



Voluntary Product Accessibility Template (VPAT) for Distributed Products

Project Name:	CA Spectrum® r10.1
Last Revision Date:	Feb 2 nd , 2016
Revision:	2.0

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Product Details

Date Created:	Jan 29 th , 2016
Product Name:	CA Spectrum
Version:	r10.1
Contact for more Information:	Palanivel, Mohanavijay

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Supporting Features (second column on VPAT)

Supports	Use this language when you determine the product fully meets the letter and intent of the Criteria.
Supports with exceptions	Use this language when you determine the product 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	Use this language when you have identified an alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria.
Supports when combined with compatible AT	Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).
Does not Support	Use this language when you determine the product does not meet the letter or intent of the Criteria.
Not Applicable	Use this language when you determine that the Criteria do not apply to the specific product.
Not Applicable - Fundamental alteration exception applies	Use this language when you determine a Fundamental Alteration of the product would be required to meet the Criteria (see the access board standards for the definition of "fundamental alteration").

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Summary Table Voluntary Product Accessibility Template

Note: This VPAT documents the results of testing procedures updated for the Section 508-refresh/WCAG 2.0 harmonization criteria. Test results for these additional criteria are documented in [Appendix A](#).

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Does not support	<p>CA Spectrum provides both a Windows UI and a web-based UI.</p> <p>There are enough deficiencies to conclude that the product does not have sufficient accessibility functionality at this time for disabled users to complete all tasks.</p> <p>See details in Section 1194.21.</p>
Section 1194.22 Web-based internet information and applications	Does not support	<p>CA Spectrum provides both a Windows UI and a web-based UI.</p> <p>There are enough deficiencies to conclude that the product does not have sufficient accessibility functionality at this time for disabled users to complete all tasks.</p>

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		See details in Section 1194.22. The Service Desk Configuration page in the Administration tab uses CA Service Desk Manager r12.7 or CA Service Desk Manager r14.1 for displaying the UI. A VPAT for this product is available from CA.
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	
Section 1194.31 Functional Performance Criteria	Does not support	See details in Section 1194.31.
Section 1194.41 Information, documentation, and support.	Does not support	See details in Section 1194.41.

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**SECTION 1194.21 SOFTWARE APPLICATIONS AND OPERATING SYSTEMS – DETAIL
VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE**

Criteria	Supporting Features	Remarks and explanations
<p>(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.</p>	<p>Does not support</p>	<p>All functions cannot be performed using the keyboard only.</p> <p>For example: using the keyboard, users cannot access Console-CA Spectrum OneClick elements.</p>
<p>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.</p>	<p>Supports with exceptions</p>	<p>The product inherits the following OS accessibility features:</p> <ul style="list-style-type: none"> • StickyKeys • FilterKeys • ToggleKeys • MouseKeys <p>Exceptions: Some Console-CA Spectrum OneClick tabs under the Component Detail pane do not inherit High Contrast schemes.</p>

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<p>(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.</p>	<p>Does not support</p>	<p>A well-defined on-screen indicator of focus is not provided. The keyboard cannot be used to focus on some objects.</p> <p>For example, The Configuration Manager, and the Universe nodes under Console - CA Spectrum OneClick, Navigation, Explorer tab do not get focus.</p>
<p>(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.</p>	<p>Does not support</p>	<p>The screen reader cannot read information about UI elements (text, label, state) in Console-CA Spectrum OneClick, Global Collections and Configuration Manager screens.</p>

<p>(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.</p>	<p>Does not support</p>	<p>Images are used consistently throughout the Windows UI but they do not have text equivalents.</p> <p>For example, an image with a green circle is used to indicate SpectroSERVER status but it has no text equivalent to convey the meaning.</p>
<p>(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.</p>	<p>Does not support</p>	<p>The screen reader does not read textual information in the Console-CA Spectrum OneClick Global Collections, Configuration Manager and Universe screens.</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Does not support</p>	<p>The product does not inherit all OS settings for color, contrast, and fonts</p> <p>For example, some objects in the Console-CA Spectrum OneClick, Global Collections and Configuration Manager and Universe screens do not inherit OS settings for fonts.</p>

