



Project Charter

The Project Charter sets the course for a project by ensuring stakeholders and project team members share an understanding of the need for the project, roles, early known milestones, financial needs, and constraints.

Project Name: DMVA Accessibility

Agency/Division: DMVA

Project #: DMND1002904

Agency Sponsor: Sarah Edwards, DMVA
COO

Agency Project Manager: Deborah Salerno,
DMVA

OIT Sponsor: Rich Medina, DMVA IT
Director

OIT Project Manager: Sean Settle, Senior
PM

Business Case

[Colorado House Bill 21-1110](#) makes it a state civil rights violation for a government agency to exclude people with disabilities from receiving services or benefits because of a lack of accessibility. Technology that is inaccessible can hinder a person's ability to quickly and easily obtain and use information. When government IT systems are not accessible, it unfairly excludes those who need to access information or services. Any Colorado government entity that doesn't meet OIT's web accessibility standards could be subject to injunctive relief, meaning a court order to fix the problem; actual monetary damages; or a fine of \$3,500 payable to the plaintiff, who must be someone from the disability community.

HB 21-1110 places responsibility for compliance with OIT accessibility standards on both digital and online [platform providers and content owners](#) (State Agencies - DMVA). All Colorado government entities must be compliant with OIT's accessibility standards by July 1, 2024. OIT will provide resources, training on the state standards, and tools to assist with accessibility, but state agencies and local governments will need to implement the changes and improvements to their digital content.

Project Objectives & High-Level Scope

Assess all DMVA (internal and external) digital content to identify and resolve existing accessibility gaps before July 1, 2024.

High-level scope includes:

- Ensures DMVA conducts testing and validation of technical standards conformance claims and that plans are developed to address accessibility issues once identified.
 - **Training** - Ensure DMVA trains stakeholders on roles and responsibilities related to OIT's accessibility standards compliance and has a budget for the tools, or external resources needed to create and maintain accessible IT per fiscal year.
 - **Communication & Complaints** - Ensures DMVA tracks and resolves incoming accessibility complaints and that there are clear and well-tended channels for receiving feedback on digital accessibility issues.
 - Core criteria include internal communications regarding accessibility process improvement, resources, and training as well as public statements of compliance and public representations of the digital accessibility program.
 - **Governance, Roles, Responsibilities** - Ensures that Information Technology (IT) accessibility is positioned appropriately within the organization, and that accessibility-related position roles and responsibilities across the organization are defined, including the designation of an executive sponsor.
 - **Procurement & Vendor Management** - Ensures DMVA reviews and validates that contract language in procurement documents addresses IT accessibility/OIT Accessibility Technical Standards compliance
 - **Development Lifecycle** - Ensures that IT accessibility requirements are incorporated into technology lifecycle activities such as enterprise architecture, design, development, testing, deployment, and ongoing maintenance in a consistent, repeatable fashion, and not dependent on a specific individual(s) who

“carries the torch” for any specific event or project where IT accessibility is required.

Responsibilities:

- **DMVA**

- Compliance in the creation and publishing of any online content and materials.
 - This technology includes but is not limited to both internal and external facing websites, applications, kiosks, digital signage, text, links, images, forms, PDFs, documents, video, audio, and embedded third-party applications.
- Establish a written plan with OIT, as part of your annual IT Roadmap, for implementing the accessibility standards.
 - The first plan is due July 1, 2022.
- Develop any proposed budget requests, if needed, to ensure compliance by July 1, 2024.

- **OIT**

- Provide Project Management technical assistance and coordination, utilizing the Project Lifecycle Methodology Framework.
- Promote and monitor the access standards for individuals with a disability in the state's information technology infrastructure, including but not limited to architecture.
- Ensure OIT web content accessibility guidelines conform with the most recent WCAG.
- Approve or reject procurements by state agencies for adaptive technologies for nonvisual or other disability access uses.
- Comply with accessibility standards when procuring products and services.

- **Technology Accessibility Program (TAP)**

- Support OIT and agency partners to ensure their digital products (websites, applications, services) are accessible and meet current laws and standards.

Project Success Criteria

- Addressed existing accessibility compliance issues by taking inventory of all technology touchpoints, assessing them for accessibility compliance then remediating the problems.
 - If the agency is not able to remediate by the deadline, then a plan for accommodation needs to be put in place by DMVA.
- Built accessibility into roles and processes to provide accessible technology from the beginning and avoid costly accessibility debt in the future.
- DMVA's internal and external digital content is fully assessed and compliant by July 1, 2024.
 - [Scoring +95% for DMVA in OIT TAP Agency Accessibility Dashboard](#)
[Shared publicly on OIT Website, with Joint Technology Committee, Governor's Cabinet, and other General Assembly members.]
 - Average Site Improve Score of Accessibility Adoption Checklist
 - Communications & Support
 - Governance
 - IT Product Roles
 - Procurement
 - Skills

Constraints & Dependencies

- The DMVA is a widespread agency, with a broad footprint throughout the state. Due to vacancies within the agency, staff may be unable to fulfill all the necessary roles for the project.
- DMVA does not plan to perform manual testing for three (3) identified third-party agency platforms:
 - **Vetraspec (Claims Management)** - Pending vendor responsibility for testing/compliance

- **Momentive (SM Apply)** - System is being sunsetted by DMVA
- **Hyland (Archive/Database)** - Internal system with two (2) users and no external components
- **State Tuition Assistance (TBD)** - Replacement for *Momentive*, will be tested before Go-live

