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**JAN**

**WEBCAST**

**MAY 20, 2019**

**10:45 A.M. ET**

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 >> LOUIS ORSLENE: Hello everyone I'm Louis Orslene Associate Director of the Job Accommodation Network more commonly known as JAN. JAN is funded by contract through the Office of Disability Employment Policy, the U.S. Department of Labor. Today we're hearing from Kevin Grogg EY's assistive technologies service owner of the desktop experience. This webcast is part of our effort to provide resources for information technology professionals who are tasked with responding to internal and external digital accessibility requests.

 Kevin is going to speak to us this morning about his role at EY and then time permitting I'll be asking questions at the end related to this role. So good morning, Kevin.

 >> KEVIN GROGG: Good morning, Lou and thank you very much for the invite and for everybody listening thank you very much for taking time out of your day to hear our story. Specifically I am Kevin Grogg and when we say EY, that is -- it stands for Ernst & Young. Internally we call ourselves EY but with Ernst & Young who are we, what do we do, how does assistive technology fit in at Ernst & Young first of all I'll refer to us as EY. EY is a global leader in various professional services. Assurance, tax, transaction, advisory services. Our clients are Fortune 500 companies and we work to ensure that all of their financials technical, as well, areas that they can do their best work by -- and we will help them do their best work. Specifically our I.T. area at EY is vast indeed. We're structured locally most EY personnel if you have an I.T. designation in your job title everybody almost is going to be global in focus and my role in assistive technologies is included in that. As we say the earth is our region.

 But specifically with Ernst at young many people including -- with Ernst & Young many people including myself even when I first started I was unaware of how vast the company is using numbers from 2018 more than 270,000 individuals call EY as their place of work. Over 150 countries. So we -- we say global. We definitely do mean global. We're in 150 countries and I'm fortunate I've worked with individuals probably in more than 100 individuals so far in my three years on the job at EY so I feel very fortunate in what I get to do. I've included in the slide presentation for download there's a link to our Website we are simply EY.com.

 I guess some questions might be how does one come to be working assistive technologies for a professional services company or in a corporation. My background specifically I started in I.T. really back before I.T. was its own acronym. During my undergrad days I worked at IBM starting back in 1989 so that's going to date me a little bit. What we did was we were in charge of all of the desktop applications and hardware and software and that's where I say hey I cut my teeth on learning I.T. Very much trial and error. Some on the error part. But that's how I was able to learn how to function well in a corporate environment working in I.T. And I had a few other areas, as well, that I have called a career. I have a Master's Degree in exercise science and biomechanics and my Master's thesis involved studying Paralympic athletes from the 1996 Paralympic Games in Atlanta which is -- Atlanta, Georgia, which is my home. Little did I know that was really my introduction to the accessibility field in general.

 What that led to was 15 years at a local hospital spinal cord injury/brain trauma rehab in Atlanta called the Shepherd Centre. I was there from 2001 to 2016 I was fortunate for my last ten years of my time in Shepherd I was specifically in the assistive technology department. There we were definitely one-on-one with our individuals with our patients and such in rooms. We -- I tell people we destroyed warranties on Day 1 when I went there we tore apart circuit boards and rewired technology so individuals with spinal cord injury could control the nurse call system or control your TV through sipping and puffing on a straw you were able to have some control in your environment with a catastrophic injury when that definitely takes a lot of your control away or you would not be admitted to Shepherd's. One thing with Shepherd it was always one-on-one I was working with the individual in the room always. We worked with clinicians. We worked with doctors. But everybody was in the same room. What we do now at Ernst & Young or at EY everything is virtual. We do everything over Skype with the earth as your region, because of that, we do not travel. We cannot start nitpicking as far as who to go to and who not to go to and visit. So we do everything via Skype. My specific job title at EY is called service owner for assistive technologies and really what that means is as a service owner, if there are questions, if there are issues, if anybody is having troubles with their hardware, software that's assistive technology related if it cannot be solved through our typical I.T. channels the buck stops with me and we will work with the vendor, we will work with the individual, we will do what we need to do to either have a work-around or help our individuals make their workday life a little bit easier.

