The great digital divide touches all aspects of life. A question of access

The framework

Digital access involves the ability of people to participate in the (digital, RBR) world and it is affected by factors such as **socioeconomic status, disabilities, and physical location**.* (Ribble, 2015).

Digital Accessibility: The new frontier of Inclusivity

Information & Communication

IoT

FinTech

Health Care

People of Determination miss out the dividend in an increasingly digital environment. An overview of the current status

Digital Technologies

Facilitators of socio-economic inclusion

Disrupted pathway to access and effective use

Risk of amplified exclusion

Lack of digital literacy

Ignorance of the digital opportunities

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The right to participate: digital (in-)accessibility in the context of international treaties

Article 9 - Accessibility

a) Built Environment

b) Information & Communication

UN 2030 Agenda for SD

Digital Accessibility

Present in various forms

Communication, offering of products and services, prevent discrimination

Communication

Languages, display of text

Tactile communication, audio, augmentative models, accessible ICT,

The digital divide in the context of accessibility: Nothing new, but barriers build up for People of Determination.

Society	Community	Assistive Technology
Policy domain: Failure and Lack	Lack of user-centred approaches	Digital Accessibility
ICT-AT Education	Lack of independent advice	

SEDRA

The implementation of accessibility guidelines is the equivalent of ramps and tactile signage in the built environment.
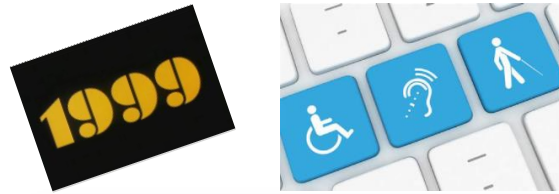
WCAG
Web Content Accessibility Guidelines

Developed by W3C and WAI

Accessibility of Web, Apps, ICT

Revised WCAG 2.1

Section 508

US Access Board

Web, many non-Web docs, software user interfaces
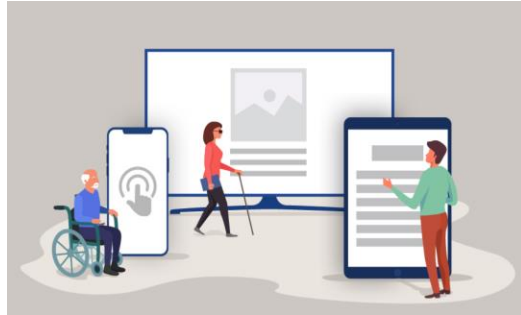
Federal departments and agencies

EN 301 549

EU Standard for ICT

Products, Services, ICT specific requirements
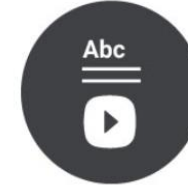
Public Sector & Procurement

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The WCAG consist of 4 Principles, 12 guidelines, 38 success criteria ...and 1 caveat

Perceivable   Operable   Understandable   Robust

Perceivable	Operable	Understandable	Robust
Provide text alternative	Functionality for keyboard	Readable and understandable content	Maximize compatibility with current and future user agents including assertive technologies
Provide alternative for time-based media	Sufficient time to use content	Predictability	
Provided alternative format	Supported navigation	Avoidance of user mistakes	

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The Caveat in WCAG...and thoughts on how to tackle inequity
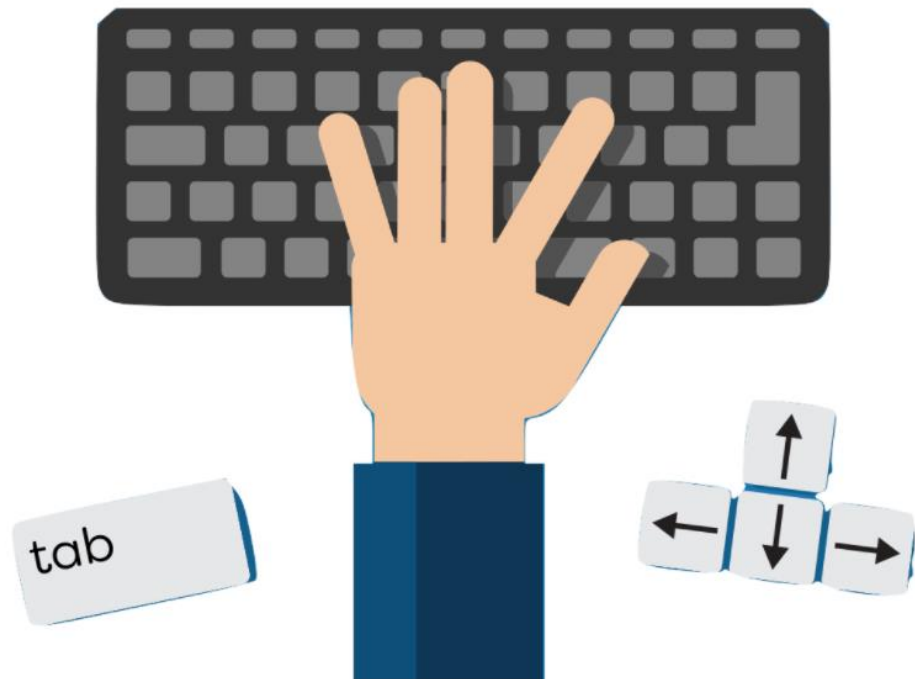
Limitations

Even content that conforms at the highest level will not be accessible to individuals with **all types, degrees, or combinations of disability**, particularly in the cognitive language and learning areas

Cognitive Ramps

Creative solutions, user-testing, Kaizen approach and honest (!) accessibility state-ments are part of the digital inclusion toolbox

Implementation of Digital Accessibility:
What to expect from the regulatory bodies ? A SEDRA perspective

Consumer Protection

Compared to the average consumer, who is considered being able to make rational choices to find the best deals and benefit from competitive markets, **vulnerable consumers are not considered to be able to do so for a variety of reasons.**

The end of "spot-light solutions"

- Rethink of the concepts of 'average' and 'vulnerable' consumers
- Inclusivity benefits from the "Normality" treatment
- The Covid-19 experience accelerates adaptation

**Standards & Strategies
to bridge
the digital divide**

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