ca
technologies

Voluntary Product Accessibility Template (VPAT) for Distributed Products

Project Name:	Voluntary Product Accessibility Template (VPAT) CA Directory r12.6
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Product Details

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Supporting Features (second column on VPAT)

Supports	Use this language if you conclude that the product fully meets the letter and intent of the criterion.
Supports with exceptions	Use this language if you conclude that the product doesn't fully meet the letter and intent of the criterion but provides some level of access relative to the criterion.
Supports through equivalent facilitation	Use this language if you've identified an alternate way to meet the intent of the criterion or when the product doesn't fully meet the intent of the criterion.
Supports when combined with compatible assistive technology	Use this language if you conclude that the product fully meets the letter and intent of the criterion when used in combination with compatible assistive technology. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).
Does not support	Use this language if you conclude that the product doesn't meet the letter or intent of the criterion.
Not applicable	Use this language if you conclude that that the criterion doesn't apply to the product.
Not applicable—fundamental alteration exception applies	Use this language if you conclude that a fundamental alteration of the product would be required to meet the criterion (see the access board standards for the definition of "fundamental alteration").

Summary Table
Voluntary Product Accessibility Template

Note: This VPAT documents the results of testing procedures updated for the Section 508-refresh/WCAG 2.0 harmonization criteria. Test results for these additional criteria are documented in <u>Appendix A</u>.

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Does not support	CA Directory r12.6 is a web-based product. The product was tested against both 1194.21 and 1194.22 criteria. See details in Section 1194.21.
Section 1194.22 Web-based internet information and applications	Does not support	CA Directory r12.6 is a web-based product. The product was tested against 1194.22 criteria. See details in Section 1194.22.
Section 1194.23 Telecommunications Products	Not applicable	
Section 1194.24 Video and Multimedia Products	Not applicable	
Section 1194.25 Self-Contained, Closed Products	Not applicable	
Section 1194.26 Desktop and Portable Computers	Not applicable	

Section 1194.31 Functional Performance Criteria	Does not support	See details in Section 1194.31.
Section 1194.41 Information, documentation, and support.	Does not support	See details in Section 1194.41.

Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Does not support	Most functions cannot be performed using the keyboard only. For example, the Admin menu on the Home page is not accessible with the keyboard. Also, the Browse button on the Manage Access Control page is not keyboard accessible. The information in the Knowledge Group pane in the Update DSA page cannot be accessed using the keyboard.
b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is	Does not support	The product generally inherits OS settings for high contrast. However, there are issues with High contrast that prevent the completion of some tasks. For example, in all High contrast schemes, the selected check boxes in the Update DSA Settings page are not visible. The product inherits the following OS accessibility features: • Sticky Keys • Filter Keys • Toggle Keys • Mouse Keys

available to the product developer.		
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.	Does not support	Screen readers cannot read the information in the Knowledge Group pane of the Update DSA page.

The keyboard cannot be used to focus on some UI objects. For example, the Refresh button, Check boxes, and Close button on the Update DSA page do not receive keyboard focus. |
| (d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text. | Does not support | Screen readers cannot read the labels of certain UI controls. For example, the Close button on most pages is not announced. Screen readers do not announce "Required" fields on the Create Environment page. |
| (e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance. | Supports | Images are used consistently throughout the product.

For example, the Expand, Collapse, and Refresh icons are used consistently. |

(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	Textual information is provided through operating system functions for displaying text.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Does not support	The color contrast ratio is less than 4.5:1 for many UI elements. For example, the UI elements on the Update DSA page have contrast less than 4.5:1. The Admin menu on the Home page is not visible in high-contrast mode.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not applicable	The product does not use animation.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Does not support	The product uses color to convey important information to the user. For example, the status information is provided in the form of red and green circles on the page Directory Information Tree page and the Knowledge Group pane of the Update DSA page. Labels for required form fields are displayed in red. No other means are used to convey this information.

(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Does not support	The color contrast ratio is less than 4.5:1 for many UI elements. For example, the UI elements on the Update DSA page have contrast less than 4.5:1. The Admin menu on the Home page is not visible in high-contrast mode.
(k) Software shall 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.	Not applicable	The product does not use flashing or blinking objects.
(l) When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Does not support	Many forms cannot be completed and submitted by users of Assistive Technology. For example, the error messages are not being announced on the Login page. Also, required fields are not being announced as required on the Create Environment page. The Polling Interval(Seconds) label on the Create Environment page is not announced.

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Does not support	Text equivalents are not provided for many non-text elements. For example, two images on the Directory Information page are missing alternative text.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	The product does not use multimedia presentation.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Does not support	The product uses color to convey important information to the user. For example, the status information is provided in the form of red and green circles on the Directory Information Tree page and the Knowledge Group pane of the Update DSA page. Labels for required form fields are displayed in red. No other means are used to convey this information.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	All information is readable without associated style sheets.

(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	The product does not use server-side image maps.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not applicable	The product does not use client-side image maps.
(g) Row and column headers shall be identified for data tables.	Supports with exceptions	In most data tables, column headers are properly identified. However, there are exceptions. For example, table column headers are not defined using <th> tag on the Directory Information Tree page.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not applicable	The product does not use data tables with multiple levels of row or column headers.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not applicable	The product does not use frames.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not applicable	The product does not use flickering objects.

