

## Digital Access Roles and Responsibilities Chart

Role	Key Contributions	*RACI Assignments
CEO/CIO	<ul style="list-style-type: none"> <li>- Build accessibility into financial decisions, team building and risk assessment</li> </ul>	Direct/Informed
VPs	<ul style="list-style-type: none"> <li>- Encourage training around accessibility and ensure accessibility is continued throughout the lifecycle process</li> </ul>	Manage/Accountable
Executive Sponsor(s)	<ul style="list-style-type: none"> <li>- Supports Disability Employee Resource Group</li> <li>- Ensures digital access is appropriately integrated into IT meeting agendas and decisions</li> <li>- Influences procurement language when purchasing IT solutions</li> <li>- Hosts internal digital access discussions</li> </ul>	Consulted; Informed  <i>*Tom: "Accessibility cuts across the enterprise, either it's part of the entire culture or it isn't. The Executive Sponsor makes accessibility an integral part of the culture, and a priority when making purchasing and/or upgrade decisions."</i>

<p>Accessibility Subject Matter Experts</p>	<ul style="list-style-type: none"> <li>- Responds to RA requests directly or via team members</li> <li>- Raises awareness and competence with IT colleagues</li> <li>- Keeps Sponsor informed</li> <li>- Participates in RFP purchasing decisions</li> <li>- Keeps abreast of best and emerging access solutions</li> </ul>	<p>Responsible; Accountable</p> <p><i>*Tom: "It is as simple as making sure accessibility is part of your acceptance criteria before rolling IT solutions out. Everything IT sends out needs to be tested BEFORE it is implemented to understand and address if it's going to create a problem for people with disabilities needing digital access solutions."</i></p>
<p>Procurement</p>	<ul style="list-style-type: none"> <li>- Ensure the accessibility of products and services from 3<sup>rd</sup> parties</li> <li>- Include accessibility requirements in relevant solicitations and contracts</li> <li>- Develop an expedited process for accommodations including digital accommodations</li> </ul>	<p>Consult; Accountable</p>
<p>Human Resources Business Partners and Centers of Excellence</p>	<ul style="list-style-type: none"> <li>- Facilitates RA request interactive process</li> <li>- Ensures IT SME engaged and RA's provided on a timely basis</li> <li>- Follows up with employee and manager to ensure RA met identified needs</li> <li>- Maintains metrics on overall RA process and outcomes</li> <li>- Includes accessibility knowledge in job descriptions</li> </ul>	<p>Consulted; Informed; Accountable</p> <p><i>*Tom: "We recently completed the vendor selection process for our new HR system and we made sure accessibility was part of the vendor pitches. In this case accessibility aligned us with the top choice of the vendor. If we did not push for this then vendors would not be pushed to provide."</i></p>

	<ul style="list-style-type: none"> <li>- Responds to compliance audits of RA's</li> </ul>	
Manager of Employee with a Disability	<ul style="list-style-type: none"> <li>- Responds to RA request on a timely basis and engages others involved on a need to know basis</li> <li>- Makes sure employee has a satisfactory solution</li> <li>- Addresses any changing RA needs over time</li> </ul>	<p>Accountable; Informed</p> <p><i>*Tom: "At Comcast, we're striving to make customer experience our best product. When you build inclusive products, you create better customer and employee experiences. You can't deliver a great customer experience without a great employee experience, so adopting an inclusive design mindset for your internal tools is equally important as delivering inclusive experiences for your customers. Accessibility impacts our collective ability to interact with customers."</i></p>
Employee with a Disability	<ul style="list-style-type: none"> <li>- Initiates request</li> <li>- Offers suggestions as to best solution and works with IT to implement and maintain solutions</li> <li>- Provides documentation if/as requested consistent with Company RA policy</li> <li>- Keeps others who need to know informed as to satisfaction with solution and if there are any changes in RA needs.</li> </ul>	<p>Responsible; Accountable; Consulted; Informed</p> <p><i>*Tom: "You will never be 100% ready. With rare exceptions associated with known gaps being worked through, you should not generally let potential access gaps be the reason you don't hire anyone with a disability. By hiring people with disabilities you collaboratively surface and address previously unrecognized digital access solutions, which in turn enhances product and service innovation and the overall customer experience."</i></p>

Sales	- Learn to talk openly about accessibility of the company and its products and services	Inform Customers
Product/App Owner	- Build in User Stories for accessibility testing	Inform Development
Planning/Design	- Incorporate accessibility into wireframes	Accountable
Content/Communications	- Incorporate accessibility into writing for the web (documents, web, emails, etc.)	Responsible
Developers	- Develop with accessibility in mind	Responsible
Quality Assurance	- Ensure accessibility testing at every stage	Responsible
Employment Legal Department Attorneys	- Ensures RA and digital access policies and procedures are compliant with regulations	Consulted; Informed *Tom: "As is often noted at conferences devoted to

	<ul style="list-style-type: none"> <li>- Consults during regulatory audits</li> </ul>	<p>showcasing digital access solutions like CSUN Northridge and M-Enabling Summits, it is irrelevant to ask how many employees need digital access, that number really doesn't matter, because it just takes one employee who cannot access the tools they need to perform their job and/or enjoy the same benefits and privileges of employment to require an effective and speedy solution.”</p>
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**RACI definitions**

- **Responsible:** This team member does the work to complete the task. Every task needs at least one Responsible party, but it's okay to assign more.
- **Accountable:** This person delegates work and is the last one to review the task or deliverable before it's deemed complete. On some tasks, the Responsible party may also serve as the Accountable one. Just be sure you only have one Accountable person assigned to each task or deliverable. (Note: It might not be your PM!)
- **Consulted:** Every deliverable is strengthened by review and consultation from more than one team member. Consulted parties are typically the people who provide input based on either how it will impact their future project work or their domain of expertise on the deliverable itself.
- **Informed:** These team members simply need to be kept in the loop on project progress, rather than roped into the details of every deliverable.

\*Quotes from Tom Wlodkowski, global digital access subject matter expert, and VP of Customer Experience at Comcast Corporation

\*\*RACI developed by Deb Dagit, Principal for Deb Dagit Diversity LLC, and includes resources from eSSENTIAL Accessibility and PEATWORKS.