Subject:	**VMware Product Voluntary Product Accessibility (VPAT) Report**
Date:	3 May, 2010
Name of Product:	VMware Service Manager Version 9.0
Components Covered:	Main application, HTML only interface, Customer Portal
Contact for more Information:	www.vmware.com

Overview:

There are three main interfaces to VMware Service Manager, as follows:

VMware Service Manager main user interface: this is designed for use by IT staff and other key stakeholders ('officers') actively involved in delivery IT Service to end user customers, for example:

- ➢ Managing calls and requests
- ➢ Actioning tasks
- ➢ Managing CMDB items
- ➢ Reporting and analytics

VMware Service Manager HTML only interface: this is designed for use by officers to access and process VMware Service Manager calls and tasks. It provides a simplified interface for officers who need to access key VMware Service Manager functionality from environments other than a standard Windows environment or users of Assistive Technology products.

VMware Service Manager Customer Portal: this is a feature rich self service portal provided to end user customers:

- ➢ View the Bulletin Board for latest issues
- ➢ Search the knowledge bank
- ➢ Log and track the process of calls
- ➢ Log and track the process of requests via online submission forms
- ➢ Be engaged as approvers in requests
- ➢ View configuration items
- ➢ Access reports

Both the VMware Service Manager Version 9.0 HTML only interface and Customer Portal have been self-verified for compliance with Web accessibility requirements, as outlined within Section 508 of the US federal government's Rehabilitation Act.

Both Customer Portal and the HTML only interface are verified as compliant with all priority 1 checkpoints on the Web Content Accessibility Checklist, as published by the World Wide Web Consortium (W3C). The Customer Portal meets all the requirements in this VPAT report, as does the HTML Only interface, except for 1194.21.(c) and partially for 1194.22.2(g) and 1194.22.2.(h).

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However, the main VMware Service Manager application does also provide support in many areas for officers using Assistive Technology products, as outlined in the response below.

Table 1. Section 1194 - Summary

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Support with exceptions	The VMware products referenced in this VPAT support this requirement, with some exceptions, as per the detailed explanation below. See items 1194.21 (a) through (i).
Section 1194.22 Web-based internet information and applications	Support with exceptions	The VMware products referenced in this VPAT support this requirement, with some exceptions, as per the detailed explanation 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 Products.
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 VMware products referenced in this VPAT support this requirement per the detailed explanation below. See items 1194.31 (a) through (f).
Section 1194.41 (a) Information, Documentation and Support	Supports	The VMware products referenced in this VPAT support this requirement per the detailed explanation below. See items 1194.41 (a) through (c).

Table 2. Section 1194.21 Software Applications and Operating Systems - Detail

Criteria	Supporting Features	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.	Supports with exceptions	For the VMware Service Manager HTML only interface and Customer Portal, VMware Service Manager product features can be executed from the keyboard.
(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	The VMware Service Manager main user interface, HTML only interface and Customer Portal do not interfere with Microsoft Windows operating systems accessibility features.
(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 with exceptions	VMware Service Manager uses Windows Internet Explorer 7 programming interfaces to expose the location of the focus indicator and Microsoft Active Accessibility® to expose its interface elements to assistive technologies. The caret indication is neither visible nor programmatically exposed in read-only fields.
(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.	Supports	All VMware Service Manager 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).
(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	In all VMware Service Manager interfaces, icons (bitmaps) maintain their meaning throughout VMware Service Manager's performance.
(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.	Supports	In all VMware Service Manager interfaces, textual descriptions (text content, text input caret location and text attributes) for displaying test are provided for applications that adhere to standard Windows AIPs.

(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	In all VMware Service Manager interfaces, user selected color and contrast schemes and other individual display attributes set through Microsoft Windows are maintained while running applications.
(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 VMware Service Manager interfaces, information presented dynamically is also presented in textual format that is accessible to Assistive Technology.
(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	In all VMware Service Manager interfaces, VMware Service Manager does 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.
(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.	Supports	All VMware Service Manager 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.
(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	All VMware 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.
(I) 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.	Supported with exceptions	The VMware Service Manager HTML only interface and Customer Portal support this requirement.

Table 3. 1194.22 Web-based Internet Information and Applications - Details

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content)	Supports	All VMware Service Manager interfaces have text equivalents for any and all non-text elements.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	No VMware Service Manager interfaces contain multimedia.
(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	All VMware Service Manager interfaces, shapes and or text combined with color and alternative text is used for visual indicators throughout.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	In all VMware Service Manager interfaces, documents are readable without requiring a style sheet.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Supports	In all VMware Service Manager interfaces, no server side image maps have been used.
(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 VMware Service Manager interfaces, no client side image maps have been used.
(g) Row and column headers shall be identified for data tables.	Supported with exceptions	This is supported for the VMware Service Manager Customer Portal. Markup is not used in the HTML only interface, but the table headers can still be discerned using Assistive Technology products.
(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 VMware Service Manager Customer Portal. Markup is not used in the HTML only interface, but the table headers can still be discerned using Assistive Technology products
(i) Frames shall be titled with text that facilitates frame identification and navigation.	Supports	In all VMware Service Manager interfaces, frames are titled which allows easy frame identification and navigation.
(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 VMware Service Manager interfaces, there is no flickering.
(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-	Supports	The VMware Service Manager HTML only interface and Customer Portal support this requirement.

only page shall be updated whenever the primary page changes.		
(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	In all VMware Service Manager interfaces, text can be displayed in web interfaces that can be utilized by Assistive Technology.
(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 VMware Service Manager interfaces, links are provided to all plug-ins that are required to view the content.
(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 VMware Service Manager HTML only interface and Customer Portal support this requirement.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	In all VMware Service Manager interfaces, there are no repetitive navigation links; navigation is page specific.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more rime is required.	Supports	In all VMware 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 can be accessed by Assistive Technology applications.

Table 4. Section 1194.31 Functional Performance Criteria - Detail

Criteria	Supporting Features	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.	Supports with exceptions	The VMware Service Manager Version 9.0 HTML only interface and Customer Portal have been self-verified for compliance with Web accessibility requirements, as outlined within Section 508 of the US federal government's Rehabilitation Act. Both Customer Portal and the HTML only interface are verified as compliant with all priority 1 checkpoints on the Web Content Accessibility Checklist, as published by the World Wide Web Consortium (W3C).
(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	The VMware Service Manager Version 9.0 HTML only interface and Customer Portal have been self-verified for compliance with Web accessibility requirements, as outlined within Section 508 of the US federal government's Rehabilitation Act. Both Customer Portal and the HTML only interface are verified as compliant with all priority 1 checkpoints on the Web Content Accessibility Checklist, as published by the World Wide Web Consortium (W3C).
(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 VMware Service Manager interfaces, user hearing is not required to operate the application or for information retrieval.
(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.	Supports	In all VMware Service Manager interfaces, user hearing is not required to operate the application or for information retrieval.
(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 VMware Service Manager interfaces, user speech is not required to operate the application or for information retrieval.
(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 VMware Service Manager HTML only interface and Customer Portal, VMware Service Manager product features can be executed from the keyboard.

Table 5. Section 1194.41(a) Information, Documentation, and Support - Detail

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 VMware support documentation is available in printed or electronic formats at www.vmware.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 VMware support documentation is available in printed or electronic formats at www.vmware.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 VMware 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

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