Voluntary Product Accessibility Template (VPAT) ® 2.0

Project Name:	Voluntary Product Accessibility Template (VPAT) ® 2.0 Cloudera Altus
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Table of contents

cloudera®

Cloudera Altus Accessibility Conformance Report

VPAT® 2.0 Version 1.0 – August 30, 2018

Name of product/version:	**Cloudera Altus**
Product description:	**Web Application**
Date:	**August 30, 2018**
Contact information	**gconvertino@cloudera.com**
Evaluation methods used:	This VPAT® is based on the results of an accessibility audit of the **Cloudera Altus web application** conducted by **The Paciello Group – a VFO™ company**, for the purpose of assessing compliance with the Web Content Accessibility Guidelines (WCAG) 2.0. The following applications were used as part of the audit to identify potential accessibility issues: ● Desktop browsers: Internet Explorer, Firefox, Safari and Chrome (all latest versions) (**Note:** Some pages within the Cloudera Altus web application could not be opened in Internet Explorer 11). ● Assistive technologies: JAWS, NVDA, Dragon and Read & Write ● Accessibility testing tools: Browser inspection tools, the Web Developer Extension, Validators, aViewer, Colour Contrast Analyser
Applicable standards/guidelines	This report covers the degree of conformance for the following accessibility standards/guidelines: ● Web Content Accessibility Guidelines (WCAG) 2.0 Level A/AA. ● Revised Section 508. ● Standard EN 301 549.

Terminology

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.

- **Supports with Exceptions**: 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 only be used in WCAG 2.0 Level AAA.

Section 508 Chapter 1: Application and Administration

This VPAT is based on the Revised 508 Standards which incorporates WCAG 2.0 by reference.

Section 508 Chapter 2: Scoping Requirements

As Cloudera Altus is a web application, the following standards specifically apply:

- All Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA, available at http://www.w3.org/TR/WCAG20.

- Section 508 Chapter 3: Functional Performance Criteria (FPC).

- Section 508 Chapter 6: Support Documentation and Services.

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.

WCAG 2.0 Report

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Does not support	- There are several instances of images without appropriate text alternatives, including: - The Cloudera Altus logo presented in the common header. - Search and Profile icons in the common header during the registration process. - Some controls have graphical labels with no accessible alternative, including: - Refresh icons. - Copy-to-Clipboard icons. - Tooltip icons. - Controls to sort table columns in ascending or descending order. - Controls to expand/collapse sections of content.
1.2.1 Audio-only and Video-only (Prerecorded)	Not applicable	Cloudera Altus does not contain audio-only or video-only content.

1.2.2 Captions (Prerecorded)	Supports with exceptions	- Cloudera Altus hosts a tutorial video on YouTube (https://www.youtube.com/watch?v=Mm8VnOan9TI). Captions are provided for the video, but occasionally do not match up exactly word-for-word with the spoken audio track. For example, the spoken audio track refers to "Cross account access role", while the caption text refers only to "access role".
1.2.3 Audio Description or Media Alternative (Prerecorded)	Does not support	Cloudera Altus hosts a tutorial video on YouTube (https://www.youtube.com/watch?v=Mm8VnOan9TI). While the spoken audio track provides summary instructions on creating an Altus environment, it does not include a description of the pages to visit in the application, which is only evident visually within the video. There is no media alternative, such as a text-based list of steps to get to the relevant pages, within the application.
1.3.1 Info and Relationships	Supports with exceptions	- Some content lacks appropriate structural markup, including: - The progress indicator in the Environment Wizard. - The heading structure does not follow a logical hierarchy on some pages, for example within the registration process. - List elements used for decorative purposes, particularly for dividers inside submenus. - Several data tables include empty table headers.
1.3.2 Meaningful Sequence	Supports	
1.3.3 Sensory Characteristics	Supports	

1.4.1 Use of Color	Supports with exceptions	- While, in the majority of cases, color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element, there are some exceptions. For example: - Color alone is often visually used to distinguish between link text and surrounding non-link text. - The current sort order within tables is often visually distinguished through color alone.
1.4.2 Audio Control	Not applicable	Cloudera Altus does not contain any audio which plays automatically for more than 3 seconds.
2.1.1 Keyboard	Does not support	- Several functional components within Cloudera Altus are not keyboard operable or available to users who cannot use a mouse, including: - Components that trigger dialog boxes, such as the Generate Access Key component on the IAM page. - Submenus related to menu buttons, such as the Actions menu buttons within the clusters section. - Tooltips across the application, such as those within the clusters section. - Components that allow users to sort table columns in ascending or descending order (for example, the sortable table on the Clusters summary page). - Custom buttons, such as the Cancel custom button within the Update Roles dialog box. - Components that allow users to expand/collapse sections of content, such as the Advanced Settings panel within the Create Cluster form.

