



## DTRA/~~SCC-WMD~~ INSTRUCTION 1020.02

# IMPLEMENTATION OF SECTION 508 OF THE REHABILITATION ACT OF 1973

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**Purpose:** This issuance:

- Assigns responsibilities and provides implementation procedures for the Defense Threat Reduction Agency-~~and United States Strategic Command Center for Combating Weapons of Mass Destruction~~ (DTRA/~~SCC-WMD~~) in accordance with Section 794d of Title 29, United States Code (U.S.C.), also known and referred to in this issuance as “Section 508.”
- Provides a listing of websites containing laws, regulations, standards, and guidelines for ensuring Electronic and Information Technology (EIT) is developed, procured, maintained, and used by DTRA/~~SCC-WMD~~ to allow persons with disabilities access to information comparable to that afforded persons without disabilities.

## TABLE OF CONTENTS

SECTION 1: GENERAL ISSUANCE INFORMATION .....	3
1.1. Applicability .....	3
1.2. Policy .....	3
SECTION 2: RESPONSIBILITIES .....	4
2.1. <i>Director</i> , Information Operations <del>Directorate</del> (J6).....	4
2.2. <i>Director</i> , Equal Opportunity and Diversity Programs <del>Office</del> (J0XE).....	5
2.3. <i>Chief</i> , Governmental and Public Affairs <del>Office</del> (J0XG).....	5
2.4. <i>Director</i> , Human Resources <del>Directorate</del> (J1).....	5
2.5. <i>Director</i> , Acquisition, Finance, and Logistics <del>Directorate</del> (J4/8C).....	6
2.6. DTRA/ <del>SCC-WMD</del> RO.....	6
2.7. DTRA/ <del>SCC-WMD</del> Employees.....	6
2.8. Section 508 Accessibility Team.....	7
a. General.....	7
b. Membership.....	7
c. Team Responsibilities and Resources.....	7
d. Testing.....	8
SECTION 3: PROCEDURES .....	9
3.1. General.....	9
3.2. Software Applications and Operating Systems.....	9
3.3. Web-Based Intranet and Internet Information and Applications.....	9
3.4. Telecommunications Products.....	9
3.5. Video and Multimedia Products.....	9
3.6. Self-contained Closed Products.....	9
3.7. Desktop and Portable Computers.....	10
3.8. Purchase Requests.....	10
3.9. Undue Burden Finding.....	11
SECTION 4: HELPFUL SECTION 508 INFORMATION AND WEBSITES .....	12
4.1. U.S. Access Board Electronic and Information Technology Standards Overview Website ( <a href="http://www.access-board.gov/index.php">http://www.access-board.gov/index.php</a> ).....	12
4.2. Americans with Disabilities Act Website ( <a href="http://www.ada.gov">www.ada.gov</a> ).....	12
4.3. GSA Websites.....	12
a. 508 Universe ( <a href="http://www.section508.gov">www.section508.gov</a> ).....	12
b. Buy Accessible Wizard Tool ( <a href="http://www.buyaccessible.gov">www.buyaccessible.gov</a> ).....	12
c. 1998 Amendment to Section 508 ( <a href="http://www.section508.gov/section508-laws">www.section508.gov/section508-laws</a> ).....	12
d. Section 508 Acquisition FAQs ( <a href="http://www.section508.gov/Section508_FAQs">www.section508.gov/Section508_FAQs</a> ).....	12
4.4. U.S. Department of Health and Human Services ( <a href="http://www.usability.gov/index.html">www.usability.gov/index.html</a> ).....	12
GLOSSARY .....	13
G.1. Acronyms.....	13
G.2. Definitions.....	13
REFERENCES .....	15

## **SECTION 1: GENERAL ISSUANCE INFORMATION**

**1.1. APPLICABILITY.** This instruction applies to all entities of DTRA/~~SCC-WMD~~ and takes precedence over all related internal standard operating procedures or guidance.

