



## Checklist for IT Leadership<sup>3</sup>

The following checklist will assist in the formulation of Information and Communications Technology (ICT) strategy that will enhance the organisation's **disability confidence**.

The Business Taskforce on Accessible Technology, in the UK, which has been set up by a large number of member multinational organisations, is developing its global programme.

The focus will be driving though leadership in the space of ICT strategy for promoting disability confidence, by creating a global charter and procurement protocol, to be launched towards the end of 2011. Member companies include Barclays, Accenture, GSX, Goldman Sachs, KPMG, Royal Bank of Scotland, UBS, Cisco Systems and Microsoft Ltd.

Just some of the key areas they are considering for inclusion are:

### Personalisation of Technology

Allow reasonable **personalisation of technology** by your employees and customers in order to meet their own accessibility requirements. Technologies that individuals interact with include display, keyboard and mouse, phones and self-service facilities.

### Promote Employee Understanding

Ensure that **employees understand** how technology can liberate the contribution of everyone, including people with disabilities, as colleagues and as customers. Did you know that 62% of all adult computer users would be more productive using existing accessible software features?

### Consult with Disabled Stakeholders

Routinely **consult with** disabled employees, customers and experts to ensure you understand, and adapt for, the impact of technology on talent management, employee productivity and your diverse customer base.

### Reasonable Adjustment Processes

Embed, budget for and promote a reasonable **adjustment process** to provide speedy and usable ICT solutions for employees and customers with disabilities. Did you know that 51% of workplace accommodations cost between US\$1 and US\$500 - Job Accommodation Network USA?

For additional information see the **Making Sense of Reasonable Adjustments**, document within this Online Toolkit.

### Promote Disability Know-How

Give your relevant ICT people the "**disability know-how**" needed to deliver effective business processes and reasonable adjustments for employees and customers. Establish a **performance baseline** using practical, easy to communicate accessibility requirements based on formal standards but which consistently go beyond minimum compliance to bring greater benefits to the business.

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<sup>3</sup> Based on the 'Business Taskforce on Accessible Technology Charter' from the Employers' Forum on Disability 2010



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