

# Cisco Accessibility Conformance Report

## VPAT® Version 2.1

**Name of Product/Version:** Cisco Managed Services Accelerator version 3.5

**Product Description:** Cisco Managed Services Accelerator is an open software platform that enables service providers to create and manage services across physical and virtual network elements.

**Date:** September 10, 2018

**Contact Information:** [accessibility@cisco.com](mailto:accessibility@cisco.com)

**Evaluation Method Used:** The following testing was done on a Windows 10 with Freedom Scientific's JAWs screen reader v18, Microsoft Accessibility Options (Filter keys and Display/Contrast settings), and standard Keyboard.

### Summary Table - Voluntary Product Accessibility Template

| Standard/Guideline                                        | Included In Report | Remarks and Explanations |
|-----------------------------------------------------------|--------------------|--------------------------|
| W3C WCAG 2.0 Level A and AA for Web application           | Included           |                          |
| Section 508 Chapter 3: Functional Performance Criteria    | Included           |                          |
| Section 508 Chapter 4: Hardware                           | Not Applicable     |                          |
| W3C WCAG 2.0 Level A and AA for Software application      | Not Applicable     |                          |
| Section 508 Chapter 5: Software                           | Included           |                          |
| W3C WCAG 2.0 Level A and AA for Documentation             | Included           |                          |
| Section 508 Chapter 6: Support Documentation and Services | Included           |                          |

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## W3C WCAG 2.0 Level A and AA for Web Application – Detail

| Criteria   | Description                                          | Status                   | Remarks and Explanations                                                                                               |
|------------|------------------------------------------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------|
| 1.1.1 (A)  | Non text content                                     | Supports with Exceptions | Some non-text content does not fully support screen reader software.                                                   |
| 1.2.1 (A)  | Audio-only and Video-only (Prerecorded)              | Not Applicable           | There is no multimedia content.                                                                                        |
| 1.2.2 (A)  | Captions (Prerecorded)                               | Not Applicable           | There is no multimedia content.                                                                                        |
| 1.2.3 (A)  | Audio Description or Media Alternative (Prerecorded) | Not Applicable           | There is no multimedia content.                                                                                        |
| 1.2.4 (AA) | Captions (Live)                                      | Not Applicable           | There is no multimedia content.                                                                                        |
| 1.2.5 (AA) | Audio Description (Prerecorded)                      | Not Applicable           | There is no multimedia content.                                                                                        |
| 1.3.1 (A)  | Info and Relationships                               | Supports with Exceptions | Some form elements and data tables do not fully support screen reader software. Some pages do not have headings.       |
| 1.3.2 (A)  | Meaningful Sequence                                  | Supports                 |                                                                                                                        |
| 1.3.3 (A)  | Sensory Characteristics                              | Supports                 |                                                                                                                        |
| 1.4.1 (A)  | Use of Color                                         | Supports                 |                                                                                                                        |
| 1.4.2 (A)  | Audio Control                                        | Supports                 |                                                                                                                        |
| 1.4.3 (AA) | Contrast (Minimum)                                   | Supports with Exceptions | Some texts do not meet the color contrast minimum requirement. Some elements are not visible in high-contrast schemes. |
| 1.4.4 (AA) | Resize Text                                          | Supports with Exceptions | When resizes to 200%, some content is not visible.                                                                     |
| 1.4.5 (AA) | Images of Text                                       | Supports                 |                                                                                                                        |
| 2.1.1 (A)  | Keyboard                                             | Supports with Exceptions | Some elements are not accessible with keyboard.                                                                        |
| 2.1.2 (A)  | No Keyboard Trap                                     | Supports                 |                                                                                                                        |
| 2.2.1 (A)  | Timing Adjustable                                    | Supports                 |                                                                                                                        |
| 2.2.2 (A)  | Pause, Stop, Hide                                    | Supports                 |                                                                                                                        |
| 2.3.1 (A)  | Three Flashes or Below Threshold                     | Supports                 |                                                                                                                        |
| 2.4.1 (A)  | Bypass Blocks                                        | Supports with Exceptions | The product does not have a method to skip repetitive navigation links.                                                |
| 2.4.2 (A)  | Page Titled                                          | Supports                 |                                                                                                                        |

