VPAT for IBM Endpoint Manager 9.2.0

VPAT comments:	For a detailed description of the parent features and benefits, please refer to the following URL: http://www.ibm.com/software/tivoli/solutions/endpoint-manager/#Features This VPAT applies to these offerings of IBM Endpoint Manager 9.2.0, not all offerings will contain all the features: IBM Endpoint Manager for Lifecycle Management v9.2.0, PID 5725C43 IBM Endpoint Manager for Security and Compliance v9.2.0, PID 5725C44 IBM Endpoint Manager for Patch Management v9.2.0, PID 5725C45 IBM Endpoint Manager for Power Management v9.2.0, PID 5725C46 IBM Endpoint Manager for Core Protection v9.2.0, PID 5725D25 IBM Endpoint Manager for Server Automation v9.2.0, PID 5725H27 IBM Endpoint Manager for Datacenters v9.2.0, PID 5725Q67

VPAT Summary

Criteria	Status	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	Supports with exceptions	Refer to Section 1194.21 in VPAT Details section below.
Section 1194.22 Web-based Internet information & applications	Supports with exceptions	Refer to Section 1194.22 in VPAT Details section below.
Section 1194.23 Telecommunications Products	Not applicable	Not applicable
Section 1194.24 Video and Multi-media Products	Not applicable	Not applicable
Section 1194.25 Self-Contained, Closed Products	Not applicable	Not applicable
Section 1194.26 Desktop and Portable Computers	Not applicable	Not applicable
Section 1194.31 Functional Performance Criteria	Supports with exceptions	Refer to Section 1194.31 in VPAT Details section below.
Section 1194.41 Information, Documentation, and Support	Supports with exceptions	Refer to Section 1194.41 in VPAT Details section below.

VPAT Details

Section 1194.21 Software Applications and Operating Systems - Detail

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.	Supports with exceptions	The following component meets this criterion:
		
		- IBM Endpoint Manager 9.2.0:
		  - Platform: Client UI
		
		The following components do not meet this criterion: While keyboard equivalents are available for some actions, focus issues cause problems tabbing, selecting and navigating throughout the dashboard panels, which in turn creates problems with screen reader reading labels and data.
		
		- IBM Endpoint Manager 9.2.0:
		  - IBM Endpoint Manager for Server Automation 9.2.0
		  - Core Protection
		  - Lifecycle Management: Remote Control
		  - Lifecycle Management: SWD / OSD
		  - Patch Management
		  - Platform Console
		  - Power Management
		  - Security and Compliance: Analytics
		  - Security and Compliance

(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	Supports with exceptions	The following component meets this criterion: - IBM Endpoint Manager: - Platform: Client UI - Keyboard accessibility features built into the operating system are not interfered with. The following components do not meet this criterion:

Criteria	Supporting Features	Remarks and Explanations

manufacturer of the operating system and is available to the product developer.		The left-hand console navigation - which is part of the main platform, does not properly handle focus with tab, shift-tab., creating navigation and screen reader reading issues.
		
		- IBM Endpoint Manager:
		  - IBM Endpoint Manager for Server Automation
		  - Core Protection
		  - Lifecycle Management: Remote Control
		  - Lifecycle Management: SWD / OSD
		  - Patch Management
		  - Platform Console
		  - Power Management
		  - Security and Compliance: Analytics
		  - Security and Compliance

(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.	Supports with exceptions	The following component meets this criterion with exceptions:
		
		- IBM Endpoint Manager:
		  - Platform: Client UI - A visual focus indicator that moves among interactive objects as the input focus changes is available. However, two panels announce text while focus is on a blank space.
		
		The following components do not meet this criterion: The left-hand console navigation - which is part of the main platform, does not properly handle focus with tab, shift-tab., creating navigation and screen reader reading issues.
		
		- IBM Endpoint Manager:
		  - IBM Endpoint Manager for Server Automation
		  - Core Protection
		  - Lifecycle Management: Remote Control
		  - Lifecycle Management: SWD / OSD
		  - Patch Management
		  - Platform Console
		  - Power Management
		  - Security and Compliance: Analytics
		  - Security and Compliance

(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.	Supports with exceptions	The following components meet this criterion: Semantic information on user interface objects is provided. Controls, objects, icons and images have a consistent associated label.
		
