

IBM CUSTOMER FACING SOLUTIONS

case study

Governance Assessment and Training for Accessibility



To attract and retain employees with a variety of disabilities, this major Canadian Bank is working with our accessibility team to perform expert and automated accessibility assessments of applications used by employees with disabilities. In addition, our team is helping the Bank defining accessibility governance policies and I/T procedures to institutionalize support of accessibility within the organization. The outcome will be a set of best practices in developing accessible applications, organizational governance policies, training for I/T staff covering accessibility principles and practices, as well as a repeatable assessment process for use by the client.