

Verizon Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4Rev)

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

Report Date: November 02, 2023

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.

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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. |

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