



UNITED STATES OF AMERICA
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

Office of the Chief Information Officer

Section 508 Policy

Policy Number	OCIO-23-508-001
Issuing Authority	Chief Information Officer
Effective Date	8/11/2023

1.0 Purpose

Establishes the process the FTC uses to develop, procure, maintain, or use electronic and information technology to ensure accessibility requirements are met.

2.0 Authority

- Public Law 105-220, "Section 508 of the Rehabilitation Act of 1973, as amended in the Workforce Reinvestment Act of 1998"
- Title 40, U.S.C., 11101 (6), "Clinger-Cohen Act of 1996"
- Title 44, U.S.C., § 3501, "E-Government Act of 2002"
- Title 36, Code of Federal Regulations (CFR), Part 1194, "Electronic and Information Technology (ICT) Accessibility Standards"
- Title 48, CFR, 39.204, Federal Acquisition Regulations (FAR) – "Acquisition of Information Technology"
- Office of Management and Budget (OMB) Circular A-130, Management of Federal Information Resources (61 FR 6428, February 20, 1996)
- OMB Memo M-24-08 Strengthening Digital Accessibility and the Management of Section 508 of the Rehabilitation Act
- 29 U.S.C § 794 (d) – Section 508 of the Rehabilitation Act of 1973
- 36 CFR § 1193 – Section 255 of the Telecommunications Act

3.0 Applicability

This policy applies to all information and communication technology (ICT) systems and services acquired by the Federal Trade Commission (FTC).

4.0 Roles and Responsibilities

4.1 Chief Information Officer (CIO)

The CIO shall:

- Establish the agency Section 508 program, provide leadership of the program, and appoint the agency Section 508 Program Manager.
- Ensure Section 508 accessibility considerations are incorporated into the planning, operation, and management of any ICT that the agency develops, uses, or maintains.
- Collaborate with the Chief Financial Officer and the Chief Acquisitions Officer, and their respective offices, in ensuring all FTC ICT acquisitions align with the FAR, FISMA, and FTC policies regarding Section 508.

4.2 Chief Acquisition Officer (CAO)

The CAO shall:

- In collaboration with the CIO, ensure Section 508 requirements are incorporated into any ICT that is procured by the agency.
- Ensure that all Contracting Officers Representatives (CORs) are validating that procured systems and services continue to comply with federal law, guidance, FTC policies, and OCIO policies relating to Section 508.

4.3 FTC Section 508 Program Manager

The Section 508 Program Manager shall:

- Direct the FTC Section 508 Program and ensure compliance with FTC ICT accessibility policies and procedures.
- Collaborate with the Human Capital Management Office (HCMO) Disability Employment Program Manager (DEPM) in order to ensure delivery of ICT accommodations requests.
- Document and address any ICT accessibility complaints in coordination with the HCMO DEPM.
- Manage the data collection and submission for the Annual Government-Wide Section 508 Assessment.
- Manage the Section 508 Advisory Council.
- Ensure that Section 508 issues and complaints are tracked and resolved, using the Commission's Section 504 procedures where applicable.

4.4 HCMO Disability Employment Program Manager (DEPM)

The HCMO DEPM shall:

- Collaborate with the Section 508 Program Manager in order to fulfill customer requests for accommodation.
- Document accommodation requests for agency recordkeeping.
- Document and address any ICT accessibility complaints in coordination with the FTC Section 508 Program Manager.

4.5 Strategy and Resource Management Manager (SRM Manager)

The SRM Manager shall:

- Ensure Section 508 is included in all OCIO contracts, Task Orders, and relevant ICT strategic planning.

4.6 Mission Success Manager (MS Manager)

The MS Manager shall:

- Ensure relevant Section 508 compliance in all OCIO customer-facing products and services.

4.7 Project Managers (PMs) and Contracting Officer Representatives (CORs)

The PMs and CORs shall:

- Ensure relevant Section 508 compliance language is included in all contractual actions for ICT items and services.
- Ensure all Section 508 documentation provided with the purchase request is retained for tracking purposes.

