# Accessibility Conformance and Remediation Form

## Instructions

This form serves as means for auditors and vendors to document accessibility gaps associated with AIMT products and to indicate plans for addressing these gaps in the future.

We ask that you complete the **form** provided on the next page as follows:

1. **Product/Vendor Information:** Provide the information requested
2. **Issue Description:** List each major accessibility issue for the product Including the following:
   * Gaps identified from the WCAG 2.0 A & AA guidelines, Voluntary Product Accessibility Template (VPAT) and EPUB3 Accessibility Guidelines (if applicable)
   * Gaps identified in other product support documentation
   * Gaps identified by a third-party accessibility evaluation report (if available)
3. **Current Status:** Enter one of the following values:
   * Open: The issue has not yet been resolved
   * Closed: The issue has already been resolved
   * I/P: The issue is currently under investigation
   * Other
4. **Disposition:** Enter one of the following values:
   * Planned: The issue will be resolved
   * Deferred: The issue will not be resolved
   * I/P: The issue is currently under investigation
   * Other
5. **Remediation Timeline:** Enter when you anticipate that the issue will be resolved
6. **Available Workarounds (for vendor only)**: Describe the business processes vendor will offer or third-party products that should be considered to work around the issue until full remediation.
7. **Comments (optional)**: Provide details/description regarding the issue
8. **Additional Information (optional)**: Provide any additional discussion regarding accessibility plans

## Vendor/Product Information

| Vendor Name | Alemba Group Inc. |
| --- | --- |
| Product Name | Alemba Service Manager |
| Product Version | 10.3 |
| Completion Date | August 2020 |
| Contact Name/Title | Anthony Wallbank |
| Contact Email/Phone | [Anthony.wallbank@alemba.com](mailto:Anthony.wallbank@alemba.com) / **+1 885 261-1797** |

## Specific Issues

| Issue Description | Current Status (Open, Closed, I/P) | Disposition (Planned, Deferred, I/P) | Remediation Timeline | Available Workarounds | Comments |
| --- | --- | --- | --- | --- | --- |
| Example:  Images on the landing page lack equivalent alternate text | Open | Planned | Q3, 2015 release (v1.2) |  | Functional images will receive descriptive alternate text; decorative images will receive null alternate text. |
| 1.1.1 Non-text Content | Open | Planned | 21st November 2021 (v11.0) |  | Some purely decorative elements that have no functional or informational purpose may not provide a text alternative. |
| 2.2.1 Timing Adjustable | Open | Planned | 21st November 2021 (v11.0) |  | Alemba Service Manager has a session  timeout alert to notify users when a session  is about to end. Assistive technologies do not announce this message as an alert, although users may navigate via mouse or keyboard to read the message and choose to extend their  session |
| 2.4.1 Bypass Blocks | Open | Deferred | N/A | Core is legacy interface and will be retired. | A hidden link (available to assistive  technologies) allows users to jump to the  main content of each page. This is not  currently included in ASM Core but is  supported in Nano, Self Service Portal and  the HTML only interface. |
| 2.4.2 Page Titled | Open | Planned | 21st November 2021 (v11.0) |  | Web pages within Alemba Service Manager have descriptive titles that indicate the topic  or purpose of each page. |
| 2.4.3 Focus Order | Open | Planned | 21st November 2021 (v11.0) |  | Alemba Service Manager uses a logical tab order through interactive elements such as links and form controls.  Alemba Service Manager also uses  semantically correct markup, ensuring that  the markup matches the visual presentation  of content on the page. |
| 2.4.4 Link Purpose (In Context) | Open | Deferred | N/A | Core is legacy interface and will be retired. | Alemba Service Manager uses descriptive text or WAI-ARIA techniques, such as adding  an “aria-label” attribute to table paging control icons, to identify the purpose of links. Administrators and users are able to  add descriptive text to any links they create  within ASM |
| 3.1.1 Language of Page | Closed | N/A | N/A | Only relevant to Portal | Alemba Service Manager uses the language attribute on the HTML element to specify the default language of a page. |
| 4.1.2 Name, Role, Value | Open | Planned | 21st November 2021 (v11.0) |  | Alemba Service Manager uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to Assistive Technologies. Some “role” attributes are missing from the ASM Core interface. |
| 2.4.6 Headings and Labels | Open | Planned | 21st November 2021 (v11.0) |  | Alemba Service Manager uses semantically correct markup for all interface elements, including headings and labels. Heading and label text in Alemba Service Manager’s user interfaces can be specified by system administrators. Alemba Service Manager provides capabilities for defining descriptive headings and labels. |
| 3.3.3 Error Suggestion | Open | Planned | 21st November 2021 (v11.0) |  | Alemba Service Manager highlights required fields and displays an error message when forms are submitted without the necessary user input. System administrators may also choose to include supplemental text notifying users of required fields. |
| 502.3.1 Object Information | Open | Deferred | N/A | Core is legacy interface and will be retired. | Alemba Service Manager uses WAI-ARIA attributes to describe the role, state, and description of user interface elements to Assistive Technologies. |
| 502.3.2 Modification of Object Information | Open | Deferred | N/A | Core is legacy interface and will be retired. | Alemba Service Manager uses standard HTML or ARIA object roles for maximum compatibility with assistive technologies. |
| 502.3.14 Event Notification | Open | Planned | 21st November 2021 (v11.0) | Nano will be complaint. Core is legacy interface. | Alemba Service Manager has a session timeout alert to notify users when a session is about to end. Assistive technologies do not announce this message as an alert, although users may navigate via mouse or keyboard to read the message and choose to extend their session. |
| 503.4.1 Caption Controls | Open | Planned | 21st November 2021 (v11.0) |  | Alemba Service Manager does not provide capabilities for captioning or defining audio descriptions of user-specified video content. |
| 503.4.2 Audio Description Controls | Open | Planned | 21st November 2021 (v11.0) |  | Alemba Service Manager does not provide capabilities for captioning or defining audio descriptions of user-specified video content. |

## Additional Information: