VMware Accessibility Conformance Report

International Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: vCloud Usage Insight

Product Description:

vCloud Usage Insight provides a more efficient way to report usage every month with automatic upload to Business Portal.

Report Date: 09/29/2019

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Notes:

Beyondsoft, based on their independent testing of the generally available product version noted, has created this VPAT Report.

Evaluation Methods Used:

Using the combination methods of third-party automation tools and manual test.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A - No Level AA - No Level AAA - No
Web Content Accessibility Guidelines 2.1	Level A - Yes Level AA - Yes Level AAA - No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V2.1.2 (2018-08)	Yes

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most of the non-text content has text alternative that serves equivalent purpose in vCloud Usage Insight. However, some icons, such as the status icon in usage meter list, do not have alternative text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	vCloud Usage Insight does not contain audio or video content.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria	Not Applicable	vCloud Usage Insight does not contain audio or video content.

Criteria	Conformance Level	Remarks and Explanations
• 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	vCloud Usage Insight does not contain audio or video content.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software)	Partially Supports	For most elements in vCloud Usage Insight, the information and relationship conveyed through presentation can be identified by screen reader. However, some content that is not displayed in the page is identified by screen reader.

Criteria	Conformance Level	Remarks and Explanations
11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	For most content in vCloud Usage Insight, the reading sequence is correctly determined by screen reader. However, the reading sequence for the header when the content is expanded does not match the meaning of the page content.[E1]
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software)	Supports	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components in vCloud Usage Insight.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element in vCloud Usage Insight.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	vCloud Usage Insight does not contain audio that plays automatically for more than 3 seconds.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria	Partially Supports	Most functions in vCloud Usage Insight support keyboard operation. However, some functions, such as

Criteria	Conformance Level	Remarks and Explanations
• 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		the download reports link cannot be operated via keyboard.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Keyboard trap is not seen in vCloud Usage Insight. The focus can be moved away from the focused component using only a keyboard interface.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software)	Not Applicable	Character key shortcuts is not used in vCloud Usage Insight.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not support	The user session time in vCloud Usage Insight cannot be turned off, adjusted or extended.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	vCloud Usage Insight does not contain moving, blinking, scrolling or auto-updating information.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1(Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	vCloud Usage Insight does not contain anything that flashes more than three times in any one second period.[E2]
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Does not support	vCloud Usage Insight does not provide a mechanism to bypass blocks of content that are repeated on multiple Web pages[E3].
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document)	Does not support	The page title in vCloud Usage Insight cannot describe the page topic.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The focusable elements in vCloud Usage Insight receives focus in the order that preserves meaning.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Supports	The link purpose can be determined by the link text context.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	The functions in vCloud Usage Insight does not use multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The completion of the function in vCloud Usage Insight is on the up-event.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3 (Open Functionality Software)	Supports	The labels in vCloud Usage Insight match with the text that presented visually.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.5.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	No Function in vCloud Usage Insight is operated by device motion or user motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The default language of the web pages in vCloud Usage Insight can be identified by screen reader.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria	Supports	When user interface component receives focus in vCloud Usage Insight, it does not initiate a change of context.[E4]

Criteria	Conformance Level	Remarks and Explanations
9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Changing the settings in vCloud Usage Insight does not cause a change of context.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software)	Supports	The error message in vCloud Usage Insight is described to user in text.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	For most components that requires user's input in vCloud Usage Insight, the label is provided. However, for some input field in page flip component, the label is not identified by screen reader.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Partially Supports	For the content in vCloud Usage Insight, elements are nested according to their specifications. However, some attribute for the link element in the reports page is not valid.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Screen reader can read most name and value for user interface components. However, the role and name of some elements cannot be identified by screen reader.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Not Applicable	vCloud Usage Insight does not contain audio or video content.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	vCloud Usage Insight does not contain audio or video content.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	vCloud Usage Insight does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5 (Open Functionality Software)	Supports	The input purpose for password and other input box in vCloud Usage Insight can be identified by screen reader.

