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IEC TC100 TR Stage 0 Usability Considerations for Audio, Video, and Multimedia Systems and Equipment Standardization

June 2008

Tokyo, Japan

These slides were mainly prepared for the IEC TC100 AGS and AGM meetings in Bangkok in April 2008 but have been updated to include information on the IEC AC issued after the meeting



Survey of Opinions and National Body Positions in IEC TC100

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Survey Goals

- Goal 1: understand the status of accessibility public policies, industry practices in the AV domain
- Goal 2: research the definitions used to express accessibility, design-for-all, universal design, other
 - Product design, features, and services that are usable by as many people as possible
- Goal 3: understand the various definitions of “disability” so that statistics can be normalized





Survey Goals

- Goal 4: Learn about the primary sources of information on the national demographics
- Goal 5: Generate discussions among the IEC TC100 experts about predictions of AV accessibility (designs, standards, industry practices)
- Goal 6: Understand topics for a Technical Report (TR) that the IEC TC100 members want addressed
- Goal 7: Determine future roles for the IEC TC100 in accessibility standards



Survey Goals

- Goal 8: Analyze the accessibility research projects in the IEC TC100 member nations and determine how they can provide input to future IEC TC100 NPs



Other Standardization Bodies: ISO/IEC JTC1 SC28 Office Equipment, DIS 10779

- **Fast Track**
 - JIS X8341-5:2006, Office equipment accessibility guidelines for elderly persons and persons with disabilities
- Guideline to improve information accessibility required when primarily elderly persons, persons with disabilities and persons with temporary disabilities use office equipment.
- Guideline to be considered for planning, developing and designing office equipment.
- Office equipment refers to copying machines, multifunction devices, and page printers used in office environments. Multifunction devices correspond to the definition in ISO/IEC 21117.

Other Standardization Bodies: ETSI Working Group and CENELEC

- ISO/IEC JTC1 SWG-A CEN/BT WG185 ETSI
- Met with CENELEC/BT 101-5 “Usability and Safety of electrical products with reference of persons with special needs”
 - Brussels 15.04.08
- In the EC, the Commission has a mission to make ICT-based services accessible for the entire population: “e-Inclusion.”
 - Improve the consistency of accessibility requirements in Public Procurement
 - Explore the benefits of certification schemes and standards for accessible products
 - Make better use of the accessibility potential of existing legislation
 - Project Team: “analysis of testing and conformity schemes of products and services meeting accessibility requirements”



Abilities that change

**Visual, hearing, cognitive, and / or
physical abilities
that vary and change,
due to temporary or permanent
conditions,
including
natural changes due to age**



Summary

- How can the IEC TC100 proactively help AV and Multimedia Systems and Equipment standards writers understand the international accessibility “picture”?
- The IEC TC100 may generate discussion among national body members to increase the awareness about accessibility
- The IEC TC100 members can help one another with practical guidance for drafting multimedia standards with accessibility aspects
- The IEC TC100 must leverage the ongoing work liaison organizations





Outcome of April meetings

- IEC has issued an AC (Administrative Circular)
- **100/1398A/AC** issued May 2008
- 17 specific questions and also a general query about whether to include issue of accessibility on NWIP form
- IEC NCs asked to respond to survey





Survey of opinions and National Committee positions on accessibility

- To all National Committees
- As already stated, a stage 0 project for "Accessibility for audio, video and multimedia systems and equipment" was established at the last plenary meeting on 12 October 2007. (See 100/1325/INF) The project team is preparing a technical report as the output of the project and wishes to make a survey on accessibility in the field of audio, video and multimedia systems and equipment from countries as much as possible.
- All National Committees, regardless of P or O member status, are kindly requested to respond to the survey document attached using the IEC Voting System by
- **29th August 2008.**





100/1398A/AC
For IEC use only
2008-05-30

INTERNATIONAL ELECTROTECHNICAL COMMISSION

TECHNICAL COMMITTEE No. 100: AUDIO, VIDEO AND MULTIMEDIA SYSTEMS AND EQUIPMENT

Survey of opinions and National Committee positions on accessibility

To all National Committees

As already stated, a stage 0 project for "Accessibility for audio, video and multimedia systems and equipment" was established at the last plenary meeting on 12 October 2007. (See 100/1325/INF) The project team is preparing a technical report as the output of the project and wishes to make a survey on accessibility in the field of audio, video and multimedia systems and equipment from countries as much as possible.