(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not applicable	The product does not require text-only pages for equivalent functionality.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.	Supports	All information provided by scripts is identified with functional text.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Not applicable	The product requires no plug-ins, applets, or other applications.
(n) When electronic forms are designed to be completed online, the form shall allow people using assistive technology to access the information, field elements, and	Does not support	Many forms cannot be completed and submitted by users of Assistive Technology. For example, the error messages are not being announced on the Login page. Also, required fields are not

functionality required for completion and submission of the form, including all directions and cues.		being announced as required on the Create Environment page. The Polling Interval (Seconds) label on the Create Environment page is not announced.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Does not support	The product does not provide a means for users to skip repetitive navigation links.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Does not support	The product uses timed responses, but does not allow users to indicate that more time is required. For instance, the session times out without warning on all pages.

SECTION 1194.23 TELECOMMUNICATIONS PRODUCTS—DETAIL
VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE

Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not applicable	
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not applicable	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not applicable	

(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not applicable	
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not applicable	
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not applicable	

(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not applicable	
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not applicable	
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not applicable	

(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Not applicable	
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not applicable	
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate	Not applicable	

controls and keys shall be 5 lbs. (22.2N) maximum.		
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not applicable	
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not applicable	

Criteria	Supporting Features	Remarks and explanations
(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays	Not applicable	

closed captions from broadcast, cable, videotape, and DVD signals.		
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not applicable	
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Not applicable	
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not applicable	
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-	Not applicable	

selectable unless permanent.		

Criteria	Supporting Features	Remarks and explanations
(a) Self-contained products shall be usable by people with disabilities without requiring an end user to attach assistive technology to the product. Personal headsets for private listening are not assistive technology.	Not applicable	
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required	Not applicable	
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not applicable	
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not applicable	

(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	Not applicable	
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.	Not applicable	
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Not applicable	

(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	Not applicable	
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not applicable	
(j) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: (1) The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48-inch length (see Figure 1 of this part). (2) Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and	Not applicable	

15 inches minimum above the floor. (3) Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor. (4) Operable controls shall not be more than 24 inches behind the reference plane (see Figure 2 of this part).		

(This applies to equipment we would buy for this effort)

Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Not applicable	
(b) If a product utilizes touch screens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not applicable	
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not applicable	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not applicable	

Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Does not support	The product does not support the use of screen readers by blind and visually impaired users. Exception noted in Section 1194.21 and Section 1194.22 prevent completion of all tasks.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.	Supports with exceptions	The product supports the use of screen readers and screen magnifiers by visually impaired users, but with exceptions noted in Section 1194.21 and Section 1194.22.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided	Supports	The product does not require user hearing.

(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not applicable	This application does not use audio information.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	Supports	This application does not require user speech.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Does not support	This product cannot be used in a mouseless, keyboard-only mode (see 1194.21(a)).

Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Does not support	Product documentation has not passed tests for accessibility.
(b) End users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Does not support	Product documentation does not contain a description of accessibility and compatibility features provided in the product.
(c) Support services for products shall accommodate the communication needs of end users with disabilities.	Supports through equivalent facilitation	Support is available as follows: - Online and email support for customers with hearing disabilities. - Phone support for customers with visual disabilities.

APPENDIX A: RESULTS OF TESTING TO SECTION 508-REFRESH/WCAG 2.0 HARMONIZATION CRITERIA

Criteria	Supporting Features	Remarks and explanations
WCAG 2.0: 1.3.1 Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)	Supports	Headings, lists, and paragraphs are marked up correctly throughout the application.
WCAG 2.0: 2.2.1 When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. (Level A)	Does not support	The product uses timed responses, but does not allow users to indicate that more time is required.

For instance, the session times out without warning on all pages. |
| WCAG 2.0: 2.4.2 Web pages have titles that describe the topic or purpose. (Level A) | Does not support | Title bars do not provide accurate descriptions of the current location. All pages use the same generic title. |
| WCAG 2.0: 2.4.4 The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be | Supports | The purpose of all links can be determined by link text alone.

For example, "Add Unmanaged DSA", and "Edit Environment" links describe link purpose. |

ambiguous to users in general. (Level A)		
WCAG 2.0: 2.4.5 More than one way is available to locate a Web page within a set of Web pages except where the Web page is a result of, or a step in, a process. (Level AA)	Does not support	The application does not provide multiple ways to navigate to application functions. Only the links on the home page provide navigation.
WCAG 2.0: 2.4.6 Headings and labels describe topic or purpose. (Level AA)	Supports	The application provides headings and labels that identify content purpose. Examples: • Page headings such as "Create DSA," "Create Host," and "Add Unmanaged DSA" describe the topic or purpose of the page. • Labels on the Edit Host form ("Host" and "Port") describe the purpose of the fields.
WCAG 2.0: 3.1.1 The default human language of each document or Web page can be programmatically determined. (Level A)	Supports	Screen readers read all text in the default language.
WCAG 2.0: 3.1.2 The default human language of each passage or phrase	Not applicable	The application does not change languages.

can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. (Level AA)		
WCAG 2.0: 3.2.2 Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)	Supports	Repeated navigational mechanisms always appear in the same order each time they are repeated. For example, the Environment, Directory Tree, and Topology tabs appear in the same order each time they are repeated.
WCAG 2.0: 3.2.4 Components that have the same functionality within a set of Web pages are identified consistently. (Level AA)	Supports with exceptions	Components are generally labeled consistently each time they appear in the application. However, there are exceptions. For example, the images in the Knowledge Group in the Update DSA page have the same alt text.
WCAG 2.0: 4.1.1 In content implemented using markup language, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate	Supports	No validation errors were found for the application.

attributes, and any IDs are unique, except where the specifications allow these features. (Level A)		