
**Information technology — Accessibility
considerations for people with
disabilities —**

**Part 3:
Guidance on user needs mapping**

*Technologies de l'information — Considérations d'accessibilité pour les
personnes infirmes —*

Partie 3: Guidage sur le mappage des besoins de l'utilisateur

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ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

Published in Switzerland

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of the joint technical committee is to prepare International Standards. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

In exceptional circumstances, the joint technical committee may propose the publication of a Technical Report of one of the following types:

- type 1, when the required support cannot be obtained for the publication of an International Standard, despite repeated efforts;
- type 2, when the subject is still under technical development or where for any other reason there is the future but not immediate possibility of an agreement on an International Standard;
- type 3, when the joint technical committee has collected data of a different kind from that which is normally published as an International Standard ("state of the art", for example).

Technical Reports of types 1 and 2 are subject to review within three years of publication, to decide whether they can be transformed into International Standards. Technical Reports of type 3 do not necessarily have to be reviewed until the data they provide are considered to be no longer valid or useful.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights.

ISO/IEC TR 29138-3, which is a Technical Report of type 3, was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*.

ISO/IEC TR 29138 consists of the following parts, under the general title *Information technology — Accessibility considerations for people with disabilities*:

- *Part 1: User needs summary*
- *Part 2: Standards inventory*
- *Part 3: Guidance on user needs mapping*

Introduction

The user needs summary can be mapped to existing and developing standards to identify which user needs the standard provides guidance for meeting. Mappings can help standards developers to consider the potential for addressing particular needs in their standards. Mappings can be included as informative annexes within standards to help developers to find guidance addressing particular user needs within the standard. Compilations of mappings can help developers to identify standards containing guidance addressing particular user needs.

Some standards cover limited domains and in such cases some user needs will not apply. For example, visual accessibility needs are generally not relevant to standards addressing the ability to exert force. Standardization organizations can selectively use the user needs summary for their own purposes.

JTC1 encourages standardization organizations to utilize the user needs summary in a variety of ways, including developing and improving the coverage of accessibility issues in their ICT standards. JTC1 SWG-A would appreciate feedback from standardization organizations on how they have used the user needs summary, their findings in general and new work initiated as a result.

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Information technology — Accessibility considerations for people with disabilities —

Part 3: Guidance on user needs mapping

1 Scope

This part of ISO/IEC TR 29138 provides guidance on the mapping of the set of user needs with the provisions of a particular standard, technical report, or set of guidelines. It provides both basic guidance that should be used for all user needs mapping and optional guidance that may be added to the basic guidance.

User needs mapping is a voluntary activity intended to help improve accessibility for all users and in particular for users with special needs that might otherwise be overlooked. User needs mapping is not intended to be used to evaluate, certify, or otherwise judge a given standard or set of guidelines.

2 Benefits of user needs mapping

User needs mapping benefits standards developers and developers of style guides by:

- alerting them to the range of accessibility-related user needs,
- helping them to identify the accessibility-related user needs that their standards deal with,
- helping them to identify standards materials that address particular needs, where mappings exist for these other standards,
- helping them to identify where additional guidance might be added to their standards to deal with further accessibility-related user needs.

User needs mapping benefits end users by encouraging that their needs will be considered by standards (and similar documents) and the developers products and services who apply these standards (and similar documents).

User needs mappings to standards can also benefit policy makers and accessibility advocates by helping them to identify standards materials that address particular needs.

User needs mapping benefits ISO/IEC JTC1 by providing information on the accessibility related provisions of different standards. This information can be used:

- to provide information on the set of existing standards that deal with various accessibility concerns,
- to identify the potential for new standards to deal with additional accessibility concerns.