I'm going to cough for a second.

 A question, why this presentation? Why bring up assistive technology, corporate world at a distance and such? Well, first of all, most presentations that are made for assistive technology I'll call it AT are rooted in the education area I've found little representation from the corporate world and so that was one reason why I thought this would be a good presentation which we originally did an ATIA industry association conference back in January. AT typically also involves customer and practitioner in the same physical location as I spoke about earlier. In this presentation it really addresses both of those areas. Effective delivery of your AT services, even corporate environment. When you and your customer or an individual you're looking to assist, when you're not in the same location. And I can say definitely for the three years I have worked with EY, there has been not a time when I have met a specific individual who I have worked with through assistive technology.

 The technology we have within EY almost all EY people worldwide. We're provided with a laptop. If during your first week of employment for myself I had it probably about three hours into my first day. Microsoft Office is installed on every EY machine. We're currently transitioning from Office 2013 environment to Office Pro Plus you might hear it referred to as Office 365. Skype is what we use day in and day out. That's probably other than Outlook for email Skype is the program we all share -- we all have in common. That's important to know that what is common on all machines when we're working with assistive technology, there might be some very unique solutions. When we're looking at uniqueness, it's helpful to know what is common and what maybe is a base that we can work from knowing that each individual will have X program and such on their machine. But Skype is what we use. And of course what I use for all of the one-to-one consultations with individuals seeking assistance from assistive technology. Also we have what we call an EY App Store. And this contains -- it's a web address where every EY laptop in the world has access to it. And there's really -- there's over 1,000 software applications available for download by each individual. Some will come with preapprovals necessary. And some might be for specific regions of the world. Fortunately what we can do with our assistive technology software is ours is global in nature we are very fortunate there. I can direct anybody from anywhere in the world to the EY App Store. For some specific solutions that we can recommend. And I'll talk about that a little bit more coming up.

 Now, I guess specifically the role that -- the role I'm fortunate to occupy is now in assistive technologies. We're responsible -- service owner responsible for all activities that fall under the assistive technologies umbrella. It is internally focused. My customers are EY people. If you are an EY employee, you call EY. Your employer -- you have a health or a medical issue that present an obstacle or impede your full use of our -- of our I.T. resources then it will come to -- more than likely it will come to me. And we will work with you. Like I say, we will meet over Skype and we will work together. Do we have a work-around? Do we have a specific solution that might work well? But we'll listen first. And make recommendations based on what we have available at EY or if we have to really go into something very, very unique and specific, we'll definitely do that, as well. As far as the service owner role itself, we have -- to put it in context, we have a lot of different service owners within EY. We'll have a -- examples. Maybe we have a service owner for all of our Adobe products. We have a service owner for Microsoft Office. For the -- for MacBooks within EY. So those are a few examples. Mine is just assistive technologies.

 A little bit different than the others. But I'm not the only service owner. By any stretch within EY.

 But what's core to our AT service? It's the one-to-one consultations between myself, service owner, and individuals within EY. If you're seeking assistance, what I have always been a proponent of is you need a live voice on the other end of the line. Because we do everything over Skype, of course we're going to take advantage of all of the technology out there. So that we can deliver services to 150 countries and do it effectively. At the same time we don't do that -- we don't do that over a chat unless the situation calls for it. If I can speak with somebody and I can have a voice on the other end and again depending on the situation of course but we're going to give everybody customized assistance mostly of course it's 99.9% of the time it will be speaking with our individuals over Skype. But that way you're showing that even though we have 270,000 individuals within EY, it's one-to-one. You're going to receive customized service. Even though we are a very, very large company, you have our one-to-one attention.

 And we do socialize that -- in order to do that we do socialize the service over many different platforms. And I'll go into those a little bit more specifically in a couple of slides. But it's important to have a number of ways for individuals to get in touch with us. Because within EY many of us work in different ways. For myself, I primarily -- I'm a teleworker. 98% of the time I'm working from home like I'm doing right now with recording this podcast. Many of our other individuals, though, are on the go. They are at a client site. They are working sometimes in the office, sometimes at home. Many times in transit traveling and such. So what we want to do is because of the varied in nature of our jobs within EY we have a number of different ways that individuals can get in touch with us to receive assistance.

