April 2023 IT Accessibility Community Meeting Captioned Text

The April 25, 2023 IT Accessibility Community Meeting was hosted as a virtual meeting by the General Services Administration, Office of Government-wide Policy.

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--- BEGIN CAPTIONED TEXT ---

YVETTE: Hello everyone! Hi Ms. Rebecca! Okay. I think. I see a few more. I saw Andrew. Andrew?

>> Yes ma'am?

YVETTE: I don't see Alex.

>> I don't see him either. Do you want me to ping him?

YVETTE: Yes he is supposed to talk about, open up and get everyone ready for the next one in June. Thank you.

>> You bet. We can pinch-hit too.

YVETTE: All right everyone I think as soon as Andrew comes back, we will start. I hope everyone's having a great day.

>> Apologies. I am happy to give that little spiel.

YVETTE: Absolutely so we are going to start. Welcome, welcome everyone. My name is Yvette Gibson. I have my hair up in a bun. I am an African American female and I have on a red blouse. We welcome you to flight 508. And nothing related to the negative Flight 508. This one is focused on accessibility.

I am going to turn it over to my esteemed colleague Andrew Nelson. He is going to share some great information that is coming down the pike that we want all of you to be a part of. Andrew?

ANDREW: Thank you Yvette. Wanted to give you a little bit of a teaser for the next accessibility committee in June. Is that right?

YVETTE: June yes.

ANDREW: Give you a little bit of a teaser for the upcoming session. We have published on section508.gov the policy framework and we are hoping to take the opportunity, or we plan to take the opportunity during the June meeting to do a little bit of a test drive and walk with you the accessibility policy framework and how it can be useful to agencies, so it is easier. And I request you to join us for then we look forward to that. That is all that we wanted to make the plug for that.

YVETTE: Thanks Andrew. We will continue, as we move forward, Andrew if there is any link or anything anyone needs that we can share with the group? That is attending today.

ANDREW: Will put in the chat link.

YVETTE: Kristin dropped it. Thanks Kristin. Appreciate it.

ANDREW: I see Gary, you join in after Bri drop in the captions.

YVETTE: Thanks Bri. Alright so want to turn this over to a gentleman and a scholar,

DAVID: Whittington from the US Census Bureau. Dave, can you hear me? You are on mute. Let me see if I can unmute Dave.

DAVID:: Sorry. Can you hear me?

YVETTE: There you go!

DAVID:: Hello everyone my name is

DAVID: Whittington, the 508 program manager at the US Census Bureau. I worked with in the application services development division. And we are within the office of the CIO. I'm going to turn things over to my coworker Tamika. We are having some technical difficulties, but we think we have a workaround. Give me a minute and I will get her in here.

>> [Pause]

TAMIKA: Hello. My name is Tamika Lewis, the 508 subject matter expert underneath.

DAVID: Whittington in the Section 508 program office. It is a pleasure to meet everyone.

DAVID:: Okay everyone. Sorry we have a couple of things going on. We are trying to share through Teams to get Tamika on. We had some technical difficulties with Zoom here. Please bear with us. We are trying to play around this. Is part of our job and I think you can relate to that.

We are going to dive in here today. We have a couple of things you want to talk about, the way our team is formed and how Tamika and I kind of got here because we do not have a traditional path towards 508. We will talk about that and wrap it up with a day in our lives. What our days look like, what are weeks look like because to be honest with you know today's look-alike and from week to week, note 2 weeks look-alike. Hopefully, you can relate to that and hopefully everyone will walk away with some encouragement as will continue on this path.

So first of all, let's talk about how the team is formed. Let me ask and you always see me and hear me clearly?

YVETTE: Yes I think we all can.

DAVID:: Great. So let's talk about how the team was formed. We were established roughly 6 years ago in 2017. And one of the first steps was to formally stand up the program office. Initially I was the first one assigned to the program office, and in those early days I found myself asking, what does the 508 program office do? And more importantly how do we become effective?

I will admit that at first I was clueless. Number one I did not understand the law so I had to research the rehabilitation act and laws related to section 508. I was also clueless on what the law applied to and how to verify those things for compliance. We do not have a formal policy so we had to figure out what our policy should look like, and what does it apply to. This was a major effort involved not only my ADC but also my division chief and other stakeholders around the Bureau. It was a total team effort in standing up the office.

Again we had to figure out what tools were needed to perform the job, we had to figure out what skill sets were needed, and who should the team comprised of. We also had to figure out the focus of the team. As the Bureau, like most agencies, has a lot of Digital Products that we buy, we develop, and we maintain. So we quickly had to get ramped up.

Even though I was the only one of the team at this point, we did have staff in the agency that was doing good 508 work. I found I was not alone. We did have expertise.

Again in leadership, and also other people within the Bureau that were kind of doing the job. But we were all spread out.

We had folks that were good at remediating documents. Or that were good at testing various scenarios, using assistive technology and they were good at giving a 508 guidance and again we were all spread out.

At the Bureau we put out a lot of surveys and a lot of information, and it is critical that these systems are accessible, so we had folks in place that were doing the work. But again, different divisions.

So we developed a plan for-- one of the first things we did was hire a 508 coordinator who understood the task at hand. We started forming the team with those existing staff that were spread out. It was a long process. Thankfully, our leadership was supportive in having positions reassigned to one program office. That was the key. We did not have to work in a matrix environment. We were all on one dedicated team.

And we also secured funding for additional contract support, which was a big help because early on, while we were standing at the office, we knew we needed skilled staff that really understood 508. And this was important because our agency, looking into the future, we had several large initiatives underway that required extensive testing. When including preparing for the 2020 Census.

So it was key that we make all of our staff-- not only our 508 T but the staff as a whole aware of the 508 team and building accessibility into the design in documents and into the media ahead of time because the initial products were among so many. And this was intimidating at first. I don't want to paint a rosy picture. It was a little intimidating.

Let's talk a little bit about how I personally got wrapped up. Thankfully in those early years there were many resources that were available that I did take advantage of. This is good. Section 508.gov was probably my key resource. I spent a lot of time pouring through the playbook and looking at all the rows involved at each step of the way. We get to know Yvette, Andrew another people who gave us great support. We are still reviewing that material on a weekly basis. This will be an ongoing staff as we continue to understand how we make all the digital projects compliant.

Also reached out to other agencies' Section 508 program office for advice and help and my predecessor was involved in setting up the office in a proponent of molding 508 compliance and they set up meet and greets with us with other folks, the VA and other agencies, which was helpful early on.

