

# ITU/UNESCO IITE Cooperation in the field of ICT Accessibility

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# ITU: Specialized Agency of the United Nations for Information and Communication Technologies (ICT)

1865

2017



## ➤ **Founded in Paris in 1865**

- ✓ + 150 years of experience and innovation

## ➤ **+1,000 ITU Members:**

- ✓ 193 Member States (countries)
- ✓ + 700 Sector Members and Associates
- ✓ + 130 Academic Members

# ITU: Specialized Agency of the United Nations for Information and Communication Technologies (ICT)



## ➤ ITU Structure

- 1. ITU-D Development:** Promotes international cooperation and ensures the provision of technical assistance to the Member States in the creation, development and improvement of telecommunications / ICT policies, equipment and networks.
  - ✓ **Digital Inclusion for persons with specific needs (women, children and youth, persons with disabilities, Indigenous People) and the use of ICT for the economic and social development of these people.**
- 2. ITU-T Standardization:** Produces ICT technical standards to ensure interoperability
- 3. ITU-R Radiocommunication:** ITU-R Coordinates global wireless communication
- 4. General Secretariat:** Provides inter-sectorial coordination within the organization.

# ITU: Specialized Agency of the United Nations for Information and Communication Technologies (ICT)

## ➤ Presence at the global level

- ✓ Headquarters in Geneva
- ✓ 1 office in New York
- ✓ 5 regional offices
- ✓ 8 area offices



# ITU is committed to connecting the world and all people without any discrimination

ITU Committed to connecting the world  
عربي 中文 Español Français Русский





Report Strategic Goals ITU-R Objectives ITU-T Objectives ITU-D Objectives Inter-Sectoral Objectives Enablers by General Secretariat

Goal 1: Growth Goal 2: Inclusiveness Goal 3: Sustainability Goal 4: Innovation and partnership

## Strategic Goals of the Union

ITU Annual Report 2015

YOU ARE HERE > HOME > ITU'S ANNUAL REPORT 2015 > STRATEGIC GOALS

SHARE    

## ➤ Goal 2 Inclusiveness:

### Target 2.5.B:

***Enabling environments ensuring accessible telecommunication/ICT for persons with disabilities should be established in all countries by 2020***



#### Goal 1: Growth

Enabling and fostering access to and increased use of ICTs.

#### Goal 2: Inclusiveness

Bridging the digital divide and providing broadband for all.

#### Goal 3: Sustainability

Managing challenges resulting from ICT development.

#### Goal 4: Innovation and partnership

Lead, improve and adapt to the changing telecommunication/ICT environment



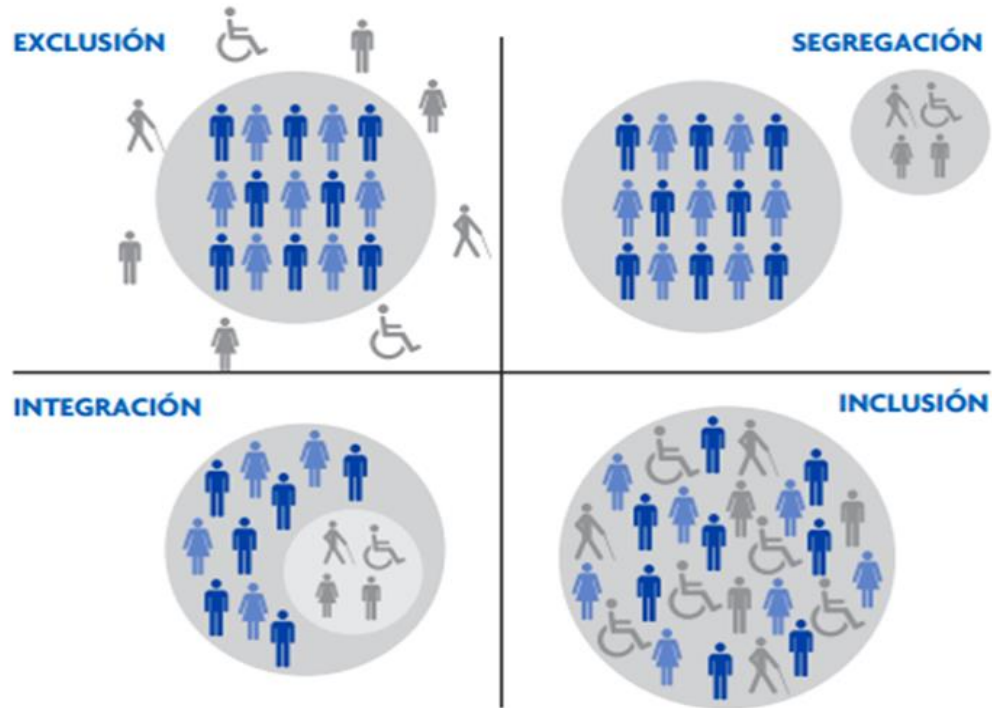
## Since 2006 ITU-D and Digital Inclusion