		● The "Step-by-Step Guide" toggle control within the Environment Wizard.
2.1.2 No Keyboard Trap	Supports	
2.2.1 Timing Adjustable	Supports	
2.2.2 Pause, Stop, Hide	Not applicable	● Cloudera Altus does not contain any moving, blinking, scrolling or updating content (presented in parallel with other content).
2.3.1 Three Flashes or Below Threshold	Supports	
2.4.1 Bypass Blocks	Does not support	A mechanism to bypass blocks of content that are repeated on multiple pages, such as navigation bars and other repeated content, is not available.
2.4.2 Page Titled	Supports with exceptions	While the majority of pages have titles that describe their topic or purpose, this is not the case for a small number of pages within Cloudera Altus. For example: ● The page title when viewing an individual cluster and when creating a new cluster is the same: "Cloudera Altus – Analytic DB". ● The page title for each step within the Environment Wizard is the same: "Cloudera Altus – Data Engineering".
2.4.3 Focus Order	Does not support	● Focusable components within Cloudera Altus do not receive focus in an order that preserves meaning and operability. For example:

		- Components on certain pages (such as the Environment Wizard AWS Delegated Access page) receive focus as soon as the page opens, which means that focusable components before/above this control are skipped and may therefore be missed by certain users. - Links in the carousel on the home page are still focusable even when the related carousel slide is not visible. - Keyboard focus within dialog boxes, such as the Create Environment dialog box within the Environment Wizard, is not restricted to the dialog box alone. - Activating the Copy-to-Clipboard controls using the keyboard on pages such as those within the Environment Wizard causes keyboard focus to skip back to the previous form field. - After making an error within certain forms, such as when creating a new cluster, keyboard focus remains on the forms submit component rather than move back to the field containing the error.
2.4.4 Link Purpose (In Context)	Supports with exceptions	There are minor exceptions where the purpose of each link cannot be determined from the link text alone or from the link text together with its programmatically determined link context. For example, "Click here" is used as link text on the Welcome to Cloudera page. "View" is used as link text on a cluster's summary page.
3.1.1 Language of Page	Does not support	The human language of pages in Cloudera Altus is not correctly identified.
3.2.1 On Focus	Supports	
3.2.2 On Input	Supports	

3.3.1 Error Identification	Supports	
3.3.2 Labels or Instructions	Supports with exceptions	● Many form components that require user input are missing labels or instructions. Examples include: ● Several form components, such as those on the Account Registration page, rely on placeholder text, which disappears when the user begins to type and offers insufficient contrast against its background. ● The pagination combo box showing the number of items per page on the Clusters summary page is missing a separate visible label.
4.1.1 Parsing	Supports with exceptions	While the majority of markup-based content does not have any parsing issues known to have an accessibility impact, there are minor exceptions. For example: ● Elements are nested in a way that is not permitted by the HTML specification.
4.1.2 Name, Role, Value	Does not support	● The name, role, state, value of interface components, or notifications of change to these items, cannot be programmatically determined and is therefore not available to user agents, including assistive technologies. For example: ● Custom widgets lack accessible name, role and/or state information, and are therefore not exposed correctly or at all to assistive technologies. These include: ● The Step-By-Step Guide toggle control within the Environment Widget. ● Confirmatory messages, such as the fading "Copied to Clipboard" messages within the Environment Wizard. ● Dialog boxes, such as the Create Environment and Generate Access Key dialog box.

		- The pagination widget on the Clusters summary and SDX Namespaces pages. - Menu buttons that trigger submenus. - Tooltip triggers, such as the tooltip next to the TLS Security field on the cluster detail page. - Table sorting functionality on the Cluster summary page, the page for an individual cluster, and the Create Namespace page. - Custom select fields provided during the Registration process and when creating a cluster or namespace. - Disclosure (expandable/collapsible) widgets across the application, such as the Advanced Settings disclosure widget on the Create Cluster page. - Across the application, there are instances of input fields that have visible label text with no programmatic relationship to the corresponding input field. For example: - Visible labels next to text fields on the AWS Delegated Access step within the Environment wizard. - Groups of related radio buttons on the Create Cluster page. - Checkboxes in the table within the Update Roles dialog box. - Text fields in the Node Configuration table on the Create Cluster page. - Error messages are also displayed below fields within many forms across the application (such as when creating a new cluster) but are not programmatically associated with the related field, so can be easily missed by assistive technology users.