I also took could be trusted test course and reached out to the folks out at DHS more than I should have, but all of that was helpful in reviewing the ICT baseline and all of that so on-the-job training and working with good staff we were really able to build up our team skills.

Now, I will talk a little bit about my previous career, and how that benefits me. I do not have a traditional path to 508. I am a web developer, and a former Webmaster and this is key to understanding the software development process, otherwise known as the SDLC. It helps to add requirements in the development process, so compliance is built into the product early on. This also helps with Sprint scheduling and ensuring that our 508 team is included in the testing and assessment product process for applications that our development team spread across the Bureau.

Also in the past, I have been a configuration manager, and a defed (sounds like) manager. This is helpful when working with teams to schedule remediation of key issues that we found. And you know, I say that because the development processes can include different variables such as project schedules, Resources, You may be swapping in our out resources and technology. And maybe there is a direction that technology is heading in, and you have to understand that.

So having issues not only added to the backlog, but our goal is also really getting those issues fixed. And so being a former scrub master and defect manager that really helps.

I was also formerly a test manager. And I bring this up because I am used to communicating issues with teams, and reporting findings and test results, and really having tough talks with people when it comes to development. It is important to discuss issues so that product owners understand the problem. And you want this discussion to be effective so that a plan of remediation is established.

And then also at times we have to train staff on how to determine compliance. Right? Which can involve tools or manual processes. So my previous testing experience has helped me to be able to communicate with our stakeholders in a constructive way to really get results.

And then finally there is a (indiscernible) development to my job, contracting Officer technical representative. We manage a suite of tools that includes Jaws, Dragon NaturallySpeaking, and these tools are used not only for reasonable accommodations but also for testing throughout the agency. And we have to provide training and support and maintenance for these tools. Right? We have to keep them up to speed and make sure we have the latest and greatest and best technology available for all of our folks.

We also have contract support staff and her team. And we have to manage a budget for all of the resources. We have to closely manage our budget. So before joining Census I work at the Defense information systems agency otherwise known as DISA, a DoD agency and that experience has been beneficial with managing our contracting staff in keeping our tools maintained and distributed to end users and ensuring deliverables are quality and delivered on time.

And also finally ensuring that we have enough funding to support a program office, which is a definite challenge nowadays. But all of the administrative duties that I needed to pay the bills and to really keep the lights on so to speak. So just wanted to walk you all through my background and how kind of how I got here. Now I will turn things over to Tamika. And she will do the same. So thank you. You all can give me a minute let me --.

TAMIKA: Can you see me? Can everybody see me?

YVETTE: Yes I see you.

TAMIKA: We figured it out. I worked it out. Here it goes.

Thank you so much for that introduction to our office Dave. It is my pleasure to talk to you guys a little bit about my introduction to 508.

For me this is two parts. It began personally. Just understanding the personal part. My introduction began as a mom of two disabled children. I learned early on that accessibility was not going to be a mere accessory. It made the difference between me being able to communicate and make a connection with my children.

So once my children were diagnosed with a disability, it was a relief but also it felt very daunting. My parents had handed down to me values and knowledge. As a mother I wanted to give that to my children because that was my job. It was my job-- it is my job-- to teach them those very values and help them connect with the world around them and already I was entering into this role with challenges I was not prepared to face.

But instead of focusing on my own inadequacies, I focused on making their childhood the best that it could be. So I was determined to learn how to communicate with them. And I could not have done that without the use of accessibility and accessibility tools that were made available to me.

My role as a teacher to my children during that time really became interchangeable. And I was, you know, going to have to learn from them while learning how to teach them, which was so essential in my life. And really my career. It was the best connection that I could ever have hoped for with them. My kids would teach me how to provide what they needed and how to experience the world around them, which was so essential for me.

For me, this inside really helped me to have a great appreciation for the impact that my career would have on the half not only my colleagues but very possibly my very own children in the near future. So I realized that what I do on behalf of others is really dependent upon life experiences, input, and support, and that I am always learning from the disability community on how to best support them.

Now, transition really on how those things moved into my personal career, my professional introduction to Accessibility and comply started complies really in my employment with the Bureau and I learned in human resources the laws that are in place to protect individuals with disabilities from discrimination. I thought that was really essential because the essential information was my Segway into 508.

Later on while working with the check team here at the Bureau as a business analyst, that check team works with hiring or bringing individuals into the Bureau, under the direction I'm a professional mentor and supervisor at the time.

I had the opportunity to lead a project that was primarily with the focus of hiring new employees, in making that application accessible to its users in human resources so that task was a large initiatives and it required that I learned in the scope of one project multifaceted skills that I was continuing to build on with regards to my IT noticed that already had.

Our learning new coding languages, mastering coding source and developing tools and learning how to use accessibility tools and developing testing metric on my own that would allow us to meet our goals. Not aware that there was a whole system in place. It was a large undertaking. The task felt enormous.

Collaborating with our team of developers and project managers was essential in testing and remediating this existing application that was also in the process of being enhanced for usability. We were performing accessibility and usability tests at the same time in one of the biggest challenges for me was that I was familiar with what I understood about his abilities at my own children faced, but I thought I really like the knowledge to ensure that in my testing I was covering all of the disabilities that a user could face, who needed to have access to the application. Was all that going to be accounted for?

I would ask myself, how can I possibly put myself in the shoes of every person who would need support when accessing the check application? I knew that I had some learning to do so that was number one.

And I took each task one day at a time, learning as much as I could about accessibility and the guidelines for supporting that. Really my motivation for that was that I was helping people. And I don't think there is any feeling that good fuels a motivation stronger than that.

So when the opportunity became available for me to make Section 508 a career choice, I jumped at the opportunity with both feet. I knew that there was more to learn, and joining the team I did so with anticipation because again my goal was to help.

It was wonderful learning that there was a better way to perform an accessibility to test that was effective and systematic Using the YI guidelines. I joined the team and I have to say I was bright eyed and bushy tailed, and I was ready to make a big impact.

Initially we had some exciting achievements and some challenges. I felt that in my career those went hand-in-hand. My joys in my challenges. Some of them included provided education to staff on the benefits of accessibility on behalf of individuals with disabilities that were both visible and invisible. And helping someone to appreciate that this would make the difference between who they even considered higher, how much work they put into their disability in the projects.

This challenge once met successfully will turn my biggest challenges into my biggest accomplishment. I work with the goal of helping others to understand that accessibility is not just the subject that you merely skip through. I wanted to know that there was a whole community of people that needed to be included in supported. And as a subject matter expert in Section 508, and the responsibility -- in addition to balancing my task I had to help others to understand what my responsibility was as a subject matter expert, and the responsibility of the application developer. That again brought some additional challenges.