- Digital inclusion means the empowerment of people through information and communication technologies (ICT).
- The activities of BDT in the field of digital inclusion are designed to promote the accessibility of ICTs and their use for the social and economic development of people with specific needs such as:
  - ✓ persons with disabilities (PwD),
  - ✓ Indigenous People and people living in rural areas;
  - ✓ women and girls and
  - ✓ children and young people

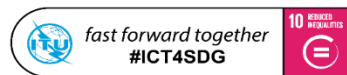


# FROM INTEGRATION TO INCLUSION

**Digital inclusion contribute to social inclusion and economic development of PwD**



# UN – Global effort for digital inclusion



## SDG10 Reduce Inequalities

- The inclusive development agenda on disability matters for the entire United Nations system.
- The Sustainable Development Goals highlight the impact of ICTs on the economic and social development of people with disabilities.

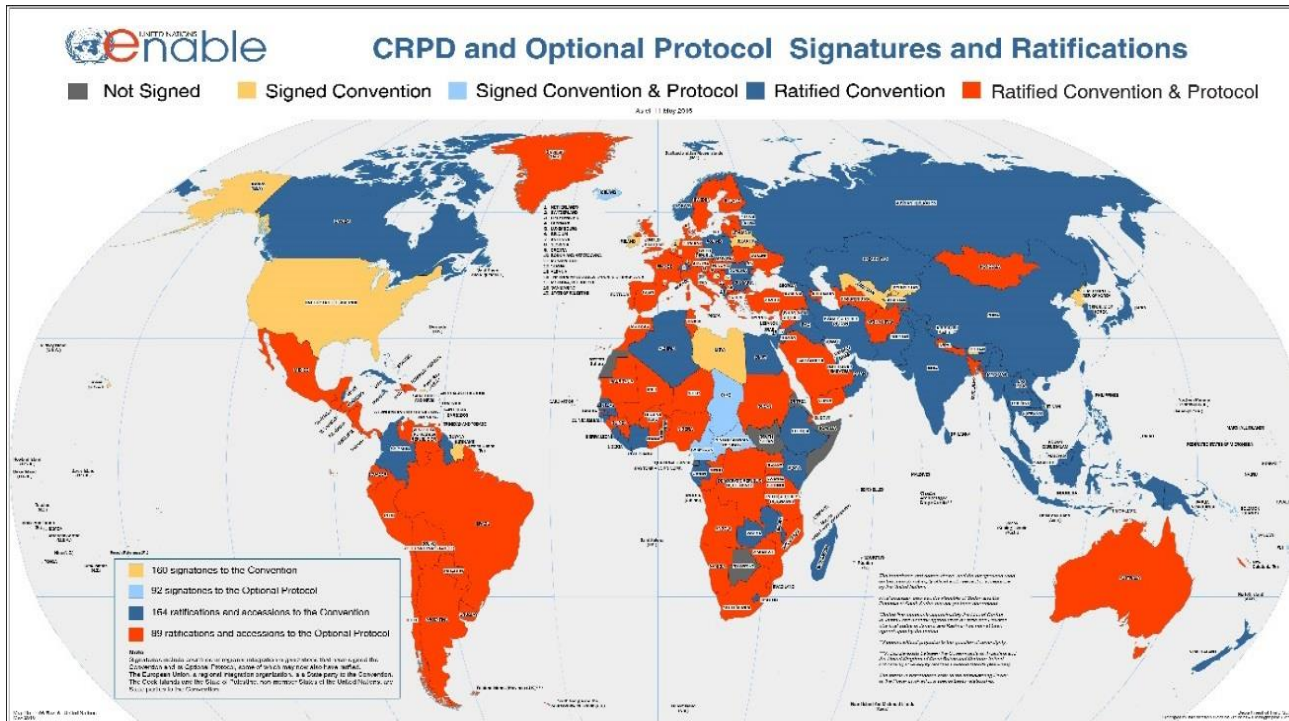
- ✓ ICTs can **ensure digital inclusion** for people with disabilities.
- ✓ The use of Information and Communication Technologies (ICTs) allows the **removal of many of the remaining barriers** faced by persons with disabilities.





