Verizon Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Service Management Dashboard (SMD)

Report Date: 8/29/2024

Product Description: Service Management Dashboard allows its users to view service inventory and correlated alarms and IR/SR/CR tickets for Verizon enterprise customers. It allows drill downs for service details, displays services graphically on a geographical map or a topology map. Displays interactive dashboard charts for inventory and correlated events.

Contact Information: Senthil Kumar Natchimuthu (senthil.kumar.natchimuthu@verizon.com), or Sam Laitha (sam.laitha1@verizon.com)

Notes: Anything highlighted yellow, we will provide timeline to address the conformance.

Evaluation Methods Used: Based on the development team frontend application knowledge of the platform, tests performs and code reviews. Evaluated on the new SMD portal (USP view).

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	Level A (Yes)
	Level AA (Yes)
	Level AAA (Yes)

Standard/Guideline	Included In Report
[Web Content Accessibility Guidelines 2.1](#)	Level A (Yes)
	Level AA (Yes)
	Level AAA (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.
- **Partially Supports**: 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.x Report

Note: When reporting on conformance with the WCAG 2.x 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)	**Partially Supports**	Images and buttons have alternative text. Notes: Under Manage Account > View Inventory > Dashboard, all graphs are not accessible Issued by HHS, this will be addressed in 10 months from the date of this document.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	SMD does not utilize Time-based Media
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	SMD does not utilize Time-based Media
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	SMD does not utilize Time-based Media
1.3.1 Info and Relationships (Level A)	Supports	Texts have font variations.
1.3.2 Meaningful Sequence (Level A)	Supports	The order of texts, images and graphs displayed in correct sequence and make sense.
1.3.3 Sensory Characteristics (Level A)	Supports	Images and graphical symbols have alternative texts.
1.4.1 Use of Color (Level A)	Partially Supports	Notes: Under Manage Account > View Inventory > Dashboard, all graphs rely on color as sole method to convey content Issued by HHS, this will be addressed in 10 months from the date of this document.
1.4.2 Audio Control (Level A)	Not Applicable	SMD does not utilize Audio Control.
2.1.1 Keyboard (Level A)	Partially Supports	Some functionalities can be access by Keyboard
2.1.2 No Keyboard Trap (Level A)	Partially Supports	Some functionalities can be access by Keyboard
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Does not Support	SMD does not use Key Shortcuts
2.2.1 Timing Adjustable (Level A)	Supports	In SMD, user can extend their time out session by hitting "Continue", if user is inactive for 25 mins or more.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Supports	The SMD dashboard features an animation during the graph's preload & reload phase. Enhancing user engagement and visual experience.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	SMD does not utilize Flashes.
2.4.1 Bypass Blocks (Level A)	Not Applicable	SMD does not utilize Bypass Blocks.
2.4.2 Page Titled (Level A)	Supports	The SMD dashboard features interactive Page Titles, enabling users to click on each graph's linked title for detailed insights.
2.4.3 Focus Order (Level A)	Partially Supports	SMD supports keyboard navigation via Focus Order within the navigation bar, however, focus is lost beyond this point.
2.4.4 Link Purpose (In Context) (Level A)	Supports	SMD provides clear Link Purpose functionality.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	SMD's dashboard page enables Pointer Gestures, allowing users to drag and rearrange graphs.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	SMD's dashboard offers Pointer Cancellation, permitting users to reverse drag action.
2.5.3 Label in Name (Level A 2.1 only)	Supports	SMD incorporates the 'Label in Name' feature.
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	SMD does not utilize Motion Actuation.
3.1.1 Language of Page (Level A)	Not Applicable	SMD does not utilize Language of Page.
3.2.1 On Focus (Level A)	Partially Supports	SMD supports keyboard navigation via Focus Order within the navigation bar, however, focus is lost beyond this point.
3.2.2 On Input (Level A)	Supports	SMD is compliance with these criteria, changing the setting of user does not completely change the contexts.
3.3.1 Error Identification (Level A)	Does not Support	SMD does not support Error Identification.
3.3.2 Labels or Instructions (Level A)	Supports	Inputs in search/advance filter can categorized for more accurate filtering.
4.1.1 Parsing (Level A)	Supports	Based on the code, SMD is compliance with these criteria.
4.1.2 Name, Role, Value (Level A)	Supports	SMD is compliance with these criteria.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	SMD does not utilize Caption.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	SMD does not utilize Audio Description.
1.3.4 Orientation (Level AA 2.1 only)	Supports	SMD is capable of display orientation and responsive.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	SMD is capable auto completes in form.
1.4.3 Contrast (Minimum) (Level AA)	Supports	SMD is in compliance with this criterion based on graphs and legends.
1.4.4 Resize text (Level AA)	Supports	SMD is in compliance with this criterion.
1.4.5 Images of Text (Level AA)	Supports	In SMD Dashboard has image labels.
1.4.10 Reflow (Level AA 2.1 only)	Partially Supports	SMD Dashboard is in compliance with this criterion.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	SMD is in compliance with this criterion.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	SMD is in compliance with this criterion.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	SMD is in compliance with this criterion.
2.4.5 Multiple Ways (Level AA)	Supports	SMD is in compliance with this criterion.
2.4.6 Headings and Labels (Level AA)	Supports	SMD is in compliance with this criterion.
2.4.7 Focus Visible (Level AA)	Partially Supports	Notes: In the Manage Account > View Inventory page, focus is loss in multiple locations. Issued by HHS, this will be addressed in 10 months from the date of this document.
3.1.2 Language of Parts (Level AA)	Supports	SMD is in compliance with this criterion.
3.2.3 Consistent Navigation (Level AA)	Supports	SMD offers consistent navigation across all of its pages.
3.2.4 Consistent Identification (Level AA)	Supports	SMD is in compliance with this criterion.
3.3.3 Error Suggestion (Level AA)	Supports	SMD does not utilize Error Suggestion.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	SMD does not utilize Error Prevention as there're no functionalities in SMD that requires data submission changes.
4.1.3 Status Messages (Level AA 2.1 only)	Supports	SMD is in compliance with this criterion by displaying the total records of search results or no results as well