The goal was really to educate and not have me tell the developer what to do. So, helping others to understand the guidelines rather than really directing their creative process was really important to me. Especially working with developers, project managers and stakeholders. There was a line that required a lot of balance.

Often while integrating accessibility projects, stakeholders who also were in the beginning stages of understanding the software were also working on a disability, that was another challenge that we had to face. During at times during the testing we would run into usability issues that were not accessibility, but development issues and it was important to differentiate between the two.

Some of my biggest joys include watching stakeholders include accessibility checkpoints as part of the development process. Where previously they have not either understood or have not had a process in place. It meant for me that they were educated enough to continue using the knowledge that they had gained from our team to integrate into their applications an accessibility check, which was an important part of development. And not simply because it was the law, but because it was the right thing to do.

There are so many facets to Section 508, not just how we use software but how we buy it, so market research allowed me to see some truly cutting edge initiatives that external software developers were using to make accessibility features relevant for the future. As well as testing 508 assessment software that was creating new ways to make test of accessibility easier so tests are done with fluidity and speed, and I appreciate the benefit and value of what we have been able to do as a team and look forward to the wonderful enhancements that we can make as a team since I have been here in the 508 team.

That was my introduction to 508 and how much I enjoy working on the team. And I'm going to pass it back over to

DAVID:: Thank you Tamika. I want to re-echo what she said, team effort. There have been a couple of times, I have been the only person on the team and now with Tamika we are starting to ramp up and it really takes a team effort. Really cannot sit in a silo by yourself. That is definitely how we have improved. So you know, I think we are a little early for the break so Yvette, not sure. Do you want to break now? Do you want to keep going?

YVETTE: Let's keep going a little longer and then we will go ahead. Some people joined late. We had a little technical issue in the background, so let's keep going, and if there are any questions for you, you may want to handle those.

DAVID:: Oh yes. Are there any questions?

YVETTE: I do have a question. How long did it take to actually get a good group gel together, where you are moving forward as a team?

DAVID:: Good question. Wow. That took us maybe a year or two. You know, initially because as we brought in resources, we have to figure out, you know, where to kind of plug them into. Understanding everyone's skill sets. We had different folks who were good at different things, so we tried to plug them into those areas to be effective and so try to secure additional funding, you know. Yeah, it took a while. We had to check out our policy, meet with other agencies and try to understand how other people are doing things.

You know, why reinvent the wheel? There are other agencies, other people out there they were doing great. VA, DHS, Social Security, so it is key for us-- you all Yvette, I don't know how many times we met with you all.

I would do want to say that I did do a six month detail with GSA and spent a lot of time with the 508 team down there and that was extensive. And I'm still learning, to be honest with you. So coming back here and presenting here, we have done this a few times now. This is important because as we continue to mature, it is important for us to do a brained-up (sounds like) we don't want to hold things close to our chest. We realize that there are still ways that we can improve so we are still dialing monthly listening to the seminars and what is going on. Is there any new news with tools, any changes in the way we look at things you are procuring things? So it is continued learning I kid you not, we probably review those guidelines weekly. And teams come in with a lot of different questions and don't always have the answers. Sometimes we have to do research.

YVETTE: Katherine has a question so, what process are you using to deploy and manage licenses and develop the tests?

DAVID:: That is a good question, so we did a four-pass, when we looked at the agency trying to do to the best of our abilities, what is our need for testing? A lot of this was spurred initially when we started getting into the toolset, it was spurred by the 2020 Census, trying to get a sense of what was going on development wise. But it is kind of looking at what are your needs for reasonable accommodation. You may have those numbers and that may be a little easier.

But then there is also, you know, we want to forecast-- because we always want to have enough on hand to the point that, especially with reasonable accommodations, you have a certain time period to deliver these tools. So we have a group, a desktop group, that manages the distribution of software. And so we work with them to have it packaged. So we have a ticketing system. People can submit a ticket and it comes to our program office. We are the ones that approve it. We have routine meetings so for reasonable accommodations, we have routine meetings with the reasonable accommodations team and HR and also with the desktop group.

So we try to stay on top of things as they come in.

But again automation-- especially through that distribution is the key. Having that ticket approval system, it is all automated and once we hit approve, it is within the ticket system and that software automatically get routed to the end user. I think we have a 24-48hr. Period in which users should see it and should have their approval. This has been an enterprise, something implemented enterprise wide. Not just for 508.

>> I understand that and what I was getting at was trying to find out, when you went out to get your various licenses, Dragon NaturallySpeaking, JAWS, did you purchase an enterprise package with maybe 50 licenses for each of those tools? Or what have you? I understand that you communicated the availability and folks who want or need the various tools they submit a ticket. And 48 hours later the information of the software is pushed to their PC image. I understand that. I just trying to get at how did you acquire? What methods did you use? As it related to licenses.

And that what I was getting at with regards to managing the licenses, deals with how do you handle if someone has left the agency? Do you get an alert? Does the license automatically roll back to you? That is kind of what I was looking for.

DAVID:: Right. The if someone leaves the agency we get an alert automatically and the license roles back to us. We also get individual C (sounds like) licenses, those are great for reasonable accommodations. You have to have dedicated software there. You don't want to have it depended on-- something for those enterprise licenses you may have a batch of 50. Well 51 people are trying to get in. That 51st person is short so for reasonable accommodations we have individual C licenses. We have to work with them, and they will break it up for us. We tell them up front and we want 50 licenses available, or we want 20 sitting on the side. We found vendors to be very easy to work with. Hopefully, that answers your question.

>> It does. Thank you.

YVETTE: We have another question from Amy. She is asking, how do you prioritize accessibility projects? Do you have a hierarchy of importance?

DAVID:: That is a great question. Early on we did it based upon risk; we had a risk matrix where we looked at, you know, what would be some of the critical failures? For the 2020 census it was probably really easy. We knew we were going to have an online form that all Americans were going to touch. For us that was like oh! That's key! That has to be accessible.

Other than that sometimes leadership prioritizes things. You should within Census has three or four key initiatives that are key for the agency. So we are kind of taking a line from that. So it was not like we are just going out and picking willy-nilly. There is a strategy behind it.

TAMIKA: In addition to help, if I can follow

DAVID:'s comments, to prioritize projects within teams that may not be a bureau initiative, we established an internal management system using it project management tool that allows individuals to do an intake process and work a ticket process internally for us in 508, that allows us to prioritize the project that are on the same level to ensure that we are reaching everyone and we are able to give them an adequate timeframe for completion.

