

# The Kansas Partnership for Accessible Technology

2011 Annual Report



July 27, 2012

## CONTACT

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# 2011 ANNUAL REPORT

*The Kansas Partnership for Accessible Technology*

## PREFACE

This report, the fourth since 2008, provides an overview of the efforts undertaken by the Kansas Partnership for Accessible Technology (KPAT) to make the use of technology by government and its partners accessible to employees, business, and citizens. It marks the first time that the state has had the means to conduct an automated assessment of the status of the accessibility of State of Kansas websites. A copy of the annual reports issued by the KPAT, including this one, can be found online at: <http://oits.ks.gov/kpat/reports/>.

## ABOUT THE KANSAS PARTNERSHIP FOR ACCESSIBLE TECHNOLOGY

### Purpose

The Kansas Partnership for Accessible Technology was established by Executive Order 08-12 in December 2008 as an independent committee composed of senior program and policy leaders representing key stakeholders in accessible technology charged with coordination and oversight of a program to carry out the state's commitment to information technology (IT) accessibility. The Partnership is charged with the following responsibilities:

- Address web and IT accessibility issues
- Provide related policy, standards, guidelines, and procedural recommendations,
- Coordinate, review, and provide recommendations on programs for enterprise wide assessment and monitoring of accessibility compliance,
- Review the State of Kansas Web Accessibility Requirements (Information Technology Policy 1210) and related documents annually and update as required,
- Develop and provide information, training, support, and resources on web and information technology accessibility,
- Work jointly to accomplish its mission with officials from other state agencies, organizations and county, municipal and tribal governments, as well as with businesses and organizations in the private sector whose products, services, or activities affect the accessibility of state services, programs, or systems.
- Establish a leadership role for Kansas in the national effort to improve access to and use of information and services by individuals with disabilities.

## Membership

Membership is drawn from a wide variety of state agencies, as well as from disability community advocacy organizations and local government. Appointments to the Partnership are as specified in Executive Order 08-12. A list of current members is provided in an appendix to this report.

## Program

The Partnership operates within the state IT governance structure and functions as a standing advisory committee to the Information Technology Executive Council (ITEC) and other committees, boards and commissions as appropriate. It meets quarterly and commissions ad hoc working groups to carry out individual initiatives. For administrative purposes, the Partnership is housed in the Office of Information Technology Services and it receives staff support from the Director of IT Accessibility.

A copy of Executive Order 08-12 is provided in an appendix to this document.

## 2011 GOALS AND ACCOMPLISHMENTS

### Goals

The overarching goal of the state IT accessibility program is to provide the leadership, policy direction, and support necessary to make all State of Kansas content and services delivered through information and communications technologies accessible. We believe successful implementation involves several dimensions:

- **Governance:** Involving affected stakeholders to develop and implement policy and standards; providing leadership in working with other governance bodies to proactively address IT accessibility
- **Assistance:** Providing consulting, training, documentation, and support for technology implementers, both technical (e.g., for web developers) and relating to process (e.g., procurement standards); facilitate understanding legal liability and responsibilities
- **Communication:** Advocacy for affected constituent groups; raising and maintaining awareness of the issues, requirements, and solutions; promoting the initiative; listening to concerns; and championing successes
- **Assessment:** Collaborate with and assist organizations in monitoring compliance, establishing accountability, reporting progress to stakeholders and oversight groups.

### Accomplishments

#### Governance

The Partnership actively worked to fulfill its responsibilities in the area of governance in 2011. Highlights include:

- Reviewed and approved the Web Accessibility Compliance Statements of 29 state IT projects with budgets in excess of \$250,000, under new accessibility stipulations introduced in the December 29, 2010 revision of the Information Technology Project Planning Guidelines (ITEC Policy Guideline 2400A). Of these projects, there were seven from five agencies, representing approximately \$7,892,000, to which the State of Kansas Web Accessibility Requirements (ITEC Policy 1210) were applicable (based on the inclusion of web-based user interface components), and for which these requirements were explicitly included, along with accessibility testing, in the project plans. An additional six projects from six agencies, representing approximately \$88,999,000, are currently in the high-level planning stage, with confirmation that they will likewise include the accessibility requirements. In several of these cases, substantive discussions with agency and/or vendor personnel relating to these requirements have occurred as a direct result of this process, cementing compliance early and avoiding costly post-development remediation or non-compliant implementation.
- Worked with the Kansas Department of Health and Environment's and the Kansas Department of Social and Rehabilitation Services' Kansas Eligibility Enforcement System (KEES) project staff to develop accessibility requirements language for that project's statement of work, as well as to help determine scope for an accessibility consulting task order.