**1.2. POLICY.** It is DTRA/~~SCC-WMD~~ policy that:

a. DTRA/~~SCC-WMD~~ employees or members of the public with disabilities seeking information or services from DTRA/~~SCC-WMD~~ have access to and use of information and data comparable to the access and use by individuals without disabilities, unless an undue burden would be imposed, to the extent required by Section 508.

b. This instruction complies with DTRA/~~SCC-WMD~~ Instruction 5105.7. Deviations from delegated authorities identified in this issuance will be documented by J6, submitted for approval, and sent to the Chief of Staff (J0CS) for posting on the J0 Office of the Director Team Site in accordance with DTRA/~~SCC-WMD~~ Instruction 5105.7.

## SECTION 2: RESPONSIBILITIES

### 2.1. **DIRECTOR, INFORMATION OPERATIONS DIRECTORATE (J6)**. The J6:

- a. Serves as the DTRA/~~SCC-WMD~~ Section 508 Coordinator.
- b. Leads efforts to develop and provide procedures and policies for the implementation of Section 508.
- ~~c. Provides regular progress and status updates to the Executive Director (J0X).~~
- c. Attends DoD Section 508 Coordinators' meetings or webinars.
- d. Assembles a Section 508 Accessibility Team, holding regular meetings with the Accessibility Team to provide updates on policy and assistive technology and leading the team in executing the responsibilities set forth in Section 2.8., to include assigning responsibilities to the Accessibility Team according to members' areas of expertise (DoD Manual 8400.01-M).
- e. Develops and implements ~~methods webpage~~ for monitoring adherence to Section 508 policies, ~~and~~ procedures, ~~and information about training classes offered through the General Services Administration (GSA), DoD, and other Federal organizations to the Section 508 Accessibility Team members.~~
- ~~g. Disseminates information about training classes offered through the General Services Administration (GSA), DoD, and other Federal organizations to the Section 508 Accessibility Team members.~~
- f. Maintains an intranet page within the DTRA1 Portal and a DTRA/~~SCC-WMD~~ external website with Section 508 information links, standards, internal guidelines, and points of contact.
- g. Ensures Section 508 accessibility considerations are incorporated into the planning, operation, and management of any ~~E&IT EIT~~ that is developed, used, or maintained by DTRA/~~SCC-WMD~~.
- h. Researches and assesses companies through the chief information officer process and ~~conducts market research prior to purchasing purchase E&IT EIT~~ products or services for DTRA/~~SCC-WMD~~.
- i. Assesses and evaluates software and organizational websites for conformance to the standards.
- j. Ensures organization websites are accessible to employees who use assistive technologies either DTRA/~~SCC-WMD~~-wide or on an individual basis as appropriate.
- k. Ensures adequate security measures and that established Information Assurance policies and procedures are addressed with regard to accessibility.

1. Conducts validation of Section 508 requirements to ensure incorporation into organizational ~~E&IT~~ *EIT* lifecycle activities, including enterprise architecture, design, development, testing, deployment, and ongoing maintenance activities.

**2.2. ~~DIRECTOR, EQUAL OPPORTUNITY AND DIVERSITY PROGRAMS OFFICE~~ (J0XE).** The J0XE:

a. Serves as the DTRA/~~SCC-WMD~~ Disability Program Manager.

*b. Provides regular progress and status updates to the Executive Director (J0X).*

c. Promotes Section 508 awareness and requirements by:

(1) Incorporating disability awareness and accessibility *into* training programs.

(2) Handling all Section 508 noncompliance complaints.

(3) Collaborating with employees with disabilities to ensure their inclusion in the Section 508 ~~E&IT~~ *EIT* testing.

(4) Maintaining records of employees with self-identified disabilities and accommodations provided to these employees in accordance with Section 508.

**2.3. ~~CHIEF, GOVERNMENTAL AND PUBLIC AFFAIRS OFFICE~~ (J0XG).** The J0XG:

a. Serves as the principal point of contact for news media and public requests for Section 508 compliance.

b. Compiles and learns which types of technology apply to the Section 508 standards.

c. Verifies documents forwarded for posting to the public website are compliant.

d. Ensures “local news” posted on the internal and external website is Section 508 compliant.

**2.4. ~~DIRECTOR, HUMAN RESOURCES DIRECTORATE~~ (J1).** The J1:

a. Develops and includes Section 508 awareness in existing Learning Management System (LMS) personnel training programs.

b. Ensures training in LMS is Section 508 compliant.