# UN: Convention on the Rights of Persons with Disabilities (CRPD)

- ✓ 175 countries have ratified the CRPD
- ✓ 160 countries have signed the CRPD



## UN CRPD and ICTs (Articles 9 and 30)

- **ensure access** for people with disabilities **PwD**, on an equal basis, ... to **information and communications, including ICT systems and information technologies and communications.**
- identification and **elimination of obstacles and barriers to access**, will apply, among other things, to: **information, communications** and other services, including electronic and emergency services.
- ensure that PwD: ... have **access to television programs** [and] movies ... in accessible formats.

**Access of PwD to ICT in equal conditions  
elimination of barriers**

## Why PwD are important? Global figures

- The World Health Organization (WHO) estimates that there are *“over 1 billion people living with a type of disability”*.



1,000,000,000

# Why PwD are important?

## Global figures

- WHO: **1.1 billion youth** (between the ages of 12 to 35 years) are at risk of hearing loss due to unsafe listening practices due to:
  - ✓ loud volumes;
  - ✓ prolonged duration;
  - ✓ regular/habitual exposure;

- Making Listening Safe Initiative 2015



- ✓ Create a Global Partnership to promote safe listening
- ✓ Develop standards for safe listening devices

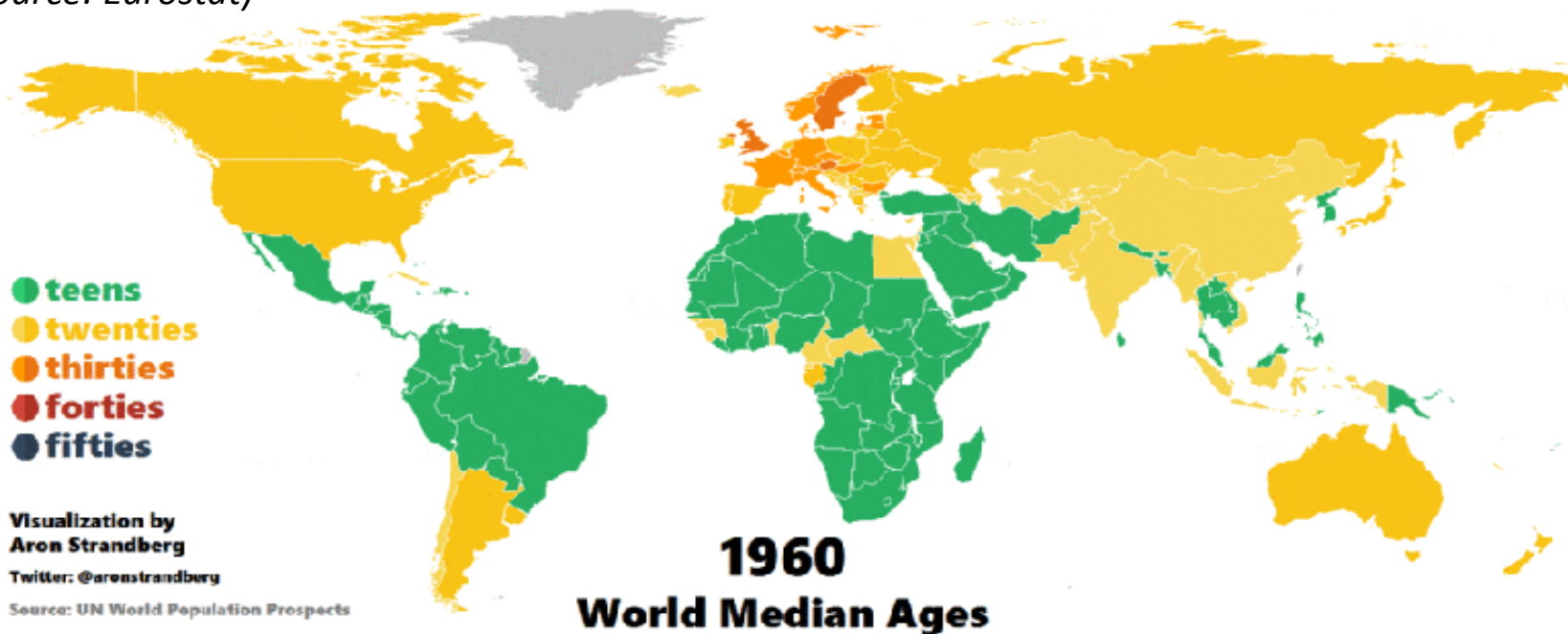


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## Why PwD are important ?

### Global figures

- In **1960** there were on average about **3 young persons** for every **1 elderly person**, by **2060** there may be for each **1 young person more than 2 elderly people**.
- **Global population are ageing** so increasing numbers of people will need assistance coping with **age related disabilities** such as poor vision, hearing loss, limited mobility and cognitive difficulties.  
(Source: Eurostat)



## Why accessibility is important?



- **1.1 billion of people living with some type of disability**
- **2.1 billion people aged 60 and above, planned in 2050**
- **1.1billion youth in risk of hearing loss due to unsafe listening practices**

**By 2050 half of the world population will need accessible ICTS**

## Why is it important that ICTs are accessible?

- **ICTs are necessary** to achieve access to:
  - ✓ information / communication
  - ✓ education
  - ✓ working market
  - ✓ public services (health, government, emergency)
- **ICTs are fundamental** to achieve:
  - ✓ social inclusion
  - ✓ economic development
- **ICTs are indispensable** for people with disabilities (PwD) to have an independent life such as people without disabilities



**For all the above, ICT must be accessible for PwD**

## Define **A**ccessible, **A**ssistive and **A**ffordable ICTs

### ➤ **ACCESSIBLE ICTs = ICTs for ALL**

- ✓ have included accessibility features from manufacture stage
- ✓ anyone can use them or not, according to their desire or need

### ➤ **ASSISTIVE technologies/ ICTs = *complement of accessible ICTs***

- ✓ devices added to an equipment to enable or compensate for functional, motor, sensory or intellectual limitations of PwD

