*Enterprise Infrastructure Partners, LLC*



To: Our valued Federal Government Customers

From: Enterprise Infrastructure Partners, LLC

Re: Accessibility to Software under Section 508

On June 25, 2001, new federal standards were finalized by the Architectural and Transportation Barriers Compliance Board, the “Access Board” that is responsible for regulating the information technology used by the Federal Government. These specifications, codified in 36 C.F.R Part 1194, outline the Electronic and Information Technology (EIT) Accessibility Standards under Section 508 of the Rehabilitation Act of 1973.

Our Federal Government customers are a vital part of Enterprise Infrastructure Partner’s (EIP) business and we are committed to helping you meet requirements with respect to the Section 508 EIT Accessibility Standards. EIP has assessed the technical capabilities of its software products against the compliance criteria set forth by the Access Board (“Criteria”). Based on the information presently available and known industry standards, the software product described in the attached EIP Product Accessibility Template (“Product”) substantially complies with the Criteria, solely to the extent described therein. This statement is based on the following assumptions: (1) the Product is used in accordance with its accompanying software license and associated documentation, (2) any assistive technology used with the Product complies with the Criteria, and (3) all products (e.g. hardware, software, firmware) used in combination with the Product are compliant (EIP cannot warrant any third party products’ compliance with the Criteria). However, please note that even applying generally accepted tests existing at this time, accessibility problems may still arise in software products. Should any such problems arise, the remedies available shall be subject solely to those terms and limitations (including those relating to warranty duration) defined in the applicable end user license agreements for such Products.

At EIP, we are committed to meeting the needs of our Federal Government customers and look forward to continuing our valued relationship.

*Enterprise Infrastructure Partners, LLC*



Accessibility Features for

Symantec Management Console   
(eiPower Saver Solution)

07/15/10

Applicable\* Section 508 Standards:

* Software Applications and Operating Systems
* Web-Based Intranet and Internet Information and Applications
* Functional Performance Criteria
* Information, Documentation, and Support

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| **Software Applications and Operating Systems - Detail** | | |
| ***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. | Supported. | Navigation of application menus from the keyboard Microsoft accessibility features including StickyKeys, FilterKeys, and ToggleKeys. |
| (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 available to the product developer. | Supported. | The products do not interfere with accessibility features of the operating system or other applications. |
| (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. | Supported | The product supports on-screen focus tracking. The focus is programmatically exposed so assistive technology can track focus and focus changes. |
| (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. | Supported. | Information about user interface elements is available to Assistive Technology. Text equivalents for program element images are available for applications that adhere to standard Windows Application Program Interfaces (APIs). |
| (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. | Supported. | Icons (bitmaps) maintain their meanings throughout an application’s performance. |
| (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. | Supported. | Textual descriptions (text content, text input caret location, and text attributes) for displaying text are provided for applications that adhere to standard Windows Application Program Interfaces (APIs). |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | Supported. | User selected color and contrast schemes and other individual display attributes set through Microsoft Windows are maintained while running Win32 applications. |
| (h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user. | Supported. | eiPower Saver Solution 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. | Not applicable. | The products do not use color-coding as the sole method to convey information, actions, prompting responses or distinguishing visual elements. |
| (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. | Not  Applicable. |  |
| (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. | Supported. | No blinking text is used. |
| (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. | Supported. |  |

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| Web-Based Intranet and Internet Information and Applications - Detail | | |
| ***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). | Supported. | “Alt” tags for essential graphical elements are included. |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | Not applicable. | No multimedia presentations are used. |
| (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example, from context or markup. | Supported. | All information conveyed with color, for example in a chart or gauge, is also conveyed with numeric details or alternate visual indicators, such as arrows indicating increasing or decreasing. |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet. | Supported. | Style sheets play an important role in the look and layout of a document. Without a style sheet the documents are readable, but not attractive. |
| (e) Redundant text links shall be provided for each active region of a server-side image map. | Not applicable. | No server side image maps are used. |
| (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. | No client side image maps are used. |
| (g) Row and column headers shall be identified for data tables. | Supported. | Primary source for exposing data is via web reports. Row and column headers are displayed and identified. |
| (h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels or row or column headers. | Supported. | Table cells are associated with appropriate headers. |
| (i) Frames shall be titled with text that facilitates frame identification and navigation. | Supported. | Multiple frames are utilized to form single view of all Altiris solutions within the Altiris Console. eiPower Saver Solution is a plug-in solution that lives within the existing web-based Altiris Console for the purpose of managing power schemes on desktop computers, and reporting kWh usage, cost, and carbon emissions from the data it sends to the Altiris CMDB. No new navigation capabilities are introduced beyond what is already in use, and all navigation and configuration capabilities are performed within the context of the existing Altiris Console. |
| (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz. | Supported. | No blinking text is utilized within the web application. |
| (k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provision 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. | Supported. | Text only versions of the web-based applications are not provided. However, any image, icon, etc. only supplements the text on the screen; it is not the primary or sole source of the information. eiPower Saver Solution is a plug-in solution that lives within the existing web-based Altiris Console for the purpose of managing power schemes on desktop computers, and reporting kWh usage, cost, and carbon emissions from the data it sends to the Altiris CMDB. All navigation and configuration capabilities are performed within the context of the existing Altiris Console. |
| (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. | Supported. |  |
| (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). | Supported. |  |
| (n) When electronic forms are designed to be completed on-line, 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. | Supported. |  |
| (o) A method shall be provided that permits users to skip repetitive navigation links. | Supported. |  |
| (p) When a time response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Not applicable. |  |

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| **Functional Performance Criteria - Detail** | | |
| ***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. | Supported. | eiPower Saver Solution is a plug-in solution that lives within the existing web-based Altiris Console for the purpose of managing power schemes on desktop computers, and reporting kWh usage, cost, and carbon emissions from the data it sends to the Altiris CMDB. All navigation and configuration capabilities are performed within the context of the existing Altiris Console. |
| (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. | Supported. |  |
| (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. | Supported. |  |
| (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 | No audio is utilized in the operation of this product. |
| (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. | Supported. |  |
| (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. | Supported. |  |

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| **Information, Documentation, and Support - Detail** | | |
| ***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. | Supported. |  |
| (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. | Supported. |  |
| (c) Support services for products shall accommodate the communication needs of end-users with disabilities. | Supported. |  |

For more Information, contact…

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