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|            |                                           |                          |                                                                |
|------------|-------------------------------------------|--------------------------|----------------------------------------------------------------|
| 2.4.3 (A)  | Focus Order                               | Supports with Exceptions | Some elements do not maintain a logical focus order.           |
| 2.4.4 (A)  | Link Purpose (In Context)                 | Supports with Exceptions | The previous/next arrow links do not have description.         |
| 2.4.5 (AA) | Multiple Ways                             | Does Not Support         | The product does not have at least 2 ways to locate a webpage. |
| 2.4.6 (AA) | Headings and Labels                       | Supports                 |                                                                |
| 2.4.7 (AA) | Focus Visible                             | Supports                 |                                                                |
| 3.1.1 (A)  | Language of Page                          | Supports                 |                                                                |
| 3.1.2 (AA) | Language of Parts                         | Not Applicable           | There are no multiple languages phrases on a page.             |
| 3.2.1 (A)  | On Focus                                  | Supports                 |                                                                |
| 3.2.2 (A)  | On Input                                  | Supports                 |                                                                |
| 3.2.3 (AA) | Consistent Navigation                     | Supports                 |                                                                |
| 3.2.4 (AA) | Consistent Identification                 | Supports                 |                                                                |
| 3.3.1 (A)  | Error Identification                      | Supports                 |                                                                |
| 3.3.2 (A)  | Labels or Instructions                    | Supports                 |                                                                |
| 3.3.3 (AA) | Error Suggestion                          | Supports                 |                                                                |
| 3.3.4 (AA) | Error Prevention (Legal, Financial, Data) | Supports                 |                                                                |
| 4.1.1 (A)  | Parsing                                   | Supports with Exceptions | Some elements have same ID attribute on a page.                |
| 4.1.2 (A)  | Name, Role, Value                         | Supports with Exceptions | Some widgets do not have corrected Name, Role and Value.       |

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## Section 508 Chapter 3: Functional Performance Criteria – Detail

| Criteria | Description                                                                                                                                                                                           | Status                   | Remarks and Explanations                                                                                                                                   |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 302.1    | Without Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.                                                     | Supports with Exceptions | The product does not fully support users without vision, please see “W3C WCAG 2.0 Level A and AA for Web Application” table for more details.              |
| 302.2    | With Limited Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.                                 | Supports with Exceptions | The product does not fully support users with limited vision, please see “W3C WCAG 2.0 Level A and AA for Web Application” table for more details.         |
| 302.3    | Without Perception of Color. Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.                    | Supports with Exceptions | The product does not fully support users without perception of color, please see “W3C WCAG 2.0 Level A and AA for Web Application” table for more details. |
| 302.4    | Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.                                                 | Supports                 |                                                                                                                                                            |
| 302.5    | With Limited Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.                             | Supports                 |                                                                                                                                                            |
| 302.6    | Without Speech. Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.                                            | Supports                 |                                                                                                                                                            |
| 302.7    | With Limited Manipulation. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations. | Supports with Exceptions | The product does not fully support users with limited manipulation, please see “W3C WCAG 2.0 Level A and AA for Web Application” table for more details.   |

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|       |                                                                                                                                                                                                 |                          |                                                                                                                         |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------------------------------------------------------------------------------------------|
| 302.8 | With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.       | Supports                 |                                                                                                                         |
| 302.9 | With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier. | Supports with Exceptions | Support for users with limited language, cognitive, and learning abilities is vary and depends on the user's experience |

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## Section 508 Chapter 5: Software - Detail

| Criteria | Description                                                                                                                                                                              | Status                   | Remarks and Explanations                                                     |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------------------------------------------------------------------|
| 501.1    | Scope – Incorporation of WCAG 2.0                                                                                                                                                        | Supports with Exceptions | For exceptions, see “W3C WCAG 2.0 level A and AA for Web Application” table. |
| 502.2.1  | User Control of Accessibility Features. Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.    | Not Applicable           | This product is not a platform software.                                     |
| 502.2.2  | No Disruption of Accessibility Features. Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.                          | Supports with Exceptions | Some elements are not visible in high-contrast schemes.                      |
| 502.3.1  | Object Information. The object role, state(s), properties, boundary, name, and description shall be programmatically determinable                                                        | Not Applicable           | This product is not a platform software.                                     |
| 502.3.2  | Modification of Object Information. States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.            | Not Applicable           | This product is not a platform software.                                     |
| 502.3.3  | Row, Column, and Headers. If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable. | Not Applicable           | This product is not a platform software.                                     |
| 502.3.4  | Values. Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.                                                | Not Applicable           | This product is not a platform software.                                     |
| 502.3.5  | Modification of Values. Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.                                       | Not Applicable           | This product is not a platform software.                                     |
| 502.3.6  | Label Relationships. Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.           | Not Applicable           | This product is not a platform software.                                     |