### ➤ **AFFORDABLE ICTs**

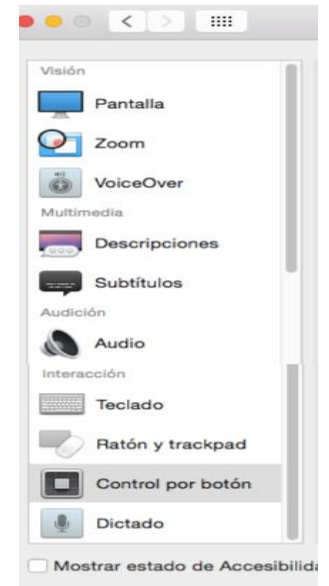
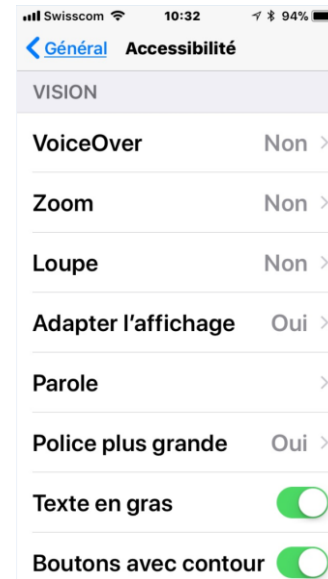
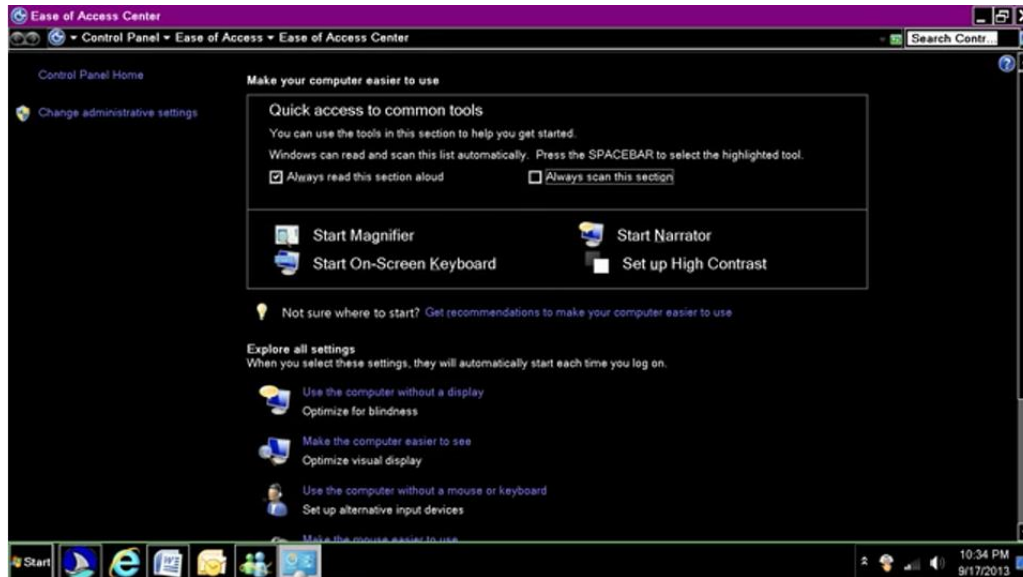
- ✓ The PwD have to have the economic possibility of acquiring these technologies

**ICT must be ACCESSIBLE AND AFFORDABLE for PwD**



# Examples of