

Accessibility training in PDF remediation

G-Cloud 15

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Accessibility training in PDF remediation

Our content and customer experience services reach from behavioural insight and inclusivity strategy, through human-centred service design, to digital experience platform strategy and out into digital, creative, content and UX design and delivery. CDS' comprehensive suite of customer experience services deliver compelling, intuitive and accessible user journeys, improving engagement and supporting the effortless delivery of digital services to our clients' customer bases.

CDS' multidisciplinary agile teams, user research specialists, design studio and accessibility teams provide digital experience platform strategy and implementation, behavioural insight, research and analysis, accessibility and inclusivity strategy definition and implementation, audience engagement/UX services, content strategy and content creation and communications planning and delivery.

We work with trusted open-source and low-code partners to define, architect and build engaging front ends with minimal cost and effortless maintenance, and our content strategists provide clear, concise copy with robust information architectures, keeping our customers' content fresh and accurate.

CDS' content and customer experience services include:

- Accessibility consultancy and audit services
- Application consultancy, development and support services
- CMS solution consultancy, implementation and support
- Content production cloud solutions
- Content strategy and design consultancy
- Digital experience platform (DXP) performance consultancy
- Digital experience platforms (DXP)
- Digital services consultancy
- Inclusivity consultancy, user testing and research services
- Insight and content services
- Internal communications solution consultancy
- Optimizely DXP Content Cloud
- Public access solution consultancy
- Service design, user centred design and UX consultancy
- Umbraco DXP, Umbraco Cloud, and managed cloud platform.

Our user-centred approach aligns with the GDS Standard and supports users with a range of digital literacy/skills and accessibility needs.

Case Study

Wakefield Council required digital accessibility training and advice for their:

- In-house design team on using InDesign to export accessible PDFs and HTML
- Digital team who were remediating non-accessible legacy PDFs.

What we did

Based on the above requirements, our Accessibility Consultant ran three separate half-day training workshops:

- **Accessibility overview and a discovery session** on Wakefield Council's current process for making printed documents available online – for both print and digital teams.
- **Using InDesign to create accessible PDFs and HTML** – for the print design team.
We focused on both upskilling the team and suggesting ideas for ways they may develop document accessibility in the future.
- **Using Acrobat to create accessible PDFs** – for the digital team.
The team were aware of the basic principles of remediating PDFs using Acrobat, so we focused on more advanced techniques and specific issues they had.

CDS used the first session to understand current processes for making documents created by the in-house design team available digitally, suggesting amendments to these processes to improve the accessibility of the documents. In addition to the focus on more accessible PDFs, we outlined processes for exporting HTML, highlighting the benefits of this approach.

The second and third sessions were supported with training guides for producing accessible content using InDesign and Acrobat.

In all sessions we focused entirely on existing Wakefield Council documents, applying the principles of digital accessibility to real life examples and allowing time to suggest solutions to specific problems presented by these documents.

Outcomes

Both client teams developed a strong understanding of the importance of accessibility and their responsibilities in creating inclusive digital content. They were empowered to use InDesign and Acrobat to produce accessible outputs and to embed accessibility considerations from the earliest stages of content creation.

Service overview

CDS provides software-specific training in using Adobe Acrobat to remediate PDFs to make them more accessible.

Each training course comprises:

- An introduction to digital accessibility.
- Software-specific training using Adobe Acrobat.

We can focus on content produced by your organisation, showing real-life examples and overcoming issues specific to your in-house documents.

This structured approach will not only give your staff specific best practices when using software, but also raise awareness about the importance of accessibility, aligning with Public Sector Regulations and ethical considerations.