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not applicable	Cloudera Altus does not contain synchronized media with live audio content.
1.2.5 Audio Description (Prerecorded)	Does not support	Cloudera Altus hosts a tutorial video on YouTube (https://www.youtube.com/watch?v=Mm8VnOan9TI). While the spoken audio track provides summary instructions on creating an Altus environment, it does not include a description of the pages to visit in the application, which is only evident visually within the video.
1.4.3 Contrast (Minimum)	Does not support	Cloudera Altus includes text with a contrast ratio below 4.5:1, including placeholder text, button text, and dialog box headings.
1.4.4 Resize text	Supports with exceptions	Resizing text / zooming the page up to 200 percent results in loss of content or functionality. For example: ● The "Environment Wizard" heading text is obscured when full page zooming is set to 200% ● No horizontal bars appear when full page zooming is set to 200% on dialog boxes, hence some users might not be aware of content and/or functional content that is not currently visible within the dialog box at this zoom level. ● Table column header text, such as on the Clusters summary page, is displayed vertically when full page zooming is set to 200%, which makes the text very difficult to read. ● Pinch-zoom is disabled across the application.

1.4.5 Images of Text	Supports	
2.4.5 Multiple Ways	Supports	
2.4.6 Headings and Labels	Supports	
2.4.7 Focus Visible	Supports with exceptions	While the majority of keyboard operable user interface components provide a visible keyboard focus indicator, there are some exceptions. For example, links in the Cloudera Altus Configuration section of an individual cluster do not display any indication of focus. The Actions submenu present on several pages across the application, such as on the Create Namespace page, is not dismissed when navigating away from the menu button, hence the submenu "masks" text content below the menu button when it is in an expanded state.
3.1.2 Language of Parts	Not applicable	Cloudera Altus does not contain changes in human language.
3.2.3 Consistent Navigation	Supports	
3.2.4 Consistent Identification	Supports	
3.3.3 Error Suggestion	Supports	
3.3.4 Error Prevention (Legal, Financial, Data)	Not applicable	Cloudera Altus does not contain pages that cause legal commitments or financial transactions to occur.

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level AAA

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded)	Not evaluated	
1.2.7 Extended Audio Description (Prerecorded)	Not evaluated	
1.2.8 Media Alternative (Prerecorded)	Not evaluated	
1.2.9 Audio-only (Live)	Not evaluated	
1.4.6 Contrast Enhanced	Not evaluated	
1.4.7 Low or No Background Audio	Not evaluated	
1.4.8 Visual Presentation	Not evaluated	
1.4.9 Images of Text (No Exception) Control	Not evaluated	
2.1.3 Keyboard (No Exception)	Not evaluated	
2.2.3 No Timing	Not evaluated	
2.2.4 Interruptions	Not evaluated	
2.2.5 Re-authenticating	Not evaluated	
2.3.2 Three Flashes	Not evaluated	
2.4.8 Location	Not evaluated	
2.4.9 Link Purpose (Link Only)	Not evaluated	
2.4.10 Section Headings	Not evaluated	
3.1.3 Unusual Words	Not evaluated	
3.1.4 Abbreviations	Not evaluated	

3.1.5 Reading Level	Not evaluated	
3.1.6 Pronunciation	Not evaluated	
3.2.5 Change on Request	Not evaluated	
3.3.5 Help	Not evaluated	
3.3.6 Error Prevention (All)	Not evaluated	

Section 508 Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does not support	Custom controls lack accessible name, role and/or state information. Graphical content lacks text equivalents. Form controls are not marked up to allow assistive technologies to match the control with its associated visible label. There is no skip link mechanism. A tutorial video with captions is provided, but a full audio description describing how the presenter is navigating through the interface is not provided.
302.2 With Limited Vision	Does not support	Content contrasts insufficiently with its background. Visible focus is difficult to perceive across the application and either relies on the browser's native indicator of focus (a weak dotted outline), a custom focus indicator (which often contrasts poorly with the color of the component when it is not in a focused state) or is suppressed entirely. Zooming and text-resizing causes some content to become obscured or unreadable, and pinch-zoom is suppressed.
302.3 Without Perception of Color	Does not support	Content contrasts insufficiently with its background. Color alone is often the only visible indication of a link within

