does not perform dimension functions

**40** Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents



# Mine Safety and Health Administration (MSHA)

Department of Labor (DOL)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for High Maturity – Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>13%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>11%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

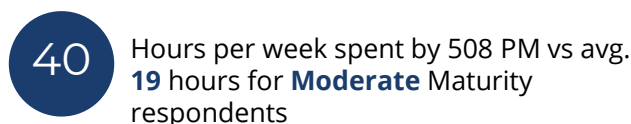
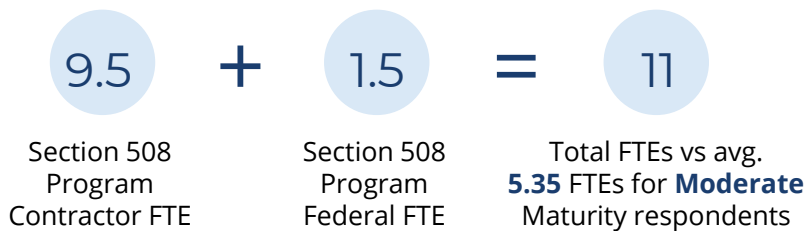
Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	YS	Unk	Unk	Unk	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation**	<b>Very Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>High</b>



\* Highest      \*\* Lowest  
 ^ does not perform dimension functions



# Occupational Safety and Health Administration (OSHA)

Department of Labor (DOL)

**Maturity: Moderate**  
**Conformance: Very Low**  
 See [Recommendations for Moderate Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>11%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	YS	Unk	Unk	Unk	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>Very High</b>
Communications	<b>High</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation**	<b>Very Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>High</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

1.3

+

4.3

=

5.6

Section 508 Program Contractor FTE

Section 508 Program Federal FTE

Total FTEs vs avg. **5.35** FTEs for **Moderate** Maturity respondents

40

Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents



# Office of Disability Employment Policy (ODEP)

Department of Labor (DOL)

**Maturity: High**  
**Conformance: Very Low**

See [Recommendations for High Maturity – Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>22% of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	Unk	Unk	Unk	Unk	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

$$\begin{array}{c}
 \text{2} \\
 \text{Section 508} \\
 \text{Program} \\
 \text{Contractor FTE}
 \end{array}
 +
 \begin{array}{c}
 \text{0.8} \\
 \text{Section 508} \\
 \text{Program} \\
 \text{Federal FTE}
 \end{array}
 =
 \begin{array}{c}
 \text{2.8} \\
 \text{Total FTEs vs avg.} \\
 \text{6.05 FTEs for High} \\
 \text{Maturity respondents}
 \end{array}$$

**40** Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>Very High</b>
Communications*	<b>Very High</b>
Content Creation	<b>Very High</b>
Human Capital, Culture & Leadership	<b>Very High</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation**	<b>Low</b>
Acquisition and Procurement	<b>Very High</b>
Training	<b>Very High</b>

\* Highest    \*\* Lowest  
^ does not perform dimension functions



**Office of Federal Contract Compliance Programs (OFCCP)**  
Department of Labor (DOL)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>15%</b> of pages evaluated during the reporting period fully conform. .</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>30%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	Unk	Unk	Unk	Unk	Unk	Yes

### Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

1.5 + 0.8 = 2.3  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35** FTEs for **Moderate** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>Very High</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation**	<b>Very Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>High</b>

\* Highest    \*\* Lowest  
^ does not perform dimension functions



**Office of Labor Management Standards (OLMS)**  
Department of Labor (DOL)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>37%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>25%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	Unk	Unk	Unk	Unk	Unk	Yes

### Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation**	<b>Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>High</b>

0 + 0.3 = 0.3  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

\* Highest \*\* Lowest  
^ does not perform dimension functions





# Office of Workers' Compensation Programs (OWCP)

Department of Labor (DOL)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>14%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>16%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	Unk	Unk	Unk	Unk	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

1.3

+

0.7

=

2

Section 508 Program Contractor FTE

Section 508 Program Federal FTE

Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

40

Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation**	<b>Very Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>High</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



# Veterans' Employment and Training Service (VETS)

Department of Labor (DOL)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>86%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>13%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>N/A</b> - does not host or produce videos.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	YS	Unk	Unk	Unk	Unk	Yes

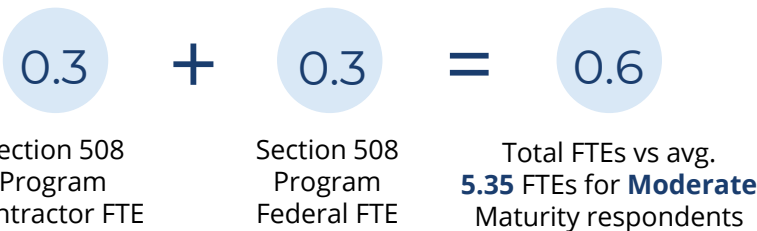
## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation**	<b>Very Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>High</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



# Wage and Hour Division (WHD)

Department of Labor (DOL)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

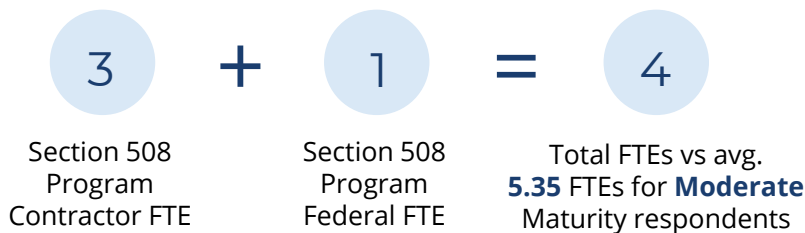
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>21%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>17%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>N/A</b> - does not host or produce videos.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	YS	Unk	Unk	Unk	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation**	<b>Very Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>High</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



## Women's Bureau (WB)

Department of Labor (DOL)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>31%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	Unk	Unk	Unk	Unk	Unk	Yes

### Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities**	<b>Very Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>High</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

$$\begin{array}{c}
 0 \\
 \text{Section 508 Program Contractor FTE}
 \end{array}
 +
 \begin{array}{c}
 0.1 \\
 \text{Section 508 Program Federal FTE}
 \end{array}
 =
 \begin{array}{c}
 0.1 \\
 \text{Total FTEs vs avg. 5.35 FTEs for Moderate Maturity respondents}
 \end{array}$$

**40** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Department of State

- Department of State (STATE)



# Department of State (STATE)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>10%</b> of top viewed web pages tested fully conform.</p> <p><b>75%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>52%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	No	Yes	No	YS	N/A	Yes	Yes	Unk	Unk

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives

5 + 1 = 6  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

**20** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications*	<b>High</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement**	<b>Low</b>
Training	<b>Moderate</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

## Department of the Interior

- Department of the Interior (DOI)
- Bureau of Indian Affairs (BIA)
- Bureau of Indian Education (BIE)
- Bureau of Land Management (BLM)
- Bureau of Ocean Energy Management (BOEM)
- Bureau of Reclamation (BOR)
- Bureau of Safety and Environmental Enforcement (BSEE)
- Bureau of Trust Funds Administration (BTFA)
- National Indian Gaming Commission (NIGC)
- National Park Service (NPS)
- Office of Natural Resources Revenue (ONRR)
- Office of Surface Mining Reclamation and Enforcement (OSMRE)
- United States Fish and Wildlife Service (FWS)
- United States Geological Survey (USGS)



# Department of the Interior (DOI)

**Maturity: High**  
**Conformance: Moderate**

See [Recommendations for High Maturity – Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>70%</b> of top viewed web pages tested fully conform.</p> <p><b>70%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>60%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>60%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	No	No	Unk	N/A	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

2.5

+

4.7

=

7.2

Section 508 Program Contractor FTE

Section 508 Program Federal FTE

Total FTEs vs avg. **6.05** FTEs for **High** Maturity respondents

40

Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>Very High</b>
Communications*	<b>Very High</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation**	<b>Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Moderate</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.





# Bureau of Indian Affairs (BIA)

Department of the Interior (DOI)

**Maturity: High**  
**Conformance: Moderate**  
 See [Recommendations for High Maturity – Moderate Conformance](#)



## ICT Testing Outcomes

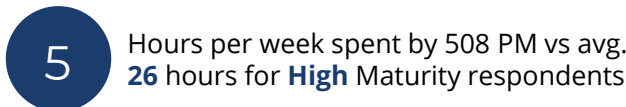
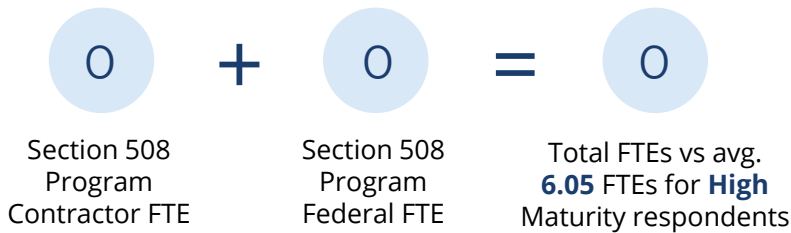
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>84%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>20%</b> of top viewed web pages tested fully conform.</p> <p><b>93%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>50%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>60%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Unk	Unk	N/A	N/A	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Very High</b>
Policies, Procedures, & Practices	<b>Very High</b>
Communications	<b>Moderate</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership**	<b>Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Moderate</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# Bureau of Indian Education (BIE)

Department of the Interior (DOI)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>89%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>30%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>N/A</b> - does not host or produce videos.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Unk	Unk	N/A	N/A	Yes	Yes	Unk	Unk

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Very High</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications**	<b>Low</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Moderate</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

+ =

Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

**5** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents



# Bureau of Land Management (BLM)

Department of the Interior (DOI)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>50%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>30%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	No	No	Unk	N/A	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in most relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>High</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Low</b>
Training*	<b>High</b>

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

**20** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



## ICT Testing Outcomes

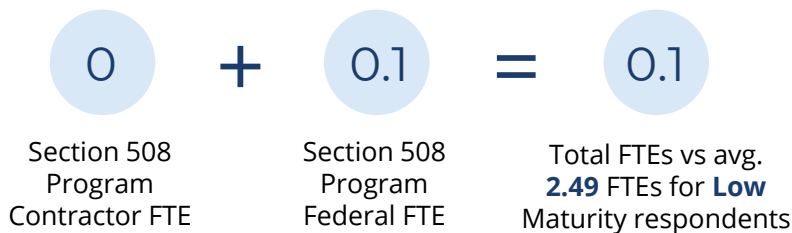
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>90%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>90%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	No	No	YS	N/A	Yes	Yes	Yes	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications**	<b>Very Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation*	<b>High</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Very Low</b>

