VPAT™
Symantec™ Voluntary Product Accessibility Disclosure
Symantec™ Form Version 2.1 Released September 2014

The purpose of the Voluntary Product Accessibility Template, or VPAT™, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology" products and services with features that support accessibility. It is assumed and recommended that offerors will provide additional contact information to facilitate more detailed inquiries by government purchasers.

Symantec supports the U.S. Government's efforts to increase access to electronic and information technology (E&IT) for the disabled. Symantec, upon request, can provide Voluntary Product Accessibility Templates (VPATs) to demonstrate accessibility. Symantec does not certify that its software products, services or appliance solutions are compliant with the Rehabilitation Act, Section 508 requirements.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., "equivalent facilitation." The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

For questions or support with this Symantec VPAT please contact: **VPAT_support@symantec.com**
Please include specific Product Name and Version Number within your inquiry.

Product Information:

Product **Full Name, Suite, Bundle, Platform** & **Acronym**
(ex. NetBackUp = NBU, IT Management Suite = ITMS):

 IT Management Suite (ITMS)

Product **Current Version Number** :

 8.1

Product **Previous** / Last / Most Recent Release **Version Number**:

 8.0

Type of Product Release:

Minor Product Release

Additional Products Included in this Bundle, Suite or Platform
(ex. ITMS includes Asset, Server & Client Management Suites:

 Asset Management Suite 8.1
 Server Management Suite 8.1
 Client Management Suite 8.1

Product Modules, OS, APP, Add-On or Sub-component list
all included and assessed (ex. Win / Unix / Mac / other):

 Windows
 Mac
 Linux

Product **Release / GA** Date for the Current Version Number above:
 Formatted (mm/dd/yyyy):

██████

Product Release **Code Name** or Project Name:

█████

Contact Information:

Product Manager Name (PM):	Product **Engineering** Manager Name:
████████	███████
Product Manager E-mail:	Product Engineering Manager E-mail:
██████████████	█████████████
Product Manager Phone:	Product Engineering Manager Phone:
█████████	████████
Program Manager Name (PGM):	Form **Completed and Submitted by** Contact Name:
███████	
Program Manager E-mail:	Form Completed and Submitted by Contact E-mail:
██████████████	
Program Manager Phone:	Form Completed and Submitted by Contact Phone:
████████	

Please review the "VPAT Terms" below before completing the form details:

Supports = Use this language when you determine the product fully meets the letter and intent of the Criteria.

Supports with Exceptions = Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.

Supports through Equivalent Facilitation = Use this language when you have identified an Alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria.

Supports when combined with Compatible AT = Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).

Does not Support = Use this language when you determine the product does not meet the letter or intent of the Criteria.

Not Applicable = Use this language when you determine that the Criteria do not apply to the specific product.

Not Applicable - Fundamental Alteration Exception Applies = Use this language when you determine a Fundamental Alteration of the product would be required to meet the Criteria (see the U.S. Access Board Standards for the definition of "fundamental Alteration").

Summary Table

Criteria	Supporting Features	Remarks & Explanations
Section 1194.21 Software Applications and Operating Systems	Supports with Exceptions	See VPAT detail section
Section 1194.22 Web-based Internet Information and Applications	Supports with Exceptions	See VPAT detail section
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	See VPAT detail section
Section 1194.41 Information, Documentation and Support	Supports	Documentation is available online as PDF files and HTML help.

Criteria	Supporting Features	Remarks & Explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports With Exceptions	For: SMP, SMS, Task Server, Win Agent, Mac UI, ULM Console, SIM, Inventory, Asset, Software Management, Patch, ECV, Workflow, DS,RTSM, Power Scheme; Applications and Web Console do not provide full coverage for keyboard shortcuts, but support navigation and selection using the arrow keys.For the Windows Agent UI no keyboard navigation is feasible. For the Log Viewer, keyboard navigation does not work for 'Filter & Jump'
(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.	Supports	Application does not explicitly disrupt or disable accessibility features of other products or the operating system.
(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 can track focus and focus changes.	Supports	For: SMP, SMS, Task Server, Win Agent, Mac UI, ULM Console, SIM, Inventory, Asset, Software Management, Patch, ECV, Workflow, DS, RTSM, Power Scheme; Applications and Web Console, the focus on any selected element is indicated by the changed background for this element.
(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.	Supports	For: SMP, SMS, Task Server, Win Agent, Mac UI, ULM Console, SIM, Inventory, Asset, Software Management, Patch, ECV, Workflow, DS, RTSM, Power Scheme; Applications and Web Console, Magnifier is fully supported, Narrator does not detect certain pages of the application
(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.	Supports	

(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.

Supports

(g) Applications shall not override user selected contrast and color selections and other individual display attributes.

Supports

(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

(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

Any color -coding within applications and web console is just an additional element, and always has text indication like policy status control with both color and text indication.

