

Voluntary Product Accessibility Template

Source:

Adapted from Information Technology Industry Council's Voluntary Product Accessibility Template – Version 1.1, August 3, 2001 (<http://www.itic.org/policy/vpat.html>)

Product Smart Number:	DRSMX.7.8.00
Product Name:	IT Service Management
Date Assessment Completed:	February 14, 2011
GA Date:	January 31, 2011
Other product assessment forms referenced for this form:	

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Compliance Summary

The information contained within this Voluntary Product Accessibility Template (VPAT) is the result of an independent audit performed by SSB BART Group. The audit tested the compliance of IT Service Management ("ITSM") version 7.6.04, utilizing the Mid-Tier client, with the requirements of Section 508 of the Rehabilitation Act of 1973 as Amended (1998). The testing methodology conformed to SSB BART Group's accessibility assessment process, and included extensive manual testing techniques, code review, and task-driven testing by blind and low-vision users with the leading assistive technologies. The level of compliance is reflected in the technical requirements sections of this VPAT, and the ability of users to accomplish tasks is outlined in the functional requirements sections.

Guidelines and known issues regarding accessible use of the BMC Remedy ITSM applications are outlined in the White Paper "BMC Remedy ITSM Section 508 User Accessibility Options." Contact BMC Software for the latest version of this document.

This VPAT does not cover the Administrative functionality of BMC Remedy IT Service Management, or any customizations of this application.

BMC Remedy Action Request System Mid Tier needed to use applications

To ensure the best user experience, BMC Remedy IT Service Management 7.6.04 applications are designed to be used with a browser through the BMC Remedy Action Request System Mid Tier.

ITSM 7.6.04 user interface interactions are supported only when performed through a browser; they do not work with BMC Remedy User.

The following exceptions require BMC Remedy User:

- Performing data loads, configuration, and administration in BMC Remedy ITSM 7.6.04 Foundation (For more information concerning data loads, see the Data Management Administration Guide).
- Using the Import Export Console (which is part of BMC Service Request Management).
- Displaying legacy reports (which are Crystal Reports based) without a Crystal Enterprise license.

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Alternate Format Request

Copies of product documentation are provided in alternate formats upon request. To request a copy of the product documentation in a different format, e-mail customer_support@bmc.com or call 1 (800) 537-1813. If calling from Europe, please email customer_support@bmc.com or call (01) 713 918 8800.

Accessibility Support

Support for issues related to accessibility is available through the BMC website (http://www.bmc.com/support_home) or by calling 1 (800) 841-2031. If calling from Europe, please email customer_support@bmc.com or call (01) 713 918 8800.

Support Levels

Supports	The application fully meets the letter and intent of the Criteria.
Supports with Exceptions	The application does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.
Supports through Equivalent Facilitation	The application provides an alternate way to meet the intent of the Criteria.
Supports when combined with Compatible AT	The application fully meets the letter and intent of the Criteria when used in combination with Compatible AT.
Does not Support	The application does not meet the letter or intent of the Criteria.
Not Applicable	The Criteria does not apply.
Not Applicable - Fundamental Alteration Exception Applies	A Fundamental Alteration of the application is required to meet the Criteria.

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Relevant Links

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Overview: Asset Management - Mid-Tier 7.6.04

Asset Management Mid-Tier is moderately compliant with the relevant Section 508 requirements¹. In most cases, the accessibility problems that remain are low or medium in severity, and can usually be worked around.

Some images and controls lack meaningful textual equivalents, while some form fields have inadequate labels or are missing grouping markup. Complex pages such as the console home pages do not make adequate use of structural headers and lack skip links, which reduces the navigability of these pages. However, since focus is initially set within the main form of the console, the impact of this finding should be reduced for most users. Also, the presence of a significant amount of hidden text in the page and a moderate number of inactive elements in the tab order can make page navigation and form usage cumbersome. Some tab order problems occur, such as the reverse tab order being different from the forward tab order or problems tabbing through Table Fields or Cell-Based Tables.

Version 7.6.04 of Asset Management also introduces several new user interface components and behaviors. Most are required, in that they have no alternative path or function, but all of them have problems that pose major accessibility challenges to users who are blind. The new "dialog panels" (simulated dialogs) have problems that primarily relate to the reliable, automatic movement of focus when the user opens, closes, or tabs beyond the dialog. Next, the Application List from which Asset Management must be launched is now initially collapsed (hidden), but the link that expands the Application List is not identified clearly, and occurs deep in the page. Further, when the Application List is expanded, focus is not automatically moved to it.

Version 7.6.04 also adds a set of navigation and "breadcrumb" links to the header of the console home pages and the major create/edit/search pages. The problems with these links, as encountered by screen reader users, include: the presence of non-functional links and of conflicting (enabled and disabled) links for the same action; the confusing use of symbols for link text; and the identification of breadcrumb links by sequence numbers, without identifying the actual console or page name. The many problems with these new features will frustrate screen reader users, and force them to resort to workarounds that are inefficient, cumbersome, unreliable, or error-prone.

Note that version 7.6.04 of Asset Management Mid-Tier has been tested extensively with JAWS versions 10.0 and 11.0, which are the two screen reader versions currently supported for use with BMC Remedy AR System applications in the "Screen Reader / No Vision" mode.

