



## OFFICE OF THE SECRETARY OF DEFENSE

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WASHINGTON, DC 20301-3000

MAR 15 2012

MEMORANDUM FOR: SEE DISTRIBUTION

SUBJECT: Improving the Accessibility of Government Information through Section 508 of the Rehabilitation Act of 1973, as Amended (29 U.S.C. § 794d)

This memorandum provides an update on recent activities regarding compliance with the requirements of Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794d). On June 3, 2011, the Department of Defense (DoD) published DoD Manual 8400.01-M, "Procedures for Ensuring the Accessibility of Electronic and Information Technology (E&IT) Procured by DoD Organizations," which is available online (<http://www.dtic.mil/whs/directives/corres/pdf/840001m.pdf>). The Manual provides procedures for the implementation of Section 508 and includes a listing of Websites containing laws, regulations, standards, and guidelines for ensuring that E&IT developed, procured, maintained, and used by DoD enables accessibility for persons with disabilities. In addition, the Manual reinforces Section 7.7 of the Defense Acquisition Guidebook, which provides information to Program Managers for acquiring accessible E&IT.

The Manual supports the July 19, 2010, Office of Management and Budget (OMB) memorandum, "Improving the Accessibility of Government Information." The OMB memorandum provides guidance on how to increase awareness, improve agency accountability and accessibility, and enhance the outreach and communication regarding Section 508. It also highlights available tools on the General Services Administration (GSA) Website (<http://www.section508.gov>), such as the "BuyAccessible Wizard," which helps build compliant requirements and solicitations, and the "Quick Links site," which provides sample Section 508 solicitation documents. Acquisition officials should leverage GSA's Section 508 Website for additional assistance with Section 508 compliance and free online training.

The OMB memorandum addresses the GSA effort to review Federal E&IT solicitations, posted on FedBizOpps.gov, for compliance in accordance with the U.S. Access Board Section 508 Standards. The GSA provides OMB quarterly reports containing results of these assessments. When the Department is cited for non-compliant solicitations, our offices will review GSA's findings with the appropriate DoD Component acquisition official, and if the findings prove valid, will provide recommendations on how to improve accessibility performance. In the meantime, DoD Components should continue to review existing procurement and information technology policies and procedures to confirm that the Section 508 standards are appropriately considered and clearly stated when preparing requirements and solicitation documents. Unless an exception in the Federal Acquisition Regulation (FAR) Subpart 39.204 applies, FAR Subpart 39.2 requires that acquisition of E&IT supplies and services must meet the applicable accessibility standards at 36 CFR Part 1194 (Section 508 standards).

Please contact Ms. Susan Pollack, Office of the Under Secretary of Defense for Acquisition, Technology and Logistics (Defense Procurement and Acquisition Policy), at 703-697-8336 or [susan.pollack@osd.mil](mailto:susan.pollack@osd.mil) for procurement policy questions regarding DoD Section 508. Questions regarding DoD Section 508 policy, administration, and implementation are to be directed to Ms. Arleen Oliver, Office of the DoD Chief Information Officer, at 571-372-4428 or [arleen.oliver@osd.mil](mailto:arleen.oliver@osd.mil).



Teresa M. Takai  
DoD Chief Information Officer



Frank Kendall  
Acting Under Secretary for Defense  
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**B**



# Department of Defense MANUAL

NUMBER 8400.01-M  
June 3, 2011

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ASD(NII)/DoD CIO

SUBJECT: Procedures for Ensuring the Accessibility of Electronic and Information  
Technology (E&IT) Procured by DoD Organizations

References: See Enclosure 1

1. PURPOSE. This Manual:

a. Implements the policy in DoD Directive (DoDD) 8000.01 (Reference (a)) in accordance with the authority in DoDD 5144.1 (Reference (b)), assigns responsibilities, and provides procedures for the implementation of Section 508 of the Rehabilitation Act of 1973, as codified in section 794d of title 29, United States Code (Reference (c)), hereafter referred to as "Section 508."

b. Provides a listing of websites containing laws, regulations, standards, and guidelines for ensuring that E&IT is developed, procured, maintained, and used by the Department of Defense to allow persons with disabilities access to information comparable to that afforded persons without disabilities.

