

VMware vRealize Automation 6.2 VPAT©

May 2015

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	Does Not Support	Please refer to the 1194.22 section for details.
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	Does Not Support	Please refer to the 1194.31 section for details.
Section 1194.41 Information, Documentation, and Support	Supports	Please refer to the 1194.41 section for details.

Support Levels

Support Level	Description
Supports	The product fully meets the letter and intent of the Criteria.
Supports with Exceptions/Minor Exceptions	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	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.
Supports when combined with Compatible AT	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.
Does Not Support	The product does not meet the letter or intent of the Criteria.
Not Applicable	The Criteria does not apply to the specific product.
Not Applicable - Fundamental Alteration Exception Applies	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
<p>(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).</p>	<p>Does Not Support</p>	<p>Textual equivalents are missing from nearly every image in vRealize Automation 6.2. This includes images that visually indicate the name, role, and state of a variety of simulated controls, including simulated listboxes, buttons, checkboxes, menus, page tabs, combo boxes and spinbuttons. Other images that indicate required fields or service information or that submit searches do not provide alternative text. In addition, many decorative images are present, but they do not properly provide null <code>alt</code> attributes.</p> <p>CSS background images without textual equivalents are also widely used to render both active and static elements, including images for pagination and refresh of data tables, error, alert, search, show/hide, and simulated checkboxes.</p> <p>In addition, the boundaries of simulated dialogs are indicated visually but not textually.</p>
<p>(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.</p>	<p>Not Applicable</p>	<p>There are no multimedia presentations in vRealize Automation 6.2.</p>
<p>(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.</p>	<p>Does Not Support</p>	<p>vRealize Automation 6.2 uses color alone to indicate the current selection within page tabs or data tables, but no textual or visual equivalents are provided.</p>
<p>(d) Documents shall be organized so they are readable without requiring an associated style sheet.</p>	<p>Does Not Support</p>	<p>vRealize Automation 6.2 requires the use of style sheets for its content and controls to be properly rendered and functional.</p> <p>Content headings are indicated by purely visual methods, as explicit heading elements are not used.</p> <p>Without style sheets, CSS background images disappear from pages, including images for pagination and refresh of data</p>

Criteria	Support Level	Remarks and Explanations
		<p>tables, error, alert, search, show/hide, and simulated checkboxes.</p> <p>CSS is also used to position the header content and controls at the top of the page and the footer content and controls at the bottom. Without style sheets, the header is actually at the bottom and the footer is at the top. This reflects the fact that even with CSS enabled, screen reader users and keyboard-only users encounter content in this reversed order.</p>
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	vRealize Automation 6.2 does not utilize server-side image maps.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	vRealize Automation 6.2 does not utilize client-side image maps.
(g) Row and column headers shall be identified for data tables.	Does Not Support	<p>In vRealize Automation 6.2's data tables, the cells that act as column headers are not rendered in <code>th</code> elements to identify them explicitly as header cells. In some tables, a row of empty <code>th</code> elements is included separate from the row that contains the actual column headers, which are in <code>td</code> elements.</p> <p>In addition, data cells are not included in the same table as header cells. This includes the frequent inappropriate use of nested tables, such as each header cell or each row of data cells being enclosed in its own <code>table</code> element.</p>
(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.	Does Not Support	In vRealize Automation 6.2's data tables, data cells are not included in the same table as header cells. This includes the frequent inappropriate use of nested tables, such as each header cell or each row of data cells being enclosed in its own <code>table</code> element.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Does Not Support	The inline frames in which vRealize Automation 6.2 renders its content do not provide <code>title</code> attributes to identify them. Empty frames are also not titled, but these

Criteria	Support Level	Remarks and Explanations
		are generally not rendered by assistive technologies.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	vRealize Automation 6.2 does not cause the screen to 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.	Not Applicable	vRealize Automation 6.2 does not utilize 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.	Does Not Support	<p>The vast majority of active elements in vRealize Automation 6.2 are not included in the tab order and cannot be activated or controlled from the keyboard. The many critical-path points of failure make vRealize Automation 6.2 completely inaccessible to keyboard-only users. Assistive technology products that can gain focus on elements that are not in the tab order and simulate a mouse click could activate many of these inaccessible elements, though in a large number of these cases, elements' roles and accessible names are not identified to inform a user's decision.</p> <p>The problematic elements are functional because of scripting that allows normally-static elements (e.g., text, standard and background images, table rows, and read-only textboxes) to be manipulated by the mouse to perform functions that would normally be handled by standard HTML elements such as links, buttons, and checkboxes.</p> <p>Keyboard-inaccessible elements include the Catalogs, Items and Requests tabs in the global header; page tabs in key forms and pages; simulated listboxes, combo boxes, and menus; simulated buttons that initiate a request, get service information, or act on</p>