\* Highest      \*\* Lowest  
^ does not perform dimension functions



**Bureau of Reclamation (BOR)**  
 Department of the Interior  
 (DOI)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Not applicable.</b> Does not host or produce videos.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	No	No	Unk	Unk	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

0 + 0.7 = 0.7  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

5 Hours per week spent by 508 PM vs avg. 19 hours for **Moderate** maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications**	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>High</b>
Training	<b>Low</b>

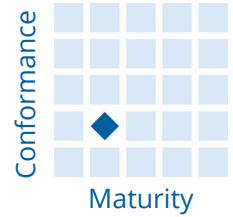
\* Highest \*\* Lowest  
 ^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



**Bureau of Safety and Environmental Enforcement (BSEE)**  
Department of the Interior (DOI)

**Maturity: Low**  
**Conformance: Low**  
See [Recommendations for High Maturity – Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>90%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>90%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	No	No	YS	N/A	Yes	Yes	Yes	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

0 + 0.1 = 0.1  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49** FTEs for **Low** Maturity respondents

**1** Hours per week spent by 508 PM vs avg. **10** hours for **Low** maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation*	<b>High</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Very Low</b>

\* Highest    \*\* Lowest  
^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



## Bureau of Trust Funds Administration (BTFA)

Department of the Interior (DOI)

**Maturity: High**  
**Conformance: High**  
 See [Recommendations for High Maturity – High Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p>N/A - does not host or produce videos.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YA	N/A	Yes	Yes	Yes	Yes

### Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>High</b>
Communications**	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities*	<b>Very High</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Very High</b>
Training	<b>Moderate</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions

$$0 + 1 = 1$$

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **6.05** FTEs for **High** Maturity respondents

$$5 \text{ Hours per week spent by 508 PM vs avg. } 26 \text{ hours for } \mathbf{High} \text{ maturity respondents}$$



# National Indian Gaming Commission (NIGC)

Department of the Interior (DOI)

**Maturity: Very Low**  
**Conformance: Very Low**

See [Recommendations for Very Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	Unk	N/A	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices**	<b>Very Low</b>
Communications	<b>Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities*	<b>Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Very Low</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **0.20 FTEs for Very Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **3 hours for Very Low** Maturity respondents

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.





# National Park Service (NPS)

Department of the Interior (DOI)

**Maturity: Moderate**

**Conformance: Low**

See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>20%</b> of top viewed web pages tested fully conform.</p> <p><b>90%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>20%</b> of top viewed web pages tested fully conform.</p> <p><b>10%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>10%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>60%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Unk	No	No	YS	Unk	Yes	Unk	Yes	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

0 + 0.5 = 0.5  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

**20** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications**	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Moderate</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# Office of Natural Resources Revenue (ONRR)

Department of the Interior (DOI)

**Maturity: Moderate**  
**Conformance: Moderate**

See [Recommendations for Moderate Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>30%</b> of top viewed web pages tested fully conform.</p> <p><b>99%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>2%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>90%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	No	No	YS	N/A	Yes	Yes	Yes	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

0
+
0
=
0

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

0
 Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>Moderate</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Very High</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Moderate</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Office of Surface Mining Reclamation and Enforcement (OSMRE)

Department of the Interior (DOI)

**Maturity: Moderate**  
**Conformance: Very High**

See [Recommendations for Moderate Maturity - Very High Conformance](#)



## ICT Testing Outcomes

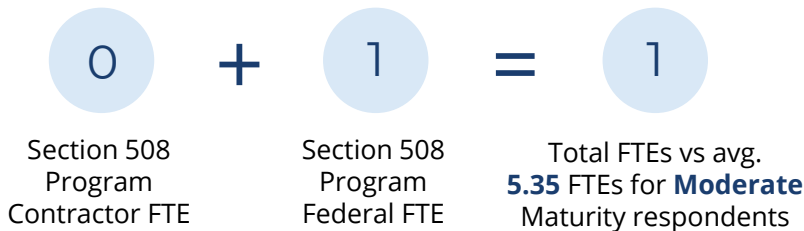
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>97%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>98%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>N/A</b> - does not host or produce videos.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	No	No	N/A	Unk	Yes	N/A	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Low</b>
Technology Lifecycle Activities^*	<b>Very High</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>High</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
^ does not perform dimension functions



# United States Fish and Wildlife Service (FWS)

Department of the Interior (DOI)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

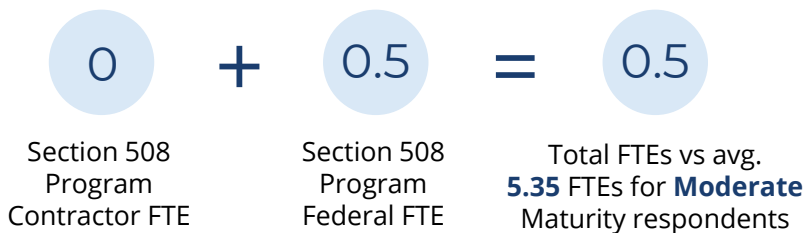
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>10%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>80%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>40%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	No	No	YS	No	Yes	Yes	Unk	Unk

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements



**25** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation**	<b>Low</b>
Acquisition and Procurement*	<b>Very High</b>
Training	<b>Moderate</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# United States Geological Survey (USGS)

Department of the Interior (DOI)

**Maturity: Moderate**  
**Conformance: Moderate**

See [Recommendations for Moderate Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>40%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	No	Unk	Unk	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in most relevant policies/directives

$$0 + 0.6 = 0.6$$

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

**12** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Low</b>
Policies, Procedures, & Practices	<b>High</b>
Communications*	<b>Very High</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Moderate</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

## Department of the Treasury

- Department of the Treasury (TREAS)
- Alcohol and Tobacco Tax and Trade Bureau (ATTTB)
- Bureau of Engraving and Printing (BEP)
- Bureau of the Fiscal Service (BFS)
- Financial Crimes Enforcement Network (FINCEN)
- Internal Revenue Service (IRS)
- Office of Inspector General (TREASOIG)
- Office of the Comptroller of the Currency (OCC)
- Special Inspector General for the Troubled Asset Relief Program (SIGTARP)
- Treasury Inspector General for Tax Administration (TIGTA)
- United States Mint (MINT)



## Department of the Treasury (TREAS)

**Maturity: Low**  
**Conformance: Moderate**  
 See [Recommendations for Low Maturity – Moderate Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>20%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>40%</b> of top viewed web pages tested fully conform.</p> <p><b>78%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	N/A	N/A	Yes	Yes	Unk	Unk

### Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives

1.3 + 2.1 = 3.4  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

0 Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement*	<b>Moderate</b>
Training**	<b>Very Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Alcohol and Tobacco and Tax Trade Bureau (ATTTB)

Department of the Treasury (TREAS)

**Maturity: Low**  
**Conformance: Very Low**

See [Recommendations for Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>40%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	Unk	N/A	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

0.5 + 0.5 = 1  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

**1** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement*	<b>Moderate</b>
Training**	<b>Very Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.





# Bureau of Engraving and Printing (BEP)

Department of the Treasury (TREAS)

**Maturity: High**  
**Conformance: Very High**

See [Recommendations for High Maturity - Very High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>30%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Unk	Unk	YA	N/A	Yes	Yes	Yes	N/A

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent has actively measured and well-defined performance metrics as well as authority in decision-making processes related to ICT
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications*	<b>Very High</b>
Content Creation	<b>Very High</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>High</b>
Training**	<b>Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

$$12 + 3.3 = 15.3$$

Section 508 Program Contractor FTE

Section 508 Program Federal FTE

Total FTEs vs avg. **6.05** FTEs for **High** Maturity respondents

10

Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents



**Bureau of Fiscal Service (BFS)**  
 Department of the Treasury  
 (TREAS)

**Maturity: Moderate**  
**Conformance: Moderate**  
 See [Recommendations for Moderate Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>90%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>30%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YS	N/A	Yes	Yes	Yes	Unk

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

0.5 + 0.5 = 1

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

**2** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement*	<b>High</b>
Training**	<b>Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Financial Crimes Enforcement Network (FINCEN)

Department of the Treasury (TREAS)

**Maturity: Moderate**  
**Conformance: High**  
 See [Recommendations for Moderate Maturity - High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>93%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>10%</b> of top viewed web pages tested fully conform.</p> <p><b>82%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>70%</b> of top viewed web pages tested fully conform.</p>	<p><b>N/A</b> – does not host or produce videos</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Unk	YA	N/A	Yes	N/A	Unk	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in most relevant policies/directives

0.5 + 0.3 = 0.8  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **5.35** FTEs for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications**	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions

**2** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents



**Internal Revenue Service (IRS)**  
 Department of the Treasury (TREAS)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

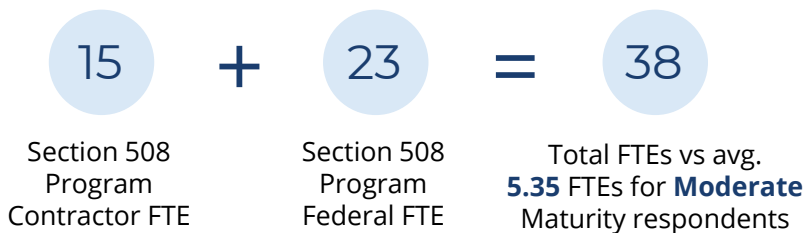
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>77%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Unk	No	No	Unk	Unk	Unk	Unk	N/A	Unk

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives

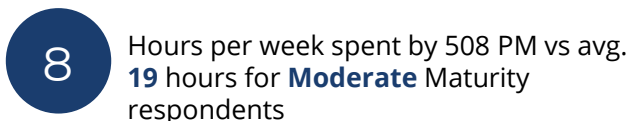


## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>High</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Low</b>
Training**	<b>Very Low</b>

\* Highest      \*\* Lowest

^ does not perform dimension functions



Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



## Office of Inspector General (TREASOIG)

Department of the Treasury (TREAS)

**Maturity: Low**  
**Conformance: Very Low**  
 See [Recommendations for Low Maturity - Very Low Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	N/A	Unk	Unk	N/A	N/A	Unk	Unk	Unk	N/A

### Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices**	<b>Very Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities^*	<b>Very High</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Very Low</b>