		- IBM Endpoint Manager:
		  - Core Protection
		  - Patch Management
		  - Security and Compliance
		
		The following components meet this criterion with exceptions:
		
		- IBM Endpoint Manager:
		  - IBM Endpoint Manager for Server Automation - Semantic information on user interface objects is provided. Not all controls, objects, icons and images have a consistent associated label.
		  - Lifecycle Management: SWD / OSD - Controls, objects, icons and images have a consistent associated label. The refresh button on the top right of many dashboards is the only element that has no text.
		  - Platform: Client UI - Labels with controls, objects, icons and images are consistent throughout the application. While Images are not used to represent program elements, Symantic information is provided about user interface objects.
		The focus properly announces the header titles, the column actions (sort) are not activated from the keyboard.
		  - Security and Compliance: Analytics - Semantic

Criteria	Supporting Features	Remarks and Explanations

		information on user interface objects is provided. Associated labels with controls, objects, icons and images used to identify programmatic elements, are consistent throughout the application, except for charts are graphic only.
		
		The following components do not meet this criterion:
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control - Semantic information on user interface objects is provided, but validation testing has not been completed. Controls, objects, icons and images have a consistent associated label, but validation testing has not been completed.
		  - Platform Console - Not all information conveyed by images is available in text at this time. Labels are not associate with controls, objects, icons and images throughout the application.
		  - Power Management - Semantic information on user interface objects is not always provided. Controls, objects, icons and images do not have a consistent associated label.

(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.	Supports with exceptions	The following components meet this criterion: Controls, objects, icons and images have a consistent associated label.
		
		- IBM Endpoint Manager:
		  - Core Protection
		  - Lifecycle Management: SWD / OSD
		  - Patch Management
		  - Platform: Client UI
		  - Security and Compliance
		
		The following components do not meet this criterion:
		
		- IBM Endpoint Manager:
		  - IBM Endpoint Manager for Server Automation - Not all controls, objects, icons and images have a consistent associated label.
		  - Lifecycle Management: Remote Control - Controls, objects, icons and images have a consistent associated label, but validation testing has not been completed.
		  - Platform Console - Labels are not associate with controls, objects, icons and images throughout the application.
		  - Power Management - Controls, objects, icons and images do not have a consistent associated label.
		  - Security and Compliance: Analytics - Associated labels with controls, objects, icons and images used to identify programmatic elements, are consistent throughout the application, except for charts are graphic only.

(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.	Supports with exceptions	The following components meet this criterion: Text is provided through standard system function calls or through an API (application programming interface) which supports interaction with assistive technology.
		
		- IBM Endpoint Manager:
		  - IBM Endpoint Manager for Server Automation
		  - Core Protection
		  - Lifecycle Management: SWD / OSD
		  - Patch Management
		  - Platform: Client UI
		  - Security and Compliance: Analytics
		  - Security and Compliance
		
		The following components do not meet this criterion:

Criteria	Supporting Features	Remarks and Explanations

		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control - Text is provided through standard system function calls or through an API (application programming interface) which supports interaction with assistive technology, but validation testing has not been completed.
		  - Platform Console - Text through standard system function calls to support interaction with assistive technology is not provided at this time.
		  - Power Management - Text is not provided through standard system function calls or through an API (application programming interface) which supports interaction with assistive technology.

(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports with exceptions	The following components meet this criterion: System settings for high contrast, font, size, and color for user interface controls are inherited.
		
		- IBM Endpoint Manager:
		  - IBM Endpoint Manager for Server Automation
		  - Core Protection
		  - Patch Management
		  - Platform Console
		  - Security and Compliance
		
		The following components meet this criterion with exceptions:
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control - System settings for font, size, and color for all user interface controls are inherited. System settings for high contrast for all user interface controls and client area content are supported, but validation testing has not been completed.
		  - Platform: Client UI - System settings for high contrast for all user interface controls and client area content are supported. For all the screens, for all the text sizes 150%, 200%, 225%, 300% scrolling is not shown to view all of the text. The severity of this problem varies with the resolution of the desktop and the size of the font. Setting the text size to 200% on an 800x600 display results in overlapping controls, but adjusting the resolution to 1024x768 fixes the problem.
		  - Security and Compliance: Analytics - System settings for font, size, and color for all user interface controls are inherited. System settings for high contrast for all user interface controls and client area content is not supported at this time.
		
