



## NetApp Accessibility Conformance Report

VPAT® Version 2.3 (Revised)

*NetApp Cloud Insights*

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## Name of Product/Version

**Name of Product:** Cloud Insights

**Version:** December 2019

## Product Description

This product is NetApp's Cloud Insights web application.

## Notes

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of NetApp **Cloud Insights** as of **December 20, 2019** and is only valid for the version and date it was tested.

## Evaluation Methods Used

Assistive technology products used as part of testing included Freedom Scientific JAWS 2020, NVDA 2019.2, Freedom Scientific ZoomText 2019, Dragon NaturallySpeaking 13, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed with this assistive technology on Chrome and Firefox on Windows 10.

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

| Standard/Guideline  | Included In Report                                |
|---|---|
| <a href="#">Web Content Accessibility Guidelines 2.0</a>  | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a> | Yes   |

|  |    |
|--|----|
| <a href="#"><u>EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe</u></a> - V2.1.2 (2018-08) | No |
|--|----|

## 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 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- 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**

| Criteria  | Conformance Level | Remarks and Explanations   |
|---|-------------------|--|
| <u><a href="#">1.1.1 Non-text Content</a></u> (Level A)<br>Also applies to:<br>2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>                                     | Does not Support  | Images, graphical controls, and graphs do not have alternative text.   |
| <u><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a></u> (Level A)<br>Also applies to:<br>2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>              | Not Applicable    | No time-based media present.   |
| <u><a href="#">1.2.2 Captions (Prerecorded)</a></u> (Level A)<br>Also applies to:<br>2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>                               | Does not Support  | Closed captions are not provided for the in-app help videos.   |
| <u><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a></u> (Level A)<br>Also applies to:<br>2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul> | Does not Support  | Audio description is not provided for the in-ap help videos.   |
| <u><a href="#">1.3.1 Info and Relationships</a></u> (Level A)<br>Also applies to:<br>2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>                               | Does not Support  | Some headings do not have heading markup.<br>Data tables do not denote their column headers.<br>Edit fields, checkboxes, and combo boxes are not explicitly labeled. |

| Criteria  | Conformance Level  | Remarks and Explanations  |
|---|--------------------|---|
| <p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>     | Partially Supports | Correct reading sequences cannot be programmatically determined.  |
| <p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports           | Instructions and content do not rely solely on sensory characteristics of components.                                       |
| <p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>            | Partially Supports | Color is not used as the sole means of conveying information in some areas. The application uses color only in some graphs. |
| <p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>           | Supports           | No videos or audio recordings launch automatically when a page is loaded.   |
| <p><b><u>2.1.1 Keyboard</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>                | Partially Supports | The application is partially keyboard operable. Some buttons, links and other controls are not keyboard operable.           |
| <p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>        | Supports           | No keyboard trap present.   |

| Criteria  | Conformance Level  | Remarks and Explanations  |
|---|--------------------|---|
| <p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Does Not Support   | The application times out and does not warn the user.   |
| <p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Does Not Support   | Status messages appear on screen and do not give the user the opportunity to pause them.  |
| <p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>  | Supports           | Flashing or blinking does not occur in the prohibited range.  |
| <p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Does Not Support   | The application does not have a method to skip repetitive navigational links.   |
| <p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Does not Support   | Pages in the application have the title of “Cloud Insights.”  |
| <p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Partially Supports | Focus order follows reading order in some areas. On some pages popup menu items are several tab stops away from the invoking control. |

| Criteria  | Conformance Level  | Remarks and Explanations  |
|---|--------------------|---|
| <p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports           | The purpose of each link can be determined from the link text together with context.                |
| <p><b><u>3.1.1 Language of Page</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>          | Partially Supports | The default human language cannot be programmatically determined on the login screen.               |
| <p><b><u>3.2.1 On Focus</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>                  | Supports           | Gaining focus on components does not initiate a change of context.                                  |
| <p><b><u>3.2.2 On Input</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>                  | Supports           | Changing the setting of user interface components does not automatically cause a change of context. |
| <p><b><u>3.3.1 Error Identification</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>      | Supports           | Error messages are displayed on forms when fields are empty or improperly formatted.                |
| <p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>    | Partially Supports | Some form fields have visible labels. Some dropdown search fields do not have visible labels.       |

| Criteria  | Conformance Level  | Remarks and Explanations  |
|---|--------------------|---|
| <p><b><u>4.1.1 Parsing</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>           | Partially Supports | The application shows parsing errors when running a markup validation service.  |
| <p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul> | Partially Supports | <p>The application provides name, role, state and value information to assistive technology for some components.</p> <p>Some edit fields, check boxes and buttons do not provide a name. Some components (e.g., main menus, popup menus, combo boxes) do not provide some required information (e.g., role, state).</p> |