¹ §1194.22 - Web-based Internet Information and Applications

§1194.31 – Functional Performance Criteria

§1194.41 – Information, Documentation, Support

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Compliance Details: Asset Management - Mid-Tier 7.6.04

Guideline	Applicable	Compliant
§1194.21 - Software Applications and Operating Systems	Not Applicable	-
§1194.22 – Web-based Intranet and Internet Information and Applications	Applicable	Supports with Exceptions
§1194.23 - Telecommunications Products	Not Applicable	-
§1194.24 - Video and Multimedia Products	Not Applicable	-
§1194.25 - Self-Contained, Closed Products	Not Applicable	-
§1194.26 - Desktop and Portable Computers	Not Applicable	-
§1194.31 - Functional Performance Criteria	Applicable	Supports with Exceptions
§1194.41 - Information, Documentation, Support	Applicable	Supports

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§1194.22 - Web-based Internet Information and Applications² (Asset Management)

Asset Management Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	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 with Exceptions	<p>The vast majority of images and visual elements within Asset Management Mid-Tier include appropriate textual equivalents. However, a number of key images used to render image links do not provide appropriate alternative text that conveys textually the meaning, state, or action that is conveyed visually.</p> <p>Version 7.6.04 of Asset Management introduces a set of navigation and "breadcrumb" links at the top of many pages. However, the recognition and use of this new feature will be very confusing and difficult for users who are blind. Assistive technologies are able to see both active and disabled versions of the Back and Forward links, as well as a non-functional version of the link that triggers the Recent List dialog. Other image links have textual equivalents that consist of symbols, some of which also fail to indicate their disabled state. Finally, the breadcrumb links cannot be recognized because their <code>title</code> attributes fail to include their screen text, consisting instead of an index number.</p> <p>In Version 7.6.04 of Asset Management, the Application List is initially hidden (collapsed) on the Home page and many other pages. But the <code>title</code> attribute of the image link that must be selected to expand the Application List has an unclear value, "btnExpandNavInTab".</p>

2 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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Asset Management Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
		<p>In a small number of additional cases, the textual equivalents are inappropriate or inadequate. On the Asset Management console home, the alternative text of the image for the menu that must be used to select which type of asset to create is unclear. Also, in the Upgrade License Certificate wizard of Software Asset Management, many of the textual equivalents are incorrect.</p> <p>Finally, the new Advanced Global Search form is organized in several sections, each of which is initially collapsed (hidden). But the expand/collapse action of these section links is only conveyed visually, not textually.</p> <p>Many text links provide additional information about their target, action, or state via <code>title</code> attributes. JAWS users should ensure that their screen reader is configured to announce text links by their <code>title</code> attributes when using the Mid-Tier.</p> <p>Another link configuration change that JAWS 11.0 users should make is to turn off the "Filter Consecutive Duplicate Links" option while using Asset Management. While this feature can reduce the frequency of duplicate links rendered in Asset Management pages, it can also prevent some important image links from being read at all.</p>
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Asset Management Mid-Tier 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	Supports with Minor Exceptions	Asset Management Mid-Tier uses color to indicate information about certain controls, without textual equivalents.

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Asset Management Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
markup.		
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with Exceptions	Asset Management Mid-Tier requires style sheets to be used. The AR System supports changes to the visual appearance of any form through the use of custom form views. In isolated cases, the reading order or tab order of page content conflicts with its visual order and intended use. The primary examples involve Software Asset Management's Upgrade License Certificate wizard and its Certificate Product Association screen.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Asset Management Mid-Tier 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	Asset Management Mid-Tier does not utilize client-side image maps.
(g) Row and column headers shall be identified for data tables.	Supports	Asset Management Mid-Tier identifies all headers within list fields in the application.
(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.	Supports with Exceptions	Asset Management Mid-Tier associates data table headers with data cells within Table Fields. However, in the Web Report option, although column headers are identified, markup is not provided to associate header and data cells for either simple or complex data tables.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports with Minor Exceptions	Asset Management Mid-Tier uses inline frames to render certain content and controls. When such frames are used, a <code>title</code> attribute is provided, but the value may be unclear, such as "SimDVF".

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Asset Management Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
		Also, in the customizable Home page, the inline frames in which portlet content is rendered have vague <code>title</code> attributes that refer to each portlet's relative location within the page, rather than to its content.
(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	Asset Management Mid-Tier does not utilize flashing or flickering elements.
(k) A text-only web page shall be provided as a last resort method for bringing a web site into compliance with the other requirements in §1194.22. The content of the text-only page shall be updated whenever the primary page changes.	Supports	Asset Management Mid-Tier does not require the use of text-only pages.
(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.	Support with Exceptions	<p>Asset Management Mid-Tier uses scripting to display the majority of page content, to update the user interface without a server round-trip, and to set focus, among other uses.</p> <p>This functionality has been fully tested with JAWS versions 10.0 and 11.0, which are the two versions supported for use with BMC Remedy AR System applications in the "Screen Reader / No Vision" mode.</p> <p>Version 7.6.04 of Asset Management introduces "dialog panels" (simulated dialogs), which are used to render a variety of content types. However, with isolated exceptions, the accessibility requirements for simulated dialogs are not met.</p> <p>First, the links that trigger them do not indicate this special action. Next, the dialogs' contents are always rendered at the very end of the page source, and in the majority of uses, focus is not moved to the beginning of the dialog. Instead, focus remains on the triggering</p>

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Asset Management Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
		<p>link, forcing users who are blind to infer the appearance of and manually navigate to the dialog. This problem is most significant in the case of an "unsaved changes" prompt that appears unannounced. Also, when the user closes or cancels these dialogs, focus is thrown to the very top of the page, rather than being returned to the triggering link. Finally, if the user tabs past the last active element in the dialog, the browser will move focus to the address bar (as is normal); however, the attempt to Shift+Tab back into the dialog will be rejected by the web page, and the tab order will remain stuck in the browser's controls.</p> <p>In Version 7.6.04 of Asset Management, the Application List is initially hidden (collapsed) on the Home page and many other pages. But when the link to expand the Application List is selected, focus is not moved to the beginning of the Application List, which is rendered earlier in the page.</p> <p>JAWS users may experience focus issues when using Tab (and Shift+Tab) to navigate through the active elements in Table Fields and Cell-Based Tables. Alternate methods of navigating through these components should be used instead, such as utilizing JAWS' data table navigation commands when in a Table Field.</p> <p>For both general use and the use of a variety of Mid-Tier features and control types, screen reader users are required to utilize specific configuration options, cursor modes, keyboard commands, and so on.</p> <p>These items are discussed in the Section 508 white paper mentioned in the Compliance Summary section of this VPAT.</p>