		The following components do not meet this criterion:
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: SWD / OSD - Flex based dashboards do not support high contrast or system font changes.
		  - Power Management - System settings for high contrast for user interface controls and client area content are not supported. System settings for font, size, and color for all user interface controls are not inherited.

(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not applicable	The following components do not apply to this criterion: Animation is not used.
		
		- IBM Endpoint Manager:
		  - IBM Endpoint Manager for Server Automation
		  - Core Protection
		  - Lifecycle Management: Remote Control
		  - Lifecycle Management: SWD / OSD

Criteria	Supporting Features	Remarks and Explanations
		- Patch Management - Platform: Client UI - Platform Console - Power Management - Security and Compliance: Analytics - Security and Compliance

(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.	Supports with exceptions	The following components meet this criterion: Color is not used as an enhancement nor as a way to convey information or indicate an action.
		
		- IBM Endpoint Manager:
		  - IBM Endpoint Manager for Server Automation
		  - Core Protection
		  - Lifecycle Management: SWD / OSD
		  - Patch Management
		  - Platform Console
		  - Security and Compliance: Analytics
		  - Security and Compliance
		
		The following component does not apply to this criterion:
		
		- IBM Endpoint Manager:
		  - Platform: Client UI - Color is not used as an enhancement nor as a way to convey information or indicate an action.
		
		The following components do not meet this criterion:
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control - Color is used as an enhancement and not as a way to convey information or indicate an action, but validation testing has not been completed.
		  - Power Management - Many charts use color as an enhancement or as a way to convey information or indicate an action.

(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.	Not applicable	The following components do not apply to this criterion: Color customization is not supported.
		
		- IBM Endpoint Manager:
		  - IBM Endpoint Manager for Server Automation
		  - Core Protection
		  - Lifecycle Management: Remote Control
		  - Lifecycle Management: SWD / OSD
		  - Patch Management
		  - Platform: Client UI
		  - Platform Console
		  - Power Management
		  - Security and Compliance: Analytics
		  - Security and Compliance

(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.	Supports:
	The use of blinking text, objects or elements has been avoided, reducing risk of seizures for users with photosensitive epilepsy.
		The following components meet this criterion: Flashing or blinking text or objects are not used.
		
		- IBM Endpoint Manager:
		  - IBM Endpoint Manager for Server Automation
		  - Core Protection
		  - Lifecycle Management: Remote Control
		  - Lifecycle Management: SWD / OSD
		  - Patch Management
		  - Platform: Client UI
		  - Platform Console
		  - Power Management
		  - Security and Compliance: Analytics
		  - Security and Compliance

(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.	Supports with exceptions	The following component meets this criterion with exceptions: - IBM Endpoint Manager: - Platform: Client UI - Forms allow people using assistive technology to access the information adequately, with the exception noted for the focus

Criteria	Supporting Features	Remarks and Explanations

		issues in sections (c) and (d).
		
		The following component does not apply to this criterion:
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control - Application does not use electronic forms.
		
		The following components do not meet this criterion: Not all forms allow people using assistive technology to access the information adequately.
		
		- IBM Endpoint Manager:
		  - IBM Endpoint Manager for Server Automation
		  - Core Protection
		  - Lifecycle Management: SWD / OSD
		  - Patch Management
		  - Platform Console
		  - Power Management
		  - Security and Compliance: Analytics
		  - Security and Compliance

Section 1194.22 Web-based Internet information and applications - Detail

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).	Supports with exceptions	The following component meets this criterion:
		
		- IBM Endpoint Manager:
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting - Non-text content that is presented to the user has a text alternative that serves the equivalent purpose.
		
		The following components do not meet this criterion:
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control - Text alternatives are included in development, but validation testing has not been completed.
		  - Platform Web Reports - Text alternatives are not supported at this time.

(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	The following components do not apply to this criterion: No multimedia used.
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control
		  - Platform Web Reports
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting

(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	The following component meets this criterion:
		
		- IBM Endpoint Manager:
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting - Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
		
		The following components do not meet this criterion:
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control - Development completed so that color is not used as the only visual means of conveying information, but validation testing has not been completed.
		  - Platform Web Reports - Color is used to distinguish a visual element.

Criteria	Supporting Features	Remarks and Explanations

(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with exceptions	The following component meets this criterion:
		
		- IBM Endpoint Manager:
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting - Pages are readable with style sheets disabled.
		
