

VPAT for HCL BigFix v10.0

VPAT comments: _____

VPAT Summary

Criteria	Status	Remarks and Explanations
1194.21 Software Applications and Operating Systems	Supports with exceptions	Refer to Section 1194.21 in VPAT Details section below.
1194.22 Web-based Internet information and applications	Supports with exceptions	Refer to Section 1194.22 in VPAT Details section below.
1194.23 Telecommunications Products	Not Applicable	Not Applicable
1194.24 Video and Multi-media Products	Not Applicable	Not Applicable
1194.25 Self-Contained, Closed Products	Not Applicable	Not Applicable
1194.26 Desktop and Portable Computers	Not Applicable	Not Applicable
1194.31 Functional Performance Criteria	Supports with exceptions	Refer to Section 1194.31 in VPAT Details section below.
1194.41 Information, documentation, and support	Supports	Refer to Section 1194.41 in VPAT Details section below.

VPAT Details

1194.21 Software Applications and Operating Systems

Criteria	Supporting Features	Remarks and Explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable	Supports with exceptions	<ul style="list-style-type: none"> The following components meet this criterion:

<p>from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>		<ul style="list-style-type: none"> ○ Platform - Client UI - Keyboard equivalents are provided for all actions. • The following components do not meet this criterion: <ul style="list-style-type: none"> ○ While keyboard equivalents are available for some actions, focus issues cause problems tabbing, selecting and navigating throughout the dashboard panels, which in turn creates problems with JAWS reading labels and data. <ul style="list-style-type: none"> ▪ Patch ▪ Platform Console
<p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ Platform - Client UI - Does not interfere with keyboard accessibility features provided by the operating system. • The following components do not meet this criterion: <ul style="list-style-type: none"> ○ The left-hand console navigation - which is part of the main platform, does not properly handle focus with tab, shift-tab., creating navigation and JAWS reading issues. <ul style="list-style-type: none"> ▪ Patch ▪ Platform Console
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology</p>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ Platform - Client UI - A visual focus indicator that moves among interactive objects as the input focus changes and is programmatically exposed to assistive technology is provided.

<p>can track focus and focus changes.</p>		<ul style="list-style-type: none"> • The following components do not meet this criterion: <ul style="list-style-type: none"> ○ The left-hand console navigation - which is part of the main platform, does not properly handle focus with tab, shift-tab., creating navigation and JAWS reading issues. <ul style="list-style-type: none"> ▪ Patch ▪ Platform Console
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ Patch - Controls, objects, icons and images have a consistent associated label. Semantic information on user interface objects is provided. ○ Platform - Client UI - Semantic information is provided about user interface objects. Labels are associated with controls, objects, icons and images. The meaning of images are consistent throughout the application. • The following components do not meet this criterion: <ul style="list-style-type: none"> ○ Platform Console - Testing completed, not all information conveyed by images is available in text at this time. Testing completed, labels are not associate with controls, objects, icons and images throughout the application.
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ Patch - Controls, objects, icons and images have a consistent associated label. ○ Platform - Client UI - Labels are associated with

		<p>controls, objects, icons and images. The meaning of images are consistent throughout the application.</p> <ul style="list-style-type: none"> • The following components do not meet this criterion: <ul style="list-style-type: none"> ○ Platform Console - Testing completed, labels are not associate with controls, objects, icons and images throughout the application.
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> • The following components meet this criterion: Text is provided through standard system function calls or through an API (application programming interface) which supports interaction with assistive technology. <ul style="list-style-type: none"> ○ Patch ○ Platform - Client UI • The following components do not meet this criterion: <ul style="list-style-type: none"> ○ Platform Console - Testing completed, text through standard system function calls to support interaction with assistive technology is not provided at this time.
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports: System settings are inherited by the application so that customized preferences will not need to be continually reset. For example, color contrast settings enhanced for a low vision user would be preserved by the application.</p>	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ Patch - System settings for high contrast for all user interface controls and client area content are supported. System settings for font, size, and color for all user interface controls are inherited. ○ Platform Console - High contrast setting supported UI Controls inherit system settings. ○ Platform - Client UI - System settings are inherited for font, size, and

		color for all elements of the user interface. Systems settings are supported for high contrast for all user interface controls and client area content.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	<ul style="list-style-type: none"> • The following components do not apply to this criterion: <ul style="list-style-type: none"> ○ Patch - Animation is not used. ○ Platform Console - No animation is used. ○ Platform - Client UI - Animation is not used.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports: Color is used only as an enhancement, and an alternate means to convey information or indicate an action is available to users with visual impairments.	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ Patch - Color is not used as an enhancement nor as a way to convey information or indicate an action. ○ Platform Console - Color not used to convey information ○ Platform - Client UI - Color is only used as an enhancement, not as the only way to convey information or indicate an action.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	<ul style="list-style-type: none"> • The following components do not apply to this criterion: <ul style="list-style-type: none"> ○ Patch - Color customization is not supported. ○ Platform Console - Color customization is not supported ○ Platform - Client UI - Color customization is not supported.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports: The use of blinking text, objects or elements has been avoided, reducing risk of seizures for users	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ Patch - Flashing or blinking text or objects are not used.

