

# The work of the eAccessibility experts group: Status of "Design for All" Standardisation work



CEN/ CENELEC / ETSI Conference 2003

**Accessibility for All**

Jan Engelen, Kath.Univ.Leuven

March 27, 2003



# eEurope 2002: an Information Society for ALL

- First ideas: Dec 1999
  - 10 action items
  - action nr 7: ICT to improve quality of life and job chances for people with disabilities
- Feira European Council (June 2000)
  - five actions related to persons with special needs

**eEurope**  
**2002**

# Accessibility related items:

Action	Actor (s)	Deadline
Review relevant legislation and standards to ensure conformity with accessibility principles.	Member States, European Commission	end 2002
Adoption of the Web Accessibility Initiative (WAI) guidelines for public websites.	European Commission, Member States	end 2001
Ensure the establishment and networking of national centres of excellence in design-for-all and create a European curriculum for designers and engineers.	European Commission, Member States	end 2002
Publication of "Design for all" standards for accessibility of information technology products, in particular to improve the employability of people with disabilities.	European Commission, Private Sector	end 2002



# eAccessibility expert group

- Was set up to advise the Commission.
- This presentation is about the item:  
“Publication of “Design for All” standards for accessibility of information technology products, in particular to improve the employability and social inclusion of people with special needs.”
- Private sector represented by standardisation bodies



# Who are the main players?

## ■ From standardisation

- CEN
- CENELEC
- ETSI

## ■ Coordination groups

- ICTSB
- DATSCG

## ■ From EC

- DG Employment and Social Affairs
- DG Enterprise
- DG Inform. Society

## ■ eEurope

- **ESDIS**: High level group for the Employment and Social Dimension of the Information Society
- **eAccessibility** = ESDIS subgroup

# The three European standards bodies

European Committee for  
Standardisation



European Committee for  
Electrotechnical  
Standardisation



European  
Telecommunication  
Standards Institute





# The CEN/CENELEC/ETSI mandates

- In the course of 1998-1999, two mandates were issued by the European Commission towards the European Standardization Bodies:
  - **M/273** "Standardisation in the field of information and communications technologies (ICT) products for disabled and elderly people"
  - **M/283** "Mandate to the European Standards Bodies for a guidance document in the field of safety and usability of products by people with special needs"



## M/273 (1)

- made an overview of technological barriers for ICT access by persons with a handicap
- the team and the ICTSB produced a very extensive report [15-5-2000] containing several tables to localise the problems and pointers to proposed actions



# M/273 (2)

## Requirements

## Standardisation

### General

- It should be possible to adjust the timing to the needs of the user.

Existing:

- EN 1332-4 Coding of User Requirements
- Revise EN 1332-4 to include this requirement.



### Physical

- None identified



### Visual



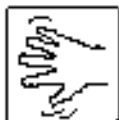
### Cognitive



### Auditory

- Voice control and voice recognition should be provided.

- Revise EN 1332-4 to include this requirement.



### Dexterity

- Hands free alternative should be provided.

- Revise EN 1332-4 to include this requirement.



# M/273 (3)

Within the **high level conclusions** (May 2000) it was stated that:

... In addition, no pan-ICT standards currently exist with regard to Design for All approach.

As a result of this ... a considerable amount of work will be needed to rectify the situation....

This lead to the creation of the CEN-ISSS-DfA workshop



# M/283

- Mandate to the European Standards Bodies for a guidance document on *“standards that promote barrier-free design, enabling the use of products by disabled and elderly people by applying the principles of design for all, adaptable design and assistive technology”*.
- The M/283 mandate aims to come to guidelines that can be used in all further standardisation work
- The intention is that in ALL NEW STANDARDS, attention would be paid to the needs of persons with an impairment and elderly persons
- results known as “CEN/CENELEC Guide 6” or “ISO / IEC Guide 71”

# M/283: Excerpt from “Guide 6”

## Define standards project

Identify:

- purpose of standard
- end-users of product or service being standardized
- current accessibility of product or service to broad range of users

## Ensure committee well equipped

Ensure:

- committee members aware of ageing and disability issues, e.g. experts and users represented and/or training provided
- meeting rooms accessible to

## Develop content of Standard

Use Guide 6 and other guidance material to help determine:

- particular needs and safety concerns of older persons and persons with disabilities
- ways of minimizing hazards through new or enhanced requirements

## Review process

Ensure:

- usability requirements in standard have been assessed, e.g. by consumer test panels
- language and terminology of standard is acceptable to older persons and persons

## Publish Standard

Ensure:

- that standard can be reproduced in alternative formats



# M/283 plans

- \* Workshop in Denmark: collaboration with other mandate groups with related scopes
- \* set up of a database with information related to handicapped consumers' involvement in standardisation
- \* planning of a “helpdesk” to support the ongoing standard makers



# CEN-ISSS-DfA (Workshop)

- **CEN** = European Committee for Standardisation
- **CEN-ISSS** = CEN- Information Society Standardization
- **CEN/ISSS WORKSHOP** = forum for discussing and developing new standards
- **CEN-ISSS-DfA** = CEN/ISSS Workshop on Design-for-All and Assistive Technologies in ICT (Sept 2001)

The work programme focusses on the development of an initial set of ICT sector specific Design-for-ALL guidelines to the CEN standardization community, based on ISO/IEC Guide 71 and other relevant documentation.



# CEN-ISSS-DfA (PT/AT-ICT)

- **CEN-ISSS-DfA** members have produced several highly interesting documents, e.g.
  - **“CURRENT STANDARDIZATION ACTIONS”** by Mr. Loic A. Martinez-Normand (includes several non-European initiatives)
  - **“GUIDELINES for STANDARDISERS”** made by project team lead by Prof. Sandhu
  - **WEBSITE** with additional information (<http://www.tiresias.org/guidelines>)
- **CEN-ISSS-DfA** recently agreed on the set up of a Project Team to review existing or completed **RTD-projects** (IST and others) in terms of their opportunities for standardization

# ICTSB



The **ICT Standards Board (ICTSB)** is an initiative from the three recognized European standards organizations & with the participation of specification providers as partners to co-ordinate specification activities in the field of Information and Communications Technologies (ICT).

The ICTSB listens to requirements for standards and specifications that are based on concrete market need and expressed by any competent source. The Board then considers what standards or specifications need to be created, and how the task will be carried out.





# DATSCG

## **Design for All and Assistive Technology Standardisation Co-ordination group**

### **objectives :**

- To ensure co-ordination of the ICT related standardization work;
- To act as an overall focal point on design-for-all and assistive technology standardization;
- To assist in organising promotional activities on design for all and assistive technologies standardisation requirements in ICT;
- To promote the knowledge and awareness of existing guidelines and tools by the market-players.

### **collaboration :**

- Although membership is on invitation, DATSCG tries to have as many as possible organisations involved in their work, including organisations of, or for, persons with a disability.



# ETSI Technical Committee Human Factors (TC HF)

- works through **Specialist Task Forces**.  
An STF is a team of paid experts
- March 2001:  
five ICT/DfA related STF's started working;  
themes explained on next slides
- end 2002: several reports available


# CENELEC actions



- Ongoing work on “Safety and usability of IT based electrical products for people with special needs, including children, the elderly and persons with disabilities” (BTWG 101-5)
- “Digital TV and interactive services”
- “Access for All to broadcast and video applications”. Following the Seville 2002 workshop, a report identifying standardisation requirements will be made available to CENELEC/ETSI/EBU’s Joint Technical Committee Broadcasting (Oct 2003)

# STF 180 'Standardisation for Universal Communications Identification Solutions'

?