2. APPLICABILITY. This Manual:

a. Applies to OSD, the Military Departments, the Office of the Chairman of the Joint Chiefs of Staff and the Joint Staff, the Combatant Commands, the Office of the Inspector General of the Department of Defense, the Defense Agencies, the DoD Field Activities, and all other organizational entities within the Department of Defense (hereafter referred to collectively as the "DoD Components").

b. Does NOT apply to the following E&IT, identified in the U.S. Access Board standards in part 1194 of title 36, Code of Federal Regulations (CFR) (Reference (d)) pursuant to Subchapter F of Volume 1 of the Federal Acquisition Regulation (FAR) (Reference (e)), hereafter referred to as the "FAR."). A detailed discussion of the following exceptions is available at <http://www.section508.gov>.

(1) Any E&IT operated by agencies, the function, operation, or use of which involves intelligence activities, cryptologic activities related to national security, command and control of military forces, equipment that is an integral part of a weapon or weapons system, or systems critical to the direct fulfillment of military or intelligence missions. Systems that are critical to the direct fulfillment of military or intelligence missions that do not include systems used for routine administrative and business applications (including payroll, finance, logistics, and personnel management applications).

(2) E&IT acquired by a contractor incidental to a contract. For example, if a firm is contracted to develop a website for the Department of Defense, the website created must be fully compliant with Section 508; however, the firm's own website is not required to be Section 508-compliant.

(3) E&IT located in spaces frequented only by service personnel for maintenance, repair, or occasional monitoring of equipment.

3. DEFINITIONS. See Glossary.

4. POLICY. In accordance with Reference (a), it is DoD policy that DoD employees or members of the public with disabilities seeking information or services from the Department of Defense shall have access to and use of information and data comparable to the access and use by individuals without disabilities, unless an undue burden would be imposed, to the extent required by Section 508.

5. RESPONSIBILITIES. See Enclosure 2.

6. PROCEDURES. See Enclosure 3.

7. RELEASABILITY. UNLIMITED. This Manual is approved for public release and is available on the Internet from the DoD Issuances Website at <http://www.dtic.mil/whs/directives>.

8. EFFECTIVE DATE. This Manual is effective upon its publication to the DoD Issuances Website.



Teresa M. Takai  
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**ENCLOSURE 1**

**REFERENCES**

- (a) DoD Directive 8000.01, "Management of the Department of Defense Information Enterprise," February 10, 2009
- (b) DoD Directive 5144.1, "Assistant Secretary of Defense for Networks and Information Integration/DoD Chief Information Officer (ASD(NII)/DoD CIO)," May 2, 2005
- (c) Section 508 of the Rehabilitation Act of 1973, as amended, as codified in section 794d of title 29, United States Code
- (d) Part 1194 of title 36, Code of Federal Regulations
- (e) Subparts 39.2, 39.203(c)(2), and 10.001 of Subchapters B and F of Volume 1, Federal Acquisition Regulation
- (f) DoD Directive 5134.01, "Under Secretary of Defense for Acquisition, Technology, and Logistics (USD(AT&L))," December 9, 2005
- (g) DoD Directive 1440.1, "The DoD Civilian Equal Employment Opportunity (EEO) Program," May 21, 1987
- (h) DoD 7000.14-R, "Department of Defense Financial Management Regulations (FMRs)," current edition
- (i) Part 84 of title 45, Code of Federal Regulations
- (j) Americans with Disabilities Act of 1990 as amended, codified in title 42 United States Code and Title 47 United States Code

ENCLOSURE 2

RESPONSIBILITIES

1. ASSISTANT SECRETARY OF DEFENSE FOR NETWORKS AND INFORMATION INTEGRATION/DoD CHIEF INFORMATION OFFICER (ASD(NII)/DoD CIO). The ASD(NII)/DoD CIO shall:

- a. Develop policies, procedures, and requirements related to achieving implementation of, compliance with, and institutionalization of Section 508.
- b. Designate a DoD Section 508 coordinator to serve as the DoD point of contact for Section 508 implementation.
- c. Represent the Department of Defense on Federal-wide boards and committees to develop Section 508 standards.

