



Commission for
Communications Regulation



National Disability Authority
Údarás Náisiúnta Míchumais

Telecommunications Products and Services – Inclusive/Universal Design for all Users

Workshop - 9am–1pm - Wednesday, 5 November 2008

Suites 679/680, Croke Park Stadium Conferencing Centre

AGENDA

- 9.00 am **Registration – Tea/Coffee**
- 9.30 am **Opening**
Commissioner Alex Chisholm, ComReg
Chairperson, NDA, Dr Angela Kerins
- 9.50 am **Design issues from a User Perspective**
Gerry Ellis, PWDI
- 10.20 am **Business case for Inclusive Design - Overview**
John Clarkson, University of Cambridge
- 11.00 am Tea/Coffee
- 11.15 am **Focus Groups (2)**
- Product Design (Focus Group 1)***
John Clarkson/Sam Waller, University of Cambridge
- Marketing /Communications/Consumer/After Sales
and Service (Focus Group 2)***
- Developing marketing strategy for web/digital -
AMAS/Fiachra O'Marcaigh
 - Accessible inclusive communications
Michael Foley, NDA
 - Accessible design for print and publications
Mary Doherty, Red Dog Design
- 13.00 pm **Lunch**