Alemba Service Manager Accessibility Conformance Report

(Based on VPAT® Version 2.4)

Name of Product/Version: Alemba Service Manager 10.4

Platform: Web

Date: October 2020

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Notes: This report covers accessibility conformance for Alemba Service Manager. The Alemba Service Manager platform allows the use of four separate interfaces: ASM Core, Nano, Self Service Portal, and a script-free HTML only interface. These have been evaluated separately and are each listed in separate columns.

Evaluation Methods Used: Conformance to the listed accessibility standards has been evaluated by Alemba using a combination of analysis tools and manual testing with assistive technologies.

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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A – Yes Level AA – Yes Level AAA – No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018, at https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at http://mandate376.standards.eu/standard	Yes

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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.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 – Web, Chapter 10 – Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 – Non-Web Software (closed functionality).

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Criteria	Conformance Level				Remarks and Explanations
	Core	Nano	Portal	HTML	
1.1.1 Non-text Content (Level A) Also applies to: • EN 301 549 Criteria • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	🔄 Partially Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager uses standard HTML and WAI-ARIA techniques for providing text equivalents of non-text elements. This includes the use of "alt" attributes for images and the use of "aria-label" attributes for other visual elements. The Alemba Service Manager user interface allows the definition of an "alt" attribute for images added by users. Some purely decorative elements that have no functional or informational purpose may not provide a text alternative.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: • EN 301 549 Criteria • 9.2.2 (Web) • 10.2.2 (non-web document) • 11.2.1.2 (Software) • 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	❌ Not Applicable	❌ Not Applicable	❌ Not Applicable	❌ Not Applicable	Alemba Service Manager does not include audio or video content.

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Criteria					Conformance Level	Remarks and Explanations

1.2.2 Captions (Prerecorded) (Level A) Also applies to: • EN 301 549 Criteria • 9.2.3 (Web) • 10.2.3 (non-web document) • 11.2.1.3 (Software) • 11.2.2.3 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	Alemba Service Manager does not use synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: • EN 301 549 Criteria • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	Alemba Service Manager does not use synchronized media.
1.3.1 Info and Relationships (Level A) Also applies to: • EN 301 549 Criteria • 9.2.7 (Web) • 10.2.7 (non-web document) • 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	✓ Supports	✓ Supports	✓ Supports	✓ Supports	Alemba Service Manager uses semantically-correct markup so that information, structure, and relationships can be understood independent of presentation.

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1.3.2 Meaningful Sequence (Level A) Also applies to: • EN 301 549 Criteria • 9.2.8 (Web) • 10.2.8 (non-web document) • 11.2.1.8 (Software) • 11.2.2.8 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager generates semantically-correct markup to allow assistive technologies to interpret the meaning of content and controls.
1.3.3 Sensory Characteristics (Level A) Also applies to: • EN 301 549 Criteria • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager does not depend solely on sensory characteristics such as shape, size, visual location, orientation, or sound to understand content. For example, while labels and instructions display in close proximity to corresponding input elements, Alemba Service Manager also uses "for" attributes to ensure that those relationships are available to assistive technologies.
1.4.1 Use of Color (Level A) Also applies to: • EN 301 549 Criteria • 9.2.10 (Web) • 10.2.10 (non-web document) • 11.2.1.10 (Software) • 11.2.2.10 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Color is only used as a decorative or supplemental attribute of user interface elements. A textual representation is always used as the primary mechanism for conveying information. Administrators may choose how to use color in user interfaces that they design with Alemba Service Manager.

