

# VPAT™

## Voluntary Product Accessibility Template®

Version 1.3

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### *Summary Table*

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
Section 1194.21 Software Applications and Operating Systems	Not applicable.	ITRP is a web-based application service
Section 1194.22 Web-based Internet Information and Applications	Supported.	Details have been provided in section 1194.22 of the VPAT below
Section 1194.23 Telecommunications Products	Not applicable.	ITRP is not a telecommunications product
Section 1194.24 Video and Multi-media Products	Not applicable.	ITRP is not a video or multi-media product
Section 1194.25 Self-Contained, Closed Products	Not applicable.	ITRP is not a self-contained or closed product
Section 1194.26 Desktop and Portable Computers	Not applicable.	ITRP is not a computer
Section 1194.31 Functional Performance Criteria	Supported.	Details have been provided in section 1194.31 of the VPAT below
Section 1194.41 Information, Documentation and Support	Supported.	Details have been provided in section 1194.41 of the VPAT below

**Section 1194.22 Web-based Internet information  
and applications – Detail**

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supported.	Every image used in the user interface has an alt (alternate text) attribute to provide a textual description of the image, its significance, and/or its purpose.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable.	No multimedia presentations are used in ITRP.  Also, the online ITRP training modules do not contain any videos or multimedia presentations.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supported.	Color is used for the impact indicators and as target proximity indicator.  The impact indicators are image elements, each with its own alt (alternate text) attribute that defines the level of impact.  The target proximity indications are provided in multiple areas of the application service, such as the Inbox console, the header bar of assignments, and the Affected SLAs section of requests. These target proximity indications are always accompanied with the target written in text, as well as a title attribute that contains the detailed target date (including the time zone) in written format.  Both the ITRP user interface and the Self Service interface are fully functional in color as well as black & white.
(d) Documents shall be organized so they are readable	Supported.	Documents that are part of the ITRP service, or which are added as

without requiring an associated style sheet.		attachments to records in the ITRP service, can all be read without requiring a style sheet.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable.	The ITRP service does not make use of server-side image maps.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Supported.	The ITRP service uses client-side image maps rather than server-side image maps.
(g) Row and column headers shall be identified for data tables.	Supported.	All data tables within the ITRP service contain the necessary tags for the identification and differentiation of table headers and table rows.
(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.	Markup is used to associate header cells with the data cells in all tables within the ITRP service.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable.	The ITRP service does not use or generate frames.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supported.	The ITRP service does not cause any part of the user interface to flicker with a frequency greater than 2 Hz and lower than 55 Hz.
(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.	Not Applicable.	The ITRP service already meets the requirements and does not need to provide text-only pages to provide equivalent information or functionality.
(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	Supported.	All display content that is dynamically generated within the ITRP service using a scripting language is identified with functional text that can be read by Assistive Technology.

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 or applet that complies with §1194.21(a) through (l).	Not Applicable.	The ITRP service does not require any applets, plug-ins or other applications to be present on the client system to interpret page content. Only a supported browser application, with its JavaScript and cookie functionality enabled, need to be available on the client system.
(n) When electronic forms are designed to be completed on-line, 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.	All electronic forms within the ITRP service, including any custom-built UI Extensions, 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 (such as the Field Help of ITRP's Online Help and title attributes).
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supported.	The different containers in which the ITRP service offers repetitive navigation links (e.g. the records that are listed in the views and the list of sections on the left-hand side in the Settings console) are marked with easy to understand identifiers to allow users to skip to different sections.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supported.	A timed response is only required, as an additional security measure, in the Settings console of the ITRP service. The Settings console requires a user to re-authenticate after 15 minutes or more of inactivity. This limit should comfortably accommodate users who need more time to complete their work in this console.

## **Section 1194.31 Functional Performance Criteria – Detail**

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(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.	Supported.	Supported by the browser applications that the ITRP service supports.
(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.	Supported.	Assistive Technology can be used by people who are visually impaired to retrieve information from, and operate, the ITRP service.
(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.	Not Applicable.	None of the features of the ITRP service require user hearing.
(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.	Not Applicable.	Audio information is not needed for the use of the ITRP service.
(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	Not Applicable.	None of the features of the ITRP service require user speech.

shall be provided.		
(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.	Supported.	<p>Users can make use of the standard accessibility features that the operating system of their client system provides (e.g. the mouse pointer speed settings) to make it easier to navigate through the ITRP application. In addition, they can use the Zoom option that is provided by the browser applications that ITRP supports for more accurate navigation. A simple solution like the use of a large screen set to a relatively low resolution may also help some users.</p> <p>The finest motor control is required for the drag-and-drop feature within the ITRP service. When this feature is available, users are also provided with a button. A click on such a button will be easier for some user and accomplishes exactly the same as the drag-and-drop action.</p>

**Section 1194.41 Information, Documentation  
and Support – Detail**

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supported.	The ITRP product documentation, such as the Online Help, is available online, allowing them to be read aloud by voiceover screen readers, printed by braille embossers, etc.
(b) 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.	Supported.	A description of the accessibility and compatibility features of the ITRP service is available online. In addition, the ITRP support staff is available via email, telephone and in the ITRP service to provide users with disabilities the information they need to help them make use of the accessibility and compatibility features of the ITRP service.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported.	The ITRP support staff can be contacted using different media, such as email and telephone, and will use the preferred media of the supported user to accommodate this person's special needs.