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Accessibility in Action: A Government Playbook

The first 90 days should establish control, not promise perfection. The goal is to understand the environment, protect critical resident journeys, organize ownership, begin high-impact fixes, and put a repeatable operating rhythm in place.

Use this roadmap as a planning framework. Adjust the sequence based on your organization's size, service portfolio, current findings, staff capacity, and legal guidance.



Phase	Team Focus	Team Focus
Day 1-30	Scope and stabilize	Executive sponsor and program owner; priority-service inventory; known-issue log; resident feedback route; initial testing plan.
Ease of Use	Prioritize and remediate	Risk-based backlog; assigned owners; initial high-impact fixes; training for key publishers; vendor and third-party review.
Legal Defensibility	Validate and operationalize	Retesting results; recurring monitoring cadence; publishing controls; governance rhythm; next-quarter roadmap and resource needs.

Days 1–30: Scope and stabilize

Begin by creating a shared picture of the work. Identify who is accountable, where residents encounter the highest-impact services, what barriers are already known, and which systems or vendors are involved.

- [ ] Name an executive sponsor and day-to-day accessibility lead.
- [ ] Inventory critical websites, applications, forms, documents, meeting materials, and third-party services.
- [ ] Identify high-use and service-critical resident journeys.
- [ ] Centralize complaints, audit findings, support tickets, and known issues.
- [ ] Define the initial testing approach, including automated and manual methods.
- [ ] Pause or review avoidable high-risk publishing activity while standards are being established.



Days 31–60: Prioritize and begin remediation

Turn findings into a manageable backlog. Focus first on barriers that block essential tasks, repeat across many pages, or affect common templates and workflows.

- [ ] Classify issues by severity, reach, service impact, and remediation dependency.
- [ ] Assign owners across content, design, development, documents, platforms, and vendors.
- [ ] Begin fixes for the highest-impact resident journeys.
- [ ] Train the staff who publish the most content or manage the most critical services.
- [ ] Review third-party tools and procurement dependencies.
- [ ] Document decisions, constraints, and validation requirements.

Days 61–90: Validate and operationalize

Use the final month to confirm progress and embed accessibility into normal operations. The best outcome is not a temporary score increase. It is a clearer system for preventing, finding, fixing, and monitoring barriers.

- [ ] Retest completed work and reopen unresolved issues.
- [ ] Introduce accessible templates, checklists, and approval steps.
- [ ] Set a monitoring and manual-review cadence.
- [ ] Establish a recurring cross-functional governance meeting.
- [ ] Create a public feedback and response process.
- [ ] Prepare the next-quarter roadmap, budget needs, and executive update.



What success looks like at day 90

Turn findings into a manageable backlog. Focus first on barriers that block essential tasks, repeat across many pages, or affect common templates and workflows.

- The organization knows which services and assets matter most.
- Critical issues have owners and an agreed sequence.
- High-impact remediation is underway and fixes are being validated.
- Publishers have clearer standards and support.
- Leadership can see progress, open risks, and resource needs.
- The next phase is governed by a roadmap rather than a one-time audit report.

How Granicus helps

Granicus can help teams establish the baseline, classify and prioritize findings, validate remediation plans, strengthen publishing and information-architecture practices, create governance and roadmaps, and support ongoing monitoring and quality assurance.

Ready to get started?

Contact Granicus today to book a demo.

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