

**Date:** November 1, 2017

**Name of Product:** Cisco Service Provider Network Automation Center (SP-NAC) v1.0

**Contact for more information:** [accessibility@cisco.com](mailto:accessibility@cisco.com)

The following testing was done on a Windows 10 with Freedom Scientific's JAWs screen reader v18, Microsoft Accessibility Options (Filter keys and Display/Contrast settings), and standard Keyboard.

### Summary Table - Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	Not Applicable	
Section 1194.22 Web-based internet information and applications	Included	
W3C WCAG 2.0 Checkpoints	Included	
Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multi-media Products	Not Applicable	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Included	
Section 1194.41 Information, Documentation and Support	Included	

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: November 1, 2017

## **Version of the Product**

Cisco Service Provider Network Automation Center (SP-NAC) v1.0

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: November 1, 2017

## Section 1194.22: Web-based Internet information and applications – Detail

Clause	Criteria	Status	Remarks and Explanations
1194.22(a)	A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with Exceptions	Some non-text content do not have a text equivalent.
1194.22(b)	Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	The site does not have multimedia content.
1194.22(c)	Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports with Exceptions	Some elements uses only color to convey the information.
1194.22(d)	Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with Exceptions	Equivalent Facilitation is provided to support low vision users in high contrast. Some icons are not visible in high-contrast schemes.
1194.22(e)	Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	The site does not use server-side image maps.
1194.22(f)	Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	The site does not use client-side image maps.
1194.22(g)	Row and column headers shall be identified for data tables.	Supports with Exceptions	Some data tables do not fully support screen reader software.
1194.22(h)	Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not Applicable	The site does not use complex data tables.
1194.22(i)	Frames shall be titled with text that facilitates frame identification and navigation.	Supports with Exceptions	Some frames do not have titles.
1194.22(j)	Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	The site does not use flashing content.

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: November 1, 2017

1194.22(k)	A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Does not Support	Text-only page is not provided.
1194.22(l)	When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.	Supports with Exceptions	Some elements do not fully support screen reader software
1194.22(m)	When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Not Applicable	The site does not have applets.
1194.22(n)	When electronic forms are designed to be completed online, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports with Exceptions	Some form elements do not fully support screen reader software
1194.22(o)	A method shall be provided that permits users to skip repetitive navigation links.	Supports with Exceptions	The site does not provide a method to skip repetitive navigation links.
1194.22(p)	When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Does not Support	The site does not have a feature which allows the user to adjust the timeout session.

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: November 1, 2017

## W3C WCAG 2.0 Checkpoints – Detail

Checkpoint	Description	Status	Remarks and Explanations
1.1.1 (A)	Non text content	Supports with exceptions.	Some images do not have a full text equivalent.
1.2.1 (A)	Audio-only and Video-only (Prerecorded)	Not Applicable	No audio or video content.
1.2.2 (A)	Captions (Prerecorded)	Not Applicable	No audio or video content.
1.2.3 (A)	Audio Description or Media Alternative (Prerecorded)	Not Applicable	No audio or video content.
1.2.4 (AA)	Captions (Live)	Not Applicable	No audio or video content.
1.2.5 (AA)	Audio Description (Prerecorded)	Not Applicable	No audio or video content.
1.3.1 (A)	Info and Relationships	Supports with Exceptions	Some form controls and data tables do not fully support screen reader software.
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Not Applicable	
1.4.1 (A)	Use of Color	Supports with Exceptions	Some maps make use of color in order to convey information.
1.4.2 (A)	Audio Control	Not Applicable	No automatic audio content.
1.4.3 (AA)	Contrast (Minimum)	Supports with Exceptions	Some text do not meet minimum contrast ratio. Some elements are not visible in high contrast schemes.
1.4.4 (AA)	Resize Text	Supports	
1.4.5 (AA)	Images of Text	Not Applicable	No images of text.
2.1.1 (A)	Keyboard	Supports with Exceptions	Some navigational elements do not fully support keyboard.
2.1.2 (A)	No Keyboard Trap	Supports	
2.2.1 (A)	Timing Adjustable	Supports with Exceptions	Session times out with allowing user to turn off or adjust the time limit.

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: November 1, 2017

2.2.2 (A)	Pause, Stop, Hide	Not Applicable	No moving, blinking, or scrolling content.
2.3.1 (A)	Three Flashes or Below Threshold	Not Applicable	No flashing or blinking content.
2.4.1 (A)	Bypass Blocks	Supports with Exceptions	The site does not have a link to skip repetitive navigation links. Some frames are not titled.
2.4.2 (A)	Page Titled	Supports	
2.4.3 (A)	Focus Order	Supports with Exceptions	Some elements are not in logical navigation order.
2.4.4 (A)	Link Purpose (In Context)	Supports	
2.4.5 (AA)	Multiple Ways	Supports with Exceptions	The site does not have at least 2 ways to locate some pages.
2.4.6 (AA)	Headings and Labels	Supports with Exceptions	Some pages do not make use of headings.
2.4.7 (AA)	Focus Visible	Supports with Exceptions	Some elements do not have visible navigation focus.
3.1.1 (A)	Language of Page	Supports with Exceptions	Some pages do not have LANG attribute
3.1.2 (AA)	Language of Parts	Not Applicable	Only 1 language used.
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)	Not Applicable	No legal or financial data.

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: November 1, 2017

4.1.1 (A)	Parsing	Supports with Exceptions	Some IDs are not unique.
4.1.2 (A)	Name, Role, Value	Supports with Exceptions	Name and role of some elements are not announced correctly by the screen reader.

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: November 1, 2017

## Section 1194.31: Functional Performance Criteria – Detail

Clause	Criteria	Status	Remarks and Explanations
1194.31(a)	At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports with Exceptions	For exceptions see remarks for 1194.22 (a)(c)(g)(i)(k)(l)(n)(o)(p)
1194.31(b)	At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports with Exceptions	For exceptions see remarks for 1194.22 (d)
1194.31(c)	At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports	
1194.31(d)	Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	
1194.31(e)	At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports	
1194.31(f)	At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: November 1, 2017



## Section 1194.41: Information, Documentation and Support - Detail

Clause	Criteria	Status	Remarks and Explanations
1194.41(a)	Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Accessible documentation is available through Cisco TAC upon request.
1194.41(b)	End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Accessible documentation is available through Cisco TAC upon request.
1194.41(c)	Support services for products shall accommodate the communication needs of end-users 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.

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: November 1, 2017

## 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 letter and intent of the Criteria.
Supports with Exceptions	Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria. Please document the exception in the "Remarks and Explanations" column.
Supports through Equivalent Facilitation	Use this language when you have identified an alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria. Please document the exception in the "Remarks and Explanations" column.
Supports when combined with Compatible Assistive Technology	Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible Assistive Technology. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind). 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 letter or 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 don't 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. Please document the reason in the "Remarks and Explanations" column.

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: November 1, 2017