 And as we've been -- as we have been building as what we call our AT as a service, we started this in March 2016. The position I occupy, I'm the first person. So I'm one of one who have occupied this position. So there's no precedence or we have always done it X way beforehand. There's none of that. This is all brand-new.

 Lessons learned, learn very quickly. Do not -- don't try to market the service. With 270,000 individuals. Work with certain areas who can help disseminate your message. What we do is we work with our talent team. That's what we call Human Resources within EY. Our talent team individuals in different countries have experience in maybe call it workplace adjustments or in the U.S. we call it medical accommodations but they have experience in that. It might not be in the I.T. or tech area but it's important we work with our talent team because they are going to know many things we might not know. We might not know all of the 0s and 1s of the technology but as far as its implementation and effects outside of one person how it's perceived by others how it's perceived as a service it can help with most of EY we work with our talent team they know many things we don't. They have the connections that they have helped me build to have over the last three years. Also what we'll do is present to various I.T. workgroups around the globe specifically we have onsite I.T. individuals. And they will get together every so often from our various regions. And I've presented to those regions. We have an Americas region. We have what we call EMEA which is Europe, Middle East, India and Africa. And we have we call an Asia Pacific which will include Japan, China, and we have Oceania which is our Australia New Zealand so what we will do is definitely connect with them and it's in the same way that we connect with individuals requesting assistance.

 It's connecting with in this case individual I.T. groups or individuals within individual I.T. groups. Because we have had -- we have definitely had I.T. personnel refer us. Because they heard me talk in one of their meetings. So it's definitely it's both a bottomup and topdown approach within EY and that's something that's maybe unique within our assistive technology area.

 We also draw from participation with an Employee Resource Group in the Americas in EY called AccessAbilities. And this is a combination of primarily our talent team individuals but also individuals from what we call the service lines who are out working directly with clients is we have approximately 900 individuals within AccessAbilities and this is a group where we've all come to this group out of interest in accessibility in general. And from there, it's kind of like I have a ready group that's already interested in the topics that I work with. So I've presented to them a number of times and taken a lot of specific feedback that has helped to really help individuals, help specific areas and such within EY so our resource group is definitely an advantage that helps us. And Lou, I'm going to take a drink of water.

 >> KEVIN GROGG: Okay. Sorry. We had a dog barking in the background.

 How is -- for our assistive technology service, how specifically do we deliver that? Within the structure of EY.

 I had spoken beforehand that there's multiple methods to do that we do have a shared mailbox we have specifically anybody anywhere can email assistive.tech@EY.com as it's labeled in the slides that way this will automatically generate an I.T. ticket in our database in our system that will automatically let us know when there is a ticket for us to examine. So it's something where someone emails us, we know immediately that there's someone seeking assistance.

 One thing, also, at EY is we have a self-service portal. We really try to offer all of our employees as much as one can do on their own so that they can help -- so -- we look for our employees to help themselves. And through the self-service portal this is a specific example. We have placed our one-to-one consultation for assistive technology within the self-service portal so individuals can make a request from there and it will automatically send a message to us, as well and we will reach out to assist at that time. Also many knowledge-based articles that employees can research, can find, regarding assistive technology. Also we published. So very technical ones they are just available to our I.T. teams that can help for a few things for instance if Dragon is producing X error or things like that this is what we have found to rectify that. That helps our I.T. area as well. We do receive a lot of referrals from our talent team and our medical accommodations areas if individuals are seeking assistance and it has an I.T. angle to it for the U.S. it's called medical accommodations. And anything that has an I.T. angle will automatically be sent to myself and I meet with medical accommodations on a weekly basis. So we always have a caseload and that helps us stay current and really learn from each other, as well.

 Also word of mouth. In a way we are a grassroots movement. Word of mouth through those aforementioned presentations. And really assistance throughout the globe. Because we're global in nature we have global contacts and those global contacts can help us reach other contacts.

 So we have a wide network. Also wide network because we have such a wide area that we serve.

