WorkSpace ONE Intelligent Hub Conformance Report International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version:

WorkSpace ONE Intelligent Hub Android - 19.11.1.5

Report Date:

November 19th, 2020

Product Description:

The Intelligent Hub app is the single destination where employees can have an enhanced user experience with unified onboarding, catalog, and access to services such as People, Notifications, and Home.

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Notes:

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"Voluntary Product Accessibility Template" and "VPAT" are registered
service marks of the Information Technology Industry Council (ITI)

BarrierBreak performed an accessibility audit for Workspace ONE Intelligent Hub.

Evaluation Methods Used:

A sample set of 23 screens were selected to perform the audit. The screens were tested with TalkBack on Android 10 (Smart Phone and Tablet). Accessibility testers performed the audit using automated tools such as Android Emulator, zoom, keyboard-only interaction, and screen reader (TalkBack). Accessibility testers performed the test using color contrast checkers keeping WCAG 2.1 guidelines in mind.

These results reflect the accessibility of a sample set of screens. The following screens of the application were evaluated:

- Apps Catlog
- All Apps
- Info of Vmware Boxer App
- Support
- Device Details
- Add New Device
- Enrollment (enrolled)
- Compliance
- Device Profiles
- Preferences
- Account
- About
- Account Support
- Privacy
- Privacy details
- Data Sharing
- Hub Permission
- Notifications
- Enrollment
- Sign in
- Network
- Beta
- Welcome screen

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: Yes Level AA: Yes 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, - V3.1.1 (2019-11)	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 2.1 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 2.1 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

Notes: Applicable for 23 screens comprising of different elements.

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)	Mobile Application: Partially Supports	Mobile Application: Workspace ONE Intelligent Hub includes textual descriptions for non-text content, such as informative and functional images on most of the tested screens. Examples of where this criterion is not fully supported include the following: - Workspace ONE Intelligent Hub does not include textual descriptions for some informative and functional images on Apps Catlog, Enrolment, and Welcome screens. - Workspace ONE Intelligent Hub includes some instances of informative and functional images with inaccurate textual descriptions on All Apps, Apps Catlog, and Sign in screens.
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)	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub does not contain prerecorded Audio-only and Video-only content.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub does not contain captions as prerecorded synchronized media is not present.

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)	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub does not contain an audio description or media alternative as prerecorded synchronized media is not present.
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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs)	Mobile Application: Partially Supports	Mobile Application: In Workspace ONE Intelligent Hub, Information and relationships conveyed through presentation are defined programmatically on most of the tested screens. Examples of where this criterion is not fully supported include the following: Workspace ONE Intelligent Hub includes many instances of headings not defined on All Apps and Settings screens.

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)		• Workspace ONE Intelligent Hub includes few instances of related items not being grouped using lists on Hub Permission and Notifications screens.
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)	Mobile Application: Supports	Mobile Application: In Workspace ONE Intelligent Hub, a meaningful sequence for reading all the content can be correctly determined by a screen reader.
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) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Mobile Application: Supports	Mobile Application: Workspace ONE Intelligent Hub includes important instructions that do not rely solely on sensory characteristics for operating and understanding the content.

Criteria	Conformance Level	Remarks and Explanations

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)
	Mobile Application: Supports	Mobile Application: In Workspace ONE Intelligent Hub, color is not used as the sole means to convey information on all the tested screens.

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)
	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub does not include audio control as no audio plays automatically.

2.1.1 Keyboard (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.1.1 (Web)
   • 10.2.1.1 (Non-web document)
   • 11.2.1.1.1 (Open Functionality Software)
	Mobile Application: Partially Supports	Mobile Application: In Workspace ONE Intelligent Hub, most of the interactive elements can be operated using a keyboard.
		Examples of where this criterion is not fully supported include the following:

Criteria	Conformance Level	Remarks and Explanations
• 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)		• Workspace ONE Intelligent Hub includes many buttons that cannot be operated with a keyboard on All Apps, Add New Device, and Notifications screens.
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)	Mobile Application: Supports	Mobile Application: In Workspace ONE Intelligent Hub, no keyboard traps are present on the tested screens.
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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub does not contain character key shortcuts.

Criteria	Conformance Level	Remarks and Explanations
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)	Mobile Application: Not Applicable	Mobile Application: In Workspace ONE Intelligent Hub, timing adjustable is not required as there is no time-dependent content.
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)	Mobile Application: Not Applicable	Mobile Application: In Workspace ONE Intelligent Hub, a mechanism to pause, stop, or hide is not present as there is no moving, blinking, or auto-updating content.
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)	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub does not contain flashing content.

