

U.S. State & Local Government Solutions

SELECT CUSTOMERS

SSB has enabled leading government organizations to reach their accessibility goals, including:

- City & County of San Francisco
- Social Security Administration
- Department of Defense
- U.S. Census Bureau
- Department of Transportation

SSB EXPERTISE

SSB's country-specific standards expertise can ensure your organization's compliance with:

- Section 508 of the Rehabilitation Act (USA)
- Disability Discrimination Act (United Kingdom)
- W3C Web Content Accessibility Guidelines (International)
- Section 255 of the Telecommunications Act (USA)
- Section 504 of the Rehabilitation Act (USA)
- Americans with Disabilities Act (USA)
- Disability Discrimination Act (Australia)
- eEurope Initiatives (European Union)
- Common Look and Feel Standards (Canada)



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ACCESSIBILITY FOR STATE & LOCAL GOVERNMENT AGENCIES

Accessibility is an important requirement for state and local government agencies. Public sector organizations not complying with accessibility requirements for Information Technology (IT) systems, including Web sites, Web applications, software, and hardware, risk losing Federal funding and anti-discriminatory litigation. To avoid these risks, state and local government agencies must ensure compliance with accessibility requirements mandated by state initiatives, Section 508 of the Rehabilitation Act, and the Americans with Disabilities Act.

SSB Technologies is the market leader in enabling state and local government agencies to achieve accessibility. Over 200 public sector clients use SSB products and services including the InFocus Suite, the first and most complete Section 508 Web accessibility testing and monitoring software. SSB has developed unique solutions for addressing common problems for government agencies, such as distributed IT systems, limited budgets, and retrofitting legacy systems. SSB is the proven partner for helping state and local government agencies create and maintain accessible IT systems.

ACCESSIBILITY REQUIREMENTS

Accessibility laws and policies affecting state and local government agencies include:

- **State Requirements** – almost all states have accessibility requirements that agencies must comply with.
- **Americans with Disabilities Act (ADA)** – the equal access requirement of the ADA requires IT system accessibility. Just as physical office locations must provide equal access for people with disabilities, similar accessibility enhancements are required for IT systems.
- **Section 508 of the Rehabilitation Act** – Section 508 requires that all IT systems used, developed, procured, and maintained be accessible to people with disabilities.
- **Other Requirements** – Section 504 of the Rehabilitation Act and Section 255 of the Telecommunications Act.

RELEVANT IT SYSTEMS

All IT systems used, maintained, procured and deployed by state and local government agencies must be accessible, including:

- **Web Sites and Online Services** – Services that are offered on the Web, including online forms used to register for agency offerings, Web sites with information intended for public access, and customer service information, must be accessible.
- **Procured IT Systems** – All IT systems procured must comply with Section 508 regulations or the procuring agent and agency will face legal liabilities.
- **Internally Developed IT Systems** – IT systems such as Intranets, Web applications, software, and hardware, must be accessible in order to avoid legal action by employees with disabilities.

CASE STUDY

SSB has provided accessibility solutions to one of the largest social services government agency for more than five years. The agency needed a solution that could be implemented across diverse IT systems, geographically distributed offices, and fit the agency's budget. Based on a competitive procurement, the agency determined that SSB had the best technology, experience, customer satisfaction, and price. SSB has since provided:

- Technical Assessments to Assess Web sites, Web applications, software, and hardware.
- Training and the InFocus Suite software for over one thousand employees to Address accessibility violations.
- Audit and Accessibility Certification to Assure ongoing compliance.

SSB has also worked with several of the agency's vendors to help these companies supply accessible products. As a result of collaborating with SSB, the agency has been a leader in accessibility, fulfilled its mission of serving all constituents, and became the first agency to be awarded Accessibility Certification by the National Federation of the Blind for their successful accessibility initiative.

WHY USE SSB?

SSB Technologies is the proven accessibility partner. We offer the best:

Experience - SSB has worked with over 400 customers and successfully completed more than 600 consulting projects, including partnerships with more than 200 government organizations.

Methodology - Our Assess, Address, Assure solution integrates the business and technical requirements necessary for creating and maintaining accessible IT systems.

Expertise - Founded by people with disabilities, SSB maintains a proprietary knowledge-base developed through years of experience, participation in Section 508 and World Wide Web Consortium standards development processes, and collaboration with disability advocacy groups.

Technology - SSB developed the first commercial accessibility testing software after years of research. The InFocus Suite still leads the field, offering the highest levels of automation and most complete set of accessibility tests. SSB software can save up to 90% of the cost and time required to become compliant.

THE SSB ACCESSIBILITY SOLUTION FOR STATE & LOCAL GOVERNMENT

SSB offers targeted products and services that enable state and local government agencies to create and maintain accessible IT systems. SSB products and services are most effective when incorporated into our unique Assess, Address, Assure™ accessibility solution which integrates the business and technical requirements necessary for achieving and maintaining accessibility.

Assess products and services clarify current accessibility status and prepare your organization to implement accessibility enhancements. They include:

- **Business Assessment** - analysis of business operations to identify and prioritize organization-wide accessibility risks, reviewing all IT systems used, developed, purchased, and maintained by your government agency.
- **Technical Assessments** - review of IT systems including Web sites and systems used by employees to identify all accessibility violations and determine the most effective ways to achieve the required level of accessibility.

Address products and services enable state and local government agencies to save time and money implementing accessibility enhancements. They include:

- **The InFocus Suite** - powerful automation enabling developers to find and fix accessibility violations in Web sites and Web applications.
- **Training** - targeted courses teach developers and QA engineers to effectively incorporate accessibility into IT systems. Courses are customized to provide solutions for known problems in your organization's IT systems and modified to the experience levels of participants.
- **Implementation Services** - on-demand solutions provide customized services to meet your organization's implementation needs. Services include Project Plan Development, Outsourced Accessibility Support, and Documentation Development.

SSB ACCESSIBILITY SOLUTION (CONT.)

Assure products and services ensure that accessibility is maintained over time. As IT systems are updated, legislation and standards are revised, and new assistive technologies are released, SSB ensures that your organization stays on top of changes that may affect your accessibility status. They include:

- **Audit** - validates that accessibility enhancements were correctly implemented during the Address phase and that accessibility is maintained over time. Audits ensure that new releases of IT systems are accessible.
- **Accessibility Management Program** - provides total access to SSB Accessibility Experts to answer all accessibility questions, from legal to technical. The Accessibility Management Program helps state and local government agencies effectively manage all aspects of an accessibility initiative.
- **Accessibility Certification** - certifies that relevant IT systems are usable by people with disabilities. Accessibility Certification from the National Federation of the Blind is a significant achievement that reduces legal liabilities and demonstrates your organization's commitment to serving constituents.

ABOUT SSB TECHNOLOGIES

SSB Technologies provides solutions that resolve the revenue loss, punitive damages, and compliance risks created by inaccessible Information Technology (IT) systems, including Web sites, Web applications, software, and hardware. SSB's proven Assess, Address, Assure™ solution integrates the business and technical requirements necessary to transform accessibility from a liability into a competitive advantage. With over 400 public and private sector customers, 600 successfully completed projects, and award-winning software, SSB has the experience and expertise to ensure that your organization reaches its accessibility goals.

MOVING FORWARD WITH SSB

Please contact us at (415) 975-8000 to speak with an Accessibility Expert about SSB's solutions for state and local government agencies.

www.ssbtechnologies.com

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