

[insert Agency Name here] Accessibility Implementation Plan

This template was created by the Office of Enterprise Technology.

The purpose of this template is to provide a framework for agencies to go through the process of developing their own Accessibility implementation plan to establish a shared vision, provide context and implications on the agency, conduct gap analysis of the agency's current and future-state situation, and outline a specific and measurable action plan to reach the Accessibility vision.

Watch for the **User Notes* with an asterisk* and *red italics*. They contain notes and instructions for using the template. **User Notes* should be deleted before the document is submitted to OET.

[insert Agency Name here] Accessibility Vision Statement

****User Notes:** The vision statement is a tangible guiding philosophy. Properties of a good vision statement include: it is realistic yet idealistic, appropriate for the organization and the times, sets standards of excellence and reflects high ideals, clarifies purpose and direction, inspires enthusiasm and encourages commitment, is ambitious, well-articulated and easily understood. Your vision should also include a timeframe for the plan.*

Start writing here

Key Strategic Goals

****User Notes:** Strategic goals clarify and build-off of the vision statement. They are objective, measureable, and tangible future-state outcomes. Key strategic goals provide the basis to which analysis, objectives, and actions are undertaken. Strategic goals are also accompanied by clear, concise, objective, unambiguous, and testable success criteria that indicate whether the strategic goal is met or not.*

Start writing here

Background about Accessibility

**User Notes: Background information explains the scope and rationale for undertaking Accessibility efforts. It provides the context and purpose to which the vision, strategic goals, and tactical plans apply.*

Define the purpose and rationale to why Accessibility efforts are undertaken. This section should include:

- *Statutory obligation*
- *Business Need*
- *Strategic alignment*
- *Business Objectives*

References may include: statute, OET accessibility standards directive, accessibility implementation project documents, organizational strategic plans, a contract, or any other document or reason for undertaking Accessibility efforts, such as reference to your agency's mission or constituency.

Start typing the purpose, background, benefits and approach to accessibility here.

Accessibility Gap Analysis

***User Notes:** A gap is sometimes called “the space between where we are and where we want to be.” A gap analysis helps bridge that space by highlighting which requirements are being met and which are not. The gap analysis provides a foundation for identifying the specific strategies necessary to achieve a particular goal or outcome, and thus provides a basis for decision-making and resource allocation. OET’s Accessibility Project developed an Accessibility Inventory tool to help agencies conduct their gap analysis. Once the gap analysis has been conducted, complete this section.

Start typing Gap Analysis narrative here

Start typing inventory summary here

The inventory provides the basis for the eAccessibility action plan. The following table includes summary data of gap analysis findings.

Accessibility Category	Total #	# accessible	% accessible	Gap
Web pages				
Applications				
Video, podcast, or other multimedia				
eDocuments				
IT products				

Accessibility Action Plan

**User Notes: like a strategic plan, the action plan outlines the specific objectives and tactical actions the agency will undertake to realize the eAccessibility vision. For each objective, the action plan explicitly states success criteria, assumptions, dependencies, constraints, identifies any policy or process changes needed, and provides summary-level information about the training and communications strategy.*

Start writing here

Objective 1: [insert name of objective 1 here]

Success Criteria

**User Notes: Success criteria speak to the quality of the completed job and specifics about how the objective is met. Success criteria are specific and measurable statements that answer to the following questions:*

- *What does success look like?*
- *How do I know I've accomplished my objective?*
- *How do I know I've done a great job?*
- *How will all this be measured?*

Start writing success criteria here

Assumptions

**User Notes: Assumptions are circumstances and events that need to occur for the objective to be successful, but are outside of the control of the implementation efforts. Items are listed as assumptions if there is a high probability that they will happen.*

Start writing assumptions here

Dependencies

**User Notes: Sometimes an objective's success will depend on an activity or deliverable that is outside the scope of the objective or outside the control of the implementation team. (These can include deliverables required from other efforts or deliverables from an outside client or vendor)*

Start writing dependencies here

Constraints

**User Notes: Constraints are existing factors or restrictions that place limits on the scope, schedule or cost of the objective, which are beyond the control of the implementation team.*

Start writing constraints here

Policies and Procedures

***User Notes:** A policy is typically described as a principle or rule to guide decisions and achieve rational outcome(s). It can be considered as a "Statement of Intent" or a "Commitment". A policy will contain the 'what' and the 'why'. Procedures or protocols contain the 'what', the 'how', the 'where', and the 'when'. Taken together, policies and procedures are used to change business processes in order to meet a particular goal.

