Enterprise Infrastructure Solutions (EIS)
Contract Number GS00Q17NSD3000 – CDRL 33

AT&T Accessibility Conformance Report
Revised Section 508 Edition

VPAT® Version 2.3 – December 2018

Name of Product/Version: Infrastructure as a Service (IaaS)

Date: April 29, 2019

AT&T Corp.
3033 Chain Bridge Road
Oakton, VA 22124

Product Description:

The information contained within this Voluntary Product Accessibility Template (VPAT) is the result of a third-party, Level Access, performing an audit. The audit tested the compliance of the AT&T's Government Platform (via the Business Center Portal), and Business Support Systems (BSS) applications in AT&T's Government Center-EIS. The Government Center Portal and applications were assessed against the applicable requirements of Section 508 of the Rehabilitation Act of 1973 as Amended 1998. AT&T reported that the modules assessed in the audit represent the full features available in the Government Center-EIS application for Infrastructure as a Service (IaaS) users.

Infrastructure as a Service is also delivered using the IBM SoftLayer platform. The SoftLayer platform's accessibility features are completely determined by the provider and documented in the IBM VPATs.

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Notes:

Evaluation Methods Used:

The testing methodology performed included manual testing techniques such as keyboard-only testing, color contrast evaluation, and testing using the high contrast setting for users who have low vision. It also included assistive technology testing with ZoomText, a screen magnification software for people with low vision; Dragon NaturallySpeaking (Dragon), a voice recognition/speech to text software for users with limited mobility; and JAWS which is a screen reading software used by people who are visually impaired.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)

[Revised Section 508 standards](#) as published by the U.S. Access Board in the Federal Register on January 18, 2017 [Corrections to the ICT Final Rule](#) as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS provides text alternatives for non-text content.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does not include any audio-only or video-only content.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does not include any synchronized multimedia (video with an audio track).
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does not include any synchronized multimedia (video with an audio track).
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Supports	Information, structure, and relationships conveyed through presentation in AT&T Government Center-EIS can be programmatically determined or are available in text.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does have meaningful sequence.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does not include any information, instructions or controls which rely on specific sensory characteristics.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does not rely on color as the sole means of communication or visually distinguishing content not otherwise distinguished programmatically.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does not include any audio playback.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does support keyboard-only.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does not cause a keyboard trap for users.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does not include time-based user session limits requiring users to extend their login session.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does not include content which moves, blinks, scrolls or auto-updates.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does not include content that flashes.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	The AT&T Government Center-EIS does include skip links to bypass the repeated blocks of content.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
2.4.2 Page Titled (Level A) Also applies to:	Supports	The AT&T Government Center-EIS application provides the user with current location

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		information using the page TITLE attribute and H1 headings.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS supports a logical progression of keyboard focus.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS contains links which clearly indicate their purpose within context.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does programmatically define the language on any pages within the application.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does not initiate a change in context as a result of any component receiving focus.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)		The AT&T Government Center-EIS does not initiate a change in context when the setting of a user interface component is changed, except where a user has been advised of that behavior.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does indicate specifically which input is in error.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Labels and instructions are provided in the AT&T Government Center-EIS where user input is required.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does support parsing.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS provides Name, Role and Value properties for user interface controls.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does not include any "live multimedia".
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does not include any "synchronized multimedia" (video with an audio track).
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS includes text that does meet the minimum color contrast requirements.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS allows content to be resized without assistive technology up to 200 percent without loss of content or functionality.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The only images of text on the AT&T Government Center-EIS are that of logos, which are exempted, or images that require text to be part of them.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	The AT&T Government Center-EIS does not require multiple ways to locate a web page within a set of web pages.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS provides unique Labels and descriptive Headings to identify components within the content.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The controls within AT&T Government Center-EIS provide a visual indication of keyboard focus.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The AT&T Government Center-EIS does not change languages in its pages.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	The AT&T Government Center-EIS provides a consistent navigation structure.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
3.2.4 Consistent Identification (Level AA) Also applies to:	Supports	The AT&T Government Center-EIS consistently identifies common controls and inputs.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508	Supports	The AT&T Government Center-EIS provides clear suggestions when errors are detected.
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508	Supports	The AT&T Government Center-EIS does not contain forms that cause legal commitments or financial transactions.
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	The AT&T Government Center-EIS provides at least one mode of operation that does not require vision.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
302.2 With Limited Vision	Supports	The AT&T Government Center-EIS application responds to the accessibility features available to end users such as screen magnification, high contrast display and browser zoom. The application is usable by people with limited vision.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
302.3 Without Perception of Color	Supports	The AT&T Government Center-EIS does not include any content or control which relies on the user's ability to perceive color.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
302.4 Without Hearing	Supports	The AT&T Government Center-EIS does not include any content or control which relies on the user's ability to hear.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
302.5 With Limited Hearing	Supports	The AT&T Government Center-EIS does not include any content or control which relies on the user's ability to hear.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supports	The AT&T Government Center-EIS does not include any content or control which relies on the user's ability to speak.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
302.7 With Limited Manipulation	Supports	The AT&T Government Center-EIS is operable with limited reach and limited strength.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
302.8 With Limited Reach and Strength	Supports	The AT&T Government Center-EIS does not require simultaneous manual operation or fine motor control.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The AT&T Government Center-EIS can be used by individuals with limited cognitive, language, and learning abilities.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.

Chapter 4: Hardware

Notes: Not Evaluated

Chapter 5: Software

Notes: Not Evaluated

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	AT&T will provide an overview of the accessibility features present in the product, optimal assistive technology configurations for use, means of requesting alternate formats, and known accessibility issues with the product.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	AT&T will provide alternative documentation formats to users on request, free of charge.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	AT&T support services will provide an overview of the accessibility features present in the product, optimal assistive technology configurations for use, means of requesting alternate formats, and known accessibility issues with the product.

Criteria	Conformance Level	Remarks and Explanations
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.
603.3 Accommodation of Communication Needs	Supports	AT&T support services will provide support for users with hearing impairments via relay services and web chat.
	Refer to External Vendor VPAT links	Support for this provision is also determined by the provider and documented in the IBM SoftLayer VPATs available at this URL.