**R895. Government Operations, Technology Services.**

**R895-14. Access to Information Technology for Users with Disabilities.**

**R895-14-1. Purpose and Authority.**

(1) This rule establishes minimum standards for accessibility of executive branch agency information technology by an individual with a disability, and a grievance reporting procedure.

(2) This rule is established in accordance with Sections 63A-16-102, 63A-16-204, 63A-16-205, and 63A-16-209.

**R895-14-2. Scope of Application.**

This rule applies to executive branch agencies that are under the jurisdiction of the state CIO per Title 63A, The Utah Technology Governance Act.

(1) Exceptions.

Agencies excepted include only those agencies specifically excluded by Section 63A-16-102.

(2) Conditions.

Agencies subject to this rule shall ensure that people with and without disabilities can access the same information, perform the same tasks, and receive the same services using information technology.

(3) Limitations.

This rule does not apply to information technology deployed before June 1, 2015.

**R895-14-3. Accessibility Criteria for Agency Websites, Hardware and Software Procured by an Agency, and Information Systems Used by an Agency Employee.**

Agency websites, hardware and software procured by an agency, and information systems used by an agency employee created after June 1, 2015 will conform at minimum to W3C Web Content Accessibility Guidelines (WCAG) Version 2.1, Level AA. Compliance testing protocols shall include a variety of access limitations and shall be repeated until no errors are indicated using then current DTS accessibility guideline recommendations.

(1) Incorporations by Reference.

W3C Web Content Accessibility Guidelines (WCAG) Version 2.1, Level AA is incorporated by reference.

(2) Agency Discretion.

Agency websites, hardware and software procured by an agency, and information systems used by an agency employee shall either comply with accessibility guidelines or provide an alternative method of access with full functionality.

(3) Vendor Accessibility Certification.

Vendors developing websites, hardware, or software for an agency, or information systems used by an agency, shall comply with applicable accessibility guidelines.

**R895-14-4. Accessibility for Existing Legacy Information Systems used by Executive Branch Agencies.**

Agencies shall develop plans to address IT accessibility issues in existing systems, subject to available funding. Examples of remediation plans include procurement of accessible IT or providing alternate means of access to the IT product or service.

(1) Agency Discretion.

Agencies will make reasonable efforts to comply with accessibility guidelines for legacy information systems, and must provide individuals with disabilities with an alternative method of access that allows the individual to use legacy information systems.

**R895-14-5. Grievance Reporting Procedures.**

The Division of Technology Services shall provide accessible forms for reporting accessibility issues that can be accessed in the standard Utah.gov website footer used by agency websites. In addition, a contact number is provided on agency websites to report accessibility issues.

(1) Responding to Accessibility Violations.

DTS shall respond to accessibility violation reports within 30 calendar days with suggestions for remediation.

**R895-14-6. Undue Burden to Agencies.**

(1) If compliance with this rule causes an undue burden to agencies; agencies may propose an alternative method of access that allows users with disabilities to use information and data. The alternative method must be submitted to the CIO in writing, and the CIO shall approve or deny the proposal in writing.

(2) Accessibility Testing Protocols.

The Division of Technology Services provides guidelines for accessibility testing and revises them on a regular schedule for use by agencies. Current testing protocols measure accessibility against United States Public Access Board Guidelines of 2015, including Section 508 of the Rehabilitation Act of 1973 as amended, and W3C Web Content Accessibility Guidelines (WCAG) Version 2.1, Level AA.

**KEY: accessibility guidelines, information technology for users with disabilities, web accessibility**

**Date of Last Change: September 22, 2025**

**Notice of Continuation: October 25, 2024**

**Authorizing, and Implemented or Interpreted Law: 63F-1-206; 63F-1-210**