

Avaya Aura® System Manager 7.x

Voluntary Product Accessibility Template (VPAT)

Avaya Aura System Manager 7.x is a web-based management and programming interface that allows data to be entered once and then shared across multiple Avaya Aura applications.

Avaya systems that may be administered via System Manager include (but are not limited to) Communication Manager, Session Manager, IP Office, Avaya Aura Conferencing, Communication Server 1000, CallPilot, Messaging, Engagement Development Platform, Work Assignment, and Presence. Please note that many of these systems can also be administered directly without using System Manager. In some cases, notably those in which a thick client graphical user interface or a text-only command line interface is available, users with certain types of disability may find that the individual administrative interfaces offer a higher degree of accessibility than System Manager.

It has been Avaya's experience that the vast majority of operations performed by System Manager administrators are in a category commonly referred to as "MAC" tasks: Moves, Adds, and Changes. The statements of conformance in this document are limited to User Management MAC operations performed via the web pages listed below. (Note that the statements in this document do *not* apply to the System Manager components that are commonly seen only by Avaya personnel and business partners, such as the pages that are accessed when System Manager is being installed or upgraded.)

- User Management Landing
- User Profile Edit
- Presence ACL
- New User Profile
- Import Users / Bulkimport
- Import Global Settings
- Global User Settings
- New Enforced User ACL
- New System ACL
- New Public Contact
- Edit Low Priority Enforced User ACL
- Edit High Priority Enforced User ACL
- Attach Contacts
- Select Groups
- Edit System ACL
- Deleted Users
- Assign Roles
- User Restore Confirmation
- User Delete Confirmation
- Choose Address
- Add Address
- Edit High Priority System Rule
- New System Rule
- New Private Contact

The statements of conformance in this document are based on high-level audits conducted by SSB BART Group (<https://www.ssbbartgroup.com/>). The audit methodology included manual evaluations, automated evaluations, code reviews, and testing with the leading assistive technologies.

Support Levels

| Support Level | Description |
|--|---|
| Supports | System Manager fully meets the letter and intent of the criterion. |
| Supports with Exceptions/Minor Exceptions | System Manager does not fully meet the letter and intent of the criterion, but provides some level of access relative to the criterion. |
| Supports through Equivalent Facilitation | System Manager provides an alternate way to meet the intent of the criterion. |
| Supports when combined with Compatible AT | System Manager fully meets the letter and intent of the criterion when used in combination with compatible assistive technology. |
| Does Not Support | System Manager does not meet the letter or intent of the criterion. |
| Not Applicable | The criterion does not apply. |
| Not Applicable - Fundamental Alteration Exception Applies | A fundamental alteration of System Manager is required to meet the criterion. |

Compliance Summary

| Criteria | Support Levels |
|--|---------------------------------|
| Section 1194.21 Software Applications and Operating Systems | Not Applicable |
| Section 1194.22 Web-based Intranet and Internet Information and Applications | Does Not Support |
| Section 1194.23 Telecommunications Products | Not Applicable |
| Section 1194.24 Video and Multi-media Products | Not Applicable |
| Section 1194.25 Self-Contained, Closed Products | Not Applicable |
| Section 1194.26 Desktop and Portable Computers | Not Applicable |
| Section 1194.31 Functional Performance Criteria | Supports with Exceptions |
| Section 1194.41 Information, Documentation and Support | Supports |

§1194.22 Web-based Intranet and Internet Information and Applications

| Criteria | Support Levels | Remarks and Explanations |
|---|---------------------------------------|--|
| 1194.22(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content). | Does Not Support | <p>System Manager does not utilize images extensively. When images and other non-text elements are used, appropriate text equivalents are not provided in the majority of cases.</p> <p>Within the navigation tree control on the left side of pages, the level and state information is not indicated in an accessible manner. Within the image links that visually indicate level and state, the enclosed image elements have both alt and title attributes. Although the title attributes include meaningful textual equivalents, for image links, assistive technologies utilize the alt attribute, which is merely "Avaya" in these images. Further, the use of the identical h3 structural heading element for every element, regardless of level, misrepresents their level.</p> <p>When pages visually render links to serve as "page tabs", their role as tabs and the selection state is indicated visually, but without proper text equivalents. Also, these page tabs are preceded by a series of links whose name and purpose are not identified. They are not displayed visually because they have no link text, but browsers still include them in the tab order and assistive technologies will still attempt to describe them to users.</p> <p>A variety of data tables offer sortable column headers, but the sortability and sort direction action of these links is not indicated textually.</p> <p>Also, System Manager will dynamically display an alert icon and message link at the top of the page in response to certain user actions. However, when subsequent user action or circumstances render the alert no longer applicable, the alert icon and message is not dynamically removed from the page.</p> |
| 1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | Not Applicable | System Manager does not use multimedia presentations. |
| 1194.22(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup. | Supports with Minor Exceptions | Some System Manager pages utilize page tabs that do not contain proper textual equivalents to indicate their role and state. |
| 1194.22(d) Documents shall be organized so they are readable without requiring an associated style sheet. | Supports with Minor Exceptions | In the System Manager "welcome" page, the visual order and the actual reading order of the three primary columnar sections are not in the same order. |
| 1194.22(e) Redundant text links shall be provided for each active region of a server-side image map. | Not Applicable | System Manager does not contain image maps. |

