

Web Leads monthly meeting

March 19, 2026

Welcome and kickoff

Suran De Silva - suran.desilva@maryland.gov

Agenda

- Customer Satisfaction Survey Update
- Agency Migration Roadmap Update

MDDS / DoIT Presenters

- Suran De Silva: Sr Director of Web Experience
- Andrew Drummond: Dir., Accessibility
- Hilary Shutak: Product Manager

Accessibility Update

Andrew Drummond - andrew.drummond2@maryland.gov

Accessibility: DOJ ADA Title II

New legislation goes into effect **April, 24, 2026**

Agency Steps

1. Begin with a [content evaluation](#).

Aim to delete or remove **at least 80%** of your redundant, outdated, and trivial content.

2. Identify and [remediate transactional PDFs](#).

These are electronic document used to get a benefit or service (think forms). This is your **highest priority** category.

3. With your Attorney General, identify if any content qualifies for an [exemption](#).

4. Provide site visitors with a way to request an accessible version of an exempt document.

[DoIT Accessibility Support](#)

1. Take the accessibility training in Workday.

Agencies are responsible for making all PDFs accessible. Take the training series in Workday, and purchase Adobe Pro if needed.

2. Schedule a consultation with DoIT Office of Accessibility.

If you need more help, the OOA can provide strategic guidance on PDF remediation. Email doit.intake@maryland.gov

3. Submit a list of your top 20 PDFs for remediation

The OOA will remediate 20 documents, up to 200 pages at no cost to the requesting agency.

5 ADA Title II Exemptions

1. Preexisting* conventional electronic documents
2. Archived web content
3. Content posted by a third party
4. Individualized password-protected documents
5. Preexisting* social media posts

*Preexisting = published prior to April 24th, 2026

Websites must provide a way for site visitors to request an accessible version.

1. **From your Agency footer**

OR

2. **On the archive page**

ADA Title II: Document Request Language

Consistent with the Americans with Disabilities Act (ADA) Title II final rule, individuals are entitled to request an accessible version of any electronic document presented on this website. Please contact [EMAIL ADDRESS] with the name of the document, the desired file type, and the accommodation needed. The requested file will be provided within a [REASONABLE TIMEFRAME]. It is possible that some requests may take longer due to the size, complexity, or the graphical nature of the respective document. For additional information, please contact [EMAIL ADDRESS] with any questions or concerns about this process.

Document Accessibility Training

- Please email doit.intake@maryland.gov
- Email titled “Document accessibility training request”
- Training is being offered in-person
- Approximately 3 hours or 3.5 hours including additional training around scanned documents
- Next pre-scheduled sessions: 3/24, 4/2, & 4/16 (9:30-12:30 @ DoIT HQ)