		sections of text and is the only visual indication provided to identify the sort order of sortable tables.
302.4 Without Hearing	Supports with exceptions	Captions are provided for the tutorial video, but they do not quite match up with the spoken audio track.
302.5 With Limited Hearing	Supports with exceptions	Captions are provided for the tutorial video, but they do not quite match up with the spoken audio track.
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Does not support	Many functional components cannot be operated using the keyboard alone. There is no skip link mechanism. Keyboard focus is often not constrained within dialog boxes.
302.8 With Limited Reach and Strength	Does not support	Many functional components cannot be operated using the keyboard alone. There is no skip link mechanism. Keyboard focus is often not constrained within dialog boxes.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with exceptions	Some notification messages (such as "Copied to clipboard") fade out after only a short period of time. Some page titles do not adequately summarize page content.

Section 508 Chapter 4: Hardware

Notes: Cloudera Altus is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality		
402.1 General		
402.2 Speech-Output Enabled		
402.2.1 Information Displayed On-Screen	Not applicable	
402.2.2 Transactional Outputs	Not applicable	
402.2.3 Speech Delivery Type and Coordination	Not applicable	
402.2.4 User Control	Not applicable	
402.2.5 Braille Instructions	Not applicable	
402.3 Volume		
402.3.1 Private Listening	Not applicable	
402.3.2 Non-private Listening	Not applicable	
402.4 Characters on Display Screens	Not applicable	
402.5 Characters on Variable Message Signs	Not applicable	
403 Biometrics		
403.1 General	Not applicable	
404 Preservation of Information Provided for Accessibility		
404.1 General	Not applicable	
405 Privacy		

405.1 General	Not applicable	
406 Standard Connections		
406.1 General	Not applicable	
407 Operable Parts		
407.2 Contrast	Not applicable	
407.3 Input Controls		
407.3.1 Tactilely Discernible	Not applicable	
407.3.2 Alphabetic Keys	Not applicable	
407.3.3 Numeric Keys	Not applicable	
407.4 Key Repeat	Not applicable	
407.5 Timed Response	Not applicable	
407.6 Operation	Not applicable	
407.7 Tickets, Fare Cards, and Keycards	Not applicable	
407.8 Reach, Height and Depth		
407.8.1 Vertical Reference Plane	Not applicable	
407.8.1.1 Vertical Plane for Side Reach	Not applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not applicable	
407.8.2 Side Reach	Not applicable	
407.8.2.1 Unobstructed Side Reach	Not applicable	
407.8.2.2 Obstructed Side Reach	Not applicable	
407.8.3 Forward Reach	Not applicable	

407.8.3.1 Unobstructed Forward Reach	Not applicable	
407.8.3.2 Obstructed Forward Reach	Not applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not applicable	
408 Display Screens		
408.2 Visibility	Not applicable	
408.3 Flashing	Not applicable	
409 Status Indicators		
409.1 General	Not applicable	
410 Color Coding		
410.1 General	Not applicable	
411 Audible Signals		
411.1 General	Not applicable	
412 ICT with Two-Way Voice Communication		
412.2 Volume Gain		
412.2.1 Volume Gain for Wireline Telephones	Not applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not applicable	
412. 3 Interference Reduction and Magnetic Coupling		
412.3.1 Wireless Handsets	Not applicable	

412.3.2 Wireline Handsets	Not applicable	
412.4 Digital Encoding of Speech	Not applicable	
412.5 Real-Time Text Functionality	Not applicable	
412.6 Caller ID	Not applicable	
412.7 Video Communication	Not applicable	
413 Closed Caption Processing Technologies		
413.1.1 Decoding and Display of Closed Captions	Not applicable	
413.1.2 Pass-Through of Closed Caption Data	Not applicable	
414 Audio Description Processing Technologies		
414.1.1 Digital Television Tuners	Not applicable	
414.1.2 Other ICT	Not applicable	
415 User Controls for Captions and Audio Descriptions		
415.1.1 Caption Controls	Not applicable	
415.1.2 Audio Description Controls	Not applicable	

Section 508 Chapter 5: Software

Note: Cloudera Altus is not a software product.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	Not applicable	
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Not applicable	
502.2.2 No Disruption of Accessibility Features	Not applicable	
502.3 Accessibility Services		
502.3.1 Object Information	Not applicable	
502.3.2 Modification of Object Information	Not applicable	
502.3.3 Row, Column, and Headers	Not applicable	
502.3.4 Values	Not applicable	
502.3.5 Modification of Values	Not applicable	
502.3.6 Label Relationships	Not applicable	
502.3.7 Hierarchical Relationships	Not applicable	
502.3.8 Text	Not applicable	
502.3.9 Modification of Text	Not applicable	
502.3.10 List of Actions	Not applicable	
502.3.11 Actions on Objects	Not applicable	
502.3.12 Focus Cursor	Not applicable	
502.3.13 Modification of Focus Cursor	Not applicable	

