

Red Hat Accessibility Conformance Report

Based¹ on VPAT ® Version 2.4

Name of Product/Version:

Red Hat Decision Manager and Red Hat Process Automation Manager 7.7

Report Date:

June 3, 2020

Product Description:

Red Hat Decision Manager is a comprehensive low-code platform for the development and maintenance of applications that automate operational business decisions. Organizations can incorporate sophisticated decision logic into line-of-business applications and quickly update underlying business rules as market conditions change.

Contact Information:

section508@redhat.com

Notes:

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Evaluation Methods Used:

Testing is based on general product knowledge.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
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¹ “Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)

Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected 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
<p>1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports Electronic Docs: Supports Software: Authoring Tool:</p>	<p>Web: Some graphical elements provide no text alternative. Potential Nonconformities Electronic Docs: Software: Authoring Tool:</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Not applicable Electronic Docs: Not applicable Software: Not applicable Authoring Tool: Not applicable</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Not applicable Electronic Docs: Not applicable Software: Not applicable Authoring Tool: Not applicable</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Not applicable Electronic Docs: Not applicable Software: Not applicable Authoring Tool: Not applicable</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Does not Support Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable</p>	<p>Web: There are significant uses of link emulation. Lists of projects are determined using visual only presentations. Electronic Docs: Software: Authoring Tool:</p>

<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Does not Support Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable</p>	<p>Web: The interface displays projects and other elements in unordered manner and a presentation inconsistent with the content order. Electronic Docs: Software: Authoring Tool:</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable</p>	<p>Web: The product incorporates graphical editors for BPMN 2.0 and DMN, which are inherently graphical in nature and rely on shapes, colors, and other visual representations. Electronic Docs: Software: Authoring Tool:</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable</p>	<p>Web: Process completion state is indicated solely by a change in color of completed tasks. Electronic Docs: Software: Authoring Tool:</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Not applicable Electronic Docs: Not applicable Software: Not applicable Authoring Tool: Not applicable</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Does not Support Electronic Docs: Supports Software: Authoring Tool:</p>	<p>Web: Users cannot navigate to project dashboard library assets view via a keyboard. Electronic Docs: Software: Authoring Tool:</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Support Electronic Docs: Supports Software: Authoring Tool:</p>	<p>Web: Business process editor provides a zoom control which cannot be unfocused via a keyboard; users must wait for a brief period for this control to timeout to restore keyboard navigability. Electronic Docs: Software: Authoring Tool:</p>

<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Authoring Tool:</p>	<p>Web: Red Hat Decision Manager does not utilize any moving, blinking, or scrolling information. Electronic Docs: Software: Authoring Tool:</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not applicable Electronic Docs: Not applicable Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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 	<p>Web: Supports Electronic Docs: Supports Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Partially Supports Electronic Docs: Supports Software: Authoring Tool:</p>	<p>Web: Tab order does change in certain modalities Electronic Docs: Software: Authoring Tool:</p>

<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports Electronic Docs: Supports Software: Authoring Tool:</p>	<p>Web: A few icons exist without alt text or labels via div tags. Electronic Docs: Software: Authoring Tool:</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports Electronic Docs: Supports Software: Authoring Tool:</p>	<p>Web: Red Hat PAM/DM provides the correct “en” for its default language but does not correctly indicate this metadata for alternative language selections. The locale is set correctly, but lang is not updated. Electronic Docs: Software: Authoring Tool:</p>
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports Electronic Docs: Supports Software: Authoring Tool:</p>	<p>Web: Some fields only have color indicating an error w/o any other text information Electronic Docs: Software: Authoring Tool:</p>
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	<p>Web: Partially Support Electronic Docs: Supports Software: Authoring Tool:</p>	<p>Web: A few controls to not have alt text Electronic Docs: Software: Authoring Tool:</p>

<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web: There are significant uses of link emulation.</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web: Some visual renderings do not have enough contrast to meet this requirement</p> <p>Electronic Docs:</p> <p>Software:</p>