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



**Office of the  
Comptroller of the  
Currency (OCC)**  
Department of the Treasury  
(TREAS)

**Maturity: Low**  
**Conformance: Low**  
See [Recommendations for  
Low Maturity - Low  
Conformance](#)



## ICT Testing Outcomes

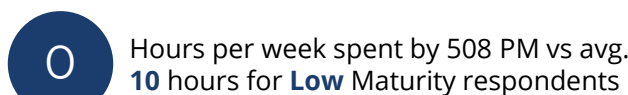
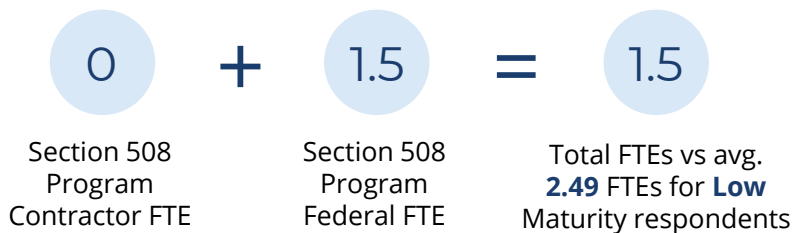
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>90%</b> of top viewed web pages tested fully conform.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>80%</b> of top viewed web pages tested fully conform.</p> <p><b>90%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Unk	Unk	N/A	Unk	Unk	Unk	Unk	No

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Has a signed ICT accessibility policy only (with no additional incorporation of ICT accessibility in relevant policies and directives)



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement*	<b>Moderate</b>
Training	<b>Very Low</b>

\* Highest    \*\* Lowest  
^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



## Special Inspector General for the Troubled Asset Relief Program (SIGTARP)

Department of the Treasury (TREAS)

**Maturity: Low**  
**Conformance: Very High**

See [Recommendations for Low Maturity - Very High Conformance](#)



### ICT Testing Outcomes

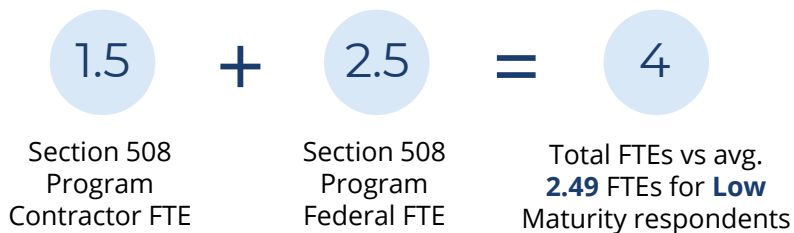
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>20%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>78%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	N/A	N/A	Yes	Yes	Unk	Unk

### Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives



### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement*	<b>Moderate</b>
Training**	<b>Very Low</b>

\* Highest      \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



## Treasury Inspector General for Tax Administration (TIGTA)

Department of the Treasury (TREAS)

**Maturity: Low**  
**Conformance: Very Low**

See [Recommendations for Low Maturity – Very Low Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	N/A	Unk	No	Unk	N/A	No	Unk	Unk	N/A

### Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT Accessibility included in some relevant policies/directives

0 + 1.8 = 1.8  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49** FTEs for **Low** Maturity respondents

0 Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications	<b>Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities*	<b>High</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Very Low</b>

\* Highest    \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.





**United States Mint (MINT)**  
 Department of the Treasury (TREAS)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>92%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Unk	Unk	Unk	Unk	Unk	Unk	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in most relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>High</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

Hours per week spent by 508 PM vs avg. 19 hours for **Moderate** Maturity respondents

## **Department of Transportation**

- Department of Transportation (DOT)
- Federal Aviation Administration (FAA)
- Federal Highway Administration (FHWA)
- Federal Motor Carrier Safety Administration (FMCSA)
- Federal Railroad Administration (FRA)
- Federal Transit Administration (FTA)
- Maritime Administration (MA)
- National Highway Traffic Safety Administration (NHTSA)
- Pipeline and Hazardous Materials Safety Administration (PHMSA)
- Saint Lawrence Seaway Development Corporation (STLSDC)



# Department of Transportation (DOT)

**Maturity: Moderate**  
**Conformance: Moderate**

See [Recommendations for Moderate Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>89%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>81%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>30%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>80%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Yes	Yes	N/A	N/A	Unk	Yes	Unk	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in most relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement*	<b>High</b>
Training**	<b>Low</b>

0 + 1 = 1  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

**3** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



**Federal Aviation Administration (FAA)**  
 Department of Transportation (DOT)

**Maturity: High**  
**Conformance: High**  
 See [Recommendations for High Maturity - High Conformance](#)



## ICT Testing Outcomes

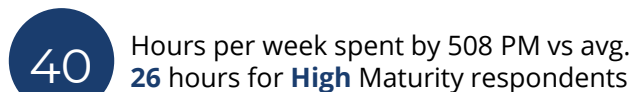
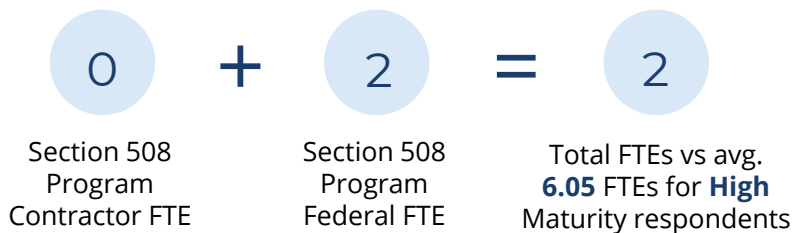
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>96%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>96%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	YS	YS	No	Yes	Yes	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities**	<b>Low</b>
Testing and Validation*	<b>Very High</b>
Acquisition and Procurement	<b>Very High</b>
Training	<b>Moderate</b>

\* Highest      \*\* Lowest  
 ^ does not perform dimension functions

## Federal Highway Administration (FHWA)

Department of Transportation (DOT)

**Maturity: Moderate**  
**Conformance: Low**  
See [Recommendations for Moderate Maturity - Low Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>75%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>50%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	N/A	No	No	YS	Unk	No	Yes	No	Yes

### Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>High</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

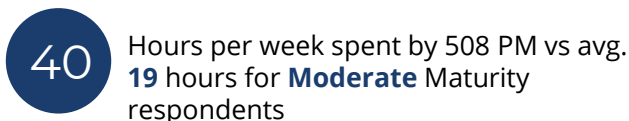
Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



Section 508 Program Contractor FTE

Section 508 Program Federal FTE

Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents





# Federal Motor Carrier Safety Administration (FMCSA)

Department of Transportation (DOT)

**Maturity: High**  
**Conformance: Very Low**

See [Recommendations for High Maturity – Very Low Conformance](#)



## ICT Testing Outcomes

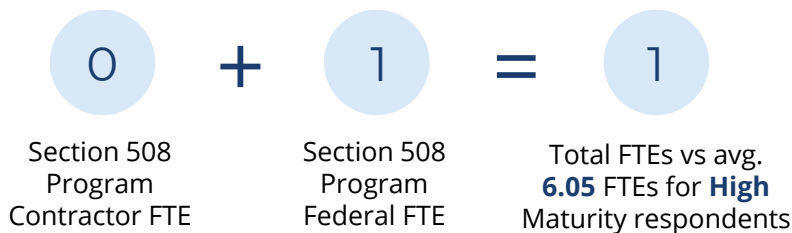
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Unk	Unk	Unk	Unk	N/A	Yes	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Very High</b>
Communications*	<b>Very High</b>
Content Creation	<b>Very High</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Very High</b>
Training**	<b>Very Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



**Federal Railroad Administration (FRA)**  
 Department of Transportation (DOT)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Yes	Yes	YS	Unk	Yes	Yes	Yes	Unk

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices*	<b>Very High</b>
Communications	<b>High</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>High</b>
Training**	<b>Very Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

0.1 + 0.1 = 0.2

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

1 Hours per week spent by 508 PM vs avg. 19 hours for **Moderate** Maturity respondents



**Federal Transit Administration (FTA)**  
 Department of Transportation (DOT)

**Maturity: Low**  
**Conformance: Very Low**  
 See [Recommendations for Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Yes	Unk	YS	N/A	Yes	Yes	N/A	Yes

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices**	<b>Very Low</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation*	<b>High</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Low</b>

2 + 1 = 3  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

2 Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions





# Maritime Administration (MA)

Department of Transportation (DOT)

**Maturity: Very Low**  
**Conformance: Very Low**  
 See [Recommendations for Very Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	Unk	Unk	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities^*	<b>Very High</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Very Low</b>
Training	<b>Very Low</b>

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **0.2 FTEs for Very Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **3 hours for Very Low** Maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



**National Highway Traffic Safety Administration (NHTSA)**  
 Department of Transportation (DOT)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



### ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>75%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

### Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	Unk	Unk	Unk	Unk	N/A	Yes

### Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

0.1 + 0.1 = 0.2  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

**5** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

### Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Very High</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement*	<b>Very High</b>
Training	<b>Very Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Pipeline and Hazardous Materials Safety Administration (PHMSA)

Department of Transportation (DOT)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>N/A</b> - does not have intranet web pages.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>70%</b> of top viewed web pages tested fully conform.</p> <p><b>80%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	Unk	N/A	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

0.5 + 2 = 2.5  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

5 Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices**	<b>Very Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities*	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Very Low</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# Saint Lawrence Seaway Development Corporation (STLSDC)

Department of Transportation (DOT)

**Maturity: Moderate**  
**Conformance: Moderate**

See [Recommendations for Moderate Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>N/A</b> - does not have intranet web pages.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>N/A</b> - does not host or produce videos.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Yes	Unk	N/A	N/A	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices**	<b>Very Low</b>
Communications*	<b>Very High</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>High</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

$$\begin{array}{ccccccc}
 \text{0} & + & \text{0.5} & = & \text{0.5} \\
 \text{Section 508} & & \text{Section 508} & & \text{Total FTEs vs avg.} \\
 \text{Program} & & \text{Program} & & \text{5.35 FTEs for Moderate} \\
 \text{Contractor FTE} & & \text{Federal FTE} & & \text{Maturity respondents}
 \end{array}$$

**2** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

## Department of Veterans Affairs

- Department of Veterans Affairs (VA)
- Board of Veterans Appeals (BVA)
- National Cemetery Administration (NCA)
- Veterans Benefits Administration (VBA)
- Veterans Health Administration (VHA)



# Department of Veterans Affairs (VA)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>10%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	No	YS	YS	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement**	<b>Low</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

31 + 23 = 54  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

40 Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents



# Board of Veterans Appeals (BVA)

Department of Veterans Affairs (VA)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity – Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	No	N/A	N/A	Yes	Yes	Yes	N/A