2. UNDER SECRETARY OF DEFENSE FOR ACQUISITION, TECHNOLOGY, AND LOGISTICS (USD(AT&L)). The USD(AT&L) shall:

- a. Identify a Chief Acquisition Officer representative to work with the DoD Section 508 coordinator in the Office of the ASD (NII)/DoD CIO in DoD-wide implementation of Section 508.
- b. Establish DoD-wide policy for ensuring the accessibility of E&IT procured by DoD organizations in accordance with DoDD 5134.01 (Reference (f)).

3. UNDER SECRETARY OF DEFENSE FOR PERSONNEL AND READINESS (USD(P&R)). The USD(P&R) shall:

- a. Maintain records of the number of DoD employees with self-identified disabilities and of the accommodations provided to them in accordance with Section 504 of Reference (c).
- b. Actively recruit qualified individuals with disabilities into the DoD workforce, in accordance with DoDD 1440.1 (Reference (g)).
- c. Recognize the outstanding contributions of DoD employees with disabilities through an annual DoD awards program, in accordance with Reference (g).
- d. Work with the DoD Component Section 508 coordinators and equal employment opportunity (EEO) officials to resolve complaints of alleged DoD non-compliance.

**4. ASSISTANT SECRETARY OF DEFENSE FOR HEALTH AFFAIRS (ASD(HA)). The ASD(HA), under the authority, direction, and control of the USD(P&R), shall:**

a. Direct that a needs assessment be conducted to identify the most appropriate solution for each individual requesting assistive technology to facilitate accommodation of persons with disabilities in the DoD workforce.

b. Provide guidance to the DoD Components on obtaining accessible E&IT resources and assist them in understanding the E&IT accommodation process in the Department of Defense.

c. Assist in recruiting, placing, promoting, accommodating, and retaining qualified persons with disabilities into the DoD workforce.

d. Through the use of the TRICARE Computer/Electronic Accommodation Program, provide assistive technology to DoD employees with disabilities.

**5. HEADS OF THE DoD COMPONENTS. The Heads of the DoD Components shall:**

a. Establish internal policies, procedures, and governance structures necessary to implement this Manual within their Components, comply with Section 508 requirements, and ensure that these requirements are appropriately considered and clearly stated in pertinent acquisition documents.

b. Define the roles, responsibilities, and authorities of their Component CIOs and senior acquisition, personnel, disability affairs, and health affairs officials as these relate to Section 508 implementation and compliance. Ensure the roles and responsibilities of the Component CIOs include:

(1) Developing the Component Section 508 Implementation Plan.

(2) Ensuring compliance with this Manual.

(3) Appointing a Component Section 508 coordinator to perform the responsibilities in section 4 of Enclosure 4.

(4) Addressing Section 508 complaints and E&IT accessibility issues included in Section 504 complaints filed against their Components and responding to inquiries pertaining to those complaints.

(5) Providing a joint or coordinated transmittal memorandum as indicated in DoD 7000.14-R (Reference (h)) asserting that IT investments submitted are consistent with Section 508.

**ENCLOSURE 3**

**PROCEDURES**

1. **GENERAL.** This section provides considerations for the DoD Components in implementing Section 508, including issues from an E&IT design, development, and acquisition perspective.

a. Developing an executable Section 508 implementation plan requires a thorough review of the E&IT environment. The DoD Components must consider Section 508 requirements throughout the acquisition process, including during internal procurement actions or activities, as well as in obtaining products through vendors.

b. A major thrust of Section 508 is to ensure that comparable accessibility and use for individuals with disabilities is included in E&IT, thereby broadening access to the general public and reducing expenses related to accommodating individual employees. DoD Component acquisition leads must be knowledgeable of Section 508 requirements and must ensure current and proposed E&IT investments comply.

c. Successful implementation of Section 508 also requires linkages with strategic and budget planning processes. The DoD Components shall identify and work with key players in their strategic planning process, and shall ensure that Section 508 requirements are included in their strategic plans and budgets.