All National Committees, regardless of P or O member status, are kindly requested to respond to the survey document attached using the IEC Voting System by

29th August 2008.

Although the team can wait until 29th August 2008 for the completed survey, the team would appreciate receiving your initial comments by **27th June 2008.**

Shuji Hirakawa
TC 100 Secretary

Document 100/1398/AC was circulated in PDF format on 2008-05-09. It is re-issued to provide the P-members of TC 100 with the Word format.

**IEC TC100 TR Stage 0
Usability Considerations for Audio, Video, and Multimedia Systems and Equipment Standardization**

Survey of Opinions and National Committee Positions

PRESENTATION ON THIS SURVEY (4-23-08, Bangkok, Thailand) FOLLOWS:

Survey Goals – what is this Survey intending to accomplish?

- **Goal 1: Understand the status of accessibility public policies, industry practices in the AV domain**
- **Goal 2: Research the definitions used to express accessibility, design-for-all, universal design, other**
 - **Product design, features, and services that are usable by as many people as possible**
- **Goal 3: Understand the various definitions of “disability” so that statistics can be normalized**
- **Goal 4: Learn about the primary sources of information on the national demographics**
- **Goal 5: Generate discussions among the IEC TC100 experts about predictions of AV accessibility (designs, standards, industry practices)**
- **Goal 6: Understand topics for a Technical Report (TR) that the IEC TC100 members want addressed**
- **Goal 7: Determine future roles for the IEC TC100 in accessibility standards**
- **Goal 8: Analyze the accessibility research projects in the IEC TC100 member nations and determine how they can provide input to future IEC TC100 NPs**

What other Standardization Bodies Active in Accessibility?

ISO/IEC JTC1 SC28 Office Equipment, DIS 10779 (Fast Track)

(a) JIS X8341-5:2006, Office equipment accessibility guidelines for elderly persons and persons with disabilities

- **Guideline to improve information accessibility required when primarily elderly persons, persons with disabilities and persons with temporary disabilities use office equipment.**
- **Guideline to be considered for planning, developing and designing office equipment.**
- **Office equipment refers to copying machines, multifunction devices, and page printers used in office environments. Multifunction devices correspond to the definition in ISO/IEC 21117.**

(b) ETSI Working Group and CENELEC (ISO/IEC JTC1 SWG-A CEN/BT WG185 ETSI Met with CENELEC/BT 101-5 “Usability and Safety of electrical products with reference of persons with special needs”)

- **In the EC, the Commission has a mission to make ICT-based services accessible for the entire population: “e-Inclusion.”**
 - **Improve the consistency of accessibility requirements in Public Procurement**
 - **Explore the benefits of certification schemes and standards for accessible products**
 - **Make better use of the accessibility potential of existing legislation**
 - **Project Team: “analysis of testing and conformity schemes of products and services meeting accessibility requirements”**

What are the demographics?

- The World Health Organization (WHO) reports that 500 Million people, globally, are disabled today.

Summary Questions and Comments

- How can the IEC TC100 proactively help AV and Multimedia Systems and Equipment standards writers understand the international accessibility “picture”?
- The IEC TC100 may generate discussion among national committee members to increase the awareness about accessibility
- The IEC TC100 members can help one another with practical guidance for drafting multimedia standards with accessibility aspects
- The IEC TC100 must leverage the ongoing work in liaison organizations
- The following survey poses questions for the IEC TC 100, the result of which will be considered as input to an IEC TC100 Technical Report intended to explain the similarities and differences between device and system features for usability, design-for-all, universal design, and accessibility. Further, the results may or may not lead to “how to” guidance for drafting future multimedia standards.

**IEC TC 100
- MULTIMEDIA SYSTEMS AND EQUIPMENT –**

Draft Technical Report (TR) on the usability, design-for-all, universal design, and accessibility, considerations for audio, video and multimedia systems and equipment standardization

Survey of Opinions and National Committee Positions

The results of this survey will be useful for developing the IEC TC100 draft Technical Report for Usability Considerations for Audio, Video and Multimedia Systems and Equipment Standardization.