		The following components do not meet this criterion:
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control - Development complete so that web pages are readable without requiring style sheets, but validation testing has not been completed.
		  - Platform Web Reports - Ability to read web pages without style sheets is not supported at this time.

(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	The following components do not apply to this criterion: No image maps are used.
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control
		  - Platform Web Reports
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting

(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 following components do not apply to this criterion: No image maps are used.
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control
		  - Platform Web Reports
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting

(g) Row and column headers shall be identified for data tables.	Does not support	The following components do not meet this criterion:
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control - Development complete so that table cells and relationships between cells can be programmatically determined at this time, but validation testing has not been completed.
		  - Platform Web Reports - Table cells and relationships between cells can not be programmatically determined at this time.
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting - Table cells and relationships between cells can not be programmatically determined. User needs to be able to associate data with a specific row or header, this isn't possible - for instance with Software Installation table.

(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.	Does not support	The following components do not meet this criterion:
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control - Development complete so that table cells and relationships between cells can be programmatically determined at this time, but validation testing has not been completed.
		  - Platform Web Reports - Table cells and relationships between cells can not be programmatically determined at this time.
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting - Table cells and relationships between cells can not be programmatically determined. User needs to be able to associate data with a specific row or header, this isn't possible - for instance with Software Installation table.

(i) Frames shall be titled with text that facilitates	Supports with exceptions	The following component meets this criterion:

Criteria	Supporting Features	Remarks and Explanations

frame identification and navigation.		- IBM Endpoint Manager:
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting - A title and an accessible frame source are provided for each frame, provided in title bar
		
		The following components do not meet this criterion:
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control - A title and an accessible frame source are provided for each frame, but validation testing has not been completed.
		  - Platform Web Reports - A title and an accessible frame source is not provided at this time.

(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports:
	The use of blinking text, objects or elements has been avoided, reducing risk of seizures for users with photosensitive epilepsy.
		The following components meet this criterion: There is no Flashing Content.
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control
		  - Platform Web Reports
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting

(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	The following components do not apply to this criterion:
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control - Text-only page is not required.
		  - Platform Web Reports - Text-only page is not required.
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting - Pages are text only.

(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:
	Alternatives to scripting language are provided, allowing users access to the content via keyboard and assistive technology.
		The following component meets this criterion:
		
		- IBM Endpoint Manager:
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting - Scripts are keyboard accessible. Expandable/hierarchical entries are accomplished with 'enter' key.
		
		The following components do not apply to this criterion: Scripts are not utilized.
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control
		  - Platform Web Reports

(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 following components do not apply to this criterion: No Applets, plug-ins, or non-HTML content
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control
		  - Platform Web Reports
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting

(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.	Supports with exceptions	The following components meet this criterion: Form element labels can be programmatically determined.
		
		- IBM Endpoint Manager:
		  - Platform Web Reports
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting
		
		The following components do not meet this criterion:
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control -

Criteria	Supporting Features	Remarks and Explanations
		Development complete so that form element labels can be programmatically determined, but validation testing has not been completed.

(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports with exceptions	The following component meets this criterion:
		
		- IBM Endpoint Manager:
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting - Methods are provided for skipping over navigation links to get to main content of page. Home, Reports, Management, Administrator links provide navigation
		
		The following components do not meet this criterion:
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control - Method to skip to main content are provided, but validation testing has not been completed.
		  - Platform Web Reports - Method to skip to main content is not supported at this time.

(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 following components do not apply to this criterion: There are no time dependent functions.
		
		- IBM Endpoint Manager:
		  - IBM Endpoint Manager for Server Automation
		  - Core Protection
		  - Lifecycle Management: SWD / OSD
		  - Patch Management
		  - Platform: Client UI
		  - Platform Console
		  - Power Management
		  - Security and Compliance: Analytics
		  - Security and Compliance
		  - Lifecycle Management: Remote Control
		  - Platform Web Reports
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting
		
		The following component does not meet this criterion:
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control - Timed material can be set from RC server, but validation testing has not been completed.

