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## HHS Accessibility Program Office

Improved HHS Office of the Secretary's Accessibility program's operational efficiency through implementation of Agile Program Management Methodology, Automation, and Center of Excellence Framework to enable Continuous Program Maturity

### Solution



Developed a Center of Excellence and Shared Service framework and model to enable Accessibility as a Service methodology to support Staff Divisions and Operations Divisions across the Department



Developed a systematic approach for assessing and managing risk to the Department, while identifying mitigation and improvement plans



Designed and developed tools to improve operational planning and execution, providing the end customer with a more accurate assessment of their work product while properly managing customer expectations and increasing customer satisfaction



Realigned operations to prioritize actions by risk impact

### Business Challenges

# 01

Address conformance of ICT for lowcode and no-code platforms to meet Section 508 standards and governance

# 02

Ensure implemented platforms/modules meet accessibility and compliance requirements for Section 508 standards

# 03

Improve processes for rapid deployment of new software to minimize risks

# 04

Eliminate backlog of ICT content to meet Section 508 conformance

# 05

Improve governance and stakeholder adoption

# 06

Develop and Implement a Strategic Vision for HHS to enable an Accessibility Service Center

## Business Impacts

Developed and implemented new processes that have improved **HHS Office of the Secretary Accessibility program's operational efficiency**



**Reduced the backlog by 100%** while taking on new actions and requirements



Embedded solution team with program development teams to speed deployment of defect-free code; **reduces release delays, rework, and waste**; and creates continuous feedback loop for developers and testers to **streamline 508 component**



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