 As I mentioned early I do like to very much say our core offer is the one-to-one consultation again typically via Skype to speak about the medical health situation the first thing we try to say I'll introduce myself at the same time I like to tell everybody if you speak I'll listen. And I think just that -- I think that's -- I think listening speaks volumes. Because once we can just sit, listen and then truly listen not interjecting or anything like that but you listen to the individual, sometimes individuals divulge a lot of material sometimes very much reserved but you work with each individual because each individual case is going to be different. It might be -- one thing I've had to learn much about when I've worked at EY is assisting with dyslexia and I have a number of individuals who have come to me specifically looking for solutions to help with dyslexia. And even though it might sound the same, the request might look the same on paper, can't approach it as the same. Because if you have seen one case, you've seen one case and that's all. So I will always say I think I learn more from our assistive technology users at EY than they learn from me. I think that's always -- I think that's going to always be the case.

 Sometimes we will need some local hands-on assistance especially if we are working on something that's very, very unique in nature and I'll have an example of one of those coming up soon. We will work with local I.T. support. They are specifically in the individual offices. They are the group of I.T. individuals who are not global in nature. Even though you probably will work globally if you're assigned to a specific office, that office is where you will spend 95% of your efforts definitely. But the hands-on assistance there is vital to what we're doing. Especially when we're coming up with something very unique.

 Some examples, how do we assist? Kevin, you can talk about the service all day but what are some examples? How do you assist? How do you help?

 For blindness, we're currently with Vispero who is a parent company of Freedom Scientific to bring the JAWS screen reader software into the EY App Store so really anywhere around the world if we're looking to hire somebody in X country who is blind and they have used JAWS and that's their screen reader of choice, let's have that ready to go for them on Day 1. And this would be an example where I would work with the local I.T. support who may be preparing that laptop and we're preparing it maybe a little bit specifically because of course JAWS would not be a standard piece of software in what we call our load set.

 From there we have somebody ready to go on Day 1. Our whole thing is help somebody -- help everybody do their best work. Another example would be low vision. We do have ZoomText software available on the EY App Store we have no required I preapprovals for that like many software packages do for all of the software that we have within Ernst & Young that's assistive technology related I'll talk about a few more coming up we do not have any preapprovals. If one deems that they need the software, we want to have as few steps as possible. Where you can take advantage of it. And see if it's right for you. And of course there's no way we can guarantee it's something that's going to be right for you. What we do is we build what's called 90 day metering into each software program. So that if it's not used for 90 consecutive days on one's machine then it's going to automatically uninstall itself while we're definitely going to make it as easy as possible if someone is not using a piece of software for an extended period of time we don't want to pay licensing costs for software not used.

 In the area of deafness and hard of hearing, what we're doing is working with our webcasting teams. Increased usage of captions and/or transcripts. And I think that pretty much speaks for itself. Really it's just educating. Everybody who I have worked with when we present this to them, many times I hear, Kevin that just makes sense. Let's see what we can do. And I haven't encountered anybody within EY resistant to that. We want to do the right thing it's just a matter of knowing we haven't been doing this thank you for educating us let's see what we can do moving forward.

 Also for our individuals who are hard of hearing along with the captions and transcripts we do have specific recommendations for noise canceling headsets to block out that background noise that can be extremely bothersome. And takes your attention away from what you're trying -- from the task at hand.

 A few more examples for mobility and dexterity we do have Dragon NaturallySpeaking that's available in our App Store again no preapprovals to assist individuals with dyslexia we have incorporated the learning tools for OneNote add-in which works with Office 2013 and Pro Plus to bring read and write software into the App Store and again once we have that ready to go it will be available with no preapprovals necessary.

 And while I speak about software specifically in all of these solutions that we have spoken about -- software specifically -- several of these that are related we're definitely involved in hardware as well is it a specific piece of hardware that works as a magnifier that helps you do your job a little bit easier, we're definitely involved in that, as well. Software does take up the heavy majority of what we do. Probably because our lives revolve around the use of our EY laptops so software is dominating pretty much -- the dominating factor that's requested. I can speak all day long about how we do our jobs and such but the story is really -- stories are the best way to tell. Kevin, how has the service made a difference? We have Jill. And I have changed her name.