**2.5. ~~DIRECTOR~~, ACQUISITION, FINANCE, AND LOGISTICS ~~DIRECTORATE~~ (J4/8~~E~~).** The J4/8~~E~~:

- a. Reviews Statements of Work (SOW) and purchase requests from the Requiring Officials (RO) to ensure Section 508 requirements are addressed.
- b. Ensures solicitations include the applicable clauses for ~~E&IT~~ EIT as well as terms and conditions for Section 508 compliance.
- c. Ensures applicable documents provided by the RO are included in the contract file.
- d. Conducts market research to identify vendors providing ~~E&IT~~ EIT supplies or services.
- e. Conducts validation of procurement solicitations to ensure incorporation of Section 508 contract language into SOWs.

**2.6. ~~DTRA/SCC-WMD~~ RO.** The RO is the purchaser or requestor who must ensure the acquisition of ~~E&IT~~ EIT products and services meets the U.S. Access Board standards pursuant to DoD Manual 8400.01-M. The RO:

- a. Identifies needs for ~~E&IT~~ EIT purchases.
- b. Ensures Section 508 is considered in ~~E&IT~~ EIT procurements.
- c. Conveys the market research results with the purchase request documentation.
- d. Performs the following and includes said findings with the purchase request or SOW:
  - (1) Identifies which of the U.S. Access Board's accessibility standards apply to the specific acquisition.
  - (2) Conducts market research to determine the availability of compliant products and services.
  - (3) Drafts specifications and minimum requirements to be submitted with the purchase request.
  - (4) Documents non-availability and undue burden determinations, if necessary.
  - (5) Determines program needs, Section 508 relevance and exceptions, and specific Section 508 technical and performance requirements.

**2.7. ~~DTRA/SCC-WMD~~ EMPLOYEES.** ~~DTRA/SCC-WMD~~ employees:

- b. Properly apply Section 508 provisions to relevant work activities.

c. Adhere to the requirements of this instruction when developing, procuring, maintaining, or using ~~E&IT EIT~~.

d. Ensure all content, documents, applications, and files authored, owned, developed, maintained, and submitted for publication on the DTRA/~~SCC-WMD~~ website, the intranet, or distributed via broadcast e-mails are Section 508 compliant. JOXE assistance is available to assist employees in these regards.

## 2.8. SECTION 508 ACCESSIBILITY TEAM.

**a. General.** The Section 508 Accessibility Team is responsible for understanding and implementing Section 508 standards throughout DTRA/~~SCC-WMD~~. In accordance with DoD Manual 8400.01-M, the Team also reviews other Federal agency activities, implements industry best practices, and identifies opportunities to share lessons learned and relevant information with other Federal Section 508 Coordinators.

**b. Membership.** The Section 508 Accessibility Team is led by the J6 and includes personnel from: J4/8C, J1, JOXE, and JOXG. Employees with disabilities are encouraged to participate and assist with testing as well.

**c. Team Responsibilities and Resources.** The Section 508 Accessibility Team:

(1) Provides recommendations and expertise to the Section 508 Coordinator regarding Section 508 implementation issues and solutions.

(2) Identifies and recommends solutions to ~~E&IT EIT~~ deficiencies that impact the performance of individuals with disabilities (IwDs).

(3) Works with software vendors and developers on ~~E&IT EIT~~ accessibility issues.

(4) Supports validation of ~~E&IT EIT~~ systems performance prior to deployment.

(5) Collaborates with Section 508 committees and workgroups on their policies or plans to address ~~E&IT EIT~~ accessibility in the workplace.

(6) Ensures, whenever possible, all training, informational video, and multimedia productions which support DTRA/~~SCC-WMD~~'s mission contain speech or other audio information necessary for the comprehension of content via open or closed captions.

(7) Supports the development of policies and procedures to ensure Section 508 compliance.

(8) Develops methods to ensure ROs are fully informed about Section 508 requirements and have the tools necessary to determine if requirements are subject to Section 508.

(9) Attends working group meetings and forums sponsored by the DoD and GSA to develop a thorough understanding of Section 508 requirements and standards.

