

ISO/IEC JTC 1 Special Working Group on Accessibility (SWG-A)

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Document Type: Contribution

Title: **Omnitor Contribution Requesting that the Human Need for Communication, the C in ICT, be Included in the Publication of TR 29138-1 (User Needs Summary)**

Source: Gunnar Hellström, Omnitor

Requested Action: For consideration at the June 2008 SWG-A meeting during the Ballot Resolution for ISO/IEC PDTR 29138-1, Information Technology – Accessibility Considerations for People with Disabilities – Part 1: User Needs Summary.

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ISO/JTC-1 SWG-A

Lack of communication needs among SWG-A user needs summary.

The JTC1 SWG-A User needs inventory made only an IT inventory. The C for Communication was missing.

This is from the scope of the SWG-A User needs document:

- a) Part 1: User needs summary

Part 1 identifies a set of user accessibility needs for IT products and services and relates these accessibility needs to the accessibility factors for standards developers to consider found in ISO/IEC Guide 71. These needs provide a basis for other parts of ISO/IEC nnnnn.

It says only IT and not ICT. And that is reflected in the document. All production and transmission of communication input is missing.

Since the accessibility sector now starts to look at the SWG-A document in the belief that it reflects the complete ICT area, I want to urge SWG-A to amend this situation and increase the scope of SWG-A user needs to include communication.

I suggest the addition of the following needs:

Some need to communicate in real-time

	User need summary	
	Show availability for communication and indicate preference for specific accessible modes of communication	
	Perceive alerting for real-time communication in audible, visual or tactile form	
	Find the communication partners in online directories including their preference for accessible modes of communication	
	Originate real-time communication session with others, requesting communication in accessible media, real-time text, video and audio simultaneously or in any subsets	
	Produce and transmit video output in real-time communication with sufficient quality for sign language and lip reading and the intended application	
	Produce and transmit text output in real-time communication with sufficient flow and quality	
	Produce and transmit speech output in real-time communication with a microphone that picks up	

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	speech with good quality	
	Invoke and use translating or mode-transforming functions for real-time communication (relay services)	
	Originate emergency service communication sessions in multiple media and with support of translating/transforming services	
	Answer real-time communication session being informed about common media in an accessible way	
	Ending real-time communication sessions	
	Adding, deleting, accepting and rejecting members in a real-time conversation session	
	Preparing the communications tools for use	
	Receiving and perceiving audio contents	
	Receiving and perceiving video contents	
	Receiving and perceiving real-time text contents	
	Receiving and perceiving message-oriented text	
	Communicate with users regardless of what manufacturers and service providers they use.	
	Verify the readiness of your equipment and services to participate in communication without requiring vision, or audio perception	

Some need to receive and use stored information

	User need summary	
	Receive and perceive video contents	
	Receive and perceive text contents	
	Receive and perceive audio contents	
	Receive and perceive audio description contents	
	Receive and perceive alternative video source contents	
	Select programs	
	Select media streams in programs	
	Control presentation of media and metadata	
	Receive and perceive captions	
	Receive and perceive Alarm messages	
	Take part in information exchange regardless of make and type and location of your communication equipment.	

Some need to produce and transmit stored information (e.g. TV, video, IPTV ...)

	User need summary	
	Create and edit video contents	
	Create and edit text contents	
	Create and edit audio contents	
	Combine contents to programs	
	Create and edit audio description	
	Create and edit captions	
	Create and edit alternative video media	
	Transmit programs	

	Store programs	
	Produce Accessible Alarm messages	
	Achieve translations between different modes	

Best regards

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