

STATE OF CALIFORNIA DEPARTMENT OF GENERAL SERVICES	DATE ISSUED: May 1, 2008
<b>Administrative Order 08-01</b>	EXPIRES: Until Rescinded
TO: <b>Deputy Directors</b> <b>Branch Chiefs</b> <b>Office Chiefs</b> <b>All DGS Supervisors and Managers</b> <b>All DGS Web Content Developers</b>	REFERENCES:  Government Code Section 11135 Fair Employment and Housing Act Title II, Americans with Disabilities Act (ADA)
SUBJECT: <b>Web Content Accessibility Policy</b>	SUPERCEDES:

**Purpose** This Administrative Order (AO) communicates the Department of General Services' (DGS) policy on providing web accessible content.

**Policy** All departmental web content, including applications, and internal/external documents, where any component thereof will be accessible via the Internet/intranet, will be accessible to all end users.

All departmental web content, including applications, and internal/external documents will be available in a manner that strictly complies with the Americans with Disabilities Act (ADA) P.L. 101-336 and Section 508 of the Rehabilitation Act of 1973.

**Effective Date** This policy is effective immediately upon execution by the Director.

**Statutory Authority** This policy is based on the following federal and state laws:

- Federal laws include the Americans with Disabilities Act (ADA) P.L. 101-336 and Section 508 of the Rehabilitation Act of 1973.
- California has adopted Section 508 of the Rehabilitation Act, pursuant to [Government Code Section 11135, Subdivision \(d\) \(1\) and \(2\)](#).
- In addition, this AO supports the goal set by the State Chief Information Officer (SCIO) in the State of California Information Technology Strategic Plan (Goal 1) for meeting disability access.

**Compliance** Below are compliance responsibilities and reporting periods associated with this AO:

Each Deputy Director will be responsible to ensure all future content is in compliance with this policy.

The DGS Information Technology Services Division (ITSD) will act as the technical resource for all Offices/Branches regarding compliance with this policy.

**Training** The OTR provides accessibility training for web content developers.

- Contact OTR CallCenter to schedule this training at [otrcallcenter@dgs.ca.gov](mailto:otrcallcenter@dgs.ca.gov).

**Contact** **Technology Questions** - Contact the DGS OTR CallCenter at (916) 375-HELP (4357) or [otrcallcenter@dgs.ca.gov](mailto:otrcallcenter@dgs.ca.gov).

**Policy Questions** - Contact the DGS [Equal Employment Opportunity \(EEO\) Office](http://eeo.dgs.ca.gov) (<http://eeo.dgs.ca.gov>) at (916) 376-5127 or [EEORequests@dgs.ca.gov](mailto:EEORequests@dgs.ca.gov).

**Additional Information** The following Internet links provide additional information on web accessibility requirements:

- The State of California, eServices website <http://www.eservices.ca.gov/resources/default.asp>
- Section 508 Standards <http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>

**Alternative Format Requests** In accordance with the California Government Code and ADA requirements, any publication can be made available in Braille, large print, computer disk, or tape cassette as a disability-related reasonable accommodation for an individual with a disability. To discuss how to receive a copy of any publication in an alternative format, please contact the DGS EEO Office, 707 3rd Street, 9th Floor, West Sacramento, CA 95605, (916) 376-5127; California Relay Service: (800) 735-2922, Speech to Speech Service: (800) 854-7784. You may also email your request to: [EEORequests@dgs.ca.gov](mailto:EEORequests@dgs.ca.gov).

**Approval**

*Original with signature on file*

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Will Bush  
Director

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Date