

Accessibility Statement for DoIT Website

At the Department of Information Technology, we recognize digital accessibility is not just a matter of convenience but a fundamental civil right. We are dedicated to creating a website that is easily accessible and user-friendly for everyone, including those with disabilities. This commitment aligns with civil rights laws such as the Americans with Disabilities Act (ADA) and is driven by our belief in an inclusive digital space. We understand ensuring equal access and inclusion for all users is a continuous process, and we are committed to making ongoing technical improvements to uphold this right.

Measures to support accessibility

Department of Information Technology takes the following measures to ensure accessibility of DoIT Website:

- Provide continual accessibility training for our staff.
- Assign clear accessibility goals and responsibilities.
- Employ formal accessibility quality assurance methods.

Conformance status

The [Web Content Accessibility Guidelines \(WCAG\)](#) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. DoIT Website is conformant with WCAG 2.1 Level AA.

Feedback

We welcome your feedback on the accessibility of DoIT Website. While striving for the highest accessibility, we acknowledge some areas of our website may have limitations. We are continually working to address these and improve overall accessibility. Please let us know if you encounter accessibility barriers on DoIT Website:

- Phone: 505-827-2121
- E-mail: enterprisesupportdesk@doit.nm.gov
- Postal Address: PO Box 22550, Santa Fe, NM, 87502
- X: @NMDoIT

Facebook: <https://www.facebook.com/NMDoIT>

Instagram: <https://www.instagram.com/nmdoit/>

Services such as ASL interpretation, captioning, and various assistive technologies are available upon request.

Limitations and alternatives

Despite our best efforts to ensure accessibility of the DoIT Website, there may be some limitations. Below is a description of known limitations, and potential solutions. Please contact us if you observe an issue not listed below.

Known limitations for DoIT Website:

1. **Comments from users:** Uploaded images may not have text alternatives because we cannot ensure the quality of contributions. Please email our enterprise support desk if you encounter an issue.
2. **Legacy PDFs:** Some legacy PDF documents and interactive elements may still present accessibility barriers. These are being reviewed, retired, archived and remediated on a rolling basis.
3. **Entire website:** Language translation because the website is not translated into different languages. We are looking into ways to translate. Please email our enterprise support desk if you encounter an issue.

Assessment approach

Department of Information Technology assessed the accessibility of DoIT Website by the following approaches:

- Manual evaluation, WAVE, Andi
- User Feedback

Formal complaints

We aim to respond to accessibility feedback within 2 business days, and to propose a solution within 10 business days

Formal approval of this accessibility statement

This Accessibility Statement is approved by:
Department of Information Technology
Renee Narvaiz
Public Information Officer

Date

This statement was updated on June 30, 2025.