**d. Testing.** When applicable, employees will be requested to test available systems and information dissemination mechanisms within websites and ~~E&IT~~ *EIT* procured equipment to ensure information is provided in accessible formats.



## SECTION 3: PROCEDURES

**3.1. GENERAL.** When developing, procuring, maintaining, or using ~~E&F EIT~~, DTRA/~~SCC-WMD~~ will ensure products comply with the applicable provisions of these standards and Section 508, unless an undue burden (see Section 3.9. for what constitutes an undue burden) would be imposed on the organization. For specific standards, refer to Part 1194 of Title 36, Code of Federal Regulations (CFR).

**3.2. SOFTWARE APPLICATIONS AND OPERATING SYSTEMS.** These provisions are applicable for both software applications and operating systems. They address program features that must be contained in software for the product to meet the standards. Because there are many programming languages from which a software producer may select, it is impossible to give specific coding techniques. In some cases it is possible that a particular programming language may not possess the features necessary to fulfill these requirements. In those instances, another language for creating the program would most likely have to be considered for the product to meet the standards.

**3.3. WEB-BASED INTRANET AND INTERNET INFORMATION AND APPLICATIONS.** These requirements also apply to web-based interfaces to other ~~E&F EIT~~ products or systems. Web-based applications apply to any aspect of a web page with which the user must interact in order to operate the given function of a web page. For example, a streaming audio player delivers the content of a page to the user and, therefore, must be accessible to the user.

**3.4. TELECOMMUNICATIONS PRODUCTS.** Section 255 of the Telecommunications Act of 1996 requires phone manufacturers and telecommunications service providers to make their products accessible when readily achievable to do so. A Teletypewriter (TTY), for example, is considered customer premises equipment, subject to Section 255 provisions. The devices include wires, analog and digital wireless, and internet-based products. Also included are devices such as in-house electronic exchangers and telephone answering machines and systems.

**3.5. VIDEO AND MULTIMEDIA PRODUCTS.** The products include Audio/Visual equipment (both legacy analog, digital systems, and personal computers—desktop, notebook, handheld, etc.) as well as the content itself (video/DVD programs, narrated slide productions, computer-generated presentations, etc.).

**3.6. SELF-CONTAINED CLOSED PRODUCTS.** Self-contained closed products generally have embedded software and are commonly designed in such a fashion that a user cannot easily attach or install assistive technology. For example, one could attach a screen reader to a computer which meets the Section 508 standards, but one would not be expected to attach a screen reader to a copier machine. A copier machine is an example of a self-contained, closed product. Other examples include: calculators, fax machines, information transaction machines,

and information kiosks. This provision requires self-contained, closed products to contain built-in accessibility. A headset is considered an allowable add-on since it is not considered assistive technology in this case. Headsets might be used for privacy rather than accessibility reasons.

**3.7. DESKTOP AND PORTABLE COMPUTERS.** The products include personal computers such as desktop, notebook, portable, and displays. These requirements also apply to handhelds, workstations, and servers.

**3.8. PURCHASE REQUESTS.** The following describes the sequence of steps that comprise the procedure for ensuring DTRA/~~SCC-WMD~~ compliance with Federal requirements relative to any new purchase request (as set forth in Subparts 39.2, 39.203(c)(2), and 10.001 of Subchapters B and F of Volume 1 of the Federal Acquisition Regulation (FAR)):

a. The RO must read the U.S. Access Board standards and determine which technical provisions apply. Refer to <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards>.

b. The RO must perform market research to determine the availability of products and services that meet the applicable technical provisions. In determining availability, market research will be conducted in accordance to Section 508 standards located at [www.section508.gov](http://www.section508.gov).

(1) There may be some products on the market that are partially compliant (i.e., the products meet some, but not all, of the applicable standards), or market research may indicate that there are no compliant ~~E&IT~~ EIT products and services currently available in the commercial marketplace. Market research may also provide pricing information; however, the RO is not allowed to solicit prices from prospective vendors while conducting market research. Market research may also show that purchase of compliant ~~E&IT~~ EIT would impose an “undue burden” (e.g., the cost of the compliant ~~E&IT~~ EIT is significantly higher than non-compliant ~~E&IT~~ EIT).

