

Avaya Aura® System Manager 10.1 Voluntary Product Accessibility (VPAT®)

Version 2.1

October 2021

Avaya Aura® System Manager 10.1 Voluntary Product Accessibility (VPAT®)..... 1

Avaya Accessibility Conformance Report..... 2

Avaya Accessibility Conformance Report

VPAT® Version 2.1 – September 2021

Name of Product/Version: Avaya Aura® System Manager 10.1

Product Description:

Avaya Aura System Manager 10.1 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, Avaya Aura Conferencing, Communication Server 1000, Messaging, Engagement Development Platform, and Presence. Please note that many of these systems can also be administered directly without using System Manager.

Date: Sep, 2021

Contact information: IMSMCC@avaya.com

Notes:

Evaluation Methods Used: Manual Evaluations

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-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on April 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on April 22, 2018	(Yes)

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) 2017 Section 508 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Not Applicable	There is no time based media in the product that is audio-only,video-only,audio-video,audio and/or video combined with interaction.
1.2.2 Captions (Prerecorded) (Level A) 2017 Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Not Applicable	There is no time based media in the product that is audio-only,video-only,audio-video,audio and/or video combined with interaction.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) 2017 Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Not Applicable	There is no time based media in the product that is audio-only,video-only,audio-video,audio and/or video combined with interaction.
1.3.1 Info and Relationships (Level A) 2017 Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports with Exceptions	Some components in System Manager uses third party libraries whose current version is not complaint to 508 accessibility standards.
1.3.2 Meaningful Sequence (Level A) 2017 Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	The web page data sequence like data in tables, tree hierarchy and relationships are retrived programmatically through the APIs based on the default/selected sorting and searching order.
1.3.3 Sensory Characteristics (Level A) 2017 Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	There is no information in System Manager 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 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports with Exceptions	Dashboard Information widget does not conform to this criterion.

Criteria	Conformance Level	Remarks and Explanations
		This is planned to be fixed in the next System Manager Feature Pack.
1.4.2 Audio Control (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Not Applicable	Product does not have Audio.
2.1.1 Keyboard (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	The Dashboard links like menu and all the pages supports keyboard navigation. Dashboard menus are operable through keyboard interface.
2.1.2 No Keyboard Trap (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	The Dashboard links like menu and all the pages supports keyboard navigation.
2.2.1 Timing Adjustable (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	There is no operation in System Manager that requires user to be responded within a specific time.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	There is no information that comes scrolling, moving or blinking in System Manager. Also the notifications that shows up in System Manager, there is a way to hide it. Moreover, this does not hinders the user from using the operations in the page.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	Nothing in web page flashes for 3 times a second.
2.4.1 Bypass Blocks (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 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. System manager pages conforms to those shortcuts.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	The pages in System Manager have page titles that describes topic or purpose.
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	Related services are grouped under a common menu item and a sequential navigation order is maintained across all menu items to provide improved continuity.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	The purpose of each link in System Manager 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.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	The default human language of each Web page can be programmatically determined.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	In System Manager pages, whenever any input element receives a focus , there is no event triggered or change of context.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	In System Manager pages, there is no context change due to clicking on links,tabs or during input to any components like text fields.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 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.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	System Manager pages do have appropriate labels/messages wherever user input is required.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	All the System manager 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) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	All the user interface components used in System Manager do 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) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Not Applicable	Web pages do not have Time-based Media
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Not Applicable	Web pages do not have Time-based Media
1.4.3 Contrast (Minimum) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	All text and images along with other form controls in System Manager web pages supports the contrast ratio of 4.5:1.
1.4.4 Resize text (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	System Manager 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.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	System Manager UI pages does not contain any images for Text except the “Avaya” logo.
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	System Manager has multiple ways to navigate to a page. There are navigation menu links, search bar and provision to create shortcuts to launch the web pages.
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	System Manager pages have the meaningful heading and labels that are clear and descriptive of the purpose.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	The keyboard focus indicator is visible on the focused field as per the general guidelines.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Not Applicable	We do not have multiple languages.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	In System Manager pages, navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 	Supports with Exceptions	<p>Some icons are not common across pages.</p> <p>The plan is to use the icons from the same library across all web pages.</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	Generic error messages that are displayed in the screen for all illegal transactions are replaced with more informative error messages.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	In System Manager pages, data entered by the user is checked for input errors and the user is provided an opportunity to correct them.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Support with exceptions	See Section WCAG above for exceptions.
302.2 With Limited Vision	Supports	
302.3 Without Perception of Color	Supports with exceptions	Information Widget in Dashboard does not conform.
302.4 Without Hearing	Supports	Software has no audio.
302.5 With Limited Hearing	Supports	Software has no audio.
302.6 Without Speech	Supports	Software has no spoken mode
302.7 With Limited Manipulation	Supports	Dashboard is keyboard accessible.
302.8 With Limited Reach and Strength	Supports	Software is useable with limited reach and strength
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with exception	See Section WCAG above for exceptions.

Chapter 4:Hardware – Not Applicable

Chapter 4:Software – Not Applicable

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	System Manager documentation and online help does not list or explain how to use the accessibility and compatibility features.
602.3 Electronic Support Documentation	Supports with Exceptions	See information in WCAG section See WCAG 2.0 section for details
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	System Manager documentation is available in PDF/Word 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		
603.3 Accommodation of Communication Needs	Supports	Customers can contact the CPE team for any sort of support required on the product through Mail, Phone or Raising tickets in the Avaya official support site.

Legal Disclaimer (Avaya Inc.)

© 2021 Avaya Inc.

All rights reserved. Except as specifically stated, none of the material may be copied, reproduced, distributed, republished, downloaded, displayed, posted, or transmitted in any form without authorized, prior written permission from Avaya Inc. Permission is granted for you to make a single copy of Avaya Inc. "Section 508" documents, solely for informational and non-commercial use within your organization, provided that you keep intact all copyright and other proprietary notices. No other use of the information provided is authorized.

This market information is provided, pursuant to FAR Part 39.2, to be used by Requiring Officers. It is not intended to represent a certification for compliance. Any statement of compliance or conformance indicated on this document is an indication that the product shall be capable, at the time of its delivery, when used in accordance with Avaya's associated documents, and other written information provided to the government, of providing comparable access to individuals with disabilities consistent with the designated provision of the Standards, provided that any assistive technologies used with the product properly interoperates with it and other assistive technologies.