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|          |                                                                                                                                                                                                                                                                  |                |                                          |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|------------------------------------------|
| 502.3.7  | Hierarchical Relationships. Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.                                                               | Not Applicable | This product is not a platform software. |
| 502.3.8  | Text. The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.                                                                                                                     | Not Applicable | This product is not a platform software. |
| 502.3.9  | Modification of Text. Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.                                                                                                                   | Not Applicable | This product is not a platform software. |
| 502.3.10 | List of Actions. A list of all actions that can be executed on an object shall be programmatically determinable.                                                                                                                                                 | Not Applicable | This product is not a platform software. |
| 502.3.11 | Actions on Objects. Applications shall allow assistive technology to programmatically execute available actions on objects.                                                                                                                                      | Not Applicable | This product is not a platform software. |
| 502.3.12 | Focus Cursor. Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.                                                                                        | Not Applicable | This product is not a platform software. |
| 502.3.13 | Modification of Focus Cursor. Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.                                               | Not Applicable | This product is not a platform software. |
| 502.3.14 | Event Notification. Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.                                  | Not Applicable | This product is not a platform software. |
| 502.4    | Platform Accessibility Features. Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces—Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below: | Not Applicable | This product is not a platform software. |

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|         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                                                                                     |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------------------------------------------------------|
|         | A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes;<br>B. Section 9.3.4 Provide adjustment of delay before key acceptance;<br>C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance;<br>D. Section 10.6.7 Allow users to choose visual alternative for audio output;<br>E. Section 10.6.8 Synchronize audio equivalents for visual events;<br>F. Section 10.6.9 Provide speech output services; and<br>G. Section 10.7.1 Display any captions provided. |                          |                                                                                     |
| 503.2   | User Preferences. Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.                                                                                                                                                                                                                                                                                                                                                  | Supports with Exceptions | Some elements are not visible in high-contrast schemes.                             |
| 503.3   | Alternative User Interfaces. Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.                                                                                                                                                                                                                                                                           | Not Applicable           | There is no alternate user interface used as assistive technology for this product. |
| 503.4.1 | Caption Controls. Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.                                                                                                                                                                                                                                                                              | Not Applicable           | There is no alternate user interface used as assistive technology for this product. |
| 503.4.2 | Audio Description Controls. Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.                                                                                                                                                                                                                                                          | Not Applicable           | User controls for volume adjustment are not provided.                               |
| 504.2   | Content Creation or Editing. Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall                                                                                                                          | Not Applicable           | This product is not an authoring tool.                                              |

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|         |                                                                                                                                                                                                                                                                                                                                                                   |                |                                        |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------------------------------|
|         | permit authors the option of overriding information required for accessibility.                                                                                                                                                                                                                                                                                   |                |                                        |
| 504.2.1 | Preservation of Information Provided for Accessibility in Format Conversion. Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.                                      | Not Applicable | This product is not an authoring tool. |
| 504.2.2 | PDF Export. Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1)                                                                                                                                                          | Not Applicable | This product is not an authoring tool. |
| 504.3   | Prompts. Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.                           | Not Applicable | This product is not an authoring tool. |
| 504.4   | Templates. Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool. | Not Applicable | This product is not an authoring tool. |

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## W3C WCAG 2.0 Level A and AA for Documentation – Detail

| Criteria   | Description                                          | Status                   | Remarks and Explanations                                                                                       |
|------------|------------------------------------------------------|--------------------------|----------------------------------------------------------------------------------------------------------------|
| 1.1.1 (A)  | Non text content                                     | Supports with Exceptions | Some non-text content does not fully support screen reader software.                                           |
| 1.2.1 (A)  | Audio-only and Video-only (Prerecorded)              | Not Applicable           | There is no multimedia content.                                                                                |
| 1.2.2 (A)  | Captions (Prerecorded)                               | Not Applicable           | There is no multimedia content.                                                                                |
| 1.2.3 (A)  | Audio Description or Media Alternative (Prerecorded) | Not Applicable           | There is no multimedia content.                                                                                |
| 1.2.4 (AA) | Captions (Live)                                      | Not Applicable           | There is no multimedia content.                                                                                |
| 1.2.5 (AA) | Audio Description (Prerecorded)                      | Not Applicable           | There is no multimedia content.                                                                                |
| 1.3.1 (A)  | Info and Relationships                               | Supports with Exceptions | Some data tables are not fully supported with screen reader. Some headings are not in logical hierarchy order. |
| 1.3.2 (A)  | Meaningful Sequence                                  | Supports                 |                                                                                                                |
| 1.3.3 (A)  | Sensory Characteristics                              | Supports                 |                                                                                                                |
| 1.4.1 (A)  | Use of Color                                         | Supports                 |                                                                                                                |
| 1.4.2 (A)  | Audio Control                                        | Supports                 |                                                                                                                |
| 1.4.3 (AA) | Contrast (Minimum)                                   | Supports with Exceptions | Some texts do not meet the color contrast minimum requirement.                                                 |
| 1.4.4 (AA) | Resize Text                                          | Supports                 |                                                                                                                |
| 1.4.5 (AA) | Images of Text                                       | Supports                 |                                                                                                                |
| 2.1.1 (A)  | Keyboard                                             | Supports                 |                                                                                                                |
| 2.1.2 (A)  | No Keyboard Trap                                     | Supports                 |                                                                                                                |
| 2.2.1 (A)  | Timing Adjustable                                    | Supports                 |                                                                                                                |
| 2.2.2 (A)  | Pause, Stop, Hide                                    | Supports                 |                                                                                                                |
| 2.3.1 (A)  | Three Flashes or Below Threshold                     | Supports                 |                                                                                                                |
| 2.4.1 (A)  | Bypass Blocks                                        | Supports                 |                                                                                                                |
| 2.4.2 (A)  | Page Titled                                          | Supports                 |                                                                                                                |
| 2.4.3 (A)  | Focus Order                                          | Supports with Exceptions | Some elements do not maintain a logical focus order.                                                           |
| 2.4.4 (A)  | Link Purpose (In Context)                            | Supports                 |                                                                                                                |
| 2.4.5 (AA) | Multiple Ways                                        | Supports                 |                                                                                                                |