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Asset Management Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
(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).	Supports through Equivalent Facilitation	<p>Asset Management requires Adobe's Flash Player plug-in to be installed. If the user's system does not have Flash installed, the Mid-Tier login page offers a link to download it.</p> <p>Flash content is generally replaced by accessible HTML alternatives in the "No Vision" and "Low Vision" accessibility modes.</p>
(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 with Exceptions	<p>Asset Management Mid-Tier form controls include information about their name, type, and use to assistive technology users. This information is provided through the use of <code>label</code> elements and <code>title</code> attributes.</p> <p>Most form controls are properly labeled. However, in a small number of cases, the explicit labels are duplicated, missing, or otherwise do not properly describe the fields.</p> <p>Additionally, in some forms, the shared labels that visually precede different groups of form controls are not conveyed, neither through the controls' <code>title</code> attributes nor by proper use of the <code>fieldset</code> and <code>legend</code> elements. In other cases, form grouping markup is overused, with meaningless or unnecessary hidden text <code>legend</code> elements. Both problems can significantly reduce the comprehension of individual fields or the overall form.</p> <p>A significant, though isolated, case involves the use of the new Advanced Global Search dialog, specifically the Cell-Based Table in the Sources section, which is used to specify the types of items to search for. The combination of unlabeled checkboxes, vague and duplicated labels of disabled textboxes, and identical sets of links whose actions are unclear makes it extremely difficult to identify and select</p>

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Asset Management Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
		<p>the types of items to search for.</p> <p>While the tab order is usually appropriate, in some cases, it does not follow the logical, visually implied tab order. Also, when navigating through complex forms and pages with a mixture of control types, the reverse tab order (Shift+Tab) was sometimes found to be inconsistent with the forward tab order. Rather than moving to the immediately-prior tab stop, pressing Shift+Tab would skip elements, moving up to several tab stops earlier in the page. This inconsistency makes page navigation confusing and inefficient.</p> <p>In Asset Management, nearly all instructions and error messages are provided in an accessible manner. However, the new dialog panel that warns the user about navigating to another page with unsaved changes is inaccessible, as described in 1194.22(n). Also, a certain permissions-related warning is not located where it is likely to be encountered by users who are blind.</p>
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports with Exceptions	<p>Many Asset Management pages and dialogs do not require a skip link because they have no repetitive navigation links.</p> <p>For console home pages and other complex pages that have a large number of repetitive navigation links, no skip link is provided. In many of these pages, however, initial focus is set at the start of the main content area, such as in the first form field.</p>
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	Asset Management Mid-Tier allows system-wide timeout requirements to be set on a per-user basis.

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Section 508 - Voluntary Product Accessibility Template

§1194.31 – Functional Performance Criteria (Asset Management)

Asset Management Access Method: Mid-Tier		§ 1194.31 Functional Performance Criteria
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 with Exceptions	<p>Asset Management Mid-Tier provides support for individuals who are blind in “Screen Reader / No Vision” mode, which must be set for individual users.</p> <p>For both general use and the use of a variety of Mid-Tier features and control types, screen reader users are required to utilize specific configuration options, cursor modes, keyboard commands, and so on. These items are discussed in the Section 508 white paper mentioned in the Compliance Summary section of this VPAT.</p> <p>Version 7.6.04 of Asset Management Mid-Tier has been tested extensively with JAWS versions 10.0 and 11.0, which are the two screen reader versions currently supported for use with BMC Remedy AR System applications.</p> <p>Most of the accessibility issues that affect screen reader users have been discussed in the technical paragraphs above, including those related to textual equivalents, form labels and grouping markup, tab order problems, the movement of focus, and others.</p> <p>An additional issue that is more functional in nature relates to the inadequate provision of structural heading elements in complex pages, which can significantly reduce their comprehension and navigability by screen reader users. This refers to console home pages, modify/search pages, and components such as the new dialog panels.</p> <p>Asset Management users will also encounter a moderate number of inactive elements in the tab order, only</p>

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Asset Management § 1194.31 Functional Performance Criteria		
Access Method: Mid-Tier		
Criteria	Supporting Features	Remarks and Explanations
		some of which indicate that they are disabled. This issue primarily relates to certain visual components, such as the new set of navigation and breadcrumb links, the links in tree controls, and the set of links provided for each entry in Cell-Based Tables.
(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 Minor Exceptions	Asset Management Mid-Tier provides support for screen magnification software and low vision users. The current version of Asset Management Mid-Tier provides this through the "Screen Magnifier / Low Vision" mode in the AR System. In "Low Vision" mode, the color contrast of content is poor in a few cases, most prominently in the page header.
(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	Asset Management Mid-Tier 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	Asset Management Mid-Tier 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	Asset Management Mid-Tier does not require users to produce speech for use.

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Asset Management § 1194.31 Functional Performance Criteria		
Access Method: Mid-Tier		
Criteria	Supporting Features	Remarks and Explanations
(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 must be provided.	Supports with Exceptions	Asset Management Mid-Tier does not require fine motor control or simultaneous actions to be used. However, the problems of incorrect tab order and the presence of some inactive elements in the tab order may make parts of Asset Management Mid-Tier cumbersome to use by keyboard-only users.

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§1194.41 – Information, Documentation, Support (Asset Management)

Asset Management Access Method: Mid-Tier		§ 1194.41 Information, Documentation, Support
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	BMC 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	BMC provides an overview of the accessibility features present in the product, optimal assistive technology configurations for use, means of requesting alternate formats, and known accessibility issues with the product.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	BMC support services provide support for users with hearing impairments via relay services and web chat.

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Overview: Change Management - Mid-Tier 7.6.04

Change Management Mid-Tier is moderately compliant with the relevant Section 508 requirements³. In most cases, the accessibility problems that remain are low or medium in severity, and can usually be worked around.

