

Documentation Plan Overview

Project Scope

The Interoperability Institute (IOI) Accessibility Initiative (Accessibility Initiative) is designed to assess current and previous IOI materials such as documents, products, and websites. Through a series of accessibility audits, recommendations will be made for the improvement of these materials based on concerns of access regarding Screen reader compatibility, ADA compliant color contrast, captioning and scripting, etc. In regard to future work, training materials will be created to train IOI employees to incorporate accessibility into their daily work.

Incorporating access into Interoperability Institute's practices and materials will increase overall accessibility and ease of use for end users. Research shows that accessible practices are helpful beyond persons with disabilities (PWD). In addition, many PWD do not disclose their disability or disabilities to employers for fear of discrimination or being treated or looked at differently. In terms of IOI's role in healthcare interoperability, we tend to focus on folks with chronic illness as an example or selling point for products and services. Further, chronic illnesses tend to represent markers for people who tend to identify as having a disability. As a result, then, IOI products and services impact PWD. IOI needs to strive for an advanced level of accessibility to provide for our stakeholders' access needs.

Faculty/University Engagement Opportunities

The Accessibility Initiative offers engagement opportunities for University Staff and Faculty to enhance IOI ideas and project development. In addition, partnerships with campus disability resource centers will offer insight into recommended policies and practices as well as introduce community support for a wide-spread initiative. Overall, the involvement of community resources will further garner the support of the public while pushing IOI to the forefront of accessible healthcare IT products and services.

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Project Objectives

The Accessibility Initiative is composed of individual audits of IOI products, documents, sites, etc. The process of incorporating access into the Interoperability Institute is as follows:

1. Define materials to be audited.
 - a. For example, websites, products, documents, etc.
2. Audit the defined materials based on current standards for:
 - a. Screen reader compatibility,
 - b. Color Contrast,
 - c. And Captioning and Scripting.
3. Preparing suggestions or recommendations for edits.
4. Internal training series that includes how to incorporate access into practices, deliverables, and more.
5. How to incorporate access while complying with usability, brand, intellectual property, and regulatory guidelines.

Detailed Content Plan

Deliverable 1: Accessibility Audits

Goals and Objectives

The accessibility audits will provide a comprehensive examination of IOI materials, for example, websites, products, documents, etc. The auditor will compile the results of the audit into a brief, note-style document that will include recommendations for increasing the accessibility of the examined material. The document will then be shared with the material owner or manager so the appropriate edits can be made based on the specific recommendations.

Audience

Due to the broad scope of these audits, both internal and external stakeholders will be affected; clients will experience changes to the UI of products and as a result, documentation must change over the lifespan of the product.

Approach

The approach for the accessibility audits is a 3-step process:

1. Perform the accessibility audits which will consist of:
 - Identifying the concept,
 - Determining the topics, procedures, and reference information,
 - And how the audience characteristics will affect the creation and organization of the content.
2. Compile findings, suggestions, and rationales into a recommendation.

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3. Present the recommendation to the material owner or manager for approval and suggested changes.

Billing

Time dedicated to Deliverable 1 will be billed to Business Transformation.

Deliverable 2: IOI Accessibility Training Materials**Goals and Objectives**

The accessibility training materials will provide comprehensive but concise information, both conceptual and procedural. The goal is to provide stakeholders with training support for the implementation of accessible practices in writing, editing, creating, and designing UI based on the findings from Deliverable 1.

Audience

The accessibility training materials will be designed as internal-facing documents to train managers, staff, and interns. They will be designed to aid stakeholders in improving their skillsets in accessible composing.

Approach

The accessibility training materials may be delivered through the learning management system (LMS) as:

- Quick reference materials,
- Full-length documents,
- Or e-learning media.

Billing

Time dedicated to Deliverable 2 will be billed to Business Transformation.

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Timeline and Milestones

Assumptions

Completion of all deliverables outlined in this plan assumes the following:

- Management approval of time allocation and work plan.
- Material owners will be made available to follow-up with suggestions made during the auditing process.
- Material owners will adopt a plan to incorporate accessibility training practices into their work.

Constraints

The following constraints are identified as impacting the completion of the documentation for the Accessibility Initiative:

- Changes to project scope will affect documentation resource availability.
- Completion of Accessibility Audits relies on timely approval of requirements and changes suggested within the audit documents by the material owners.

Resources

Estimated completion of the Accessibility Initiative deliverables as outlined requires the following:

- 1 part-time intern content developers for 23 weeks (75% allocation or 19 hours per week)
- 1 part-time intern editor for 23 weeks (25% allocation or 5 hours per week)
- 1 full-time editor for 23 weeks (5% allocation or 2 hours per week)
- Material owners will attend meetings and provide information and updates based on the project timeline.



Outline of Deliverables

Deliverable Title	Editing and graphics	Output	Content and Review SME	Final Approval	Repository
Accessibility Audits	Technical Writing Team	Misc.	Material Owner/Manager	Mary Kratz, Material Owner/Manager	TBD/Misc
Training Materials	Technical Writing Team	PDF, MP4, LMS Media	Material Owner/Manager	Mary Kratz	Confluence, The Source, Box

Timeline

Deliverable Title	Milestone #1	Start and End Dates	Milestone #2	Start and End Dates	Completion Date
Accessibility Audits	Audits, suggestions, and rationale	7/5/21 10/1/21	Edits based on recommendation	8/2/21 12/20/21	12/31/21
Training Materials	Determining material format and topics	10/4/21 10/8/21	Design and creation of materials	10/12/21 12/20/21	12/31/21



Change Management

Date	Changed by:	Approved by:	Comments