(2) If, as a result of the market research, a commercial product was not found that meets all of the applicable technical provisions of Section 508 that apply to the purchase request, the RO will annotate this in the SOW.

(3) If, from the market research, there are no products or services identified that meet all of the U.S. Access Board’s technical provisions applicable to the purchase request, the RO will then determine from the market research if a commercial or non-commercial product can be acquired or will be produced that will meet the applicable technical provisions.

(4) If the market research indicates that the only products available are ones that are partially compliant, the RO may claim that the product, as a whole, is non-available because it does not meet all of the accessibility standards. In doing so, the RO must comply with those accessibility standards that can be met and are available in the commercial marketplace in time to meet the delivery requirements.

c. Technical specifications and minimum requirements must be developed considering the results of market research and organizational needs. The RO must submit this information along with the purchase request, including non-availability or undue burden documentation, as appropriate, to the Contracting Officer.

d. The Contracting Officer must draft and issue a solicitation to receive offers from interested sources or consider placing an order under a delivery order or task order contract. Proposal evaluation may yield additional information that could require reconsideration of the need for an exception.

**3.9. UNDUE BURDEN FINDING.** Undue burden means significant difficulty or expense. In determining whether an action would result in an undue burden, the Contracting Officer must consider all resources available to the program for which the product is being developed, procured, maintained, or used.

a. If it is determined that compliance with U.S. Access Board standards in procurement imposes an undue burden, the Contracting Officer, in coordination with the Office of General Counsel, must document why and to what extent compliance with each provision in the standards creates an undue burden and include a copy of the documentation in the contract file. The RO must clearly explain why meeting one or more of the otherwise applicable technical provisions creates an undue burden, and for each provision that creates an undue burden must describe:

- (1) The products or services required as well as the dollar value of the acquisition.
- (2) The applicable technical provision that cannot be met.
- (3) The market research performed to locate commercial items that meet the applicable standards, and the specific reason(s) why the technical provision cannot be met.
- (4) The costs and how they were estimated if monetary expense is deemed prohibitive.
- (5) The alternative means by which DTRA/~~SCC-WMD~~ will provide IwDs access to the data and information involved.

b. The organization must establish a process for documenting, tracking, and approving instances in which the undue burden exception is invoked. A finding that undue burden exists does not absolve DTRA/~~SCC-WMD~~ of the requirement to provide comparable access to IwDs.

## SECTION 4: HELPFUL SECTION 508 INFORMATION AND WEBSITES

### 4.1. U.S. ACCESS BOARD ELECTRONIC AND INFORMATION TECHNOLOGY STANDARDS OVERVIEW WEBSITE ([HTTP://WWW.ACCESS-BOARD.GOV/INDEX.PHP](http://www.access-board.gov/index.php)).

**4.2. AMERICANS WITH DISABILITIES ACT WEBSITE ([WWW.ADA.GOV](http://www.ada.gov)).** The official website pursuant to and codified in Title 42, United States Code, also known as “The Americans with Disabilities Act of 1990,” as amended, prohibits under certain circumstances discrimination based on disability.

### 4.3. GSA WEBSITES. GSA websites include:

**a. 508 Universe ([www.section508.gov](http://www.section508.gov)).** A web portal that serves as a central hub for GSA Section 508 training courses, course content, and information resources. Personnel can access each of the topic-specific courses that address Section 508 implementation as well as explore web links and a glossary of Section 508-related terms. Upon first visit to the site, users will be asked to set up a username and password. No additional information is required in the registration process; users will not be asked for any identifying or personal data.

**b. Buy Accessible Wizard Tool ([www.buyaccessible.gov](http://www.buyaccessible.gov)).** Represents a partnership between Government and industry to provide a service to Federal procurement staff. The tool assists Government personnel in completing the market research necessary to ensure they are buying the most accessible Information Technology products and services available. Government procurement staff will be able to search the site by specific product or service type and see all vendors who have provided links. They can then use the links to reach the template information and product or service descriptions necessary to complete their market research. The tool also produces suggested solicitation language tailored to specific **E&H EIT** deliverables that users can “cut and paste” into their procurement documentation. Buy Accessible Wizard training is also available to the DoD Components on this website.

