4.2 Sample use cases for identifying internal resources

To help you get started, we’ve curated nine sample use cases that an organization might encounter and identified what dimensions and roles could be involved to help complete the task. Refer to the roles table in the appendix for more details.

**4.2.1 Use case one**

A software company is responding to an RFP. They’ve been asked to demonstrate that they can retain the accuracy and timeliness of their VPATs and refresh them as needed.

**Dimensions:**  
The critical dimensions are knowledge and Skills, ICT Dev Lifecycle, and Personnel.  
  
**Roles that could be involved in use case one:**

* Accessibility consultants, advisors, influencers, disability specialists, outside contractors and industry organizations, chief accessibility/diversity and inclusion officers
* Designers, developers, product managers, project managers, IT, QA, researchers/User Experience
* Instructor/trainer, teaching resource developer
* Content provider/producer
* Lawyer, organizational policy-maker, standards maintainer
* Employees with disabilities

**4.2.2 Use case two**

A government agency is issuing an RFP. It wants potential respondents to demonstrate that they can retain the accuracy and timeliness of their VPATs and refresh them as needed.

**Dimensions:**  
The critical dimensions are knowledge and Skills, ICT Dev Lifecycle, and Personnel.  
  
**Roles that could be involved in use case two:**

* Accessibility consultants, advisors, influencers, disability specialists, outside contractors and industry organizations, chief accessibility/diversity and inclusion officers
* Designers, developers, product managers, project managers, IT, QA, researchers/User Experience
* Instructor/trainer, teaching resource developer
* Content provider/producer
* Lawyer, organizational policy-maker, standards maintainer
* Employees with disabilities

**4.2.3 Use case three**

A private sector organization has received multiple complaints from prospective employees about disability inclusion in hiring.

**Dimensions:**  
the critical dimensions are Communications, Support, Personnel, and Culture.  
  
**Roles that could be involved in use case three:**

* Designers, developers, product managers, project managers, IT, QA, researchers/User Experience
* Instructor/trainer, teaching resource developer
* Content provider/producer
* Lawyer, organizational policy-maker, standards maintainer
* Employees with disabilities
* Call center representative
* Public relations/communications
* Procurement team

**4.2.4 Use case four**

An accessibility consulting company wants to show potential customers that their entire organization is optimized for accessibility.

**Dimensions:**  
Because this use case covers the entire organization, all dimensions must be reviewed.  
  
**Roles that could be involved in use case four:**  
All roles across the organization

**4.2.5 Use case five**

An NGO wants to determine which areas it should address to improve internal disability inclusion in the next fiscal year.

**Dimensions:**  
The critical dimensions are Communications, Support, Personnel, and Culture.  
  
**Roles that could be involved in use case five:**

* Designers, developers, product managers, project managers, IT, QA, researchers/User Experience
* Instructor/trainer, teaching resource developer
* Content provider/producer
* Lawyer, organizational policy-maker, standards maintainer
* Employees with disabilities
* Call center representative
* Public relations/communications
* Procurement team

**4.2.6 Use case six**

An organization wants to review the accessibility of a second organization that provides third-party digital content that it will include in its solutions.

**Dimensions:**  
The critical dimensions are Communications, Knowledge and Skills, and Procurement.  
  
**Roles that could be involved in use case six:**

* Designers, developers, product managers, project managers, IT, QA, researchers/User Experience
* Instructor/trainer, teaching resource developer
* Content provider/producer
* Lawyer, organizational policy-maker, standards maintainer, government policy regulator or specialist
* Employees with disabilities
* Public relations/communications
* Procurement team

**4.2.7 Use case seven**

An organization wants to review the accessibility of a second organization that provides tools and libraries.

**Dimensions:**  
The second organization should review Knowledge and Skills, ICT Dev Lifecycle, and Personnel through the lens of its tools and libraries.  
  
**Roles that could be involved in use case seven:**  
All roles across the organization

**4.2.8 Use case eight**

A large multinational corporation wants to assess the accessibility maturity of a single business unit.

**Dimensions:**  
Review all dimensions in the context of that specific business unit.  
  
**Roles that could be involved in use case eight:**  
All roles across the specific business unit

**4.2.9 Use case nine**

A multinational conglomerate is measuring its non-centralized procurement accessibility across the entire organization.

**Dimensions:**  
Knowledge and Skills and Procurement are the critical dimensions.

* Designers, developers, product managers, project managers, IT, QA, researchers/user experience
* Instructor/trainer, teaching resource developer
* Content provider/producer
* Lawyer, organizational policy-maker, standards maintainer, government policy regulator or specialist
* Employees with disabilities
* Procurement officer/manager/coordinator/consultant. contract administrator, vendor manager, supply chain analyst, procurement compliance, buyers, sourcing manager