## Section 508 Program and Policy Highlights

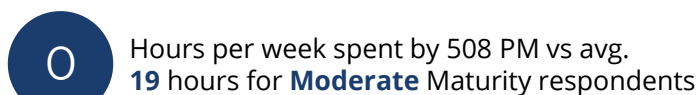
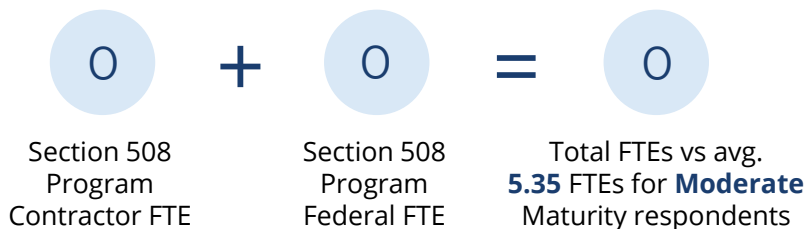
- Does not have a formal Section 508 program or equivalent
- ICT accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications <sup>^*</sup>	<b>Very High</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership <sup>**</sup>	<b>Very Low</b>
Technology Lifecycle Activities <sup>^*</sup>	<b>Very High</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement <sup>^*</sup>	<b>Very High</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest

<sup>^</sup> does not perform dimension functions



Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



# National Cemetery Administration (NCA)

Department of Veterans Affairs (VA)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	No	N/A	YS	Yes	Yes	Yes	N/A

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications <sup>^*</sup>	<b>Very High</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership <sup>**</sup>	<b>Very Low</b>
Technology Lifecycle Activities <sup>^*</sup>	<b>Very High</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement <sup>^*</sup>	<b>Very High</b>
Training	<b>Low</b>

\* Highest \*\* Lowest

<sup>^</sup> does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

3 + 1 = 4

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

0 Hours per week spent by 508 PM vs avg. 19 hours for **Moderate** Maturity respondents





# Veterans Benefits Administration (VBA)

Department of Veterans Affairs (VA)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity – Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	No	N/A	N/A	Yes	Yes	Yes	N/A

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT accessibility included in some relevant policies/directives

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications <sup>^*</sup>	<b>Very High</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership <sup>**</sup>	<b>Very Low</b>
Technology Lifecycle Activities <sup>^*</sup>	<b>Very High</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement <sup>^*</sup>	<b>Very High</b>
Training	<b>Very Low</b>

<sup>\*</sup> Highest    <sup>\*\*</sup> Lowest  
<sup>^</sup> does not perform dimension functions



# Veterans Health Administration (VHA)

Department of Veterans Affairs (VA)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	No	N/A	YS	Yes	Yes	Yes	N/A

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT accessibility included in some relevant policies/directives

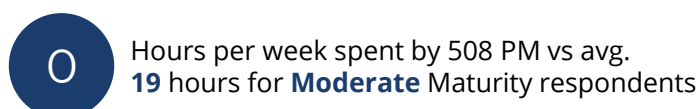
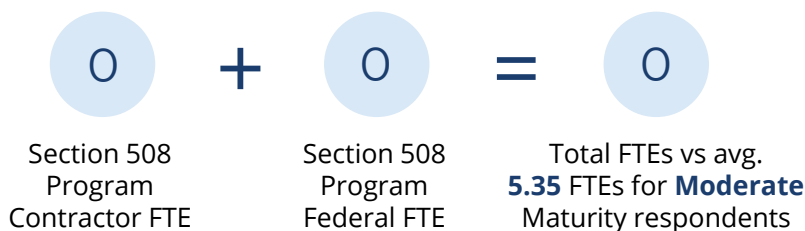
## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications <sup>^*</sup>	<b>Very High</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership <sup>**</sup>	<b>Very Low</b>
Technology Lifecycle Activities <sup>^*</sup>	<b>Very High</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement <sup>^*</sup>	<b>Very High</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest

<sup>^</sup> does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



# Environmental Protection Agency

- Environmental Protection Agency (EPA)



# Environmental Protection Agency (EPA)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>93%</b> of pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>0%</b> of top viewed videos tested during the reporting period fully conformed.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	YS	Unk	No	No	No	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT accessibility included in most relevant policies/directives

+ =   
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for Moderate Maturity respondents

Hours per week spent by 508 PM vs avg. 19 hours for Moderate Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	High
Policies, Procedures, & Practices*	High
Communications	High
Content Creation	Moderate
Human Capital, Culture & Leadership	High
Technology Lifecycle Activities	Low
Testing and Validation	Low
Acquisition and Procurement**	Low
Training	Low

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

# General Services Administration

- General Services Administration (GSA)



# General Services Administration (GSA)

**Maturity: Moderate**  
**Conformance: Moderate**

See [Recommendations for Moderate Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>30%</b> of top viewed web pages tested fully conform.</p> <p><b>92%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>20%</b> of top viewed web pages tested fully conform.</p> <p><b>86%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YS	Unk	Yes	Yes	No	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement**	<b>Low</b>
Training	<b>Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions

0 + 6 = 6  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **5.35** FTEs for **Moderate** Maturity respondents

40 Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

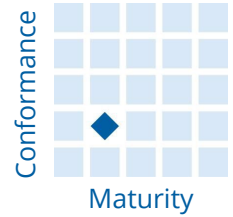
# National Aeronautics and Space Administration

- National Aeronautics and Space Administration (NASA)



# National Aeronautics and Space Administration (NASA)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>10%</b> of top viewed web pages tested fully conform.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>68%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>20%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	No	No	No	YS	Unk	No	No	Unk	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT accessibility included in most relevant policies/directives

**40** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training**	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# National Science Foundation

- National Science Foundation (NSF)



# National Science Foundation (NSF)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>89%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>0% of top viewed videos tested</b> during the reporting period fully conformed.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	No	Yes	YS	Unk	Yes	Unk	Yes	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>High</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities*	<b>High</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Low</b>
Training**	<b>Low</b>

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

**18** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

# **Nuclear Regulatory Commission**

- Nuclear Regulatory Commission (NRC)



# Nuclear Regulatory Commission (NRC)

**Maturity: Low**  
**Conformance: Moderate**

See [Recommendations for Low Maturity – Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>98%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	No	No	No	Unk	Unk	No	Unk	No	No

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT accessibility included in most relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices*	<b>Very High</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Moderate</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

$$\begin{array}{ccccccc}
 \text{0} & + & \text{0.6} & = & \text{0.6} \\
 \text{Section 508} & & \text{Section 508} & & \text{Total FTEs vs avg.} \\
 \text{Program} & & \text{Program} & & \text{2.49 FTEs for Low} \\
 \text{Contractor FTE} & & \text{Federal FTE} & & \text{Maturity respondents}
 \end{array}$$

**24** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

# Office of Personnel Management

- Office of Personnel Management (OPM)



# Office of Personnel Management (OPM)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>14%</b> of top viewed web pages tested fully conform.</p> <p><b>94%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>40%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>20%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	No	Unk	Unk	YS	N/A	No	N/A	No	Unk

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Has a signed ICT accessibility policy only (with no additional incorporation of ICT accessibility in relevant policies and directives)

0 + 2.5 = 2.5

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

40 Hours per week spent by 508 PM vs avg. 19 hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Moderate</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership	<b>Very High</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement**	<b>Low</b>
Training	<b>High</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions

# Small Business Administration

- Small Business Administration (SBA)



# Small Business Administration (SBA)

**Maturity: Moderate**  
**Conformance: Moderate**

See [Recommendations for Moderate Maturity – Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>63%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>60%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Unk	Yes	Yes	N/A	N/A	No	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Moderate</b>
Content Creation*	<b>High</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

1 + 1 = 2  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents



# Social Security Administration

- Social Security Administration (SSA)



# Social Security Administration (SSA)

**Maturity: Very High**  
**Conformance: High**  
 See [Recommendations for Very High Maturity - High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>100%</b> evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>90%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	No	YS	YA	Yes	No	Unk	Yes

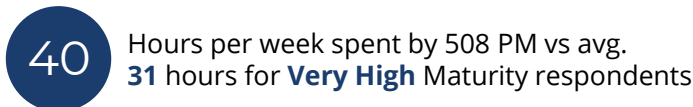
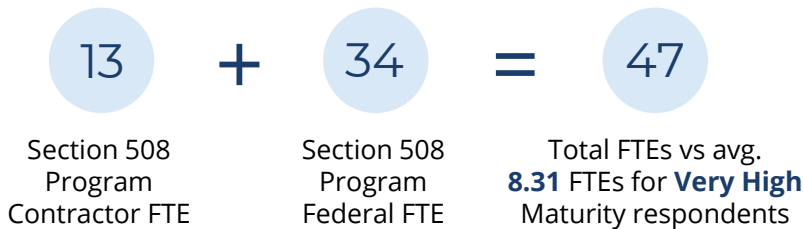
## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent has actively measured and well-defined performance metrics as well as authority in decision-making processes related to ICT
- ICT Accessibility included in most relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Very High</b>
Policies, Procedures, & Practices	<b>Very High</b>
Communications	<b>Very High</b>
Content Creation	<b>Very High</b>
Human Capital, Culture & Leadership	<b>Very High</b>
Technology Lifecycle Activities	<b>Very High</b>
Testing and Validation**	<b>Very High</b>
Acquisition and Procurement	<b>Very High</b>
Training	<b>Very High</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# **U.S. Agency for International Development**

- U.S. Agency for International Development (USAID)



# U.S. Agency for International Development (USAID)

**Maturity: Low**  
**Conformance: Moderate**

See [Recommendations for Low Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>76%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	N/A	Unk	Unk	Unk	Unk	N/A

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in most relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications**	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions

$$\begin{array}{c}
 \text{2} \\
 \text{Section 508} \\
 \text{Program} \\
 \text{Contractor FTE}
 \end{array}
 +
 \begin{array}{c}
 \text{1.5} \\
 \text{Section 508} \\
 \text{Program} \\
 \text{Federal FTE}
 \end{array}
 =
 \begin{array}{c}
 \text{3.5} \\
 \text{Total FTEs vs avg.} \\
 \text{2.49 FTEs for Low} \\
 \text{Maturity respondents}
 \end{array}$$

**15** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Independent Reporting Entities

- Administrative Conference of the United States (ACUS)
- American Battle Monuments Commission (ABMC)
- Chemical Safety and Hazard Investigation Board (CSHIB)
- Commission for the Preservation of America's Heritage Abroad (CPAHA)
- Commission of Fine Arts (CFA)
- Commodity Futures Trading Commission (CFTC)
- Consumer Financial Protection Bureau (CFPB)
- Consumer Product Safety Commission (CPSC)
- Corporation for National and Community Service (CNCS)
- Delta Regional Authority (DRA)
- Denali Commission (DC)
- Election Assistance Commission (EAC)
- Equal Employment Opportunity Commission (EEOC)
- Export-Import Bank of the United States (EXIM)
- Farm Credit Administration (FCA)
- Farm Credit System Insurance Corporation (FCSIC)
- Federal Communications Commission (FCC)
- Federal Deposit Insurance Corporation (FDIC)
- Federal Energy Regulatory Commission (FERC)
- Federal Housing Finance Agency (FHFA)
- Federal Labor Relations Authority (FLRA)
- Federal Maritime Commission (FMC)
- Federal Mediation and Conciliation Service (FMCS)
- Federal Mine Safety and Health Review Commission (FMSHRC)
- Federal Retirement Thrift Investment Board (FRTIB)
- Federal Trade Commission (FTC)
- Gulf Coast Ecosystem Restoration Council (GCERC)
- Harry S. Truman Scholarship Foundation (HSTSF)
- Institute of Museum and Library Services (IMLS)
- Inter-American Foundation (IAF)
- International Trade Commission (ITC)
- James Madison Memorial Fellowship Foundation (JMMFF)