Version: April 30, 2008

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Survey Instructions:

- (1) Please use this file to submit your responses.**
- (2) Please rename this file with either your name or that of your National Committee.**
- (3) For further information, please contact either Jean.baronas@am.sony.com or kate@ninetiles.com. [Jean Baronas or Kate Grant]**
- (4) Please send your completed survey using IEC voting system by June 27, 2008.**
- (5) Please include a contact name and email address.**
- (6) *If you can complete a portion of this survey, that is fine, please do so and submit!* Although we can wait until August 29, 2008 for the completed survey, we would appreciate receiving your initial comments by June 27, 2008.**

(Survey question 1.) Do your nation' s public policies, industry practices, etc., describe AV usability¹ as any of the following?

(1a.) "Design-for-All" (the design and development of products and services with the aim that, regardless of age, gender, capabilities or cultural background, everyone can easily use and access them)

(1b.) "Universal Design" (the design for usability by the widest range of abilities)

(1c.) "User Accessibility Need / User Need" (a requirement of a product or its environment of use that improves accessibility to the system for users whose abilities are reduced through environmental factors, injury, disability or natural degradation from aging)²

(1d.) "Other definition" (please insert the information here)

¹ Usability considers people with age-related change(s) in functional capacities (sensory, cognitive, and physical) and by people with other disabilities

² ISO/IEC PDTR 99999-2 produced by the ISO/IEC JTC1 SWG-A

(Survey question 2.) Does your national committee perceive similarities and differences in the definitions above?

(Survey question 3.) How do your national policies, industry practices, etc., define “ disability?”

(Survey question 4.) What is the primary information source for your nation’ s demographic and economic trends for the elderly, disabled, and individuals under 15 years of age (agency and web site)? Also, please fill in the following table:

Total Population (Year 2008)	Number of people over 50 years old	Number of people over 65 years old	Number of people under 15 years of age	Number of disabled people	ICT spending power	ICT spending power of people over 50 years old	ICT spending power of disabled people
Absolute number							
Percent of total population							

(Survey question 5.) Do individuals in your national committee generally predict that the improvement of AV usability stands to benefit an increasing number of people?

(Survey question 6.) Please describe the general awareness about usability in your nation / worldwide. (highly aware, moderately aware, minimally aware, no awareness) Why?

(Survey question 7.) Could an IEC TC100 Technical Report (TR) increase the awareness in your nation, or the world-at-large? If so, what topics would that TR likely cover?

(Survey question 8.) What usability public policies (mandatory or voluntary) exist in your nation? Do they include standards? Do you predict new regulatory regimes?

(Survey question 9.) What do you see as the IEC TC100 role in usability standards?

(Survey question 10.) How would your national committee use practical guidance for drafting a multimedia standard with usability aspects?

(Survey question 11.) How do you foresee regulations impacting future IEC TC100 projects?

(Survey question 12.) Please inform us of any usability labelling requirements (mandatory or voluntary) that the nation that you represent proposes or requires.

(Survey question 13.) What should the IEC TC 100 pursue and what input can your national committee provide on the related technological feasibility?

-Multimedia-specific baseline accessibility standards (“built-in”)?

-Adaptive, flexibility, and personalization standards?

-Standards for compatibility with assistive technologies (AT)?

(Survey question 14.) Can you provide information about specific market sectors for multimedia equipment and systems manufactured in or supplied to your country and whether or not IEC TC100 standards are important to these sectors?

(Survey question 15.) Does your national committee have recommendations for IEC TC100 New Work Item Proposals?³

(Survey question 16.) Please provide information about research projects and best practices for multimedia accessibility in your nation.

³ Do you recommend that the IEC TC100 consider adding the following question to the NP form: “Did the submitter consider design-for-all, universal design, or accessibility when writing this proposal?”

(Survey question 17.) Please provide the contact information for potential accessibility experts in your national committee / nation.

Completed by

NAME _____

E-MAIL ADDRESS _____

DATE _____