DAVID:: Within the bureau, we are all trying to get better and smarter on the things we focus on so our leadership in the CIO had drilled into everyone these are the things we should work on. These are the things that we support. So for our program office is easy to just stay around with that. Definitely a risk-based approach is key.

YVETTE: Lawrence is asking, do you have a team within your agency to test new software? New software where users who have 508 compliance software. Do you have experience with JAWS scripting?

DAVID:: Well, not sure if I understand that question.

YVETTE: Let me read it again. Do you have a team within your agency to test new software with users who have 508 compliance software? And then, do you have experience with JAWS scripting?

DAVID:: Okay. We would be the team that would be responsible for testing for 508 compliance. Yes, JAWS is included within the tool suite. That is assisted technology that will use the test with.

YVETTE: Does that answer your question Lauren?

>> Thank you very much.

YVETTE: I'm going to read Gary's question. Do you have desktop support staff who are qualified to install, configure, and support employees who use AT? How have you trained desktop support staff to be qualified?

DAVID:: So that is a great question. We do have desktop support staff that can help. If it gets a little above their heads, they are going to come to us. We are like tier 2, tier 3 desktop support. So we do have within our contract staff, we have folks that are trusted testers; we have folks who have years of experience. So we will give that support. If it gets above us that we do have support with the vendors that we deal with. We will take you directly to them. We have done that. We have done (indiscernible) involved with our users and screen sharing sessions and assisted training.

That is another thing too. Some the vendors that we deal with like Dragon, they give support. They have brought in some of their people to actually train us. So that is one of the advantage that we have seen going with those big box vendors. And I will talk about open source and bit box later. That has been great for us. When we do have a problem with raising our hand. That is why we have maintenance. We are not the experts on everything. We do try to have that support available to be able to support us in what we need to do.

YVETTE: Great, thanks Dave. We will stop right here and take a 10 minute break. I'm going to ask everyone to come back at 1:55.

DAVID:: Thank you.

>> [Break]

>> [Return from break]

YVETTE: Welcome back everyone. I'm going to turn this back over to Dave. Take it away.

DAVE: Welcome back everyone. I hope you all are enjoying this presentation here from Tamika and myself. To give you a little caveat I was on vacation last week so mentally I'm still there. Not sure what you will get in the second hour. We are going to let it roll.

Now, everyone, Tamika and I will give you a brief glance of how our week looks. I am sure is similar to a lot of you all's week. No two days are alike. We often juggle multiple projects on a daily basis.

To be honest no two weeks are alike also.

As a 508 coordinator I will walk you through my week. Day by day.

So on Mondays, every day I think I told you I was a former scrum master. We implemented a team scrum. We do it and 9:45 daily and we try to make a quick. Each person get like 3 minutes to talk. Not a deep dive team meeting. We just want to talk about what you did yesterday? What are you going to work on today? Do you have any problems? Any issues? Any roadblocks? We need to flush out any problems that you may have that prevent you from doing what you need to do today. It gives other team members situational awareness so that we know what kind is of going on.

We have often found that, this is a great opportunity for folks to jump in the sack and help with this or hey, that is not a good approach so let's go and do this.

It is a team centric meeting. It will enable you to have a productive day. That is how we start off our mornings, with the team scrum and being a former scrum master I love scrums.

Midday on Mondays I have a meeting with my mentor. So there are probably three meetings during the week that I would love to have, and I will always have. Meeting with my mentor and my supervisor. My meeting with my mentor is key. We probably have different philosophies.

Initially my meetings with him started out at like 30 minutes. But now we can be an hour and 1/2 talking about government and operations. He is a branch chief as well so we get to talk administrative stuff, and that is great, just to have someone that you can bounce ideas off of. Someone that can share things with you. He has been at the Bureau now for 30+ years. He knows where all the skeletons are buried and that is a key meeting for me. And also at the beginning of the week, we start a lot of team collaborations, we meet with a lot of teams like on Mondays and we have a team developing guidance on how to create data visualizations. We partnered up with that team. We meet with them biweekly where we talk. Our purpose there is they are creating diamonds overall and data visualization. And we have to make sure that the data visualizations being created are accessible.

And we have other teams that are creating communications. We joined their team meetings. Teams that are development teams. We meet with them. And we use the guidance given out enterprise wide.

A lot of those meetings start Mondays where we meet with teams. Yep, it's effective. Tuesdays we have a CIO team meeting, like training. Each different area from around the Bureau gets to come and present -- this is great because each gives you situational awareness of what is going around the Bureau.

We have three or four initiatives that leadership wants us all to focus on. These keeps everyone corralled and moving forward and that is a great meeting.

And also starting on Tuesdays we have to start reporting on our team status for the previous week. So we are working on that stuff. I could have 508 checklists that I have to assign. And also teams can be reaching out for guidance, and I am sure Tamika will dive into that. We can be meeting with a number of teams to talk testing, or people just have questions. So that will be my Tuesday.

Wednesdays are probably a kind of dedicated mortar (correction) more like administrative side of things. We sit on the approval board in the agency called SWG, the standards working group. The purpose of that group is to ensure that the software people are bringing in is compliant and it is secure, usable and can be maintained. Multiple areas within our CIO area has a seat at the table and we are one. Our stake in the claim is to ensure we are bringing accessible products. I'm participating in that but also we have contract support staff, so we have health check status meetings with our vendor. And so I have to attend those. Again it is like the administrative kind of day, making sure all the bills are paid, and making sure our team is running efficiently.

By Thursday again we manage a suite of tools. And so we have approvals coming in. I don't want to just make it sound like I am approving these on a daily basis or assigning a checklist on Tuesdays only. It could be any day. Is just to give you an idea of different things that could be involved in.

But again it could be approving tool submissions, ensuring that things that were previously approved that the users have them, and they were successfully installed and there were no issues and no training needed. Tying up loose ends with that. Making sure reasonable accommodation staff has no problems.

Also we do a lot-- for the project were we do 508 testing, before handing over our results or our findings or anything of that sort, we want to make sure as a team that everything is correct and good. So we have internal peer reviews. We walk through all of the findings. We make sure all of the "i's" are dotted and "t's" are crossed. Our team meetings could be 3-4 hours, making sure everything is on a par, so when we meet with the product owners we can fully explain what the problem is and develop a remediation path moving forward. So that could be my Thursdays.