Criteria	Conformance Level	Remarks and Explanations
• 11.1.3.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most of the text in vCloud Usage Insight has a contrast ratio of at least 4.5:1. But the contrast ratio for some links and tabs does not meet the minimum requirement of WCAG 2.1.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For text content in vCloud Usage Insight, zooming to 200% does not cause loss in function or content.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Image of text is not used in vCloud Usage Insight.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10.1 (Open Functionality Software) • 11.1.4.10.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The webpage in vCloud Usage Insight reflows and does [E5]not require scrolling in two dimensions when zoom to a width equivalent to 320 CSS pixels when the navigation bar is collapsed.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool)	Partially Supports	Most visual information required to identify user interface components and states in vCloud Usage Insight have a contrast ratio greater than 3:1. However, for some toggles, the visual information to identify the states does not have enough color contrast ratio.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	In vCloud Usage Insight, there is no loss of content or functionality occurs by setting the line height / spacing / letter spacing / word spacing.[E6]
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Does Not Support	In vCloud Usage Insight, the additional content remains visible until the hover or focus trigger is removed and user is able to dismiss the additional content[E7] that blocks other content in the page using ESC key. However, the additional content will disappear when user attempt to move the pointer over the additional content.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool)	Supports	User is able to access the web pages in vCloud Usage Insight using the navigation bar or the links to related pages.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Headings and labels are provided in vCloud Usage Insight.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	For all the focusable elements in vCloud Usage Insight, the focus is visible to user.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The language of each passage can be identified by screen reader in vCloud Usage Insight.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	The navigational content repeated in different pages in vCloud Usage Insight occurs in same relative order.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria	Supports	Components that have the same functionality in vCloud Usage Insight are identified consistently.

Criteria	Conformance Level	Remarks and Explanations
• 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Error suggestions are provided in vCloud Usage Insight if the suggestion for the error is available.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software)	Not Applicable	The web page in vCloud Usage Insight does not cause legal commitments or financial transactions.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) – Does not apply • 11.4.1.3 (Open Functionality Software) – Does not apply • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Does Not Support	The status and notifications in vCloud Usage Insight cannot be identified by screen reader.

Table 3: Success Criteria, Level AAA

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to:	Not Evaluated	Not evaluated against this criterion.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
1.2.9 Audio-only (Live) (Level AAA) Also applies to: EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
1.3.6 Identify Purpose (Level AAA 2.1 only) Also applies to: EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
1.4.6 Contrast Enhanced (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
1.4.7 Low or No Background Audio (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
1.4.8 Visual Presentation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
2.2.3 No Timing (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Not Evaluated	Not evaluated against this criterion.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
2.2.4 Interruptions (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
2.2.5 Re-authenticating (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
2.2.6 Timeouts (Level AAA 2.1 only) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
2.3.2 Three Flashes (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
2.3.3 Animation from Interactions (Level AAA 2.1 only) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
2.4.8 Location (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
2.4.10 Section Headings (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.

Criteria	Conformance Level	Remarks and Explanations
2.5.5 Target Size (Level AAA 2.1 only) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
3.1.3 Unusual Words (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
3.1.4 Abbreviations (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
3.1.5 Reading Level (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
3.1.6 Pronunciation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
3.2.5 Change on Request (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.
3.3.5 Help (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	Not evaluated against this criterion.

Criteria	Conformance Level	Remarks and Explanations

3.3.6 Error Prevention (All) (Level AAA)
    Also applies to:
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Not Evaluated	Not evaluated against this criterion.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Most features in vCloud Usage Insight allow vision-impaired users use screen readers to access. However, some pages have accessibility issues, such as screen reader cannot identify the role and state for some components, which affect vision-impaired users.
302.2 With Limited Vision	Partially Supports	Most features in vCloud Usage Insight allow low vision users to access using screen readers or magnifiers. However, some elements do not have sufficient color contrast and the tooltip content is not hoverable[E8] issue may affect low vision user with screen magnifier.
302.3 Without Perception of Color	Partially Supports	No information in vCloud Usage Insight uses color as the only way to convey information. However, some contrast ratio issue may affect user without perception of color.
302.4 Without Hearing	Supports	vCloud Usage Insight has no operation that requires user to hear.
302.5 With Limited Hearing	Supports	vCloud Usage Insight has no operation that requires user to hear.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supports	vCloud Usage Insight does not require speech input control or operation.
302.7 With Limited Manipulation	Supports	vCloud Usage Insight does not require simultaneous manual operations or fine motor control.
302.8 With Limited Reach and Strength	Supports	People with limited reach and limited strength can operate vCloud Usage Insight. There is no operation requires user with reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Features in vCloud Usage Insight provide instruction when requires user input and provides error suggestions when available.

