

SevOne Accessibility Conformance Report

VPAT[®] Version 2.3 – September 2019

Name of Product/Version: SevOne Data Insight Version 1.2.7

Product Description: SevOne's new Graphical User Interface that provides Simple, Reusable and Scalable reporting. User friendly features for creating customizable visualizations and workflows that enhance network monitoring.

Date: September 2019

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Notes:

Evaluation Methods Used: Testing the SevOne Data Insight web application involved a combination of manual and functional testing on desktop. Level Access (Level) comprehensively tested a selection of screen views representative of SevOne Data Insight using, among other methodologies, the screen reader JAWS 2019, exclusive use of the keyboard, and manual inspection of application code. Level also functionally tested several multiple user flows with







the screen reader JAWS 2019, the screen magnifier ZoomText 2019, and the dictation software Dragon® NaturallySpeaking 15.

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 at <u>https://www.w3.org/TR/WCAG20/</u>	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(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.
- Applicable Not Tested: This criterion is applicable to the product but was not tested.







WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

 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 2.0 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.



LEVEL access



Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
 1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does Not Support	 Most non-text content within the product does not provide necessary text alternatives. A rating of Does Not Support has been given for the following reasons: Meaningful image controls lack text alternatives. Meaningful images, including complex data visualizations, lack text alternatives. Some information is communicated solely through shape and location. Object and canvas elements lack text alternatives.
 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The product does not have prerecorded audio- only and prerecorded video-only media.
 1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The product does not have synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to:	Supports	The product does not have time-based media or prerecorded video content.

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Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
 1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	 Some information, structure, and relationships, such as the relationships between cells in most data tables, are conveyed accessibly; however, a rating of Partially Supports has been given for the following reasons: Pages lack semantic heading structure. Some content relationships are communicated only through shape and location. Many form fields are missing valid labels. Form controls groups are missing fieldsets. Modal dialogs lack proper structure. Some data tables are not formatted using table elements.
 1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	 In most cases, content is presented in a meaningful sequence; however, a rating of Partially Supports has been given for the following reason: In some cases, the reading order of content does not match its visual order.
 1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 	Supports	Any instructions provided do not rely solely on sensory characteristics of components.



Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
 1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	 In many cases, color is not the sole means of communicating information; however, a rating of Partially Supports has been given for the following reason: In some cases, including some visualizations, color is the sole means of communicating information.
 1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The product does not have audio that plays automatically.
 2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does Not Support	 Much functionality of the content is not operable through a keyboard interface. A rating of Does Not Support has been given for the following reasons: Many links and buttons are not focusable or actionable. Some content can only be reached via mouse hover. Complex interactive functionality, such as drag-and-drop, cannot be used without a mouse.
 2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 	Supports	The product does not have any keyboard traps.



Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
 2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The product does not impose time limits.
 2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The product does not contain moving, blinking, scrolling, or auto-updating information.
 2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The product does not contain anything that flashes.
 2.4.1 Bypass Blocks (Level A) Also applies to: 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	 A rating of Does Not Support has been given for the following reason: The product does not contain a mechanism to bypass repeated blocks of navigational content.
 2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 	Partially Supports	In some cases, pages have unique and meaningful titles; however, a rating of Partially Supports has been given for the following reason:





Criteria	Conformance Leve	I Remarks and Explanations
602.3 (Support Docs)		Some pages have titles that are either not unique or not meaningful.
 2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	 In most cases, focusable components receive focus in an order that preserves meaning and operability; however, a rating of Partially Supports has been given for the following reasons: In some cases, the focus order of content does not match its visual order. Focus does not move appropriately to and within modal dialogs.
 2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	 The purpose of most links can be determined from the link text alone, or from the link text together with its programmatically determined link context; however, a rating of Partially Supports has been given for the following reasons: In some cases, link text is not meaningful within context. Links that spawn dialogs do not indicate so in text.
 3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does Not Support	 A rating of Does Not Support has been given for the following reason: The language of each page in the product is not programmatically determinable.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508	Supports	The product does not initiate any changes of context when a component receives focus.





Criteria	Conformance Leve	Remarks and Explanations
 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
 3.2.2 On Input (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Changing the setting of any user interface component does not automatically cause a change of context.
 3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	When input errors are automatically detected, those errors are identified and described to the user in text.
 3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	 In most cases, label and instructions are provided to assist with user input. However, a rating of Partially Supports has been given for the following reason: In some cases, form fields are labelled only through placeholders.
 4.1.1 Parsing (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	 Elements have complete start and end tags, do not contain duplicate attributes, and are nested appropriately; however, a rating of Partially Supports has been given for the following reason: In some cases, elements have non-unique ID attributes.
4.1.2 Name, Role, Value (Level A) Also applies to:	Does Not Support	In some cases, the name, role, state, and value of elements is programmatically determinable

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Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		and accurate, and can be programmatically set where applicable; however, a rating of Does Not Support has been given for the following reasons:
		 Many simulated controls do not convey accurate name, role, state, or value information to assistive technology. These include simple controls, such as buttons and accordions, as well as more complex controls, such as tab groups and interactive visualization. Some form fields are missing valid labels. Image buttons are lacking accessible names. Modal dialogs lack proper structure. In some cases, ARIA attributes are incorrectly implemented.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
 1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 	Supports	The product does not have live audio content in synchronized media.



Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
 1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The product does not have prerecorded video content in synchronized media.
 1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	 In most cases, the product's visual presentation of text provides a sufficient contrast ratio against background colors; however, a rating of Partially Supports has been given for the following reason: In some cases, the contrast ratio between text and background colors is not sufficient.
 1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	 Text can be resized without assistive technology up to 200% without the loss of most content or functionality; however, a rating of Partially Supports has been given for the following reason: When text is resized to 200%, some content becomes clipped from view and is available either only on mouse hover or not at all.
 1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	 In most cases, the product uses text instead of images of text, except where essential for branding purposes. A rating of Partially Supports has been given for the following reason: In some cases, images of text without text alternatives are used within data visualizations.
2.4.5 Multiple Ways (Level AA) Also applies to:	Supports	The product has more than one way to locate a web page, except where the web page is a step in a process.

