Cisco Accessibility Conformance Report
VPAT® Version 2.0

Name of Product/Version: Connected Refinery Starter Kit v2.0.0
Product Description: It is a software product with a web based user interface. There are real-time and historical reports for end users.
Date: February 19, 2018
Contact Information: 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

<table>
<thead>
<tr>
<th>Standard/Guideline</th>
<th>Included In Report</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>W3C WCAG 2.0 Level A and AA for Web application</td>
<td>Included</td>
<td>Connected Refinery Starter Kit</td>
</tr>
<tr>
<td>Section 508 Chapter 3: Functional Performance Criteria</td>
<td>Included</td>
<td>Connected Refinery Starter Kit</td>
</tr>
<tr>
<td>Section 508 Chapter 4: Hardware</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>W3C WCAG 2.0 Level A and AA for Software application</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>Section 508 Chapter 5: Software</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>W3C WCAG 2.0 Level A and AA for Documentation</td>
<td>Included</td>
<td>Pdf document</td>
</tr>
<tr>
<td>Section 508 Chapter 6: Support Documentation and Services</td>
<td>Included</td>
<td>Pdf document</td>
</tr>
</tbody>
</table>

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For more information, please contact: accessibility@cisco.com

Last Updated: February 19, 2018
## W3C WCAG 2.0 Level A and AA for Web Application – Detail

