Accessibility impact for internal staff

Partners:

Content process: will be done in Umbraco – the rest will be As-is

Enquiry handling: done on the As-is CRM (whether a partner is on SEP CRM or on their own) they will be dealing with the same environment.

Reporting: not clear at the moment, might be excel files or other supporting documents. In the future it could be Umbraco dashboard. To look again once things are clearer.

Events: sorted by their usual event provider (EventBrite or Whitespace). If custom event, it might be done within Umbraco in the future.

Knowledgebase: there is no access to the KB for partners initially. They do have access to the name and email address of a product/service owner via Umbraco.

Communication among partners: there will be regular meetings regarding SEP. There are various possibilities, face to face, skype or else. There should be room for accommodating various accessibility issues is they come up. Sharepoint or PDF could potentially be problematic, we could need ways around this.

Onboarding pack: not sure what form this will have, we need to make sure we have accessible alternatives if needed. For example, if this is a PDF we give to new partners, this might not be accessible for them.

EFRS:
The only change for them will be using Umbraco potentially. The KB is their As-Is KB.

Conclusion:
- **The potential risk is mostly Umbraco which is the only new system** internal staff will be using.
- The rest won't be any worse than it is at the moment as it's their As-Is processes mostly.
- **One potential risk to keep in mind is how we deal with the regular communications among partners in the future and during the onboarding process.**
- **Reporting to review** once we know more about what form it will take.

Umbraco back office accessibility issues:

Recent article about Umbraco back office:
https://skrift.io/articles/archive/accessibility-in-the-umbraco-back-office/

Sigma seems to be working on known issues at the moment:
https://www.wearesigma.com/news/improving-the-accessibility-of-the-umbraco-cms-back-office/

There is also a Trello board to keep track of the known accessibility issues:
https://trello.com/b/AkmxU8xX/umbraco-accessibility-issues

Good to know (not just for accessibility – and that would be for customer facing accessibility): There is Siteimprove plugin for Umbraco:
https://siteimprove.com/en-gb/core-platform/integrations/cms-plugin/umbraco/