## Assistance

The primary staff person supporting the Partnership is the Director of IT Accessibility, Cole Robison. Either directly, or with his guidance, various types of accessibility-related assistance were provided to state agencies and other organizations throughout 2011. Examples include performing accessibility assessments of state websites at the request of site owners, assessing IT Project deliverables, evaluating and remediating PDF documents, performing functional testing on documents using assistive technology, and answering inquiries for state agencies regarding a variety of topics, including basic accessibility, PDF and Office document format accessibility, SharePoint accessibility support, and requirements interpretation.

We also worked with the Kansas State Board of Education to sponsor, through a grant from the Information Network of Kansas, a demonstration project to provide captioning for portions of the live webcast of the January 2011 Board of Education meeting. Our goal in this effort was (and continues to be, as we seek other opportunities for additional pilot projects) to begin to develop a better understanding of available methods and challenges in making audio and video resources accessible to users, as well as the direction of technological improvements in this area.

## Communication

The Partnership continues to serve as a vehicle for communicating on accessibility-related topics with its members and the communities they represent. Specific examples of outreach include:

- Made multiple presentations during the year on Partnership activities and policies before the Information Technology Advisory Board.

- Presented a web accessibility overview to approximately 50 Department of Social and Rehabilitation Services and Department of Health and Environment personnel involved with the KEES project, in an effort to foster understanding of accessibility requirements, and their inclusion and emphasis in that project's specifications.
- Presented on accessibility at a meeting of the Kansas State Lectora User's Group, whose members produce eLearning content.
- Hosted a webinar-based training session with SSB BART Group for pilot-phase users of the Accessibility Management Platform (see next section).
- Continued to develop and support the KPAT website, an integral part of our efforts to deliver information about accessible technology to stakeholder organizations. In 2010, the website (<http://oits.ks.gov/kpat/>) received over 7,000 visits from individuals seeking information about the state program and related resources—an increase of 130% over the previous year.

## Assessment

One of the keys to being effective in addressing the subject of information technology accessibility is the ability to assess compliance with state standards. From this capability comes the ability to establish an initial benchmark for compliance, to design training and communication that specifically targets identified deficiencies, to provide feedback to agencies about potential issues in need of remediation, and a method to identify best practices that can be shared across the enterprise.

In May, after evaluation of competing proposals, we awarded a statewide contract to SSB BART Group for an enterprise tool for use in performing automated assessment of the state's compliance with ITEC web accessibility requirements, as well as for related training and consulting services. Using grant funding from the Information Network of Kansas, we subsequently procured through this contract unlimited statewide access to the assessment tool, called Accessibility Management Platform (AMP), for an initial license period extending through November 2012, and worked with SSB BART Group to specify adaptations to tailor the system for Kansas.

While we believe access to such a tool will be immediately beneficial, and fills a longstanding resource gap relating to accessibility compliance, we also recognize that fully realizing the potential it offers will require awareness and support on the part of agency stakeholders. This includes not only training on the use of AMP for web authors and developers, et al., but also backing from management in assigning the resources necessary for staff to learn and use the product, as well as to perform remediation indicated by its findings. To this end we have commenced an AMP rollout drive to engage agency personnel and ensure they have the information they need to most fully utilize it. Martha Gabehart, Executive Director of the Kansas Commission on Disability Concerns and KPAT Vice-Chair, presented the tool and the KPAT's vision for an associated assessment initiative at a meeting of the Governor's cabinet in October 2011, and received a directive to proceed. We have followed this up with meetings with individuals in key positions in cabinet agencies to build a foundation for further outreach to all agencies.

In addition, the KPAT worked with the Kansas Information Technology Office to include web accessibility assessment status in the template used by agencies to complete their Three Year Information Technology Management and Budget Plans. In this, the first year that the question has appeared in the survey, 28 agencies indicated they have completed a web site accessibility assessment, with 20 indicating they have not, and two indicating such an assessment was in progress. (One responded that they have no web site, and seven did not provide an answer to the question.) Additional information requested included detail about the numbers of files evaluated and violations found. Responses to this section, which was denoted as optional this year as a new element of the analysis, were received from nine agencies, with varying results.