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Criteria	Conformance Level	Remarks and Explanations
 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: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Headings and labels describe topic or purpose.
 2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does Not Support	 A rating of Does Not Support has been given for the following reason: In most cases, active elements do not exhibit a visual indication of keyboard focus.
 3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The product does not change languages within its pages.
 3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non- web software 504.2 (Authoring Tool) 	Supports	Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated.

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Criteria	Conformance Level	Remarks and Explanations
 602.3 (Support Docs) – Does not apply to non- web docs 		
 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Components that have the same functionality within a set of Web pages are identified consistently.
 3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user.
 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The product does not cause legal commitments or financial transactions for the user to occur and does not submit user test responses. In cases where the product modifies or deletes user-controllable data in data storage systems, submissions are reversible.

Table 3: Success Criteria, Level AAA

Notes: Not Applicable



Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	 Some functionality of SevOne Data Insight is usable without vision; however, a rating of Does Not Support has been given for the following reasons: As described in 1.1.1 Non-text Content, images, data visualizations, and image controls do not have meaningful text alternatives. As described in 1.3.1 Info and Relationships, some form fields are missing accessible labels and some relationships are communicated through visual presentation only. As described in 1.3.2 Meaningful Sequence, the reading order of some content does not match its visual order. As described in 1.4.1 Use of Color, some information is communicated only through color. As described in 1.4.5 Images of Text, some images of text are used in non-essential situations. As described in 2.1.1 Keyboard, some functionality and controls are not usable without a mouse.





Criteria	Conformance Level	Remarks and Explanations
		 As described in 2.4.1 Bypass Blocks, no mechanism is present to bypass sections of repeated navigational content. As described in 2.4.2 Page Titled, some page titles are not meaningful. As described in 2.4.3 Focus Order, the focus order of some content does not match its visual order. As described in 2.4.4 Link Purpose (In Context), the purposes of some links are not determinable in context. As described in 3.1.1 Language of Page, the language of pages is not programmatically determinable. As described in 3.3.2 Labels or Instructions, some form fields are labelled through placeholders only. As described in 4.1.1 Parsing, some elements have non-unique ID attributes. As described in 4.1.2 Name, Role, Value, the name, role, state, or value of some controls is not accurately exposed to assistive technology.
		Much of SevOne Data Insight is usable by people with limited vision; however, a rating of Partially Supports has been given for the following reasons:
302.2 With Limited Vision	Partially Supports	 As described in 1.1.1 Non-text Content, images, generated graph images, and image controls do not have meaningful text alternatives. As described in 1.4.1 Use of Color, some information is communicated only through color.





Criteria	Conformance Level	Remarks and Explanations
		 As described in 1.4.3 Contrast (Minimum), some text and background colors do not provide a sufficient contrast ratio. As described in 1.4.4 Resize text, resizing of text prevents users from accessing some content. As described in 1.4.5 Images of Text, some images of text are used in non-essential situations.
302.3 Without Perception of Color	Partially Supports	 Most of SevOne Data Insight is usable by people without perception of color; however, a rating of Partially Supports has been given for the following reason: As described in 1.4.1 Use of Color, some information is communicated only through color.
302.4 Without Hearing	Supports	SevOne Data Insight is usable by people without hearing.
302.5 With Limited Hearing	Supports	SevOne Data Insight is usable by people with limited hearing.
302.6 Without Speech	Supports	SevOne Data Insight is usable by people without speech.
302.7 With Limited Manipulation	Does Not Support	 Some parts of SevOne Data Insight are usable by people with limited manipulation; however, a rating of Does Not Support has been given for the following reasons: As described in 2.1.1 Keyboard, some functionality and controls are not usable without a mouse. As described in 2.4.1 Bypass Blocks, no mechanism is present to bypass sections of repeated navigational content.





Criteria	Conformance Level	Remarks and Explanations
		 As described in 2.4.3 Focus Order, the focus order of some content does not match its visual order. As described in 2.4.7 Focus Visible, most elements do not exhibit a visible focus indication. As described in 3.3.2 Labels or Instructions, some form fields are labelled through placeholders only.
302.8 With Limited Reach and Strength	Does Not Support	 Some parts of SevOne Data Insight are usable by people with limited reach and strength; however, a rating of Does Not Support has been given for the following reasons: As described in 2.1.1 Keyboard, some functionality and controls are not usable without a mouse. As described in 2.4.1 Bypass Blocks, no mechanism is present to bypass sections of repeated navigational content. As described in 2.4.3 Focus Order, the focus order of some content does not match its visual order. As described in 2.4.7 Focus Visible, most elements do not exhibit a visible focus indication. As described in 3.3.2 Labels or Instructions, some form fields are labelled through placeholders only.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Many parts of SevOne Data Insight are usable by people with limited language, cognitive, and learning abilities; however, a rating of Partially Supports has been given for the following reasons:





Criteria	Conformance Level	Remarks and Explanations
		 As described in 2.4.2 Page Titled, some page titles are not meaningful. As described in 3.3.2 Labels or Instructions, some form fields are labelled through placeholders only.

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes: Not Applicable

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	Applicable – Not Tested	
602.3 Electronic Support Documentation	See <u>WCAG 2.0</u> section	See information in WCAG section

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Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – Not Tested	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable – Not Tested	
603.3 Accommodation of Communication Needs	Applicable – Not Tested	

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