Accessible Technology

Computers, mobile phones, tv etc.



## Examples of equipment / assistive technology



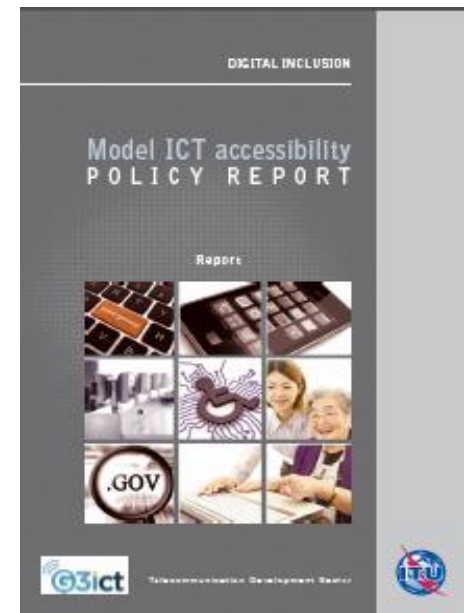
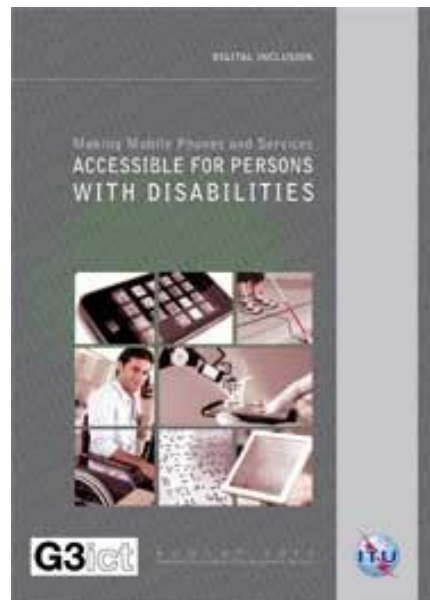
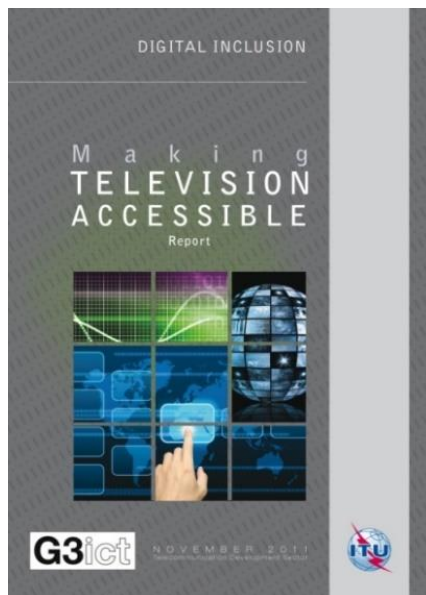
## KEY ACTIVITIES AND RESOURCES TO PROMOTE ICT ACCESSIBILITY FOR PWD

