# Help Desk Technology Accessibility Conformance Report

# International Edition

(Based on VPAT® Version 2.4)

## Name of Product/Version: ServicePRO Web / Version 14.2.19.16

## Report Date: July 23, 2021

## Product Description:

ServicePRO Web serves as self-service portal for your end users. It offers them a convenient way to log, monitor, and respond to requests in ServicePRO. Developed with the newest HTML specification, it provides maximum compatibility with modern browsers. Fully responsive design allows easy access from mobile devices like tablets and phones. ServicePRO Web also serves as a lightweight request management portal for support reps, letting them update, and manage there workspace on the go.

## Contact Information:

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"Voluntary Product Accessibility Template" and "VPAT" are registered
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# Notes:

The following functions of the "ServicePRO Web" were tested and evaluated for Accessibility:

- New request form
- Request Preview
- Workspace view
- My Request view
- Timesheet view
- All Workspaces view
- Advanced Search
- Messages Listing
- Best Solution Listing
- Best Solution Entry Form
- Portal Designer

# Evaluation Methods Used:

- Testing based on general product knowledge
- Testing using JAWS Reader - https://webaim.org/articles/jaws/

# Applicable Standards/Guidelines

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

| Standard/Guideline | Included In Report |
|---|---|
| Web Content Accessibility Guidelines 2.0 | Level A (No )<br>Level AA (No )<br>Level AAA (No ) |
| Web Content Accessibility Guidelines 2.1 | Level A (No )<br>Level AA (No )<br>Level AAA (No ) |
| Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018 | (Yes) |

| Standard/Guideline | Included In Report |
|---|---|
| [EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe](), - V3.1.1 (2019-11) | (No ) |

# 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.

# Revised Section 508 Report

Notes:

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

Notes:

| D1194.31 Functional performance criteria | | |
|---|---|---|
| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| (a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided. | Partially Supports | Most elements in the application are available for and ready by the screen reader. Login form not fully accessible via keyboard only, unable to select Language or domain. |

| D1194.31 Functional performance criteria | | |
|---|---|---|
| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| | | Editing fields at times loses focus and user has to tab again back to the custom fields section. Some Field labels are not accessible when tab through the fields, they are skipped.<br><br>When the user is kicked out of the session or when the other user saves a form, the text notification that appears on the screen is not read to the user. |
| (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. | Supports | Audio and text size can be controlled through browser or windows settings. |
| (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 | No audio instructions are used in ServicePRO Web. |
| (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. | Not Applicable | No audio instructions are used in ServicePRO Web. |
| (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 | ServicePRO Web does not use 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. | Supports | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 302.1 Without Vision | Partially Supports | As detailed in criteria (a) in the previous table titled "D1194.31 Functional performance criteria" |
| 302.2 With Limited Vision | Supports | As detailed in criteria (b) in the previous table titled "D1194.31 Functional performance criteria" |
| 302.3 Without Perception of Color | Supports | |
| 302.4 Without Hearing | Supports | All elements in the application are properly labeled and organized to facilitate the user to read, understand and perform actions. No audio instructions are used in ServicePRO Web. |
| 302.5 With Limited Hearing | Supports | All elements in the application are properly labeled and organized to facilitate the user to read, understand and perform actions. No audio instructions are used in ServicePRO Web. |
| 302.6 Without Speech | Supports | The application does not work by voice commands. It works purely by actions using Keyboard and Mouse. |
| 302.7 With Limited Manipulation | Supports | |
| 302.8 With Limited Reach and Strength | Supports | |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Partially Supports | Most of the elements have text attribute specified using simple language to facilitate the user understand and perform actions. |

# Chapter 5: [Software](Software)

Notes:

| D1194.21 Software applications and operating systems | | |
| --- | --- | --- |
| Criteria | Conformance Level | Remarks and Explanations |
| (a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually. | Partially Supports | Login form not fully accessible via keyboard only, unable to select Language or domain.<br><br>Editing fields at times loses focus and user has to tab again back to the custom fields section. Some Field labels are not accessible when tab through the fields, they are skipped.<br><br>When the user is kicked out of the session or when the other user saves a form, the text notification that appears on the screen is not read to the user. |
| (b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer. | Supports | No features of any other products or operating systems are disrupted or disabled by ServicePRO Web. |
| (c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes.  The focus shall be programmatically exposed so that assistive technology can track focus and focus changes. | Supports | Focus is given to items and can be changed using the Tab, Shift+Tab commands and arrow keys where applicable. |
| (d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology.  When an image represents a program element, the information conveyed by the image must also be available in text. | Partially Supports | Most elements have alternative text specified.  ServicePRO Custom fields should be configured by the ServicePRO Designer user with custom names, inorder for it to show on the UI.  There are no |

