[Avaya] Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Device Enrollment Services 3.x

Product Description: The DES is a server that sits in the Internet and provides a mechanism for Avaya phones to be securely redirected to the correct configuration server that will be serving the phones. When phones are unpacked out of a box and plugged in, the phone is hardcoded to contact the DES and retrieve information that will redirect them to the proper configuration server via HTTPS.

Date: 24-OCT-19

Contact information: DES Support <dessupport@avaya.com>

Notes:

Evaluation Methods Used: Testing is based on general product knowledge

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-_	Level A (Yes)

WCAG20-20081211/	Level AA (<u>Yes</u>) Level AAA (Yes**)**
[Revised Section 508 standards](#) as published by the U.S. Access Board in the Federal Register on January 18, 2017 [Corrections to the ICT Final Rule](#) as published by the US Access Board in the Federal Register on January 22, 2018	(<u>Yes</u>)

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.
- **Supports with Exceptions**: 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:

- 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports with Exceptions**	Majority of the product is conforming to this criterion. Certain controls don't have text alternative which is planned to get added in the future releases.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	Product does not have Audio.
1.2.2 Captions (Prerecorded) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	Product does not have Audio.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	Product does not have Audio.
1.3.1 Info and Relationships (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports with Exceptions**	Some components in DES uses third party libraries whose current version is not fully complaint to 508 accessibility standards. The plan is to address this in the future releases.
1.3.2 Meaningful Sequence (Level A) 2017 Section 508 • 501 (Web)(Software)	**Supports**	The web page data sequence like data in tables, tree hierarchy and relationships are retrieved programmatically through the APIs based on the

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		default/selected sorting and searching order.
1.3.3 Sensory Characteristics (Level A) Also applies to: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	There is no information in DES pages that is only based on shape, size,orientation or location. For the web pages that are using the charts and graphs have equivalent text information associated with them.
1.4.1 Use of Color (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports with Exeptions**	Dashboard graph widget does not conform to this criterion. The plan is to address this in the future releases.
1.4.2 Audio Control (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	Product does not have Audio.
2.1.1 Keyboard (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports with Exceptions**	Users can create and edit a site, create and edit accounts/ users using keyboard. Left navigation page has some limitations.. Keyboard only navigation does not work for side bar (left side navigation panel) for menu items with sub-menus. The plan is to address this in the future releases.
2.1.2 No Keyboard Trap (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports with Exceptions**	Keyboard only navigation does not work for side bar (left side navigation panel) for menu items with sub-menus. The plan is to address this in the future releases.
2.2.1 Timing Adjustable (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports with Exceptions**	There is only one operation in DES that requires user to be responded within a specific time. The operation which requires timely response is the account sign-up page which requires user to fill in the account sign-up request page within stipulated amount

Criteria	Conformance Level	Remarks and Explanations
		of time. Captcha token refresh is not performed now and cannot be turned off. The plan is to address this in the future releases.
2.2.2 Pause, Stop, Hide (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	There is no information that comes scrolling,moving or blinking in DES. Only action complete notifications are displayed on top-right corner of page on completion of operation. Moreover, this does not hinders the user from using other operations in the page.
2.3.1 Three Flashes or Below Threshold (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Nothing in web page flashes for 3 times a second.
2.4.1 Bypass Blocks (Level A) 2017 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**	There are web browser provided keyboard shortcuts to move the user focus to the top and bottom of the page. DES pages conforms to those shortcuts.
2.4.2 Page Titled (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The pages in DES have page titles that describes topic or purpose.
2.4.3 Focus Order (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports with Exceptions**	Related services are grouped under a common menu item and a sequential navigation order is maintained across all menu items to provide improved continuity. Focus order is not maintained for side bar (left side navigation panel) for menu items with sub-menus
2.4.4 Link Purpose (In Context) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	**Supports**	The purpose of each link in DES pages can be determined by the link text. Also, in addition the title provides continuity between the link clicked on and the web page where the user lands on.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
3.1.1 Language of Page (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	The default human language of each Web page can be programmatically determined.
3.2.1 On Focus (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In DES pages, whenever any input element receives a focus , there is no event triggered or change of context.
3.2.2 On Input (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In DES pages, there is no context change due to clicking on links,tabs or during input to any components like text fields.
3.3.1 Error Identification (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Error identification are provided for the wrong inputs in most of the pages. A more informative error message is displayed to user on the input errors.
3.3.2 Labels or Instructions (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	DES pages do have appropriate labels/messages wherever user input is required.
4.1.1 Parsing (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	All the DES pages using the markup language has proper start and end tags and other specifications of the markup language is also followed.
4.1.2 Name, Role, Value (Level A)	**Supportswith**	

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Exceptions**	All the user interface components except Table component used in DES have all the standard attributes/event handlers

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	Web pages do not have Time-based Media
1.2.5 Audio Description (Prerecorded) (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	Web pages do not have Time-based Media
1.4.3 Contrast (Minimum) (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Does Not Support**	Current contrast ratio is below the defined threshold. The plan is to address this in the future releases.
1.4.4 Resize text (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	DES conforms to this criterion. User can use the keyboard shortcuts to zoom-in and zoom-out to change the scale of the content. All the content scales uniformly, and the user agent provides scroll bars, if necessary. When page is zoomed beyond 150% the Banner lose position and overlap table menu. The plan is to address this in the future releases.

Criteria	Conformance Level	Remarks and Explanations

1.4.5 Images of Text (Level AA)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	DES UI pages does not contain any images for Text except the Avaya "*A*" logo

2.4.5 Multiple Ways (Level AA)
Also applies to:
2017 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	DES has only 1 way to navigate to a page. These are navigation menu links.

2.4.6 Headings and Labels (Level AA)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	DES pages have the meaningful heading and labels that are clear and descriptive of the purpose

2.4.7 Focus Visible (Level AA)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Does not Support	The keyboard focus indicator is not visible on the focused field as per the general guidelines. The plan is to address this in the future releases.

3.1.2 Language of Parts (Level AA)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Does not Support	DES page language is not programmatically identifiable. The plan is to address this in the future releases.

3.2.3 Consistent Navigation (Level AA)
2017 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	DES pages provide consistent navigation

3.2.4 Consistent Identification (Level AA)	**Supports**	Icons used on DES pages are consistent across entire

Criteria	Conformance Level	Remarks and Explanations
2017 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		application
3.3.3 Error Suggestion (Level AA) • 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	All error messages that are displayed in the screen for all failed transactions are displayed with more informative error messages.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Checked**	In DES pages, data entered by the user is checked for input errors and the user is provided an opportunity to correct them.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	**Not evaluated**	With manual testing this can't be validated.
302.2 With Limited Vision	**Supports with Exceptions**	The parts of DES Site that cannot be operated using the keyboard alone have significantly large target areas that would not cause problems for

Criteria	Conformance Level	Remarks and Explanations
		people with fine motor control or limited reach and strength
302.3 Without Perception of Color	**Supports**	Widget in Dashboard does not conform. The plan is to address this in the future releases.
302.4 Without Hearing	**Not Applicable**	Software has no audio.
302.5 With Limited Hearing	**Not Applicable**	Software has no audio.
302.6 Without Speech	**Not Applicable**	Software has no spoken mode
302.7 With Limited Manipulation	**Supports with Exception**	Dashboard and side-bar navigation do not conform.
302.8 With Limited Reach and Strength	**Not Applicable**	This is a web only application
302.9 With Limited Language, Cognitive, and Learning Abilities	**Not evaluated**	With manual testing this can't be validated

Chapter 4: Hardware

Notes: This section is not applicable to "Avaya Device Enrollment Services" as it's a software (web) only application.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	**Not Applicable**	This is a web only application
402.2.2 Transactional Outputs	**Not Applicable**	This is a web only application
402.2.3 Speech Delivery Type and Coordination	**Not Applicable**	This is a web only application
402.2.4 User Control	**Not Applicable**	This is a web only application
402.2.5 Braille Instructions	**Not Applicable**	This is a web only application
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	**Not Applicable**	This is a web only application
402.3.2 Non-private Listening	**Not Applicable**	This is a web only application
402.4 Characters on Display Screens	**Not Applicable**	This is a web only application
402.5 Characters on Variable Message Signs	**Not Applicable**	This is a web only application
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	**Not Applicable**	This is a web only application
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	**Not Applicable**	This is a web only application
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	**Not Applicable**	This is a web only application
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	**Not Applicable**	This is a web only application
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	**Not Applicable**	This is a web only application
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	**Not Applicable**	This is a web only application
407.3.2 Alphabetic Keys	**Not Applicable**	This is a web only application

Criteria	Conformance Level	Remarks and Explanations
407.3.3 Numeric Keys	**Not Applicable**	This is a web only application
407.4 Key Repeat	**Not Applicable**	This is a web only application
407.5 Timed Response	**Not Applicable**	This is a web only application
407.6 Operation	**Not Applicable**	This is a web only application
407.7 Tickets, Fare Cards, and Keycards	**Not Applicable**	This is a web only application
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	**Not Applicable**	This is a web only application
407.8.1.1 Vertical Plane for Side Reach	**Not Applicable**	This is a web only application
407.8.1.2 Vertical Plane for Forward Reach	**Not Applicable**	This is a web only application
407.8.2 Side Reach	**Not Applicable**	This is a web only application
407.8.2.1 Unobstructed Side Reach	**Not Applicable**	This is a web only application
407.8.2.2 Obstructed Side Reach	**Not Applicable**	This is a web only application
407.8.3 Forward Reach	**Not Applicable**	This is a web only application
407.8.3.1 Unobstructed Forward Reach	**Not Applicable**	This is a web only application
407.8.3.2 Obstructed Forward Reach	**Not Applicable**	This is a web only application
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	**Not Applicable**	This is a web only application
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	**Not Applicable**	This is a web only application
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	**Not Applicable**	This is a web only application
408.3 Flashing	**Not Applicable**	This is a web only application
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	**Not Applicable**	This is a web only application
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	**Not Applicable**	This is a web only application
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	**Not Applicable**	This is a web only application
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	**Not Applicable**	This is a web only application

Criteria	Conformance Level	Remarks and Explanations
412.2.2 Volume Gain for Non-Wireline ICT	**Not Applicable**	This is a web only application
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	**Not Applicable**	This is a web only application
412.3.2 Wireline Handsets	**Not Applicable**	This is a web only application
412.4 Digital Encoding of Speech	**Not Applicable**	This is a web only application
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	**Not Applicable**	This is a web only application
412.7 Video Communication	**Not Applicable**	This is a web only application
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	**Not Applicable**	This is a web only application
412.8.2 Voice and Hearing Carry Over	**Not Applicable**	This is a web only application
412.8.3 Signal Compatibility	**Not Applicable**	This is a web only application
412.8.4 Voice Mail and Other Messaging Systems	**Not Applicable**	This is a web only application
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	**Not Applicable**	This is a web only application
413.1.2 Pass-Through of Closed Caption Data	**Not Applicable**	This is a web only application
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	**Not Applicable**	This is a web only application
414.1.2 Other ICT	**Not Applicable**	This is a web only application
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	**Not Applicable**	This is a web only application
415.1.2 Audio Description Controls	**Not Applicable**	This is a web only application

Chapter 5: Software

Notes: 502 and 503 are not applicable to "Avaya Device Enrollment Services" as it's a web only application

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	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
502.2.1 User Control of Accessibility Features	**Not Applicable**	This is a web only application

Criteria	Conformance Level	Remarks and Explanations
502.2.2 No Disruption of Accessibility Features	**Not Applicable**	This is a web only application
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	**Not Applicable**	This is a web only application
502.3.2 Modification of Object Information	**Not Applicable**	This is a web only application
502.3.3 Row, Column, and Headers	**Not Applicable**	This is a web only application
502.3.4 Values	**Not Applicable**	This is a web only application
502.3.5 Modification of Values	**Not Applicable**	This is a web only application
502.3.6 Label Relationships	**Not Applicable**	This is a web only application
502.3.7 Hierarchical Relationships	**Not Applicable**	This is a web only application
502.3.8 Text	**Not Applicable**	This is a web only application
502.3.9 Modification of Text	**Not Applicable**	This is a web only application
502.3.10 List of Actions	**Not Applicable**	This is a web only application
502.3.11 Actions on Objects	**Not Applicable**	This is a web only application
502.3.12 Focus Cursor	**Not Applicable**	This is a web only application
502.3.13 Modification of Focus Cursor	**Not Applicable**	This is a web only application
502.3.14 Event Notification	**Not Applicable**	This is a web only application
502.4 Platform Accessibility Features	**Not Applicable**	This is a web only application
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	**Not Applicable**	This is a web only application
503.3 Alternative User Interfaces	**Not Applicable**	This is a web only application
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	**Not Applicable**	This is a web only application
503.4.2 Audio Description Controls	**Not Applicable**	This is a web only application
504 Authoring Tools	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 information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	**Not Applicable**	DES is not an authoring tool.
504.2.2 PDF Export	**Not Applicable**	DES is not an authoring tool.
504.3 Prompts	**Not Applicable**	DES is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
504.4 Templates	**Not Applicable**	DES is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	**Does Not Support**	Documentation that explains how to use the accessibility and compatibility features is not available
602.3 Electronic Support Documentation	See [WCAG 2.0](#) section	See information in WCAG section.
602.4 Alternate Formats for Non-Electronic Support Documentation	**Supports**	DES documentation is available in PDF format in addition to online help which can be downloaded and printed.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	**Does Not Support**	Documentation that explains how to use the accessibility and compatibility features is not available
603.3 Accommodation of Communication Needs	**Supports**	Customers can contact the DES Support team for any sort of support required on the product through Mail.

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