Scope and objectives

This document provides guidelines that are aimed at ensuring that software applications and digital platforms have a well designed UI/UX and are easy to use and navigate and are also accessible to individuals with impairments. Key objectives for ensuring software is easy to use and accessible include:

- **Increasing User Engagement:** Good UI and UX design, including accessibility features, can enhance user engagement with government software by making it easier and more enjoyable to use, leading to higher levels of user satisfaction, participation, and trust in government services.
- **Enhancing Efficiency and Effectiveness:** Accessible and user-friendly software can improve the efficiency and effectiveness of government operations by reducing barriers to access, streamlining processes, and enabling citizens to interact with government services more easily and independently.
- **Inclusivity and Equity:** Designing software with accessibility in mind promotes inclusivity and equity by ensuring that all citizens, regardless of their abilities or disabilities, can access and benefit from government services and information on an equal basis.For people with diverse impairments such as visual, auditory, physical and cognitive disabilities, these guidelines attempt to remove barriers and offer equal access and usability.
- **Legal Requirements:** Governments often have legal obligations to ensure that their digital services are accessible to persons with disabilities, as mandated by laws and regulations. Ensuring software is accessible is part of implementing the right to equality before the law which is supported by the Rwandan Constitution. In addition, Rwanda is a party to the UN Convention on the Rights of Persons with Disabilities and the Elderly. The Convention affirms the right to accessibility to services and information.
- **Promoting Innovation and Excellence:** Investing in UI, UX, and accessibility design fosters innovation and excellence in government software development, encouraging the adoption of best practices, new technologies, and creative solutions to enhance user experiences and outcomes for all citizens.
- **Improving Public Perception and Trust:** Providing accessible and user-friendly government software demonstrates a commitment to serving the needs of all citizens and can enhance public perception, trust, and confidence in government institutions as responsive, inclusive, and accountable entities.
- **Future-Proofing Investments:** Designing software with accessibility in mind from the outset helps future-proof government investments in digital infrastructure and services, as it reduces the need for costly retrofits or redesigns later on and ensures compatibility with emerging technologies and standards.

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