

## VMware IT Business Management Suite 8.0 VPAT©

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January 2014

Since the VPAT must be comprehensive, all Section 508 issues on all pages must be corrected to sustain compliance.

Criteria	Supporting Features	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	Not Applicable	Not Applicable
Section 1194.22 Web-based Intranet and Internet Information and Applications	<b>Does Not Support</b>	<a href="#">Please refer to the 1194.22 section for details.</a>
Section 1194.23 Telecommunications Products	Not Applicable	Not Applicable
Section 1194.24 Video and Multi-media Products	Not Applicable	Not Applicable
Section 1194.25 Self-Contained, Closed Products	Not Applicable	Not Applicable
Section 1194.26 Desktop and Portable Computers	Not Applicable	Not Applicable
Section 1194.31 Functional Performance Criteria	<b>Does Not Support</b>	<a href="#">Please refer to the 1194.31 section for details.</a>
Section 1194.41 Information, Documentation, and Support	<b>Supports</b>	<a href="#">Please refer to the 1194.41 section for details.</a>

## Support Levels

Support Level	Description
<b>Supports</b>	The product fully meets the letter and intent of the Criteria.
<b>Supports with Exceptions/Minor Exceptions</b>	The product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.
<b>Supports through Equivalent Facilitation</b>	The accessibility tester identified an alternate way to meet the intent of the Criteria or the product does not fully meet the intent of the Criteria.
<b>Supports when combined with Compatible AT</b>	The product fully meets the letter and intent of the Criteria when used in combination with Compatible Assistive Technology (AT). For example, many software programs can provide speech output when combined with a compatible screen reader, commonly used AT for people who are blind.
<b>Does Not Support</b>	The product does not meet the letter or intent of the Criteria.
<b>Not Applicable</b>	The Criteria does not apply to the specific product.
<b>Not Applicable - Fundamental Alteration Exception Applies</b>	A Fundamental Alteration of the product would be required to meet the Criteria (see the access board's standards for the definition of "fundamental alteration").

## § 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).	<b>Does Not Support</b>	ITBMS 8.0 does not provide alternative text for images or image-based controls.  In addition, the relationships between elements within Cost Models are conveyed solely by lines and arrows; no alternative presentation or textual equivalent is provided.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	<b>Not Applicable</b>	ITBMS 8.0 does not contain any multimedia presentations.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	<b>Supports With Exceptions</b>	ITBMS 8.0 uses color in the dashboard graphs and charts, but no directly accessible on-screen content is provided to serve as an alternative. The only alternative is indirect, requiring the user to hover the mouse over portions of these charts to view the data in a textual tooltip.  The rest of the ITBMS 8.0 interface does not rely on color to convey information.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	<b>Does Not Support</b>	ITBMS 8.0 requires the use of style sheets to lay out information correctly.
(e) Redundant text links shall be provided for each active region of a server-side image map.	<b>Not Applicable</b>	ITBMS 8.0 does not use 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.	<b>Supports</b>	ITBMS 8.0 provides dashboard charts and graphs as client-side image maps with labeled regions.
(g) Row and column headers shall be identified for data tables.	<b>Does Not Support</b>	ITBMS 8.0 does not identify row and column headers in a manner that allows them to be explicitly associated with data cells.
(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.	<b>Does Not Support</b>	ITBMS 8.0 contains some complex tables, such as the IT Statements table. ITBMS 8.0 does not identify row and column headers in these tables in a manner that allows them to be explicitly associated with data cells. As a result, the header cells that describe each

Criteria	Support Level	Remarks and Explanations
		data cell are likely to be unidentified or incorrectly identified.
(i) Frames shall be titled with text that facilitates frame identification and navigation	<b>Not Applicable</b>	ITBMS 8.0 does not expose frames as part of the user interface.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	<b>Supports</b>	ITBMS 8.0 does not cause the screen to flash or flicker.
(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.	<b>Not Applicable</b>	ITBMS 8.0 does not provide any 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.	<b>Does Not Support</b>	<p>ITBMS 8.0 makes extensive use of scripting to render content.</p> <p>In some cases, form controls, such as the row selection checkboxes in tables, are not included in the tab order and may not be focusable by all assistive technologies. In addition, some controls such as the drop-down menus do not respond to activation commands from assistive technologies, even if assistive technologies can focus on them.</p> <p>While all text content can be read by assistive technologies, non-text elements, such as the flow lines in cost models and other graphical elements, are inaccessible to users of assistive technologies.</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).	<b>Not Applicable</b>	ITBMS 8.0 does not require the use of a plug-in to interpret page content.
(n) When electronic forms are designed to be completed on-line,	<b>Does Not Support</b>	Some forms in ITBMS 8.0 are accessible to assistive technologies. However, key

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<p>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>functions and workflows have significant accessibility issues, particularly the lack of explicit labels for form fields and other controls.</p> <p>In some cases, form controls such as the row selection checkboxes in tables are not included in the tab order and may not be focusable by all assistive technologies. In addition, some controls such as the drop-down menus do not respond to activation commands from assistive technologies, even if they can be focused by the assistive technologies.</p>
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p><b>Does Not Support</b></p>	<p>ITBMS 8.0 does not provide a method to skip repetitive navigation links.</p>
<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p><b>Does Not Support</b></p>	<p>ITBMS 8.0 does not warn users that their session has timed out until they attempt to navigate or submit data. However, the timeout period is relatively long, which would reduce the frequency of this issue.</p>

### § 1194.31 Functional Performance Criteria

Criteria	Support Level	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.	<b>Does Not Support</b>	ITBMS 8.0 presents serious accessibility issues for users who are blind or visually impaired. Please refer to the technical paragraphs of <a href="#">§1194.22</a> for details.
(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.	<b>Supports</b>	ITBMS 8.0 supports assistive technologies such as screen magnification.
(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	<b>Supports</b>	ITBMS 8.0 does not produce audio.
(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.	<b>Supports</b>	ITBMS 8.0 does not produce audio
(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.	<b>Supports</b>	ITBMS 8.0 does not require user speech.
(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.	<b>Does Not Support</b>	ITBMS 8.0 requires the use of the mouse for controls such as pull-down menus and operations such as editing cost models. Users who are unable to operate a mouse or equivalent device are unable to perform these tasks.

## § 1194.41 Information, Documentation, and Support

Criteria	Support Level	Remarks and Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	<b>Supports</b>	Upon request, product support documentation shall be made available in other printed or online formats that VMware has available at the time of the request, at no additional 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.	<b>Supports</b>	Upon request, product support documentation shall be made available in other printed or online formats that VMware has available at the time of the request, at no additional charge.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	<b>Supports</b>	Upon request, product support documentation shall be made available in other printed or online formats that VMware has available at the time of the request, at no additional charge.