	with photosensitive epilepsy.	<ul style="list-style-type: none"> ○ Platform Console - There is no Flashing content. ○ Platform - Client UI - Does not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.
(l) When electronic forms are used, 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.	Supports with exceptions	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ Platform - Client UI - Form fields allow assistive technology to access the information, field elements and functionality required for completion and submission of the form, including all directions and cues. • The following components do not meet this criterion: <ul style="list-style-type: none"> ○ Patch - Not all forms allow people using assistive technology to access the information adequately. ○ Platform Console - Testing completed, electronic forms are not supported for assistive technology at this time.

1194.22 Web-based Internet information and applications

Criteria	Supporting Features	Remarks and Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with exceptions	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ All non-text content that is presented to the user has a text alternative that serves the equivalent purpose. <ul style="list-style-type: none"> ▪ WebUI • The following components do not meet this criterion: <ul style="list-style-type: none"> ○ Platform Web Reports - Testing completed, text

		alternatives are not supported at this time.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	<ul style="list-style-type: none"> • The following components do not apply to this criterion: <ul style="list-style-type: none"> ○ Platform Web Reports - Product does not use audio content. Product does not use multimedia ○ No prerecorded audio. ○ WebUI - No time-based media or prerecorded video. No live multimedia.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Does not support	<ul style="list-style-type: none"> • The following components do not meet this criterion: <ul style="list-style-type: none"> ○ Platform Web Reports - Testing completed, color is used to distinguish a visual element. ○ WebUI - Color is the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Does not support	<ul style="list-style-type: none"> • The following components do not meet this criterion: <ul style="list-style-type: none"> ○ Platform Web Reports - Ability to read web pages without style sheets is not supported at this time. ○ WebUI - Web pages are not readable without requiring style sheets and equivalent facilitation is not provided.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Supports: Text links are utilized for any server-side maps to provide URL information when the map is activated so users can tell where they are being redirected to.	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ WebUI - Client-side image maps are used and alternative text is provided for image map hot spots. Equivalent text links are provided for server-side image maps. • The following components do not apply to this criterion:

		<ul style="list-style-type: none"> ○ Platform Web Reports - Product does not use client-side image maps ○ WebUI - No image maps.
<p>(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.</p>	<p>Supports: Alternative text is utilized for any client-side image maps to provide URL information when the map is activated so users can tell where they are being redirected to.</p>	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ WebUI - Client-side image maps are used and alternative text is provided for image map hot spots. Equivalent text links are provided for server-side image maps. • The following components do not apply to this criterion: <ul style="list-style-type: none"> ○ Platform Web Reports - Product does not use client-side image maps ○ WebUI - No image maps.
<p>(g) Row and column headers shall be identified for data tables.</p>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ WebUI - Table cells and relationships between cells can be programmatically determined. • The following components do not meet this criterion: <ul style="list-style-type: none"> ○ Platform Web Reports - Testing completed, table cells and relationships between cells can not be programmatically determined at this time.
<p>(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.</p>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ WebUI - Table cells and relationships between cells can be programmatically determined. • The following components do not meet this criterion: <ul style="list-style-type: none"> ○ Platform Web Reports - Testing completed, table cells and relationships between cells can not be

		programmatically determined at this time.
(i) Frames shall be titled with text that facilitates frame identification and navigation.	Supports with exceptions	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ A title and an accessible frame source are provided for each frame. <ul style="list-style-type: none"> ▪ WebUI • The following components do not meet this criterion: <ul style="list-style-type: none"> ○ Platform Web Reports - Testing completed, a title and an accessible frame source is not provided at this time.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports: The use of blinking text, objects or elements has been avoided, reducing risk of seizures for users with photosensitive epilepsy.	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ Platform Web Reports - There is no Flashing Content. ○ WebUI - Web pages do not contain anything that flashes more than three times in any one second period.
(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.	Does not support	<ul style="list-style-type: none"> • The following components do not meet this criterion: <ul style="list-style-type: none"> ○ WebUI ○ Platform Web Reports <p>We do not provide a text only page.</p>
(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 Technology.	Supports: Alternatives to scripting language are provided, allowing users access to the content via keyboard and assistive technology.	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ▪ WebUI - Scripts are keyboard accessible. If the content affected by scripting is not accessible, an

		<p>alternative is provided.</p> <ul style="list-style-type: none"> • The following components do not apply to this criterion: <ul style="list-style-type: none"> ○ Platform Web Reports - Scripts are not utilized in WebReports
<p>(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).</p>	<p>Supports: An alternative to inaccessible applets or plug-ins is provided for efficient use by disabled users.</p>	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ A link is provided to a directly accessible applet, plug-in or other application. Alternate content is provided for those applets, plug-ins or other applications that are not directly accessible. <ul style="list-style-type: none"> ▪ WebUI • The following components do not apply to this criterion: <ul style="list-style-type: none"> ○ Platform Web Reports - No Applets, plug-ins, or non-HTML content in WebReports.
<p>(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.</p>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ Platform Web Reports - Form element labels can be programmatically determined. • The following components do not meet this criterion: <ul style="list-style-type: none"> ○ Form element labels cannot be programmatically determined. <ul style="list-style-type: none"> ▪ WebUI
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Supports with exceptions</p>	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ WebUI - Methods are provided for skipping over navigation links to get to the main content of the page.

