

Cisco Accessibility Conformance Report

VPAT® Version 2.4

Name of Product/Version: Cisco Crosswork Change Automation and Health Insights version 4.0

Product Description: Cisco Crosswork Change Automation and Health Insights provide a programmable remediation system that supports closed-loop operations based on configurable KPIs and feedback-driven workflows.

Date: April 13, 2021

Contact Information: accessibility@cisco.com

Evaluation Method Used: The following testing was done on a Windows 10 with Freedom Scientific's JAWs screen reader v2020, Microsoft Accessibility Options (Filter keys and Display/Contrast settings), and standard Keyboard.

Summary Table - Voluntary Product Accessibility Template

| Standard/Guideline | Included In Report | Remarks and Explanations |
|---|--------------------|--|
| Section 508 Chapter 3: Functional Performance Criteria | Included | |
| Section 508 Chapter 4: Hardware | Not Applicable | |
| Section 508 Chapter 5: Software | Included | |
| W3C WCAG 2.1 Level A and AA for Software application | Not Applicable | |
| W3C WCAG 2.1 Level A and AA for Web application | Included | Where applicable, the WCAG 2.1 table should cover all requirements of WCAG 2.0 that are incorporated by Section 508. |
| Section 508 Chapter 6: Support Documentation and Services | Included | |
| W3C WCAG 2.1 Level A and AA for Documentation | Included | Where applicable, the WCAG 2.1 table should cover all requirements of WCAG 2.0 that are incorporated by Section 508. |

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Section 508 Chapter 3: Functional Performance Criteria – Detail

| Criteria | Description | Status | Remarks and Explanations |
|----------|---|--------------------|---|
| 302.1 | Without Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision. | Partially Supports | The product does not fully support users without vision, please see “Chapter 5” and “W3C WCAG 2.1 Level A and AA” tables for more details. |
| 302.2 | With Limited Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision. | Partially Supports | The product does not fully support users with limited vision, please see “Chapter 5” and “W3C WCAG 2.1 Level A and AA” tables for more details. |
| 302.3 | Without Perception of Color. Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color. | Partially Supports | The product does not fully support users without perception of color, please see “Chapter 5” and “W3C WCAG 2.1 Level A and AA” tables for more details. |
| 302.4 | Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing. | Supports | |
| 302.5 | With Limited Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing. | Supports | |
| 302.6 | Without Speech. Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech. | Supports | |
| 302.7 | With Limited Manipulation. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations. | Does Not Support | |
| 302.8 | With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength. | Supports | |

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| 302.9 | With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier. | Partially Supports | Support for users with limited language, cognitive, and learning abilities is varied and depends on the user's experience. |
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Section 508 Chapter 5: Software - Detail

| Criteria | Description | Status | Remarks and Explanations |
|----------|--|--------------------|---|
| 501.1 | Scope – Incorporation of WCAG 2.0 | Partially Supports | The WCAG 2.1 table should cover all requirements of WCAG 2.0. See “WCAG 2.1 Level A and AA” table for more information. |
| 502.2.1 | User Control of Accessibility Features. Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features. | Not Applicable | This product is not a platform software. |
| 502.2.2 | No Disruption of Accessibility Features. Software shall not disrupt platform features that are defined in the platform documentation as accessibility features. | Partially Supports | Some elements are not visible in high-contrast schemes. |
| 502.3.1 | Object Information. The object role, state(s), properties, boundary, name, and description shall be programmatically determinable | Not Applicable | This product is not a platform software. |
| 502.3.2 | Modification of Object Information. States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology. | Not Applicable | This product is not a platform software. |
| 502.3.3 | Row, Column, and Headers. If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable. | Not Applicable | This product is not a platform software. |
| 502.3.4 | Values. Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable. | Not Applicable | This product is not a platform software. |
| 502.3.5 | Modification of Values. Values that can be set by the user shall be capable of being set programmatically, including through assistive technology. | Not Applicable | This product is not a platform software. |
| 502.3.6 | Label Relationships. Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable. | Not Applicable | This product is not a platform software. |