Criteria	Conformance Level	Remarks and Explanations
		as enable users to advance search with 'Status'.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Applicable	SMD does not utilize Time-based Media.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Applicable	SMD does not utilize Time-based Media.
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Applicable	SMD does not utilize Time-based Media.
1.2.9 Audio-only (Live) (Level AAA)	Not Applicable	SMD does not utilize Time-based Media.
1.3.6 Identify Purpose (Level AAA 2.1 only)	Supports	SMD is in compliance with this criterion.
1.4.6 Contrast (Enhanced) (Level AAA)	Supports	SMD is in compliance with this criterion.
1.4.7 Low or No Background Audio (Level AAA)	Supports	SMD does not utilize Time-based Media.
1.4.8 Visual Presentation (Level AAA)	Supports	SMD is in compliance with this criterion.
1.4.9 Images of Text (No Exception) (Level AAA)	Not Applicable	SMD does not utilize Images of Text.
2.1.3 Keyboard (No Exception) (Level AAA)	Supports	SMD is in compliance with this criterion.
2.2.3 No Timing (Level AAA)	Not Applicable	SMD does not utilize Timing feature.
2.2.4 Interruptions (Level AAA)	Supports	SMD does not utilize Flashes.
2.2.5 Re-authenticating (Level AAA)	Supports	SMD offers the time out session, after 25 mins of inactivity. A timeout warning will display to the user to 'Continue the session' or logout.
2.2.6 Timeouts (Level AAA 2.1 only)	Supports	SMD features a session timeout after 25 mins of inactivity. A warning module will appear, giving the users the option to 'Continue the session' or log out. Absence of action within 5 mins results in automatic reauthentication.
2.3.2 Three Flashes (Level AAA)	Supports	SMD does not utilize Flashes.
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Supports	The SMD Dashboard allows users to refresh graph data, accompanied by a spinning animation for visual feedback.

Criteria	Conformance Level	Remarks and Explanations
2.4.8 Location (Level AAA)	Supports	SMD's navigation bar provides intuitive navigation with a distinct accent color, ensuring users are aware of their current page view.
2.4.9 Link Purpose (Link Only) (Level AAA)	Supports	SMD is in compliance with this criterion.
2.4.10 Section Headings (Level AAA)	Supports	SMD is in compliance with this criterion.
2.5.5 Target Size (Level AAA 2.1 only)	Supports	SMD is in compliance with this criterion.
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Supports	SMD is in compliance with this criterion.
3.1.3 Unusual Words (Level AAA)	Supports	SMD is in compliance with this criterion.
3.1.4 Abbreviations (Level AAA)	Supports	SMD does not utilize Abbreviations.
3.1.5 Reading Level (Level AAA)	Supports	SMD is in compliance with this criterion.
3.1.6 Pronunciation (Level AAA)	Not Applicable	SMD does not utilize this Criterion.
3.2.5 Change on Request (Level AAA)	Supports	The SMD Dashboard allows users to refresh graph data.
3.3.5 Help (Level AAA)	Supports	SMD provides alternative documentation formats to users on request, free of charge.
3.3.6 Error Prevention (All) (Level AAA)	Not Applicable	SMD does not utilize this Criterion.

Legal Disclaimer (Company)

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