And on my Fridays, sort of my day to meet with a supervisor. This is a key meeting for me because this is where I want to recap the week with him and prepare for the next week. And if there is anything that should be on the radar, he puts it on the radar. We want to make sure we are all moving down the same path. And so, you know, we take the time to meet with our -- Fridays can be a little slower than the other days-- this is a good day to meet with the development tool to make sure they understand what is going on with the findings and making sure they are on target with the remediation paths.

And also we have data calls that we have to respond to. We have a quarterly DEIA, details program activities. Our annual report that we have to submit lists the number of sites we have evaluated in their overall compliance training, and also program activities. I think GSA has just thrown another survey at us. We have to prepare for that. Our Bureau is under the Department of Commerce. We may have DoC data calls that we have to respond to.

My supervisors or our leaderships maybe want to know what is going on. I may have a data call to respond to internally on Friday. I am sure I have left some stuff out of these are the things that come to the top of my mind. So I will pass this on to Tamika so she can explain her week.

TAMIKA: Thank you so much for that Dave, and following up with what you mentioned, day in the life of.

As I'm talking about two things I'm going to highlight some of the activities that I have during the weekly basis, activities and manage on a daily basis and some activities that I manage, that happen over a long term process that has to be picked at on a weekly basis.

So, our team works very well together. We make sure that as a team we have constant touch points. Right? Within those touch points everything that I do is very connected to Dave; everything that Dave is connected to a supervisor and everything I do is connected to the individuals I oversee as a team lead for 508.

So a day in the life with me would begin with engaging with those internal requests we get for information, answering questions through our email system. Because we will get requests through that system. That is how we communicate. It's almost like a lifetime to both internal and external requests. We do not miss an email.

We get very detailed questions regarding accessibility; those questions at times require a lot of research and a lot of input.

We have very detailed data here the Bureau. Sometimes requests for data require research. We work with a team of experts to answer those questions because our team dynamic is very unique here at the Bureau.

We work with all subject matter experts. Whereas some government teams are comprised of individuals that are in the development process of learning. And in the advanced stages of learning to master's at what they did so we have all sorts of subject matter experts in our team. That gives us a very interesting dynamic to work with whenever we are researching or answering any of the questions we get internally. ---

So whenever we are offering insight on 508 subjects we have a team that has a wide variety of specialties. And as a matter of fact we are always learning. The best part about this team is we come in with a skill level that is pretty high with accessibility. And in addition to that our main focus is bringing additional information into our toolbox so we can assist not just the Bureau but any external requests that we get, answering any complex questions, or doing any type of research.

In addition to that I act as a liaison for stakeholders in their evaluations which means I manage projects from the intake process to the certification process. Which is really, really important because a lot of the steps that Dave mentioned that a part of his weekly process I actually manage those and bring them to Dave so we can make sure they are managed and supervised appropriately.

So I played a role that allows you to have so much insight into our testing process. And into the customer that we are working with. This ensures that we complete our goals, not only as a team, but we help the stakeholder to complete their goals.

We are working with them to execute expectation and deployment deadlines. So those are some important factors that play in completing an assessment and moving a client to certification. Our goal is not only to support our coworkers through assessment but to educate them.

So really the goal is for them to leave the table with the growing understanding of accessibility. This means that we schedule meetings regularly as Dave mentioned to manage touch points and ensure that the project is finished and meet the accepted measure of compliance for certification here at the Bureau.

At times, these meetings can be impromptu. Where a client or customer calls or ask a question. Or planned where we provide assistance based on a complex question issue, or technology-based assessment that needs to be done.

We also organize regular meetings with our testers, as Dave mentioned. Those peer reviews are a big part of our team initiative and effort. And these peer reviews help evaluate the test results that are found in what steps are required in order to move forward. These have multiple touch points. It is not just in terms of assessing and releasing a team. We assess, review, assess, review. So it has a very unique step-by-step process.

At times 508 assessment results will give us insight into a unique testing process and really help us to make essential modifications to those processes for centricity, brevity, and clarification. And that is ultimately our goal.

Each assessment may have a different focus point depending on the team we are working with. We make it our goal to highlight whatever that touch point is to meet the needs of our coworkers, clients, and customers.

As I mentioned before, my tasks are broken up into daily things that I do which is comprised of that group, as well as it is an extended agenda daily, monthly or weekly. So this has Initiatives. I chair the 508 Council meetings of the Bureau and the aim is to provide valuable 508 insight into our compliments and future initiatives. We invite representation of different key players here the Bureau who have a stake in accessibility and support. And encourage them to attend and to provide us with insight as Dave mentioned.

At the end, we use a portion of that time to ask others what they are doing with accessibility here at the Bureau and celebrate their accomplishments. We wanted to know we appreciate what they are doing.

 Is also our opportunity to ask a particular group if there are issues that we can help with. It is something we can research? Is there something we can help you develop? Is there some software that need to be done? That is an opportunity for them to speak up and give us an opportunity to assist. So we open the floor for questions, comments, concerns at each of these Section 508 coordination Council meetings.

Overall this is a big opportunity for us as a team to make connections. We have so many diversity groups here at the Bureau and we, a), aim to make connections with those groups and make sure we are complying with those groups. In addition we are part of other groups like Dave mentioned, data visualizations one of them. So we do a lot of maps and graphs here the Bureau, because we are a database organization.

Because of that, the information that we provide allows some of the biggest challenges when it comes to visualization, to be connected with accessibility and compliance. So that focus or initiative is really important.

Of course a reasonable accommodation meetings-- I don't know if Dave mentioned that when-- but we meet with individuals within human resources and other IT service providers to help assist with providing accommodations as needed.

In addition, I think the question was asked lay earlier about whether or not we do JAWS scripting. With this group in particular, this is an opportunity for us to take any technology-based issues that may arise with technology conflicting with accessibility software. And then to use the scripting to integrate the two.

So some of the software is developed in-house. It requires some scripting in order for them to work together. So we have teams that assist was working on that; and we work with those teams to determine what needs to be done.

We work with the communications directorate as they published guidelines to ensure that all of our public facing content is accessible. We regularly monitor this content for any issues and make immediate changes if anything is needed and that is a large part of the initiative here the Bureau. We look for the most effective way to support the Bureau here. That is our goal and initiative, both training and education, whether through those one-on-one sessions that we have with individual employees or assisting with the planning for larger initiatives like NDAM, national disability awareness month. So we have different partners here in the Bureau.

We included in that group neuro- diversity which was very important. We are able to provide insight on compliance related topics and issues. That was our part with NDAM that we really enjoyed.

We enjoy what we do in our goal is to keep expanding the reach of accessibility and compliance here at the Bureau so that is the initiatives that we take every day. Thank you so much and I think I am going to pass it back to Dave, to close us out.

