

INFOSYS DIGITAL ACCESSIBILITY LAB

Advancing Digital Inclusion



Digital technologies have transformed public service delivery, but for individuals with disabilities, these technologies can also create new barriers. Accessible digital content is fundamental to equity and inclusion and is a legal requirement according to the Justice Department's final rule under Title II of the Americans with Disabilities Act (ADA).

With over *28.7% of the U.S. population living with disabilities, public services must be designed for inclusivity. Meeting these diverse needs is not just a legal requirement, it's a commitment to equity and better citizen experience. Infosys has developed the Digital Accessibility Lab offering to help the public sector meet its accessibility responsibilities and create an inclusive digital experience for everyone.

Accessibility Challenges for Public Sector Organizations

The public sector is subject to various accessibility regulations, such as Section 508 of the Rehabilitation Act and the ADA. These require accessible digital environments. However, public sector organizations face unique challenges in ensuring digital accessibility.



Approaching Compliance Timeline: Under the Justice Department's final rule for Title II of the ADA, large state and local government agencies must make their websites, mobile apps and documents accessible by April 2026, while small agencies and special district governments need to do this by April 2027. Agencies need to act quickly to achieve compliance.



Limited Resources: Budgetary constraints and resource limitations hinder the ability to invest in accessibility initiatives. According to NASCIO's Oct-2025 survey findings, only 46% of agencies have budget to implement accessibility improvements.



Legacy Systems: Many public sector platforms rely on old technologies that are not designed for modern accessibility standards, making upgrades complex and costly.



Fragmented Governance and Compliance Pressure: Multiple regulations and ambiguous accountability create confusion, resulting in inconsistent accessibility practices.



Lack of Awareness: Key stakeholders often lack clarity on what to do, when to act, and how to implement accessibility effectively leading to slow decision-making and missed objectives.



Diverse Needs: Each disability is unique, requiring flexible solutions that support multiple assistive technologies and personalized accommodations. Designing systems that adapt to these diverse requirements can add cost and complexities.

Solving Accessibility Challenges with the Digital Accessibility Lab

Infosys Digital Accessibility Lab offers end-to-end services and solutions to assist public sector organizations in their need to deliver more accessible and inclusive digital experiences.



Accessibility Governance and Program Management:

We help organizations establish robust accessibility programs by creating policies, procedures, and compliance roadmaps. These steps ensure ongoing compliance with changing regulations and standards.



Accessibility Audits: Using industry-standard testing tools, we perform audits to identify accessibility barriers across digital services, including websites, mobile applications, documents, and multimedia content.



VPAT Verification and Creation: We use the trust-but-verify principle to review the Voluntary Product Accessibility Templates (VPATs) of third-party applications and baseline the accessibility of in-house systems.



User Testing: Uncover qualitative insights by complementing accessibility audits with user testing by real users with disabilities.



Accessibility Remediation: Address audit findings and fix accessibility gaps across digital services, applications, and digital assets to achieve compliance with WCAG and ADA standards.



Accessibility Consulting: Expert guidance to embed accessibility practices throughout the Product Development Lifecycle (PDLC) by following Accessible by Design principles. Continuous monitoring during Maintenance & Operations to ensure long-term compliance.



Accessibility Training: We provide foundational and role-based training programs for organizations and clients available on-demand, instructor-led sessions, or through virtual formats empowering teams with the skills to create accessible, inclusive digital content.

These offerings are enabled through cutting-edge technologies to enhance accessibility efforts:



Accessibility Testing Tools

Cutting-edge testing tools with AI & Automation to detect potential barriers, analyze user behavior, and identify areas for improvement.



Accessibility SMEs

Experts provide strategic guidance, best practices, and hands-on support to embed accessibility across the digital lifecycle.



Compatibility with Assistive Technologies

Ensuring digital services work seamlessly with assistive technologies such as screen readers, screen magnifiers, voice control software and more.

Benefits to Public Sector Organizations

Infosys Digital Accessibility Lab empowers organizations to deliver inclusive digital experiences while driving measurable business outcomes:



Trusted Partner & Guide

We act as a strategic partner, guiding organizations through complex accessibility challenges with expert consulting, advisory, and implementation support. Our collaborative approach ensures seamless integration and long-term accessibility.



Matured Accessibility Processes

Through streamlined processes, we help organizations comply with accessibility laws and standards, such as ADA, Section 508, WCAG, and deliver superior user experiences, while reducing rework and accelerating timelines.



Innovation & Continuous Improvement

We continually innovate using technologies like AI and automation to modernize tools and mature our processes, resulting in enhanced service delivery.

Embracing Digital Inclusion with Infosys Digital Accessibility Lab

Reach diverse audiences, enhance citizen experiences, and ensure equitable access, creating a barrier-free digital world where everyone belongs. Partner with Infosys to embark on your journey toward a more accessible and equitable future.

To find out more contact us at askus@infosyspublicservices.com



For more information, contact askus@infosyspublicservices.com

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