SYSTEM OF HIGHER EDUCATION
PROCEDURES AND GUIDELINES MANUAL

CHAPTER 17

INFORMATION AND COMMUNICATIONS TECHNOLOGY ACCESSIBILITY
FOR SYSTEM ADMINISTRATION

d. ICT:
Information and Communications Technology (ICT) includes, but is not limited to, computer hardware and software, operating systems, computer or web-based information and applications, cellular and mobile apps, enterprise applications, learning management systems, telecommunication products, information kiosks and transaction machines, World Wide Web sites (including web pages, web applications, and web content), multimedia, and office equipment.

e. Purchase Requestor:
Business unit making the request for ICT procurement.

f. SA:
Nevada System of Higher Education System Administration ("SA") refers to the following three business units:  (1) System Computing Services ("SCS"), Chancellor's Offices (sometimes referred to as "NSHE"), and Nevada System of Higher Education Sponsored Projects EPSCoR ("EPSCoR").

g. Service Owner:
Refers to the individual within a business unit who is responsible for Accessibility of the ICT as identified by Client Services Management.

h. VPAT:
A Voluntary Product Accessibility Template (VPAT) is a tool that enhances industry-customer communications on ICT product and service conformance with relevant accessibility standards and guidelines.

4. Policies and Procedures

a. Identifying, reporting and addressing ICT that is not accessible to an individual with a disability.
   i. Audits:  SA shall conduct regular audits of SA sites to evaluate the Accessibility of current on-line content and work diligently to achieve accessible access consistent with World Wide Web Consortium's (W3C's) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, or equally effective alternate access.
   ii. Accessibility Notice:  SA websites must contain a Notice to persons with disabilities regarding how to request access of on-line information or functionality that is inaccessible.
   iii. Reporting Accessibility Issues:  Concerns about Accessibility and/or requests for accommodations may be sent to support@nshe.nevada.edu.
   iv. Upon receiving notice of a concern relating to Accessibility, Client Services Management will take the following steps:
       1. Respond by email, and/or any other medium that is practical under the circumstances, to the individual raising the accessibility issue;
       2. Open an accessibility case for tracking the issue;
       3. Conduct a review of the issue raised, which may include verification that an accessibility issue exists;
       4. Assign the issue to the appropriate Service Owner;
       5. In collaboration with the Service Owner, close the accessibility case by recording, in writing the resolution of the issue.  If an accommodation requested by an individual is not granted, the rational will be included in the written recording of the case closing.

        iv.  Web pages, web applications, or web content that would result in a fundamental alteration in the nature of a service, program, or activity or in an undue financial or administrative burden to bring into compliance with WCAG 2.0 Level AA.

5.  Procurement of ICT from Third-Parties

ICT acquisitions must follow the Purchasing Guidelines established by the Nevada System of Higher Education Business Center North (BCN) Purchasing Department.   Additionally, when making ICT purchases or renewals, the purchase requestor or the department buyer must ensure a compliant Voluntary Product Accessibility Template (VPAT) or an acceptable alternative is attached to the P-Card, Request for Check paperwork or Requisition before the purchase can be paid/m28I >>BDC  -T.924 -1.hT72.141 TD (5.)T1 86 (o)10.5 h2a3 0 Tdae ai