		<ul style="list-style-type: none"> The following components do not meet this criterion: <ul style="list-style-type: none"> Platform Web Reports - Testing completed, method to skip to main content is not supported at this time. WebUI - A mechanism is not available to bypass blocks of content that are repeated.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports: When a timed response is required, an option to request more time to complete the action is provided to the user.	<ul style="list-style-type: none"> The following components do not apply to this criterion: <ul style="list-style-type: none"> WebUI Platform Web Reports - There are no time dependent functions.

1194.31 Functional Performance Criteria

Criteria	Supporting Features	Remarks and Explanations
(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.	Supports with exceptions See the following for supporting features: - 1194.21 a, b, c, d, e, f, h, i, l - 1194.22 all - 1194.23 k1, k4 - 1194.24 d - 1194.25 a, b, c, e, f, g - 1194.26 b, d	<ul style="list-style-type: none"> The following components meet this criterion: <ul style="list-style-type: none"> Platform - Client UI The following components meet this criterion with exceptions: <ul style="list-style-type: none"> Patch Platform Console Platform Web Reports WebUI
(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	Supports with exceptions See the following for supporting features: - 1194.21 c, g, i, j, l - 1194.22 n	<ul style="list-style-type: none"> The following components meet this criterion: <ul style="list-style-type: none"> Platform Web Reports Platform - Client UI The following components meet this criterion with exceptions: <ul style="list-style-type: none"> Patch

independently, or support for Assistive Technology used by people what are visually impaired shall be provided.	- 1194.25 h - 1194.26 d	<ul style="list-style-type: none"> ○ Platform Console • The following components do not meet this criterion: <ul style="list-style-type: none"> ○ WebUI
(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.	Supports: See the following for other supporting features: - 1194.22 b, m - 1194.23 k4 - 1194.24 c - 1194.25 e, f	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ WebUI • The following components do not apply to this criterion: <ul style="list-style-type: none"> ○ Patch ○ Platform Console ○ Platform Web Reports ○ Platform - Client UI
(d) Where audio information is important for the use of the 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	<ul style="list-style-type: none"> • The following components do not apply to this criterion: <ul style="list-style-type: none"> ○ Patch ○ Platform Console ○ Platform Web Reports ○ Platform - Client UI ○ WebUI
(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 shall be provided.	Not Applicable	This is not a speech product.
(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.	Supports with exceptions See the following for supporting features: - 1194.21 a, b - 1194.22 l, p - 1194.23 k1, k2, k3 - 1194.25 b, j1, j2, j3, j4 - 1194.26 d	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ Platform - Client UI ○ WebUI • The following components do not apply to this criterion: <ul style="list-style-type: none"> ○ Platform Web Reports • The following components do not meet this criterion: <ul style="list-style-type: none"> ○ Patch ○ Platform Console

1194.41 Information, documentation, and support

Criteria	Supporting Features	Remarks and Explanations
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<p>(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.</p>	<p>Supports: Product support documentation is provided in at least one accessible format.</p>	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ BigFix Product Family Documentation 10.0 - Text alternatives have been included for all non-text content. Client-side image maps are used and alternative text is provided for image map hot spots. Equivalent text links are provided for server-side image maps. No prerecorded audio. No time-based media or prerecorded video. No live multimedia. Form elements are not used in documentation. Row and column headers are used to identify relationships between cells. Style sheets are not used. Color is not used to convey information. No scripts. No applets, plug-ins, or non-HTML content. No time limits. Web pages do not contain anything that flashes more than three times in any one second period. Headings, sections, URL links, and a table of contents is used to provide navigation. A title and an accessible frame source are provided for each frame. Already accessible. Text-only page not required.
<p>(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.</p>	<p>Supports: Documentation includes a description of accessibility and compatibility features that make it easier for people with disabilities to use the product. Those descriptions are available in alternate formats upon request.</p>	<ul style="list-style-type: none"> • The following components meet this criterion: <ul style="list-style-type: none"> ○ BigFix Product Family Documentation 10.0 - Documentation is provided on all accessibility features including keyboard access.

<p>(c) Support services for products shall accommodate the communication needs of end-users with disabilities.</p>	<p>Supports: Operating systems provide accessibility features that allow disabled users to customize their preferences. This application preserves those accessibility user preference settings. For example, if Sticky Keys option is selected by a mobility-impaired user, this option will continue to be activated when used with this application.</p>	
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