Some images and controls lack meaningful textual equivalents, such as the Process Flow Status bar, while some form fields have inadequate labels. Complex pages such as the console home pages do not make adequate use of structural headers and lack skip links, which reduces the navigability of these pages. However, in some cases, focus is initially set within the main form of the console, and the impact of this finding should be reduced for most users. Also, the presence of a significant amount of hidden text in the page and a moderate number of inactive elements in the tab order can make page navigation and form usage cumbersome. Some tab order problems occur, such as the reverse tab order being different from the forward tab order or problems tabbing through Table Fields or Cell-Based Tables.

Version 7.6.04 of Change Management also introduces several new user interface components and behaviors. Most are required, in that they have no alternative path or function, but all of them have problems that pose major accessibility challenges to users who are blind. The new "dialog panels" (simulated dialogs) have problems that primarily relate to the reliable, automatic movement of focus when the user opens, closes, or tabs beyond the dialog. Next, the Application List from which Change Management must be launched is now initially collapsed (hidden), but the link that expands the Application List is not identified clearly, and occurs deep in the page. Further, when the Application List is expanded, focus is not automatically moved to it.

Version 7.6.04 also adds a set of navigation and "breadcrumb" links to the header of the console home pages and the major create/edit/search pages. The problems with these links, as encountered by screen reader users, include: the presence of non-functional links and of conflicting (enabled and disabled) links for the same action; the confusing use of symbols for link text; and the identification of breadcrumb links by sequence numbers, without identifying the actual console or page name. The many problems with these new features will frustrate screen reader users, and force them to resort to workarounds that are inefficient, cumbersome, unreliable, or error-prone.

Note that version 7.6.04 of Change Management Mid-Tier has been tested extensively with JAWS versions 10.0 and 11.0, which are the two screen reader versions currently supported for use with BMC Remedy AR System applications in the "Screen Reader / No Vision" mode.

³ §1194.22 - Web-based Internet Information and Applications

§1194.31 – Functional Performance Criteria

§1194.41 – Information, Documentation, Support

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Compliance Details: Change Management - Mid-Tier 7.6.04

Guideline	Applicable	Compliant
§1194.21 - Software Applications and Operating Systems	Not Applicable	-
§1194.22 – Web-based Intranet and Internet Information and Applications	Applicable	Supports with Exceptions
§1194.23 - Telecommunications Products	Not Applicable	-
§1194.24 - Video and Multimedia Products	Not Applicable	-
§1194.25 - Self-Contained, Closed Products	Not Applicable	-
§1194.26 - Desktop and Portable Computers	Not Applicable	-
§1194.31 - Functional Performance Criteria	Applicable	Supports with Exceptions
§1194.41 - Information, Documentation, Support	Applicable	Supports

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§1194.22 - Web-based Intranet and Internet Information and Applications⁴
(Change Management)

Change Management Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	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 with Exceptions	<p>The vast majority of images and visual elements within Change Management Mid-Tier include appropriate textual equivalents. However, a number of key images used to render image links do not provide appropriate alternative text that conveys textually the meaning, state, or action that is conveyed visually.</p> <p>Version 7.6.04 of Change Management introduces a set of navigation and "breadcrumb" links at the top of many pages. However, the recognition and use of this new feature will be very confusing and difficult for users who are blind. Assistive technologies are able to see both active and disabled versions of the Back and Forward links, as well as a non-functional version of the link that triggers the Recent List dialog. Other image links have textual equivalents that consist of symbols, some of which also fail to indicate their disabled state. Finally, the breadcrumb links cannot be recognized because their <code>title</code> attributes fail to include their screen text, consisting instead of an index number.</p> <p>In Version 7.6.04 of Change Management, the Application List is initially hidden (collapsed) on the Home page and many other pages. But the <code>title</code> attribute of the image link that must be selected to expand the Application List has an unclear value, "btnExpandNavInTab".</p>

⁴ 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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Change Management Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
		<p>A small number of images have inappropriate or generic alternative text, such as "button". The primary example involves the Process Flow Status bar, in which the image links that render the several Status names are all described as "button", rather than their visually rendered text. Along with certain other issues, this makes the Process Flow Status bar and its "accelerator menu" difficult for screen reader users to utilize successfully. However, the application does offer other methods of identifying a record's status and moving it to the next stage.</p> <p>Finally, the new Advanced Global Search form is organized in several sections, each of which is initially collapsed (hidden). But the expand/collapse action of these section links is only conveyed visually, not textually.</p> <p>Many text links provide additional information about their target, action, or state via <code>title</code> attributes. JAWS users should ensure that their screen reader is configured to announce text links by their <code>title</code> attributes when using the Mid-Tier.</p> <p>Another link configuration change that JAWS 11.0 users should make is to turn off the "Filter Consecutive Duplicate Links" option while using Change Management. While this feature can reduce the frequency of duplicate links rendered in Change Management pages, it can also prevent some important image links from being read at all.</p>
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Change Management Mid-Tier does not utilize multimedia presentations.

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Change Management Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
(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	Change Management Mid-Tier does not use color as the sole means of communicating information.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with Exceptions	<p>Change Management Mid-Tier requires style sheets to be used. The AR System supports changes to the visual appearance of any form through the use of custom form views.</p> <p>In isolated cases, the reading order or tab order of page content conflicts with its visual order and intended use.</p> <p>On the console homepages, the new "More Filters" link is read before a set of controls that it is supposed to follow, as it does visually and functionally. Also, within the Process Flow Status Bar, the stages are not read in the correct order.</p>
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Change Management Mid-Tier 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	Change Management Mid-Tier does not utilize client-side image maps.
(g) Row and column headers shall be identified for data tables.	Supports	Change Management Mid-Tier identifies all headers within list fields in the application.
(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.	Supports with Exceptions	<p>Change Management Mid-Tier associates data table headers with data cells within Table Fields.</p> <p>However, in the Web Report option, although column headers are identified, markup is not provided to associate header and data cells for either simple or complex data tables.</p>

