



DEFENSE TECHNICAL INFORMATION CENTER
8725 JOHN J. KINGMAN ROAD
FORT BELVOIR, VIRGINIA 22060-6218

IN REPLY
REFER TO: DTIC-D

MEMORANDUM FOR ALL DEFENSE TECHNICAL INFORMATION CENTER STAFF

SUBJECT: Defense Technical Information Center (DTIC) Digital Accessibility Policy

References: (a) Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998, Public Law 105-220
(b) Public Law 105-220, 29 U.S.C. § 794d; SEC. 508. Electronic and Information Technology
(b) Public Law 111-260. 21st Century Communications Act
(c) OMB M-24-08 “Strengthening Digital Accessibility & Management of Section 508,” December 21, 2023
(d) OMB Strategic Plan: Improving Management of Section 508 of the Rehabilitation Act, January 24, 2013
(e) DoD Directive 8000.01, “Management of the Department of Defense Information Enterprise,” July 27, 2017
(f) DoD Manual 8400.01, “Procedures for Ensuring Accessibility of Information and Communications Technology (ICT),” March 12, 2025

It is the policy of the Defense Technical Information Center (DTIC) to establish clear and unambiguous digital accessibility expectations for all civilian employees, ensuring people with disabilities have access and can benefit from information and data in a way that is comparable or equal to individuals without disabilities. All DTIC employees and contractors will use this policy in conjunction with references (a) through (f) to ensure all electronic and information technology (EIT) developed, procured, maintained, or used by DTIC – inclusive of websites, web applications, multimedia presentations, emails, documents, and data (e.g., PDF, Word, PowerPoint, Excel, PowerBI dashboards, etc.) – is accessible to people with disabilities as required by Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794d).

My point of contact for this memorandum is Dr. Claudia Guidi, DTIC Digital Accessibility Officer. Dr. Guidi may be contacted at (571) 448-9698 or claudia.guidi.civ@mail.mil.

Yvette Jacks
Acting Administrator

Attachment:
DTIC Section 508 Policy and Procedures

UNCLASSIFIED

DTIC SECTION 508 POLICY AND PROCEDURES

This establishes the Defense Technical Information Center's (DTIC) Section 508 policy and procedures that ensure equal access to EIT for people with disabilities, including employees and members of the public. To this end, DTIC shall:

- Ensure people with disabilities, including employees and members of the public, have access to and use of information and data consistent with requirements of Section 508 of the Rehabilitation Act, as amended.
- Implement the DoD-wide Section 508 Program through DTIC's Section 508 Program within the Office of the Chief Information Officer (CIO).
- Follow electronic and information technology (EIT) accessibility standards developed by the U.S. Access Board, an independent, twenty-five-member coordinating body of the federal government.

Authority and Responsibility for Section 508 Compliance

DTIC's appointed Digital Accessibility Officer directs Section 508 compliance and all program activities on behalf of the Office of the CIO.

The Digital Accessibility Officer shall establish a program structure consisting, at a minimum, of a coordinator position and lead conformance tester. The Digital Accessibility Officer is responsible for managing the program including routine, day-to-day, and non-routine activities in the following domains:

- Training
- Testing and Validation
- Acquisition
- Complaint Management

In addition, the Digital Accessibility Officer is responsible for complying with all program evaluation reporting requirements.

The Digital Accessibility Officer is DTIC's POC for all questions related to Section 508, including this policy. The DTIC Digital Accessibility Officer appoint memo can be viewed in the [CIO page on the DTIC HUB](#).

Training

All DTIC personnel shall complete one annual "Section 508 Awareness" training. Training instructions, access, and details will be provided via the DTIC mandatory training dashboard for all employees and supervisors. The Digital Accessibility Officer will monitor and track completion as part of program reporting and evaluation requirements.

Testing and Validation

In coordination with the Digital Accessibility Officer, designated testers at DTIC shall gather conformance metrics and make them available for review through standardized data dashboards on a quarterly basis. All DTIC conformance testing for Section 508 compliance of web content, web applications, and e-documents shall:

- Adhere to the Revised Section 508 Standards put forth by the U.S. Access Board and follow the guidelines provided by General Services Administration (GSA)
- Follow GSA's baseline process and follow testing processes and procedures established by the Department of Homeland Security through their Trusted Tester program
- Be conducted and/or reviewed by a Certified Trusted Tester

All electronic communication/documents covered by Public Affairs Officer (PAO) policy must comply with Section 508 and follow all applicable standards as described above. The PAO and the Digital Accessibility Officer will coordinate to ensure outbound communication is accessible.

Acquisition

The Digital Accessibility Officer shall coordinate with DTIC's Senior Acquisition Management Specialist to ensure all procured/acquired ICTs include a Section 508 compliance requirement in the contracting documents.

Complaint Management

All complaints will be received through the DoD and/or DTIC Section 508 email addresses and routed to the DTIC Digital Accessibility Officer for tracking, processing, and resolution in coordination with the DoD Office of the Chief Information Office, Section 508. DTIC shall publish the [DoD Section 508 email address](#) and the [DoD CIO Section 508 Contact Form URL](#) on its public website.

Appendix. Law, Regulations, and Additional Resources

Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998, Public Law 105-220

DoD Chief Information Office: <https://dodcio.defense.gov/dodsection508.aspx>

U.S. Access Board: <https://www.access-board.gov/ict/>

General Services Administration, Section 508: <https://www.section508.gov/test/>

Requests for Assistive Technology (AT) should be sent to: Defense Logistics Agency (DLA) disability program coordinator at hqsreasonableaccommodations@dla.mil

Interpreting Services: Davina Calloway

HQ Sign Language Interpreting Program:

Equal Employment Opportunity Office
Defense Logistics Agency HQ
Email: HQSignLanguage.InterpretersRequest@dla.mil

Request American Sign Language (ASL) Service:
<https://dla.servicenowservices.mil/hoteling>

Office (571)767-0981/Cell (571)835-4670