(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

(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

None of the products' UI controls implement blinking.

(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 combined with Compatible AT

It is possible to navigate forms (like configuration screens) using built-in Windows assistive tools like Narrator, larger fonts, increased contrast, magnifier or using products like JAWS.

Section 1194.22 Web-based Internet Information and Applications - Detail

Criteria	Supporting Features	Remarks & Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	For: SMP, SMS, Task Server, Win Agent, Mac UI, ULM Console, SIM, Inventory, Asset, Software Management, Patch, ECV, Workflow, DS, RTSM, Power Scheme; Applications and Web Console, Any non-text element within the console has text indication, like the policy status control with both icon and text indication, upper level menu icons with text titles.Workflow Process Manager does not have text for "Search" and "Clear Search" options but is easy for user to ID.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	
(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 Exceptions	For: SMP, SMS, Task Server, Win Agent, Mac UI, ULM Console, SIM, Inventory, Asset, Software Management, Patch, ECV, Workflow, DS, RTSM, Power Scheme; Applications and Web Console, Any non-text element within the console has text indication, like the policy status control with both icon and text indication, upper level menu icons with text titles.Workflow Process Manager does not have text for "Search" and "Clear Search" options but is easy for user to ID.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	

(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

(g) Row and column headers shall be identified for data tables.

Supports

(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.

Supports

All tables in the Reports have headers to read out what row and column header the cell refers to. All tables with drill-down have headers. Upon drilling down to the next level, the additional table also has its own name and header indication, which describes the displayed data.

(i) Frames shall be titled with text that facilitates frame identification and navigation

Supports

All frames and windows in the console have either a descriptive window title or a title within window.

(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

None of UI controls of the console implement blinking.

(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.

Supports With Exceptions

Text only versions of the web-based applications are not provided. However, any image, icon, etc. only supplements the text on the screen; it is not the primary or sole source of the information.

Criteria	Supporting Features	Remarks & Explanations
(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	
(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).	Supports	For console pages, additional ActiveX controls are prompted through a pop-up window. If a plug-in is missing, IE built-in functionality prompts install. On ITMS level, the presence of the required plug-ins is controlled through SIM readiness checks. For ECV pages that use Microsoft Silverlight technology, an "Install Silverlight" link is displayed if the plug-in is missing.
(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.	Not Applicable	For purposes of this evaluation, use of a browser-based console does not constitute being "on-line".
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports With Exceptions	Process Manager will time out after it's idle for 160 minutes with no user alert.

Section 1194.23 Telecommunications Products – Detail

Criteria	Supporting Features	Remarks & Explanations

(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.

Not Applicable

(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.

Not Applicable

(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.

Not Applicable

(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.

Not Applicable

(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.

Not Applicable

(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.

Not Applicable

(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.

Not Applicable

(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.

Not Applicable

(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.

Not Applicable

(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.

Not Applicable

(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.

Not Applicable

(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.

Not Applicable

(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.

Not Applicable

(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.

Not Applicable

Section 1194.24 Video and Multi-media Products – Detail

Criteria	Supporting Features	Remarks & Explanations
a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals	Not Applicable	
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not Applicable	

(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Not Applicable	

(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not Applicable	

(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Not Applicable	

Section 1194.25 Self-Contained, Closed Products   – Detail

Criteria	Supporting Features	Remarks & Explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not Applicable	
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	

(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).

Not Applicable

(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.

Not Applicable

(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.

Not Applicable

(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.

Not Applicable

(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

Not Applicable

(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.

Not Applicable

(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.

Not Applicable

(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.

Not Applicable

(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.

Not Applicable

(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.

Not Applicable

(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.

Not Applicable

Section 1194.26 Desktop and Portable Computers   – Detail

Criteria	Supporting Features	Remarks & Explanations

(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).

Not Applicable

(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).

Not Applicable

(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.

Not Applicable

(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards

Not Applicable

Section 1194.31 Functional Performance Criteria – Detail

Criteria	Supporting Features	Remarks & 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.	Does not Support	Applications do not support usage by fully blind. Does not provide built-in audio assistance or other assistive technology. Exceptions are: Mac Agent UI

(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

It is possible to use build-in Windows assistive tools like larger fonts, increased contrast, magnifier, or "zoom in".

(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

All functions can be performed visually.

(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.

Supports

(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

(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

Section 1194.41 Information, Documentation and Support – Detail

Criteria	Supporting Features	Remarks & Explanations

(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.

Does not Support

(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.

Does not Support

(c) Support services for products shall accommodate the communication needs of end-users with disabilities.

Supports

Technical support can be accessed via phone or web.

For questions or support with this Symantec VPAT please contact: **VPAT_support@symantec.com**
Please include specific Product Name and Version Number within your inquiry.