Chapter 4: Hardware

All criteria of chapter 4 are Not Applicable for vCloud Usage Insight.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	vCloud Usage Insight is not a Platform software.
502.2.2 No Disruption of Accessibility Features	Supports	vCloud Usage Insight does not disrupt platform accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	For most objects in vCloud Usage Insight, object roles, states, attributes, boundaries, names, and descriptions can be determined programmatically.

Criteria	Conformance Level	Remarks and Explanations
		However, screen readers do not recognize the state of some elements, such as the button to control the expansion of the sidebar.
502.3.2 Modification of Object Information	Supports	For elements in vCloud Usage Insight, states and properties can be set by user can also be set via keyboard with or without using screen reader.
502.3.3 Row, Column, and Headers	Partially Supports	Screen readers can recognize the table structure in vCloud Usage Insight. However, in the usage meters page, the screen reader cannot correctly recognize table structure.
502.3.4 Values	Supports	The values and set[E9] of allowable values of an object can be identified by screen reader in vCloud Usage Insight.
502.3.5 Modification of Values	Supports	For elements in vCloud Usage Insight, values can be set via keyboard with or without screen reader.
502.3.6 Label Relationships	Partially Supports	For most components in vCloud Usage Insight, the label can be identified by screen reader. However, in some pages, the label of some element cannot be identified.
502.3.7 Hierarchical Relationships	Supports	Screen reader can recognize the hierarchical relationships between components in vCloud Usage Insight.
502.3.8 Text	Supports	For text objects in vCloud Usage Insight, their attributes and boundary of text can be programmatically determinable.
502.3.9 Modification of Text	Supports	Text that set by the user is capable of being set via keyboard with or without screen reader.[E10]

Criteria	Conformance Level	Remarks and Explanations
502.3.10 List of Actions	Supports	vCloud Usage Insight allows screen reader to determine the actions that can be executed on objects.
502.3.11 Actions on Objects	Partially Supports	vCloud Usage Insight allows user performing operations on objects with keyboard with or without screen reader. However, some clickable components cannot be operated through the keyboard, such as the download button in reports page.
502.3.12 Focus Cursor	Supports	vCloud Usage Insight shows text insertion point when requires user input and have visible focus with element receives focus.
502.3.13 Modification of Focus Cursor	Supports	The focus cursor can be tracked and moved among interactive interface elements as the input focus changes.
502.3.14 Event Notification	Partially Supports	The change of component's states can be identified by screen reader in vCloud Usage Insight. However, screen readers cannot identify the notification message when it displays.
502.4 Platform Accessibility Features	Not Applicable	vCloud Usage Insight is not a Platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	The vCloud Usage Insight does not contain synchronized media.
503.3 Alternative User Interfaces	Not Applicable	The vCloud Usage Insight does not contain synchronized media
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The vCloud Usage Insight does not contain synchronized media.
503.4.2 Audio Description Controls	Not Applicable	The vCloud Usage Insight does not contain synchronized media

Criteria	Conformance Level	Remarks and Explanations
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	Not Applicable	vCloud Usage Insight is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	vCloud Usage Insight is not an authoring tool.
504.2.2 PDF Export	Not Applicable	vCloud Usage Insight is not an authoring tool.
504.3 Prompts	Not Applicable	vCloud Usage Insight is not an authoring tool.
504.4 Templates	Not Applicable	vCloud Usage Insight is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does not Support	The document of vCloud Usage Insight does not contain information about Accessibility and Compatibility Features.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	The vCloud Usage Insight provides electronic support documentation including built-in help and online support.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	vCloud Usage Insight provides information about accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Supports	vCloud Usage Insight provides build-in and online help document as well as online support services. User can contact support

Criteria	Conformance Level	Remarks and Explanations
		service via telephone or through the VMware official website.

EN 301 549 Report

Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Most features in vCloud Usage Insight allow vision-impaired users use screen readers to access. However, some pages have accessibility issues, such as screen reader cannot identify the role and state for some components, which affect vision-impaired users.
4.2.2 Usage with limited vision	Partially Supports	Most features in vCloud Usage Insight allow low vision users access using tools such as screen readers or magnifiers. However, some elements do not have sufficient color contrast and the tooltip content is not hoverable [E11]issue may affect low vision user with screen magnifier.
4.2.3 Usage without perception of colour	Partially Supports	No information in vCloud Usage Insight uses color as the only way to convey information. However, some contrast ratio issue may affect user without perception of color.
4.2.4 Usage without hearing	Supports	vCloud Usage Insight has no operation that requires user to hear.
4.2.5 Usage with limited hearing	Supports	vCloud Usage Insight has no operation that requires user to hear.

