

VPAT™

Voluntary Product Accessibility Template®

Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: 2018/10/16

Name of Product: Data Loss Prevention from Symantec, version 15.5 (Scorpio release)

Contact for more Information (name/phone/email): [REDACTED]

Summary Table

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<i>Criteria</i>	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supports	Refer to section 1194.21 for details
Section 1194.22 Web-based Internet Information and Applications	Supports	Refer to section 1194.22 for details
Section 1194.23 Telecommunications Products	Not applicable	This is not applicable for DLP products
Section 1194.24 Video and Multi-media Products	Not applicable	This is not applicable for DLP products
Section 1194.25 Self-Contained, Closed Products	Not applicable	This is not applicable for DLP products
Section 1194.26 Desktop and Portable Computers	Not applicable	This is not applicable for DLP products
Section 1194.31 Functional Performance Criteria	Supports	Refer to section 1194.31 for details
Section 1194.41 Information, Documentation and Support	Supports	Refer to section 1194.41 for details

***Section 1194.21 Software Applications and Operating Systems –
Detail***

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<i>Criteria</i>	Supporting Features	Remarks and explanations
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<p>a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	<p>Supported with exceptions</p>	<ul style="list-style-type: none"> • All data entry can be made through the keyboard. • All known exceptions previously raised have been addressed with this release (Scorpio 15.5), except as noted below. • Exception: some pages that display tables (e.g. database diagnostics) allow users to resize the column by dragging the column separator with the mouse. That separator is not keyboard accessible because of known browser limitations, so we are not hopeful we can remove this exception. However that feature is in no way critical to using the application. • Exception: the TAB order for filters and pagination buttons on some list pages' table headers is not consistent with the visual order of elements (e.g. response Rules, Discover Targets, Data Identifiers, EDM and IDM rules edit, Scan history, agent configuration, User data sources)
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<p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p>Supported with exception</p>	<p>DLP does not disrupt any OS accessibility features.</p> <p>Note 1: built-in Browser back and reload buttons are not recommended with DLP, but the application provides its own fully accessible and section 508 compliant back and reload buttons.</p> <p>Note 2: high contrast display support varies with each browser; for example, when high contrast is switched on, IE 10 and 11 will display all pages correctly, while Firefox may exhibit some display inconsistencies.</p> <p>Note 3: the down arrow is not fully visible in some dropdowns when viewed in High Contrast mode.</p>
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<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Supported with exception</p>	<ul style="list-style-type: none"> • Active entry fields and button highlighting is provided natively by the supported browsers (IE and Firefox). DLP does not hinder nor modify that behavior. • All known exceptions previously raised have been addressed with this release (Scorpio 15.5), except as noted below: • Exception: some action icons are not properly highlighted when using the TAB key, particularly the edit and delete icons in display tables, e.g. data identifier, content root, server overview, policy groups, incident custom attributes, DLP user. • Exception the calendar icon is not properly highlighted when using the TAB key, e.g. discover targets, incident deletion
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Fully supported</p>	<ul style="list-style-type: none"> • Most elements include ALT attributes for images and/or explicit accompanying text • All known exceptions previously raised have been addressed with this release (Scorpio 15.5),
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Fully Supported</p>	<p>Images are consistently used throughout the application.</p>

<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Fully supported</p>	<p>This functionality is supported.</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Fully Supported</p>	<p>Application doesn't override user selected options.</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Not Applicable</p>	<p>No animation used</p>
<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Supported with exception</p>	<p>In image recognition we superimpose a highlight color on top of the scanned document image to indicate a match. Because the highlight is superimposed on top of an image we don't have the capability to provide ALT or any other reader-friendly indication</p>
<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	<p>Not Applicable</p>	<p>Don't support color and contrast setting adjustments directly in our applications.</p>
<p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Fully Supported</p>	<p>DLP does not use flashing or blinking.</p>
<p>(l) When electronic forms are used, 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.</p>	<p>Fully supported</p>	<p>Information is provided so that the end user is able to complete all the intended operations.</p>

Section 1194.22 Web-based Internet information and applications – Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Fully supported	<ul style="list-style-type: none"> • Most elements include ALT attributes for images and/or explicit accompanying text • All known exceptions previously raised have been with this release (Scorpio 15.5)
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	No multimedia presentations used
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Fully supported	Information is available in text as well.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Fully Supported	All required styles are embedded in the documents we produce.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	No image maps used
(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	No image maps used
(g) Row and column headers shall be identified for data tables.	Fully Supported	Headers are identified
(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	DLP doesn't have data tables that have two or more logical levels of row or column headers.

(i) Frames shall be titled with text that facilitates frame identification and navigation	Not applicable	Frames are not used
(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	Screens don't automatically refresh
(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.	Not applicable	Compliance can be accomplished in other ways per the other 1194.22 criteria.
(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.	Fully supported	Pages are supported by text.
(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).	Fully Supported	All previously noted exceptions have been addressed with this release (Scorpio 15.5),
(n) When electronic forms are designed to be completed on-line, 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.	Fully supported	No online electronic forms used. For configuration, support is available.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Fully Supported	We fully support skip navigation tags, as per published standards.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	No timed response required.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

Section 1194.31 Functional Performance Criteria – Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(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.	Fully supported	Sufficient information is provided so that the end user is able to complete all the intended operations
(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.	Fully supported	Sufficient information is provided so that the end user is able to complete all the intended operations.
(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	Fully supported	DLP is completely not auditory
(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.	Not applicable	Don't provide audio information.
(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.	Not applicable	Don't require user speech in any of our functions.
(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.	Fully supported	DLP functions doesn't need fine motor skills.

Section 1194.41 Information, Documentation and Support

– Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Fully supported	End user product documentation is provided via online help in web application and can be easily printed
(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.	Fully Supported	Accessibility documentation can be provided upon request
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Fully Supported	Support is available via both telephone and email