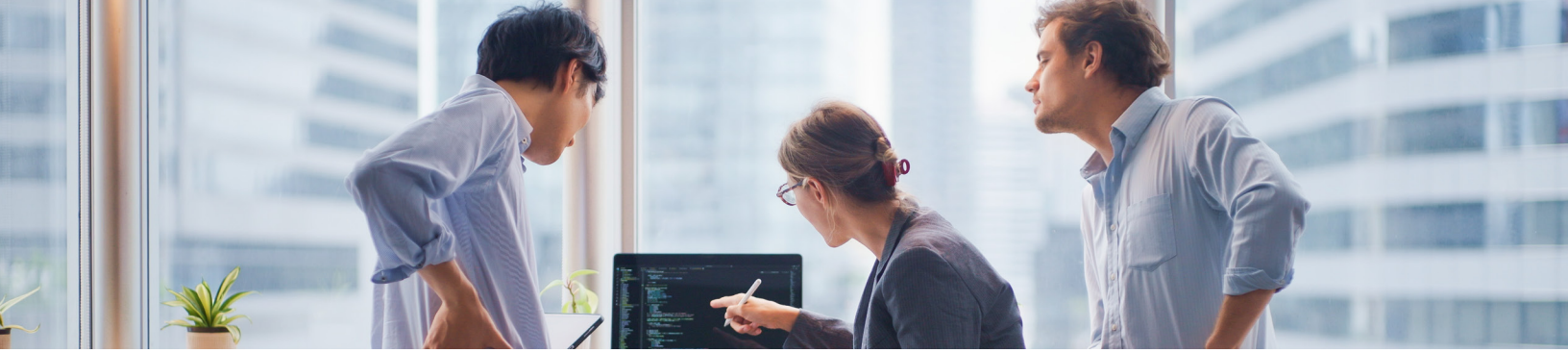
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Government Accessibility Roles and Responsibilities Planner

Accessibility is shared work, but shared work without named accountability can stall. This planner helps government organizations assign clear owners to the activities required to assess, remediate, and sustain digital accessibility.

Use the worksheet in a cross-functional working session. Assign one accountable owner, identify supporting roles, document outside support, and agree on the evidence that will show the work is complete.



Recommended responsibility areas

Responsibility area	What the owner coordinates
Executive sponsorship	Set expectations, approve resources, resolve cross-department barriers, and review progress.
Program coordination	Maintain the roadmap, convene stakeholders, track risks, and coordinate decisions.
Web and platform management	Retesting results; recurring monitoring cadence; publishing controls; governance rhythm; next-quarter roadmap and resource needs.
Content and communications	Create accessible pages, images, links, video, audio, campaigns, and service information.
Documents and public records	Apply accessible document practices to agendas, packets, reports, forms, and records.
Service and department ownership	Confirm that resident-facing information and workflows are accurate, usable, and maintained.
Procurement and vendor management	Include accessibility in requirements, evaluations, contracts, renewals, and issue escalation.
Legal and risk guidance	Interpret obligations, advise on risk, and review policy or exception decisions.
Resident feedback and support	Provide a clear reporting channel, respond to barriers, and route issues to owners.
External accessibility support	Contribute specialized audits, expert review, remediation guidance, training, validation, governance, monitoring, or roadmap support as contracted.



Working-session worksheet

For each activity below, identify the accountable owner, supporting teams, outside support, target timing, and evidence of completion.

- [ ] Inventory digital assets and resident services | Owner: _____ Support: _____ Evidence: _____
- [ ] Conduct automated and manual testing | Owner: _____ Support: _____ Evidence: _____
- [ ] Prioritize findings and approve remediation order | Owner: _____ Support: _____ Evidence: _____
- [ ] Fix web content, components, forms, and documents | Owner: _____ Support: _____ Evidence: _____
- [ ] Validate completed fixes | Owner: _____ Support: _____ Evidence: _____
- [ ] Train publishers and service owners | Owner: _____ Support: _____ Evidence: _____
- [ ] Review third-party platforms and contract requirements | Owner: _____ Support: _____ Evidence: _____
- [ ] Maintain governance, policies, and decision records | Owner: _____ Support: _____ Evidence: _____
- [ ] Monitor new content and recurring issue patterns | Owner: _____ Support: _____ Evidence: _____
- [ ] Respond to resident-reported barriers | Owner: _____ Support: _____ Evidence: _____
- [ ] Report progress, risk, and resource needs to leadership | Owner: _____ Support: _____ Evidence: _____



Questions to resolve before the session ends

- Who can make cross-department decisions?
- Which team owns the master issue backlog?
- What work can staff perform with existing capacity?
- Which tasks require specialized review or remediation support?
- Who validates that fixes resolved the original barrier?
- How will accessibility requirements enter procurement and publishing workflows?
- What will leadership review, and how often?

Granicus Role Framing

Position Granicus as a support partner across assessment, prioritization, expert review, remediation guidance, workshops, plan validation, governance, roadmap planning, monitoring, and quality assurance. Final scope should reflect the products and services included in the customer's agreement.

Ready to get started?

Contact Granicus today to book a demo.

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