Section 1194.31 Functional Performance - Detail

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.	Supports with exception:
	
	See the following for supporting features:
	
	- 1194.21 a, b, c, d, e, f, h, i, l
	- 1194.22 all
		The following components meet this criterion with exceptions:
		
		- IBM Endpoint Manager:
		  - IBM Endpoint Manager for Server Automation
		  - Core Protection
		  - Lifecycle Management: SWD / OSD
		  - Patch Management
		  - Platform: Client UI
		  - Platform Console
		  - Security and Compliance: Analytics
		  - Security and Compliance
		  - Lifecycle Management: Remote Control
		  - Platform Web Reports
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting
		
		The following components do not meet this criterion:

Criteria	Supporting Features	Remarks and Explanations

		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control
		  - Power Management

(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 what are visually impaired shall be provided.	Supports with exception:
	
	See the following for supporting features:
	- 1194.21 c, g, i, j, l
	- 1194.22 n
		The following components meet this criterion:
		
		- IBM Endpoint Manager:
		  - Platform Web Reports
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting
		
		The following components meet this criterion with exceptions:
		
		- IBM Endpoint Manager:
		  - IBM Endpoint Manager for Server Automation
		  - Core Protection
		  - Lifecycle Management: Remote Control
		  - Patch Management
		  - Platform: Client UI
		  - Platform Console
		  - Security and Compliance: Analytics
		  - Security and Compliance
		
		The following components do not meet this criterion:
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: SWD / OSD
		  - Power Management
		  - Lifecycle Management: Remote Control

(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.	Does not support:
	
	See the following for supporting features:
	- 1194.22 b, m
		The following components do not apply to this criterion:
		
		- IBM Endpoint Manager:
		  - IBM Endpoint Manager for Server Automation
		  - Core Protection
		  - Lifecycle Management: SWD / OSD
		  - Patch Management
		  - Platform: Client UI
		  - Platform Console
		  - Power Management
		  - Security and Compliance: Analytics
		  - Security and Compliance
		  - Lifecycle Management: Remote Control
		  - Platform Web Reports
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting
		
		The following components do not meet this criterion:
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control

(d) Where audio information is important for the use of the 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	The following components do not apply to this criterion:
		
		- IBM Endpoint Manager:
		  - IBM Endpoint Manager for Server Automation
		  - Core Protection
		  - Lifecycle Management: Remote Control
		  - Lifecycle Management: SWD / OSD
		  - Patch Management
		  - Platform: Client UI
		  - Platform Console
		  - Power Management
		  - Security and Compliance: Analytics
		  - Security and Compliance
		  - Lifecycle Management: Remote Control
		  - Platform Web Reports
		  - Software Use Analysis / License Metric Tool /

Criteria	Supporting Features	Remarks and Explanations
		Subcapacity Reporting
(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	

(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 with exception:
	
	See the following for supporting features:
	- 1194.21 a, b
	- 1194.22 l, p
		The following components meet this criterion:
		
		- IBM Endpoint Manager:
		  - Platform: Client UI
		  - Software Use Analysis / License Metric Tool / Subcapacity Reporting
		
		The following components do not apply to this criterion:
		
		- IBM Endpoint Manager:
		  - Lifecycle Management: Remote Control
		  - Platform Web Reports
		
		The following components do not meet this criterion:
		
		- IBM Endpoint Manager:
		  - IBM Endpoint Manager for Server Automation
		  - Core Protection
		  - Lifecycle Management: Remote Control
		  - Lifecycle Management: SWD / OSD
		  - Patch Management
		  - Platform Console
		  - Power Management
		  - Security and Compliance: Analytics
		  - Security and Compliance

Section 1194.41 Information, Documentation, and Support - Detail

Criteria	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.	Supports with exceptions	The following component meets this criterion with exceptions:
		
		- IBM Endpoint Manager:
		  - Product Family Documentation - Text alternatives have been included for all non-text content. Row and column headers are used to identify relationships between cells. Color is not used to convey information. Web pages do not contain anything that flashes more than three times in any one second period. Headings, sections, URL links, and a table of contents is used to provide navigation.
		    No image maps. No multimedia used. Form elements are not used in documentation. Style sheets are not used. No scripts, applets, plug-ins, or non-HTML content. No time limits.
		    Not all criterion tested.

(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.	Does not support	The following component does not meet this criterion: - IBM Endpoint Manager: - Product Family Documentation - Documentation on all accessibility features including keyboard access is not available.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports: In addition to standard IBM help desk and support Web sites, IBM has established a TTY telephone service for use by deaf or hard of hearing customers to access sales and support services.	

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