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
• we are individually different and cannot be classified

• there are many dimensions to what we need and prefer
• 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?