

The Opportunities and the Challenges

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The current user experience of service delivery...

- qualifying for special treatment
- trying to fit in the categories and classifications offered
- adapting to a conception of what I need given my classification
- negotiating, explaining, justifying
- foregoing needs not related to constrained notion of disability

Falling between the cracks...

- more that need services are excluded than included
- will the growing number of aging individuals qualify?
- the amount of time and money spent qualifying, policing qualifications, maintaining the classification schemes...

Classification and Special Treatment

- Double edged sword
- Very blunt and imprecise instrument when it comes to the complexities of the human mind or human experience
- Ignores the many dimensions of the human experience



Notion of Disability in a Digitally Mediated World

- Disability = a mismatch between the needs of the user and the environment, service or experience offered
- Not a personal trait
- A relative condition



Accessibility =

- Ability of the environment to adjust to the needs of all users
- Flexibility of environment, service and delivery
- To optimize the service or environment for each individual
- Mass customization
- One-size-fits-one



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- we are individually different and cannot be classified
 - there are many dimensions to what we need and prefer

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- our preferences differ depending on the situation

AccessForAll

- not segregated or special treatment for people with disabilities
- no need to prove that you have a disability, declare your disability or qualify for a special service
- needs and preferences expressed in functional terms
- general needs...
- and/or more specific request if you wish

Matching

- Common language for expressing needs and preferences in a given context
- Common language for describing resources to match needs and preferences

AccessForAll

- One-size-fits-One
- What you need, when you need it, how you need it

Standards

- IMS AccessForAll
- ISO 24751 - multipart standard

Challenge #1

- How do we retool our service delivery?
- How do we serve individuals with disabilities without eligibility processes based on classification?

Cloud enables...

- A greater diversity of options
- Focus on agile, incremental, flexible improvements rather than the “silver bullet”
- The larger the pool the greater the diversity of needs can be met
- The amazing opportunities for crowd sourcing
- Rapid deployment

Challenge #2

- Need copyright exemptions for delivering: text to speech, captioning, audio description, on-screen keyboards with direct links....
- How do we achieve copyright exemptions without identifying a disability?