Criteria	Conformance Level	Remarks and Explanations
• 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)		
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	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub is a native mobile application and bypassing repetitive blocks is not required.
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) • 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)	Mobile Application: Supports	Mobile Application: Workspace ONE Intelligent Hub includes unique and descriptive screen titles for all the tested screens.

Criteria	Conformance Level	Remarks and Explanations
• 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)	Mobile Application: Supports	Mobile Application: In Workspace ONE Intelligent Hub, focus order is meaningful.
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) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Mobile Application: Supports	Mobile Application: In Workspace ONE Intelligent Hub, link purpose is descriptive on all the tested screens.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web)	Mobile Application: Not Applicable	Mobile Application: In Workspace ONE Intelligent Hub, pointer gestures are not present.

Criteria	Conformance Level	Remarks and Explanations
• 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		
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	Mobile Application: Supports	Mobile Application: Workspace ONE Intelligent Hub does not require to incorporate pointer cancellation as the up-event is used to trigger functionality.
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) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Mobile Application: Supports	Mobile Application: In Workspace ONE Intelligent Hub, user interface control labels are part of their names on all the tested screens.
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)	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub does not include functionality that requires motion actuation.

Criteria	Conformance Level	Remarks and Explanations
• 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		
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)	Mobile Application: Supports	Mobile Application: In Workspace ONE Intelligent Hub, the primary language of the tested screens is defined programmatically.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 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)	Mobile Application: Supports	Mobile Application: Workspace ONE Intelligent Hub includes components that do not initiate a change of context when they receive focus.

Criteria	Conformance Level	Remarks and Explanations
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)	Mobile Application: Supports	Mobile Application: Workspace ONE Intelligent Hub includes components that do not initiate a change of context when the user inputs data.
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) • 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)	Mobile Application: Partially Supports	Mobile Application: In Workspace ONE Intelligent Hub, error messages are not identified for screen reader users on most of the tested screens. Examples of where this criterion is not fully supported include the following: • Workspace ONE Intelligent Hub includes dynamically displayed error messages that are not announced for screen reader users on Sign in screen.
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)	Mobile Application: Supports	Mobile Application: Workspace ONE Intelligent Hub includes form fields with programmatically defined labels and instructions on all the tested screens.

Criteria	Conformance Level	Remarks and Explanations
• 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)		
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) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub is not a web application and parsing does not apply.
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)	Mobile Application: Partially Supports	Mobile Application: In Workspace ONE Intelligent Hub, name, role, and state for custom controls are defined programmatically on most of the tested screens. Examples of where this criterion is not fully supported include the following: • Workspace ONE Intelligent Hub includes many user interface controls for which role and state are not defined on the Apps Catlog, Enrolment, and Notifications screens.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		

Table 2: Success Criteria, Level AA

Notes: Applicable for 23 screens comprising of different elements.

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) 504.2 (Authoring Tool) 602.3 (Support Docs)	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub does not contain captions as live audio content is not present.
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)	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub does not contain an audio description as prerecorded synchronized media is not present.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria	Mobile Application: Does Not Support	Mobile Application: In Workspace ONE Intelligent Hub, content cannot be viewed and accessed in

Criteria	Conformance Level	Remarks and Explanations
• 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		portrait as well as landscape orientations on all the tested screens.
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) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub is a native mobile application and identification of input purpose 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)	Mobile Application: Partially Supports	Mobile Application: Workspace ONE Intelligent Hub includes background/foreground color combinations with sufficient contrast for text on some of the tested screens. Examples of where this criterion is not fully supported include the following: Workspace ONE Intelligent Hub includes many instances of background/foreground color combinations with an insufficient contrast ratio for text on About, Add New Device, and All Apps screens.

Criteria	Conformance Level	Remarks and Explanations
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)	Mobile Application: Supports	Mobile Application: Workspace ONE Intelligent Hub includes text that can be resized without loss of content or functionality using the "Zoom" feature on all the tested screens.
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)	Mobile Application: Partially Supports	Mobile Application: Workspace ONE Intelligent Hub provides information using plain text rather than an image of text on most of the tested screens. Examples of where this criterion is not fully supported include the following: • Workspace ONE Intelligent Hub includes an instance of an image of text on the Enrolment screen.
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 (Open Functionality Software)	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub is a native mobile application and reflow does not apply.