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| 1194.22(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. | Not Applicable | System Manager does not contain image maps. |
| 1194.22(g) Row and column headers shall be identified for data tables. | Does Not Support | System Manager utilizes sub-tables inside its data table header elements. The use of sub-tables makes the association between header cells and data cells unreliable. Also, System Manager does not identify the cells that serve as row headers. |
| 1194.22(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. | Not Applicable | System Manager does not utilize complex data tables. |
| 1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation. | Does Not Support | System Manager utilizes inline frames to render the main content of most of its pages, as well as for other needs such as changing one's password. However, these frames fail to provide title attributes to identify them. |
| 1194.22(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 | System Manager does not cause the screen to flicker. |
| 1194.22(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 | There are no equivalent text-only pages. |
| 1194.22(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. | Support With Exceptions | System Manager uses scripting to dynamically display new form controls and alerts in response to user actions. However, the location or even the existence of this new content is not properly conveyed to assistive technology users. For example, some pages contain a table with a "Filter: Enable" link whose activation causes new text boxes to appear later in the table. Focus should be moved to the first newly-displayed field for the user to immediately recognize and use, but instead, focus is thrown to the beginning of the inline frame. Assistive technology users may not even recognize that new controls appeared, and would need to locate them manually. This issue also occurs in other pages. Also, System Manager will dynamically display an alert icon and message link at the top of the current inline frame if user actions warrant it. However, assistive technology users are not made aware of the alert's appearance in an accessible manner, which could lead to avoidable errors and confusion. Further, when subsequent user action or changed circumstances render the alert scenario no longer relevant, the alert is not dynamically removed from the page, which could also create confusion. |

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| <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>Not Applicable</p> | <p>System Manager does not require the use of applets or plug-ins.</p> |
| <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> | <p>While the majority of System Manager's form fields are explicitly labeled, its forms have a number of significant accessibility issues that can lead to errors and confusion.</p> <p>Some pages have multiple tables that have identically-labeled buttons and checkboxes. Form field labels must be unique within each page, so that the unique action and target of each control is clearly identified.</p> <p>The checkboxes in the Communication Profile tab are not accompanied by instructions regarding their use. Also, the dynamic display of new textboxes later in the table if the user selects the "Filter: Enable" link is not implemented in a manner that will make their appearance and use within the form accessible.</p> <p>Several pages have tables that are preceded by the text of "Show" and a combo box. The explicit label of this form control is merely "title", which does not convey the purpose of this field.</p> <p>The indication of which fields are required is not provided within such fields' explicit labels. Also, the text that explains that an asterisk indicates fields that are required is located at the bottom of the form where it is unlikely to be found, rather than at the top.</p> |
| <p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p> | <p>Does Not Support</p> | <p>The System Manager does not have skip links. Because it uses inline frames to render the main content unique to each page, the frame navigation commands offered by assistive technologies and browsers could serve as an acceptable method of skipping repetitive navigation links. However, because these inline frames do not provide title attributes, this requirement is not met.</p> |
| <p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p> | <p>Does Not Support</p> | <p>System Manager uses a time- based session that offers no warning or option to extend the session.</p> |

§ 1194.31 Functional Performance Criteria

| Criteria | Support Levels | Remarks and Explanations |
|--|---------------------------------|--|
| 1194.31(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. | Does Not Support | <p>Most of the accessibility issues that directly impair the use of System Manager by users who are blind or visually impaired have been discussed in the technical paragraphs above. For details, please refer to §1194.22 paragraphs (a), (g), (h), (i), (l), (n), (o), and (p).</p> <p>Some additional problems occur that are more functional in nature. The most common problem is the lack of structural heading elements within the main content frame of pages. This significantly reduces screen reader users' ability to reliably comprehend and quickly navigate through pages.</p> <p>Also, in some pages, screen readers detect and will attempt to describe links that have no text. These links are not displayed visually and presumably have no purpose, but their appearance in the tab and reading order of pages causes confusion.</p> |
| 1194.31(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided. | Supports with Exceptions | <p>In most respects, System Manager supports the needs of low-vision users and use with screen magnification software.</p> <p>One exception relates to insufficient color contrast in a few areas: active link text in the sidebar tree control, link text on active navigation tabs and the headings in the page content area.</p> <p>The lack of proper movement of focus when new content is dynamically displayed, coupled with the inappropriate movement of focus to the top of the frame in these same situations, can create problems for screen magnification users.</p> |
| 1194.31(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 | User hearing is not required in order to operate the product. |
| 1194.31(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided. | Not Applicable | |
| 1194.31(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. | Supports | User speech is not required in order to operate the product. |
| 1194.31(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 | System Manager provides good keyboard support for its controls and does not require fine motor control. |

§ 1194.41 Information, Documentation and Support

| <i>Criteria</i> | <i>Support Levels</i> | <i>Remarks and Explanations</i> |
|--|------------------------------|---|
| 1194.41(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge. | Supports | Will provide upon request. |
| 1194.41(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. | Supports | Will provide upon request. |
| 1194.41(c) Support services for products shall accommodate the communication needs of end-users with disabilities. | Supports | Contact Avaya Support for accessibility-related issues. |

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