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1.4.2 Audio Control (Level A) Also applies to: • EN 301 549 Criteria • 9.2.11 (Web) • 10.2.11 (non-web document) • 11.2.1.11 (Software) • 11.2.2.11 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	Alemba Service Manager does not include audio or video content.
2.1.1 Keyboard (Level A) Also applies to: • EN 301 549 Criteria • 9.2.15 (Web) • 10.2.15 (non-web document) • 11.2.1.15 (Software) • 11.2.2.15 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	✓ Supports	✓ Supports	✓ Supports	✓ Supports	Alemba Service Manager is a web-based application that supports standard keyboard navigation and input functions (such as pressing [Tab] to move between input fields, pressing the arrow keys to move between list items, and pressing [Space] or [Enter] to make selections).
2.1.2 No Keyboard Trap (Level A) Also applies to: • EN 301 549 Criteria • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	✓ Supports	✓ Supports	✓ Supports	✓ Supports	Alemba Service Manager is a web-based application that supports standard keyboard navigation and ensures that keyboard users cannot be trapped in a subset of content.

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2.2.1 Timing Adjustable (Level A) Also applies to: • EN 301 549 Criteria • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	↻ Partially Supports	↻ Partially Supports	✓ Supports	✓ Supports	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.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: • EN 301 549 Criteria • 9.2.18 (Web) • 10.2.18 (non-web document) • 11.2.1.18 (Software) • 11.2.2.18 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	Alemba Service Manager does not include moving, blinking, scrolling, or auto-updating information.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: • EN 301 549 Criteria • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	Alemba Service Manager does not use flashing interface elements.

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2.4.1 Bypass Blocks (Level A) Also applies to: • EN 301 549 Criteria • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	❌ Does Not Support	✅ Supports	✅ Supports	✅ Supports	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 (Level A) Also applies to: • EN 301 549 Criteria • 9.2.21 (Web) • 10.2.21 (non-web document) • 11.2.1.21 (Software) – Does not apply • 11.2.2.21 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	✅ Supports	🔄 Partially Supports	✅ Supports	✅ Supports	Web pages within Alemba Service Manager have descriptive titles that indicate the topic or purpose of each page.

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Criteria					Remarks and Explanations
2.4.3 Focus Order (Level A) Also applies to: - EN 301 549 Criteria - 9.2.22 (Web) - 10.2.22 (non-web document) - 11.2.1.22 (Software) - 11.2.2.22 (Closed Software) – Does not apply - 11.6.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	✅ Supports	🔄 Partially Supports	✅ Supports	✅ Supports	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) (Level A) Also applies to: - EN 301 549 Criteria - 9.2.23 (Web) - 10.2.23 (non-web document) - 11.2.1.23 (Software) - 11.2.2.23 (Closed Software) – Does not apply - 11.6.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	🔄 Partially Supports	✅ Supports	✅ Supports	✅ Supports	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 (Level A) Also applies to: - EN 301 549 Criteria - 9.2.27 (Web) - 10.2.27 (non-web document) - 11.2.1.27 (Software) - 11.2.2.27 (Closed Software) - 11.6.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	❌ Does Not Support	❌ Does Not Support	✅ Supports	❌ Does Not Support	Alemba Service Manager uses the language attribute on the HTML element to specify the default language of a page.

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3.2.1 On Focus (Level A) Also applies to: • EN 301 549 Criteria • 9.2.29 (Web) • 10.2.29 (non-web document) • 11.2.1.29 (Software) • 11.2.2.29 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	✓ Supports	✓ Supports	✓ Supports	✓ Supports	When a component in an Alemba Service Manager user interface receives focus, it does not initiate a change of context.
3.2.2 On Input (Level A) Also applies to: • EN 301 549 Criteria • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	✓ Supports	✓ Supports	✓ Supports	✓ Supports	Changing the setting of a control in the Alemba Service Manager user interface does not initiate a change of context.
3.3.1 Error Identification (Level A) Also applies to: • EN 301 549 Criteria • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	✓ Supports	✓ Supports	✓ Supports	✓ Supports	Alemba Service Manager displays an error message when required fields are not correctly filled and highlights the necessary fields