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|            |                                           |                          |                                                          |
|------------|-------------------------------------------|--------------------------|----------------------------------------------------------|
| 2.4.6 (AA) | Headings and Labels                       | Supports                 |                                                          |
| 2.4.7 (AA) | Focus Visible                             | Supports with Exceptions | Some elements do not have visible focus.                 |
| 3.1.1 (A)  | Language of Page                          | Supports                 |                                                          |
| 3.1.2 (AA) | Language of Parts                         | Not Applicable           | There are no multiple languages phrases on a page.       |
| 3.2.1 (A)  | On Focus                                  | Supports                 |                                                          |
| 3.2.2 (A)  | On Input                                  | Supports                 |                                                          |
| 3.2.3 (AA) | Consistent Navigation                     | Supports                 |                                                          |
| 3.2.4 (AA) | Consistent Identification                 | Supports                 |                                                          |
| 3.3.1 (A)  | Error Identification                      | Supports                 |                                                          |
| 3.3.2 (A)  | Labels or Instructions                    | Supports                 |                                                          |
| 3.3.3 (AA) | Error Suggestion                          | Supports                 |                                                          |
| 3.3.4 (AA) | Error Prevention (Legal, Financial, Data) | Supports                 |                                                          |
| 4.1.1 (A)  | Parsing                                   | Supports                 |                                                          |
| 4.1.2 (A)  | Name, Role, Value                         | Supports with Exceptions | Some widgets do not have corrected Name, Role and Value. |

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## Section 508 Chapter 6: Support Documentation and Services – Detail

| Criteria | Description                                                                                                                                                                                                                                                                                                                | Status                   | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 602.2    | Accessibility and Compatibility Features. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology. | Does Not Support         | The documentation does not provide accessibility and compatibility features.                                                                                                                                                                                                                                                                                                                                                                  |
| 602.3    | Electronic Support Documentation. Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0.                                                                                                           | Supports with Exceptions | For exceptions, please see “WCAG 2.0 Level A and AA for Documentation” table.                                                                                                                                                                                                                                                                                                                                                                 |
| 602.4    | Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.                                                                                              | Supports                 |                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 603.2    | Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.                                                                                                                                                 | Supports                 | Contact Cisco accessibility team via email, <a href="mailto:accessibility@cisco.com">accessibility@cisco.com</a> for more information.                                                                                                                                                                                                                                                                                                        |
| 603.3    | Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.                                                                           | Supports                 | Cisco conforms through equal facilitation. Customers may reach Cisco Technical Assistance Center (TAC) via Phone, Email or Web Form. All cases open through email or web are opened as Priority 3 cases. All Priority 1 or Priority 2 case can only be opened via the telephone. TTY users must call the Text Relay Service (TRS) by dialing 711 or their state Video Relay Service (VRS) and have the TRS agent contact Cisco TAC via voice. |

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## Supporting Feature (Status) Terminology

The result of "Accessibility Testing" assists in the determination of the Supporting Features.

| Supporting Features or Status | Description                                                                                                                                                                                                                                                                                           |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Supports                      | Use this language when you determine the product fully meets the intent of the criteria or meets with equivalent facilitation. If the product meets equivalent facilitation, please document it in the "Remarks and Explanations" column.                                                             |
| Supports with Exceptions      | Use this language when you determine the product does not fully meet the intent of the criteria, but provides some level of access relative to the criteria. Please document the exception in the "Remarks and Explanations" column.                                                                  |
| Does not Support              | Use this language when you determine the product does not meet the intent of the criteria. Please document the reason in the "Remarks and Explanations" column.                                                                                                                                       |
| Not Applicable                | Use this language when you determine that the criteria do not apply to the specific product. For example, many web applications do not have video content the "Not Applicable" can be used. Please state, "The application does not have any video content" in the "Remarks and Explanations" column. |
| Not Evaluated                 | Use this language when the product has not been evaluated.                                                                                                                                                                                                                                            |

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