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Change Management Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports with Minor Exceptions	<p>Change Management Mid-Tier uses inline frames to render certain content and controls. When such frames are used, a <code>title</code> attribute is provided, but the value may be unclear, such as "SlmDVF".</p> <p>Also, in the customizable Home page, the inline frames in which portlet content is rendered have vague <code>title</code> attributes that refer to each portlet's relative location within the page, rather than to its content.</p>
(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	Change Management Mid-Tier does not utilize flashing or flickering elements.
(k) A text-only web page shall be provided as a last resort method for bringing a web site into compliance with the other requirements in §1194.22. The content of the text-only page shall be updated whenever the primary page changes.	Supports	Change Management Mid-Tier does not require the use of text-only pages.
(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.	Support with Exceptions	<p>Change Management Mid-Tier uses scripting to display the majority of page content, to update the user interface without a server round-trip, and to set focus, among other uses.</p> <p>This functionality has been fully tested with JAWS versions 10.0 and 11.0, which are the two versions supported for use with BMC Remedy AR System applications in the "Screen Reader / No Vision" mode.</p> <p>Version 7.6.04 of Change Management introduces "dialog panels" (simulated dialogs), which are used to render a variety of content types. However, with isolated exceptions, the accessibility requirements for simulated dialogs are not met.</p>

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Change Management Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
		<p>First, the links that trigger them do not indicate this special action. Next, the dialogs' contents are always rendered at the very end of the page source, and in some cases, focus is not moved to the beginning of the dialog. Instead, focus remains on the triggering link, forcing users who are blind to infer the appearance of and manually navigate to the dialog. This problem is most significant in the case of an "unsaved changes" prompt that appears unannounced. Also, when the user closes or cancels these dialogs, focus is thrown to the very top of the page, rather than being returned to the triggering link. Finally, if the user tabs past the last active element in the dialog, the browser will move focus to the address bar (as is normal); however, the attempt to Shift+Tab back into the dialog will be rejected by the web page, and the tab order will remain stuck in the browser's controls.</p> <p>In Version 7.6.04 of Change Management, the Application List is initially hidden (collapsed) on the Home page and many other pages. But when the link to expand the Application List is selected, focus is not moved to the beginning of the Application List, which is rendered earlier in the page.</p> <p>JAWS users may experience focus issues when using Tab (and Shift+Tab) to navigate through the active elements in Table Fields. Alternate methods of navigating through these components should be used instead, such as utilizing JAWS' data table navigation commands when in a Table Field.</p> <p>For both general use and the use of a variety of Mid-Tier features and control types, screen reader users are required to utilize specific configuration options, cursor modes, keyboard commands, and so on.</p>

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Change Management Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
		These items are discussed in the Section 508 white paper mentioned in the Compliance Summary section of this VPAT.
(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).	Supports through Equivalent Facilitation	<p>Change Management requires Adobe's Flash Player plug-in to be installed. If the user's system does not have Flash installed, the Mid-Tier login page offers a link to download it.</p> <p>Flash content is generally replaced by accessible HTML alternatives in the "No Vision" and "Low Vision" accessibility modes.</p>
(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 with Exceptions	<p>Change Management Mid-Tier form controls include information about their name, type, and use to assistive technology users. This information is provided through the use of <code>label</code> elements and <code>title</code> attributes.</p> <p>Most form controls are properly labeled. However, in a small number of cases, the explicit labels are duplicated, missing, or otherwise do not properly describe the fields.</p> <p>A significant, though isolated, case involves the use of the Advanced Global Search dialog, specifically the Cell-Based Table in the Sources section, which is used to specify the types of items to search for. The combination of unlabeled checkboxes, vague and duplicated labels of disabled textboxes, and identical sets of links whose actions are unclear makes it extremely difficult to identify and select the types of items to search for.</p> <p>Additionally, in some forms, the shared labels that visually precede different groups of form controls are sometimes not conveyed, neither through the</p>

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Change Management Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
		<p>controls' title attribute nor by proper use of the legend element. In many more cases, form grouping markup is overused or used inappropriately, with meaningless or unnecessary hidden text legend elements. Both problems can significantly reduce the comprehension of individual fields and navigation through the overall form.</p> <p>While the tab order is usually appropriate, in some cases, it does not follow the logical, visually implied tab order. Also, when navigating through complex forms and pages with a mixture of control types, the reverse tab order (Shift+Tab) was sometimes found to be inconsistent with the forward tab order. Rather than moving to the immediately-prior tab stop, pressing Shift+Tab would skip elements, moving up to several tab stops earlier in the page. This inconsistency makes page navigation confusing and inefficient.</p> <p>In Change Management, nearly all instructions and error messages are provided in an accessible manner. However, the new dialog panel that warns the user about navigating to another page with unsaved changes is inaccessible, as described in 1194.22(n). Also, a certain permissions-related warning is not located where it is likely to be encountered by users who are blind.</p>
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports with Exceptions	<p>Many Change Management pages and dialogs do not require a skip link because they have no repetitive navigation links. But the Change and Release console homepages begin with a large number of global and contextual navigation links, and with no skip link, users must navigate manually to reach the main content area.</p> <p>On other complex pages that also have</p>

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Change Management Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
		a large number of repetitive navigation links, such as the pages to create a new change or release, no skip link is provided either, but initial focus is set in the first form field.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	Change Management Mid-Tier allows system-wide timeout requirements to be set on a per-user basis.