**Table 2: Success Criteria, Level AA**

| Criteria   | Conformance Level | Remarks and Explanations                                      |
|--|-------------------|---|
| <p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>                 | Not Applicable    | Live presentations are not a feature of the application.      |
| <p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul> | Does not Support  | Audio description is not provided for the in-app help videos. |

| Criteria   | Conformance Level  | Remarks and Explanations   |
|--|--------------------|--|
| <p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>  | Partially Supports | <p>Some areas of the application meet the required contrast ratios.</p> <p>Some areas (e.g., gray text) do not meet the required 4.5:1 contrast ratio.</p> |
| <p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Supports           | <p>Text can be resized without loss of content or functionality.</p>   |
| <p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>  | Supports           | <p>Images of text are not used.</p>  |
| <p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Supports           | <p>There are multiple ways to navigate to many pages throughout the application.</p>   |
| <p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Supports           | <p>Headings and labels describe topic or purpose.</p>  |
| <p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Partially Supports | <p>Keyboard focus is well defined in some areas. Some buttons do not show visual focus when tabbed to.</p>   |

| Criteria   | Conformance Level  | Remarks and Explanations   |
|--|--------------------|--|
| <p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Partially Supports | The default human language cannot be programmatically determined on the login screen.  |
| <p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>     | Supports           | Consistent navigation occurs throughout the application.   |
| <p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Supports           | There is consistent identification of components.  |
| <p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>  | Supports           | Required fields notify the user if there is no input. Error messages indicate that fields are improperly formatted or non-numeric. |
| <p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Not Applicable     | Application does not cause legal commitments or financial transactions to occur for the user.                                      |

**Table 3: Success Criteria, Level AAA**

Notes: Product was not tested to WCAG 2.0 AAA level.

## Revised Section 508 Report

### Chapter 3: Functional Performance Criteria (FPC)

| Criteria   | Conformance Level  | Remarks and Explanations  |
|--|--------------------|---|
| 302.1 Without Vision   | Partially Supports | <p>The application is partially keyboard operable.</p> <p>The application provides name, role, state and value information to assistive technology for some components. Images do not have alternative text.</p>  |
| 302.2 With Limited Vision                                      | Partially Supports | <p>The application is partially keyboard operable.</p> <p>The application provides name, role, state and value information to assistive technology for some components.</p> <p>The application can be used by users with low visual acuity when combined with screen magnification assistive technology.</p> <p>Some areas of the application have low contrast ratios.</p> |
| 302.3 Without Perception of Color                              | Partially Supports | Color is not used as the sole means of conveying information in some areas. The application uses color only in some graphs.   |
| 302.4 Without Hearing  | Supports           | The in-app help videos do not have closed captioning.   |
| 302.5 With Limited Hearing                                     | Supports           | The user may attach personal listening devices to the web browser's hardware e.g., a PC.  |
| 302.6 Without Speech   | Supports           | Does not require user speech.   |
| 302.7 With Limited Manipulation                                | Partially Supports | The application is partially keyboard operable.   |
| 302.8 With Limited Reach and Strength                          | Partially Supports | The application is partially keyboard operable.   |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports           |   |

## Chapter 4: Hardware

Notes: This product is a web application and therefore this section is not applicable to the product.

## Chapter 5: Software

Notes: This product is a web application and therefore this section is not applicable to the product.

## Chapter 6: Support Documentation and Services

| Criteria   | Conformance Level                    | Remarks and Explanations   |
|--|--------------------------------------|--|
| <b><i>601.1 Scope</i></b>  | Heading cell – no response required  | Heading cell – no response required  |
| <b><i>602 Support Documentation</i></b>                          | Heading cell – no response required  | Heading cell – no response required  |
| 602.2 Accessibility and Compatibility Features                   | Supports                             | The documentation is in electronic format and can be converted to other formats.   |
| 602.3 Electronic Support Documentation                           | See <a href="#">WCAG 2.0</a> section | See information in WCAG section  |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports                             | The documentation is in electronic format and can be converted to other formats.   |
| <b><i>603 Support Services</i></b>                               | Heading cell – no response required  | Heading cell – no response required  |
| 603.2 Information on Accessibility and Compatibility Features    | Supports                             | The NetApp accessibility statement can be found here:<br><a href="https://www.netapp.com/us/legal/accessibility.aspx">https://www.netapp.com/us/legal/accessibility.aspx</a> |
| 603.3 Accommodation of Communication Needs                       | Partially Supports                   | NetApp provides support for Technical Support via Online Chat, Telephone and E-mail. At this time, NetApp does not have a dedicated TTY line available.                      |

## Legal Disclaimer (Company)

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of NetApp **Cloud Insights** as of **December 20, 2019** and is only valid for the version and date it was tested.

This document is for informational purposes only, and Accessibility Partners makes no warranties, express or implied, in this document.