## ACCESSIBILITY STATUS OF STATE OF KANSAS WEBSITES

### AMP Assessment

As noted in the previous section, this year marks the first time we have had the means to perform an assessment of the accessibility of state websites using our newly-acquired enterprise assessment tool, AMP. While further activities associated with the ongoing full rollout of this tool—particularly gathering information from agencies about all web properties they operate—will enable more comprehensive testing in the future, in the meantime we have performed an automated evaluation of a sampling of sixty-three major agency websites. The entities included were those listed on the Agency Contact Listing page of the Communication Directory at <http://da.ks.gov/phonebook/>, as well as the Legislature and additional public universities listed at [http://www.kansasregents.org/interactive\\_map\\_listing](http://www.kansasregents.org/interactive_map_listing). Each of these sites was automatically spidered by AMP to a maximum depth of 250 pages from its home page to comprise the assessment sample. These data were collected in January 2012.

This resulted in 11,084 pages being evaluated. Of these, one or more violations were found on 9,292 pages, or 83.8%. There were 114,991 violations found overall. The table below shows how these are distributed by relative severity.

High Severity Violations	55,210	(48%)
Medium Severity Violations	11,533	(10%)
Low Severity Violations	48,248	(42%)
Total Violations	114,991	

The following tables highlight the top violations, as ranked by different metrics in the AMP analysis: violation frequency, severity, and estimated ease of remediation.

#### *Most frequent violations (by pages affected)*

Best Practice	Violations	Percentage of Pages with Violation	Severity	Noticeability	Repair Effort
Ensure the language of a document is set	5,918	52%	1	6	2
Provide explicit labels for form fields	12,301	42%	10	6	2
Ensure headers and cells are properly associated	4,043	24%	10	7	4
Ensure table headers are used in a valid fashion	3,131	19%	10	4	4

<b>Best Practice</b>	<b>Violations</b>	<b>Percentage of Pages with Violation</b>	<b>Severity</b>	<b>Noticeability</b>	<b>Repair Effort</b>
Provide alternative text for images	7,171	18%	10	10	2

*Most frequent violations (by violation count)*

<b>Best Practice</b>	<b>Violations</b>	<b>Percentage of Pages with Violation</b>	<b>Severity</b>	<b>Noticeability</b>	<b>Repair Effort</b>
Ensure heading elements are properly ordered	38,957	18%	3	6	4
Ensure the sole use of device dependent event handlers is avoided	25,363	17%	8	7	2
Provide explicit labels for form fields	12,301	42%	10	6	2
Ensure keyboard focus is only assigned to elements that are defined as keyboard focusable without setting a tabindex	8,347	8%	6	5	4
Provide alternative text for images	7,171	18%	10	10	2

*Most severe violations*

<b>Best Practice</b>	<b>Violations</b>	<b>Percentage of Pages with Violation</b>	<b>Severity</b>	<b>Noticeability</b>	<b>Repair Effort</b>
Provide alternative text for images	7,171	18%	10	10	2
Ensure headers and cells are properly associated	4,043	24%	10	7	4
Provide explicit labels for form fields	12,301	42%	10	6	2
Ensure table headers are used in a valid fashion	3,131	19%	10	4	4
Avoid utilizing sub-tables in header elements	15	0%	9	3	5

*Violations requiring least remediation effort*

<b>Best Practice</b>	<b>Violations</b>	<b>Percentage of Pages with Violation</b>	<b>Severity</b>	<b>Noticeability</b>	<b>Repair Effort</b>
Provide alternative text for images	7,171	18%	10	10	2
Provide explicit labels for form fields	12,301	42%	10	6	2
Ensure the sole use of device dependent event handlers is avoided	25,363	17%	8	7	2
Ensure frame titles are meaningful	1,530	6%	7	6	2
Provide valid, concise, and meaningful alternative text for image buttons	311	2%	6	8	2
Ensure the language of a document is set	5,918	52%	1	6	2
Provide summary attributes for tables when appropriate	255	1%	3	7	2
Ensure hr elements utilize relative sizing	630	0%	4	2	2
Ensure option elements in large lists are grouped	821	6%	1	2	2

## Interpretation of Results

There is, unfortunately, a notable correlation between the most common violations and the most severe. On the other hand, the level of effort required to fix is generally relatively low for these violations, and, in fact, is lowest for the two violations that appear in each of these tables:



“Provide alternative text for images” and “Provide explicit labels for form fields.” These represent clear areas in which marked improvement can be readily made.

