

FAQ

HP Hardware Accessibility Testing Guide 2.0

HP Office of Aging & Accessibility
March 2022

What is the HP Accessibility Hardware Testing Guide?

This document primarily aims to instruct HP employees on how to conduct a quality accessibility hardware test and correctly record the results. It consists of two primary parts: 1) HP's internal philosophy, guidance, and approach to accessibility hardware testing, and 2) HP's accessibility test protocol, including the procedures we use to test.

Why did HP release its proprietary HP Accessibility Hardware Testing Guide?

When we originally released the Guide in October 2020, there was no universal test protocol on how to test for accessibility and report the results. HP is proud to lead the way as the first in the industry to publicly release its internal accessibility testing approach, plans, and procedures.

We believe this is important for two reasons:

- 1) We want to be transparent with our customers about how we test for accessibility and what goes into our conformance reports.
- 2) We think our test procedure is top notch, and we welcome the opportunity to continue improving it. We hope its public release sparks a conversation with others about the best accessibility test procedures so that ultimately our industry and customers benefit.

Who is the audience of the Guide?

The primary audience is HP employees, especially our employees that perform accessibility testing. Our company has chosen to publish the HP Accessibility Hardware Testing Guide so others can also see the guidance we share with our employees and the test procedures we use to conduct accessibility testing. This may include consumers, policymakers, disability advocacy organizations, and/or other companies.

How does HP decide if an accessibility hardware test is good/quality?

There has been no universal test protocol standardizing a test process for hardware. Our success metric for a quality accessibility hardware test is measured by an internal principle called ART, which stands for Accurate, Repeatable, and Transparent. Was the protocol followed and did I record the results accurately? Did I provide sufficient explanation for how and what I tested such that the reader could repeat the same test and get the same results? Was I transparent with the reader when recording my results?

Is this Guide “final” or will it evolve over time?

Our subject matter experts in the HP Office of Aging & Accessibility update it often and welcome the opportunity to incorporate feedback. This is our second version since releasing the Guide in Fall 2020. Our intention is to share the most recent iteration of the Guide with the public at least once per year via hp.com/accessibility. The Guide will also be updated to reflect new standards being released and other changes and additions to the testing and reporting landscape.

How will I know what iteration of the Guide I’m looking at?

Public releases of the Guide will follow the x.0 format. For example, the first iteration of the Guide is 1.0. Successive iterations would be 2.0, 3.0, etc.

What is inclusive design for users with disabilities?

We recognize that accessibility means different things to different people in different contexts and depends on 1) your abilities, 2) what you want to do, and 3) your environment. In other words, 1) A user with a disability or access need of some kind, 2) This user has the same goals as other users, plus reducing barriers to use, and 3) Context (e.g., environment, assistive technology).

In practice, a goal of the HP Office of Aging & Accessibility is to support the HP Business Units in designing HP products and services that empower the widest possible audience within the broadest range of

circumstances practicable, including the diverse community of people with disabilities and the tools and assistive technology they use.

What is hardware?

From an information and communications technology (ICT) perspective, hardware is the physical parts that compose a device, or the firmware used to control the device. Think of it like the part of the product that you can physically touch, pick up, hold, and/or move around a room. HP creates a lot of hardware products, like computers, displays, printers, virtual reality headsets, etc.

Why is hardware testing important?

HP's mission to empower everyone, everywhere with the benefits of technology includes our many customers who experience access needs, including lifelong, acquired, and/or situational. The diverse community of people with disabilities relies on hardware—like PCs and printers—for critical work, communication, recreation, and personal technology needs. Performing a quality accessibility test on our hardware is essential to our ability to fulfil our aspiration to constantly improve our accessibility and report the results of our progress accurately.

Does HP report the results of its accessibility testing?

Yes. HP sets clear expectations about the accessibility of our products by outlining the test results with detailed remarks in our conformance reports. These reports demonstrate how a product conforms to relevant accessibility standards, like U.S. Revised Section 508.

Prepare for a lot of acronyms: HP creates an Accessibility Conformance Report (ACR) following the Information Technology Industry Council's (ITI) Voluntary Product Accessibility Template (VPAT). In other words, we create ACRs following ITI's VPAT template.

Is HP supportive of U.S. Section 508 and/or accessibility conformance reporting?

Yes. From its inception, HP has championed the U.S. Revised Section 508 standard specifically and the efforts of the U.S. government to make technology and information accessible to people with disabilities generally. As an engaged member of the Information Technology Industry Council (ITI), HP worked with the IT industry and the U.S. Government Services Administration (GSA) to develop the original VPAT in 2001. HP continues to contribute to major improvements in the template.

Revision History

Publication Date	Name of Document	Description of Changes
March 2022	FAQ - HP Hardware Accessibility Testing Guide 2.0	Initial release