

# Accessible IT for HMRC Staff

## **Customised IT for disabled employees to work from any device to do their job**

### **The Situation**

As one of the UK's largest government departments, HM Revenue & Customs (HMRC) has strong employment and disability policies that aim to make systems accessible to everyone who needs to use them. HMRC's assistive technology services are delivered by Capgemini, working closely with in-house specialists and partners.

## The Solution

An Accessibility Team provides specialist equipment, software and support for disabled employees. The team uses occupational health assessments to help determine the right accessibility solution, and they work with users at their desks to configure software, write scripts and install specialist hardware when required. Wherever possible standard procedures are tailored; catalogue-based procurement delivers assistive hardware as quickly as possible and IT helpdesk advisors customise support so they respond to issues effectively. All new software is tested for accessibility as part of the standard project development lifecycle.

## The Results

The Accessibility Team ensures HMRC's 1,250 disabled staff have the technology and support they need to access whichever of HMRC's 600 systems they need for their job. Specialist equipment is usually delivered within two days of an order and the IT helpdesk resolves over 75% of issues on the day of a call. Individuals in the Accessibility Team often write specialist scripts to customise JAWS screen reader and Dragon voice activation software. They build an understanding of customers' personal needs and appreciate that a solution tailored for one person does not necessarily suit another. The small team provides an efficient, personalised service for which they regularly receive unsolicited thanks.

## How HMRC and Capgemini Work Together

HMRC champions disability at board level, working with Capgemini and infrastructure partner Fujitsu to continually innovate, make improvements, and update ICT services for disabled staff. Our Assistive Technology Service is well-established, and we have developed considerable expertise in seamless support across our organisations over many years.

The team learns from users' experience and satisfaction surveys and evaluates new and emerging technology – all with the ambition to ensure that IT accessibility services adapt to continuously improve customer experience. In 2013 we reviewed and updated our end-to-end processes to respond to requirements faster by strengthening supplier-liaison across the 'virtual' Accessibility Team focused on providing a personalised service for 'everyday' needs and unique cases.

The roll-out of HMRC's new phone system was a good example of how effective interaction works in practice. Users who need specialist phones were identified before project roll-out, which ensured field engineers were clearly briefed to install new dual headsets, amplifiers or big button phones – for customers who need non-standard equipment to make and receive calls easily.

HMRC publishes guidance about IT adjustments and services for disabled staff on the intranet. The IT Accessibility help pages are a one stop shop for ordering equipment, and finding out about training, support and user forums, and profiles of the Accessibility Team staff. The Accessibility Team attends specialist software user groups to help progress initiatives and follow-up issues.

Disability awareness training for Capgemini helpdesk staff and developers and Fujitsu field engineers ensures they are confident supporting disabled users and are 'disability aware' when designing new solutions. Looking forward HMRC and the Accessibility Team continuously improve solutions to the accessibility of the systems it builds and buys.

For more information on this project, please contact:  
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## About Capgemini

With more than 130,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2013 global revenues of EUR 10.1 billion.

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**HM Revenue  
& Customs**

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For more information, please visit:  
[www.hmrc.gov.uk](http://www.hmrc.gov.uk)