

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

JTC 1 SWG-A N 379

2009-11-08

Document Type: Contribution

Title: **Daryle Gardner-Bonneau's Response to SWG-A N 376 - Call for Contributions on Proposed Changes to ISO/IEC TR 29138, Information technology - Accessibility considerations for people with disabilities - Part 2: Standards Inventory**

Source: Daryle Gardner-Bonneau

Requested Action: For consideration during the January 2010 SWG-Accessibility teleconference.

JTC 1 SWG on Accessibility Secretariat
ITI/INCITS
1101 K Street NW, Suite 610, Washington, DC 20005
jgarner@itic.org

Hi, Jennifer,

I apologize if this is not the exact way in which to submit a contribution, but I just wanted to make you aware of a new standards activity that should be included in the standards inventory. That is ISO 9241-154 – Design Guidance for Interactive Voice Response (IVR) Applications. This standard is under development in ISO TC159 SC4 WG5, and will probably be released as a first CD (for comment and vote) after the working group's next meeting (January 13-15, 2010). The document is about IVR dialogue design, but contains a number of provisions specifically related to accessibility.

Cheers!

Daryle Gardner-Bonneau
JDNBonneau@charter.net