<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Not applicable</p>	<p>The product does not use animation.</p>
<p>(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.</p>	<p>Does not support</p>	<p>Color coding is the only means used to indicate the overall status of the devices in the Topology UI in the Contents tab of Console-CA Spectrum OneClick.</p> <p>For example: The Topology UI uses different colors to indicate the device-connection status. No other means are provided to convey this information.</p>
<p>(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.</p>	<p>Does not support</p>	<p>The product does not permit users to adjust color and contrast settings. In addition, the product does not inherit all OS color and contrast settings.</p>
<p>(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.</p>	<p>Not applicable</p>	<p>The product does not use flashing or blinking objects.</p>

<p>(I) 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.</p>	<p>Does not support</p>	<p>Forms cannot be completed by screen reader users because of exceptions in keyboard support.</p> <p>For example, Create Model By IP Address and Search Options forms cannot be completed using the screen reader.</p>
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**SECTION 1194.22 WEB-BASED INTERNET INFORMATION AND APPLICATIONS – DETAIL
VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE**

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Does not support	Text equivalents are not provided for many non-text elements. For example: Images that are in CA Spectrum WebClient page do not have text equivalents.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	The product does not use multimedia.
(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	Color-coded information is also conveyed by text. For example, the color-coded alarm severity indicators in the CA Spectrum WebClient page have text equivalents.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Does not support	The information in the product is not readable when associated style sheets are disabled.

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(e) Redundant text links shall be provided for each active region of a server-side image map.	Does not support	No redundant text links are provided for active regions of 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.	Does not support	Client-side image maps are not provided instead of server-side image maps.
(g) Row and column headers shall be identified for data tables.	Does not support	Row and column headers are not properly identified in data tables. For example, the titles of the column and row headers in the CA Spectrum WebClient page are not accessible to AT users.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not applicable	The product does not use data tables with multiple levels of row or column headers.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Does not support	The product uses iframes, which do not have titles, specified using the title attribute. The screen reader cannot navigate the iframes.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not applicable	The product does not use flickering objects.

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<p>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>	<p>Not applicable</p>	<p>The product does not require text-only pages for equivalent functionality.</p>
<p>(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.</p>	<p>Does not support</p>	<p>Information provided by scripts is not displayed when the associated scripts are disabled. For example: The alarm count on the CA Spectrum WebClient page provided by scripts is not accessible using Assistive Technology.</p>

<p>(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).</p>	<p>Supports with exceptions</p>	<p>A Java plug-in is required to use the Start Console-Console-CA Spectrum OneClick and the Service Dashboard UI. In addition, 3rd party software is required for using the Report Manager UI. Users are prompted to download the software using either a popup or direct link. Once users install the software, they are not prompted again.</p> <p>The plug-ins have been tested for accessibility support, which is summarized as “Supports with exceptions.”</p>
<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.</p>	<p>Does not support</p>	<p>Forms cannot be completed by screen reader users because of exceptions in keyboard support.</p> <p>For example, ServiceDesk Configuration and eHealth Configuration forms cannot be completed using the screen reader.</p>

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(o) A method shall be provided that permits users to skip repetitive navigation links.	Does not support	The product does not provide a means for users to skip repetitive navigation links.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	The product does not use timed responses.

SECTION 1194.23 TELECOMMUNICATIONS PRODUCTS - DETAIL VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE

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

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<p>(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p>		
<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>		
<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>		
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>		

<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>		
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>		
<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>		

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<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>		
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>		
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>		
<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>		

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SECTION 1194.24 VIDEO AND MULTIMEDIA PRODUCTS - DETAIL VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE

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

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(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.		
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.		Complete this section for multi-media presentations, per test procedures in the multi-media testing guidelines.
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.		Complete this section for multi-media presentations, per test procedures in the multi-media testing guidelines.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.		Complete this section for multi-media presentations, per test procedures in the multi-media testing guidelines.