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Description</th>
<th>Status</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1.1 (A)</td>
<td>Non text content</td>
<td>Does Not Support</td>
<td>The non-text elements on the webpage does not have text alternative.</td>
</tr>
<tr>
<td>1.2.1 (A)</td>
<td>Audio-only and Video-only (Prerecorded)</td>
<td>Not Applicable</td>
<td>There is no pre-recorded audio only/video only content in the webpage.</td>
</tr>
<tr>
<td>1.2.2 (A)</td>
<td>Captions (Prerecorded)</td>
<td>Not Applicable</td>
<td>There is no pre-recorded audio/video content in the webpage.</td>
</tr>
<tr>
<td>1.2.3 (A)</td>
<td>Audio Description or Media Alternative (Prerecorded)</td>
<td>Not Applicable</td>
<td>There is no pre-recorded audio/video content in the webpage.</td>
</tr>
<tr>
<td>1.2.4 (AA)</td>
<td>Captions (Live)</td>
<td>Not Applicable</td>
<td>There is no live audio/video content in the webpage.</td>
</tr>
<tr>
<td>1.2.5 (AA)</td>
<td>Audio Description (Prerecorded)</td>
<td>Not Applicable</td>
<td>There is no pre-recorded audio content in the webpage.</td>
</tr>
<tr>
<td>1.3.1 (A)</td>
<td>Info and Relationships</td>
<td>Does Not Support</td>
<td>The headers, data tables and form fields are not accessible for screen reader and keyboard users.</td>
</tr>
<tr>
<td>1.3.2 (A)</td>
<td>Meaningful Sequence</td>
<td>Supports with Exceptions</td>
<td>Some of the contents are not read in meaningful sequence by the screen reader.</td>
</tr>
<tr>
<td>1.3.3 (A)</td>
<td>Sensory Characteristics</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>1.4.1 (A)</td>
<td>Use of Color</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>1.4.2 (A)</td>
<td>Audio Control</td>
<td>Not Applicable</td>
<td>There is no audio that is played automatically in the webpage.</td>
</tr>
<tr>
<td>1.4.3 (AA)</td>
<td>Contrast (Minimum)</td>
<td>Supports with Exceptions</td>
<td>Some elements are not visible under high contrast. Some elements do not meet the minimum contrast ratio.</td>
</tr>
<tr>
<td>1.4.4 (AA)</td>
<td>Resize Text</td>
<td>Supports with Exceptions</td>
<td>Some of the contents are not available after zooming the webpage to 200 percent.</td>
</tr>
<tr>
<td>1.4.5 (AA)</td>
<td>Images of Text</td>
<td>Not Applicable</td>
<td>There is no images of text on the webpage.</td>
</tr>
<tr>
<td>2.1.1 (A)</td>
<td>Keyboard</td>
<td>Does Not Support</td>
<td>The webpage is not accessible by</td>
</tr>
<tr>
<td>Section</td>
<td>Requirement</td>
<td>Score</td>
<td>Result</td>
</tr>
<tr>
<td>---------</td>
<td>--------------</td>
<td>-------</td>
<td>--------</td>
</tr>
<tr>
<td>2.1.2 (A)</td>
<td>No Keyboard Trap</td>
<td>Does Not Support</td>
<td>The webpage is not accessible by keyboard users.</td>
</tr>
<tr>
<td>2.2.1 (A)</td>
<td>Timing Adjustable</td>
<td>Not Applicable</td>
<td>There is no session time out in the webpage.</td>
</tr>
<tr>
<td>2.2.2 (A)</td>
<td>Pause, Stop, Hide</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>2.3.1 (A)</td>
<td>Three Flashes or Below Threshold</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>2.4.1 (A)</td>
<td>Bypass Blocks</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>2.4.2 (A)</td>
<td>Page Titled</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>2.4.3 (A)</td>
<td>Focus Order</td>
<td>Does Not Support</td>
<td>The webpage does not support the keyboard users.</td>
</tr>
<tr>
<td>2.4.4 (A)</td>
<td>Link Purpose (In Context)</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>2.4.5 (AA)</td>
<td>Multiple Ways</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>2.4.6 (AA)</td>
<td>Headings and Labels</td>
<td>Does Not Support</td>
<td>The webpage does not use any headings.</td>
</tr>
<tr>
<td>2.4.7 (AA)</td>
<td>Focus Visible</td>
<td>Does Not Support</td>
<td>The focus on the elements are not visible on the webpage.</td>
</tr>
<tr>
<td>3.1.1 (A)</td>
<td>Language of Page</td>
<td>Supports with Exceptions</td>
<td>The webpage does not have LANG attribute defined.</td>
</tr>
<tr>
<td>3.1.2 (AA)</td>
<td>Language of Parts</td>
<td>Not Applicable</td>
<td>There is only one language used.</td>
</tr>
<tr>
<td>3.2.1 (A)</td>
<td>On Focus</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>3.2.2 (A)</td>
<td>On Input</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>3.2.3 (AA)</td>
<td>Consistent Navigation</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>3.2.4 (AA)</td>
<td>Consistent Identification</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>3.3.1 (A)</td>
<td>Error Identification</td>
<td>Supports with Exceptions</td>
<td>The webpage does not provide assistance in correcting invalid input entered by users.</td>
</tr>
<tr>
<td>3.3.2 (A)</td>
<td>Labels or Instructions</td>
<td>Supports with Exceptions</td>
<td>Some forms do not have required field indicator and some form fields should have instructions for special formats.</td>
</tr>
<tr>
<td>3.3.3 (AA)</td>
<td>Error Suggestion</td>
<td>Supports with Exceptions</td>
<td>The webpage does not provide suggestions to correct the user errors.</td>
</tr>
<tr>
<td>3.3.4 (AA)</td>
<td>Error Prevention (Legal, Financial, Data)</td>
<td>Not Applicable</td>
<td>There is no legal/financial data in the</td>
</tr>
<tr>
<td>Test Case</td>
<td>Description</td>
<td>Result</td>
<td></td>
</tr>
<tr>
<td>-----------</td>
<td>-------------</td>
<td>--------</td>
<td></td>
</tr>
<tr>
<td>4.1.1 (A)</td>
<td>Parsing</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>4.1.2 (A)</td>
<td>Name, Role, Value</td>
<td>Supports with Exceptions</td>
<td>The name and role of some elements are not announced by the screen reader.</td>
</tr>
</tbody>
</table>
### Section 508 Chapter 3: Functional Performance Criteria – Detail

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Description</th>
<th>Status</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>302.1</td>
<td>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.</td>
<td>Supports with Exceptions</td>
<td>The product does not fully support users without vision, please “Section 508 Chapter W3C WCAG 2.0 Level A and AA for Web Application” table for more details.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
<td>Supports</td>
<td>The product does not require user reach and strength.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>302.9</td>
<td>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.</td>
<td>Supports with Exceptions</td>
<td>Support for users with limited language, cognitive, and learning abilities vary and depends on the user’s experience.</td>
</tr>
</tbody>
</table>
W3C WCAG 2.0 Level A and AA for Documentation – Detail

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Description</th>
<th>Status</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1.1 (A)</td>
<td>Non text content</td>
<td>Does Not Support</td>
<td>The documentation does not provide text alternative for screenshots and images.</td>
</tr>
<tr>
<td>1.2.1 (A)</td>
<td>Audio-only and Video-only (Prerecorded)</td>
<td>Not Applicable</td>
<td>There is no pre-recorded audio only/video only content in the documentation.</td>
</tr>
<tr>
<td>1.2.2 (A)</td>
<td>Captions (Prerecorded)</td>
<td>Not Applicable</td>
<td>There is no pre-recorded audio/video in the documentation.</td>
</tr>
<tr>
<td>1.2.3 (A)</td>
<td>Audio Description or Media Alternative (Prerecorded)</td>
<td>Not Applicable</td>
<td>There is no pre-recorded audio/video in the documentation.</td>
</tr>
<tr>
<td>1.2.4 (AA)</td>
<td>Captions (Live)</td>
<td>Not Applicable</td>
<td>There is no live audio/video in the document.</td>
</tr>
<tr>
<td>1.2.5 (AA)</td>
<td>Audio Description (Prerecorded)</td>
<td>Not Applicable</td>
<td>There is no pre-recorded audio content in the documentation.</td>
</tr>
<tr>
<td>1.3.1 (A)</td>
<td>Info and Relationships</td>
<td>Supports with Exceptions</td>
<td>Some data tables do not fully support screen reader software.</td>
</tr>
<tr>
<td>1.3.2 (A)</td>
<td>Meaningful Sequence</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>1.3.3 (A)</td>
<td>Sensory Characteristics</td>
<td>Supports</td>
<td></td>
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<td>1.4.1 (A)</td>
<td>Use of Color</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>1.4.2 (A)</td>
<td>Audio Control</td>
<td>Not Applicable</td>
<td>There is no audio in the documentation.</td>
</tr>
<tr>
<td>1.4.3 (AA)</td>
<td>Contrast (Minimum)</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>1.4.4 (AA)</td>
<td>Resize Text</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>1.4.5 (AA)</td>
<td>Images of Text</td>
<td>Not Applicable</td>
<td>There is no image of text in the documentation.</td>
</tr>
<tr>
<td>2.1.1 (A)</td>
<td>Keyboard</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>2.1.2 (A)</td>
<td>No Keyboard Trap</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>2.2.1 (A)</td>
<td>Timing Adjustable</td>
<td>Not Applicable</td>
<td>There is no session time out in the documentation.</td>
</tr>
<tr>
<td>2.2.2 (A)</td>
<td>Pause, Stop, Hide</td>
<td>Not Applicable</td>
<td>There is no flashing content in the documentation.</td>
</tr>
<tr>
<td>2.3.1 (A)</td>
<td>Three Flashes or Below Threshold</td>
<td>Not Applicable</td>
<td>There is no flashing content in the documentation.</td>
</tr>
</tbody>
</table>