 Should surgery and required three months of rehabilitation to regain use of her voice. Only thing is Skype meetings made up really about eight to ten hours of her workday every day. And the request that we had from our talent team was Kevin how can we maintain a voice for Jill when Jill physically is not going to be able to physically speak for about three months worth of time. What we did, this was one of the times we did meet over Skype but I spoke and Jill typed because this was just after surgery. And what we really concentrated on within EY is asking the right questions. And that comes from listening. And learning from Jill all that she was willing to divulge and also all what she was going through and what we learned is Jill used a tablet and that opened up the possibility of apps that might be able to assist her. And from there we researched AT specific applications, found one that allowed for easy input of text and you press a button and it speaks for you. This was a very user friendly interface also for security it didn't store any data because we always have to go on the assumption that it's a tablet a tablet can be left somewhere it can be stolen so we very much look at security, as well, this stored nothing. What we were able to do is we actually rented the app for four months time and spent -- we spent a very small amount to have a very powerful solution. We paired it with a Bluetooth speakers to increase the volume. And worked with our local support. The person I worked with was invaluable for helping with the little things as far as here is how you can always make sure the Bluetooth speaker is paired with the tablet when you turn it on.

And from there, she actually recorded a small video for us to use internally that showed how appreciative she was to us that she used that for almost four months worth of time until she was able to regain her full voice. And it allowed her to do her job. And I think that's where -- the central theme we have. How can we help you do your job and continue to do your job well? It might be a little bit than how you have done your job in the past.

 A second story involves an individual named Suria we had permission obtained from her to share. She suffered a spinal cord injury in 2014 and returned to work she makes heavy use of Dragon software and any voice-controlled functions on her mobility devices. So what we will do is I worked with her on Dragon and fine tuning Dragon on her machine. While we were working in Dragon she simply asked us she said, Kevin would there be any way that you could help me with writing? Because I haven't been able to write since the injury. And it would mean the world to me if I could put my name on something. With my own -- you know in my handwriting. What we did is fortunately I had the advantage working at the Shepherd Centre beforehand. And I worked -- and I used my contacts there with a custom stylus manufacturer and we were able to provide a custom stylus to Suria and she was able to write for the first time since her injury, I have a video link that unfortunately we've only been able to share internal with EY it's on our EY servers but I can say I promise it's very impactful but she's writing on an impact. And she writes thank you.

 And it's the first time she has written since her injury. She has used it every day since then.

 And I have one last story.

 Ricky lives in Brazil and while working with EY, he was simply emailing his boss from his personal computer. Because Ricky is an Eyegaze user he only has volitional control over his facial muscles. And EY at this time, we lacked a way of having him be able to use all -- use Skype, use the internal processes that we have available for our employees. How can we help Ricky be -- how can we be more inclusive? Bring Ricky in so Ricky can use everything that we all take for granted every day?

 What we did is we worked with teams in Brazil with our local support, the UK and the U.S. regarding our virtual desktop interface. And we were able to then provide Ricky with a way where he can use it using his Eyegaze unit where of course he's an expert. We provided an icon that securely logged him into the EY system and his family created a video for us. It's a video unfortunately that's only shared within EY at this time but it's a video of how he accesses the EY network strictly through Eyegaze. And from there he -- we have it where he clears the flash screen he's able to open Outlook we don't focus on his emails or anything like that but he's able to open Outlook and type in word and do a web search and stuff. But he can do anything now that any employee with -- who has the access same employee as anyone within EY. He'll go about his access a little bit different but he can participate in Skype meetings, he can type into chat. He can contribute his specific skills in a way that he wasn't able to do beforehand so we're more inclusive. We have him contributing in ways that he wants to contribute in ways that he couldn't beforehand.

 So I would like to think we have made a difference in those three circumstances. And just -- I'll wrap up here. As a whole, EY, we began incorporating assistive technology in 2016 so we're still pretty new at it. Of course the primary difference from typical AT, we're not in the same place. And we'll probably -- I'll say we probably never will be in the same place. At the same time we have Skype. We are going to give you customized service.

