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| **Date:**  | **6/10/2009** |
| **Name of Product:**  | **Microsoft® Identity Lifecycle Manager 2007 FP1 (Certificate Lifecycle Manager)** |
| **Contact for more Information:**  | <http://www.microsoft.com/windowsserver/ilm2007/default.mspx>  |

**Summary Table**

**Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| Section 1194.21 Software Applications and Operating Systems | Level of support varies by individual requirement.Please refer to the attached VPAT. |  |
| Section 1194.22 Web-based internet information and applications | Level of support varies by individual requirement. Please refer to the attached VPAT. |  |
| Section 1194.23 Telecommunications Products |  | Identity Lifecycle Manager 2007 FP1 is not considered a telecommunications product according to the definition in 1194.23. |
| Section 1194.24 Video and Multi-media Products |  | Identity Lifecycle Manager 2007 FP1 does not use multimedia except as covered in section 1194.21 |
| Section 1194.25 Self-Contained, Closed Products |  | Identity Lifecycle Manager 2007 FP1 is not a self-contained product according to the definition in Section 1194.25. |
| Section 1194.26 Desktop and Portable Computers |  | Identity Lifecycle Manager 2007 FP1 is software as defined under section 1194.21 |
| Section 1194.31 Functional Performance Criteria | Level of support varies by individual requirement. Please refer to the attached VPAT. |  |
| Section 1194.41 (a) Information, Documentation and Support | Supported. Please refer to the attached VPAT. |  |

**Section 1194.21 Software Applications and Operating Systems - Detail
Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| (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. | **Not supported** | Setup columns for tables do not support keyboard tabbing or selection. Majority of the tables do not support keyboard access (or has limited support—e.g. check boxes cannot be selected.) Cancel in most places (e.g. wizards) do not support keyboard press. Reporting drilldown and navigation controls don’t work with keyboard support.The application is not fully accessible via only using the keyboard.  |
| (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. | **Supported** |  |
| (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. | **Supported** |  |
| (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. | **Not supported** | Some table elements are not available to assistive technology. This includes check boxes and radio buttons in most tables. Pull downs don’t annotate correctly with assistive technology. Only the first item in the pull down will announce correctly upon selection or hover over. Graphs in the reporting elements of the application has image legends that are not available in text. Most icons indicating status do not have alt textsSome assistive technology may be able to access information from tables and associate that information to checkboxes or radio buttons, but that would only partially solve the issues at hand. |
| (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. | **Supported** |  |
| (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. | **Supported, with minor exceptions** | Text in the tool tips of generated graphs in reporting are images, and are not available to assistive technologies. An OCR application can be used to read the text displayed in the images. |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | **Supported, with exceptions.** | High contrast settings in the OS are consistently applied in the CLM UI for colors but user custom font size changes (through the OS or browser) are not applied.A simple workaround to this problem is to set Internet Explorer to ignore font sizes (accessed via the accessibility options) after which it will resize Identity Lifecycle Manager 2007 pages correctly. Another alternative is to use the magnifying glass which can be found under accessibility options in Microsoft Windows® operating systems. |
| (h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user. | **Supported** |  |
| (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. | **Supported, with minor exceptions** | Graphs use color for identification, which is also conveyed by a tool tip. However, the information in the tool tip is not available to assistive technologies. Some warning texts use only the color red to signify that it is a warning, however, the sudden appearance of the text and the information inside the text mitigate the reliance on color. Text links are color coded (most display underline on hover), but are located in lists, not within static text strings and are easily distinguishable as launch-points. Also on hover the cursor changes to the hand commonly used to indicate links. |
| (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. | **Supported** |  |
| (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. | **Not Applicable** | Identity Lifecycle Manager 2007 FP1 does not have flashing or blinking text, objects, or other elements. |
| (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. | **Not Supported** | The checkbox controls, radio buttons, and some links in forms are not keyboard accessible, so users cannot tab-key to the necessary elements to complete the forms. Mouse, or assistive technology that mimic mouse support with the keyboard, can be used to access the areas. |

