

DigitalService's Accessibility Ambassadors — Embedding Empathy Tools into Germany's Federal Digital Services

Digital Inclusion · Good practice · Germany

Quality score: 56/100

Evidence strength: Descriptive / self-reported

Summary

Germany's federal DigitalService trains every designer, engineer and product manager in accessibility from onboarding, using a 'How many people?' prevalence tool, a dyslexia/impairment-simulating browser extension and 90-minute 'Pizza-Powered Accessibility Check' workshops.

Key dimensions

Dimension	Score
Innovation level	4/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	0/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-21

[DigitalService GmbH des Bundes](#) — accessed 2026-09-21

[DigitalService — Ensuring Accessibility](#) — accessed 2026-09-21

[The Service Gazette \(Medium\) — Building Accessibility Capability at DigitalService](#) — accessed 2026-09-21

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