502.3.14 Event Notification	Not applicable	
502.4 Platform Accessibility Features	Not applicable	
503 Applications		
503.2 User Preferences	Not applicable	
503.3 Alternative User Interfaces	Not applicable	
503.4 User Controls for Captions and Audio Description		
503.4.1 Caption Controls	Not applicable	
503.4.2 Audio Description Controls	Not applicable	
504 Authoring Tools		
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	Not applicable	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	
504.2.2 PDF Export	Not applicable	
504.3 Prompts	Not applicable	
504.4 Templates	Not applicable	

Section 508 Chapter 6: Support Documentation and Services

Notes: The support services aimed at Cloudera customers, including support documentation, can be accessed via the MyCloudera website https://my.cloudera.com

Criteria	Conformance Level	Remarks and Explanations
602.1 Scope		Cloudera Altus
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Does not support	The documentation for Cloudera Altus does not list or explain any of the accessibility and compatibility features of the product.
602.3 Electronic Support Documentation	Supports with exceptions	The support documentation is provided in electronic format (in HTML for all topics and in PDF format for some topics). It can be accessed via the MyCloudera website https://my.cloudera.com by clicking on the "View Documentation" link and thus accessing the documentation website. The documentation website and its electronic formats do not currently comply with WCAG 2.0 A/AA. Issues include but are not limited to: ● Minimum contrast is an issue. Refer to WCAG Level AA 1.4.3 Contrast (Minimum). ● Images do not contain appropriate text alternatives. Refer to WCAG Level A 1.1.1 Non-text Content. ● Navigational controls contain graphical labels only with no text alternatives. Refer to WCAG Level A 1.1.1 Non-text Content.

		● Navigational controls and iconography with same functionality are not consistently identified. Refer to WCAG Level AA 3.2.4 Consistent Identification
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	All necessary documentation for Cloudera Altus is provided electronically.
603 Support Services		Cloudera Altus
603.2 Information on Accessibility and Compatibility Features	Does not support	Support services for Cloudera Altus do not provide information on the accessibility and compatibility features of the product.
603.3 Accommodation of Communication Needs	Supports with exceptions	Support service are provided via multiple services: ● Cloudera has the phone line customers can call in to request support. A Cloudera employee creates a cases on behalf of the customer. ● MyCloudera => Cloudera Support: Open Support Cases. This service includes a user interface to create a case to specify the problem and get support from a human expert. ● MyCloudera => Community. This is a site where customer help each other via a Question-Answer site, based on Lithium Software. ● MyCloudera => Knowledge Base and MyCloudera => Cloudera University

		● The documentation website (see section 602 above).
		Support services for Cloudera Altus are provided, among other means, via email and phone services.
		The other electronic services mentioned above do not fully comply with WCAG 2.0 A/AA.

Standard EN 301 549

EN 301 549 Chapter 4: Functional Performance Statements

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Does not support	Refer to Section 508 302.1 Without Vision
4.2.2 Usage with limited vision	Does not support	Refer to Section 508 302.2 With Limited Vision
4.2.3 Usage without perception of color	Does not support	Refer to Section 508 302.3 With Perception of Color
4.2.4 Usage without hearing	Supports with exceptions	Refer to Section 508 302.4 Without Hearing
4.2.5 Usage with limited hearing	Supports with exceptions	Refer to Section 508 302.5 With Limited Hearing
4.2.6 Usage without vocal capability	Supports	
4.2.7 Usage with limited manipulation or strength	Does not support	Refer to Section 508 302.7 With Limited Manipulation
4.2.8 Usage with limited reach	Does not support	Refer to Section 508 302.8 With Limited Reach and Strength
4.2.9 Minimize photosensitive seizure triggers	Supports	
4.2.10 Usage with limited cognition	Supports with exceptions	Refer to Section 508 302.9 With Limited Language, Cognitive, and Learning Abilities

EN 301 549 Functional Accessible Requirements: 5 Generic Requirements

Notes: Cloudera Altus does not contain functionality limited by characteristics that prevents a user from attaching, installing, or using assistive technology.