**Section 1194.22 Web-based Internet information and applications - Detail**

**Voluntary Product Accessibility Template**

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| **Criteria** | **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). | **Not Supported** | Indicators display as graphics icons only without an alt-text tooltip, and no label displayed for the icon. A small checkmark or “x” icon (graphics file) displays only. Examples: The Request Status screen, for Enrollment Agent Required; on User Details screen, for Account Enabled; the Installing Certificates screen, below Success column head; and the Profile Template Management screen.  |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | **Not Applicable** | Identity Lifecycle Manager 2007 FP1 does not have multimedia presentations. |
| (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup. | **Supported** |  |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet. | **Supported** |  |
| (e) Redundant text links shall be provided for each active region of a server-side image map. | **Not Supported** | Reports are server generated image maps with no text links for the URL. Reports are server generated graphics with no accessibility support. |
| (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 Supported** | Reports are server generated image maps with no text links for the URL. Some reports, such as bar graphs, should be client-side image maps instead of server-side ones. |
| (g) Row and column headers shall be identified for data tables. | **Supported** |  |
| (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 Supported** | Tables in Identity Lifecycle Manager 2007 FP1 are almost always nested, and almost always not associated properly. No headers, scope, or axis markups are used to associated data cells to their headers. |
| (i) Frames shall be titled with text that facilitates frame identification and navigation | **Not Applicable** | No frames are displayed in Identity Lifecycle Manager 2007 FP1. |
| (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** | No flicker or special refresh rate in Identity Lifecycle Manager 2007 FP1. |
| (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 Supported** | Text-only equivalent pages were not authored for this version of this application.  |
| (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. | **Supported** |  |
| (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).  | **Supported, with an exception** | On the “Change Your Smart Card PIN” page, if an error displays “Base CSP smart card self-service control is not installed”, a “Please contact your system Administrator” text is also displayed, but with no link providing the contact. The “Reset Smart Card PIN” dialog is keyboard accessible and readable in high-contrast mode. The “Insert Smart Card” dialog also meets same accessibility as the reset dialog above. |
| (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.  | **Not Supported** | Checkmark controls in forms are not accessible using keyboard tab key. Example is the Enroll a user, Search for Users screen. Mouse, or assistive technology that mimic mouse support with the keyboard, can be used to access the areas. |
| (o) A method shall be provided that permits users to skip repetitive navigation links.  | **Supported** |  |
| (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 responses in Identity Lifecycle Manager 2007 FP1. |

**Section 1194.31 Functional Performance Criteria - Detail
Voluntary Product Accessibility Template**

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| **Criteria** | **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. | **Not supported** | Some table elements are not available to assistive technology. This includes check boxes and radio buttons in most tables. Pull downs don’t annotate correctly with assistive technology. Only the first item in the pull down will announce correctly upon selection or hover over. Graphs in the reporting elements of the application has image legends that are not available in text. Most icons indicating status do not have alt textsThe issues above are present in most crucial areas of the application. This causes the application to require user vision, since assistive technology cannot help a user to guide through standard workflows.Some assistive technology (such as JAWS) may be smarter about picking up information from tables and associating that information to checkboxes or radio buttons, but that would only partially solve the issues at hand. |
| (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. | **Supported with exceptions** | Identity Lifecycle Manager 2007 FP1 use fixed fonts via CSS. Microsoft Internet Explorer® 6.0/7.0 in particular has problems resizing pages because of this. A simple workaround to this problem is to set Internet Explorer to ignore font sizes (accessed via the accessibility options) after which it will resize application pages correctly.Another alternative is to use the magnifying glass which can be found under accessibility options in Microsoft Windows. |
| (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 | **Supported** | Identity Lifecycle Manager 2007 does not require user hearing. |
| (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. | **Supported** | Identity Lifecycle Manager 2007 does not require user hearing. |
| (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. | **Supported** | Identity Lifecycle Manager 2007 does not require user speech. |
| (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. | **Supported** |  |

**Section 1194.41 Information, Documentation, and Support - Detail**

**Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| Section 1194.41 (a) Product Support Documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge. | **Supported** |  |
| Section 1194.41 (b) Accessibility and Compatibility Features. 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. | **Supported** |  |
| 1194.41 (c) Support Services for products shall accommodate the communication needs of end-users with disabilities. | **Supported** |  |

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