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3.3.2 Labels or Instructions (Level A) Also applies to: • EN 301 549 Criteria • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager provides capabilities for specifying labels and instructions for user input components configured by administrators within Alemba Service Manager. Alemba Service Manager uses standard HTML and WAI-ARIA attributes to associate labels and instructions to user interface elements.
4.1.1 Parsing (Level A) Also applies to: • EN 301 549 Criteria • 9.2.37 (Web) • 10.2.37 (non-web document) • 11.2.1.37 (Software) • 11.2.2.37 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager uses semantically-correct markup for all interface elements.
4.1.2 Name, Role, Value (Level A) Also applies to: • EN 301 549 Criteria • 9.2.38 (Web) • 10.2.38 (non-web document) • 11.2.1.38 (Software) • 11.2.2.38 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	🔄 Partially Supports	✅ Supports	✅ Supports	✅ Supports	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.

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Table 2: Success Criteria, Level AA

Criteria	Conformance Level				Remarks and Explanations
	Core	Nano	Portal	HTML Only	
1.2.4 Captions (Live) (Level AA) Also applies to: • EN 301 549 Criteria • 9.2.5 (Web) • 10.2.5 (non-web document) • 11.2.1.5 (Software) • 11.2.2.5 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	Alemba Service Manager does not use synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: • EN 301 549 Criteria • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	Alemba Service Manager does not use synchronized media.

1.4.3 Contrast (Minimum) (Level AA) Also applies to: • EN 301 549 Criteria • 9.2.12 (Web) • 10.2.12 (non-web document) • 11.2.1.12 (Software) • 11.2.2.12 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	✅ Supports	✅ Supports	✅ Supports	✅ Supports	The visual presentation of text in Alemba Service Manager provides sufficient contrast. Administrators may configure custom color schemes for Alemba Service Manager. Any web-supported color scheme may be selected, allowing for satisfactory contrast requirements.
1.4.4 Resize text (Level AA) Also applies to: • EN 301 549 Criteria • 9.2.13 (Web) • 10.2.13 (non-web document) • 11.2.1.13 (Software) • 11.2.2.13 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager product user interfaces support standard zoom capabilities built into modern web browsers and operating systems.
1.4.5 Images of Text (Level AA) Also applies to: • EN 301 549 Criteria • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager does not use images of text by default. Users may choose to include images of text in entities that they create within Alemba Service Manager. In these cases users are able to set an "alt" attribute for any images added.

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2.4.5 Multiple Ways (Level AA) Also applies to: • EN 301 549 Criteria • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager provides multiple means for navigating the interfaces. Administrators are able to customise the navigation menus and toolbars throughout the application.
2.4.6 Headings and Labels (Level AA) Also applies to: • EN 301 549 Criteria • 9.2.25 (Web) • 10.2.25 (non-web document) • 11.2.1.25 (Software) • 11.2.2.25 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	✅ Supports	🔄 Partially Supports	✅ Supports	✅ Supports	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.

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2.4.7 Focus Visible (Level AA) Also applies to: • EN 301 549 Criteria • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	✓ Supports	✓ Supports	✓ Supports	✓ Supports	Alemba Service Manager uses visual changes to elements to indicate the current position of focus.
3.1.2 Language of Parts (Level AA) Also applies to: • EN 301 549 Criteria • 9.2.28 (Web) • 10.2.28 (non-web document) • 11.2.1.28 (Software) – Does not apply • 11.2.2.28 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	✓ Supports	✓ Supports	✓ Supports	✓ Supports	In Alemba Service Manager, the language of a page can be programmatically determined. The Self Service Portal also includes a localisation feature that allows end user to translate the page into their language of choice.

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3.2.3 Consistent Navigation (Level AA) Also applies to: • EN 301 549 Criteria • 9.2.31 (Web) • 10.2.31 (non-web document) – Does not apply • 11.2.1.31 (Software) – Does not apply • 11.2.2.31 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	✔ Supports	✔ Supports	✔ Supports	✔ Supports	Alemba Service Manager uses the same navigation mechanisms across pages.
3.2.4 Consistent Identification (Level AA) Also applies to: • EN 301 549 Criteria • 9.2.32 (Web) • 10.2.32 (non-web document) – Does not apply • 11.2.1.32 (Software) – Does not apply • 11.2.2.32 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	✔ Supports	✔ Supports	✔ Supports	✔ Supports	The Alemba Service Manager user interfaces ensure consistent functionality and presentation across pages.

3.3.3 Error Suggestion (Level AA) Also applies to: • EN 301 549 Criteria • 9.2.35 (Web) • 10.2.35 (non-web document) • 11.2.1.35 (Software) • 11.2.2.35 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Partially Supports	Partially Supports	Supports	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.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: • EN 301 549 Criteria • 9.2.36 (Web) • 10.2.36 (non-web document) • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Supports	Supports	Supports	Alemba Service Manager incorporates methods allowing users to review and confirm information prior to submission.

Table 3: Success Criteria, Level AAA

Notes: Alemba Service Manager has not been evaluated for WCAG 2.0 Level AAA conformance.

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level				Remarks and Explanations
	Core	Nano	Portal	HTML	
302.1 Without Vision	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to Assistive Technologies.
302.2 With Limited Vision	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager supports standard browser magnification and contrast adjustments.
302.3 Without Perception of Color	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Color is only used as a decorative or supplemental attribute of user interface elements. A textual representation is always used as the primary mechanism for conveying information.
302.4 Without Hearing	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	Alemba Service Manager does not include audio-only features that require hearing to be used.
302.5 With Limited Hearing	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	Alemba Service Manager does not include audio-only features that require hearing to be used.
302.6 Without Speech	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	Alemba Service Manager does not require speech input.
302.7 With Limited Manipulation	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager supports standard input mechanisms such as user-provided keyboards and pointing devices. Usage of the product does not require fine motor controls nor simultaneous actions.
302.8 With Limited Reach and Strength	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	✅ Supports	✅ Supports	✅ Supports	✅ Supports	

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Chapter 4: Hardware

Notes: Alemba Service Manager is a web software application and is not subject to the requirements of this section.

Chapter 5: Software

Criteria	Conformance Level				Remarks and Explanations
	Core	Nano	Portal	HTML Only	
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See WCAG 2.0 section	See WCAG 2.0 section	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required	Heading cell – no response required	Heading cell – no response required	
502.2.1 User Control of Accessibility Features	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	Alemba Service Manager is not considered platform software as defined by Section 508.
502.2.2 No Disruption of Accessibility Features	✓ Supports	✓ Supports	✓ Supports	✓ Supports	Alemba Service Manager is compatible with operating system and browser accessibility features configured by the user.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required	Heading cell – no response required	Heading cell – no response required	
502.3.1 Object Information	↻ Partially Supports	✓ Supports	✓ Supports	✓ Supports	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	↻ Partially Supports	✓ Supports	✓ Supports	✓ Supports	Alemba Service Manager uses standard HTML or ARIA object roles for maximum compatibility with assistive technologies.
502.3.3 Row, Column, and Headers	✓ Supports	✓ Supports	✓ Supports	✓ Supports	Alemba Service Manager uses standard HTML attributes to define table structure and relationships, including column and row headers, to Assistive Technologies.

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502.3.4 Values	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager uses standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.5 Modification of Values	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager uses standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.6 Label Relationships	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager uses standard HTML and WAI-ARIA attributes to describe label relationships of user interface elements to Assistive Technologies.
502.3.7 Hierarchical Relationships	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager uses standard HTML markup to express hierarchical relationships.
502.3.8 Text	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager renders strings as plain text values in HTML for maximum compatibility with assistive technologies.
502.3.9 Modification of Text	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager renders strings as plain text values in HTML for maximum compatibility with assistive technologies.
502.3.10 List of Actions	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager uses standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.11 Actions on Objects	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager uses standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.12 Focus Cursor	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager uses visual changes to elements to indicate the current position of focus.
502.3.13 Modification of Focus Cursor	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager uses standard HTML elements with standard cursor controls for user input.
502.3.14 Event Notification	🟠 Partially Supports	🟠 Partially Supports	✅ Supports	✅ Supports	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.