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| | | | |
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| 502.3.7 | Hierarchical Relationships. Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable. | Not Applicable | This product is not a platform software. |
| 502.3.8 | Text. The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable. | Not Applicable | This product is not a platform software. |
| 502.3.9 | Modification of Text. Text that can be set by the user shall be capable of being set programmatically, including through assistive technology. | Not Applicable | This product is not a platform software. |
| 502.3.10 | List of Actions. A list of all actions that can be executed on an object shall be programmatically determinable. | Not Applicable | This product is not a platform software. |
| 502.3.11 | Actions on Objects. Applications shall allow assistive technology to programmatically execute available actions on objects. | Not Applicable | This product is not a platform software. |
| 502.3.12 | Focus Cursor. Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components. | Not Applicable | This product is not a platform software. |
| 502.3.13 | Modification of Focus Cursor. Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology. | Not Applicable | This product is not a platform software. |
| 502.3.14 | Event Notification. Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology. | Not Applicable | This product is not a platform software. |
| 502.4 | Platform Accessibility Features. Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces—Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below: | Not Applicable | This product is not a platform software. |

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| | A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; B. Section 9.3.4 Provide adjustment of delay before key acceptance; C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; D. Section 10.6.7 Allow users to choose visual alternative for audio output; E. Section 10.6.8 Synchronize audio equivalents for visual events; F. Section 10.6.9 Provide speech output services; and G. Section 10.7.1 Display any captions provided. | | |
| 503.2 | User Preferences. Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor. | Partially Supports | Some elements are not visible in high-contrast schemes. |
| 503.3 | Alternative User Interfaces. Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services. | Not Applicable | There is no alternate user interface used as assistive technology for this product. |
| 503.4.1 | Caption Controls. Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection. | Not Applicable | This product does have audio or video content. |
| 503.4.2 | Audio Description Controls. Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection. | Not Applicable | This product does have audio or video content. |
| 504.2 | Content Creation or Editing. Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall | Not Applicable | This product is not an authoring tool. |

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| | permit authors the option of overriding information required for accessibility. | | |
| 504.2.1 | Preservation of Information Provided for Accessibility in Format Conversion. Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format. | Not Applicable | This product is not an authoring tool. |
| 504.2.2 | PDF Export. Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) | Not Applicable | This product is not an authoring tool. |
| 504.3 | Prompts. Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool. | Not Applicable | This product is not an authoring tool. |
| 504.4 | Templates. Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool. | Not Applicable | This product is not an authoring tool. |

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W3C WCAG 2.1 Level A and AA for Web Application – Detail

| Criteria | Description | Status | Remarks and Explanations |
|-------------|--|--------------------|---|
| 1.1.1 (A) | Non-text Content | Partially Supports | Some non-text contents do not have alternative text. |
| 1.2.1 (A) | Audio-only and Video-only (Prerecorded) | Not Applicable | There is no pre-recorded audio-only or video-only content. |
| 1.2.2 (A) | Captions (Prerecorded) | Not Applicable | There is no pre-recorded audio or video content. |
| 1.2.3 (A) | Audio Description or Media Alternative (Prerecorded) | Not Applicable | There is no pre-recorded audio or video content. |
| 1.2.4 (AA) | Captions (Live) | Not Applicable | There is no live audio or video content. |
| 1.2.5 (AA) | Audio Description (Prerecorded) | Not Applicable | There is no pre-recorded audio or video content. |
| 1.3.1 (A) | Info and Relationships | Partially Supports | Some form controls and data tables do not fully support screen reader. Some page headings are not in logical hierarchy order. |
| 1.3.2 (A) | Meaningful Sequence | Supports | |
| 1.3.3 (A) | Sensory Characteristics | Supports | |
| 1.3.4 (AA) | Orientation | Supports | |
| 1.3.5 (AA) | Identify Input Purpose | Partially Supports | Some input fields, which collect personal information, do not fully support identify input purpose. |
| 1.4.1 (A) | Use of Color | Supports | |
| 1.4.2 (A) | Audio Control | Supports | |
| 1.4.3 (AA) | Contrast (Minimum) | Partially Supports | Some elements are not visible in the OS high contrasts. |
| 1.4.4 (AA) | Resize Text | Partially Supports | Some pages do not fully support the browser resize text functionality. |
| 1.4.5 (AA) | Images of Text | Supports | |
| 1.4.10 (AA) | Reflow | Partially Supports | Some contents and functions are not available when the application is reflowed. |
| 1.4.11 (AA) | Non-text Contrast | Partially Supports | Some non-text elements do not meet the color contrast ratio of 3:1. |
| 1.4.12 (AA) | Text Spacing | Partially Supports | Some texts are truncated or overlapped other contents after applying text spacing. |
| 1.4.13 (AA) | Content on Hover or Focus | Partially Supports | Some the tooltip contents obscure other |