2. **U.S. ACCESS BOARD STANDARDS.** The U.S. Access Board technical and functional standards at Reference (d) are mandatory for use by the DoD Components. The standards address software applications and operating systems; web-based information and applications; telecommunications products; video and multi-media products; self-contained, closed products such as information kiosks and transaction machines; and desktop and portable computers. They also address compatibility with assistive technologies, such as touch screens and text-to-speech synthesizers. The technical provisions include requirements specific to various types of technologies; functional performance criteria focusing on the functional capabilities of covered technologies; and requirements for information, documentation, and support. Details regarding these standards are provided at <http://www.access-board.gov/gs.htm>.

3. **COMMERCIAL AVAILABILITY OF PRODUCTS**

a. Pursuant to Reference (c), when acquiring commercial items, DoD Components must comply with those accessibility standards that can be met with supplies or services and are available in the commercial marketplace in time to meet the DoD Component's delivery requirements.

b. The requiring official must document standards that cannot be met due to non-availability of products, including a description of market research performed and provide the documentation

to the contracting officer for inclusion in the contract file, in accordance with subpart 39.203(c)(2) of Reference (e). If products are available that partially comply, the DoD Components cannot claim non-availability just because a product does not meet all of the standards. Non-availability of commercial products is not the same as a finding of undue burden. (See section 4 of this enclosure.)

4. **UNDUE BURDEN FINDING.** See Glossary for the definition of “undue burden.”

a. If a DoD Component determines that compliance with U.S. Access Board standards in procurements imposes an undue burden, the DoD Component, in coordination with their Office of the General Counsel, shall document why and to what extent compliance with each provision in the standards creates an undue burden and include a copy of the documentation in the contract file. The requiring official must clearly explain why meeting one or more of the otherwise applicable technical provisions creates an undue burden, and for each provision that creates an undue burden must describe:

- (1) The products or services required.
- (2) The dollar value of the acquisition.
- (3) The otherwise applicable technical provision that cannot be met.
- (4) The market research performed to locate commercial items that meet the applicable standards, and the specific reason(s) why the technical provision cannot be met.
- (5) The costs and how they were estimated if monetary expense is deemed prohibitive.
- (6) The alternative means by which the DoD Component will provide individuals with disabilities access to the data and information involved.

b. Each DoD Component shall establish a process for documenting, tracking, and approving instances in which the undue burden exception is invoked. A finding that undue burden exists does not absolve the DoD Component of the requirement to provide comparable access to persons with disabilities.

5. **EQUIVALENT FACILITATION.** See Glossary for the definition of “equivalent facilitation.” DoD Component solicitations for E&IT must state that products offering equivalent facilitation must be considered along with those that strictly meet the technical provisions of the standards. Equivalent facilitation does not constitute a waiver or variance from the requirement to provide accessibility, but recognizes that future technologies may be developed, or existing technologies modified, to provide the same functional access in ways not foreseen by the U.S. Access Board.

