

alemba
SERVICE MANAGER



Alemba Ltd
Voluntary Product Accessibility Template
(VPAT)
Version v1.0



About this document

This document evaluates how accessible Alemba Service Manager™ is according to the Section 508 Standards. It is a self-disclosing document produced by Alemba Ltd, which details aspects of the Section 508 requirements and how Alemba Service Manager™ supports each criteria.

Intended Audience

This report is written for product/offering managers or procurement officers responsible for sourcing and buying Alemba Service Manager™.

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Standards and Conventions

The following standards and conventions are used throughout the guide:

	Prerequisites, including security rights and access you may need prior to completing the task. Prerequisites are also highlighted in a shaded box.
	Information related to the current topic that may be of particular interest/significance. Notes are also highlighted in a shaded box.
	Warnings. These are also highlighted in a shaded box.
Field name	Fields are highlighted in bold text.



Overview

Alemba Service Manager™ has three main interfaces:

Interface	Description
ASM Core main user interface	Designed for use by IT staff and other key stakeholders ('analysts') actively involved in delivering IT Service to end user customers, for example: <ul style="list-style-type: none"> • Managing calls and requests • Actioning tasks • Managing CMDB items • Reporting and analytics
ASM HTML Only	This interface is designed for use by analysts to access and process Alemba Service Manager™ calls and tasks. It provides a simplified interface for analysts who need to access key Alemba Service Manager™ functionality from environments other than a standard Windows environment or users of Assistive Technology products.
Self Service Portal	This feature-rich portal is designed for use by end user customers in which they can: <ul style="list-style-type: none"> • View the Bulletin Board for latest issues • Search the knowledge bank • Log and track the progress of calls • Log and track the progress of requests via online submission forms • Engage as approvers in requests • View configuration items • Access reports

The ASM HTML Only interface and Self Service Portal are:

- Self-verified as compliant with web accessibility requirements, as outlined within Section 508 of the US federal government's Rehabilitation Act.
- Self-verified as compliant with all Priority 1 checkpoints on the Web Content Accessibility Checklist, as published by the World Wide Web Consortium (W3C).

The ASM HTML Only interface meets all the requirements in this report.

Self Service Portal meets most of the requirements in this report, except for the following:



- 1194.21(c)
- Partially for 1194.22.2(g) and 1194.22.2.(h)

The main ASM Core application also provides support for analysts using Assistive Technology products, as outlined in the tables below.



Section 1194: Summary

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supports with exceptions	The Alemba® products referenced in this VPAT support this requirement, with some exceptions, as per the explanation below. See items 1194.21(a) through (i).
Section 1194.22 Web-based internet information and applications	Supports with exceptions	The Alemba® products referenced in this VPAT support this requirement, with some exceptions, as detailed below. See items 1194.22(a) through (p).
Section 1194.23 Telecommunications Products	Not Applicable	Not a Telecommunications Product or System.
Section 1194.24 Video and Multi-media Products	Not Applicable	Not a 'Video and Multi-media Product'.
Section 1194.25 Self-Contained, Closed Products	Not Applicable	Not a Self-contained, Closed Product.
Section 1194.26 Desktop and Portable Computers	Not Applicable	Not a Desktop and Portable Computer.
Section 1194.31 Functional Performance Criteria	Supports with exceptions	The Alemba® products referenced in this VPAT support this requirement as detailed below. See items 1194.3(a) through (f).
Section 1194.41(a) Information, Documentation and Support	Supports	The Alemba® products referenced in this VPAT support this requirement as detailed below. See items 1194.41(a) through (c).



Section 1194.21: Software applications and operating systems

Criteria	Supporting Features	Remarks and explanations
Section 1194.21(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.	Supports with exceptions	For ASM HTML Only and Self Service Portal, Alemba Service Manager™ product features can be executed from the keyboard.
Section 1194.21(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 with exceptions	ASM HTML Only and Self Service Portal do not interfere with Microsoft Windows operating systems accessibility features.
Section 1194.21(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	ASM HTML Only and Self Service Portal support this requirement.



Criteria	Supporting Features	Remarks and explanations
<p>Section 1194.21(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.</p>	<p>Supports</p>	<p>ASM HTML Only and Self Service Portal interfaces provide information about user interface elements to Assistive Technology. Text equivalents for program element images are available for applications that adhere to standard Windows Application Programming Interfaces (APIs).</p>
<p>Section 1194.21(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.</p>	<p>Supports</p>	<p>In all Alemba Service Manager™ interfaces, icons (bitmaps) maintain their meaning throughout ASM's performance.</p>
<p>Section 1194.21(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.</p>	<p>Supports</p>	<p>In the ASM HTML Only and Self Service Portal interfaces, textual descriptions (text content, text input caret location and text attributes) for displaying text are provided for applications that adhere to standard Windows APIs.</p>



Criteria	Supporting Features	Remarks and explanations
Section 1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	ASM HTML Only and Self Service Portal interfaces maintain user selected color and contrast schemes and other individual display attributes set through Microsoft Windows.
Section 1194.21(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports	In all Alemba Service Manager™ interfaces, information presented dynamically is also presented in textual format that is accessible to Assistive Technology.
Section 1194.21(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	Alemba Service Manager™ interfaces do not use color coding to convey information, actions, prompting responses or distinguishing visual elements. Shape and or text combined with color or contrast are used for visual indicators.