- **Provide specialized knowledge and advice** in the field of ICT accessibility to ITU Members to support them in the implementation of ICT accessibility initiatives in their countries;
- **Organize meetings / raise awareness /** of the need to promote the accessibility of ICT to governments, regulators, industry, private sector, NGOs, etc. during global and regional meetings (e.g. Accessible Americas – WSIS Forums, EU, Africa Regional Meetings etc.)
- **Develop key resources** to facilitate understanding of the ICT accessibility
  - ✓ ITU-G3ict accessibility toolkit
  - ✓ ITU-G3ict guidelines on accessibility of ICT
  - ✓ Training courses on ICT accessibility topics
- **Advise ITU Members in their work within ITU-D Study Group on Question 7** dealing with ICT accessibility issues
- **Participate in the work of the UN** on accessibility issues

# KEY RESOURCES - MATERIALS AND GUIDELINES

<http://www.itu.int/en/ITU-D/Digital-Inclusion/Persons-with-Disabilities/resources>

- Provides guidelines and regulatory frameworks on ICT accessibility for PwD
- Tools for countries to develop their own policies and regulations
- Freely available online in: Arabic, Chinese, Spanish, French, English, Russian
- Available also in accessible e-Book / PDF version



# KEY ACTIVITIES TO PROMOTE ICT ACCESSIBILITY FOR PWD

- Assist ITU Members in designing policies and implementing strategies to promote and implement services and solutions that provide access to telecommunications / ICT for PwD / share good practices at global level
- ITU-D Study Groups Question 7/1 "Access to Telecommunications / ICT services for people with disabilities and with specific needs" (2018-2021)

The screenshot shows the ITU-D Study Groups website. The header includes the ITU logo and the slogan "Committed to connecting the world" in multiple languages. A search bar is present. The navigation menu includes: Home, General Secretariat, Radiocommunication, Standardization, Development, ITU Telecom, and Members. Below the menu, there are links for About, Accessibility, Join ITU-D, Partners, Projects, Publications, Regional Presence, TDAG, WTDC, and Study Groups. The main heading is "ITU-D Study Groups". Below this, there is a breadcrumb trail: YOU ARE HERE HOME > ITU-D > STUDY GROUPS > 2018-2021. The content area is titled "ABOUT ITU-D STUDY GROUPS" and includes sections for Home, Scope, Management, Questions under study, Meetings, Circulars, Documents, Registration, Fellowships, Delegate resources, and Recommendations. A sidebar on the right contains "Meetings" and "News" tabs, with a list of recent meetings including the first meeting of ITU-D Study Group 1 (2018-2021 study period) and ITU-D Study Group 2 (2018-2021 study period). There is also a "SOCIAL MEDIA" section with a "Tweets by @ITU\_DTDirector" feed.