YVETTE: Yes Dave, before we go forward, you have a question, how do you handle document PDF compliance? Do you use a third-party source?

DAVE: In the past we used to use Common Look for PDF remediations; we are reevaluating that now. We may pick it up. Right now we are doing it manually, so we have a communication directorate, and they have staff that we found are very good at remediating PDFs. They do a lot of this manually, so we partnered up with them. We also have resources on our team, our contract support staff can remediate PDFs manually. So they alleviated the need for a tool.

But the reason why we're looking back at a tool is because we do see our anticipated workload really increasing substantially over the next year. We've got more and more teams coming to us not only for testing but saying hey, can you fix this for us? Some of the stuff we found super large. Some people are putting out 300 and 400 page documents; this could take our teams like-- it could be a breaker for our team. So while it is great that we do have people who are good at remediation, but this stuff is a killer for all of us, so we are looking at bringing back In Common Look. We are also looking at other PDF tools. We are monitoring that on the GSA thread.

I wish there were to where you could hit a button and fix everything. But until then we have to cobble your best approach.

YVETTE: How many Section 508 team members does the Bureau have?

DAVE: Right now we are a team of four and a half, a part-time. And we have another person that is going to be detailed to our team soon. So 4.5 I would say. Maybe we are going to add on another staff member; but we have to ramp that person up. It's going to take time to get them effective. ---

YVETTE: Those are all the questions I saw in the chat. Sorry Tamika.

TAMIKA: I wanted to piggyback off of what Dave was saying. In terms of our team the size of our team-- another prominent reason is that we have to make sure we are doing the best use of our resources and during those assessment touch points it gives us an accurate timeframe for delivery and completion, assessing each task. We manage those touch points really effectively, because it is essential that we know what we are facing, and how we can do it to a standard that meets the high standard that we want to have for compliance.

So all of that is involved who we are working with the customer. We are constantly as a team making sure that we are able to meet that high standard, even with the size of our team. So we have put a lot of tools in place to manage that, to make sure that everything is being done effectively, and with fluidity.

DAVE: Yep. I would say number wise; it can be very dynamic. For the 2020 Census we were able to ramp up, at the we had 15 members on the team. So it can vary so for something like that, critical cooperation, we had to ramp up for that. But again when that operation went away, funding is a challenge for all of us. Right? Definitely a challenge for us. We still have to pay the bills. Yes, we had to ramp down. But we will see our workload definitely increasing. Hopefully, we will be able to ramp up.

YVETTE: Dave, do you support all of the Department of Commerce too or just Census?

DAVE: We just support Census. To partner up with the Department of Commerce to kind of develop 508 guidance that they want to push out. Again we are a Bureau within the Department of Commerce, so if they come to us we are here to support. But yes, we're mainly Census though.

They have their 508 coordinator, and we talk with them a lot. With -- and Jennifer Jessup (sounds like), they are 508 quarters, and we talk with them extensively. So it is not sitting in our silo. We know what they are up to, and they know what we are up to. It takes a team effort.

YVETTE: I think that is it on the question. There is one right there. Erica, can you see? Erica says, I have questions. While our core team works well to set goals and guidelines we do find it difficult with consistency of compliance with those that do not have primary responsibility for web site updates. How do you enforce and review compliance? Especially in large organizations?

DAVE: Yeah, I mean enforcement can definitely be a challenge. I'm kind of omniscient (sounds like) to compliance. We talk about how to identify what some of the strategies are, and how do they make people stay in line? With security is a lot more serious. Then it will just take you off-line if you're not compliance. I don't know where disability is with that. Oh, your document is not compliant, and we will take it off.

For us it is making our staff and people where. The more we talk to people, the first there are clues that they want to do the right thing. 95% of the staff wants to do the right thing. Right? But it is making people aware. So yep.

TAMIKA: If I could tag into Dave's comment, we recognize the importance as a team. We make sure that whenever we are meeting with individuals we are inputting that human element, ensuring they understand you are working with a whole group of people. Right? Those that are here at the Bureau. Those that are coming into the Bureau.

We also realize that is an important initiative that requires that we work with higher ups. Then that message is passed down. That the entire Bureau needs to support. We are part of the CIO's office. Constantly pushing down to ensure that the organization is aware that these initiatives need to be prioritized.

DAVE: I wanted to add on to what Tamika said, there are now-- we always start off with folks and say hey, number one this is the law. The law says you're supposed to do this, and we have a policy that states hey you have to do this. There have been times where we had to escalate things to our supervisor. And they are in support of 508. Thankfully, our leadership understands the importance of it.

But there are times that we do have to remind people hey, this is the law. You do have to be compliant. We distress along teams that hey, even though we are the 508 program offers you as a program owner, this is your responsibility. So it is educating folks. Right? And holding them accountable.

Thankfully, we have a policy that is in place that says that. We have leadership that does give support. And then we have on the other end teams that are willing to do it as well. We have not seen a lot of, you know what? I'm not going to do it.

TAMIKA: They attach a human component to this. We help them see disabilities are both visible and invisible. Recognizing that, you have someone in your team right now who is struggling because you have something that is not compliant. They may not even be speaking up. Kind of attaching that human component allows people to understand that there are people behind is that need to be able to work effectively, and you can help them do that.

YVETTE: So there was a question. Do you work for the CIO's office or outside of the CIO office?

DAVE: We are within the CIO's office. We are within the ADSD division which is the application developer services division. And it is great because like our ADC is enterprise content so our supervisor, his area he has a SharePoint Census.gov. We are with the people creating the software. That is a bonus because the team is not going to do something, I told my boss. He is your boss. They will definitely do it. But we don't have to go there.

Like Tamika said, once we explain it they get it. Like the human element.

But there is a hammer.

YVETTE: This question is funny. I'm not going to ask it, but I am laughing while I am reading it. The have a plan or strategy to respond to the new semiannual report? Anything you are willing to share? (chuckles)

DAVE: Is that the new report from you all?

YVETTE: That's why I was laughing. Uh-huh.

DAVE: I don't know who can take that, Andrew, Yvette--

YVETTE: We are a team, so it is all of us.

DAVE: So I will say that we did register as a POC. We are looking forward to that in June. I think I saw Andrew send something, the June issue, you will send a link and you will have office hours. If you need help with the form, I did go online, you all sent it out like an FAQ page. There is something. I think you can even get a preview of what the survey is.

