

# *Statement of Section 508 Compliance LiveTime Service Manager and Help Desk*

Section 508 of the Rehabilitation Act Amendments of 1998 requires that federal agencies ensure that disabled employees and members of the public have access to information, computers and networks comparable to access enjoyed by people without disabilities.

LiveTime's products meet the "Section 508" technical standard of **§§ 1194.22 – Web-based Internet Information and Applications**, as and to the extent stated in the accompanying Voluntary Product Accessibility Template ("VPAT").

## **Voluntary Product Accessibility Template**

The purpose of the Voluntary Product Accessibility Template, or VPAT, is to assist Federal contracting officials and other buyers in making decisions regarding the suitability of commercial Electronic and Information Technology (EIT) products and services, with features that support accessibility.

The first table of the Template provides a summary view of the section 508 Standards. The subsequent table provides a more detailed view of the applicable **§§ 1194.22 – Web-based Internet Information and Applications** subsection.

**Date:** April 2, 2008

**Name of Products:** LiveTime Service Manager, LiveTime Help Desk

**Contact for more Information:** Antoinette Fox, 949 777 5800

### **Summary Table Voluntary Product Accessibility Template**

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Not Applicable	
Section 1194.22 Web-based Internet Information and Applications	Supports with Exceptions	See below
Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multi-media Products	Not Applicable	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Not Applicable	
Section 1194.41 Information, Documentation and Support	Not Applicable	

**Section 1194.22 Web-based Internet information and applications -  
Detail Voluntary Product Accessibility Template**

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).	Supported	
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	LiveTime cannot be used to create multimedia presentations
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supported	Color is not used as the sole means to convey information in LiveTime
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supported	LiveTime complies with this requirement.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Server-side maps are not used in LiveTime
(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	Client-side image maps are not used in LiveTime
(g) Row and column headers shall be identified for data tables.	Supported	LiveTime uses HTML data tables to display data. All tables have row and column headers appropriately defined.
(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.	Supported	Table cells are associated with appropriate headers in the data tables used by LiveTime.
(i) Frames shall be titled with text that facilitates frame identification and navigation.	Not Applicable	LiveTime does not use frames
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supported	LiveTime complies with this requirement
(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	LiveTime pages meet the standards specified above, so text only equivalent pages are not provided

(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.	Not Applicable	Scripting languages are not used in LiveTime to create interface elements or content that would require functional text.
(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	LiveTime does not make use of applets or plug-ins for functionality
(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.	Supported	HTML forms in LiveTime use standard HTML controls and are accessible. Tab order through a form is logical.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Does not Support	The ACCESSKEY HTML attribute can be used to provide shortcut keys in HTML pages. However, not every control in LiveTime has a shortcut key currently assigned.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supported	The only place where a timed response is used in LiveTime is a session timeout. The administrator can set the session timeout (default is 30 mins) on the server. This setting applies to all users.

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