Customer Satisfaction Survey Update

Suran De Silva - suran.desilva@maryland.gov

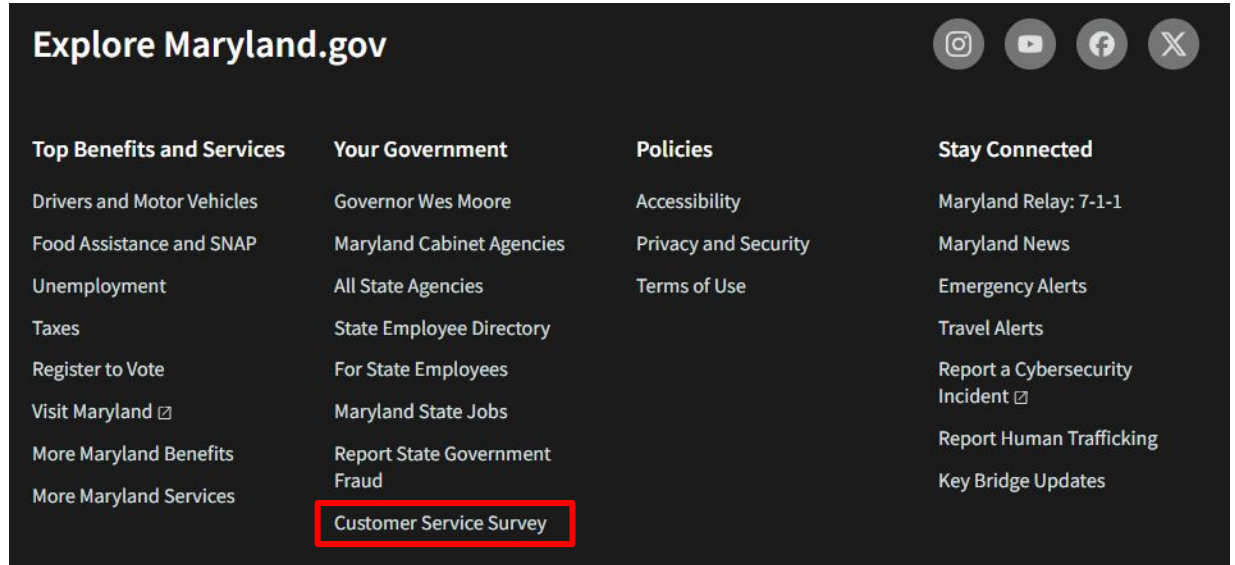
Customer Satisfaction Survey

Phase 1

- Deactivate the legacy Customer Service Survey
- Redirect the link to Constituent Services for immediate assistance

Phase 2

- Implement new survey tool to capture customer satisfaction
- Create dashboards

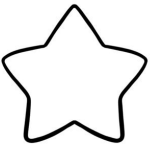


Agency Migration Roadmap Update

Suran De Silva - suran.desilva@maryland.gov

Hilary Shutak - hilary.shutak@maryland.gov

Agency Site Migration



Upcoming Launches*

March

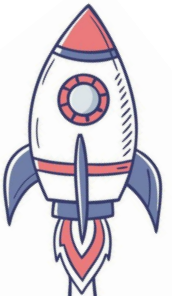
- Department of Veterans and Military Families
- Public Employee Relations Board

April

- Maryland Mortgage Program
- Maryland Department of Housing and Community Development
- Department of Juvenile Services
- Maryland Department of State Police
- Office of the State Fire Marshal
- Maryland Cannabis Administration
- Maryland Center for School Safety
- Alcohol Tobacco, and Cannabis Commission
- Maryland Department of Transportation Motor Vehicle Administration

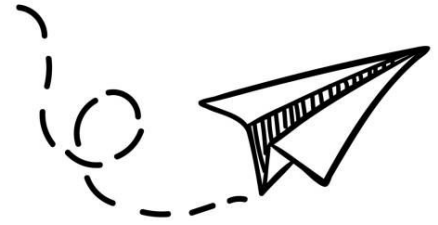
Recent Launches

- Maryland Historical Trust
- Digital.Maryland.Gov
- Maryland Commission on Civil Rights
- AI.Maryland.gov
- Office of the Correctional Ombudsman
- Department of Service and Civic Innovation
- Maryland.gov



* Schedule may change based on active participation by agencies.

Agency Site Migration



Q3/4 In Flight & New Kickoffs (Jan-Jun'26)*

- Accountability & Implementation Board
- Department of Aging
- Department of Agriculture
- Department of Assessments and Taxation
- Department of Commerce
- Department of Environment
- Department of General Services
- Department of Management and Budget
- Department of Planning
- Department of Social Equity and Economic Mobility:
 - Office of Social Equity
 - Governor's Office of Small, Minority, & Women Business Affairs
- Maryland Department of Health
- Maryland Department of Information Technology
- Maryland Energy Administration
- Maryland State Department of Education
- Office of the Attorney General
- Prescription Drug Affordability Board
- Property Tax Assessment Appeals Boards
- Governor's Sites:
 - Office of the Governor
 - Innovation Team
 - Office for Children
 - Office of the Deaf & Hard of Hearing
 - Grants Office
 - Appointments Office
 - Office of Community Initiatives
 - Office of Crime Prevention and Policy
 - Maryland Open Data Portal
 - Office of Overdose Response
 - Office of Performance Improvement

* Schedule may change based on active participation by agencies. Many of these sites will launch in Q3/Q4.

Q&A and Discussion

Future meeting schedule

Web Leads Meeting

May 14, 1:30pm – 3pm (virtual)

MDDS/Web Leads Open Office Hours

April 3, 3-4 pm

Thank you

See you May 14 (Virtual)

[Feedback Survey](#)



Survey link <https://forms.gle/gRU6z8eHAU4spQ6BA>