Criteria	Supporting Features	Remarks and explanations
<p>Section 1194.21(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.</p>	<p>Supports</p>	<p>ASM HTML Only and Self Service Portal interfaces support a variety of color selections through Microsoft Windows which provides a range of contrast levels for applications that allow a user to adjust color and contrast settings.</p>
<p>Section 1194.21(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.</p>	<p>Supports</p>	<p>All Alemba Service Manager™ interfaces support a software blink rate of less than 2Hz or greater than 55Hz. The cursor blink rate can be adjusted to less than 2Hz.</p>
<p>Section 1194.21(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 cues.</p>	<p>Supported with exceptions</p>	<p>The ASM HTML Only and Self Service Portal interfaces support this requirement.</p>



Section 1194.22: Web-based internet information and applications

Criteria	Supporting Features	Remarks and explanations
Section 1194.22(a) A text equivalent for every non-text element shall be provided (e.g., via “alt”, “longdesc”, or in element content)	Supports	ASM HTML Only and Self Service Portal have text equivalents for any and all non-text elements.
Section 1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	Alemba Service Manager™ interfaces do not contain multimedia.
Section 1194.22(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	In all Alemba Service Manager™ interfaces, shapes and or text combined with color and alternative text is used for visual indicators throughout.
Section 1194.22(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	In all Alemba Service Manager™ interfaces, documents are readable without requiring a style sheet.
Section 1194.22(e) Redundant text links shall be provided for each active region of a server-side image map.	Supports	In all Alemba Service Manager™ interfaces, server-side image maps are not used.
Section 1194.22(f) Client-side images maps shall be provided instead of server-side maps where the regions cannot be defined with an available geometric shape.	Supports	In all Alemba Service Manager™ interfaces, client-side image maps are not used.
Section 1194.22(g) Row and column headers shall be identified for data tables.	Supported with exceptions	Supported for the Self Service Portal. Markup is not used in ASM HTML Only, but Assistive Technology products can discern the table headers.



Criteria	Supporting Features	Remarks and explanations
Section 1194.22(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supported with exceptions	This is supported for the Self Service Portal. Markup is not used in theASM HTML Only interface, but Assistive Technology products can discern the table headers.
Section 1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.	Supports	In all Alemba Service Manager™ interfaces, frames are titled, which allows easy frame identification and navigation.
Section 1194.22(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2hz and lower than 55hz.	Supports	In all Alemba Service Manager™ interfaces, there is no flickering.
Section 1194.22(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text- only page shall be updated whenever the primary page changes	Supports	ASM HTML Only and Self Service Portal support this requirement.
Section 1194.22(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supports with exceptions	ASM HTML Only and Self Service Portal display text in web interfaces that can be utilized by Assistive Technology.
Section 1194.22(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in applet that complies with 1194.21 (a) through (i).	Supports	In all Alemba Service Manager™ interfaces, links are provided to all plug-ins that are required to view the content.



Criteria	Supporting Features	Remarks and explanations
Section 1194.22(n) When electronic forms are designed to be completed in-line, the form shall allow people using Assistive Technology to access the information for completion and submission of the form, including all directions and cues.	Supports with exceptions	The ASM HTML Only interface and Self Service Portal support this requirement.
Section 1194.22(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	In all Alemba Service Manager™ interfaces, there are no repetitive navigation links; navigation is page specific.
Section 1194.22(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	In all Alemba Service Manager™ interfaces, there are no timed response requirements, except for session timeouts and in this case, a standard MS Windows pop-up alert is provided that Assistive Technology applications can access.



Section 1194.31: Functional performance criteria

Criteria	Supporting Features	Remarks and explanations
Section 1194.31(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.	Supports with exceptions	ASM HTML Only and Self Service Portal are: <ul style="list-style-type: none"> • Self-verified as compliant with web accessibility requirements, as outlined within Section 508 of the US federal government's Rehabilitation Act. • Verified as compliant with all Priority 1 checkpoints on the Web Content Accessibility Checklist, as published by the World Wide Web Consortium (W3C).
Section 1194.31(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 with exceptions	ASM HTML Only and Self Service Portal are: <ul style="list-style-type: none"> • Self-verified as compliant with web accessibility requirements, as outlined within Section 508 of the US federal government's Rehabilitation Act. • Verified as compliant with all Priority 1 checkpoints on the Web Content Accessibility Checklist, as published by the World Wide Web Consortium (W3C).
Section 1194.31(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	In all Alemba Service Manager™ interfaces, user hearing is not required to operate the application or for information retrieval.
Section 1194.31(d) Where audio	Supports	In all Alemba Service



Criteria	Supporting Features	Remarks and explanations
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.		Manager™ interfaces, user hearing is not required to operate the application or for information retrieval.
Section 1194.31(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	In all Alemba Service Manager™ interfaces, user speech is not required to operate the application or for information retrieval.
Section 1194.31(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 with exceptions	For the ASM HTML Only and Self Service Portal, Alemba Service Manager™ product features can be executed from keyboard.



Section 1194.41(a): Information, documentation and support

Criteria	Supporting Features	Remarks and explanations
Section 1194.41(a) Product Support Documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	All Alemba® support documentation is available in printed or electronic formats at alemba.com for no additional charge and can be used by screen readers.
Section 1194.41(b) Accessibility and Compatibility Features. 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	All Alemba® support documentation is available in printed or electronic formats at alemba.com for no additional charge and can be used by screen readers.
1194.41(c) Support Services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Product support for Alemba Service Manager™ products is available in a variety of formats, including phone, email and ticket online system to accommodate the communication needs of end-users with disabilities.



Further Information

Product Information and Online Support

For information about Alemba® products, licensing and services, visit www.alemba.com.

For release notes and software updates, see www.alemba.help.

For product documentation, training materials and videos, see www.alemba.help/help.



You may need to register to access some of these details.

Technical Support

For technical support, visit: www.alemba.com and select the **ASM support** link. You will need to log in to the Alemba® Self Service Portal to contact the Alemba® Service Desk.

Comments and Feedback

If you have any comments or feedback on this documentation, submit it to info@alembagroup.com.