**6. COMPLAINTS OF ALLEGED NONCOMPLIANCE**

a. Employees with disabilities who find any DoD application not accessible should first work with their information technology (IT) help desk to resolve the problem. If the help desk determines the issue is system-wide, then the employee should notify their DoD Component Section 508 Coordinator. The DoD Component Section 508 coordinator should notify the DoD Section 508 Coordinator about the issue and plan for resolution. If the issues are not resolved in a reasonable time, employees may file complaints alleging that the Department of Defense is not in compliance. Complaints of alleged noncompliance should be filed with the Component's Equal Opportunity Office or Office of Disability Affairs if applicable. If resolution is not achieved, complaints may be raised to the DoD Office of Diversity Management and Equal Opportunity, Office of the USD(P&R) (OUSD(P&R)). DoD Component Section 508 coordinators should be involved in the complaint process, and should inform the DoD Section 508 Coordinator's office of any potential allegations of noncompliance.

b. OUSD(P&R) will use the personnel community's established complaint procedures pursuant to part 84 of title 45, CFR (Reference (i)) for resolving allegations of noncompliance.

**7. PERFORMANCE MANAGEMENT**

a. DoD Component implementation of Section 508 requirements shall include developing performance measures focused on the goals of ensuring accessibility of E&IT. Goals must be translated into measurable elements by which performance can be gauged. For example, performance might be measured by an increase in the number of major internet and intranet Web sites that are Section 508-compliant and the number or percentage of complaints of noncompliance that are resolved in a given year.

b. In addition to the metrics being useful in managing the Section 508 program, they will also be valuable in reporting to external oversight agencies such as the Office of Management and Budget, should such reports be required.

ENCLOSURE 4

GUIDELINES FOR SECTION 508 COMPLIANCE

1. REQUIRING OFFICIALS. The DoD requiring official, purchaser, or requestor must ensure that the acquisition of E&IT products and services meets the U.S. Access Board standards, unless an exception applies pursuant to the Reference (e). (See paragraph 2.b. above the signature of this Manual.)

a. In accordance with subpart 10.001 of Reference (e), requiring officials must conduct market research to find those products or services meeting E&IT accessibility standards. As there is no list of DoD Section 508-compliant products or services, the market research stage is the part of the acquisition planning process during which the requiring official determines both whether commercial E&IT will be available in time to meet the specified requirement, and whether providing Section 508-compliant E&IT would be an undue burden. The market research results shall be conveyed with the purchase request or, in the case of a contract for services, the statement of work (SOW). In addition to the market research results, requiring officials must include with the purchase request or SOW:

(1) A statement of the U.S. Access Board standards that apply in procurement.

(2) A statement of the U.S. Access Board standards, if any, that cannot be met because of non-availability or undue burden, and documentation of such a finding.

(3) Draft technical specifications and minimum requirements.

b. Additional information on market research and requiring official procedures is available at <http://www.section508.gov>.

2. CONTRACTING OFFICERS OR PROCUREMENT OFFICIALS. The contracting officer or procurement official must:

a. Review SOWs and purchase requests to ensure that Section 508 requirements are addressed.

b. Ensure that solicitations include the applicable clauses for E&IT and terms and conditions for Section 508 compliance.

c. In accordance with subpart 39.2 of Reference (e), ensure applicable documents provided by the requiring office are included in the contract file.

### **3. WEB AND SOFTWARE DEVELOPERS**

a. DoD web and software application developers must ensure their applications are planned and developed in conformance with U.S. Access Board standards. Addressing accessibility requirements early in the development cycle can facilitate accessibility and compliance with Section 508 standards much more effectively than modification of software and web pages late in the development cycle.

b. To assist web developers in assessing whether web pages and applications conform to Section 508 standards, commercial tools are available that perform automated evaluations of web pages. In addition, some web development tools incorporate validity testing for accessibility into their development products.

c. While commercial tools can help in technical evaluation of underlying coding of web pages, they cannot assure usability and accessibility. Consequently, developers should consider use of assistive technologies to test usability and accessibility. Additionally, developers should not only test for usability from the keyboard and without the use of a mouse, but also test with individuals with disabilities in evaluating the usability of web pages.

### **4. DoD COMPONENT SECTION 508 COORDINATORS**

a. DoD Component Section 508 coordinators shall lead the efforts of their respective DoD Components to assemble a Section 508 E&IT accessibility team, hold regular meetings with the team to provide updates on policy and assistive technology, and lead the team in executing the responsibilities set forth in section 5 of this enclosure, to include assigning responsibilities to the team according to members' areas of expertise. The coordinator need not be an expert in all areas of IT.

b. In addition to leading the Component E&IT accessibility team, DoD Component Section 508 coordinators are encouraged to monitor other Federal agency activities, implement industry best practices, and identify opportunities to share lessons learned and relevant information with other Federal and other DoD Section 508 coordinators. DoD Component Section 508 Coordinator responsibilities include:

(1) Providing regular progress and ad-hoc reports to the DoD Component CIO.

(2) Promoting Section 508 awareness and requirements through a variety of venues, which might include:

(a) Developing an awareness campaign.

(b) Including disability awareness and accessibility training in DoD Component training programs.



(c) Developing an intranet page on the DoD Component website to share Section 508 information and link to the Section 508 standards, internal guidelines, points of contact, and available training opportunities.

(d) Identifying opportunities for including Section 508 topics and awareness at DoD Component conferences.

(3) Monitoring the Section 508 websites of the U.S. Access Board (<http://www.access-board.gov/>) and the General Services Administration (GSA) (<http://www.section508.gov/>) for new guidance and training opportunities.

(4) Developing and implementing methods for monitoring DoD Component adherence to Section 508 policies and procedures.

(5) Developing market research procedures and methods to monitor DoD Components' Section 508 compliance.

(6) Attending working group meetings and forums sponsored by the Department of Defense and GSA to develop a thorough understanding of Section 508 requirements and standards.

(7) Identifying conferences that involve Section 508-related activities and disseminating the information to their respective E&IT accessibility teams.

(8) Sharing information with other Federal Component Section 508 coordinators. GSA has established a bulk e-mail listserve to which anyone may post comments. Full access to the listserve is password-protected for use by Section 508 coordinators as an information resource.

(9) Disseminating information about training classes offered through GSA and other DoD and Federal organizations. Up-to-date information about training classes can be found at <http://www.section508.gov/index.cfm>.

(10) Conducting briefings for DoD Component stakeholders in order to increase Section 508 awareness.

##### **5. SECTION 508 E&IT ACCESSIBILITY TEAM**

a. **General.** As part of their overall implementation plan, DoD Components will establish multi-disciplinary Section 508 E&IT accessibility teams with Component-wide representation. The DoD Component Section 508 coordinators shall lead this effort, and should establish intra-organization teams according to the structure of their respective Component. E&IT accessibility teams are responsible for understanding, implementing, and disseminating information regarding Section 508 standards in their Component, and leveraging their respective areas of expertise to resolve accessibility issues that arise.

b. **Membership.** The Section 508 E&IT accessibility team should include team members with expertise in each of the following disciplines: E&IT, procurement, human resources (HR) and EEO, Section 508 policy and planning, resource planning, information assurance, and disability program managers. Team members must be either full-time or permanent part-time employees of the Department, or members of the military. Employees with disabilities should be included as team members whenever possible. Employees with disabilities have established associations at many DoD Components; collaborating with these employees can provide an invaluable opportunity to leverage the knowledge, perspective, and experience of these users while implementing Section 508.

c. **Team Responsibilities and Resources.** The Section 508 E&IT accessibility team shall:

- (1) Develop a charter to further define roles and responsibilities.
- (2) Under the leadership of the DoD Component Section 508 coordinator, participate in the development of the Component's implementation plan and strategies.
- (3) Integrate Section 508 accessibility needs into agency budget plans, strategic plans, and E&IT capital plans.
- (4) Identify current agency needs for accessible systems and adaptive technology, and identify E&IT deficiencies that impact the performance of individuals with disabilities in both current and prospective E&IT systems.
- (5) Work with software vendors and developers on accessibility issues relating to E&IT systems.
- (6) Participate in monitoring, measurement, and disclosure activities including usability testing and priority setting.
- (7) Support validation of accessible E&IT systems performance prior to deployment.
- (8) Provide sources of education and training to key personnel within the DoD Component on how Section 508 will affect their organizations; what services and support are available; and procurement changes in Reference (e) that will affect the purchase of any new equipment or software.
- (9) Be familiar with the committees or workgroups that exist within the Department of Defense and the DoD Components that may need to add accessibility into their policies or plans, such as groups that are responsible for implementing architecture and security policies.
- (10) Provide recommendations and expertise to the DoD Component Section 508 coordinator regarding Section 508 implementation issues and solutions.
- (11) Support the development of policies and procedures to ensure DoD Component Section 508 compliance.

