

VPAT™

Voluntary Product Accessibility Template®

Version 1.3

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Name of Product: Service Management Dashboard (SMD)

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Summary Table

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Section 1194.21 Software Applications and Operating Systems	Not Applicable	-
Section 1194.22 Web-based Internet Information and Applications	Applicable	Supports
Section 1194.23 Telecommunications Products	Not Applicable	-
Section 1194.24 Video and Multi-media Products	Not Applicable	-
Section 1194.25 Self-Contained, Closed Products	Not Applicable	-
Section 1194.26 Desktop and Portable Computers	Not Applicable	-
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Section 1194.41 Information, Documentation and Support	Applicable	Supports

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**Section 1194.22 Web-based Internet
information and applications – Detail**

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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).	Supports	Images and buttons have alternative text.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Service Management Dashboard (SMD) does not utilize multimedia presentations.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	SMD does not use color as the sole means of communicating.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	SMD supports stylesheet requirements for readability.
(e) Redundant text links shall be provided for each active region of a	Not Applicable	

server-side image map.		SMD does not utilize 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	SMD does not utilize client-side image maps.
(g) Row and column headers shall be identified for data tables.	Supports	Tables and grids have markup to identify headings and cells, and support navigation by assistive technology.
(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	SMD does not use tables with multiple levels of headers.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not applicable	SMD 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.	Supports	SMD does not utilize flashing or flickering elements.
(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	Supports	SMD does not require text-only alternative pages to meet compliance.

accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.		
(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	SMD uses scripts that are accessible to assistive technology.
(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	SMD does not use plugins.
(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.	Supports	Form fields have programmatic labels.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Pages have skip navigation links.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	SMD allows system-wide timeout requirements to be set on a per-user basis.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web

Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

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<p style="text-align: center;">Section 1194.31 Functional Performance</p> <p style="text-align: center;">Criteria – Detail</p> <p style="text-align: center;">VPAT™</p> <p style="text-align: center;">Voluntary Product Accessibility Template®</p>		
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.	Supports	Fields and controls convey name, role, and state to assistive technology.
(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	Content supports scaling for low vision users. Information and prompts are not conveyed through color alone.
(c) At least one mode of operation and information	Supports	

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		SMD does not require users to perceive audio information for use.
(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.	Supports	SMD does not require users to perceive audio information for use.
(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	SMD does not require users to produce speech for use.
(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.	Supports	Fields and controls are navigable and actionable with the keyboard.

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***Section 1194.41 Information, Documentation
and Support – Detail***

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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	Supports	SMD provides alternative documentation formats to users on request, free of charge.
(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.	Supports	SMD provides descriptions of the accessibility and compatibility of products in alternate methods, upon request and at no additional charge.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	SMD provides support for users with hearing impairments via relay services and customer service support.

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