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality		
5.1.1 Introduction (informative)		
5.1.2 General		
5.1.2.1 Closed functionality	Not applicable	
5.1.2.2 Assistive technology	Not applicable	
5.1.3 Non-visual access		
5.1.3.1 General	Not applicable	
5.1.3.2 Auditory output delivery including speech	Not applicable	
5.1.3.3 Auditory output correlation	Not applicable	
5.1.3.4 Speech output user control	Not applicable	
5.1.3.5 Speech output automatic interruption	Not applicable	
5.1.3.6 Speech output for non-text content	Not applicable	
5.1.3.7 Speech output for video information	Not applicable	
5.1.3.8 Masked entry	Not applicable	
5.1.3.9 Private access to personal data	Not applicable	
5.1.3.10 Non-interfering audio output	Not applicable	

5.1.3.11 Private listening volume	Not applicable	
5.1.3.12 Speaker volume	Not applicable	
5.1.3.13 Volume reset	Not applicable	
5.1.3.14 Spoken languages	Not applicable	
5.1.3.15 Non-visual error identification	Not applicable	
5.1.3.16 Receipts, tickets and transactional outputs	Not applicable	
5.1.4 Functionality closed to text enlargement	Not applicable	
5.1.5 Visual output for auditory information	Not applicable	
5.1.6 Operation without keyboard interface		
5.1.6.1 Closed functionality	Not applicable	
5.1.6.2 Input focus	Not applicable	
5.2 Activation of accessibility features	Not applicable	
5.3 Biometrics	Not applicable	
5.4 Preservation of accessibility information during conversation	Not applicable	
5.5 Operable parts		
5.5.1 Means of operation	Not applicable	
5.5.2 Operable parts discernibility	Not applicable	
5.6 Locking or toggle controls		
5.6.1 Tactile or auditory status	Not applicable	

5.6.2 Visual status	Not applicable	
5.7 Key repeat	Not applicable	
5.8 Double-strike key acceptance	Not applicable	
5.9 Simultaneous user actions	Not applicable	

EN 301 549 Functional Accessible Requirements: 6 ICT with two-way voice communication

Notes: Cloudera Altus does not contain functionality relating to, nor does it require/rely on, two-way voice communication.

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech (informative recommendation)	Not applicable	
6.2 Real-time Text (RTT) functionality		
6.2.1 RTT provision		
6.2.1.1 RTT communication	Not applicable	
6.2.1.2 Concurrent voice and text	Not applicable	
6.2.2 Display of Real-time text		
6.2.2.1 Visually distinguishable display	Not applicable	
6.2.2.2 Programmatically determinable send and receive direction	Not applicable	
6.2.3 Interoperability	Not applicable	
6.2.4 Real-time text responsiveness	Not applicable	
6.3 Caller ID	Not applicable	
6.4 Alternatives to voice-based services	Not applicable	
6.5 Video communication		
6.5.1 General (informative)	Not applicable	
6.5.2 Resolution	Not applicable	
6.5.3 Frame rate	Not applicable	

6.5.4 Synchronization between audio and video	Not applicable	
6.6 Alternatives to video-based services	Not applicable	

EN 301 549 Functional Accessible Requirements: 7 ICT with video capabilities

Notes: Cloudera Altus does not provide video capabilities.

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology		
7.1.1 Captioning playback	Not applicable	
7.1.2 Captioning synchronization	Not applicable	
7.1.3 Preservation of captioning	Not applicable	
7.2 Audio description technology		
7.2.1 Audio description playback	Not applicable	
7.2.2 Audio description synchronization	Not applicable	
7.2.3 Preservation of audio description	Not applicable	
7.3 User controls for captions and audio description	Not applicable	

EN 301 549 Functional Accessible Requirements: 8 Hardware

Notes: Cloudera Altus is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
8.1 General		
8.1.1. Generic requirements		
8.1.2 Standard connections	Not applicable	
8.1.3 Color	Not applicable	
8.2 Hardware products with speech output		
8.2.1 Speech volume gain		
8.2.1.1 Speech volume range	Not applicable	
8.2.1.2 Incremental volume control	Not applicable	
8.2.2 Magnetic coupling		
8.2.2.1 Fixed-line devices	Not applicable	
8.2.2.2 Wireless communication devices	Not applicable	
8.3 Physical access to ICT		
8.3.1 General (informative)	Not applicable	
8.3.2 Clear floor or ground space		
8.3.2.1 Change in level	Not applicable	
8.3.2.2 Clear floor or ground space	Not applicable	
8.3.2.3 Approach		
8.3.2.3.1 General	Not applicable	
8.3.2.3.2 Forward approach	Not applicable	
8.3.2.3.3 Parallel approach	Not applicable	
8.3.2.4 Knee and toe clearance width	Not applicable	
8.3.2.5 Toe clearance	Not applicable	