Summary Milestone Schedule for Project Initiation & Planning

Objective	A P R	M A Y	J U N	J U L	A U G	S E P	O C T	N O V	D E C	J A N	F E B	M A R	A P R	M A Y	J U N	J U L
Introduction to DMVA																
Agency Coordination																
SMEs Assigned		60- DAYS														
Phase I: Assessment	6-MONTHS (FEB - SEP)															
Phase II: Mitigation	9-MONTHS (APR - DEC)															
Phase III: Training Content Owners	9-MONTHS (DEC - SEP)															
Phase IV: Testing & Validation										6-MONTHS (JAN - JUN)						
Full Compliance																
ELT Briefs	MONTHLY															
Internal Comms, Agency	MONTHLY															
External Comms, Public																60- DAYS

Key Initiate & Planning Phase Milestones	Target Finish Date
Project Kickoff	06/23/23
Assessment (all internal and external digital content)	02/01/22 - 09/30/23
Mitigation	04/03/23 - 12/28/23
Testing & Validation	01/01/24 - 06/28/24
High-Level Agency Compliance	05/31/24
Full Compliance (internal and external digital content)	06/01/24
Budget Complete	06/30/24
Project Schedule Complete	06/30/24
Project Plan Complete	07/31/24

Summary Roles - Initiate & Planning

Project Team - OIT		Agency - DMVA	
Role	Name	Role	Name
IT Director	Rich Medina	Executive Sponsor - Director	Sarah Edwards
IT Portfolio Manager	Chris Beattie	Project Sponsor - COO	Sarah Edwards
Project Manager	Sean Settle	Project Manager	Debroah Salerno
TAP Accessibility Consultant	Brian Stafford	HR Compliance Coordinator	Tamy Calahan

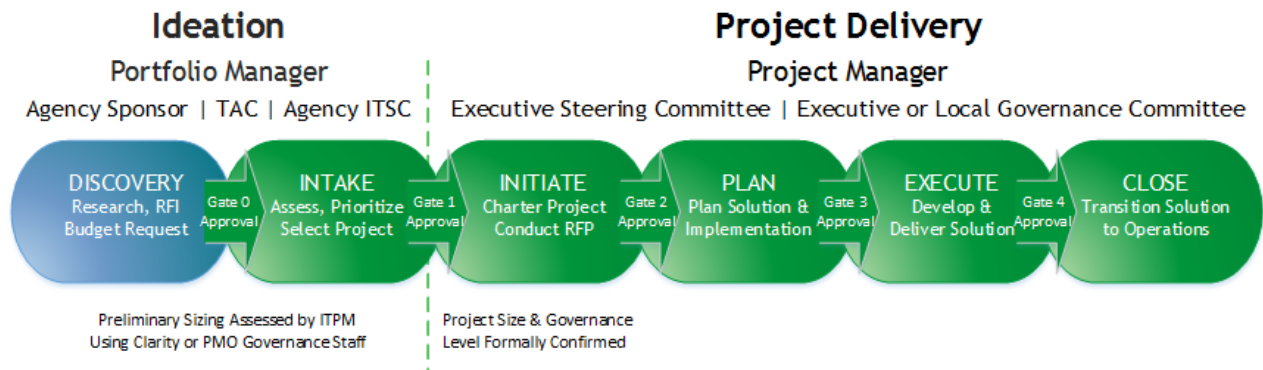
	HR Compliance (Job Forms, Postings, & Publications)
	Internal/External Content Compliance
	Procurement Compliance

Lessons Learned

OIT has shared multiple lessons learned from prior initiatives of similar size and scope:

- Project owners and agency support are crucial to the success of this initiative. Agency SMEs must be consistently involved and aware of the priority and time-required commitment.
- Improved collaboration between OIT and agency partners is beneficial from the start.
- Continue bringing SMEs and process owners together to work through enterprise requirements and provide detailed agendas so the teams can prepare in advance.
- Having an enterprise SME at all of those assessment meetings saves time on further clarification/questions that arise during those meetings for the agency's team members.
- Make sure the implementation team has committed, skilled, knowledgeable, and influential staff who can dedicate enough time.
- Training and testing participation is critical for overall success. Delays in system training and User Acceptance Testing (UAT) can have cascading effects on the project schedule.

Project Methodology & Approach



The following provides a high-level overview of the OIT Project Lifecycle Methodology (PLM) that applies to a project.

Project Administration & Logistics

Additional project detail and documentation can be found within OIT Guide to Accessible Web Services and our DMVA project drive folder, both linked below.

- [OIT Guide to Accessible Web Services](#)
- [OIT DMVA Agency Progress Tracking](#)
- [DMVA IT Accessibility Checklist](#)
- [DMVA Accessibility Project Folder](#)

Approvals

We, the undersigned, authorize the named project manager to lead the project and approve this Accessibility Project Charter for DMVA. We believe that the Project Charter effectively establishes the course to drive the Accessibility implementation successfully.

Name	Project Role	Recommend Action	Date
Sarah Edwards	Exec. Business Sponsor, DMVA COO	Approved ▾	09/05/23
Rich Medina	IT Director, DMVA	Approved ▾	8/15/23
Deborah Salerno	Agency Project Manager, DMVA	Approved ▾	09/05/23
Sean Settle	Senior Project Manager, OIT	Approved ▾	09/07/23