The following policy and procedure changes are necessary to successfully implement this objective:

Policy	Procedures
	•
	•

Training Strategy

***User Notes:** Targeted training efforts are essential to successful implementation of an objective. A comprehensive training plan is a guide to how the organization will prepare employees to make necessary changes in order to realize the vision. The Accessibility Implementation tool-kit includes an example of a comprehensive training plan. Agencies should develop their own comprehensive training plans. This section is a summary-level explanation of the training strategy.

The following trainings are necessary to successfully implement this objective:

Course	Training Owner	Instructor	Audience	Projected Effective Date	Success Criteria

Communications Strategy

***User Notes:** Targeted communications efforts are essential to successful implementation of an objective. Each objective has its own unique target audience, thus requiring uniquely targeted messages. A comprehensive communications plan is a guide to how the organization will inform its staff and stakeholders about changes and expectations. The Accessibility Implementation tool-kit includes an example of a comprehensive communications plan. Agencies should develop their own comprehensive communications plans. This section is a summary-level explanation of the communications strategy.

The following messages are necessary to successfully implement this objective:

Message	Who Communicates	Audience	Projected Effective	Success Criteria

			Date	

Objective 2: [insert name of objective 2 here]

Success Criteria

***User Notes:** Success criteria speak to the quality of the completed job and specifics about how the objective is met. Success criteria are specific and measurable statements that answer to the following questions:

- What does success look like?
- How do I know I've accomplished my objective?
- How do I know I've done a great job?
- How will all this be measured?

Start writing success criteria here

Assumptions

***User Notes:** Assumptions are circumstances and events that need to occur for the objective to be successful, but are outside of the control of the implementation efforts. Items are listed as assumptions if there is a high probability that they will happen.

Start writing assumptions here

Dependencies

***User Notes:** Sometimes an objective's success will depend on an activity or deliverable that is outside the scope of the objective or outside the control of the implementation team. (These can include deliverables required from other efforts or deliverables from an outside client or vendor)

Start writing dependencies here

Constraints

***User Notes:** Constraints are existing factors or restrictions that place limits on the scope, schedule or cost of the objective, which are beyond the control of the implementation team.

Start writing constraints here

Policies and Procedures

***User Notes:** A policy is typically described as a principle or rule to guide decisions and achieve rational outcome(s). It can be considered as a "Statement of Intent" or a "Commitment". A policy will contain the 'what' and the 'why'. Procedures or protocols contain the 'what', the 'how', the 'where', and the 'when'.

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Communications Strategy

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The following messages are necessary to successfully implement this objective:

Message	Who Communicates	Audience	Projected Effective Date	Success Criteria

Objective 3: [insert name of objective 3 here]

Objective 4: [insert name of objective 4 here]

Action Plan Tables

This section is a summary list of Accessibility action items grouped into four major categories; policy changes, process changes, training strategy, communications strategy and exceptions requests . The content in these tables should mirror the content outlined for each individual objective found in the previous section.

Policy Changes (organizational change)

Objective	Policy Changes	Description	Owner	Projected Effective Date	Metrics
1					
2					
3					
4					
5					

Process Changes (organizational change)

Objective	Process Changes	Description	Owner	Projected Change Date	Metrics
1					
2					
3					
4					
5					

Training Strategy (organizational change)

Objective	Training Course	Training Owner	Instructor	Audience	Projected training date	Success Criteria
1						
2						

3						
4						
5						

Communications Strategy (organizational change)

Objective	Message	Who Communicates	Audience	Effective Date	Success Criteria
1					
2					
3					
4					
5					

Exceptions Requested (immediate documentation)

IT Product	Number of items	Exception type	Approval date	Accommodation strategy	Accessibility strategy
Web site					
eDocuments					
Applications					
Video or Multi-media					
Hardware					

Prioritized list of next steps (immediate changes needed)

IT product	Owner	Resource assigned	Estimated hours	Projected Completion date	Accessibility strategy	Accommodation strategy
XYZ-specific web pages						
ABC-specific Documents						
XY-specific Applications						
XY-specific Video or Multi-media						

Approval Page

This implementation plan was developed by XXXX. It is approved by XXX on XXX date.