Criteria	Conformance Level	Remarks and Explanations
• 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.11 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) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Mobile Application: Partially Supports	Mobile Application: Workspace ONE Intelligent Hub provides sufficient color contrast for non-text content on most of the tested screens. Examples of where this criterion is not fully supported include the following: Workspace ONE Intelligent Hub includes some instances of insufficient color contrast for user interface controls in their default and selected state on Add New Device, Beta, and Enrolment screens. Workspace ONE Intelligent Hub includes some instances of insufficient color contrast for key images on Enrolment, and Welcome screens.
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	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub is a native mobile application and text spacing does not apply.
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)	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub does not include content that becomes available on hover or focus.

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		
2.4.5 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) • 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	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub is a native mobile application and multiple ways for users to locate the content does not apply.
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)	Mobile Application: Supports	Mobile Application: Workspace ONE Intelligent Hub includes unique and descriptive headings and labels.

Criteria	Conformance Level	Remarks and Explanations
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) • 602.3 (Support Docs)	Mobile Application: Does Not Support	Mobile Application: Workspace ONE Intelligent Hub does not include a visible keyboard focus indicator on all the tested screens.
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)	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub does not include the language of parts as content in the secondary language is not present.
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	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub is a native mobile application and a consistent navigation mechanism does not apply.

Criteria	Conformance Level	Remarks and Explanations
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		
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria 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	Mobile Application: Not Applicable	Mobile Application: Workspace ONE Intelligent Hub is a native mobile application and consistent identification of components does not apply.
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)	Mobile Application: Supports	Mobile Application: Workspace ONE Intelligent Hub provides error suggestions to help users rectify their mistakes and submit the forms.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		

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)
    • 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)
	Mobile Application: Not Applicable	Mobile Application: In Workspace ONE Intelligent Hub, error prevention is not required as forms that cause legal commitments, financial transactions and data are not present.

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)
    • 11.4.1.3 (Open Functionality Software)
    • 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
	Mobile Application: Partially Supports	Mobile Application: In Workspace ONE Intelligent Hub, status messages such as loading messages are announced on most of the tested screens.
		Examples of where this criterion is not supported include the following:
		• Workspace ONE Intelligent Hub includes dynamically displayed error messages that are not announced for screen reader users on Sign in screen.

Table 3: Success Criteria, Level AAA

Notes: AAA Criteria are not evaluated in this report.

Revised Section 508 Report

Notes: Applicable for 23 screens comprising of different elements.

Chapter 3: [Functional Performance Criteria](#) (FPC)

Notes: Applicable for 23 screens comprising of different elements.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Workspace ONE Intelligent Hub features allow people with vision loss to use screen readers to interact with user interface elements. Many components misidentify component name, role, and state as disclosed in Table 1: 1.1.1, 1.3.1, 2.1.1, 3.3.1, and 4.1.2 and Table 2: 4.1.3.
302.2 With Limited Vision	Partially Supports	Workspace ONE Intelligent Hub features allow people with limited vision to access most of the interface elements. Some challenges may occur while accessing the application as disclosed in Table 2: 1.4.3, 1.4.11, and 2.4.7.
302.3 Without Perception of Color	Partially Supports	Workspace ONE Intelligent Hub features allow people without perception of color to access most of the content and functionality of the application. Some challenges of insufficient color contrast are found as disclosed in Table 2: 1.4.3 and 1.4.11.
302.4 Without Hearing	Supports	Workspace ONE Intelligent Hub features allow people without hearing to access the application as audio/video content is not available.
302.5 With Limited Hearing	Supports	Workspace ONE Intelligent Hub features allow people with limited hearing to

Criteria	Conformance Level	Remarks and Explanations
		access the application as audio/video content is not available.
302.6 Without Speech	Supports	Workspace ONE Intelligent Hub features allow people without speech to access the application as controls do not require speech input.
302.7 With Limited Manipulation	Partially Supports	Workspace ONE Intelligent Hub features can be operated by people with limited manipulation. Some challenges may occur while accessing the application as disclosed in Table 1: 2.1.1 and Table 2: 2.4.7.
302.8 With Limited Reach and Strength	Partially Supports	Workspace ONE Intelligent Hub features can be operated by people with limited reach and strength. Some challenges may occur while accessing the application as disclosed in Table 1: 2.1.1 and Table 2: 2.4.7.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Workspace ONE Intelligent Hub features can be operated by people with limited language, cognitive, and learning abilities.

Chapter 4: Hardware

Notes: Workspace ONE Intelligent Hub is not a Hardware and thus all the requirements of this section are not applicable.