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| | | | |
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| | | | content, and pressing Esc does not dismiss them. |
| 2.1.1 (A) | Keyboard | Does Not Support | Some elements do not fully support keyboard, including the left navigation. |
| 2.1.2 (A) | No Keyboard Trap | Supports | |
| 2.1.4 (A) | Character Key Shortcuts | Supports | |
| 2.2.1 (A) | Timing Adjustable | Supports | |
| 2.2.2 (A) | Pause, Stop, Hide | Supports | |
| 2.3.1 (A) | Three Flashes or Below Threshold | Supports | |
| 2.4.1 (A) | Bypass Blocks | Partially Supports | The product does not have a method to skip repetitive navigation links. |
| 2.4.2 (A) | Page Titled | Partially Supports | Some pages do not have meaningful page title. |
| 2.4.3 (A) | Focus Order | Partially Supports | Some elements do not have logical focus order. |
| 2.4.4 (A) | Link Purpose (In Context) | Partially Supports | Some links do not have meaningful purpose. |
| 2.4.5 (AA) | Multiple Ways | Does Not Support | The site does not have at least 2 ways to locate a page. |
| 2.4.6 (AA) | Headings and Labels | Supports | |
| 2.4.7 (AA) | Focus Visible | Partially Supports | Some elements do not have visible focus. |
| 2.5.1 (A) | Pointer Gestures | Supports | |
| 2.5.2 (A) | Pointer Cancellation | Supports | |
| 2.5.3 (A) | Label in Name | Partially Supports | Some accessible names do not match with their visible label. |
| 2.5.4 (A) | Motion Actuation | Supports | |
| 3.1.1 (A) | Language of Page | Supports | |
| 3.1.2 (AA) | Language of Parts | Not Applicable | There are no multiple languages phrases on a page. |
| 3.2.1 (A) | On Focus | Supports | |
| 3.2.2 (A) | On Input | Supports | |
| 3.2.3 (AA) | Consistent Navigation | Supports | |
| 3.2.4 (AA) | Consistent Identification | Supports | |
| 3.3.1 (A) | Error Identification | Supports | |
| 3.3.2 (A) | Labels or Instructions | Partially Supports | Screen reader does not automatically announce |

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| | | | some format instructions. |
| 3.3.3 (AA) | Error Suggestion | Supports | |
| 3.3.4 (AA) | Error Prevention (Legal, Financial, Data) | Supports | |
| 4.1.1 (A) | Parsing | Partially Supports | Some elements do not have unique ID on a page. |
| 4.1.2 (A) | Name, Role, Value | Partially Supports | Some elements do not have corrected Name and Role. |
| 4.1.3 (AA) | Status Messages | Partially Supports | Screen reader does not automatically announce some status messages. |

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Section 508 Chapter 6: Support Documentation and Services – Detail

| Criteria | Description | Status | Remarks and Explanations |
|----------|--|--------------------|---|
| 602.2 | Accessibility and Compatibility Features. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology. | Does Not Support | The documentation does not provide a list of accessibility and compatibility features. |
| 602.3 | Electronic Support Documentation. Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0. | Partially Supports | The WCAG 2.1 table should cover all requirements of WCAG 2.0. See “WCAG 2.1 Level A and AA” table for more information. |
| 602.4 | Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request. | Supports | |
| 603.2 | Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2. | Supports | Contact Cisco accessibility team via email, accessibility@cisco.com for more information. |
| 603.3 | Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities. | Supports | Cisco conforms through equal facilitation. Customers may reach Cisco Technical Assistance Center (TAC) via Phone, Email or Web Form. All cases open through email or web are opened as Priority 3 cases. All Priority 1 or Priority 2 case can only be opened via the telephone. TTY users must call the Text Relay Service (TRS) by dialing 711 or their state Video Relay Service (VRS) and have the TRS agent contact Cisco TAC via voice. |

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W3C WCAG 2.1 Level A and AA for Documentation – Detail