 One thing we are doing, we're growing the service, growing the role. At a controlled rate. Because it's -- I'm the only person with assistive technology experience within EY. So let's grow this where we want to help. Let's grow it at the same time. Let's grow it at a controlled rate so we can continue to offer the one-to-one service. If we grow and grow and grow at an exponential rate, it gets harder to offer that service on an individual basis and that is something I will always say that's the cornerstone of what we do is the one-to-one.

 And global focus means a global network for assistance and advice. It might seem like a very large company and such. But what you have is because it's global, because it is so vast. I have contacts from everywhere on the globe who I can tap, if need be, for specific situations if something does arise that is very, very unique in nature in a country where I have not worked beforehand. I have contacts where I can pretty much get to any country in the world, even if I don't know somebody specifically in that one nation. And that's what we will continue to do. Build our contacts. Grow at a controlled rate so we can continue to assist. Continue to offer one-on-one service and help EY people do their best work.

 And I will wrap that up.

 >> LOU ORSLENE: Yeah thank you very much, Kevin, for all of that information. And I appreciate your expertise and appreciate, also, just the impact that you make at the organization in terms of people with disabilities. Really appreciate that.

 Now, I have a number of questions that I would like to ask. And I think the first one just is I'm just kind of curious you were talking about this controlled rate of providing digital accessibility.

 >> KEVIN GROGG: Yeah.

 >> LOU ORSLENE: About how many accommodations, digital accessibility accommodations, are you providing at this point? Have you charted that and kept those statistics?

 >> KEVIN GROGG: Sure, we have charted. We have averaging anywhere from probably I would say -- we probably have eight to ten at a time as far as a caseload active at any one point in time. We have had a high of probably about 25 at once. But one thing we want to do is as we grow, we know that number and the average number will grow, as well.

 >> LOU ORSLENE: Sure, any idea about how many a year that you have worked through? Just to give other companies a gauge.

 >> KEVIN GROGG: Yeah we have recently taken some numbers we're probably looking at a yearly basis of around 500 right now.

 >> LOU ORSLENE: Okay. Great. Do you overall at EY, do you have an accessibility plan, sort of a global accessibility plan for the organization? Which you fit into, your role fits into?

 >> KEVIN GROGG: Yes and I can comment very much with something that we have worked with very, very recently is within. This comes from -- this comes from within the I.T. area itself. What we have done is in conjunction with our global -- last week was Global Accessibility Awareness Day and in conjunction with that we have just launched a campaign called Open Doors that is an increasing of our overall digital accessibility. That's the -- bringing our I.T. leadership in where they have definitely shared the idea. We have educated our leaders on this. And they are moving forward in Fiscal Year '20 starting in July, at least in let's say in the webcasting areas where our area has jurisdiction, they are going to be captioned, they are going to have transcripts. That's going to be part of standard operating procedure. So yes, that is part of a full two to three-year plan involving along with webcasts our first step is to work with our development teams for coding with accessibility in mind.

 We have specific classes that we are providing to -- from a third party. Specific online courses we're providing to our developers to help and assist them with developing their code with accessibility in mind. I think as we all know, if you build it in at the beginning, it's exponentially less expensive than trying to retrofit it at a later point in time.

 >> LOU ORSLENE: Yeah absolutely and just to follow up on one of the comments you made, who is the -- can you name the third party group that's providing your accessibility training?

 >> KEVIN GROGG: At this time I do have to keep it to myself because the purchase order has been made but fully hasn't gone through.

 >> LOU ORSLENE: Sure. No problem. Another question, do you have an Executive Sponsor for your service role? And how does that work at EY? Are there multiple executive sponsors for different areas of accessibility?

 >> KEVIN GROGG: Yes. Well, different areas of the firm, yes. And it can depend region to region, as well. I can tell you specifically for the Americas, we have an Executive Sponsor who is -- both works with our AccessAbilities group and oversees all of our functions within I.T. So we have a specific individual at the executive level for the Americas for our EMEA and our AsiaPac areas, we work with our -- we work with the leaders of what we call D&I, diversity and inclusiveness who have really -- who have functioned in that role for us in the EMEA region in the AsiaPac region.