**c. 1998 Amendment to Section 508 ([www.section508.gov/section508-laws](http://www.section508.gov/section508-laws)).** This website contains the text of the law requiring **E&H EIT** be accessible to persons with disabilities.

**d. Section 508 Acquisition FAQs ([www.section508.gov/Section508\\_FAQs](http://www.section508.gov/Section508_FAQs)).** This website provides answers to frequently asked questions about Section 508.

### 4.4. U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES ([WWW.USABILITY.GOV/INDEX.HTML](http://www.usability.gov/index.html)). This website provides information on, and guidelines for, developing an accessible website.

## GLOSSARY

### G.1. ACRONYMS.

CFR	Code of Federal Regulations
DTRA/ <del>SCC-WMD</del>	Defense Threat Reduction Agency <del>and United States Strategic Command Center for Combating Weapons of Mass Destruction</del>
<del>E&amp;IT</del> <i>EIT</i>	Electronic & Information Technology
FAR	Federal Acquisition Regulation
GSA	General Services Administration
IwDs	Individuals with Disabilities
J0X	Executive Director
J0XE	<i>Director</i> , Equal Opportunity and Diversity Programs <del>Office</del>
J0XG	<i>Chief</i> , Governmental and Public Affairs <del>Office</del>
J1	<i>Director</i> , Human Resources <del>Directorate</del>
J4/8 <del>C</del>	<i>Director</i> , Acquisition, Finance, and Logistics <del>Directorate</del>
J6	<i>Director</i> , Information Operations <del>Directorate</del>
LMS	Learning Management System
RO	Requiring Official
SOW	Statement of Work
TTY	Teletypewriter
U.S.C.	United States Code

**G.2. DEFINITIONS.** Unless otherwise noted, these terms and their definitions are for the purpose of this issuance.

**assistive technology.** Assistive technology or adaptive technology is an umbrella term that includes assistive, adaptive, and rehabilitative devices for people with disabilities and also includes the process used in selecting, locating, and using them.

**~~E&IT~~ *EIT*.** Any equipment or system that is used to create, convert, duplicate, or access information and data. For example: telephones, internet, PDF documents, calculators, laptops, computers, and on-line training.

**GSA.** Responsible for Section 508 program management. GSA provides tools and analysis to support government agencies in providing electronic service technology to businesses, other government customers, and citizens.

**market research.** The process of collecting and analyzing information about the market's capability to satisfy a specified need.

**requestor.** The person who generates the request for or specifies the EIT product or service to be acquired, developed, maintained, or used.

**undue burden.** A significant difficulty or expense.

**U.S. Access Board.** An independent Federal agency charged with developing technical and functional standards to establish a minimum level of accessibility for persons with disabilities. The Board develops and maintains design criteria for ~~E&IT~~ *EIT* and provides technical assistance and training on these requirements and on accessible design. The Board's ~~E&IT~~ *EIT* accessibility standards, set forth in accordance with DoD Manual 8400.01-M, Part 1194 of Title 36, CFR, and Subparts 39.2, 39.203(c)(2), and 10.001 of Subchapters B and F of Volume 1, FAR have been incorporated into the FAR and are located at [www.access-board.gov](http://www.access-board.gov). The Board also enforces physical accessibility standards that cover federally funded facilities.

## REFERENCES

Code of Federal Regulations, Title 36, Part 1194

DoD Manual 8400.01-M, "Procedures for Ensuring the Accessibility of Electronic and Information Technology (E&IT) Procured by DoD Organizations," June 3, 2011

~~DTRA/SCC WMD Directive Type Memorandum (DTM) 15-01, "Governance Process," January 15, 2015~~

*DTRA Instruction 5105.7, "Governance Process," July 13, 2016, as amended*

Federal Acquisition Regulation, Subparts 39.2, 39.203(c)(2), and 10.001 of Subchapters B and F of Volume 1

Telecommunications Act of 1996, Section 255

U.S.C., Title 29, Section 794d (also known as "Section 508 of The Rehabilitation Act," as amended)

U.S.C., Title 42 (also known as "The Americans with Disabilities Act of 1990," as amended)