## Three Year IT Management and Budget Plans

In addition to the AMP evaluation, this year the instructions for submission of the Agency Three Year IT Management and Budget Plan documents (which are required annually by the Kansas Legislature and ITEC to present a high-level view of IT activities in the state) included, for the first time, questions asking whether agencies have completed website accessibility assessments. Responses are summarized in the table below:

### *Completed a web site assessment*

Yes	48%
In progress	3%
No	34%
Did not answer	12%
<u>No web site</u>	<u>2%</u>

Information about assessment particulars was also requested on an optional basis, but few agencies provided this information. With AMP being made available this year, we expect to see the number of agencies conducting assessments increase considerably in next year’s reports.

## OUTLINE OF 2012 PLANNED INITIATIVES

While progress was made on a number of initiatives in 2011, significant work lies ahead. The following sections outline the Partnership’s planned areas of focus for the coming year.

### Governance

The Partnership will continue to track ongoing federal efforts to update IT accessibility standards—such as the ICT Standards and Guidelines and relevant Department of Justice advance notices of proposed rulemaking, including RIN 1190-AA61, “Nondiscrimination on the Basis of Disability; Accessibility of Web Information and Services of State and Local Government Entities and Public Accommodations”—as well as emerging industry standards—such as PDF/UA (PDF/Universal Accessibility, ISO/FDIS 14289-1)—to understand their impact on activities in the state and recommend approaches for compliance, reflection in state standards, etc.

We will also continue to focus on facilitating agencies’ integration of accessibility evaluation into the technology procurement process. Having established a process for doing so for planned IT projects subject to ITEC Policy 2400, *Project Approval*, we will explore possibilities to similarly address other procurements of technology that fall outside this process.

## Assistance

Training will be developed on proper development techniques for producing accessible content, as well as for identifying and addressing existing accessibility issues. Offerings will aim to provide a general foundation in accessible content creation as well as target specific areas of common need as identified by the enterprise-wide assessment effort.

PDF, the Portable Document Format, is a particular technology on which we intend to focus this year, by expanding the scope of information resources we make available, including the aforementioned training, and exploring possible PDF accessibility tool offerings.

We seek to continue to pursue captioning pilot projects. Our goal in this fledgling effort is to begin to develop a better understanding of available methods and challenges in making audio and video resources accessible to users, as well as the direction of technological improvements in this area.

## Communication

As the rollout of the assessment tool continues into 2012, we will continue to meet and correspond with stakeholders, among both policy makers and implementers, in support of that effort. We will act on interest commonly expressed in such meetings to date and form a user group for users of the assessment tool, and webmasters in general, to improve engagement with this key stakeholder group on whom many of the tasks necessary for implementation of web accessibility standards fall. We hope that such a group will be an effective mechanism for providing support, and would generally foster a sense of community around the subject of web accessibility.

In support of our efforts involving accessibility in procurement processes, we will try to establish contacts with accessibility executives for some of the major software vendors with which agencies commonly do business to raise awareness and understand the state of their accessibility efforts.

## Assessment

Rollout of AMP and its establishment as the state's web accessibility assessment tool will be among the KPAT's primary efforts for the year. In addition to promoting agency use of the tool, putting it to use in beginning a program of systematic, enterprise-wide assessment of state websites as a whole will be undertaken. With the grant-funded one year licensing term expiring in November, determining means to renew the license will also be a priority. In addition, as mentioned above, we will research possibilities for supplementing the HTML-based web content assessment capabilities of AMP with some similar tool for PDF content.

By working closely with state agencies in making an automated tool available for self-assessment, we hope to assist them in identifying strategies for compliance, developing plans for remediation where required, and to identify opportunities for training and best practice sharing that will increase the accessibility of the information and services delivered electronically by the state.

## APPENDIX

### Kansas Partnership for Accessible Technology Membership Listing

#### *Chair*

**Duncan Friend**  
**Director of Enterprise Technology Initiatives**  
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#### *Vice-Chair*

**Martha Gabehart**  
**Executive Director**  
**Kansas Commission on Disability Concerns**

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Vacant  
**Chief Information Technology Architect**

Vacant  
**Kansas Department for Aging and Disability**  
**Services**

Vacant  
**Kansas Department of Health and**  
**Environment Division of Health Care**  
**Fincance**

Vacant  
**Kansas Division of Emergency Management**

# APPENDIX

## Executive Order 08-12

**EXECUTIVE ORDER 08-12**

**WHEREAS**, the State of Kansas is committed to ensuring that all of its citizens have the opportunity to lead full lives of independence, productivity, and self-determination, without regard to their disabilities; and