## Independent Reporting Entities cont.

- Marine Mammal Commission (MMC)
- Merit Systems Protection Board (MSPB)
- Millennium Challenge Corporation (MCC)
- Morris K. Udall and Stewart L. Udall Foundation (MUSUF)
- National Archives and Records Administration (NARA)
- National Capital Planning Commission (NCPC)
- National Council on Disability (NCD)
- National Credit Union Administration (NCUA)
- National Endowment for the Arts (NEA)
- National Endowment for the Humanities (NEH)
- National Labor Relations Board (NLRB)
- National Mediation Board (NMB)
- National Transportation Safety Board (NTSB)
- Nuclear Waste Technical Review Board (NWTRB)
- Occupational Safety and Health Review Commission (OSHRC)
- Office of Government Ethics (OGE)
- Office of Navajo and Hopi Indian Relocation (ONHIR)
- Office of Special Counsel (OSC)
- Peace Corps (PC )
- Pension Benefit Guaranty Corporation (PBGC)
- Postal Regulatory Commission (PRC)
- Privacy and Civil Liberties Oversight Board (PCLOB)
- Railroad Retirement Board (RRB)
- Securities and Exchange Commission (SEC)
- Selective Service System (SSS)
- Surface Transportation Board (STB)
- Tennessee Valley Authority (TVA)
- U.S. Access Board (USAB)
- U.S. Agency for Global Media (USAGM)
- U.S. Commission on Civil Rights (USCCR)
- U.S. International Development Finance Corporation (DFC)
- U.S. Postal Service (USPS)



# Administrative Conference of the United States (ACUS)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>N/A</b> - does not have intranet web pages</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>0%</b> of top viewed videos tested during the reporting period fully conformed.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	N/A	No	Yes	N/A	N/A	Yes	N/A	Unk	No

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities <sup>^*</sup>	<b>Very High</b>
Testing and Validation <sup>**</sup>	<b>Very Low</b>
Acquisition and Procurement	<b>High</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest

<sup>^</sup> does not perform dimension functions

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

Hours per week spent by 508 PM vs avg. 19 hours for **Moderate** Maturity respondents



# American Battle Monuments Commission (ABMC)

**Maturity: Very Low**  
**Conformance: Very Low**  
 See [Recommendations for Very Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	N/A	N/A	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT Accessibility included in some relevant policies/directives

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **0.20 FTEs for Very Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **3 hours for Very Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices*	<b>Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training**	<b>Very Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions





# Chemical Safety and Hazard Investigation Board (CSHIB)

**Maturity: Low**  
**Conformance: Very Low**  
 See [Recommendations for Low Maturity – Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>50%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	N/A	N/A	Yes	N/A	Unk	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT Accessibility included in most relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>High</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities*	<b>Very High</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Very Low</b>

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

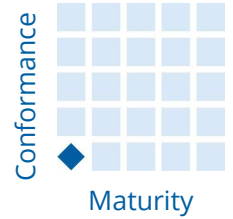
Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Commission for the Preservation of America's Heritage Abroad (CPAHA)

**Maturity: Very Low**  
**Conformance: Very Low**  
 See [Recommendations for Very Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
N/A - does not have intranet webpages.	<b>Resources unavailable</b> to test top viewed web pages during the reporting period.  No pages were evaluated during the reporting period.	<b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.	<b>Resources unavailable</b> to test top viewed videos during the reporting period.

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	N/A	Unk	Unk	N/A	N/A	Unk	Unk	Unk	N/A

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities*^	<b>Very High</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Very Low</b>

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **0.2 FTEs for Very Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **3 hours for Very Low** Maturity respondents

\* Highest      \*\* Lowest  
 ^ does not perform dimension functions



# Commission of Fine Arts (CFA)

**Maturity: Very Low**  
**Conformance: Low**  
 See [Recommendations for Very Low Maturity – Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
N/A - does not have intranet web pages	<b>Resources unavailable</b> to test top viewed web pages during the reporting period. No web pages were evaluated during the reporting period.	<b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.	<b>Resources unavailable</b> to test top viewed videos during the reporting period.

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	N/A	Unk	Unk	N/A	N/A	Yes	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications*	<b>Moderate</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Very Low</b>
Training	<b>Very Low</b>

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **0.20 FTEs for Very Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **3 hours for Very Low** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



# Commodity Futures Trading Commission (CFTC)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity – Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>50%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>67%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	No	No	No	N/A	N/A	No	Yes	Yes	Unk

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- Has a signed ICT accessibility policy only (with no additional incorporation of ICT accessibility in relevant policies and directives)

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **2.49** FTEs for **Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Moderate</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities*	<b>High</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training**	<b>Very Low</b>

\* Highest      \*\* Lowest  
 ^ does not perform dimension functions



# Consumer Financial Protection Bureau (CFPB)

**Maturity: Low**  
**Conformance: Moderate**

See [Recommendations for Low Maturity – Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages fully conform.</p> <p><b>75%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>40%</b> of top viewed web pages fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>20%</b> of top viewed electronic documents during the reporting period fully conform</p>	<p><b>0%</b> of top viewed videos evaluated during the reporting period fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	No	No	Unk	Unk	No	Yes	No	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Very Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Very Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training**	<b>Very Low</b>

2.5

+

1

=

3.5

Section 508 Program Contractor FTE

Section 508 Program Federal FTE

Total FTEs vs avg. **2.49** FTEs for **High** Maturity respondents

40

Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

\* Highest \*\* Lowest

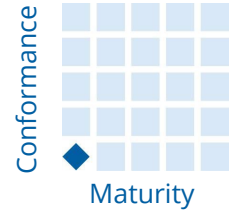
^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.



# Consumer Product Safety Commission (CPSC)

**Maturity: Very Low**  
**Conformance: Very Low**  
 See [Recommendations for Very Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>1%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	Unk	N/A	Yes	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications**	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities*	<b>Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Very Low</b>

0.5 (Section 508 Program Contractor FTE) + 0.5 (Section 508 Program Federal FTE) = 1 (Total FTEs vs avg. 0.20 FTEs for Very Low Maturity respondents)

**10** Hours per week spent by 508 PM vs avg. 3 hours for **Very Low** Maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



## ICT Testing Outcomes

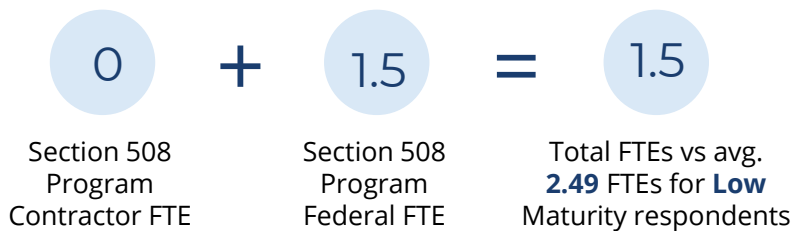
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>10%</b> of top viewed web pages tested fully conform.</p> <p><b>16%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Unk	Unk	N/A	N/A	Yes	Unk	Yes	N/A

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>Very High</b>
Communications	<b>Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training**	<b>Very Low</b>

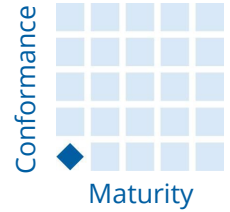
\* Highest      \*\* Lowest

^ does not perform dimension functions



# Delta Regional Authority (DRA)

**Maturity: Very Low**  
**Conformance: Very Low**  
 See [Recommendations for High Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>N/A</b> - does not have intranet web pages.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>10%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	N/A	N/A	Unk	Unk	Unk	N/A

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices**	<b>Very Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Very Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement*	<b>Low</b>
Training	<b>Very Low</b>

+ =   
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **0.20 FTEs for Very Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **3 hours for Very Low** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions





# Denali Commission (DC)

**Maturity: Very Low**  
**Conformance: Very Low**  
 See [Recommendations for Very Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
N/A - does not have intranet web pages.  No pages were evaluated during the reporting period.	<b>Resources unavailable</b> to test top viewed web pages during the reporting period.  No pages were evaluated during the reporting period.	<b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.	<b>Resources unavailable</b> to test top viewed videos during the reporting period.

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	N/A	Unk	Unk	Unk	N/A	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications**	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Very Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Very Low</b>
Training	<b>Very Low</b>

+ =   
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **0.20 FTEs for Very Low** Maturity respondents

**1** Hours per week spent by 508 PM vs avg. **3** hours for **Very Low** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Election Assistance Commission (EAC)

**Maturity: Moderate**  
**Conformance: Moderate**  
 See [Recommendations for Moderate Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>100%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Yes	Yes	YA	YA	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

Hours per week spent by 508 PM vs avg. **19 hours for Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>Very High</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership**	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Moderate</b>

\* Highest      \*\* Lowest  
 ^ does not perform dimension functions



# Equal Employment Opportunity Commission (EEOC)

**Maturity: High**  
**Conformance: High**  
 See [Recommendations for High Maturity - High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>10%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p><b>10%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	No	No	YS	Unk	Yes	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>High</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership**	<b>Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>High</b>
Training	<b>High</b>

0.5 + 1 = 1.5  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **6.05** FTEs for **High** Maturity respondents

**10** Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Export-Import Bank of the United States (EXIM)

**Maturity: Moderate**  
**Conformance: Moderate**  
 See [Recommendations for Moderate Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>95%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>65%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YS	N/A	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Has a signed ICT accessibility policy only (with no additional incorporation of ICT accessibility in relevant policies and directives)

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications**	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Low</b>

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

Hours per week spent by 508 PM vs avg. 19 hours for **Moderate** Maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# Farm Credit Administration (FCA)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>93%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	No	Yes	Yes	YS	N/A	No	No	Unk	N/A

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Has a signed ICT accessibility policy only (with no additional incorporation of ICT accessibility in relevant policies and directives)

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Very Low</b>

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low Maturity respondents**

**10** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# Farm Credit System Insurance Corporation (FCSIC)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity – Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>93%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	No	Yes	Yes	YS	N/A	No	No	Unk	N/A

