The 2020 Digital Accessibility Legal Summit:

“Organizational Risk Assessments & Risk Mitigation Tools”

Wednesday, April 22, 2020
American University Washington College of Law
Washington D.C.

Timed Agenda

Introduction and Background

9:00-9:30 (30 minutes)

Lead instructor: Eve Hill

Additional contributions: Chris Law, Pina D'Intino

Topics covered:

- Risk as a focus in organizations
- Digital accessibility lawsuits by the numbers
- Current state of the law
- Available guidance for making a start on digital accessibility efforts (besides risk assessment and risk mitigation)
Part 1. Introduction to Risk, and Sources of Risk

9:30-10:30 (1 hour)

Lead instructor: Chris Law

Additional contributions: Pina D’Intino, Eve Hill

Topics covered:

- Risk is inherent in all human activity
- The science of risk assessment and risk mitigation
- Digital accessibility risk in legal terms
- The importance of organizational culture
- Articulating sources of risk

Short break

10:20-10:45 (15 minutes)

Part 2. Measuring Risk

10:45-12:15 (90 minutes)

Lead instructor: Chris Law

Additional contributions: Pina D’Intino, Eve Hill

Topics covered:

- What did happen? And Why
  - (Root Cause Analysis, The 5 Whys)
- What could happen?
  - (Typical Loss and Extreme Loss Scenarios)
- Where are we now, and why?
  - (Organizational Maturity Assessments)
  - (Data collection: Interviewing techniques and the storytelling problem)

Lunch

12:15-1:15 (1 hour)
**Part 3. Legal Risk is Operational Risk**

1:15-1:45 (30 minutes)

Lead instructor: Chris Law

Additional contributions: Pina D'Intino, Eve Hill

Topics covered:

- Proactive vs. Reactive responses
- Risk mitigation ≠ Risk elimination
- Strategy ≠ Tactics ≠ Planning
- Prerequisite for any project: executive support

**Part 4a. Implementation Techniques 1-4**

1:45-2:45 (1 hour)

Lead instructor: Pina D'Intino

Additional contributions: Chris Law, Eve Hill

Topics covered:

- Defining who should be responsible for Digital accessibility
- “Living off the land”
- Raising Awareness (and Providing Training)
- Setting Priorities

*Short break*

2:45-3:00 (15 minutes)
**Part 4b: Implementation Techniques 5-8**

3:00-4:00 (1 hour)

Lead instructor: Pina D’Intino

Additional contributions: Chris Law, Eve Hill

Topics covered:

- Conducting Process Consulting
- Being prepared for Resistance to Change
- Communications
- Start with Policy and End with Governance

**Part 5: Putting it into practice**

4:00-4:30 (30 minutes)

Lead instructor: Eve Hill

Additional contributions: Chris Law, Pina D'Intino

Topics covered:

- Exercise: The difference between your current and your potential operations
- Starting points at your organization
- Guidance for legal practitioners
- Resources (books, and other online resources)
- Pro-forma guidance on risk