Course contents

- Overview of accessibility and why it is important to PDFs
- Overview of Public Sector Accessibility Regulations.
- Overview of tags and the tag panel
- The difference between Tags and Reading Order
- Using Acrobat's Accessibility Checker
- Document Properties – open options, language, title
- Amending existing tagging – changing tags, changing tag order
- Images – setting/amending alt ref, marking as artefacts
- Adding tagging to an untagged document
- Table Inspector
- Setting up bookmark navigation
- Creating links
- Tips to overcome some of the limitations of Acrobat
- Saving as Archivable PDF (PDF/A)
- Useful resources

Features and Benefits

Features

- Introduction to digital accessibility and Public Sector Regulations.
- Overview of assistive technologies, adaptations and responsive design.
- Accessible content requirements, best practice and checklists.
- Training for designers and content creators.
- Training focused on Adobe Acrobat.
- Can focus on client-specific documents.
- Written guidance and checklists.

Benefits

- Raising awareness of accessibility and WCAG.
- Considering accessibility early in development saves resources fixing issues later.
- Solving real-life issues specific to your documents.
- Become more inclusive by improving accessibility of digital documents.
- Reusable guidance and training materials.
- Streamlining the process of making content available digitally.
- Meeting Public Sector Bodies Accessibility Regulations.

Business continuity and disaster recovery plans

CDS is committed to minimising and managing its exposure to disruption to the business and the services provided to our customers. This encompasses robust systems and processes necessary to maintain continuity of service and operations.

CDS maintains a comprehensive Business Continuity and Disaster Recovery (BCDR) plan, certified to **ISO 23001**, that defines clear roles, responsibilities, processes, and procedures for assessing and responding to disruptions to ensure continuity during disruptions. **Our plan is tested annually with lessons learned incorporated into plan improvements.**

Our Business Continuity Management System (BCMS) is underpinned by regular business impact assessments and threat and risk analyses, and annual tests to ensure all contingencies remain effective, current, and fit for purpose.

Onboarding and offboarding

Onboarding

CDS provides a tailored onboarding pathway, based on clients' individual requirements.

Onboarding is a collaborative process, through which we fully understand our clients' short-, medium- and long-term goals, and plan our service accordingly, to deliver best value and appropriate resourcing, governance, communication and planning.

Our multi-disciplinary agile teams will work with project stakeholders to understand the client and project needs and requirements.

We will define and capture ways of working, including definitions of 'ready' and 'done', and identify acceptance criteria for each sprint, underpinned by modern test practices and OKRs.

Offboarding

Upon starting the engagement, CDS will provide an exit plan for client approval. This will cover matters such as knowledge transfer and documentation, roll-off schedules, data and asset transfer, intellectual property and removal of access / permissions and return of devices / equipment.

Ownership of data contained in any solution belongs to and rests with the client; as the service is decommissioned, raw data will be transferred to the client. CDS is certified to ISO 27001 for data security and will always adhere to these standards – including data removal and destruction.

Service constraints

Attainable service levels will be dependent upon the service performance of cloud suppliers within the service chain. Maintenance windows may apply, and clients should refer to the SLA for the specific service in use.

Ordering and invoicing

We recommend contacting CDS before placing an order via G Cloud 14, to confirm and agree scope, scale, SLAs, KPIs, outcomes, etc. We will be pleased to support clients to define statements of work that reflect their requirements.

Invoices are issued monthly in arrears, with payment terms of 30 days.

Pricing

Timescales and costs vary, depending on several factors; we recommend a preliminary review to provide a firm cost.

Please refer to our pricing document and SFIA rate card.

Industry standards

CDS delivers all its services to internationally recognised standards. CDS is accredited to the following standards:

- ISO 9001 Quality Management System.
- ISO 27001 Information Security Management.
- ISO 20000 IT Service Management and IASME certified.
- ISO 14001 Environmental Management.
- BSI 1008 Electronic Information.
- ISO 22301 Security and Resilience (Business Continuity).
- ISO 45001 Health and Safety Management.
- ISO 10008 Evidential Weight and Legal Admissibility of Electronic Information.
- ISO 50001 Energy Management Standard.
- Cyber Essentials Plus.
- IASME certified.
- ITIL compliant service desk.
- PlanetMark Sustainability.

We comply with the Data Protection Act 2018 and UK GDPR regulations.

Contact details

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