Cumulocity Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Product Name / Version: Cumulocity 10.17

Report Date: November 18, 2022

Product Description: Cumulocity is a SaaS offering for managing corporate assets/devices, visualizing their data, and integrating with other enterprise applications.

Contact Information: accessibility@cumulocity.com

Notes:

Evaluation Methods Used: Full testing with manual testing tools WAT, WAF, aXe, ANDI, code inspection, screen reader testing (NVDA and JAWS).

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 (No)
Web Content Accessibility Guidelines 2.1	**Level A (Yes)** **Level AA (Yes)** Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 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.

- **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 2.1 Report

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Many of the form fields do not have the label attribute or ARIA labels exposed.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	N/A	There are no audio files in the application.
1.2.2 Captions (Prerecorded) (Level A)	N/A	There are no videos in the application.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	N/A	There are no videos on the application.
1.3.1 Info and Relationships (Level A)	Partially Supports	There are tables that are missing proper heading markup. Sort buttons are missing labels. Success messages are not reading.
1.3.2 Meaningful Sequence (Level A)	Supports	The application allows for a correct reading order.
1.3.3 Sensory Characteristics (Level A)	Supports	There are no sensory characteristics required for use of the product.
1.4.1 Use of Color (Level A)	Supports	Color alone is not used to convey meaning.
1.4.2 Audio Control (Level A)	N/A	Audio is not used.
2.1.1 Keyboard (Level A)	Partially Supports	Keyboard access is not provided for sort button menus in tables. Keyboard tab navigation is provided to the menu even though it is not visual. The widget window does not allow users to select the widget using the keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	No keyboard traps are found
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	Keyboard shortcuts are not used.
2.2.1 Timing Adjustable (Level A)	Supports	Timed responses are not used
2.2.2 Pause, Stop, Hide (Level A)	Supports	There is no moving content.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	There are no blinking or flashing objects.
2.4.1 Bypass Blocks (Level A)	Does Not Support	There are no skip navigation links provided.
2.4.2 Page Titled (Level A)	Supports	Titles for screens are provided.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Supports	The focus order is logical.
2.4.4 Link Purpose (In Context) (Level A)	Supports	Links are unique or content is programmatically associated with linked text.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	Content can be operated without multipoint or path-based gestures
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	Pointer cancellation is supported.
2.5.3 Label in Name (Level A 2.1 only)	Does Not Support	There are many fields that are missing an accessible name
2.5.4 Motion Actuation (Level A 2.1 only)	N/A	The application does not use motion for functionality.
3.1.1 Language of Page (Level A)	Supports	The Lang is defined by the html.
3.2.1 On Focus (Level A)	Supports	When any component receives focus, it does not initiate a change of context.
3.2.2 On Input (Level A)	Supports	No actions are controlled on input
3.3.1 Error Identification (Level A)	Does Not Support	Error messages are not read to the user.
3.3.2 Labels or Instructions (Level A)	Supports	Labels or instructions are provided when content requires user input.
4.1.1 Parsing (Level A)	N/A	
4.1.2 Name, Role, Value (Level A)	Supports	Name, state, and values are exposed programmatically.

Notes:

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	N/A	There are no videos
1.2.5 Audio Description (Prerecorded) (Level AA)	N/A	There are no videos
1.3.4 Orientation (Level AA 2.1 only)	Supports	Content does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Does Not Support	The inputs do not have customized formats.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	The headings do not meet the color contrast requirement.
1.4.4 Resize text (Level AA)	Supports	The application supports browser zoom to 200%.
1.4.5 Images of Text (Level AA)	Supports	Images of text are not used.
1.4.10 Reflow (Level AA 2.1 only)	Supports	The application is responsive
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	Contrast requirements are met
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	No loss of content or functionality occurs by setting line spacing.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	This requirement is supported
2.4.5 Multiple Ways (Level AA)	Supports	There are ways to find content in the application, mainly a search feature. Although does not apply to non-web software.
2.4.6 Headings and Labels (Level AA)	Partially Supports	Headings are not used properly in the html code..
2.4.7 Focus Visible (Level AA)	Supports	The keyboard focus indicator is visible throughout the application.
3.1.2 Language of Parts (Level AA)	Supports	There is no change in language in the application.
3.2.3 Consistent Navigation (Level AA)	Supports	The navigation is consistent.
3.2.4 Consistent Identification (Level AA)	Supports	The Identification is consistent.
3.3.3 Error Suggestion (Level AA)	Partially supports	Error suggestions are provided, but not accessible
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	N/A	This application does not apply.
4.1.3 Status Messages (Level AA 2.1 only)	Does Not Support	Status messages are not read by assistive technology.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	The application is not accessible to people using screen readers due to the issues above.
302.2 With Limited Vision	Supports with exceptions	The application is accessible to people who are blind or visually impaired using magnification or other assistive technologies except for the issue noted above.
302.3 Without Perception of Color	Supports	Color alone is not used to convey meaning
302.4 Without Hearing	Supports	Hearing is not Needed.
302.5 With Limited Hearing	Supports	Hearing is not Needed.
302.6 Without Speech	Supports	Speech is not Needed.
302.7 With Limited Manipulation	Supports	The application supports people with limited manipulation
302.8 With Limited Reach and Strength	Supports	The application supports people with limited reach and strength
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The application supports people with limited Language, Cognitive, and Learning Abilities

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	Accessibility and compatibility features are not documented in the help.
602.3 Electronic Support Documentation	See WCAG 2.0 section	**See information in WCAG 2.0 section**
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	An accessible format can be provided upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The help desk can support the needs of people with disabilities.
603.3 Accommodation of Communication Needs	Supports	The help desk is knowledgeable on customers communication needs.

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