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502.4 Platform Accessibility Features	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	Alemba Service Manager is not considered platform software as defined by Section 508.
503 Applications	Heading cell – no response required	Heading cell – no response required	Heading cell – no response required	Heading cell – no response required	
503.2 User Preferences	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager respects user preferences from platform or OS settings.
503.3 Alternative User Interfaces	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	Alemba Service Manager does not provide any alternative user interfaces that function as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required	Heading cell – no response required	Heading cell – no response required	
503.4.1 Caption Controls	❌ Does Not Support	❌ Does Not Support	❌ Does Not Support	❌ Does Not Support	Alemba Service Manager does not provide capabilities for captioning or defining audio descriptions of user-specified video content.
503.4.2 Audio Description Controls	❌ Does Not Support	❌ Does Not Support	❌ Does Not Support	❌ Does Not Support	Alemba Service Manager does not provide capabilities for captioning or defining audio descriptions of user-specified video content.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required	Heading cell – no response required	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 2.0 section	See WCAG 2.0 section	See WCAG 2.0 section	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	
504.2.2 PDF Export	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	
504.3 Prompts	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	

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504.4 Templates	Not Applicable	Not Applicable	Not Applicable	Not Applicable	

Chapter 6: Support Documentation and Services

Notes: This report covers accessibility conformance for Alemba Service Manager and does not discuss Documentation or Support Services.

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Chapter 4: 4.2 Functional Performance Statements (FPS)

Criteria	Conformance Level				Remarks and Explanations
	Core	Nano	Portal	HTML Only	
4.2.1 Usage without vision	Supports	Supports	Supports	Supports	Alemba Service Manager uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to Assistive Technologies
4.2.2 Usage with limited vision	Supports	Supports	Supports	Supports	Alemba Service Manager supports standard browser magnification and contrast adjustments
4.2.3 Usage without perception of colour	Supports	Supports	Supports	Supports	Colour is only used as a decorative or supplemental attribute of user interface elements. A textual representation is always used as the primary mechanism for conveying information.
4.2.4 Usage without hearing	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Alemba Service Manager does not include audio-only features that require hearing to be used
4.2.5 Usage with limited hearing	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Alemba Service Manager does not include audio-only features that require hearing to be used
4.2.6 Usage without vocal capability	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Alemba Service Manager does not require speech input
4.2.7 Usage with limited manipulation or strength	Supports	Supports	Supports	Supports	Alemba Service Manager supports standard input mechanisms such as user-provided keyboards and pointing devices

4.2.8 Usage with limited reach	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	
4.2.9 Minimize photosensitive seizure triggers	✓ Supports	✓ Supports	✓ Supports	✓ Supports	Alemba Service Manager does not include visual features with flashing that could trigger seizures
4.2.10 Usage with limited cognition	✓ Supports	✓ Supports	✓ Supports	✓ Supports	Alemba Service Manager uses a logical focus order, and provides capabilities for adding descriptive text configured by system administrators
4.2.11 Privacy	✓ Supports	✓ Supports	✓ Supports	✓ Supports	Alemba Service Manager does not impede usage of standard privacy controls alongside assistive technologies. For example, users can connect a headset for private listening to screen reader announcements.

Chapter 5: Generic Requirements

Notes: Alemba Service Manager supports standard assistive technologies and is therefore not subject to the Closed Functionality criteria described in this Chapter.

Chapter 6: ICT with Two-Way Voice Communication

Notes: Alemba Service Manager does not offer two-way voice communication and is therefore not subject to the requirements of this section.