 >> LOU ORSLENE: Great, do you interface at all in terms of external digital accessibility with your customers. Are you ever pulled into sort of that team?

 >> KEVIN GROGG: Yes, we definitely are. It's been on a limited basis so far. But it definitely is growing. And this is part of the control group. Definitely. I do work with an individual who has a -- with a UX a user experience background. He takes the lead on our digital accessibility areas whereas I leave the assistive technologies. But as you can guess, we come together definitely when we're looking at -- when we're testing Websites and such to let people know, here is what we found that works well for accessibility. Here is what we found that maybe do not work so well. So it's a team effort between himself who leads digital accessibilities and myself who leads the assistive technology arm.

 >> LOU ORSLENE: Great and who would you say overall drives the digital accessibility in EY? Is this from the CEO -- is this from the C-Suite? Or does it come from compliance or HR or D&I? Who do you see as the main driver?

 >> KEVIN GROGG: Well actually I would say I really see it in almost all of those areas is we do have through our executive sponsorship in the C-Suite it's definitely driven from there. Driven from our D&I areas through our employee resource programs. Also through our I.T. areas, as well, our I.T. leadership, of course, what we talked about just recently is involved with that. So really it's a multi-faceted approach and where I really see it, it's both topdown when you're coming from the C-Suite and bottom up. Individual employees seeking assistance so this is something that I think is pretty unique we work from the top down but we also work from the bottom up.

 >> LOU ORSLENE: Yeah that is great. Another question, how do you deal with interoperability issues? Say between your webcasting software or say for instance --

 (Audio lost)

 (Standing by for audio).

 >> KEVIN GROGG: I know how that can go.

 >> LOU ORSLENE: Do you want me to start with the question?

 Okay. So Kevin, whenever you run into interoperability issues say between your webcasting software or your HR information system with the various assistive technologies, what's your process there? And how do you work those issues out, those challenges?

 >> KEVIN GROGG: Sure, once we -- I'll use the example of an individual user contacting us with finding -- someone may find something that's mandatory or pertinent to -- significant to their role. If it's inaccessible to their say assistive technology software, if it's the same model as any assistance what we'll do is listen first, gather the information, ideally we experience it over a screen share. That, who very well. But what we will do then is we work with our talent team -- our talent team leaders for each region first. To make sure that they are aware of this. Because sometimes they might know some other individuals who are having some similar issues. And maybe we can put the two people -- two individual users in touch with each other and that's one of the examples of outside of -- 50% of the individuals I work with are going to be outside I.T. And that -- that's where information that we don't know known by our D&I individuals. Second what we have done I'm in the process of this right now with a few vendors is we have accessibility contacts at our major vendors and we work through them, as well. Because each vendor will have specific ways that they will receive -- receiving their I.T. tickets. It's not something where we can send a full list of what's not working well. Many times they need to -- very, very specific, very, very highly specified. So we will work with our vendors. And usually what I find best is I will bring someone from the vendor to meet with our individual user so they can experience exactly the exact place spot in time where we have an -- where we have inaccessible content. Then that allows the vendor to know as much as possible to build in a customized solution.

Maybe it's short-term. And we understand it might be a longer term depending on the vendor, depending on their updates and releases of software. But we also bring in our EY many times I.T. individuals who are the reps for -- who typically interface with the vendors more so than I would. That way we have people within EY who are specialized with the vendor along with the vendor and our individual user. And pretty much what I'll try to do is drive that whole process. I know that's a long answer to your short question. I hope that helps.

 >> LOU ORSLENE: That's very helpful and I think you guys should really be commended on this high-level customer service approach to the issues of interoperability and accessibility. I think it's kind of extraordinary the way that you do pull everyone together. I'm pretty impressed by pulling the person themselves together with a vendor as well as with somebody from the I.T. team to work this out. And then you sort of liaisoning in between and managing the process. I think that's pretty impressive.

 >> KEVIN GROGG: Thank you.

 >> LOU ORSLENE: Can you talk a little bit about audits? So most of what we have talked about so far is you know you reacting. Not in a negative way but I mean you're just reacting to people requesting things.