Chapter 5: Software

Notes: Applicable for 23 screens comprising of different elements.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.1 section. Refer to Table 1: 1.1.1, 1.3.1, 2.1.1, 3.3.1, 4.1.2.	See information in WCAG 2.1 section

Criteria	Conformance Level	Remarks and Explanations
	Table 2: 1.3.4, 1.4.3, 1.4.5, 1.4.11, 2.4.7, 4.1.3.	
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	Workspace ONE Intelligent Hub is not a platform software.
502.2.2 No Disruption of Accessibility Features	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
502.3.2 Modification of Object Information	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
502.3.3 Row, Column, and Headers	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
502.3.4 Values	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
502.3.5 Modification of Values	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
502.3.6 Label Relationships	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
502.3.7 Hierarchical Relationships	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
502.3.8 Text	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
502.3.9 Modification of Text	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
502.3.10 List of Actions	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
502.3.11 Actions on Objects	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
502.3.12 Focus Cursor	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
502.3.13 Modification of Focus Cursor	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.

Criteria	Conformance Level	Remarks and Explanations
502.3.14 Event Notification	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
502.4 Platform Accessibility Features	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	Workspace ONE Intelligent Hub permits user preferences from platform settings.
503.3 Alternative User Interfaces	Not Applicable	Workspace ONE Intelligent Hub does not provide any alternative user interface that functions as assistive technology.
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	Workspace ONE Intelligent Hub does not include audio/video content.
503.4.2 Audio Description Controls	Not Applicable	Workspace ONE Intelligent Hub does not include audio/video content.
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	Workspace ONE Intelligent Hub is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Workspace ONE Intelligent Hub is not an authoring tool.
504.2.2 PDF Export	Not Applicable	Workspace ONE Intelligent Hub is not an authoring tool.
504.3 Prompts	Not Applicable	Workspace ONE Intelligent Hub is not an authoring tool.
504.4 Templates	Not Applicable	Workspace ONE Intelligent Hub is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes: Support documentation and services of Workspace ONE Intelligent Hub are not part of the accessibility review.

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

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Not Applicable	In Workspace ONE Intelligent Hub, accessibility and compatibility features are not part of the accessibility review.
602.3 Electronic Support Documentation	Not Applicable	In Workspace ONE Intelligent Hub, electronic support documentation is not part of the accessibility review.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	In Workspace ONE Intelligent Hub, alternate formats for non-electronic support documentation are not part of the accessibility review.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	In Workspace ONE Intelligent Hub, information on accessibility and compatibility features is not part of the accessibility review.
603.3 Accommodation of Communication Needs	Not Applicable	In Workspace ONE Intelligent Hub, accommodation of communication needs is not part of the accessibility review.

EN 301 549 Report

Notes: Applicable for 23 screens comprising of different elements.

Chapter 4: [Functional Performance Statements](#) (FPS)

Notes: Applicable for 23 screens comprising of different elements.

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Workspace ONE Intelligent Hub features allow people with vision loss to use screen readers to interact with user interface elements. Some components misidentify component name, role, and state as disclosed in Table 1: 1.1.1, 1.3.1, 2.1.1, 3.3.1, and 4.1.2 and Table 2: 4.1.3.
4.2.2 Usage with limited vision	Partially Supports	Workspace ONE Intelligent Hub features allow people with limited vision to access most of the interface elements. Some challenges may occur while accessing the application as disclosed in Table 2: 1.4.3, 1.4.11, and 2.4.7.
4.2.3 Usage without perception of colour	Partially Supports	Workspace ONE Intelligent Hub features allow people without perception of color to access most of the content and functionality of the application. A few challenges of insufficient color contrast are found as disclosed in Table 2: 1.4.3 and 1.4.11.
4.2.4 Usage without hearing	Supports	Workspace ONE Intelligent Hub features allow people without hearing to access the application as audio/video content is not available.
4.2.5 Usage with limited hearing	Supports	Workspace ONE Intelligent Hub features allow people with limited hearing to access

Criteria	Conformance Level	Remarks and Explanations
		the application as audio/video content is not available.
4.2.6 Usage with no or limited vocal capability	Supports	Workspace ONE Intelligent Hub features allow people with no or limited vocal capabilities to access the application as controls do not require speech input.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Workspace ONE Intelligent Hub features can be operated by people with limited manipulation or strength. A few challenges may occur while accessing the application as disclosed in Table 1: 2.1.1 and Table 2: 2.4.7.
4.2.8 Usage with limited reach	Partially Supports	Workspace ONE Intelligent Hub features can be operated by people with limited reach. Few challenges may occur while accessing the application as disclosed in Table 1: 2.1.1 and Table 2: 2.4.7.
4.2.9 Minimize photosensitive seizure triggers	Supports	Workspace ONE Intelligent Hub does not include any content that triggers photosensitive seizures in the application.
4.2.10 Usage with limited cognition, language or learning	Supports	Workspace ONE Intelligent Hub features can be operated by people with limited language, cognitive, and learning abilities.
4.2.11 Privacy	Supports	Workspace ONE Intelligent Hub features respect the privacy of assistive technology users.