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§1194.31 – Functional Performance Criteria (Change Management)

Change Management Access Method: Mid-Tier		§ 1194.31 Functional Performance Criteria
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 with Exceptions	<p>Change Management Mid-Tier provides support for individuals who are blind in “Screen Reader / No Vision” mode, which must be set for individual users.</p> <p>For both general use and the use of a variety of Mid-Tier features and control types, screen reader users are required to utilize specific configuration options, cursor modes, keyboard commands, and so on. These items are discussed in the Section 508 white paper mentioned in the Compliance Summary section of this VPAT.</p> <p>Version 7.6.04 of Change Management Mid-Tier has been tested extensively with JAWS versions 10.0 and 11.0, which are the only screen reader versions currently supported for use with BMC Remedy AR System applications.</p> <p>Most of the accessibility issues that affect screen reader users have been discussed in the technical paragraphs above, including those related to textual equivalents, form labels and grouping markup, tab order problems, the movement of focus, and others.</p> <p>An additional issue that is more functional in nature relates to the inadequate provision of structural heading elements in complex pages, which can significantly reduce their comprehension and navigability by screen reader users. This refers to console home pages, modify/search pages, and components such as the new dialog panels.</p> <p>Change Management users will also encounter a moderate number of inactive elements in the tab order, only</p>

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Change Management Access Method: Mid-Tier		§ 1194.31 Functional Performance Criteria
Criteria	Supporting Features	Remarks and Explanations
		some of which indicate that they are disabled. This issue primarily relates to certain visual components, such as the new set of navigation and breadcrumb links, the links in tree controls, and the set of links provided for each entry in Cell-Based Tables.
(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 Minor Exceptions	Change Management Mid-Tier provides support for screen magnification software and low vision users. The current version of Change Management Mid-Tier provides this through the "Screen Magnifier / Low Vision" mode in the AR System. In "Low Vision" mode, the color contrast of content is poor in a few cases, most prominently in the page header.
(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	Change Management Mid-Tier 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	Change Management Mid-Tier 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	Change Management Mid-Tier does not require users to produce speech for use.

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Change Management § 1194.31 Functional Performance Criteria Access Method: Mid-Tier		
Criteria	Supporting Features	Remarks and Explanations
(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 must be provided.	Supports with Exceptions	Change Management Mid-Tier does not require fine motor control or simultaneous actions to be used. However, the problems of incorrect tab order and the presence of some inactive elements in the tab order may make parts of Change Management Mid-Tier cumbersome to use by keyboard-only users.

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§1194.41 – Information, Documentation, Support (Change Management)

Change Management Access Method: Mid-Tier		§ 1194.41 Information, Documentation, Support
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	BMC 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	BMC provides an overview of the accessibility features present in the product, optimal assistive technology configurations for use, means of requesting alternate formats, and known accessibility issues with the product.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	BMC support services provide support for users with hearing impairments via relay services and web chat.

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Overview: Service Desk - Mid-Tier 7.6.04

Service Desk Mid-Tier is moderately compliant with the relevant Section 508 requirements⁵. In most cases, the accessibility problems that remain are low or medium in severity, and can usually be worked around.

Some images and controls lack meaningful textual equivalents, such as the Process Flow Status bar, while some form fields have inadequate labels. Complex pages such as the console home pages do not make adequate use of structural headers and lack skip links, which reduces the navigability of these pages. However, in some cases, focus is initially set within the main form of the console, and the impact of this finding should be reduced for most users. Also, the presence of a significant amount of hidden text in the page and a moderate number of inactive elements in the tab order can make page navigation and form usage cumbersome. Some tab order problems occur, such as the reverse tab order being different from the forward tab order or problems tabbing through Table Fields or Cell-Based Tables.

Version 7.6.04 of Service Desk also introduces several new user interface components and behaviors. Most are required, in that they have no alternative path or function, but all of them have problems that pose major accessibility challenges to users who are blind. The new "dialog panels" (simulated dialogs) have problems that primarily relate to the reliable, automatic movement of focus when the user opens, closes, or tabs beyond the dialog. Next, the Application List from which Service Desk must be launched is now initially collapsed (hidden), but the link that expands the Application List is not identified clearly, and occurs deep in the page. Further, when the Application List is expanded, focus is not automatically moved to it.

Version 7.6.04 also adds a set of navigation and "breadcrumb" links to the header of the console home pages and the major create/edit/search pages. The problems with these links, as encountered by screen reader users, include: the presence of non-functional links and of conflicting (enabled and disabled) links for the same action; the confusing use of symbols for link text; and the identification of breadcrumb links by sequence numbers, without identifying the actual console or page name. The many problems with these new features will frustrate screen reader users, and force them to resort to workarounds that are inefficient, cumbersome, unreliable, or error-prone.

Note that version 7.6.04 of Service Desk Mid-Tier has been tested extensively with JAWS versions 10.0 and 11.0, which are the two screen reader versions currently supported for use with BMC Remedy AR System applications in the "Screen Reader / No Vision" mode.

⁵ §1194.22 - Web-based Internet Information and Applications

§1194.31 – Functional Performance Criteria

§1194.41 – Information, Documentation, Support

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Compliance Details: Service Desk - Mid-Tier 7.6.04

Guideline	Applicable	Compliant
§1194.21 - Software Applications and Operating Systems	Not Applicable	-
§1194.22 – Web-based Intranet and Internet Information and Applications	Applicable	Supports with Exceptions
§1194.23 - Telecommunications Products	Not Applicable	-
§1194.24 - Video and Multimedia Products	Not Applicable	-
§1194.25 - Self-Contained, Closed Products	Not Applicable	-
§1194.26 - Desktop and Portable Computers	Not Applicable	-
§1194.31 - Functional Performance Criteria	Applicable	Supports with Exceptions
§1194.41 - Information, Documentation, Support	Applicable	Supports

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**§1194.22 - Web-based Intranet and Internet Information and Applications⁶
(Service Desk)**

Service Desk Access Method: Mid-Tier			§ 1194.22 Web-based Intranet and Internet Information and Applications		
Criteria		Support Level	Remarks and Explanations		
<p>(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).</p>		<p>Supports with Exceptions</p>	<p>The vast majority of images and visual elements within Service Desk Mid-Tier include appropriate textual equivalents. However, a number of key images used to render image links do not provide appropriate alternative text that conveys textually the meaning, state, or action that is conveyed visually.</p> <p>Version 7.6.04 of Service Desk introduces a set of navigation and "breadcrumb" links at the top of many pages. However, the recognition and use of this new feature will be very confusing and difficult for users who are blind. Assistive technologies are able to see both active and disabled versions of the Back and Forward links, as well as a non-functional version of the link that triggers the Recent List dialog. Other image links have textual equivalents that consist of symbols, some of which also fail to indicate their disabled state. Finally, the breadcrumb links cannot be recognized because their <code>title</code> attributes fail to include their screen text, consisting instead of an index number.</p> <p>In Version 7.6.04 of Service Desk, the Application List is initially hidden (collapsed) on the Home page and many other pages. But the <code>title</code> attribute of the image link that must be selected to expand the Application List has an unclear value, "btnExpandNavInTab".</p> <p>A small number of images have inappropriate or generic alternative text,</p>		