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For more information, please contact: accessibility@cisco.com  Last Updated: February 19, 2018
<table>
<thead>
<tr>
<th>Section</th>
<th>Feature</th>
<th>Compliance</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.4.1 (A)</td>
<td>Bypass Blocks</td>
<td>Not Applicable</td>
<td>This is not required for non-web documentation.</td>
</tr>
<tr>
<td>2.4.2 (A)</td>
<td>Page Titled</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>2.4.3 (A)</td>
<td>Focus Order</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>2.4.4 (A)</td>
<td>Link Purpose (In Context)</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>2.4.5 (AA)</td>
<td>Multiple Ways</td>
<td>Not Applicable</td>
<td>This is not required for non-web documentation.</td>
</tr>
<tr>
<td>2.4.6 (AA)</td>
<td>Headings and Labels</td>
<td>Supports with Exceptions</td>
<td>The documentation does not support headings for the screen reader users.</td>
</tr>
<tr>
<td>2.4.7 (AA)</td>
<td>Focus Visible</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>3.1.1 (A)</td>
<td>Language of Page</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>3.1.2 (AA)</td>
<td>Language of Parts</td>
<td>Not Applicable</td>
<td>There is only one language used in the documentation.</td>
</tr>
<tr>
<td>3.2.1 (A)</td>
<td>On Focus</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>3.2.2 (A)</td>
<td>On Input</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>3.2.3 (AA)</td>
<td>Consistent Navigation</td>
<td>Not Applicable</td>
<td>This is not required for non-web documentation.</td>
</tr>
<tr>
<td>3.2.4 (AA)</td>
<td>Consistent Identification</td>
<td>Not Applicable</td>
<td>This is not required for non-web documentation.</td>
</tr>
<tr>
<td>3.3.1 (A)</td>
<td>Error Identification</td>
<td>Not Applicable</td>
<td>The documentation does not support the error messages.</td>
</tr>
<tr>
<td>3.3.2 (A)</td>
<td>Labels or Instructions</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>3.3.3 (AA)</td>
<td>Error Suggestion</td>
<td>Not Applicable</td>
<td>The documentation does not support the error messages.</td>
</tr>
<tr>
<td>3.3.4 (AA)</td>
<td>Error Prevention (Legal, Financial, Data)</td>
<td>Not Applicable</td>
<td>There is no legal, financial data in the documentation.</td>
</tr>
<tr>
<td>4.1.1 (A)</td>
<td>Parsing</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>4.1.2 (A)</td>
<td>Name, Role, Value</td>
<td>Supports</td>
<td></td>
</tr>
</tbody>
</table>
### Section 508 Chapter 6: Support Documentation and Services – Detail

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Description</th>
<th>Status</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>602.2</td>
<td>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.</td>
<td>Does Not Support</td>
<td>There is no accessibility feature section in the documentation.</td>
</tr>
<tr>
<td>602.3</td>
<td>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.</td>
<td>Supports with Exception</td>
<td>See “WCAG 2.0 Level A and AA” table for documentation.</td>
</tr>
<tr>
<td>602.4</td>
<td>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.</td>
<td>Supports</td>
<td>Electronic format is used for documentation.</td>
</tr>
<tr>
<td>603.2</td>
<td>Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.</td>
<td>Supports</td>
<td>Contact Cisco accessibility team via email, <a href="mailto:accessibility@cisco.com">accessibility@cisco.com</a> for more information.</td>
</tr>
<tr>
<td>603.3</td>
<td>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.</td>
<td>Supports</td>
<td>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.</td>
</tr>
</tbody>
</table>

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Last Updated: February 19, 2018
**Supporting Feature (Status) Terminology**

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

<table>
<thead>
<tr>
<th>Supporting Features or Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supports</td>
<td>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.</td>
</tr>
<tr>
<td>Supports with Exceptions</td>
<td>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.</td>
</tr>
<tr>
<td>Does not Support</td>
<td>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.</td>
</tr>
<tr>
<td>Not Applicable</td>
<td>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 &quot;Not Applicable&quot; can be used. Please state, &quot;The application does not have any video content&quot; in the “Remarks and Explanations” column.</td>
</tr>
<tr>
<td>Not Evaluated</td>
<td>Use this language when the product has not been evaluated.</td>
</tr>
</tbody>
</table>