| D1194.21 Software applications and operating systems | | |
|---|---|---|
| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| | | images in the application that represent a program element.<br>The images/screenshots that are added as part of the data (for eg: in the request memo or in the best solutions) will not be read to the user. |
| (e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance. | Supports | Image elements are consistent |
| (f) Textual information shall be provided through operating system functions for displaying text.  The minimum information that shall be made available is text content, text input caret location, and text attributes. | Partially Supports | As detailed in the remarks and explanations for criteria (a), certain items do not load or are not available for the screen reader. |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | Supports | |
| (h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user. | Not Applicable | ServicePRO Web does not have any animations |
| (i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | Supports | |
| (j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided. | Not Applicable | Marking as "Not Applicable" as we do not allow fully customizing colour (other than the pre -defined colour themes) |
| (k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz. | Supports | The user kick out notification blinks at 1Hz, no other blinking text is shown in the application. |
| (l) When electronic forms are used, 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 cue | Partially Supports | The screen reader will not read some of the field elements since they have some focus issues. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 501.1 Scope – Incorporation of WCAG 2.0 AA | See WCAG 2.x section | See information in WCAG 2.x section |
| **502 Interoperability with Assistive Technology** | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Partially Supports | As detailed in criteria (a) in the previous table titled "D1194.21 Software applications and operating systems" |
| 502.2.2 No Disruption of Accessibility Features | Supports | As detailed in criteria (b) in the previous table titled "D1194.21 Software applications and operating systems" |
| **502.3 Accessibility Services** | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Partially Supports | As detailed in criteria (a), (d), (f), (I) in the previous table titled "D1194.21 Software applications and operating systems" |
| 502.3.2 Modification of Object Information | Partially Supports | As detailed in criteria (a), (d), (f), (I) in the previous table titled "D1194.21 Software applications and operating systems" |
| 502.3.3 Row, Column, and Headers | Supports | |
| 502.3.4 Values | Partially Supports | Supports except that the reader cannot read the images contained in the data. |
| 502.3.5 Modification of Values | Partially Supports | Supports except that the reader cannot read the images contained in the data. |
| 502.3.6 Label Relationships | Supports | |
| 502.3.7 Hierarchical Relationships | Not Applicable | |
| 502.3.8 Text | Supports | |
| 502.3.9 Modification of Text | Supports | |
| 502.3.10 List of Actions | Supports | |
| 502.3.11 Actions on Objects | Supports | |
| 502.3.12 Focus Cursor | Supports | As detailed in criteria (c) in the previous table titled "D1194.21 Software applications and operating systems" |
| 502.3.13 Modification of Focus Cursor | Supports | As detailed in criteria (c) in the previous table titled "D1194.21 Software applications and operating systems" |
| 502.3.14 Event Notification | Does Not Support | When the user is kicked out of the session or when the other user saves a form (or |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | object), the text notification that appears on the screen is not read to the user. |
| 502.4 Platform Accessibility Features | | |
| **503 Applications** | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Not Applicable | Web Applicable running in browser. |
| 503.3 Alternative User Interfaces | Not Applicable | ServicePRO Web does not provide an 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 | ServicePRO Web does not display Video or Audio. |
| 503.4.2 Audio Description Controls | Not Applicable | ServicePRO Web does not display Video or Audio. |
| **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") | See WCAG 2.x section | See information in WCAG 2.x section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not Applicable | ServicePRO Web is not an authoring tool. |
| 504.2.2 PDF Export | Supports | PDF export is supported in ServicePRO Web for printing Service Requests – Not for content authoring. |
| 504.3 Prompts | Not Applicable | ServicePRO Web is not an authoring tool. |
| 504.4 Templates | Not Applicable | ServicePRO Web is not an authoring tool. |

# Chapter 6: Support Documentation and Services

Notes:

| D1194.41 Information, documentation, and support | | |
|---|---|---|
| **Criteria** | **Conformance 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 | Wiki and user guides in PDF and/or Word format are available. |

| D1194.41 Information, documentation, and support | | |
|---|---|---|
| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| (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 | |
| (c) Support services for products shall accommodate the communication needs of end-users with disabilities. | Supports | |

| **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 | Supports | Available in ServicePRO Wiki at ServicePRO Web Accessibility Documentation |
| 602.3 Electronic Support Documentation | See WCAG 2.x section | See information in WCAG 2.x section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not Applicable | All the support documents are available in Electronic format. |
| ***603 Support Services*** | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Supports | Available in ServicePRO Wiki at ServicePRO Web Accessibility Documentation |
| 603.3 Accommodation of Communication Needs | Supports | |

# Legal Disclaimer (Help Desk Technology)

*This document is not intended to be a certification of compliance. Assessment of accessibility conformance is based on the knowledge, experience, and best judgment of the consultant. No warranties or guarantees are implied. Help Desk Technology shall not be liable for any special, indirect, incidental, consequential, punitive or exemplary damages based on this work.*

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