So I did a quick scan of it. Remember last week I was on vacation. It was a very quick scan before vacation, so I have not dived deep into it to see what you all are asking. But I am not too worried. We are very record a lot of information and a lot of activities up of what our program office is doing. I think I talked about this earlier. We have a quarterly DEIA report that we have to respond to. DOC data calls and biannual data calls that we have to respond to so some of that stuff captures what our program office is doing. Hopefully, we already have a lot of the content in the place that is needed.

But again I know you all have office hours. And you know what? I will just come and track you all down.

YVETTE: (chuckles). Hopefully, that answers that question. Gary is asking, how are you communicating agencywide that you exist, and they are all obligated to comply with the ICT to conform? Comply and for ICT to conform? What director level communication has been given Bureau wide, and that your office has authority?

DAVE: That is a great question. That is a really good question.

TAMIKA: Can I jump in?

DAVE: Yes, yes.

TAMIKA: So in terms of agencywide, we use broadcast system messages in order to identify our resources, which is really, really important. The thing about our agency is we are very communicative as a team and within the CIO we have topic Tuesday, so we discussed some of the relevant topics happening among different teams and groups in the Bureau. We have an opportunity to participate in that. And during that time it allows us to have that preacher we can identify what the requirements are, how complexes can be, that we are a resource, and we are available, what things need to comply because a lot of people are confused about what compliance needs to be done. They may assume that something is built in and there is no requirement for them. And we can identify hey, yes you do have to do something. (chuckles). So those opportunities to really share, this needs to be in compliance and here is how. Right?

We also have a SharePoint site. We make sure that SharePoint site is at the top of resources, so it is searchable anytime anybody looking for 508 resources or topics. It is there.

We are constantly making ourselves available and make others aware of what we can do. We scheduled lunch and learns; we make sure we are a part of any big initiative here at the Bureau. We look for opportunities to connect with team individuals, teams, and individuals, to ensure that 508 is a talking point.

Anytime you have an opportunity to speak up, we do. Dave I will let you jump in if you want to finish with the ICT portion.

DAVE: That was awesome. In addition to what Tamika said, from the top down perspective, our CIO, we presented at CIO meetings and town halls and done a ton of seminars. Initially when we set up the office within Census I think there is weekly division chiefs meetings, from all across. They all get together.

Our policy was to push down from the division chief; this was an even as going to that meeting and screaming, "you must be compliant!"

This was going against other leadership and tell you guys need to do that. So it was pushed down from the top. Also our policy is available on the policy portal within Census. All policies are located there. Our policy is right there.

And so it is available on the policy portal. It has been definitely embedded. Within the acquisition process, we have worked across the board to ensure that 508 is baked into our a lot of our processes.

The key was having leadership to push it down as opposed to us spreading the word.

TAMIKA: And being a part of different teams like the data visualization team, where that is getting pushed out not just for our agency but becoming the standard. We are integrated into that to include in that 508 checkpoint so is built into the requirement process so once they develop something is already compliant because you had to go to be steps to ensure that the compliance was met. We try to bake those things in, and work with teams in the development process is not necessary at the end so they can ensure that look, once you learn that this is a requirement for this process you keep integrating this.

DAVE: And you know what? What Tamika was talking about was key about putting out guidance. Because there are already experts in the agency that people will go to, experts and trainings, experts in creating documents, guidelines on creating visualizations. What the agency does not need is another guide; there is only so much that we can say. So stick to our stuff and add it to whatever the existing authorities is out there. And it does a couple of things. It streamlines resources and also ensures that the guidance that the agency is putting out, that that is effective. And so we found that to be a better use of our resources. Right?

To sort of deputized sheriffs around. To have deputy sheriffs around. That is what we are hoping to do. Educate and deputize people. Make them dangerous.

YVETTE: Deputization. So do you use platform based tools to provide a one-stop service to respond to customer requests to help with AT or respond to customer complaints? If so what platform or platforms are used? Are there any accessibility challenges or workarounds on the platform?

DAVE: You know what? Let me see. What platforms.

TAMIKA: I can jump in if you want. Our platform vary. As I mentioned before in my daily tasks, it includes responding to customer requests through our email box, because we realize that we are going to get a lot of information from different resources. So having a lot of methods for people to be able to reach out to us, and making sure that all of those methods really, even if they are from different touch points, point back to our team is the most essential part. Right?

You can have several touch points and none of those point to the person who can resolve the issue. Or to assist with resolving the issue or come up with a solution. So we have various touch points.

I will speak to a few, and let you tie in with the rest Dave if you want. We have a Bureau process which takes the intake of actual customers working with us, or coworkers working with us on their individual projects. We have an email system that allows us to keep communicating directly with people and answer and research any topic questions or issues.

We work internally so we have our coordination Council meetings where we regularly scheduled meetings with individuals who work in that accessibility community and use that as a touch point to discuss any issues, relevant topics, things that may come up, request for assistance. So those are some of the platforms that come to my mind, and Dave I will let you ping some of the other ones, technology-based that we use.

DAVE: You are spot on. I don't have much to add. We have a couple of different ways that people can reach out to us. If you are external. We have email addresses, and we have phone numbers. We have a phone number you can call, and the public utilizes this.

I remember during the 2020 Census we had like 20-30 calls today with questions and things of that sort. You know, like Tamika said for customers that we are working on for projects, we have JERA (sounds like), tracking your feedback and your project which is totally automated. You can track it from intake all the way to closure. We have multiple ways.

We have a ticketing system that our help desk uses. Right? We may see tickets coming into that. But you know, we will say none of it is good on this you are checking all the stuff. Right? So there is still a human element to make sure that we are still checking it, to make sure that we are staying on top of it.

TAMIKA: There are processes in place that we built to ensure that. So IT may reach out to us, or we have different touch points. Part of my responsibility every morning is to ensure all this touch points have been touched. Do we have any requests? Do we have any relevant questions or issues that need to be addressed? So we delegate those responsibilities to make sure nothing is missed.

In terms of complications or challenges through those platforms, we don't have any challenges at this time. But if ever a challenges faced with any other platform for any of the issues or project that we are working on, a lot of times what we will do is ensure that the team that is working on that has something in place to meet whatever challenge that is. Because that is part of the certification process.

If you have an issue, how are you working with the community or with your team to ensure that the disability community is not affected by this issue? Those are some of the things that we try to pinpoint and target to make sure there are no roadblocks.

DAVE: To add onto that, that is why we have scrum meetings in the morning and the first meeting is key. I did see where someone asked what a scrum meeting is. That is when a development team gets together to plan work, and discuss work in progress, or to gather feedback or to solve issues. Right? It is supposed to be a quick meeting. You are in and out. So for as that meaning is key just a plan and stay on top of things and during that meeting Tamika may come on and say hey I checked the inbox nothing is in. Or are checked and this came in and we need to talk about that. That can spur another meeting afterwards. But that scrum meeting where we check in with each other.