<i>Total effort:</i>	21 man months
<i>Experts:</i>	4
<i>Leader:</i>	Mr. Michael Andrew H. PLUKE Castle Consultants, United Kingdom
<i>Members:</i>	Mr. Scott W. CADZOW, Mr. Derek POLLARD, Mr. Geoff RICHMAN
<i>Start:</i>	March 2001
<i>Deliverable:</i>	June 2002
<i>End:</i>	November 2002

# STF 181 'Requirements of Assistive Technology Devices in ICT'

*Total effort:* 8 man months

*Experts:* 6

*Leader:* Mr. Walter John MELLORS  
WM Services, United Kingdom

*Members:* Mr. Jose Antonio COLLADO VEGA, Dr.  
John M. GILL, Ms. Outi KORTEVAARA,  
Dr Mathias SCHNEIDER-HUFSCHMIDT,  
Ms. Gillian Jane WHITNEY

*Start:* March 2001

*End:* June 2002

## STF 182 'Speech Recognition- Voice User Interfaces: Generic User Command, Control and Editing Vocabulary for ICT Products and Services: Main European Languages'

*Total effort:* 7 man months

*Experts:* 6

*Leader:* Mr. Bruno VON NIMAN  
Ericsson, Sweden

*Members:* Dr. Catriona CHAPLIN, Mr. Jose Antonio COLLADO VEGA, Dr. Scott MC GLASHAN, Mr. Lutz GROH, Mr. David VAN LEEUWEN

*Start:* March 2001

*End:* June 2002

# STF 183 'Study on Multimodality of Icons, Symbols and Pictograms'

*Total effort:* 8 man months

*Experts:* 6

*Leader:* Mr. Pedro CONCEJERO CEREZO  
Telefónica, Spain

*Members:* Francesco ARAGALL I CLAVÉ, Mr. Jan VAN ERP, Ms. Kari HAMNES, Mr. Patrick PERRIN, Dr. Helen Louise PETRIE

*Start:* March 2001

*End:* June 2002

# STF 184 'Design for All: Guidelines for ICT Products and Services'

*Total effort:* 10 man months

*Experts:* 7

*Leader:* Mr. Walter John MELLORS  
WM Services, United Kingdom

*Members:* Dr. Martin BÖCKER, Mr. Laureano  
CAVERO, Ms. Anne M. CLARKE, Dr.  
Anita CREMERS, Ms. Susan JONES,  
Dr. Helen Louise PETRIE

*Start:* March 2001

*End:* June 2002





# The new STFs

ETSI has started the work in order to produce (under the Order Voucher ETSI/ENTR/eEurope/2001-002) the following Guides:

- **Task 3.4.1:** European alphanumeric characters; assignment for the 12-key telephone pads
- **Task 3.4.2:** Multi-modal interaction, communication and navigation
- **Task 3.4.3:** Access to ICT by young people



- Focusses on access-countries
- also contains the four eAccessibility items from the eEurope plan