The screenshot shows the ITU-D Study Groups website with a list of questions under study. The header and navigation menu are identical to the previous screenshot. The breadcrumb trail is: YOU ARE HERE HOME > ITU-D > STUDY GROUPS > 2018-2021 > QUESTIONS. The main heading is "ITU-D STUDY GROUPS 1 AND 2". Below this, there is a "Select Study Group" dropdown menu. The list of questions includes: Question 1/1: Strategies and policies for the deployment of broadband in developing countries; Question 2/1: Strategies, policies, regulations and methods of migration and adaptation of digital broadcasting and implementation of new services; Question 3/1: Emerging technologies, including cloud computing, m-services, and OTTs: Challenges and opportunities, economic and policy impact for developing countries; Question 4/1: Economic policies and methods of determining the costs of services related to national telecommunication/ICT networks; Question 5/1: Telecommunication/ICTs for rural and remote areas; Question 6/1: Cross-sectoral information protection and rights: Laws, regulation, economic, basic, consumer networks; Question 7/1: Access to telecommunication/ICT services by persons with disabilities and other persons with specific needs (highlighted in yellow); Question 1/2: Creating the smart cities and society: Employing ICTs for sustainable social and economic development; Question 2/2: Telecommunication/ICTs for eHealth; Question 3/2: Securing information and communication networks: Best practices for developing a culture of cybersecurity; Question 4/2: Assistance in developing countries for engineering competence and interoperability (CI&I) programmes and combating counterfeit ICT equipment and theft of mobile devices; Question 5/2: Utilizing telecommunication/ICTs for disaster risk reduction and management; Question 6/2: ICTs and the environment; Question 7/2: Strategies and policies concerning human exposure to electromagnetic fields. A "Contact us" link is at the bottom.

# KEY RESOURCES – CAPACITY BUILDING IN ICT ACCESSIBILITY

➤ Strengthen capacity of ITU Members on ICT accessibility (provision of trainings, share best practices, etc.) through:

✓ **Training courses on ICT Accessibility (all topics)**  
In person within ITU-D Study Group Question 7/1 (*Access to telecommunication/ICT Services by PwD and with specific needs*) 2014-2017

✓ **Training courses on Public Procurement of accessible ICTs**  
On-line through ITU Academy 2015, 2016

✓ **new in 2018! 3 self-paced training courses on**

- Introduction to accessible ICTs
- ICT accessibility policy, regulation and standards
- Introduction to public procurement of accessible ICT