Criteria	Support Level	Remarks and Explanations
		<p>the selected row in data tables; and elements that select data table rows, sort data tables, or that resize or re-order their columns.</p> <p>Related to the keyboard accessibility issues of the many script-driven controls is the fact that the accessible names, roles, and states of these controls are not conveyed to assistive technologies.</p> <p>A number of focus management issues also occur. When various simulated dialogs are triggered, focus remains on the triggering element rather than being moved to the start of the dialog whose contents are rendered at the end of the page. In addition, keyboard focus is not restricted to the contents in modal simulated dialogs. When dialogs are closed, focus remains at the end of the page rather than being returned to the dialog-triggering element or other appropriate location. In cases such as editing custom properties, focus is not moved properly.</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).	Not Applicable	vRealize Automation 6.2 does not require the use of any third-party plug-ins.
(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.	Does Not Support	<p>In nearly all uses of standard form control elements, explicit labels are not provided. Data entry constraints such as required fields or data entry ranges are also not explicitly indicated.</p> <p>vRealize Automation 6.2 also makes widespread use of a variety of simulated form controls, including simulated listboxes, buttons, checkboxes, menus, page tabs, combo boxes, and spinbuttons. However, textual indications of name, role and state are not provided for these simulated controls. In addition, many of them are inaccessible or are only partially accessible</p>

Criteria	Support Level	Remarks and Explanations
		from the keyboard.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Does Not Support	No method is provided to skip repetitive navigation links to quickly reach the main content of vRealize Automation 6.2 pages. No skip link is provided, and the inline frames in which the main content is rendered do not provide <code>title</code> attributes.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Does Not Support	vRealize Automation 6.2 sessions time out without warning or allowing users to extend the session.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

§1194.31 Functional Performance Criteria

Criteria	Support Level	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>vRealize Automation 6.2 does not support operation by users who are blind or with assistive technologies such as screen readers. Nearly all of the relevant issues have been discussed in the technical paragraphs of §1194.22.</p> <p>A small number of additional issues occur that are more functional in nature, such as the inclusion of some inactive elements in the tab order.</p>
<p>(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.</p>	<p>Supports With Exceptions</p>	<p>vRealize Automation 6.2 does not require visual acuity greater than 20/70 and supports assistive technologies such as screen magnification.</p> <p>Most of the relevant issues have been discussed in the technical paragraphs of §1194.22. Paragraph (c) describes the reliance on color to indicate selection, while paragraph (d) describes the extensive use of CSS background images to render meaningful active and static elements. Some users with low vision change certain color-related settings at the OS or browser level. Under such settings, the specifications of color and the visual display of background images are removed from pages. This makes selection difficult to discern visually, and users may be unaware of the presence and visually-implied meaning of the missing background images.</p> <p>One additional issue that is more functional in nature involves insufficient color contrast. The Request buttons on the Catalog landing page and the non-current tabs in the global header do not provide sufficient contrast. Another functional</p>

Criteria	Support Level	Remarks and Explanations
		issue is that a small number of elements do not display keyboard focus visually.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided	Supports	vRealize Automation 6.2 does not produce audio and does not require user hearing.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	vRealize Automation 6.2 does not produce audio and does not require user hearing.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	Supports	vRealize Automation 6.2 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.	Does Not Support	<p>Although vRealize Automation 6.2 does not require fine motor control, its use poses major barriers to persons with mobility impairments.</p> <p>As described in §1194.22 paragraph (l), vRealize Automation 6.2 is essentially completely inaccessible from the keyboard. Further, as described in §1194.22 paragraphs (a) and (n), accessible names and roles are not provided for most active elements, particularly the extensive use of simulated controls.</p> <p>These findings combine to pose major barriers to use the application with speech input software and would all but require the use of a pointing device or the very cumbersome mouse emulation support by some assistive technologies.</p>

§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	Supports	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.	Supports	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.	Supports	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.