

HCL Software Accessibility Conformance Report Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version:

BigFix 11.0

Report Date:

July 2023

Product Description:

BigFix product family (Lifecycle, Compliance, Inventory, Patch, Mobile, Workspace, Remediate). Self Service Application (SSA) and Platform Client UI refers to the end user agent interfaces. Platform Console is the native application. WebReports is the Platform reporting interface. WebUI is the browser-based application for most product functionality.

Contact Information:

Notes:

Evaluation Methods Used:

manual testing / JAWS

Applicable Standards/Guidelines

“Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The following components meet this criterion: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose.</p> <ul style="list-style-type: none"> • WebUI <p>The following components do not meet this criterion:</p> <ul style="list-style-type: none"> • Platform Web Reports - Testing completed, text alternatives are not supported at this time.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	<p>The following components do not apply to this criterion:</p> <ul style="list-style-type: none"> • Product does not use audio content. Product does not use multimedia. No pre-recorded audio. No time-based media or pre-recorded video. No live multimedia. • Platform Web Reports <p>WebUI</p>
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	<p>The following components do not apply to this criterion:</p> <ul style="list-style-type: none"> • Product does not use audio content. Product does not use multimedia. No pre-recorded audio. No time-based media or pre-recorded video. No live multimedia. • Platform Web Reports • WebUI

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	The following components do not apply to this criterion: <ul style="list-style-type: none"> Product does not use audio content. Product does not use multimedia. No pre-recorded audio. No time-based media or pre-recorded video. No live multimedia. Platform Web Reports WebUI
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	The following components meet this criterion: <ul style="list-style-type: none"> WebUI - Client-side image maps are used and alternative text is provided for image map hot spots. Equivalent text links are provided for server-side image maps. WebUI - Table cells and relationships between cells can be programmatically determined. The following components do not apply to this criterion: <ul style="list-style-type: none"> Platform Web Reports - Product does not use client-side image maps WebUI - No image maps. Platform Web Reports - Testing completed, table cells and relationships between cells cannot be programmatically determined at this time.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does Not Support	

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does Not Support	
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports: Color is used only as an enhancement, and an alternate means to convey information or indicate an action is available to users with visual impairments.	The following components meet this criterion: <ul style="list-style-type: none"> Platform Console - Color not used to convey information Platform - Client UI - Color is only used as an enhancement, not as the only way to convey information or indicate an action. The following components do not apply to this criterion: <ul style="list-style-type: none"> Platform Web Reports - Testing completed, color is used to distinguish a visual element. WebUI - Color is the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	No audio plays automatically.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> • Platform - Client UI - Keyboard equivalents are provided for all actions. <p>The following components do not meet this criterion: While keyboard equivalents are available for some actions, focus issues cause problems tabbing, selecting and navigating throughout the dashboard panels, which in turn creates problems with JAWS reading labels and data.</p> <ul style="list-style-type: none"> • Platform Console
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The following components do not apply to this criterion:</p> <ul style="list-style-type: none"> • WebUI • Platform Web Reports - There are no time dependent functions.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	<p>The following components do not apply to this criterion:</p> <ul style="list-style-type: none"> • Platform Console - Animation is not used. • Platform - Client UI - Animation is not used.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports: The use of blinking text, objects or elements has been avoided, reducing risk of seizures for users with photosensitive epilepsy.	The following components meet this criterion: <ul style="list-style-type: none"> • Platform Console - There is no Flashing content. • Platform - Client UI - Does not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz. • Platform Web Reports - There is no Flashing Content. • WebUI - Web pages do not contain anything that flashes more than three times in any one second period.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Partially Supports	The following components meet this criterion: <ul style="list-style-type: none"> • WebUI - Methods are provided for skipping over navigation links to get to the main content of the page. The following components do not meet this criterion: <ul style="list-style-type: none"> • Platform Web Reports - Testing completed, method to skip to main content is not supported at this time. • WebUI - A mechanism is not available to bypass blocks of content that are repeated.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	The following components meet this criterion: A title and an accessible frame source are provided for each frame. <ul style="list-style-type: none"> • WebUI The following components do not meet this criterion: <ul style="list-style-type: none"> • Platform Web Reports - Testing completed, a title and an accessible frame source is not provided at this time.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	
2.4.4 Link Purpose (In Context) (Level A) Also applies to:	Does Not Support	

Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> • Platform - Client UI - Form fields allow assistive technology to access the information, field elements and functionality required for completion and submission of the form, including all directions and cues. • Platform Web Reports - Form element labels can be programmatically determined. <p>The following components meet this criterion with exceptions:</p> <ul style="list-style-type: none"> • Platform Console - Testing completed, electronic forms are not supported for assistive technology at this time. • WebUI - Form element labels cannot be programmatically determined.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> • Platform - Client UI - Form fields allow assistive technology to access the information, field elements and functionality required for completion and submission of the form, including all directions and cues. • Platform Web Reports - Form element labels can be programmatically determined. <p>The following components meet this criterion with exceptions:</p> <ul style="list-style-type: none"> • Platform Console - Testing completed, electronic forms are not supported for assistive technology at this time.