Chapter 7: ICT with Video Capabilities

Notes: Alemba Service Manager does not include video content.

Chapter 8: Hardware

Notes: Alemba Service Manager is a web software application and is not subject to the requirements of this section.

Chapter 9: Web (see WCAG 2.0 section)

Chapter 10: Non-web Documents

Notes: Alemba Service Manager does not include non-web documents and is therefore not subject to the requirements of this section.

Chapter 11: Software

Criteria	Conformance Level				Remarks and Explanations
	Core	Nano	Portal	HTML Only	
11.2.1 Software success criteria (excluding closed functionality)	See WCAG 2.0 section	See WCAG 2.0 section	See WCAG 2.0 section	See WCAG 2.0 section	See information in WCAG section
11.2.2 Software success criteria (closed functionality)	See WCAG 2.0 section	See WCAG 2.0 section	See WCAG 2.0 section	See WCAG 2.0 section	See information in WCAG section
11.3 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required	Heading cell – no response required	Heading cell – no response required	
11.3.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required	Heading cell – no response required	Heading cell – no response required	
11.3.2 Accessibility services	Heading cell – no response required	Heading cell – no response required	Heading cell – no response required	Heading cell – no response required	
11.3.2.1 Platform accessibility service support for software that provides a user interface	See 11.3.2.5 through 11.3.2.17	See 11.3.2.5 through 11.3.2.17	See 11.3.2.5 through 11.3.2.17	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.2 Platform accessibility service support for assistive technologies	See 11.3.2.5 through 11.3.2.17	See 11.3.2.5 through 11.3.2.17	See 11.3.2.5 through 11.3.2.17	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.3 Use of accessibility services	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager uses standard platform accessibility services.
11.3.2.4 Assistive technology	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	Alemba Service Manager is not itself an assistive technology.
11.3.2.5 Object information	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager uses WAI-ARIA attributes to describe the role, state, and description of user interface elements to Assistive Technologies.
11.3.2.6 Row, column, and headers	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager uses standard HTML attributes to define table structure and relationships, including column and row headers, to Assistive Technologies.

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11.3.2.7 Values	✅ Supports	✅ Supports	✅ Supports	✅ Supports	
11.3.2.8 Label relationships	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager uses standard HTML and WAI-ARIA attributes to describe label relationships of user interface elements to Assistive Technologies.
11.3.2.9 Parent-child relationships	✅ Supports	✅ Supports	✅ Supports	✅ Supports	
11.3.2.10 Text	✅ Supports	✅ Supports	✅ Supports	✅ Supports	
11.3.2.11 List of available actions	✅ Supports	✅ Supports	✅ Supports	✅ Supports	
11.3.2.12 Execution of available actions	✅ Supports	✅ Supports	✅ Supports	✅ Supports	
11.3.2.13 Tracking of focus and selection attributes	✅ Supports	✅ Supports	✅ Supports	✅ Supports	
11.3.2.14 Modification of focus and selection attributes	✅ Supports	✅ Supports	✅ Supports	✅ Supports	
11.3.2.15 Change notification	✅ Supports	✅ Supports	✅ Supports	✅ Supports	
11.3.2.16 Modifications of states and properties	✅ Supports	✅ Supports	✅ Supports	✅ Supports	
11.3.2.17 Modifications of values and text	✅ Supports	✅ Supports	✅ Supports	✅ Supports	
11.4 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required	Heading cell – no response required	Heading cell – no response required	
11.4.1 User control of accessibility features	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	⊗ Not Applicable	Alemba Service Manager is not considered platform software as defined by EN 301 549.
11.4.2 No disruption of accessibility features	✅ Supports	✅ Supports	✅ Supports	✅ Supports	
11.5 User preferences	✅ Supports	✅ Supports	✅ Supports	✅ Supports	Alemba Service Manager respects user preferences from platform or OS settings.