

**From:** peter.lippmann@thomsonreuters.com  
**To:** [Benson, Robert](mailto:Benson, Robert)  
**Subject:** RE: Westlaw Update  
**Date:** Tuesday, April 4, 2017 9:31:38 AM

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Robert,

Please see the below responses in red:

1. The intent of the Conformance/Remediation form is to provide a roadmap of vendor plans to address known accessibility issues. The document lacks dates in the Timeline Remediation field. It will be helpful to project aspirational timelines for each issue. This information is used to monitor vendor progress toward stated goals. Can dates be added? It is okay to indicate a future date of a year or more, if that accurately reflects actual design plans. Unfortunately, the dates were left out because there is nothing scheduled definitely. The identified issues are known, however, the majority will require a major revision to our existing platform. The issues are being tracked and will be addressed when and if this revision takes place in the future, however, it is not a scheduled event at this point.
2. What is meant to be conveyed by the designation of Disposition Status as “other”? Since several actions have disposition status “deferred”, I assume “other” is meant to be something other than planned or in progress. As noted in the response to question 1, this is a know issue that has not been resolved but it is not actively being investigated or worked on beyond tracking. Any resolution will be at some point in the future when a major revision is made to our existing platform but that has not been scheduled.
3. Section 1194.22k indicates supports with exceptions. The explanation indicates that Westlaw provides text-only pages for pages that cannot be made accessible. Since providing text-only alternatives is the expectation, I don’t understand why this is flagged as “Supports with exceptions”. Are there pages that are inaccessible that also lack text-only alternatives? If so, listing on the remediation plan makes sense. If not, what are the exceptions? That is correct. There are pages that are inaccessible that also lack text-only alternative.
4. Section 1194.22p indicates that Westlaw currently alerts end user when time is running out with option to indicate additional time needed. The remarks reflect that this is always true. If so, what is meant by “supports with exceptions”? The inactivity on Westlaw after 15 minutes will cause a warning screen to pop up that requires a response within 5 minutes. The inactivity period can be increased up to 60 minutes for a particular user, but the response time to the inactivity warning is fixed at 5 minutes. So we are able to partially support a customer’s need for additional time regarding pop up screens. This is the only instance when a pop up screen has a timed response.

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**From:** Benson, Robert [mailto:BensonRM@roanestate.edu]  
**Sent:** Thursday, March 30, 2017 2:42 PM  
**To:** Lippmann, Peter A. (Legal)

**Subject:** RE: Westlaw Update

Hi, Peter. Any update on answers to these questions?

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**From:** [peter.lippmann@thomsonreuters.com](mailto:peter.lippmann@thomsonreuters.com) [<mailto:peter.lippmann@thomsonreuters.com>]

**Sent:** Tuesday, March 7, 2017 2:05 PM

**To:** Benson, Robert <[BensonRM@roanestate.edu](mailto:BensonRM@roanestate.edu)>

**Subject:** RE: Westlaw Update

Robert,

Thanks for the e-mail. I have sent these up to our legal for their input.

Peter

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**From:** Benson, Robert [<mailto:BensonRM@roanestate.edu>]

**Sent:** Tuesday, March 07, 2017 9:23 AM

**To:** Lippmann, Peter A. (Legal)

**Subject:** RE: Westlaw Update

Hi, Peter. Thanks for sending this and for your voicemail this morning. I have reviewed and have a few questions.

1. The intent of the Conformance/Remediation form is to provide a roadmap of vendor plans to address known accessibility issues. The document lacks dates in the Timeline Remediation field. It will be helpful to project aspirational timelines for each issue. This information is used to monitor vendor progress toward stated goals. Can dates be added? It is okay to indicate a future date of a year or more, if that accurately reflects actual design plans.
2. What is meant to be conveyed by the designation of Disposition Status as "other"? Since several actions have disposition status "deferred", I assume "other" is meant to be something other than planned or in progress.
3. Section 1194.22k indicates supports with exceptions. The explanation indicates that Westlaw provides text-only pages for pages that cannot be made accessible. Since providing text-only alternatives is the expectation, I don't understand why this is flagged as "Supports with exceptions". Are there pages that are inaccessible that also lack text-only alternatives? If so, listing on the remediation plan makes sense. If not, what are the exceptions?
4. Section 1194.22p indicates that Westlaw currently alerts end user when time is running out with option to indicate additional time needed. The remarks reflect that this is always true. If so, what is meant by "supports with exceptions"?

If I can get clarity on these questions, I believe the lack of WCAG 2.0 checklist won't present a problem for renewal at Roane State and will also help other TN Board of Regents institutions renew

as well.

Glad to chat later today if needed. Thought having the questions emailed would give you a helpful headstart.

Let me know about next steps.

Thanks very much.

Robert

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**From:** [peter.lippmann@thomsonreuters.com](mailto:peter.lippmann@thomsonreuters.com) [<mailto:peter.lippmann@thomsonreuters.com>]

**Sent:** Monday, March 6, 2017 1:48 PM

**To:** Benson, Robert <[BensonRM@roanestate.edu](mailto:BensonRM@roanestate.edu)>

**Subject:** Westlaw Update

**Importance:** High

Robert,

Hope all is well. Please see the attached. Let me know if this will work. I thought this was the most important one needed. If that's not the case, then we may be in trouble because the WCAG is not going to be able to get completed anytime in the near future. The accessibility team just doesn't have the resources to take on this project at this time.

Peter

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