(12) Develop methods to ensure that requiring officials are fully informed about Section 508 requirements and have tools to determine if their requirements are subject to Section 508.

(13) Develop language to assist contracting officers and requiring officials in incorporating Section 508 requirements into SOWs. Information on GSA tools and techniques to assist in developing Section 508 compliant solicitations is available at <http://www.buyaccessible.gov/>.

d. Responsibilities of Team Members with E&IT Expertise. Members of the Section 508 accessibility team with expertise in E&IT should include IT specialists, web personnel, and E&IT information assurance specialists. E&IT team members should:

(1) Review and comment on updates and revisions of the U.S. Access Board standards.

(2) Attend training sessions on accessibility and, in turn, conduct internal component training.

(3) Identify current needs for accessible systems and adaptive technology (hardware and software) and identify E&IT deficiencies that impact the performance of persons with disabilities in both current and prospective E&IT systems.

(4) Participate in monitoring, measurement, and disclosure activities, including usability testing and priority setting.

e. Responsibilities of Team Members with Procurement Expertise. Contracting officers should work with requiring officials to employ acquisition strategies that comply with Section 508. The procurement members of the Section 508 E&IT accessibility team should:

(1) Update DoD Component procurement policies and directives, as necessary, to implement changes to the U.S. Access Board standards as promulgated from the Office of Procurement Policy.

(2) Review and comment on updates and revisions to Reference (e).

(3) Refer DoD Component personnel involved in E&IT procurements to appropriate Component and external resources to ensure Section 508 requirements are incorporated in acquisition planning as applicable.

(4) Ensure that undue burden documentation, when appropriate, is provided by the requiring office and included in the contract file. (See paragraph 2.c. of this enclosure.)

(5) Ensure that market research is performed during the acquisition planning phase.

f. Responsibilities of Team Members with HR and EEO Expertise. HR team members should include HR specialists, union representatives, EEO specialists, and trainers. HR and EEO members of the Section 508 E&IT accessibility team shall:

- (1) Develop and include Section 508 awareness in existing personnel training programs.
- (2) Employ the personnel community's established complaint procedures pursuant to Reference (i) for resolving allegations of noncompliance.
- (3) Support Section 508 training and education programs.

g. Responsibilities of Team Members with Policy and Planning Expertise. Policy and planning team members may include program managers or officers, legal experts, resource managers, and other staff responsible for policy and planning. They can further define the roles and responsibilities outlined in this Manual to better meet their DoD Component's needs.

h. Responsibilities of Team Member(s) with Information Assurance Expertise. The Section 508 E&IT accessibility team should include a member with information assurance expertise that ensures adequate security measures and established Information Assurance policies and procedures are addressed with regard to accessibility.

i. Responsibilities of Team Members with Disability Program Management Expertise. Disability Program Managers include individuals with experience in working with employees and applicants who have a variety of disabilities.