**SECTION 1194.25 SELF CONTAINED, CLOSED PRODUCTS - DETAIL
VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE**

Criteria	Supporting Features	Remarks and explanations
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<p>(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach assistive technology to the product. Personal headsets for private listening are not assistive technology.</p>		
<p>(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required</p>		
<p>(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).</p>		
<p>(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>		
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>		

<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>		
<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>		
<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>		
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>		
<p>(j) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following:</p>		

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(1) The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length (see [Figure 1](#) of this part).

(2) Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.

(3) Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.

(4) Operable controls shall not be more than 24 inches behind the reference plane (see [Figure 2](#) of this part).

**SECTION 1194.26 DESKTOP AND PORTABLE COMPUTERS -
DETAIL
VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE**

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

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

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SECTION 1194.31 FUNCTIONAL PERFORMANCE CRITERIA VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE

Criteria	Supporting Features	Remarks and explanations
<p>(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.</p>	<p>Does not support</p>	<p>This product does not support the use of Assistive Technology screen readers by blind and visually impaired users.</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>Does not support</p>	<p>This product does not support the use of Assistive Technology screen readers and screen magnifiers by visually impaired users.</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>The product uses sound to convey information. The same information is also displayed using color and text.</p>

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<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>Not applicable</p>	<p>The product does not require audio information.</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 Technology used by people with disabilities shall be provided.</p>	<p>Supports</p>	<p>The product does not require user speech.</p>
<p>(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.</p>	<p>Does not support</p>	<p>The product cannot be used in a mouseless, keyboard-only mode. See 1194.21(a). In addition, the product does not inherit all OS accessibility features. See 1194.21(b).</p>

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**SECTION 1194.41 INFORMATION, DOCUMENTATION AND
SUPPORT
VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE**

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

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

Criteria	Supporting Features	Remarks and explanations
WCAG2.0: 1.3.1 Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)	Does not support	Headings, lists, and paragraphs are not marked up correctly throughout the application.
WCAG2.0: 2.4.2 Web pages have titles that describe the topic or purpose. (Level A)	Does not support	All pages use the same generic title. For example, the desktop screens all have a common title: Console – CA Spectrum OneClick
WCAG2.0: 2.4.4 The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)	Does not support	The purpose of each link cannot be determined by link text alone. For example, the purpose of the eHealth Configuration link in the Administration page does not convey the purpose of the link.
WCAG 2.0: 2.4.5 More than one way is available to locate a Web page within a set of Web pages except where the Web page is a result of, or a step in, a process. (Level AA)	Does not support	The application does not provide multiple ways to navigate to application functions. For example, only the links on the Administration page provide navigation.

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<p>WCAG2.0: 2.4.6 Headings and labels describe topic or purpose. (Level AA)</p>	<p>Supports</p>	<p>Headings and labels are used to describe the purpose of content, controls, and components.</p> <p>For example, the heading text Administration Pages on the Administration page describes the content of the section. The NSM Dashboard Server Name label on the NSM Configuration form describes the purpose of the control.</p>
<p>WCAG2.0: 3.1.1 The default human language of each document or Web page can be programmatically determined. (Level A)</p>	<p>Does not support</p>	<p>The default language of the application is not correctly identified.</p>
<p>WCAG2.0: 3.1.2 The default human language of each passage or phrase can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. (Level AA)</p>	<p>Not applicable</p>	<p>The application does not change languages.</p>

<p>WCAG2.0: 3.2.2 Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)</p>	<p>Supports</p>	<p>Navigational mechanisms are presented consistently throughout the product.</p> <p>For example, the Web UI has a logo and a navigation bar at the top of each page; these elements appear in the same relative order on each page where they are repeated.</p>
<p>WCAG2.0: 3.2.4 Components that have the same functionality within a set of Web pages are identified consistently. (Level AA)</p>	<p>Supports with exceptions</p>	<p>Components are generally labeled consistently each time they appear in the application.</p> <p>However, there are exceptions. For example, the search button is not labeled consistently throughout the product.</p>
<p>WCAG2.0: 4.1.1 In content implemented using markup language, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. (Level A)</p>	<p>Does not support</p>	<p>Validation errors were found throughout the application.</p> <p>For example, on many pages, the parser found an end tag for a head element without a matching open tag.</p>