# Service Level Agreement (SLA) on the Evaluation and Testing of Information Technology (IT) Products and Services

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## Overview

This SLA describes processes and procedures that current information technology (IT) staff follow to evaluate IT products and services to ensure compliance with CSU Accessible Technology Initiative (ATI) and Section 508 standards and accessible IT procurement practices.

## Affected Groups

This SLA applies to the following individuals, groups and organizations:

* **Requestors** (any individual or University organization requesting procurement of information technology-related products or services. Requestors also include any functional owner(s) of any existing IT-related product or service.)
* **Vendors** (any vendor or 3rd party that furnishes information technology-related products or services to the University)
* **Contracts & Procurement Services**
* **Information Technology Services (ITS)**

## Affected Products, Services and Systems

This SLA applies to any IT products, services or systems that fall within one or more of the following Section 508 categories:

1. **Section 1194.21 Software Applications and Operating Systems.** This category applies to purchased or developed operating systems and application software programs. This includes client-based (desktop) application software programs. Examples: Windows, Linux, Microsoft Office, Photoshop, SPSS.
2. **Section 1194.22 Web-based Intranet and Internet Information and Applications.** Web-based information is content provided via webpages. A Web-based application is any application embedded in a webpage that is necessary to fully deliver the content of the page to the user. Web-based applications include any web page functionality with which the user must interact in order to operate the given function of a webpage. Examples: Canvas, myCI, etc.
3. **Section 1194.23 Telecommunications.** This section addresses communication devices used by people who are deaf, hard of hearing, visually impaired, or speech impaired to communicate over networks designed to carry voice. Whenever a device transmits and receives voice over a telecommunications network, it must then be able to support the hookup and successful interoperation of TTY assistive technology.
4. **Section 1194.24 Video and Multimedia Products.** This section includes audio-visual equipment such as digital and analog TVs, VCRs, HDTV set-top boxes, DVD equipment, and in certain circumstances, PCs equipped with TV tuners, receiver cards, or displays used in presentations. It also includes streaming media such as YouTube, broadcast and cable signals, as well as online presentations.
5. **Section 1194.25 Self-Contained, Closed Products.** By definition, a self-contained, closed product is a device unto itself. This category includes products that generally have embedded software and are commonly designed in such a fashion that a user cannot easily attach or install assistive technology. Examples: copiers, printers, fax machines, calculators, and information kiosks.
6. **Section 1194.26 Desktop and Portable Computers.** This includes laptops, tablets, smartphones, smartwatches and other devices which serve as portable computers.

Please note that most IT products and services fall within more than one category.

## Service Descriptions and Standards

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| **Roles** | **Responsibilities** |
| Requestor | 1. Primary point of contact for questions related to product/service usage between ITS and the vendor
2. Expertise in product/service usage & function
3. Creating & documenting use cases
4. Coordinating testing accounts & access for ITS
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| Vendor | 1. Deliver accessible IT product(s) or service(s) to the University according to contract and statement of work.
2. Provide access to IT product(s) or service(s) for testing purposes
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| Information Technology Services (ITS) | 1. Approval of products to be procured
2. Accessibility testing of products
3. Documenting accessibility test results
4. Providing feedback to Requestor, Vendor and Contracts & Procurement Services
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| Contracts & Procurement Services | Authorizing procurement of IT products and services |

#### Service Overview

Evaluation and testing of IT equipment, products and services typically takes place during the procurement process. IT products and services which are determined to require testing shall be tested prior to completion of their procurement.

Evaluation and testing may also occur for existing IT equipment, products and services, at the discretion of the ATI Executive Sponsor or requestor.

The following documents and forms shall be used to support this SLA and corresponding procedures:

* Accessibility Testing Product Instructions (ATPI)
* Accessibility Testing Product Results (ATPR)
* Equally Effective Alternative Access Plan (EEAAP)

Links to these documents are available in the Appendix.