ENCLOSURE 5

HELPFUL SECTION 508 INFORMATION AND WEBSITES

1. U.S. Access Board Electronic and Information Technology Standards Overview Website: <http://www.access-board.gov/sec508/summary.htm>.
2. Americans with Disabilities Act Website: <http://www.ada.gov/>. Official Website for The Americans with Disabilities Act, (ADA), codified as title 42, U.S.C. (Reference (j)) prohibits, under certain circumstances, discrimination based on disability.
3. GSA Websites include:
  - a. 508 Universe. (<http://www.section508.gov>.) A web portal that serves as a central hub for GSA Section 508 training courses, course content, and information resources. DoD Component Section 508 coordinators can access each of the topic-specific courses that address Section 508 implementation as well as explore web links and a glossary of Section 508-related terms. Upon first visit to the site, users will be asked to set up a username and password. No additional information is required in the registration process; users will not be asked for any identifying or personal data.
  - b. Buy Accessible Wizard Tool. (<http://www.buyaccessible.gov/>.) Represents a partnership between Government and industry to provide a service to Federal procurement staff. The tool assists Government personnel in completing the market research necessary to ensure they are buying the most accessible IT products and services available. Government procurement staff will be able to search the site by specific product or service type and see all vendors who have provided links. They can then use the links to reach the template information and product or service descriptions necessary to complete their market research. The tool also produces suggested solicitation language tailored to specific E&IT deliverables that users can “cut and paste” into their procurement documentation. Buy Accessible Wizard training is also available to the DoD Components on this website.
  - c. 1998 Amendment to Section 508. (<http://www.section508.gov>). Electronic and Information Technology of Reference (c): This website contains the text of the law that requires E&IT be accessible to persons with disabilities.
  - d. Section 508 Acquisition FAQs. (<http://www.section508.gov>). Answers to frequently asked questions about Section 508 may be found on this site.
4. U.S. Department of Health and Human Services: <http://usability.gov/index.html>. Provides information on, and guidelines for developing an accessible website.

GLOSSARY

PART I. ABBREVIATIONS AND ACRONYMS

ASD(HA)	Assistant Secretary of Defense for Health Affairs
ASD(NII)/DoD CIO	Assistant Secretary of Defense for Networks and Information Integration/DoD Chief Information Officer
CFR	Code of Federal Regulations
DoDD	DoD Directive
E&IT	Electronic and Information Technology
EEO	equal employment opportunity
FAR	Federal Acquisition Regulation
FMR	Financial Management Regulation
GSA	General Services Administration
HR	Human Resources
IT	information technology
OASD(NII)/DoD CIO	Office of the ASD(NII)/DoD CIO
OUSD(P&R)	Office of the USD(P&R)
SOW	statement of work
USD(AT&L)	Under Secretary of Defense for Acquisition, Technology, and Logistics
USD(P&R)	Under Secretary of Defense for Personnel and Readiness

## PART II. DEFINITIONS

Unless otherwise stated, these terms and their definitions are for the purpose of this Manual.

assistive technology. Assistive technology or adaptive technology (AT) is an umbrella term that includes assistive, adaptive, and rehabilitative devices for people with disabilities and also includes the process used in selecting, locating, and using them.

E&IT. Defined in Reference (d).

equivalent facilitation. The circumstances under which agencies may accept E&IT offered by vendors that uses designs or technologies that do not meet U.S. Access Board technical standards, but provides substantially equivalent or greater access to and use of a product for people with disabilities. Equivalent facilitation recognizes that future technologies may be developed, or existing technologies used in a particular way, that could provide persons with disabilities access in ways not foreseen by the U.S. Access Board. In evaluating whether a technology results in equivalent or greater access, it is the functional outcome that is important, not the form.

listserv. A listserv is an electronic mailing list that allows for widespread distribution of e-mail to multiple Internet users.

market research. The process of collecting and analyzing information about the market's capability to satisfy a specified need.

requestor. The person who generates the request for or specifies the E&IT product or service to be acquired, developed, maintained, or used.

undue burden. Defined in Reference (d).

U.S. Access Board. An independent Federal agency charged with developing technical and functional standards to establish a minimum level of accessibility for persons with disabilities. The Board develops and maintains design criteria for E&IT and provides technical assistance and training on these requirements and on accessible design. The Board's E&IT accessibility standards, set forth in Reference (d), have been incorporated into the FAR and are located at <http://www.access-board.gov/>. The Board also enforces physical accessibility standards that cover federally funded facilities.