Criteria	Conformance Level	Remarks and Explanations
4.2.6 Usage without vocal capability	Supports	vCloud Usage Insight does not require speech input control or operation.
4.2.7 Usage with limited manipulation or strength	Supports	vCloud Usage Insight does not require simultaneous manual operations or fine motor control.
4.2.8 Usage with limited reach	Supports	People with limited reach and limited strength can operate vCloud Usage Insight. There is no operation requires user with reach and strength.
4.2.9 Minimize photosensitive seizure triggers	Supports	In vCloud Usage Insight, no content flashes more than 3 times per second.
4.2.10 Usage with limited cognition	Supports	Features in vCloud Usage Insight provide instruction when requires user input and provides error suggestions when available.
4.2.11 Privacy	Not Applicable	There is no privacy related feature in vCloud Usage Insight.

Chapter 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Not Applicable	vCloud Usage Insight does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	vCloud Usage Insight does not contain auditory output provide as non-visual access method.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.3 Auditory output correlation	Not Applicable	vCloud Usage Insight does not contain audio output provide as non-visual access method.
5.1.3.4 Speech output user control	Not Applicable	vCloud Usage Insight does not contain speech output provide as non-visual access method.
5.1.3.5 Speech output automatic interruption	Not Applicable	vCloud Usage Insight does not contain speech output provide as non-visual access method.
5.1.3.6 Speech output for non-text content	Partially Supports	Some non-text content in vCloud Usage Insight have descriptions, but some component such as the close button in pop up dialog do not have text description.[E12]
5.1.3.7 Speech output for video information	Not Applicable	vCloud Usage Insight does not contain pre-recorded video that enable the use of closed functions of ICT[E13].
5.1.3.8 Masked entry	Not Applicable	vCloud Usage Insight does not contain auditory output provide as non-visual access method.
5.1.3.9 Private access to personal data	Not Applicable	vCloud Usage Insight does not contain auditory output provide as non-visual access method.
5.1.3.10 Non-interfering audio output	Not Applicable	vCloud Usage Insight does not contain auditory output provide as non-visual access method.
5.1.3.11 Private listening	Not Applicable	vCloud Usage Insight does not contain auditory output provide as non-visual access method.
5.1.3.12 Speaker volume	Not Applicable	vCloud Usage Insight does not contain auditory output provide as non-visual access method.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.13 Volume reset	Not Applicable	vCloud Usage Insight does not contain auditory output provide as non-visual access method.
5.1.3.14 Spoken languages	Not Applicable	vCloud Usage Insight does not contain speech output provide as non-visual access method.
5.1.3.15 Non-visual error identification	Not Applicable	vCloud Usage Insight does not contain speech output provide as non-visual access method.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	vCloud Usage Insight does not provide self-services transaction.
5.1.4 Functionality closed to text enlargement	Not Applicable	No function in vCloud Usage Insight is closed to text enlargement feature of platform or assistive technology.
5.1.5 Visual output for auditory information	Not Applicable	No function in vCloud Usage Insight needs pre-recorded auditory information to use.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	vCloud Usage Insight does not have function that is closed to keyboard or keyboard interface.
5.2 Activation of accessibility features	Not Applicable	vCloud Usage Insight does not have function that is closed to keyboard or keyboard interface.
5.3 Biometrics	Not Applicable	vCloud Usage Insight does not use biological characteristics.
5.4 Preservation of accessibility information during conversion	Not Applicable	vCloud Usage Insight does not convert information or communication.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	vCloud Usage Insight does not have operable parts that require grasping,

Criteria	Conformance Level	Remarks and Explanations
		pinching, or twisting of the wrist to operate.
5.5.2 Operable parts discernibility	Not Applicable	vCloud Usage Insight does not have operable parts.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	vCloud Usage Insight does not have locking or toggle control.
5.6.2 Visual status	Not Applicable	vCloud Usage Insight does not have locking or toggle control.
5.7 Key repeat	Not Applicable	vCloud Usage Insight does not have key repeat function.
5.8 Double-strike key acceptance	Not Applicable	vCloud Usage Insight follows the double-strike key settings in the platform.
5.9 Simultaneous user actions	Not Applicable	vCloud Usage Insight does not need simultaneous user actions for its operation.