**WHEREAS**, in order to do so, it is important that the state's electronic and information technology systems are accessible to persons with disabilities, so that all Kansans can fully participate in and enjoy the benefits of state services, programs, employment, and opportunities; and

**WHEREAS**, Information Technology Policy 1210 established in 2000 accessibility requirements for all web-based services, applications, and information available on state internet/intranet/extranet servers, including services that are developed internally, developed via contract, provided by third parties on behalf of state organizations, or purchased products; and

**WHEREAS**, the removal of all barriers to equal opportunity for all Kansans requires the leadership and the concentrated and continued attention of the state administration to build upon this important foundation; and

**WHEREAS**, Kansas state government is a complex combination of organizations and functions providing a wide variety of services to citizens and other customers; and

**WHEREAS**, Article 1, § 4 of the Constitution of the State of Kansas vests in the Governor the power to require information from the officers of the executive department upon any subject related to their duties.

**NOW, THEREFORE**, pursuant to the authority vested in me as Governor of the State of Kansas, I hereby establish the Kansas Partnership for Accessible Technology ("Partnership") with the following purposes and charges:

1. The Partnership shall address web and information technology accessibility issues and provide policy, standards, guidelines, or procedural recommendations to the Information Technology Executive Council.
2. The Partnership shall coordinate, review, and provide recommendations on programs for enterprise wide assessment and monitoring of accessibility compliance.
3. The Partnership shall review annually and modify as required the State of Kansas Web Accessibility Requirements (Information Technology Policy 1210), and related documents (e.g., the State of Kansas Web Content Accessibility Guidelines), in response to any pertinent advances in technology and/or changes in federal accessibility standards.
4. The Partnership shall develop and provide information, training, support, and resources on web and information technology accessibility to agency web and information technology implementers and other stakeholders.
5. The Partnership shall aim to establish a leadership role for Kansas in the national effort to improve access to and use of information and services by individuals with disabilities.
6. The Partnership shall be a standing advisory committee to the Information Technology Executive Council, and other committees, boards and commissions as appropriate, and shall provide a copy of its annual report to the Council, as well as to the Governor and Legislature.

7. The Partnership membership shall consist of up to thirty (30) members as follows:
  - a. The Director of Statewide Web/IT Accessibility;
  - b. The State ADA Coordinator;
  - c. The Executive Director of the Kansas Commission on Disability Concerns;
  - d. The Director of the Department of Administration Division of Purchases;
  - e. The Chief Information Technology Architect;
  - f. The Executive Branch Chief Information Technology Officer, or designee;
  - g. The Legislative Branch Chief Information Technology Officer, or designee;
  - h. The Judicial Branch Chief Information Technology Officer, or designee;
  - i. The Executive Director of the Information Network of Kansas;
  - j. The State Archivist, or designee;
  - k. The State Geographic Information Systems Director;
  - l. A representative from the Kansas Department of Social and Rehabilitation Services;
  - m. A representative from the Kansas Department on Aging;
  - n. A representative from the Division of Information Systems and Communications;
  - o. A representative from the Kansas State Department of Education;
  - p. A representative from the Regents Information Technology Council of the Kansas Board of Regents;
  - q. A representative from Kan-ed;
  - r. A representative from the Kansas Health Policy Authority;
  - s. A representative from the Kansas Division of Emergency Management;
  - t. A representative from Kansas Relay Services, Inc.;
  - u. Up to ten (10) appointments by the Governor from among the following categories. These members shall serve at the pleasure of the Governor.
    - i. County government;
    - ii. Local government;
    - iii. The Kansas State School for the Blind;
    - iv. The Kansas School for the Deaf;
    - v. Disability advocates from the private sector;
    - vi. At-large.
8. The Governor shall select a Chairperson and Vice-Chairperson from among the members who shall serve for one year and thereafter be elected by the Partnership. The Partnership may elect other officers among its members and may establish any committees deemed necessary to discharge its duties.
9. Members of the Partnership, including officers and employees who are appointed to the Partnership, may receive subsistence allowances, mileage and expenses as permitted by law.
10. For administrative purposes, the Partnership shall be housed in the Division of Information Systems and Communications. The Partnership shall receive staff support from the Director of Statewide Web/IT Accessibility.
11. The Partnership shall work jointly with officials from other state agencies, organizations and county, municipal and tribal governments, as well as with businesses and organizations in the private sector whose products, services, or activities affect the accessibility of state services, programs, or systems.

This document shall be filed with the Secretary of State as Executive Order No. 08-12 and shall become effective immediately.