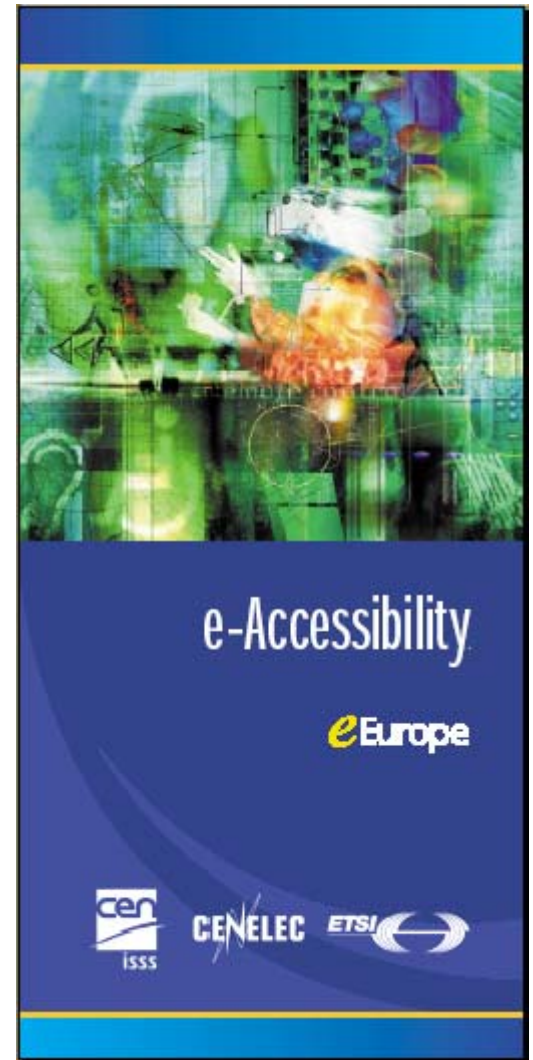
## *eEurope 2005*

- Vitoria declaration (Feb 2002)
  - accessibility to all kind of electronic services ... including those based on broadband internet access, 3G .. or digital TV should be ensured for people with disabilities and for the elderly.

# Promotional material



brochure



flyer



# Pointers (1)

## ■ CEN-CENELEC-ETSI brochures

- *"Standards that make e-Europe tick"*  
<http://www.etsi.org/literature/eEurope/E-Standards%20031001.pdf>
- *"e-Accessibility" (2nd ed., Sept. 2002)*  
<http://www.etsi.org/literature/eEurope/E-Accessibility.pdf>



# Pointers (2)

## ■ ESDIS

- [http://europa.eu.int/comm/employment\\_social/soc-dial/info\\_soc/esdis/index.htm](http://europa.eu.int/comm/employment_social/soc-dial/info_soc/esdis/index.htm)

## ■ eAccessibility

- [http://europa.eu.int/information\\_society/eur-ope/action\\_plan/eaccess/eu/targets\\_2001\\_2002/text\\_en.htm](http://europa.eu.int/information_society/eur-ope/action_plan/eaccess/eu/targets_2001_2002/text_en.htm)



# Pointers (3)

## ■ CEN-ISSS-DfA

- <http://forum.afnor.fr/afnor/WORK/AFNOR/GPN2/Z62B/index.htm>  
[ also links to the public document archive ]

## – TIRESIAS supporting Website:

- <http://www.tiresias.org/guidelines>  
[ huge information database on assistive technology and DfA ]

## ■ DATSCG

- <http://www.ict.etsi.fr/DATSCG/TOR.htm>

# Pointers (4)

## ■ Year 2003

- [http://europa.eu.int/comm/employment\\_social/soc-prot/disable/com271/comfinal\\_en.pdf](http://europa.eu.int/comm/employment_social/soc-prot/disable/com271/comfinal_en.pdf)
- <http://www.eypd2003.org>



# Pointers (5)

## ■ eEurope 2005

- [http://europa.eu.int/information\\_society/eeurope/news\\_library/documents/eeurope2005/eeurope2005\\_en.pdf](http://europa.eu.int/information_society/eeurope/news_library/documents/eeurope2005/eeurope2005_en.pdf)



- <http://www.acessibilidade.net/eeurope2005-psn/>



## Thanks to:

- Antonio Conte (EC)
- Gunnar Fagerberg (EC)
- Anne Lehouck (EC)
- Bob Lobell (EC)
- Knut Nordby (ETSI TC HF)
- Inma Placencia Porrero (EC)
- Claes Tjaeder (M283/SHI)
- Luc Vandenberghe (CEN)

This work was sponsored by K.U.Leuven:



THANK YOU

Contact address:

Prof. Jan Engelen  
Katholieke Universiteit Leuven  
Kasteelpark Arenberg 10  
B-3001 Leuven (Belgium)

tel: 0032 16 32 11 23

fax: 0032 16 23 74 31

email: [jan.engelen@docarch.be](mailto:jan.engelen@docarch.be)