#### Evaluation and Testing Procedure

1. Requestor completes the IT Procurement Impact Assessment (ITPIA) form ([http://go.csuci.edu/ITPIA)](http://go.csuci.edu/ITPIA%29) and provides results to ITS staff.
2. Requestor obtains completed Voluntary Product Accessibility Template (VPAT) form from vendor and provides to ITS staff. For more information on the VPAT form, see [http://www.csuci.edu/ati/sla)](http://www.csuci.edu/ati/sla%29)
3. ITS staff reviews VPAT form and evaluates ITPIA score to determine if the procurement meets or exceeds major impact threshold. If ITPIA score is below major impact threshold, no further evaluation shall be completed, unless specifically requested by the ATI Executive Sponsor.
4. For procurements that meet or exceed the major impact threshold, ITS staff shall collaborate with the requestor and vendor to test for basic product features using the ATPI and ATPR.
	1. Requestor shall identify and document common use cases for ITS staff to use in testing. ITS staff shall support this process by providing electronic templates to gather use cases in a consistent manner.
	2. Requestor shall also coordinate with the vendor to provide ITS staff with necessary access to complete testing of the product/service (including creating user accounts for testing, authorizing test user access permissions, providing necessary login credentials, etc.)
	3. ITS staff will perform basic testing using the ***Accessibility Testing Product Instructions (ATPI)*** defined for each Section 1194 criteria. ITS staff will then document test results in the corresponding ***Accessibility Testing Product Results (ATPR)*** document for each Section 1194 criteria.

	For example, if Product A falls within the scope of both Section 1194.21 and 1194.22 criteria, the following documents will be used:
		1. ATPI for Section 1194.21
		2. ATPR for Section 1194.21
		3. ATPI for Section 1194.22
		4. ATPR for Section 1194.22
	4. In certain cases, assessment and testing by ITS staff will not be feasible when product complexity is such that the limited IT resources are not adequate. In those cases, evaluation by a 3rd party or qualified contractor may be required.
5. ITS staff shall provide test results to the Requestor and to the vendor.

#### Post-Testing Procedure

Based on the outcome of the results and severity of the issues discovered, the Requestor may be required to create an Equally Effective Alternative Access Plan (EEAAP) (see Appendix).

1. ITS staff shall provide feedback and consultation to the Requestor about implementing equally effective alternative access for identified issues.
2. If further testing or repair beyond the current IT resources is necessary, ITS shall provide a list of consultants who may be able to assist and find equally effective access solutions for the requestor.
3. It should be noted that IT staff do not have the expertise to evaluate how specific equipment, hardware and software are being used by the Requestor, and as such, cannot address remediation.
4. It should be noted that equally effective alternative access is dependent on the specific type of disability that needs to be accommodated, and, as such, often cannot be determined in advance.

All related documents (including ITPIA, VPAT, ATPIs, ATPRs, and EEAAP) become part of the procurement package and shall be provided by the Requestor to Procurement prior to the issuing of the purchase order by Procurement.

## IT Staff Product Testing Contact Table

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| **IT Staff Product Testing Contact** |
| **Section** | **Primary Contact** | **Additional IT Staff Resources** |
| 1. Section 1194.21 Software Applications and Operating Systems. | Jerry Garcia |  |
| 2. Section 1194.22 Web-based Intranet and Internet Information and Applications.  | Daniel Martinez | Jerry GarciaRyan Garcia |
| 3. Section 1194.23 Telecommunications  | Matt Hughes | Jerry Garcia |
| 4. Section 1194.24 Video and Multimedia Products. | Jerry Garcia – Non Web-based productsDaniel Martinez – Web-based products |  |
| 5. Section 1194.25 Self-Contained, Closed Products.  | Jerry GarciaJess Paredes |  |
| 6. Section 1194.26 Desktop and Portable Computers.  | Jerry Garcia |  |

## Appendix

The following documents can be obtained at <http://www.csuci.edu/ati/sla/testing-sla.htm>

* Accessibility Testing Product Instructions (ATPI)
* Accessibility Testing Product Results (ATPR)
* Equally Effective Alternative Access Plan (EEAAP)