**WaTech**
Washington Technology Solutions

**Equity Impact Statement – Customer Identity Access Management**

This equity impact statement outlines the measures implemented in our MVP release of the CIAM SAW replacement project to ensure equitable access, usability, and privacy for all users. It addresses usability testing, accessibility compliance (WCAG 2.1), and privacy protections, focusing on mitigating historical digital disparities and promoting inclusive design.

Actions Taken (Response)

1. Usability Enhancements

- Conducted UI testing with diverse participants (ages, abilities, tech proficiency).
- Implemented responsive design.
- Minimum 7mm×7mm tap targets with 2mm spacing.
- Pinch-to-zoom enabled for product imagery.

2. WCAG 2.1 Compliance

- Adhered to POUR principles:
- Operable: Keyboard navigability, skip links, and focus indicators.
- Understandable: Plain-language labels and error messages.
- Robust: Semantic HTML and ARIA landmarks for screen readers.
- Automated and manual audits using axe-core and screen reader testing.

3. Privacy Protections

Drafted and in review by WaTech updated transparent privacy policy detailing:

- Collected data (e.g., names, IP addresses, cookies).
- Usage purposes (e.g., service improvement, personalization).
- Implemented granular consent:
    - Responsible Parties
    - UX Team: Usability testing and design by Ahead consultants. Development Team: SGS development team.
    - Privacy Team: Privacy and Data Protection.

Contact: support@watech.wa.gov for feedback or accessibility requests.

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