		<ul style="list-style-type: none"> WebUI - Form element labels cannot be programmatically determined.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) <ul style="list-style-type: none"> 602.3 (Support Docs) 	Partially Supports	The following components meet this criterion: <ul style="list-style-type: none"> Platform - Client UI - Form fields allow assistive technology to access the information, field elements and functionality required for completion and submission of the form, including all directions and cues. Platform Web Reports - Form element labels can be programmatically determined. The following components meet this criterion with exceptions: <ul style="list-style-type: none"> Platform Console - Testing completed, electronic forms are not supported for assistive technology at this time. WebUI - Form element labels cannot be programmatically determined.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	The following components meet this criterion: <ul style="list-style-type: none"> Platform - Client UI - Form fields allow assistive technology to access the information, field elements and functionality required for completion and submission of the form, including all directions and cues. Platform Web Reports - Form element labels can be programmatically determined. The following components meet this criterion with exceptions: <ul style="list-style-type: none"> Platform Console - Testing completed, electronic forms are not supported for assistive technology at this time. WebUI - Form element labels cannot be programmatically determined
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does Not Support	
4.1.2 Name, Role, Value (Level A) Also applies to:	Partially Supports	The following components meet this criterion:

<p>Revised Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs)		<ul style="list-style-type: none">• Platform - Client UI - Semantic information is provided about user interface objects. Labels are associated with controls, objects, icons and images. <p>The meaning of images are consistent throughout the application.</p> <p>The following components do not meet this criterion:</p> <ul style="list-style-type: none">• Platform Console - Testing completed, not all information conveyed by images is available in text at this time. Testing completed, labels are not associate with controls, objects, icons and images throughout the application.
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Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	The following components meet this criterion: <ul style="list-style-type: none"> Platform - Client UI The following components meet this criterion with exceptions: <ul style="list-style-type: none"> Platform Console Platform Web Reports WebUI
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	The following components meet this criterion: <ul style="list-style-type: none"> Platform - Client UI The following components meet this criterion with exceptions: <ul style="list-style-type: none"> Platform Console Platform Web Reports WebUI
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does Not Support	
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does Not Support	
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	The following components meet this criterion: Text is provided through standard system function calls or through an API (application programming interface) which supports interaction with assistive technology. <ul style="list-style-type: none"> Platform - Client UI The following components do not meet this criterion: <ul style="list-style-type: none"> Platform Console - Testing completed, text through standard system function calls to support interaction with assistive technology is not provided at this time.

2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Does Not Support	
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> • Platform - Client UI - A visual focus indicator that moves among interactive objects as the input focus changes and is programmatically exposed to assistive technology is provided. <p>The following components do not meet this criterion:</p> <ul style="list-style-type: none"> • Platform Console <p>The left-hand console navigation - which is part of the main platform, does not properly handle focus with tab, shift-tab., creating navigation and JAWS reading issues.</p>
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Does Not Support	
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Partially Supports	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> • Platform - Client UI - Labels are associated with controls, objects, icons and images. The meaning of images are consistent throughout the application.

		<p>The following components do not meet this criterion:</p> <ul style="list-style-type: none"> Platform Console - Testing completed, labels are not associate with controls, objects, icons and images throughout the application.
<p>3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does Not Support	
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does Not Support	

Table 3: Success Criteria, Level AAA

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
3.1.5 Reading Level (Level AAA)	Not Evaluated	

Revised Section 508 – Does not apply		
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria](#) (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The following components meet this criterion: <ul style="list-style-type: none"> Platform - Client UI The following components meet this criterion with exceptions: <ul style="list-style-type: none"> Platform Console Platform Web Reports WebUI
302.2 With Limited Vision	Partially Supports	The following components meet this criterion: <ul style="list-style-type: none"> Platform - Client UI The following components meet this criterion with exceptions: <ul style="list-style-type: none"> Platform Console Platform Web Reports WebUI
302.3 Without Perception of Color	Does Not Support	
302.4 Without Hearing	Supports	The following components meet this criterion: <ul style="list-style-type: none"> WebUI The following components meet this criterion with exceptions: <ul style="list-style-type: none"> Platform Console Platform Web Reports Platform - Client UI
302.5 With Limited Hearing	Not Applicable	The following components do not apply to this criterion: <ul style="list-style-type: none"> Platform Console Platform Web Reports

		<ul style="list-style-type: none"> Platform - Client UI WebUI
302.6 Without Speech	Not Applicable	This is not a speech product
302.7 With Limited Manipulation	Partially Supports	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> Platform - Client UI WebUI Platform Console <p>The following components do not apply to this criterion:</p> <ul style="list-style-type: none"> Platform Web Reports
302.8 With Limited Reach and Strength	Partially Supports	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> Platform - Client UI WebUI Platform Console <p>The following components do not apply to this criterion:</p> <ul style="list-style-type: none"> Platform Web Reports
302.9 With Limited Language, Cognitive, and Learning Abilities	Does Not Support	