<ul style="list-style-type: none"> 602.3 (Support Docs) 		Authoring Tool:
<p>1.4.4 Resize text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports Electronic Docs: Supports Software: Authoring Tool:	Web: Some controls get hidden when you zoom in on the component. Electronic Docs: Software: Authoring Tool:
<p>1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports Electronic Docs: Software: Authoring Tool:	Web: Most images have a textual representation, the menu bar images are missing a few labels. It should also be noted that with the BPMN visual designer textual labels do not exist within the icons used. Electronic Docs: Software: Authoring Tool:
<p>2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 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 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<p>2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<p>2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports Electronic Docs: Supports Software: Authoring Tool:	Web: Some components are highlighted correctly, others are not Electronic Docs: Software: Authoring Tool:
<p>3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Partially Supports Electronic Docs: Supports Software: Authoring Tool:	Web: Locale is set per the language change feature of the product, however, lang is not set as part of this process.

<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		Electronic Docs: Software: Authoring Tool:
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 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 	Web: Supports Electronic Docs: Supports Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 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 	Web: Supports Electronic Docs: Supports Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports Electronic Docs: Not applicable Software: Not applicable Authoring Tool: Not applicable	Web: Red Hat DM/PAM does not provide opportunities for legal commitments, financial transactions, and does not directly interact with data held in user data storage systems. Electronic Docs: Red Hat JBoss EAP support documentation does not provide interactive features requiring user input. Software: Authoring Tool:
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Not applicable Electronic Docs: Not applicable Software: Not applicable Authoring Tool: Not applicable	Web: Electronic Docs: Red Hat JBoss EAP support documentation does not provide interactive features requiring user input. Software: Authoring Tool:

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Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does not Support	
302.2 With Limited Vision	Supports	The product supports standard browser magnification.
302.3 Without Perception of Color	Partially Supports	Some colors are used and do not have enough contrast with their backgrounds to meet this requirement.
302.4 Without Hearing	Not Applicable	Red Hat DM/PAM does not require user hearing.
302.5 With Limited Hearing	Not Applicable	Red Hat DM/PAM does not require user hearing.
302.6 Without Speech	Not Applicable	Red Hat DM/PAM does not require speech input, control, or operation.
302.7 With Limited Manipulation	Partially Supports	The product supports standard input mechanisms such as user-provided keyboards and pointing devices. Usage of the product does require some fine motor controls when using the process designer, but does not require simultaneous actions.
302.8 With Limited Reach and Strength	Partially Supports	The product supports standard input mechanisms such as user-provided keyboards and pointing devices. Usage of the product does require some fine motor controls when using the process designer, but does not require simultaneous actions.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The product features easy-to-read content, but also presumes technical IT knowledge.

Chapter 4: [Hardware](#)

Notes: THIS SECTION HAS BEEN OMITTED -- these requirements are not applicable to the product, Red Hat JBoss DM/PAM is not hardware per 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements).

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
502.2.2 No Disruption of Accessibility Features	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
502.3.2 Modification of Object Information	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
502.3.3 Row, Column, and Headers	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
502.3.4 Values	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
502.3.5 Modification of Values	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.

502.3.6 Label Relationships	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
502.3.7 Hierarchical Relationships	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
502.3.8 Text	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
502.3.9 Modification of Text	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
502.3.10 List of Actions	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
502.3.11 Actions on Objects	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
502.3.12 Focus Cursor	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
502.3.13 Modification of Focus Cursor	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
502.3.14 Event Notification	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
502.4 Platform Accessibility Features	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
503.3 Alternative User Interfaces	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.

503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
503.4.2 Audio Description Controls	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
504.2.2 PDF Export	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
504.3 Prompts	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.
504.4 Templates	Features Not Applicable	Red Hat PAM/DM is a web application that does not have access to platform accessibility services.

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
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does not support	Red Hat JBoss EAP documentation does not explain how to use accessibility or compatibility features.

602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Red Hat DM/PAM support documentation is provided in electronic formats.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Red Hat PAM/DM phone and web based support services explain how to use accessibility or compatibility features.
603.3 Accommodation of Communication Needs	Supports	Red Hat PAM/DM support services are provided via disability accessible phone and web systems.

Legal Disclaimer (Company)

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