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Jeff Kline is the author of Strategic IT Accessibility: Enabling the Organization. He currently serves as the statewide Electronic and Information Resources, or EIR, accessibility coordinator at the Texas Department of Information Resources. Prior to his current position, he was the agency EIR accessibility coordinator at the Texas Department of Family and Protective Services. Before public service, Kline managed IBM’s Worldwide Accessibility Consulting and Business Transformation initiatives and other areas of product development during his 26 year IBM career, including industrial design, OS software development and system usability.