

# Verizon Accessibility Conformance Report

## Revised Section 508 Edition

### VPAT® Version 2.3 – December 2018

**Name of Product/Version:** Service Management Reporting (SMR)

**Product Description:** Service Management Reporting is a customer facing reporting platform currently being used by Federal customers. SMR reports on tickets, availability, performance, capacity and Inventory data.

**Date:** 8/29/2025

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**Evaluation Methods Used:** Conformance to the listed accessibility standards has been evaluated by Verizon using a combination of compliance analysis tools and manual testing with assistive technologies.

## 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 <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)

## Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>Service Management Reporting was tested for:</p> <ul style="list-style-type: none"> <li>● Images that convey information have meaningful alternative text using ALT</li> <li>● Images that are decorative are marked up using ALT="" or CSS background images</li> <li>● Information shown in complex images such as charts is also available in an alternative textual form (e.g. a data table)</li> <li>● Titles for Objects and Applets are provided</li> <li>● Controls have an associated name</li> <li>● Text summary or alternative is provided for time-based media</li> <li>● Client-side image maps specify the ALT attribute on each AREA element.</li> <li>● Non-text characters are not used or have meaningful alternative text</li> <li>● CAPTCHAs are not used</li> </ul>
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	The product does not use multimedia
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	The product does not use multimedia
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p>	Not Applicable	The product does not use multimedia

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>Service Management Reporting was tested for:</p> <ul style="list-style-type: none"> <li>● User interface component labels are associated with the fields they are labeling</li> <li>● Headings are encoded with HTML heading tags</li> <li>● List markup is used for marking up lists</li> <li>● Table markup is used for marking up data tables, including row and column headers and table captions/summaries where appropriate</li> <li>● Data tables specify SUMMARY or CAPTION</li> <li>● Layout tables use appropriate markup</li> <li>● Groups of components are marked up with their description</li> <li>● Style sheets are used only to change the layout and presentation on the screen</li> </ul>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>Service Management Reporting uses correct markups to allow assistive technologies to interpret the meaning of content and controls.</p>
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>Service Management Reporting does not rely solely on sensory characteristics to understand content</p>
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to:</p>	Supports	<p>Service Management Reporting does not use color as the sole means of conveying information</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	Service Management Reporting does not use audio sounds
<u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Keyboard navigation is fully supported
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Keyboard focus is not trapped at any one individual page element.
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	User receives a prompt before a session is ended
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	The product does not contain animation and does not utilize auto-updating that starts automatically.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	The Service Management Reporting does not use flashing objects
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	User can bypass blocks of content
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	The product has meaningful page titles
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	The focus order is visible and logical when using keyboard only navigation
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	The purpose of each link can be understood, labels are meaningful and not vaguely worded.
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Language attributes are set per page.

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	There is no context change when an element receives focus
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	There is no change of context when a user changes the setting of any user interface component.
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	When input errors are detected, they are described to the user in text, including identifying the item where the error occurred
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Labels and instructions are recognizable to assistive technologies
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Service Management Reporting data elements have complete start and end tags, elements are nested according to their specifications and do not contain duplicate attributes.
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	The name, role and value are available to assistive technologies.

## Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	The product does not have multimedia
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	The product does not have multimedia
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Text meets the minimum contrast ratio.
<p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Text can be resized up to 200 percent without loss of context or functionality
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	All text within Service Management Reporting is included as pure text.
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to:</p>	Supports	The product provides multiple methods to navigate to a page.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	All headings and labels are descriptive and convey meaning to where the user is and what they are doing.
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	The focus order is visible and logical when using keyboard only navigation
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	The language information is supported by commonly available assistive technologies
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Service Management Reporting provides consistent and repeatable navigation across pages.
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Service Management Reporting identifies the site components consistently across web pages.

Criteria	Conformance Level	Remarks and Explanations
<b>3.3.3 Error Suggestion</b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	When input errors are detected, they are described to the user in text.
<b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Data entered by the user is validated for input errors and the user is provided an opportunity to correct the errors before submission.

## Revised Section 508 Report

### Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Service Management Reporting supports users without vision, please see “Tables 1 and 2: Success Criteria, Level A and AA” for more details.
302.2 With Limited Vision	Supports	Service Management Reporting supports users without vision, please see “Tables 1 and 2: Success Criteria, Level A and AA” for more details.
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Support for users with limited language, cognitive and learning abilities will vary depending on the user's experience.

## Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	This product is not a platform software
502.2.2 No Disruption of Accessibility Features	Supports	Accessibility features are not disrupted
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	This product is not a platform software
502.3.2 Modification of Object Information	Not Applicable	This product is not a platform software
502.3.3 Row, Column, and Headers	Not Applicable	This product is not a platform software
502.3.4 Values	Not Applicable	This product is not a platform software
502.3.5 Modification of Values	Not Applicable	This product is not a platform software
502.3.6 Label Relationships	Not Applicable	This product is not a platform software
502.3.7 Hierarchical Relationships	Not Applicable	This product is not a platform software
502.3.8 Text	Not Applicable	This product is not a platform software
502.3.9 Modification of Text	Not Applicable	This product is not a platform software
502.3.10 List of Actions	Not Applicable	This product is not a platform software
502.3.11 Actions on Objects	Not Applicable	This product is not a platform software
502.3.12 Focus Cursor	Not Applicable	This product is not a platform software
502.3.13 Modification of Focus Cursor	Not Applicable	This product is not a platform software
502.3.14 Event Notification	Not Applicable	This product is not a platform software
502.4 Platform Accessibility Features	Not Applicable	This product is not a platform software
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	
503.3 Alternative User Interfaces	Not Applicable	There are no alternative user interfaces
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	No multimedia used
503.4.2 Audio Description Controls	Not Applicable	No audio used
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	This product is not an authoring tool
504.2.2 PDF Export	Not Applicable	This product is not an authoring tool
504.3 Prompts	Not Applicable	This product is not an authoring tool
504.4 Templates	Not Applicable	This product is not an authoring tool

## Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	In addition to the accessible online documentation, support services come in a variety of formats including instructor-led training and online training.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Supports	

## Legal Disclaimer (Verizon)

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