Chapter 4: [Hardware](#)

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	N/A	
402.2.2 Transactional Outputs	N/A	
402.2.3 Speech Delivery Type and Coordination	N/A	
402.2.4 User Control	N/A	
402.2.5 Braille Instructions	N/A	
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	N/A	
402.3.2 Non-private Listening	N/A	
402.4 Characters on Display Screens	N/A	
402.5 Characters on Variable Message Signs	N/A	
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	N/A	
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required

404.1 General	N/A	
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	N/A	
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	N/A	
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	N/A	
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	N/A	
407.3.2 Alphabetic Keys	N/A	
407.3.3 Numeric Keys	N/A	
407.4 Key Repeat	N/A	
407.5 Timed Response	N/A	
407.6 Operation	N/A	
407.7 Tickets, Fare Cards, and Keycards	N/A	
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	N/A	
407.8.1.1 Vertical Plane for Side Reach	N/A	
407.8.1.2 Vertical Plane for Forward Reach	N/A	
407.8.2 Side Reach	N/A	
407.8.2.1 Unobstructed Side Reach	N/A	
407.8.2.2 Obstructed Side Reach	N/A	
407.8.3 Forward Reach	N/A	
407.8.3.1 Unobstructed Forward Reach	N/A	
407.8.3.2 Obstructed Forward Reach	N/A	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	N/A	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	N/A	
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	N/A	
408.3 Flashing	N/A	
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	N/A	
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	N/A	
411 Audible Signals	Heading cell – no response required	Heading cell – no response required

411.1 General	N/A	
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	N/A	
412.2.2 Volume Gain for Non-Wireline ICT	N/A	
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	N/A	
412.3.2 Wireline Handsets	N/A	
412.4 Digital Encoding of Speech	N/A	
412.5 Real-Time Text Functionality	N/A	
412.6 Caller ID	N/A	
412.7 Video Communication	N/A	
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connect ability	N/A	
412.8.2 Voice and Hearing Carry Over	N/A	
412.8.3 Signal Compatibility	N/A	
412.8.4 Voice Mail and Other Messaging Systems	N/A	
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	N/A	
413.1.2 Pass-Through of Closed Caption Data	N/A	
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	N/A	
414.1.2 Other ICT	N/A	
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	N/A	
415.1.2 Audio Description Controls	N/A	

Chapter 5: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section

Criteria	Conformance Level	Remarks and Explanations
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> Platform Console - High contrast setting supported UI Controls inherit system settings. Platform - Client UI - System settings are inherited for font, size, and color for all elements of the user interface. Systems settings are supported for high contrast for all user interface controls and client area content.
502.2.2 No Disruption of Accessibility Features	Partially Supports	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> Platform - Client UI - Does not interfere with keyboard accessibility features provided by the operating system. <p>The following components do not meet this criterion:</p> <ul style="list-style-type: none"> The left-hand console navigation - which is part of the main platform, does not properly handle focus with tab, shift-tab., creating navigation and JAWS reading issues. Platform Console
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Does Not Support	
502.3.2 Modification of Object Information	Does Not Support	
502.3.3 Row, Column, and Headers	Does Not Support	
502.3.4 Values	Does Not Support	
502.3.5 Modification of Values	Does Not Support	
502.3.6 Label Relationships	Does Not Support	
502.3.7 Hierarchical Relationships	Does Not Support	
502.3.8 Text	Does Not Support	
502.3.9 Modification of Text	Does Not Support	
502.3.10 List of Actions	Does Not Support	
502.3.11 Actions on Objects	Does Not Support	
502.3.12 Focus Cursor	Does Not Support	
502.3.13 Modification of Focus Cursor	Does Not Support	
502.3.14 Event Notification	Does Not Support	
502.4 Platform Accessibility Features	Does Not Support	

503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Does Not Support	
503.3 Alternative User Interfaces	Does Not Support	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Does Not Support	
503.4.2 Audio Description Controls	Does Not Support	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Does Not Support	
504.2.2 PDF Export	Does Not Support	
504.3 Prompts	Does Not Support	
504.4 Templates	Does Not Support	

Chapter 6: [Support Documentation and Services](#)

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Text alternatives have been included for all non-text content. Client-side image maps are used and alternative text is provided for image map hot spots. Equivalent text links are provided for server-side image maps. No pre-recorded audio. No time based media or pre-recorded video. No live multimedia. Form elements are not used in documentation. Row and column headers are used to identify relationships between cells. Style sheets are not used. Color is not used to convey information. No scripts. No applets, plug-ins, or non-HTML content. No time limits. Web pages do not contain anything that flashes more than three times in any one second period. Headings, sections, URL links,

		and a table of contents is used to provide navigation. A title and an accessible frame source are provided for each frame. Already accessible.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Documentation includes a description of accessibility and compatibility features that make it easier for people with disabilities to use the product. Those descriptions are available in alternate formats upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does Not Support	
603.3 Accommodation of Communication Needs	Does Not Support	

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