TAMIKA: That was a great question I think Gary asked that question. Yeah we understand. Everybody in terms of 508 is not necessarily a web professional. There is a separate component to that. Right? Making sure you understand both accessibility, compliance, and the guidelines and the IT asked to that, that manages the workflow.

I have a link to Dave, Dave to his supervisor and have a link to the subcontractors to make sure the process is constantly working in a waterfall method. We are all very connected to each other to make sure our work is seamless. There are no loopholes where someone does not know what someone else is working on.

DAVE: You know what? To end things, one of the things we really wanted to get across is that we have very diverse backgrounds. And you probably do as well. I see Gary like you said, not everyone is a web professional. Some people may come from policy, some from procurement. There may not have been in a technical role ever. But I have found that everyone can contribute. This is a community that really wants to help.

I get tickled when I see new names answering questions that just a few months ago they were asking questions on listserv. And that to me says that these are people that are contributing to the community. And so I want to say you may not have all the answers, it is not even expected for you to have all the answers; you have a community of support. Take advantage of it.

Not only that but come back and contribute to this community of support. You know, there are different ways you can do it. Soon the team will be ramping up to put together the IAAF, an annual conference. They are going to be looking for help. Right? To help put it together.

I can remember a few years ago, my first planning committee that I sat on-- I really did not have anything to contribute. I think the first year I suggest that as a fly on the wall. But I learned a lot and I soaked it up in. And a year or two later we found ourselves as a host agency. So being a part of this community and this group, I have learned so much from these people. My buddy at CDC Mark Urban (sounds like), I don't mean to call out names, but I have learned a ton from this community. I want to encourage the next, you know, the next group to just step up and continue to grow. Continue to grow this community and this effort. We thank you. I am rambling on.

YVETTE: Hold on Dave you have one more question to answer before I let you go. Let me read this question.

When it comes to testing documents for accessibility, do you test using WICA standards and 508 standards or WICA standards, 508 standards and PDF/UA?

DAVE: I would say the latter three. You know what? We have a little homegrown stuff we do ourselves. We probably go above and beyond at times. We probably need to rope it and sign.

TAMIKA: And that is from a hands on experience with it, working directly with individuals within the community that we support. So we feel that connection is really important, and as I mentioned that can affect our testing and how we deliver those results. We ensure that they are very involved in how that process is done, because it is on behalf of them. There input is very valuable.

YVETTE: Hold on I thought you were finished. You are not finished Dave, Tamika. You're not. Kelly says, us in local and state government are looking at you guys who have blazed the trail. We really appreciate information sharing from everyone. Bam! Okay. You are welcome Kelly. This is why we are here.

DAVE: Thank you but Kelly, you know what? You come back and you present and I'm not saying next month. But come back and present Kelly. I don't want to make it sound like we are super mature; we've got a lot to learn, we've got a lot to grow in. Their other organizations that are rock stars and are doing it, and we are still learning from them.

But you know what? It is good to come and share some of your bad stories and share some of our stumbles and hopefully we did that today. Hopefully, we did not just paint a rosy picture. I want to encourage everyone.

YVETTE: And I just met Tamika when? Two weeks ago? A wealth of knowledge sitting right here. Dave, that's my guy.

Are there any other questions? Someone did ask about trusted tester testing. Do you use it? Like I said, how about trusted tester testing? That was the question.

DAVE: Yes we use a blend of trusted tester and ICT baseline and again we kind of have homegrown stuff going on as well. So I would say it is a mixture.

Starting off I took trusted tester and found it excellent to introducing me and expanding me to a testing methodology on how to approach these 508 issues. So if you are starting out, trusted tester is excellent. And the ICT baseline.

On our staff we do have folks that are trusted tester certified. So yes.

YVETTE: Thanks Dave. Tamika, any last words? I want to say thank you.

TAMIKA: Thank you so much.

YVETTE: I appreciate you guys. Thank you to the dynamic duo. Thank you so much from Census I appreciate you guys and everyone in the chat, we have shared the link for the survey. Please take it. We really value what you say. These meetings provide what you're asking for so please take the survey.

You are welcome Chris. Now I'm going to turn this over to Alex. And we are going to close out with him. He is going to take my last few minutes. Alex?

ALEX: Hi Yvette. Thank you and thanks for a great discussion today. I am going to share my screen quickly.

What I wanted to talk through briefly is what I want to go next time. My name is Alex Wilson, from the government accessibility team and I work with Yvette and Christian as well and I teach the accessibility team here at GSA. What we want to do for the next meeting in the next session is we want a session with the focus group centered on the content gap analysis effort.

What I wanted to do briefly is to introduce what it is and discuss what we are going to do next time. So we have the content gap analysis effort led by our team and the intent is to determine information resources that stakeholders need that we don't necessarily have on the site or that need to be improved on the side.

What we are doing and the analysis we created has four phases or four kind of primary phases. One is internal data collection suggest is determining stakeholders, taking what they need and cross-referencing that with information we have.

Phase 2 is external data collection, doing a lot of outreach to the stakeholders we have identified to gather information. That is where we are right now. That is what this focus group is going to feed into; it's going to be part of that external data collection.

And then we will combine all of that and determine gaps. What people need versus what we have on the site. And see what needs to be updated. And then will go ahead in phase 4 and start developing and updating that content.

What we need for you is we would like to get your feedback. We would like to conduct a focus group in this next session to gather feedback and capture content you see on the site, content that should be updated, content you don't see that you would like to have on the site on Section508.gov specifically. And send information out in preparation for the next session, to get prepped and give you heads up of what we will be going over, and the kinds of questions will be asking to draw out that information.

We would really appreciate it if you guys take a few moments to look at the site. We will send the information as I said in it. Look at the site and see especially in your particular area where you work if there is any information that needs to be improved, or any that you don't see that you like to have on there. Or outside of your area that you think we should have on the site, where the training, content creation, acquisitions, Policy Management, testing, design, and development, all of those we are looking to improve and make sure we are meeting our stakeholder needs.

That is all I have real quickly. If there are any questions let me know, if there's anything left out let me know as well.

YVETTE: Great thank you Alex. That is it everyone. Thank you for attending. Please don't forget to take the survey. Thank you to

DAVID: Whittington and Tamika Lewis for today's session, sharing what is going on with Flight 508 of the Census Bureau. Have a great week and a great evening.

>> [End]

>> [Recording stopped]

[Event concluded]