6 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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Service Desk Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
		<p>such as "button". The primary example involves the Process Flow Status bar, in which the image links that render the several Status names are all described as "button", rather than their visually rendered text. Along with certain other issues, this makes the Process Flow Status bar and its "accelerator menu" difficult for screen reader users to utilize successfully. However, the application does offer other methods of identifying a record's status and moving it to the next stage.</p> <p>Finally, the new Advanced Global Search form is organized in several sections, each of which is initially collapsed (hidden). But the expand/collapse action of these section links is only conveyed visually, not textually.</p> <p>Many text links provide additional information about their target, action, or state via <code>title</code> attributes. JAWS users should ensure that their screen reader is configured to announce text links by their <code>title</code> attributes when using the Mid-Tier.</p> <p>Another link configuration change that JAWS 11.0 users should make is to turn off the "Filter Consecutive Duplicate Links" option while using Service Desk. While this feature can reduce the frequency of duplicate links rendered in Service Desk pages, it can also prevent some important image links from being read at all.</p>
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Service Desk Mid-Tier does not utilize multimedia presentations.
(c) Web pages shall be designed so that all information conveyed with color is also	Supports	Service Desk Mid-Tier does not use color as the sole means of communicating information.

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Service Desk Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
available without color, for example from context or markup.		
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with Exceptions	<p>Service Desk Mid-Tier requires style sheets to be used. The AR System supports changes to the visual appearance of any form through the use of custom form views.</p> <p>In isolated cases, the reading order or tab order of page content conflicts with its visual order and intended use.</p> <p>On the console homepages, the new "More Filters" link is read before a set of controls that it is supposed to follow, as it does visually and functionally. Also, within the Process Flow Status Bar, the stages are not read in the correct order.</p>
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Service Desk Mid-Tier 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	Service Desk Mid-Tier does not utilize client-side image maps.
(g) Row and column headers shall be identified for data tables.	Supports	Service Desk Mid-Tier identifies all headers within list fields in the application.
(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.	Supports with Exceptions	<p>Service Desk Mid-Tier associates data table headers with data cells within Table Fields.</p> <p>However, in the Web Report option, although column headers are identified, markup is not provided to associate header and data cells for either simple or complex data tables.</p>
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports with Minor Exceptions	Service Desk Mid-Tier uses inline frames to render certain information and controls. When such frames are used, a <code>title</code> attribute is provided.

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Service Desk Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
		In the new Customizable Home Page, the inline frames in which portlet content is rendered have vague <code>title</code> attributes that refer to each portlet's relative location within the page, rather than to its content.
(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	Service Desk Mid-Tier does not utilize flashing or flickering elements.
(k) A text-only web page shall be provided as a last resort method for bringing a web site into compliance with the other requirements in §1194.22. The content of the text-only page shall be updated whenever the primary page changes.	Supports	Service Desk Mid-Tier does not require the use of text-only pages.
(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.	Support with Exceptions	<p>Service Desk Mid-Tier uses scripting to display the majority of page content, to update the user interface without a server round-trip, and to set focus, among other uses.</p> <p>This functionality has been fully tested with JAWS versions 10.0 and 11.0, which are the two versions supported for use with BMC Remedy AR System applications in the "Screen Reader / No Vision" mode.</p> <p>Version 7.6.04 of Service Desk introduces "dialog panels" (simulated dialogs), which are used to render a variety of content types. However, with isolated exceptions, the accessibility requirements for simulated dialogs are not met.</p> <p>First, the links that trigger them do not indicate this special action. Next, the dialogs' contents are always rendered at the very end of the page source, and in some cases, focus is not moved to the beginning of the dialog. Instead,</p>

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Service Desk Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
		<p>focus remains on the triggering link, forcing users who are blind to infer the appearance of and manually navigate to the dialog. This problem is most significant in the case of an "unsaved changes" prompt that appears unannounced. Also, when the user closes or cancels these dialogs, focus is thrown to the very top of the page, rather than being returned to the triggering link. Finally, if the user tabs past the last active element in the dialog, the browser will move focus to the address bar (as is normal); however, the attempt to Shift+Tab back into the dialog will be rejected by the web page, and the tab order will remain stuck in the browser's controls.</p> <p>In Version 7.6.04 of Service Desk, the Application List is initially hidden (collapsed) on the Home page and many other pages. But when the link to expand the Application List is selected, focus is not moved to the beginning of the Application List, which is rendered earlier in the page.</p> <p>JAWS users may experience focus issues when using Tab (and Shift+Tab) to navigate through the active elements in Table Fields. Alternate methods of navigating through these components should be used instead, such as utilizing JAWS' data table navigation commands when in a Table Field.</p> <p>For both general use and the use of a variety of Mid-Tier features and control types, screen reader users are required to utilize specific configuration options, cursor modes, keyboard commands, and so on.</p> <p>These items are discussed in the Section 508 white paper mentioned in the Compliance Summary section of this VPAT.</p>

