NetApp Accessibility Conformance Report

VPAT® Version 2.3 (Revised)

NetApp OnCommand Insight

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Name of Product/Version

Name of Product: OnCommand Insight
Version: 7.3

Product Description

This product is NetApp's OnCommand Insight web application.

Notes

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of NetApp **OnCommand Insight** as of **December 3, 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
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes

EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - 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
1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some images have alternative text. Some images, graphical controls, and graphs do not have alternative text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.
1.3.1 Info and Relationships (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Headings are used throughout the application. Data tables do not denote their column headers. Some edit fields, checkboxes, and combo boxes are not explicitly labeled.

Criteria	Conformance Level	Remarks and Explanations

1.3.2 Meaningful Sequence (Level A)
Also applies to:
2017 Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	Supports	Correct reading sequences can be programmatically determined.

1.3.3 Sensory Characteristics (Level A)
Also applies to:
2017 Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	Supports	Instructions and content do not rely solely on sensory characteristics of components.

1.4.1 Use of Color (Level A)
Also applies to:
2017 Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	Partially Supports	Color is not used as the sole means of conveying information in some areas. The application uses color only in some graphs.

1.4.2 Audio Control (Level A)
Also applies to:
2017 Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	Not Applicable	No videos or audio recordings launch automatically when a page is loaded.

2.1.1 Keyboard (Level A)
Also applies to:
2017 Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	Partially Supports	The application is partially keyboard operable. Some links and buttons are not keyboard operable.

2.1.2 No Keyboard Trap (Level A)
Also applies to:
2017 Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	Supports	No keyboard trap present.

Criteria	Conformance Level	Remarks and Explanations

2.2.1 Timing Adjustable (Level A)
Also applies to:
2017 Section 508
  • 501 (Web)(Software)
  • 602.3 (Support Docs)
	Does Not Support	The application times out and does not warn the user.

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
2017 Section 508
  • 501 (Web)(Software)
  • 602.3 (Support Docs)
	Partially Supports	Status messages appear on screen and do not give the option to pause or stop the animation.

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
2017 Section 508
  • 501 (Web)(Software)
  • 602.3 (Support Docs)
	Supports	Flashing or blinking does not occur in the prohibited range.

2.4.1 Bypass Blocks (Level A)
Also applies to:
2017 Section 508
  • 501 (Web)(Software) – Does not apply to non-web software
  • 602.3 (Support Docs) – Does not apply to non-web docs
	Does Not Support	The application does not have a method to skip repetitive navigational links.

2.4.2 Page Titled (Level A)
Also applies to:
2017 Section 508
  • 501 (Web)(Software)
  • 602.3 (Support Docs)
	Partially Supports	Pages in the application use descriptive titles. Some iFrames on the Dashboard do not have titles.

2.4.3 Focus Order (Level A)
Also applies to:
2017 Section 508
  • 501 (Web)(Software)
  • 602.3 (Support Docs)
	Partially Supports	Focus order follows reading order in some areas. On some pages, action dialogs are at the end of the focus order on the page.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	The purpose of each link can be determined from the link text together with context.
3.1.1 Language of Page (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	The default human language can be programmatically determined.
3.2.1 On Focus (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Gaining focus on components does not initiate a change of context.
3.2.2 On Input (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Changing the setting of user interface components does not automatically cause a change of context.
3.3.1 Error Identification (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Error messages are displayed on forms when fields are empty or improperly formatted.
3.3.2 Labels or Instructions (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some form fields have visible labels. The application does not have visible labels for some filter edit fields.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	The application shows parsing errors when running a markup validation service.
4.1.2 Name, Role, Value (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	The application provides name, role, state and value information to assistive technology for some components. Some combo boxes and edit fields do not provide a name. Some components (e.g., dashboard menus, tabs) do not provide some required information (e.g., role, state).

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some areas of the application meet the required contrast ratios. Some areas (e.g., blue and gray text) do not meet the required 4.5:1 contrast ratio.
1.4.4 Resize text (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Text can be resized without loss of content or functionality.
1.4.5 Images of Text (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Images of text are not used.
2.4.5 Multiple Ways (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	There are multiple ways to navigate to many pages throughout the application.
2.4.6 Headings and Labels (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Headings and labels describe topic or purpose.
2.4.7 Focus Visible (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Keyboard focus is well defined in some areas. Some table controls do not show visual focus when tabbed to.

Criteria	Conformance Level	Remarks and Explanations

3.1.2 Language of Parts (Level AA)
Also applies to:
2017 Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	Supports	The default human language can be programmatically determined.

3.2.3 Consistent Navigation (Level AA)
Also applies to:
2017 Section 508
    • 501 (Web)(Software) – Does not apply to non-web software
    • 602.3 (Support Docs) – Does not apply to non-web docs
	Supports	Consistent navigation occurs throughout the application.

3.2.4 Consistent Identification (Level AA)
Also applies to:
2017 Section 508
    • 501 (Web)(Software) – Does not apply to non-web software
    • 602.3 (Support Docs) – Does not apply to non-web docs
	Supports	There is consistent identification of components.

3.3.3 Error Suggestion (Level AA)
Also applies to:
2017 Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	Supports	Required fields notify the user if there is no input. Error messages indicate that fields are improperly formatted or non-numeric.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
2017 Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	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	The application is partially keyboard operable. The application provides name, role, state and value information to assistive technology for some components.
302.2 With Limited Vision	Partially Supports	The application is partially keyboard operable. The application provides name, role, state and value information to assistive technology for some components. The application can be used by users with low visual acuity when combined with screen magnification assistive technology. Some areas of the application have low contrast ratios.
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 application does not require user hearing.
302.5 With Limited Hearing	Supports	The application does not require user hearing.
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
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	Supports	The documentation is in electronic format and can be converted to other formats.
602.3 Electronic Support Documentation	See [WCAG 2.0](#) 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.
603 Support Services	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: https://www.netapp.com/us/legal/accessibility.aspx
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)

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