8.3.2.6 Knee clearance	Not applicable	
8.3.3 Reach range for ICT		
8.3.3.1 Forward reach		
8.3.3.1.1 Unobstructed high forward reach	Not applicable	
8.3.3.1.2 Unobstructed low forward reach	Not applicable	
8.3.3.1.3 Outward reach		
8.3.3.1.3.1 Clear floor space	Not applicable	
8.3.3.1.3.2 Obstructed (< 510 mm) forward reach	Not applicable	
8.3.3.1.3.3 Obstructed (< 635 mm) forward reach	Not applicable	
8.3.3.2 Side reach		
8.3.3.2.1 Unobstructed high side reach	Not applicable	
8.3.3.2.2 Unobstructed low side reach	Not applicable	
8.3.3.2.3 Obstructed side reach		
8.3.3.2.3.1 Obstructed (<= 255 mm) side reach	Not applicable	
8.3.3.2.3.2 Obstructed (<= 610 mm) side reach	Not applicable	
8.3.4 Visibility	Not applicable	
8.3.5 Installation instructions	Not applicable	
8.4 Mechanically operable parts		
8.4.1 Numeric keys	Not applicable	
8.4.2 Operation of mechanical parts		

8.4.2.1 Means of operation of mechanical parts	Not applicable	
8.4.2.2 Force of operation of mechanical parts	Not applicable	
8.4.3 Keys, tickets and fare cards	Not applicable	
8.5 Tactile indication of speech mode	Not applicable	

EN 301 549 Functional Accessible Requirements: 9 Web

Criteria	Conformance Level	Remarks and Explanations
9.1 General (Informative)		
9.2 Web content requirements		
9.2.1 Non-text Content	Does not support	• Refer to WCAG Level A 1.1.1 Non-text Content
9.2.2 Audio-only and Video-only (Prerecorded)	Not applicable	
9.2.3 Captions (Prerecorded)	Supports with exceptions	• Refer to WCAG Level A 1.2.2 Captions (Prerecorded)
9.2.4 Audio Description or Media Alternative (Prerecorded)	Does not support	Refer to WCAG Level A 1.2.3 Audio Description or Media Alternative (Prerecorded)
9.2.5 Captions (Live)	Not applicable	•
9.2.6 Audio description (prerecorded)	Does not support	• Refer to WCAG Level A 1.2.5 Audio Description (Prerecorded)
9.2.7 Info and Relationships	Supports with exceptions	• Refer to WCAG Level A 1.3.1 Info and Relationships
9.2.8 Meaningful Sequence	Supports	
9.2.9 Sensory Characteristics	Supports	
9.2.10 Use of Color	Supports with exceptions	• Refer to WCAG Level A 1.4.1 Use of Color
9.2.11 Audio Control	Not applicable	
9.2.12 Contrast (minimum)	Does not support	• Refer to WCAG Level AA 1.4.3 Contrast (Minimum)
9.2.13 Resize text	Supports with exceptions	• Refer to WCAG Level AA 1.4.4 Resize Text

9.2.14 Images of text	Supports	●
9.2.15 Keyboard	Does not support	● Refer to WCAG Level A 2.1.1 Keyboard
9.2.16 No Keyboard Trap	Supports	
9.2.17 Timing Adjustable	Supports	
9.2.18 Pause, stop, hide	Not applicable	
9.2.19 Three flashes or below threshold	Supports	
9.2.20 Bypass Blocks	Does not support	Refer to WCAG Level A 2.4.1 Bypass Blocks
9.2.21 Page Titled	Supports with exceptions	● Refer to WCAG Level A 2.4.2 Page Titled
9.2.22 Focus Order	Does not support	● Refer to WCAG Level A 2.4.3 Focus Order
9.2.23 Link Purpose (In Context)	Supports with exceptions	● Refer to WCAG Level A 2.4.4 Link Purpose (In Context)
9.2.24 Multiple Ways	Supports	
9.2.25 Headings and Labels	Supports	
9.2.26 Focus Visible	Supports with exceptions	Refer to WCAG Level AA 2.4.7 Focus Visible
9.2.27 Language of Page	Does not support	Refer to WCAG Level A 3.1.1 Language of Page
9.2.28 Language of Parts	Not applicable	
9.2.29 On Focus	Supports	
9.2.30 On Input	Supports	
9.2.31 Consistent Navigation	Supports	
9.2.32 Consistent Identification	Supports	

