

# ISO/IEC 30071-1:2019 (E)

## Information technology — Development of user interface accessibility — Part 1: Code of practice for creating accessible ICT products and services

---

### Contents

|         |  |
|---------|--|
|         | Foreword   |
|         | Introduction   |
| 1       | Scope  |
| 2       | Normative references   |
| 3       | Terms and definitions  |
| 3.1     | Accessibility and related definitions  |
| 3.2     | Users and systems related definitions  |
| 3.3     | Definitions relating to developing accessibility   |
| 4       | Conformity   |
| 5       | Introduction to ICT accessibility within an organization   |
| 6       | Responsibilities and documentation for embedding accessibility of ICT systems within an organization |
| 6.1     | Taking responsibility and setting policy   |
| 6.2     | Contents of an organizational ICT accessibility policy   |
| 6.3     | Organizational ICT accessibility goals   |
| 6.4     | Accessibility considerations in the organization's ICT policies                                      |
| 7       | Embedding ICT accessibility within the system development life cycle                                 |
| 7.1     | Taking accessibility into account throughout ICT system development                                  |
| 7.2     | Making justifiable decisions on accessibility  |
| 7.3     | Assuring accessibility throughout the system life cycle  |
| 7.4     | Creating accessibility logs and statements for each ICT system                                       |
| 7.5     | Contents of an ICT system accessibility log  |
| 7.6     | Contents of an ICT system accessibility statement  |
| 8       | Activities in ICT system development or procurement  |
| 8.1     | Performing and documenting accessibility activities  |
| 8.2     | Activities   |
| 8.2.1   | Activity 1: Specify widest range of potential users  |
| 8.2.2   | Activity 2: Specify user goals and tasks   |
| 8.2.3   | Activity 3: Specify user accessibility needs   |
| 8.2.4   | Activity 4: Specify accessibility requirements   |
| 8.2.5   | Activity 5: Specify accessibility design approach  |
| 8.2.6   | Activity 6: Ensure accessibility requirements are met  |
| 8.2.7   | Activity 7: Ensure communication about accessibility   |
| 8.2.8   | Activity 8: Ensure integration of accessibility in system updates                                    |
| Annex A | (informative) Applying the accessibility goals of ISO/IEC Guide 71:2014                              |
| A.1     | Suitability for the widest range of users  |
| A.2     | Conformity with user expectations  |
| A.3     | Support for individualization  |
| A.4     | Approachability  |
| A.5     | Perceivability   |
| A.6     | Understandability  |
| A.7     | Controllability  |
| A.8     | Usability  |

- A.9** Error tolerance
- A.10** Equitable use
- A.11** Compatibility with other systems

**Annex B (informative) Application of Clause 8**

- B.1** General
- B.2** Further information on activities in subclause 8.2
- B.2.1** Further information for Activity 1: Specify widest range of potential users
- B.2.2** Further information for Activity 2: Specify user goals and tasks
- B.2.3** Further information for Activity 3: Specify user accessibility needs
- B.2.4** Further information for Activity 4: Specify accessibility requirements
- B.2.5** Further information for Activity 5: Specify accessibility design approach
- B.2.6** Further information for Activity 6: Ensure accessibility requirements are met
- B.2.7** Further information for Activity 7: Ensure communication about accessibility
- B.2.8** Further information for Activity 8: Ensure integration of accessibility in system updates

**Annex C (informative) Sources of ICT accessibility guidelines**

- C.1** User accessibility needs
- C.2** Accessibility guidance for software, content and hardware
- C.3** Accessibility guidance for development tools
- C.4** Accessibility guidance supporting diverse platforms and assistive technologies
- C.5** Personalization guidelines for individualized ICT system adaptability
- C.6** Accessibility guidelines for diverse systems and devices utilizing ICT

**Annex D (informative) Accessibility testing methods**

- D.1** Manual conformity testing
- D.2** Assistive technologies and platform accessibility settings testing
- D.3** Cognitive walkthroughs
- D.4** User testing with diverse users
- D.5** Automated conformity testing

**Annex E (informative) Drivers of accessibility**

**Annex F (informative) Checklists for ISO/IEC 30071-1**

**Page count: 50**