Chapter 6: ICT with Two-Way Voice Communication

All criteria of chapter 6 are Not Applicable for vCloud Usage Insight.

Chapter 7: ICT with Video Capabilities

All criteria of chapter 7 are Not Applicable for vCloud Usage Insight.

Chapter 8: Hardware

All criteria of chapter 8 are Not Applicable for vCloud Usage Insight.

Chapter 9: Web *(see WCAG 2.x section)*

Notes: See WCAG 2.x section

Chapter 10: Non-Web Software

Criteria	Conformance Level	Remarks and Explanations
10.0 General	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	Not Applicable	vCloud Usage Insight does not contain synchronized media in non-web Documents.
10.6 Audio description timing	Not Applicable	vCloud Usage Insight does not contain synchronized media in non-web Documents.

Chapter 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	Supports	vCloud Usage Insight does not disrupt platform accessibility features.
11.5.2.4 Assistive technology	Not Applicable	vCloud Usage Insight is not assistive technology.
11.5.2.5 Object information	Partially Supports	For most objects in vCloud Usage Insight, object roles, states, attributes, boundaries,

Criteria	Conformance Level	Remarks and Explanations
		names, and descriptions can be determined programmatically. However, screen readers do not recognize the state of some element, such as the button to control the expansion of the sidebar.
11.5.2.6 Row, column, and headers	Partially Supports	Screen readers can recognize the table structure in vCloud Usage Insight. However, in the usage meters page, the screen reader cannot correctly recognize table structure.
11.5.2.7 Values	Supports	The values and set of allowable values of an object can be identified by screen reader in vCloud Usage Insight.
11.5.2.8 Label relationships	Partially Supports	For most components in vCloud Usage Insight, the label can be identified by screen reader. However, in some pages, the label of some element cannot be identified.
11.5.2.9 Parent-child relationships	Supports	Screen reader can recognize the hierarchical relationships between components in vCloud Usage Insight.
11.5.2.10 Text	Supports	For text objects in vCloud Usage Insight, their attributes and boundary of text can be programmatically determinable.
11.5.2.11 List of available actions	Supports	vCloud Usage Insight allows screen reader to determine the actions that can be executed on objects.
11.5.2.12 Execution of available actions	Partially Supports	vCloud Usage Insight allows user performing operations on objects with keyboard with or without screen reader. However, some clickable components cannot be operated through the keyboard,

Criteria	Conformance Level	Remarks and Explanations
		such as the download button in reports page.
11.5.2.13 Tracking of focus and selection attributes	Supports	vCloud Usage Insight shows text insertion point when requires user input and have visible focus with element receives focus.
11.5.2.14 Modification of focus and selection attributes	Supports	The focus cursor can be tracked and moved among interactive interface elements as the input focus changes.
11.5.2.15 Change notification	Partially Supports	The change of component's states can be identified by screen reader in vCloud Usage Insight. However, screen readers cannot identify the notification message when it displays.
11.5.2.16 Modifications of states and properties	Supports	For elements in vCloud Usage Insight, states and properties can be set by user can also be set via keyboard with or without using screen reader.
11.5.2.17 Modifications of values and text	Supports	For elements in vCloud Usage Insight, values can be set via keyboard with or without screen reader.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	vCloud Usage Insight is not platform.
11.6.2 No disruption of accessibility features	Supports	vCloud Usage Insight does not disrupt the accessibility features provided by platform.
11.7 User preferences	Supports	vCloud Usage Insight permits user preferences from platform settings.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation (if not authoring tool, enter "not applicable")	Not Applicable	The vCloud Usage Insight is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
11.8.3 Preservation of accessibility information in transformations	Not Applicable	The vCloud Usage Insight is not an authoring tool.
11.8.4 Repair assistance	Not Applicable	The vCloud Usage Insight is not an authoring tool.
11.8.5 Templates	Not Applicable	The vCloud Usage Insight is not an authoring tool.

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Does not Support	The document of vCloud Usage Insight does not contain information about Accessibility and Compatibility Features.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	vCloud Usage Insight support service provides information about accessibility and compatibility features
12.2.3 Effective communication	Supports	vCloud Usage Insight provides online help document as well as online support services. User can contact support service via telephone or through the VMware official website.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter 13: ICT Providing Relay or Emergency Service Access

All criteria of chapter 13 are Not Applicable for vCloud Usage Insight.