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Service Desk Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
(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).	Supports through Equivalent Facilitation	<p>Service Desk requires Adobe's Flash Player plug-in to be installed. If the user's system does not have Flash installed, the Mid-Tier login page offers a link to download it.</p> <p>Flash content is generally replaced by accessible HTML alternatives in the "No Vision" and "Low Vision" accessibility modes.</p>
(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 with Exceptions	<p>Service Desk Mid-Tier form controls include information about their name, type, and use to assistive technology users. This information is provided through the use of <code>label</code> elements and <code>title</code> attributes.</p> <p>Most form controls are properly labeled. However, in a small number of cases, the explicit labels are duplicated, unclear, missing, or otherwise do not properly describe the fields.</p> <p>A significant, though isolated, case involves the use of the new Advanced Global Search dialog, specifically the Cell-Based Table in the Sources section, which is used to specify the types of items to search for. The combination of unlabeled checkboxes, vague and duplicated labels of disabled textboxes, and identical sets of links whose actions are unclear makes it extremely difficult to identify and select the types of items to search for.</p> <p>Additionally, in some forms, the shared labels that visually precede related groups of form controls are sometimes not conveyed, neither through the controls' <code>title</code> attribute nor by proper use of the <code>legend</code> element. In other cases, form grouping markup is overused, with meaningless or unnecessary hidden text <code>legend</code> elements. Both problems can significantly reduce the comprehension</p>

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Service Desk Access Method: Mid-Tier		§ 1194.22 Web-based Intranet and Internet Information and Applications
Criteria	Support Level	Remarks and Explanations
		<p>of individual fields or the overall form.</p> <p>While the tab order is usually appropriate, in some cases, it does not follow the logical, visually implied tab order. Also, when navigating through complex forms and pages with a mixture of control types, the reverse tab order (Shift+Tab) was sometimes found to be inconsistent with the forward tab order. Rather than moving to the immediately-prior tab stop, pressing Shift+Tab would skip elements, moving up to several tab stops earlier in the page. This inconsistency makes page navigation confusing and inefficient.</p> <p>In Service Desk, nearly all instructions and error messages are provided in an accessible manner. However, the new dialog panel that warns the user about navigating to another page with unsaved changes is inaccessible, as described in 1194.22(n). Also, a certain permissions-related warning is not located where it is likely to be encountered by users who are blind.</p>
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports with Exceptions	<p>Many Service Desk pages and dialogs do not require a skip link because they have no repetitive navigation links.</p> <p>But the Incident and Problem console homepages, as well as the more complex new/edit/search pages, begin with a large number of global and contextual navigation links, but no skip links are provided. In some of these cases, users must navigate manually to reach the main content area. In others, initial focus is set to the main content area, such as in the first form field.</p>
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	Service Desk Mid-Tier allows system-wide timeout requirements to be set on a per-user basis.

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Section 508 - Voluntary Product Accessibility Template

§1194.31 – Functional Performance Criteria (Service Desk)

Service Desk		§ 1194.31 Functional Performance Criteria
Access Method: Mid-Tier		
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 with Exceptions	<p>Service Desk Mid-Tier provides support for individuals who are blind in “Screen Reader / No Vision” mode, which must be set for individual users.</p> <p>For both general use and the use of a variety of Mid-Tier features and control types, screen reader users are required to utilize specific configuration options, cursor modes, keyboard commands, and so on. These items are discussed in the Section 508 white paper mentioned in the Compliance Summary section of this VPAT.</p> <p>Version 7.6.04 of Service Desk Mid-Tier has been tested extensively with JAWS versions 10.0 and 11.0, which are the only screen reader versions currently supported for use with BMC Remedy AR System applications.</p> <p>Most of the accessibility issues that affect screen reader users have been discussed in the technical paragraphs above, including those related to textual equivalents, form labels, tab order, and hidden content.</p> <p>Most of the accessibility issues that affect screen reader users have been discussed in the technical paragraphs above, including those related to textual equivalents, form labels and grouping markup, tab order problems, the movement of focus, and others.</p> <p>An additional issue that is more functional in nature relates to the inadequate provision of structural heading elements in complex pages, which can significantly reduce their comprehension and navigability by screen reader users. This refers to console home pages, modify/search</p>

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Service Desk		
Access Method: Mid-Tier		
§ 1194.31 Functional Performance Criteria		
Criteria	Supporting Features	Remarks and Explanations
		<p>pages, and components such as the new dialog panels.</p> <p>Service Desk users will also encounter a moderate number of inactive elements in the tab order, only some of which indicate that they are disabled. This issue primarily relates to certain visual components, such as the new set of navigation and breadcrumb links, the links in tree controls, and the set of links provided for each entry in Cell-Based Tables.</p>
<p>(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.</p>	<p>Supports with Minor Exceptions</p>	<p>Service Desk Mid-Tier provides support for screen magnification software and low vision users. The current version of Service Desk Mid-Tier provides this through the "Screen Magnifier / Low Vision" mode in the AR System.</p> <p>In "Low Vision" mode, the color contrast of content is poor in a few cases, most prominently in the page header.</p>
<p>(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.</p>	<p>Supports</p>	<p>Service Desk Mid-Tier does not require users to perceive audio information for use.</p>
<p>(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.</p>	<p>Supports</p>	<p>Service Desk Mid-Tier does not require users to perceive audio information for use.</p>
<p>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive</p>	<p>Supports</p>	<p>Service Desk Mid-Tier does not require users to produce speech for use.</p>

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Service Desk § 1194.31 Functional Performance Criteria Access Method: Mid-Tier		
Criteria	Supporting Features	Remarks and Explanations
Technology used by people with disabilities shall be provided.		
(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 must be provided.	Supports with Exceptions	<p>Service Desk Mid-Tier does not require fine motor control or simultaneous actions to be used.</p> <p>However, the problems of incorrect tab order and the presence of some inactive elements in the tab order may make parts of Service Desk Mid-Tier cumbersome to use by keyboard-only users.</p>

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§1194.41 – Information, Documentation, Support (Service Desk)

Service Desk		§ 1194.41 Information, Documentation, Support
Access Method: Mid-Tier		
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	BMC 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	BMC provides an overview of the accessibility features present in the product, optimal assistive technology configurations for use, means of requesting alternate formats, and known accessibility issues with the product.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	BMC support services provide support for users with hearing impairments via relay services and web chat.

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