✓ **new in 2018! 5 videos tutorials on web accessibility**

- Accessible Digital Content and Remediation





## KEY RESOURCES

### Nacional Program on Web Accessibility “internet for

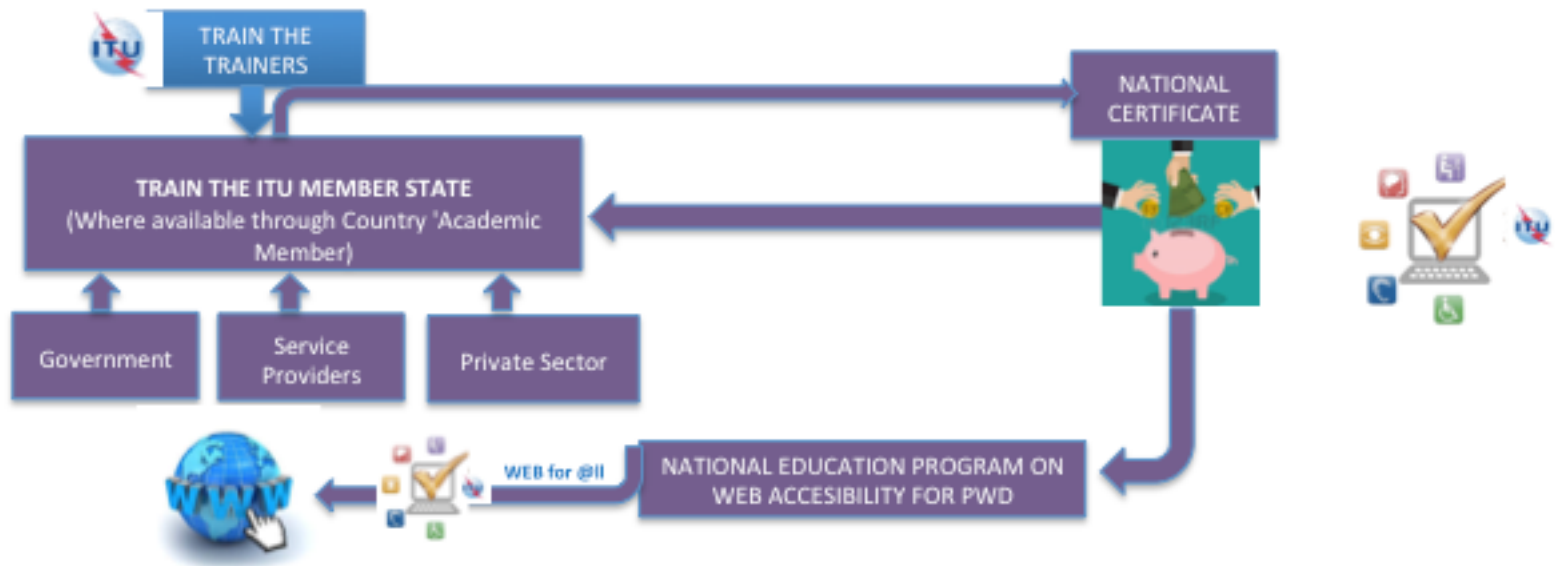
This Program is designed to: @ll”t

- **Raise awareness among the Government** and stakeholders involved in ICT accessibility that providing accessible content and websites, PwD will be able to access information, study, work, socialize and enhance their full economic and social development.
- **Develop national capacities (train the trainers) based on international standards in web accessibility in:**
  - ✓ Development of accessible digital content (Word, PDF, PP Excel) and remediation
  - ✓ Design and develop accessible websiteso that the countries can replicate these capacities and ensure that the public (and private) information and services is available to all citizens including PwD.
- Incentivize governments (decision makers) in the **creation of a national digital ICT accessibility ecosystem** that contribute to digital and social inclusion of PwD in their respective countries (*proposal of a self-sustainable model of digital inclusion of PwD*).

## KEY RESOURCES

### Self-sustaining model of education for PWD in the use of ICT

- ✓ A transparent self-sustainable national model
- ✓ Ensures dissemination of skills at national level with related certification in: accessible digital content and in the design and development of accessible websites
- ✓ The funds generated by the national certification will be shared between: the national training provider and a national fund created to educate and train PwD in the use of ICT to may navigate the Internet and benefit of information, products and services like other citizens.

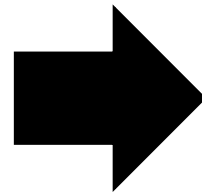




# CONCLUSION

## KEY ISSUES IN ICT ACCESSIBILITY TO BE CONSIDERED BY ALL

- **Raise awareness among all national key stakeholders** (Government, Broadcasters, Industry, Private Sector, NGOs etc)–about the need to promote ICT Accessibility;
- **Build consensus and inclusive policy-making** through encouraging national and regional debates to promote ICT Accessibility.
- **Mainstream ICT Accessibility** through inclusive language, definitions, and provisions in national policies, laws & regulations;
- **Identify key steps to promote ICT Accessibility to industry makers and local content providers** such as making accessible content and devices(public and mobile phones, TV sets) available;
- **Promote clear targets, periodic monitoring and evaluation** to ensure implementation of national ICT Accessibility policies and services;
- **Encourage national trainings and educational programs** on disability topics
- **Promote localization**, for example of voice recognition and text-to speech interfaces – to ensure local relevance and uptake;
- **Involve and consult with PwD in all national related processes in ICT Accessibility** and embracing the principle of '*nothing about us without us*'.



**SignWiki SignWiki**  
 Namibia Tanzania

**ITU-D works to make technology and content accessible to ALL so contribute to build an inclusive society!  
 JOIN ITU-D IN ITS WORK FOR DIGITAL INCLUSION**