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Has a signed ICT accessibility policy only (with no additional incorporation of ICT accessibility in relevant policies and directives)

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Very Low</b>

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

**10** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

\* Highest      \*\* Lowest  
 ^ does not perform dimension functions



# Federal Communications Commission (FCC)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity – Very Low](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	No	No	No	N/A	Yes	No	No	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications**	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities^	<b>High</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>High</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

4 + 1 = 5

Section 508 Program Contractor FTE

Section 508 Program Federal FTE

Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

40 Hours per week spent by 508 PM vs avg. **19 hours for Moderate** Maturity respondents



# Federal Deposit Insurance Corporation (FDIC)

**Maturity: Low**  
**Conformance: High**  
 See [Recommendations for Low Maturity - High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>40%</b> of top viewed web pages tested fully conform.</p> <p><b>94%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>40%</b> of top viewed web pages tested fully conform.</p> <p><b>96%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>80%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	YS	YA	Yes	Unk	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

2 + 1 = 3  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low Maturity respondents**

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications**	<b>Very Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

**40** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents





# Federal Energy Regulatory Commission (FERC)

**Maturity: Moderate**  
**Conformance: Moderate**

See [Recommendations for Moderate Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>10%</b> of top viewed web pages tested fully conform.</p> <p><b>10%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>80%</b> of top viewed web pages tested fully conform.</p> <p><b>98%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	No	Yes	Yes	N/A	N/A	No	Yes	Yes	Unk

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives

1 + 0.1 = 1.1  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement**	<b>Very Low</b>
Training	<b>High</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

**2** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents



# Federal Housing Finance Agency (FHFA)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>30%</b> of top viewed web pages tested fully conform.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>50%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	No	No	No	N/A	N/A	No	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent has actively measured and well-defined performance metrics as well as authority in decision-making processes related to ICT
- Has a signed ICT accessibility policy only (with no additional incorporation of ICT accessibility in relevant policies and directives)

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

**40** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Very High</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications**	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Very High</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# Federal Labor Relations Authority (FLRA)

**Maturity: Low**  
**Conformance: Very Low**  
 See [Recommendations for Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	N/A	N/A	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Low</b>
Training**	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

$$\begin{array}{c}
 0 \\
 \text{Section 508} \\
 \text{Program} \\
 \text{Contractor FTE}
 \end{array}
 +
 \begin{array}{c}
 0.1 \\
 \text{Section 508} \\
 \text{Program} \\
 \text{Federal FTE}
 \end{array}
 =
 \begin{array}{c}
 0.1 \\
 \text{Total FTEs vs avg.} \\
 \text{2.49 FTEs for Low} \\
 \text{Maturity respondents}
 \end{array}$$

$$\begin{array}{c}
 0.1 \\
 \text{Hours per week spent by 508 PM vs avg.} \\
 \text{10 hours for Low maturity respondents}
 \end{array}$$



# Federal Maritime Commission (FMC)

**Maturity: Very Low**  
**Conformance: Very Low**

See [Recommendations for Very Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Yes	Yes	N/A	N/A	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications	<b>Low</b>
Content Creation*	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Very Low</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest

^ does not perform dimension functions

$$0 + 0.1 = 0.1$$

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **0.20 FTEs for Very Low** Maturity respondents

$$0 = 3$$

Hours per week spent by 508 PM vs avg. **3 hours for Very Low** maturity respondents



# Federal Mediation and Conciliation Service (FMCS)

**Maturity: Low**  
**Conformance: Very Low**  
 See [Recommendations for Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	No	Yes	Yes	Unk	N/A	Unk	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Has a signed ICT accessibility policy only (with no additional incorporation of ICT accessibility in relevant policies and directives)

**4** Hours per week spent by 508 PM vs avg. **10** hours for **Low** maturity respondents

## Maturity Outcomes

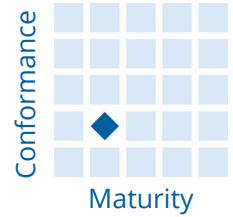
Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications**	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities*	<b>High</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>High</b>
Training	<b>Very Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Federal Mine Safety and Health Review Commission (FMSHRC)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated for Section 508 conformance in the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>90%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Unk	Yes	Yes	N/A	N/A	Yes	N/A	Yes	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications	<b>Low</b>
Content Creation*	<b>High</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>High</b>
Training	<b>Very Low</b>

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

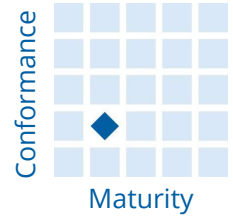
Hours per week spent by 508 PM vs avg. **10** hours for **Low** maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# Federal Retirement Thrift Investment Board (FRTIB)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>70%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	N/A	N/A	Yes	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Has a signed ICT accessibility policy only (with no additional incorporation of ICT accessibility in relevant policies and directives)

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>Moderate</b>
Communications	<b>Very low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training**	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

0 + 1 = 1

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

**20** Hours per week spent by 508 PM vs avg. **10** hours for **Low** maturity respondents



# Federal Trade Commission (FTC)

**Maturity: Moderate**  
**Conformance: High**  
 See [Recommendations for Moderate Maturity - High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>70%</b> of top viewed web pages tested during the reporting period fully conform.</p> <p><b>39%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested during the reporting period fully conform.</p> <p><b>99%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>20%</b> of top viewed electronic documents tested during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed videos tested during the reporting period fully conformed.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	N/A	N/A	Yes	Yes	No	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in most relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications**	<b>Very low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions

1.9 + 4 = 5.9  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

**2** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** maturity respondents





# Gulf Coast Ecosystem Restoration Council (GCERC)

**Maturity: Low**  
**Conformance: Very Low**  
 See [Recommendations for Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	N/A	N/A	Unk	N/A	Unk	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Has a signed ICT accessibility policy only (with no additional incorporation of ICT accessibility in relevant policies and directives)

0.2 + 0.2 = 0.4  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

**0** Hours per week spent by 508 PM vs avg. **10** hours for **Low** maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Moderate</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement*	<b>Very High</b>
Training	<b>Very Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Harry S. Truman Scholarship Foundation (HSTSF)

**Maturity: Moderate**  
**Conformance: Low**  
See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>N/A</b> - does not have internal intranet web pages.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>100%</b> evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	N/A	Yes	Yes	N/A	N/A	N/A	N/A	Unk	N/A

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT Accessibility included in some relevant policies/directives

$$\begin{array}{c}
 0 \\
 \text{Section 508 Program Contractor FTE}
 \end{array}
 +
 \begin{array}{c}
 0.1 \\
 \text{Section 508 Program Federal FTE}
 \end{array}
 =
 \begin{array}{c}
 0.1 \\
 \text{Total FTEs vs avg. 5.35 FTEs for Moderate Maturity respondents}
 \end{array}$$

$$\begin{array}{c}
 0 \\
 \text{Hours per week spent by 508 PM vs avg. 19 hours for Moderate maturity respondents}
 \end{array}$$

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>High</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Very High</b>
Acquisition and Procurement <sup>^*</sup>	<b>Very High</b>
Training <sup>**</sup>	<b>Very Low</b>

\* Highest    \*\* Lowest  
^ does not perform dimension functions



# Institute of Museum and Library Services (IMLS)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Unk	Yes	Yes	N/A	N/A	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT Accessibility included in some relevant policies/directives

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

Hours per week spent by 508 PM vs avg. 19 hours for **Moderate** maturity respondents

## Maturity Outcomes

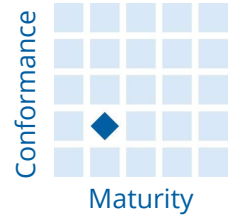
Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Very Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>High</b>
Training**	<b>Very Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Inter-American Foundation (IAF)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	N/A	N/A	Unk	N/A	Unk	Yes

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

0 + 1 = 1  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

**1** Hours per week spent by 508 PM vs avg. **10** hours for **Low** maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities*	<b>Moderate</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Very Low</b>

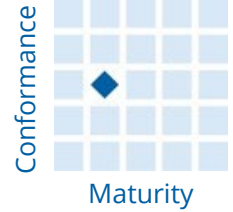
\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# International Trade Commission (ITC)

**Maturity: Low**  
**Conformance: Moderate**

See [Recommendations for Low Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>86%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>94%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>N/A</b> - does not host or produce videos</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	YS	Unk	Unk	Unk	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT accessibility is not included in any policies/directives

0
+
1
=
1

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Low</b>
Training**	<b>Very Low</b>

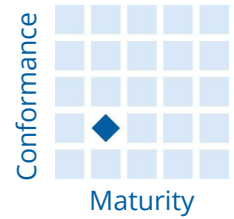
\* Highest    \*\* Lowest  
 ^ does not perform dimension functions

**20** Hours per week spent by 508 PM vs avg. **10** hours for **Low** maturity respondents



# James Madison Memorial Fellowship Foundation (JMMFF)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>N/A</b> - does not have intranet web pages.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>90%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	N/A	Unk	Unk	Unk	N/A	N/A	Unk	Unk	No

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications <sup>^*</sup>	<b>Very High</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership <sup>**</sup>	<b>Very Low</b>
Technology Lifecycle Activities <sup>^</sup>	<b>Very High</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>High</b>
Training	<b>Very Low</b>

**\* Highest**    **\*\* Lowest**  
<sup>^</sup> does not perform dimension functions

Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49** FTEs for **Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **10** hours for **Low** maturity respondents



# Marine Mammal Commission (MMC)

**Maturity: Very Low**  
**Conformance: Very Low**

See [Recommendations for Very Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>N/A</b> - does not have intranet web pages.</p> <p>No web were evaluated during the reporting period..</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No web pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	N/A	Unk	Unk	N/A	N/A	Unk	N/A	Unk	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

0 + 0 = 0  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **0.20 FTEs for Very Low** Maturity respondents

0 Hours per week spent by 508 PM vs avg. **3 hours for Very Low** maturity respondents

## Maturity Outcomes

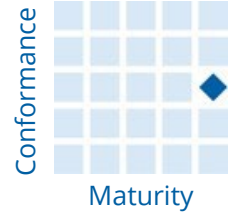
Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices**	<b>Very Low</b>
Communications	<b>Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities^*	<b>Very High</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Very Low</b>
Training	<b>Very Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Merit Systems Protection Board (MSPB)