 In this whole digital accessibility effort, with the accessibility plan, will EY be auditing their various internal systems to see how they are accessibly?

 >> KEVIN GROGG: Yes. We have actually been doing that for a number of years now. We have audited -- I have probably audited and these are all manual audits so we are not running full scanning software and going with what it says. We are doing it the hard way. We are doing the manual audits. We audit to WCAG 2.1 AA and what we will go is go through painstakingly each page. We usually take a representative sample of pages which might be an average around ten pages per site and we will work comparing each WCAG rule. Now with WCAG 2.1 AA you have approximately 50 rules. And while not all of them will be applicable to every page, we will generate -- we generate a couple of reports. One is really what we call maybe the 10,000 foot view where we say hey overall here is what we have found. Here are examples of the inaccessible content we'll put that in a slide deck. We'll accompany that with an Excel file. And each page has its own tab. And each rule will have its own line and we will let you know if it was a yes, no, not applicable, a summary comment or such for that specific rule on that specific page so that our developers who need those specifics can go and find, okay, we had a lack of color contrast on this page and this page. It's reflected in the slide deck as here is an example of that.

 So we will break it down to where -- break it down into the minutia so our coders who work in minutia all the time can go in and rectify codes where need be and this is where the online classes are going to help, as well just to introduce the concepts of color contrast. Introduce Alt text so that many times people are just not aware of it. And just knowing that okay we need to ask our program managers for alternative text for each of their pictures. Just knowing to do that in the beginning is definitely going to -- you can guess will have its benefit by the time you're ready to go into production, you have your Alt text. So since -- we find that almost on every report I usually use Alt text as a prime example for that.

 >> LOU ORSLENE: Really just one final question. And that's in your role as the service owner of the desktop experience in assistive technologies, where do you -- what resources do you find the most helpful? So where do you receive training? And what resources do you look at often?

 >> KEVIN GROGG: Oh, sure.

 >> LOU ORSLENE: Yeah, if you could just --

 >> KEVIN GROGG: Sure. I would say a combination of a number of different vendors. Webinars are especially helpful for me. I'll schedule -- a schedule might come out a month beforehand where I can schedule it into my calendar so that this time is blocked for education purposes.

 For the ongoing education, that's what I like. Many times you might be well versed in a topic. But this gives you some updates because one thing I will tell everybody is I'm a general specialist. I know a little bit a lot of things. A lot about very little. So it helps me to know a little bit more even scratching the surface where I can maybe then help out at a deeper level with I'll just use dyslexia because I've had to learn the most about that. Maybe I have some webinars that introduce me a little bit more to dyslexia. It might not even be high tech or such. But if I know more of the nomenclature it helps me then connect more dots. So I like webinars. Attendance at conferences like we did with the presentation here at ATIA here this year. I was fortunate enough to go to CSUN. Fortunate enough Lou you and I will be on a panel at M-Enabling coming up.

 >> LOU ORSLENE: Yes, looking forward to it.

 >> KEVIN GROGG: It definitely complements the webinars really in the same way we do our Skype and everything we do many things over technology, at the same time being in-person to talk in the same room makes a difference. So I like to combine the two.

 >> LOU ORSLENE: Great and I found it interesting. I thought when you were talking about webcasts that you were talking -- you were specifically -- the free webcasts at Level Access or Deque or Paciello Group produces but it's interesting it's really that nomenclature it's that context of accessibility that you find really heavily so I think that's good insight for those who will be viewing this webcast.

 So really that's all of the questions I have, Kevin. Any last comments or any questions of us before we wrap up?

 >> KEVIN GROGG: No. I would just like to say many thanks for the opportunity to speak with everybody here. And thank you for your interest in assistive technology. And Lou, look forward to working with JAN more and more as the future comes.

 >> LOU ORSLENE: Absolutely, Kevin, thank you so much and you take care of yourself and I'll see you in a few weeks at M-Enabling.

 >> KEVIN GROGG: We will see you in DC thank you very much, Lou.

 >> LOU ORSLENE: Bye bye Kevin.

 >> KEVIN GROGG: Bye bye.

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