



ICT × Japan -Policy Information -

Newsletter of the Ministry of Internal Affairs and Communications (MIC), Japan

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TOPIC

Publication of "Information Accessibility Good Practices 2024"

1. Publication of "Information Accessibility Good Practices 2024"

Because of the importance of ensuring information accessibility of ICT devices and services to realize a society where everyone can enjoy the convenience of digital utilization and live a fulfilling life, the Ministry of Internal Affairs and Communications (MIC) has solicited good practices for information accessibility as a new initiative from FY2023 that is mainly aimed at the following:

- (1) **Making widely known to the general public products with consideration of accessibility**
- (2) **Encouraging companies, etc. and their efforts, especially regarding information accessibility**

After a review of compiled practices, MIC has decided to announce 16 products and services as "Information Accessibility Good Practices 2024."

2. Summary of the overall evaluation by the review committee

The publication of good practices, as in the previous fiscal year, will help publicize ICT products and services that consider information accessibility, as well as the positive efforts of companies and others involved. This will contribute to the realization of a society in which a diverse range of people, including the handicapped, can enjoy the convenience of using digital technologies and lead fulfilling lives. We look forward to the continued expansion of efforts by companies and other organizations to improve information accessibility in the future.

3. Summary of the review based on each evaluation item

(1) Consideration of information accessibility of products

Consumer products manufactured with an attempt to be information accessibility friendly were highly evaluated for their ingenuity with a view to be used by a wide variety of people engaged in various jobs including professions in some products.

On the other hand, regarding so-called supportive devices and services, the following efforts have also been highly evaluated: providing comprehensive support to users based on their individual needs to ensure that they can use these devices or services by leveraging the potential of smartphones, and enabling people with low vision to appreciate culture or artwork through devices that use unique retinal projection technology.

CONTENTS



TOPIC

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"Information
Accessibility Good
Practices 2024"



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(2) Development based on the needs of users

The following efforts have been highly evaluated: collaboration with organizations for the handicapped and external groups, involvement of handicapped staff in checks and development, development based on advice from experts, and development tailored to the needs of the sites where the products will be used (such as schools, companies, etc.).

The initiatives, conducted during the product provision stage following development, to establish a support system that facilitates understanding of the products and services by the handicapped have been highly evaluated. These initiatives include, for example, responding to inquiries by phone, email, and chat, as well as establishing a mechanism to take measures to incorporate opinions from handicapped persons and takes appropriate actions, in collaboration with customer support.

(3) Efforts to ensure information accessibility as a company policy

Company-wide and organizational efforts to improve accessibility, including the establishment of specialized departments, cross-functional teams, and reasonable consideration committees, have been highly evaluated. In addition, efforts to educate and train employees, including the creation of internal checklists, accessibility training, and regular study sessions, have also been highly evaluated.

(4) Key areas for further consideration in the future

While the information accessibility considerations of the products themselves are excellent, there are still problems in their penetration and dissemination into the daily lives of the parties involved. By shifting the concept of targeting not only the handicapped but also to a broader range of users, it is expected that products that are more accessible to handicapped will be distributed in the market.

Another unique feature of this fiscal year is that we received applications from so-called platform operators (which support the provision of services to users by providing a platform for some companies, government agencies, and certification test organizers that implement the same kind to service). These business operators' efforts to promote information accessibility are expected to effectively advance the progress toward a universal society, as well as to make accessible not only the "platform" but also the "information" handled there.



Exhibition of "Good Practices in Information Accessibility 2023" at CEATEC 2024



The review committee was held on December 23, 2024.