**Maturity: Very High**  
**Conformance: Moderate**  
 See [Recommendations for Very High Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>90%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>98%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>N/A</b> - does not host or produce videos</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	YA	N/A	Yes	Yes	N/A	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent has actively measured and well-defined performance metrics as well as authority in decision-making processes related to ICT
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Very High</b>
Policies, Procedures, & Practices	<b>Very High</b>
Communications	<b>Very High</b>
Content Creation	<b>Very High</b>
Human Capital, Culture & Leadership**	<b>High</b>
Technology Lifecycle Activities	<b>Very High</b>
Testing and Validation	<b>Very High</b>
Acquisition and Procurement	<b>Very High</b>
Training	<b>Very High</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

+ =   
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **8.31 FTEs for Very High** Maturity respondents

Hours per week spent by 508 PM vs avg. **31** hours for **Very High** maturity respondents





# Millennium Challenge Corporation (MCC)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>80%</b> of top viewed web pages tested fully conform.</p> <p>No web pages were evaluated during the reporting period</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	No	Yes	Yes	N/A	N/A	No	Yes	No	Yes

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement*	<b>High</b>
Training	<b>Low</b>

0 + 0.5 = 0.5  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **10** hours for **Low** maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



## ICT Testing Outcomes

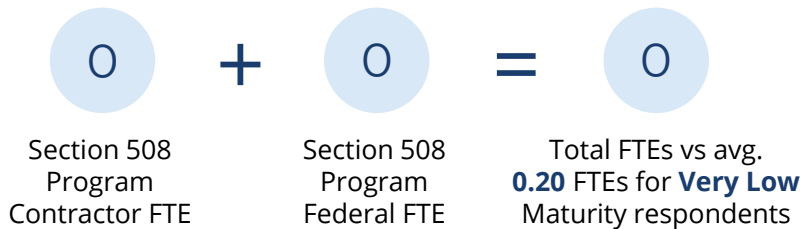
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	N/A	Unk	Unk	No	N/A	Unk	N/A	Yes	N/A

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT accessibility is not included in any policies/directives



## Maturity Outcomes

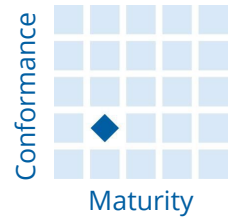
Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices**	<b>Very Low</b>
Communications*	<b>Moderate</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Very Low</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest  
^ does not perform dimension functions



# National Archives and Records Administration (NARA)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested during the reporting period fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested during the reporting period fully conform.</p> <p><b>8%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	Unk	Unk	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Very Low</b>
Content Creation**	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>High</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

**34** Hours per week spent by 508 PM vs avg. **10** hours for **Low** maturity respondents



# National Capital Planning Commission (NCPC)

**Maturity: Low**  
**Conformance: Very Low**  
 See [Recommendations for Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	N/A	N/A	No	N/A	N/A	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in most relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Very Low</b>
Content Creation*	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Very Low</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

+ =   
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 2.49 FTEs for Low Maturity respondents

Hours per week spent by 508 PM vs avg. 10 hours for Low maturity respondents



# National Council on Disability (NCD)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>72%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed videos tested during the reporting period fully conformed.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	N/A	N/A	Unk	Unk	Yes	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Unknown to what extent we incorporate ICT accessibility in all relevant policies and directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>High</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership	<b>High</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>High</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

Hours per week spent by 508 PM vs avg. 19 hours for **Moderate** maturity respondents



# National Credit Union Administration (NCUA)

**Maturity: Moderate**  
**Conformance: Very High**

See [Recommendations for Moderate Maturity - Very High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested during the reporting period fully conform.</p> <p><b>98%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed web pages tested during the reporting period fully conform.</p> <p><b>64%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>70%</b> of top viewed electronic documents tested during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed videos tested during the reporting period fully conformed.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Yes	Yes	Yes	YS	N/A	No	Yes	No	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Has a signed ICT accessibility policy only (with no additional incorporation of ICT accessibility in relevant policies and directives)

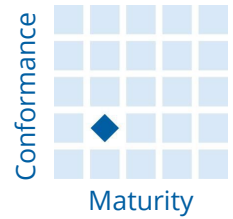
## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>High</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>Moderate</b>
Training**	<b>Very Low</b>

2.5 + 1 = 3.5  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **5.35** FTEs for **Moderate** Maturity respondents

**20** Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** maturity respondents

\* Highest \*\* Lowest  
^ does not perform dimension functions



## ICT Testing Outcomes

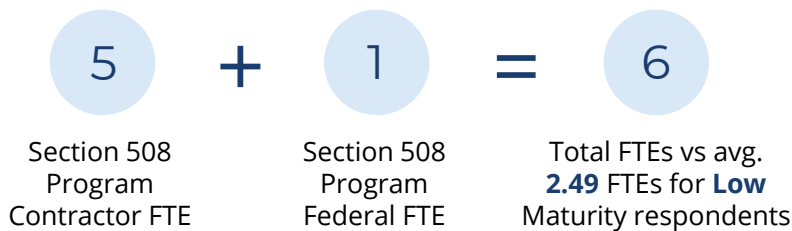
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested during the reporting period fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed videos tested during the reporting period fully conformed.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Unk	Yes	YA	N/A	Yes	Yes	Unk	N/A

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications**	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities*	<b>Moderate</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Low</b>

\* Highest    \*\* Lowest  
^ does not perform dimension functions



# National Endowment for the Humanities (NEH)

**Maturity: Low**  
**Conformance: Very Low**

See [Recommendations for Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>95%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	N/A	N/A	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

0 + 0.5 = 0.5  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

**3** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>Moderate</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training**	<b>Very Low</b>

\* Highest    \*\* Lowest

^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.





# National Labor Relations Board (NLRB)

**Maturity: Very Low**  
**Conformance: High**  
 See [Recommendations for Very Low Maturity - High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>100%</b> of top viewed web pages tested fully conform.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Unk	Unk	Unk	N/A	Unk	Unk	Yes	No

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT Accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications	<b>Very Low</b>
Content Creation**	<b>Very Low</b>
Human Capital, Culture & Leadership*	<b>Low</b>
Technology Lifecycle Activities	<b>Very Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>Very Low</b>

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **0.20 FTEs for Very Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **3 hours for Very Low** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# National Mediation Board (NMB)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>N/A</b> - does not have internal intranet web pages.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>10%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Yes	Yes	N/A	N/A	No	No	Unk	No

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities*	<b>Very High</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

2 Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents



# National Transportation Safety Board (NTSB)

**Maturity: Low**  
**Conformance: Very Low**  
 See [Recommendations for Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	No	Yes	Yes	No	N/A	Unk	N/A	Unk	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Low</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership*	<b>Moderate</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training**	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

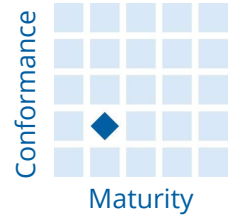
+ =   
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

**5** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents



# Nuclear Waste Technical Review Board (NWTRB)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>N/A</b> - does not have internal intranet web pages.</p> <p>No pages were evaluated for during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Yes	Yes	N/A	N/A	Yes	Yes	Unk	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- Has a signed ICT accessibility policy only (with no additional incorporation of ICT accessibility in relevant policies and directives)

+ =

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>Moderate</b>
Communications	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# Occupational Safety and Health Review Commission (OSHRC)

**Maturity: Very Low**  
**Conformance: Very Low**

See [Recommendations for Very Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	N/A	N/A	Unk	No	Unk	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices*	<b>Low</b>
Communications	<b>Very Low</b>
Content Creation**	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Very Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Very Low</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

$$\begin{array}{c}
 0 \\
 \text{Section 508} \\
 \text{Program} \\
 \text{Contractor FTE}
 \end{array}
 +
 \begin{array}{c}
 0.1 \\
 \text{Section 508} \\
 \text{Program} \\
 \text{Federal FTE}
 \end{array}
 =
 \begin{array}{c}
 0.1 \\
 \text{Total FTEs vs avg.} \\
 \text{0.20 FTEs for Very Low} \\
 \text{Maturity respondents}
 \end{array}$$

$$\begin{array}{c}
 0 \\
 \text{Hours per week spent by 508 PM vs avg.} \\
 \text{3 hours for Very Low Maturity respondents}
 \end{array}$$



# Office of Government Ethics (OGE)

**Maturity: Low**  
**Conformance: Very Low**  
 See [Recommendations for Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>76%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Unk	Yes	Yes	Unk	N/A	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT Accessibility is not included in any policies/directives

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

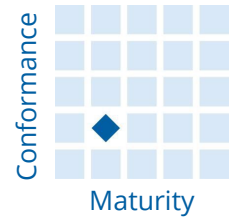
Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement*	<b>High</b>
Training	<b>Very Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Office of Navajo and Hopi Indian Relocation (ONHIR)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>N/A</b> - does not have internal intranet web pages.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>N/A</b> - does not host or produce videos.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	N/A	N/A	N/A	N/A	N/A	Unk

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices	<b>Low</b>
Communications	<b>Low</b>
Content Creation**	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities^*	<b>Very High</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement*	<b>Moderate</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

Please refer to the first page of Appendix D: Overview Data By Reporting Entity in the FY23 Assessment Report for a further explanation of this data.

1 + 1 = 2

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 2.49 FTEs for Low Maturity respondents

4 Hours per week spent by 508 PM vs avg. 10 hours for Low Maturity respondents



# Office of Special Counsel (OSC)

**Maturity: Very Low**  
**Conformance: Very Low**

See [Recommendations for Very Low Maturity – Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	N/A	N/A	Unk	Unk	Unk	N/A

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility is not included in any policies/directives

0 + 0 = 0  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **0.20 FTEs for Very Low** Maturity respondents

0 Hours per week spent by 508 PM vs avg. **3 hours for Very Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices**	<b>Very Low</b>
Communications	<b>Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement*	<b>Moderate</b>
Training	<b>Very Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions





# Peace Corps (PC)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>10%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>50%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>10%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Yes	Yes	Yes	N/A	N/A	Yes	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

2
+
1
=
3

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **5.35** FTEs for **Moderate** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training**	<b>Very Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions

10
 Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents



# Pension Benefit Guaranty Corporation (PBGC)

**Maturity: Moderate**  
**Conformance: Moderate**

See [Recommendations for Moderate Maturity - Moderate Conformance](#)



## ICT Testing Outcomes

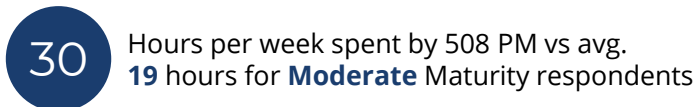
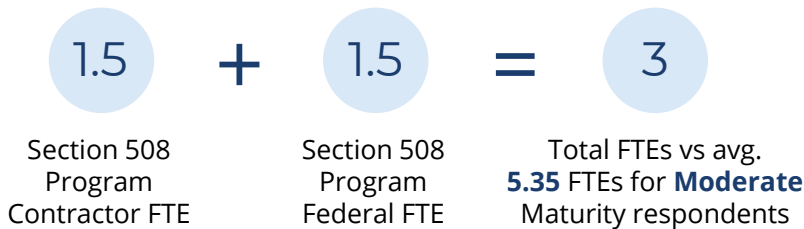
INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>1%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>100%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	N/A	N/A	Unk	Unk	Unk	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in some relevant policies/directives



## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation**	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training	<b>High</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# Postal Regulatory Commission (PRC)

**Maturity: Very Low**  
**Conformance: Very Low**

See [Recommendations for Very Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	Unk	Unk	Unk	No	N/A	Yes	Yes	N/A	N/A

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program**	<b>Very Low</b>
Policies, Procedures, & Practices	<b>Very Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Very Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement*	<b>Low</b>
Training	<b>Very Low</b>

0
+
1
=
1

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **0.20 FTEs for Very Low** Maturity respondents

5
 Hours per week spent by 508 PM vs avg. **3 hours for Very Low** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Privacy and Civil Liberties Oversight Board (PCLOB)

**Maturity: Low**  
**Conformance: Moderate**

See [Recommendations for Low Maturity – Moderate Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>N/A</b> - does not have intranet web pages.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>99%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>N/A</b> - does not host or produce videos</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	N/A	N/A	Unk	Yes	Unk	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT accessibility is not included in any policies/directives

1 + 0 = 1  
 Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **2.49** FTEs for **Low** Maturity respondents

**1** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices**	<b>Very Low</b>
Communications	<b>Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Moderate</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement*	<b>High</b>
Training	<b>Very Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Railroad Retirement Board (RRB)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>10%</b> of top viewed web pages tested fully conform.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>N/A</b> - does not host or produce videos</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	N/A	N/A	Yes	Unk	Unk	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

**0.01** Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>Moderate</b>
Communications	<b>Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Very Low</b>
Training	<b>Very Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# Securities and Exchange Commission (SEC)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>37%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>10%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	No	No	No	N/A	N/A	No	No	Unk	Yes

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices*	<b>High</b>
Communications	<b>High</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>High</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training**	<b>Very Low</b>

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **5.35** FTEs for **Moderate** Maturity respondents

Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# Selective Service System (SSS)

**Maturity: Moderate**  
**Conformance: Low**  
 See [Recommendations for Moderate Maturity – Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	N/A	N/A	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>High</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>Very High</b>
Content Creation*	<b>Very High</b>
Human Capital, Culture & Leadership	<b>Moderate</b>
Technology Lifecycle Activities**	<b>Very Low</b>
Testing and Validation	<b>Moderate</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Low</b>

\* Highest \*\* Lowest  
 ^ does not perform dimension functions

+ =   
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. 5.35 FTEs for **Moderate** Maturity respondents

Hours per week spent by 508 PM vs avg. 19 hours for **Moderate** Maturity respondents



# Surface Transportation Board (STB)

**Maturity: Very Low**  
**Conformance: Low**  
 See [Recommendations for Very Low Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>92%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	Unk	N/A	Unk	Yes	Yes	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices*	<b>Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Very Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Very Low</b>
Training*	<b>Very Low</b>

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **0.20 FTEs for Very Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **3 hours for Very Low** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions





# Tennessee Valley Authority (TVA)

**Maturity: Very Low**  
**Conformance: Very Low**

See [Recommendations for Very Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>N/A</b> - does not have electronic documents</p>	<p><b>0%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Unk	Unk	Unk	Unk	Unk	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices**	<b>Very Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership	<b>Very Low</b>
Technology Lifecycle Activities	<b>Very Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement*	<b>Low</b>
Training	<b>Very Low</b>

0 + 0.5 = 0.5  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **0.20 FTEs for Very Low** Maturity respondents

**0.0002** Hours per week spent by 508 PM vs avg. **3** hours for **Very Low** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# U.S. Access Board (USAB)

**Maturity: Very High**  
**Conformance: High**  
 See [Recommendations for Very High Maturity - High Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>90%</b> of top viewed web pages tested fully conform.</p> <p><b>99%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>60%</b> of top viewed electronic documents tested fully conform.</p>	<p><b>100%</b> of top viewed videos tested fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Yes	Yes	Yes	N/A	N/A	Yes	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- ICT Accessibility included in most relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very High</b>
Policies, Procedures, & Practices**	<b>High</b>
Communications*	<b>Very High</b>
Content Creation	<b>Very High</b>
Human Capital, Culture & Leadership	<b>Very High</b>
Technology Lifecycle Activities^	<b>Very High</b>
Testing and Validation	<b>Very High</b>
Acquisition and Procurement	<b>High</b>
Training	<b>High</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions

+ =

Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **8.31** FTEs for **Very High** Maturity respondents

Hours per week spent by 508 PM vs avg. **31** hours for **Very High** Maturity respondents



# U.S. Agency for Global Media (USAGM)

**Maturity: Low**  
**Conformance: Low**  
 See [Recommendations for Low Maturity – Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>60%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>1%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Yes	Unk	Yes	Yes	Unk	N/A	Unk	Yes	Yes	Yes

## Section 508 Program and Policy Highlights

- Formal Section 508 program or equivalent is in development and has the ability to provide support on an ad hoc basis
- ICT Accessibility included in some relevant policies/directives

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **2.49 FTEs for Low** Maturity respondents

Hours per week spent by 508 PM vs avg. **10** hours for **Low** Maturity respondents

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Low</b>
Policies, Procedures, & Practices*	<b>Low</b>
Communications	<b>Low</b>
Content Creation	<b>Low</b>
Human Capital, Culture & Leadership	<b>Low</b>
Technology Lifecycle Activities	<b>Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Low</b>
Training**	<b>Very Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# U.S. Commission on Civil Rights (USCCR)

**Maturity: High**  
**Conformance: Low**  
 See [Recommendations for High Maturity - Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed web pages during the reporting period.</p> <p><b>85%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed videos during the reporting period.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	Unk	Yes	Yes	N/A	N/A	Yes	Unk	Unk	Unk

## Section 508 Program and Policy Highlights

- A Section 508 program or equivalent exists with defined organizational ownership
- ICT Accessibility included in some relevant policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Moderate</b>
Policies, Procedures, & Practices	<b>Moderate</b>
Communications	<b>High</b>
Content Creation	<b>High</b>
Human Capital, Culture & Leadership*	<b>Very High</b>
Technology Lifecycle Activities	<b>Very High</b>
Testing and Validation	<b>High</b>
Acquisition and Procurement	<b>High</b>
Training**	<b>Moderate</b>

+ =

Section 508 Program Contractor FTE      Section 508 Program Federal FTE      Total FTEs vs avg. **6.05 FTEs for High** Maturity respondents

Hours per week spent by 508 PM vs avg. **26** hours for **High** Maturity respondents

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions



# U.S. International Development Finance Corporation (DFC)

**Maturity: Very Low**  
**Conformance: Very Low**

See [Recommendations for Very Low Maturity - Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested during the reporting period fully conform.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>0%</b> of top viewed web pages tested during the reporting period fully conform.</p> <p>No pages were evaluated during the reporting period.</p>	<p><b>Resources unavailable</b> to test top viewed electronic documents during the reporting period.</p>	<p><b>0%</b> of top viewed videos tested during the reporting period fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
Unk	No	No	No	No	N/A	No	No	Yes	No

## Section 508 Program and Policy Highlights

- Does not have a formal Section 508 program or equivalent
- ICT accessibility is not included in any policies/directives

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program	<b>Very Low</b>
Policies, Procedures, & Practices**	<b>Very Low</b>
Communications	<b>Very Low</b>
Content Creation	<b>Very Low</b>
Human Capital, Culture & Leadership*	<b>Low</b>
Technology Lifecycle Activities	<b>Very Low</b>
Testing and Validation	<b>Very Low</b>
Acquisition and Procurement	<b>Very Low</b>
Training	<b>Very Low</b>

0 + 1 = 1  
 Section 508 Program Contractor FTE + Section 508 Program Federal FTE = Total FTEs vs avg. **0.20 FTEs for Very Low** Maturity respondents

0 Hours per week spent by 508 PM vs avg. **3 hours for Very Low** Maturity respondents

\* Highest \*\* Lowest  
 ^ does not perform dimension functions



# U.S. Postal Service (USPS)

**Maturity: Moderate**  
**Conformance: Very Low**

See [Recommendations for Moderate Maturity – Very Low Conformance](#)



## ICT Testing Outcomes

INTERNAL INTRANET	PUBLIC INTERNET	PUBLIC ELECTRONIC DOCUMENTS	VIDEOS
<p><b>0%</b> of top viewed web pages tested during the reporting period fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed web pages tested during the reporting period fully conform.</p> <p><b>0%</b> of pages evaluated during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed electronic documents tested during the reporting period fully conform.</p>	<p><b>0%</b> of top viewed videos tested during the reporting period fully conform.</p>

## Does Agency ICT Fully Conform?

Time and Attendance	Training Course	Enterprise Email App	Enterprise Meeting Platform	Public desktop/mobile app	Public Kiosks	Telework agreement	SSO solution	W-2	508 Complaint Process
No	No	No	No	No	No	No	Yes	No	Yes

## Section 508 Program and Policy Highlights

- The Section 508 program or equivalent is widely known and relied on to inform policies, practices and decision-making related to digital content, technology development, and acquisitions
- Includes consideration for ICT accessibility in its policy/directive creation, review, and management process, and most/all relevant policies include consideration for ICT accessibility requirements

## Maturity Outcomes

Dimension	Maturity Bracket
IT Accessibility Program*	<b>High</b>
Policies, Procedures, & Practices	<b>High</b>
Communications	<b>High</b>
Content Creation	<b>Moderate</b>
Human Capital, Culture & Leadership**	<b>Very Low</b>
Technology Lifecycle Activities	<b>Very Low</b>
Testing and Validation	<b>Low</b>
Acquisition and Procurement	<b>Moderate</b>
Training	<b>Very Low</b>

\* Highest    \*\* Lowest  
 ^ does not perform dimension functions

3
+
2
=
5

Section 508 Program Contractor FTE    Section 508 Program Federal FTE    Total FTEs vs avg. **5.35 FTEs for Moderate** Maturity respondents

40
 Hours per week spent by 508 PM vs avg. **19** hours for **Moderate** Maturity respondents



For any questions regarding this report or Section 508 implementation, please contact us via email at [section.508@gsa.gov](mailto:section.508@gsa.gov).

## **Collaborator**

*U.S. Access Board*



For questions regarding the Revised 508 Standards or Section 508 implementation, contact:

### **U.S. Access Board**

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