4.8 System Owners (SOs)

The SO shall:

- Develop, document, and implement procedures and plans to ensure that FTC ICT products are compliant with Section 508, and provide documentation upon request for review and/or audit by OCIO personnel.

4.9 Agency Employees (developers, content creators, procurement professionals)

These individuals shall:

- Create and publish accessible content, products and systems.
- Ensure accessibility needs are clearly defined in development/systems requirements and contracting documents.

5.0 Policy

This policy will be reviewed annually, and updated as necessary. All plans and procedures pursuant to this policy shall align with Federal Acquisition Regulations, Federal law, OMB Directives, and FTC policy.

5.1 Requirements

The FTC shall:

- Ensure that employees and customers with disabilities have access to and use of information and data that is comparable to the access available to people

without disabilities unless an Undue Burden condition applies, in which event, the information and data shall be provided by an alternate method or format.

- Ensure that, when procuring or maintaining ICT:
 - functional requirements are identified;
 - applicable exceptions and technical standards of Section 508 are identified;
 - appropriate applicable requirements and associated language are included in any solicitation;
 - appropriate market research is performed;
 - the product or service that best meets both functional and Section 508 requirements is selected; and,
 - appropriate documentation is produced.
- Ensure that when procuring, using, or maintaining ICT development and testing tools, that those development platforms and testing tools have the capacity to produce ICT products that fully conform with functional performance criteria and applicable technical standards from the Section 508 ICT Accessibility Standards, and that sufficient information is available to developers to utilize those accessibility functions and features.
- Ensure that Section 508 conformance testing is undertaken at sufficiently frequent intervals in order to ensure accessibility.
- Ensure that the FTC is meeting or exceeding WCAG 2.0 Level AA Success Criteria for electronic content.
- Ensure that up-to-date, appropriate, and accurate information is included in all educational materials related to Section 508.
- Comply with established complaint processes for accessibility.
- Implement and adhere to the Commission's review and authorization procedures for ICT purchase requests.
- All purchase requests that claim Undue Burden exceptions shall be reviewed and authorized by the HCMO DEPM, the Section 508 Program Manager, and Office of the General Counsel.
- When deploying or accepting systems that are less than fully conforming to applicable Section 508 provisions, OCIO shall prepare an accommodations plan to address the needs of employees or members of the public with disabilities. This plan shall be authorized and approved by the CIO and the HCMO DEPM.
- Ensure Section 508 subject matter expertise is included in Enterprise Architecture Review processes.

6.0 **Measurement and Verification**

OCIO Managers are responsible for verifying new acquisitions comply with this policy as well as the requirements of their respective areas. CORs and Program Managers, along with SRM, are

responsible for ensuring procured systems and services continue to comply with federal law, guidance, FTC policies, and OCIO policies relating to Section 508. Compliance information will be tracked and updated annually during the Government-Wide Section 508 Assessment, with the FY2023 assessment serving as the baseline.

7.0 Lessons Learned

Lessons Learned are captured by reviewing project information, program risks, customer requests, and feedback. Continuous process improvement is conducted by reviewing this information and implementing the approved program or service changes.

8.0 Policy Revision and History.

Version Number	Implemented By	Revision Date	Approved By	Approval Date	Description of Change
1.0	OAB		CISO	7/30/2010	Initial version
2.0	CISO	8/13/2012	CIO	8/13/2012	Revised to reflect new OCIO nomenclature
2.1	CISO	12/12/2012	CIO	12/12/2012	Revised to comply with formatting guidelines
3.0	CISO	7/8/2014	CIO	7/14/2014	Revised to reflect NIST SP 800-53 rev. 4
3.1	CISO	6/13/2016	CIO	7/22/2016	Revised to reflect new CIO
4.0	OCIO	1/1/2018	CIO	#	Revised to reflect NIST SP 800-53 rev. 5 (Draft)
5.0	OCIO	8/9/2023	CIO	8/11/2023	Policy reinstated and fully revised/updated to incorporate new roles/responsibilities, and to comply with new guidance
5.1	OCIO	5/30/2024	CIO	5/30/2024	Edits made to align policy language with updated operations.

9.0 Signature

 Mark Gray, CIO

 Date