Chapter 5: Generic Requirements

Notes: Workspace ONE Intelligent Hub support standard assistive technologies and are, therefore, not subject to the closed functionality.

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 Audio output of visual information	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.3 Auditory output correlation	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.4 Speech output user control	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.5 Speech output automatic interruption	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.6 Speech output for non-text content	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.7 Speech output for video information	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.8 Masked entry	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.9 Private access to personal data	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.10 Non-interfering audio output	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.11 Private listening volume	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.12 Speaker volume	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.13 Volume reset	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.14 Spoken languages	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.3.15 Non-visual error identification	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is,

Criteria	Conformance Level	Remarks and Explanations
		therefore, not subject to the closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.4 Functionality closed to text enlargement	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.5 Visual output for auditory information	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
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	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.1.7 Access without speech	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.2 Activation of accessibility features	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.3 Biometrics	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.4 Preservation of accessibility information during conversion	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.5.2 Operable parts discernibility	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
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	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.6.2 Visual status	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.7 Key repeat	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.8 Double-strike key acceptance	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.
5.9 Simultaneous user actions	Not Applicable	Workspace ONE Intelligent Hub supports standard assistive technologies and is, therefore, not subject to the closed functionality.

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not Applicable

Chapter 7: ICT with Video Capabilities

Notes: Not Applicable

Chapter 8: Hardware

Notes: Not Applicable

Chapter 9: Web *(see WCAG 2.1 section)*

Notes: Refer to the previously identified remarks and details for WCAG 2.1 already provided in this VPAT.

Chapter 10: Non-Web Software

Notes: Not Applicable

Chapter 11: Software

Notes: Applicable for 23 screens comprising of different elements.

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.1 section. Refer to Table 1: 1.1.1, 1.3.1, 2.1.1, 3.3.1, 4.1.2. Table 2: 1.3.4, 1.4.3, 1.4.5, 1.4.11, 2.4.7, 4.1.3.	See information in WCAG 2.1 section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	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

Criteria	Conformance Level	Remarks and Explanations
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	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
11.5.2.4 Assistive technology	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
11.5.2.5 Object information	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
11.5.2.6 Row, column, and headers	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
11.5.2.7 Values	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
11.5.2.8 Label relationships	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
11.5.2.9 Parent-child relationships	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
11.5.2.10 Text	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
11.5.2.11 List of available actions	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
11.5.2.12 Execution of available actions	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
11.5.2.14 Modification of focus and selection attributes	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
11.5.2.15 Change notification	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
11.5.2.16 Modifications of states and properties	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
11.5.2.17 Modifications of values and text	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.6.1 User control of accessibility features	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
11.6.2 No disruption of accessibility features	Not Applicable	Workspace ONE Intelligent Hub is not a platform software.
11.7 User preferences	Supports	Workspace ONE Intelligent Hub 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	Not Applicable	Workspace ONE Intelligent Hub is not an authoring tool.
11.8.3 Preservation of accessibility information in transformations	Not Applicable	Workspace ONE Intelligent Hub is not an authoring tool.
11.8.4 Repair assistance	Not Applicable	Workspace ONE Intelligent Hub is not an authoring tool.
11.8.5 Templates	Not Applicable	Workspace ONE Intelligent Hub is not an authoring tool.

Chapter [12: Documentation and Support Services](#)

Notes: Documentation and Support Services of Workspace ONE Intelligent Hub are not part of the accessibility review.

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	Not Applicable	In Workspace ONE Intelligent Hub, accessibility and compatibility features are not part of the accessibility review.
12.1.2 Accessible documentation	Not Applicable	In Workspace ONE Intelligent Hub, accessible documentation is not part of the accessibility review.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not Applicable	In Workspace ONE Intelligent Hub, information on accessibility and compatibility features is not part of the accessibility review.

Criteria	Conformance Level	Remarks and Explanations
12.2.3 Effective communication	Not Applicable	In Workspace ONE Intelligent Hub, information on effective communication is not part of the accessibility review.
12.2.4 Accessible documentation	Not Applicable	In Workspace ONE Intelligent Hub, accessible documentation is not part of the accessibility review.

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable

Legal Disclaimer (Workspace ONE Intelligent Hub)

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