| Criteria | Description | Status | Remarks and Explanations |
|-------------|--|--------------------|--|
| 1.1.1 (A) | Non-text Content | Partially Supports | Some images do not have meaningful alternative text. |
| 1.2.1 (A) | Audio-only and Video-only (Prerecorded) | Not Applicable | There is no pre-recorded audio-only or video-only content. |
| 1.2.2 (A) | Captions (Prerecorded) | Not Applicable | There is no pre-recorded audio or video content. |
| 1.2.3 (A) | Audio Description or Media Alternative (Prerecorded) | Not Applicable | There is no pre-recorded audio or video content. |
| 1.2.4 (AA) | Captions (Live) | Not Applicable | There is no live audio or video content. |
| 1.2.5 (AA) | Audio Description (Prerecorded) | Not Applicable | There is no pre-recorded audio or video content. |
| 1.3.1 (A) | Info and Relationships | Partially Supports | Some form elements and data tables do not fully support screen reader. Some page headings do not convey logical hierarchy order. |
| 1.3.2 (A) | Meaningful Sequence | Supports | |
| 1.3.3 (A) | Sensory Characteristics | Supports | |
| 1.3.4 (AA) | Orientation | Supports | |
| 1.3.5 (AA) | Identify Input Purpose | Supports | |
| 1.4.1 (A) | Use of Color | Supports | |
| 1.4.2 (A) | Audio Control | Supports | |
| 1.4.3 (AA) | Contrast (Minimum) | Supports | |
| 1.4.4 (AA) | Resize Text | Supports | |
| 1.4.5 (AA) | Images of Text | Supports | |
| 1.4.10 (AA) | Reflow | Supports | |
| 1.4.11 (AA) | Non-text Contrast | Supports | |
| 1.4.12 (AA) | Text Spacing | Supports | |
| 1.4.13 (AA) | Content on Hover or Focus | Supports | |
| 2.1.1 (A) | Keyboard | Supports | |
| 2.1.2 (A) | No Keyboard Trap | Supports | |
| 2.1.4 (A) | Character Key Shortcuts | Supports | |
| 2.2.1 (A) | Timing Adjustable | Supports | |
| 2.2.2 (A) | Pause, Stop, Hide | Supports | |

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| 2.3.1 (A) | Three Flashes or Below Threshold | Supports | |
| 2.4.1 (A) | Bypass Blocks | Supports | |
| 2.4.2 (A) | Page Titled | Supports | |
| 2.4.3 (A) | Focus Order | Partially Supports | Some elements do not meaningful focus order. |
| 2.4.4 (A) | Link Purpose (In Context) | Supports | |
| 2.4.5 (AA) | Multiple Ways | Supports | |
| 2.4.6 (AA) | Headings and Labels | Supports | |
| 2.4.7 (AA) | Focus Visible | Supports | |
| 2.5.1 (A) | Pointer Gestures | Supports | |
| 2.5.2 (A) | Pointer Cancellation | Supports | |
| 2.5.3 (A) | Label in Name | Supports | |
| 2.5.4 (A) | Motion Actuation | Supports | |
| 3.1.1 (A) | Language of Page | Supports | |
| 3.1.2 (AA) | Language of Parts | Not Applicable | There are no multiple languages phrases on a page. |
| 3.2.1 (A) | On Focus | Supports | |
| 3.2.2 (A) | On Input | Supports | |
| 3.2.3 (AA) | Consistent Navigation | Supports | |
| 3.2.4 (AA) | Consistent Identification | Supports | |
| 3.3.1 (A) | Error Identification | Supports | |
| 3.3.2 (A) | Labels or Instructions | Supports | |
| 3.3.3 (AA) | Error Suggestion | Supports | |
| 3.3.4 (AA) | Error Prevention (Legal, Financial, Data) | Supports | |
| 4.1.1 (A) | Parsing | Partially Supports | Some elements do not have unique ID on a page. |
| 4.1.2 (A) | Name, Role, Value | Partially Supports | Some elements do not have a corrected Name and Role. |
| 4.1.3 (AA) | Status Messages | Not Applicable | The documentation does not have status message. |

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Supporting Feature (Status) Terminology

The result of "Accessibility Testing" assists in the determination of the Supporting Features.

| Supporting Features or Status | Description |
|-------------------------------|---|
| Supports | Use this language when you determine the product fully meets the intent of the criteria or meets with equivalent facilitation. If the product meets equivalent facilitation, please document it in the "Remarks and Explanations" column. |
| Partially Supports | Use this language when you determine the product does not fully meet the intent of the criteria, but provides some level of access relative to the criteria. Please document the exception in the "Remarks and Explanations" column. |
| Does Not Support | Use this language when you determine the product does not meet the intent of the criteria. Please document the reason in the "Remarks and Explanations" column. |
| Not Applicable | Use this language when you determine that the criteria do not apply to the specific product. For example, many web applications do not have video content the "Not Applicable" can be used. Please state, "The application does not have any video content" in the "Remarks and Explanations" column. |
| Not Evaluated | Use this language when the product has not been evaluated. |

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