9.2.33 Error Identification	Supports	
9.2.34 Labels or Instructions	Supports with exceptions	● Refer to WCAG Level A 3.3.2 Labels or Instructions
9.2.35 Error Suggestion	Supports	
9.2.36 Error Prevention (Legal, Financial, Data)	Not applicable	
9.2.37 Parsing	Supports with exceptions	● Refer to WCAG Level A 4.1.1 Parsing
9.2.38 Name, role, value	Does not support	● Refer to 4.1.2 Name, Role, Value
9.3 WCAG 2.0 Conformance requirements	Does not support	● Cloudera Altus does not meet conformance requirement 1: Conformance level at level AA.

EN 301 549 Functional Accessible Requirements: 10 Non-web documents

Notes: Cloudera Altus is not a non-web document.

Criteria	Conformance Level	Remarks and Explanations
10.1 General (Informative)		
10.2 Document success criteria		
10.2.1 Non-text Content	Not applicable	
10.2.2 Audio-only and Video-only (Prerecorded)	Not applicable	
10.2.3 Captions (Prerecorded)	Not applicable	
10.2.4 Audio Description or Media Alternative (Prerecorded)	Not applicable	
10.2.5 Captions (Live)	Not applicable	
10.2.6 Audio description (prerecorded)	Not applicable	
10.2.7 Info and Relationships	Not applicable	
10.2.8 Meaningful Sequence	Not applicable	
10.2.9 Sensory Characteristics	Not applicable	
10.2.10 Use of Color	Not applicable	
10.2.11 Audio Control	Not applicable	
10.2.12 Contrast (minimum)	Not applicable	
10.2.13 Resize text	Not applicable	
10.2.14 Images of text	Not applicable	

10.2.15 Keyboard	Not applicable	
10.2.16 No Keyboard Trap	Not applicable	
10.2.17 Timing Adjustable	Not applicable	
10.2.18 Pause, stop, hide	Not applicable	
10.2.19 Three flashes or below threshold	Not applicable	
10.2.20 Empty clause		
10.2.21 Document titled	Not applicable	
10.2.22 Focus Order	Not applicable	
10.2.23 Link Purpose (In Context)	Not applicable	
10.2.24 Empty clause		
10.2.25 Headings and Labels	Not applicable	
10.2.26 Focus Visible	Not applicable	
10.2.27 Language of Page	Not applicable	
10.2.28 Language of Parts	Not applicable	
10.2.29 On Focus	Not applicable	
10.2.30 On Input	Not applicable	
10.2.31 Empty clause		
10.2.32 Empty clause		
10.2.33 Error Identification	Not applicable	
10.2.34 Labels or Instructions	Not applicable	
10.2.35 Error Suggestion	Not applicable	
10.2.36 Error Prevention (Legal, Financial, Data)	Not applicable	

10.2.37 Parsing	Not applicable	
10.2.38 Name, role, value	Not applicable	
10.2.39 Caption positioning	Not applicable	
10.2.40 Audio description timing	Not applicable	

EN 301 549 Functional Accessible Requirements: 11 Software

Notes: Cloudera Altus is not a software product.

Criteria	Conformance Level	Remarks and Explanations
11.1 General (Informative)		
11.2 Non-Web software success criteria	Not applicable	
11.2.1 Non-Web software success criteria (excluding closed functionality)		
11.2.1.1 Non-text Content (screen reader supported)	Not applicable	
11.2.1.2 Audio-only and Video-only (Prerecorded)	Not applicable	
11.2.1.3 Captions (Prerecorded)	Not applicable	
11.2.1.4 Audio Description or Media Alternative (Prerecorded)	Not applicable	
11.2.1.5 Captions (Live)	Not applicable	
11.2.1.6 Audio description (prerecorded)	Not applicable	
11.2.1.7 Info and Relationships	Not applicable	
11.2.1.8 Meaningful Sequence	Not applicable	
11.2.1.9 Sensory Characteristics	Not applicable	
11.2.1.10 Use of Color	Not applicable	
11.2.1.11 Audio Control	Not applicable	
11.2.1.12 Contrast (minimum)	Not applicable	

11.2.1.13 Resize text	Not applicable	
11.2.1.14 Images of text	Not applicable	
11.2.1.15 Keyboard	Not applicable	
11.2.1.16 No Keyboard Trap	Not applicable	
11.2.1.17 Timing Adjustable	Not applicable	
11.2.1.18 Pause, stop, hide	Not applicable	
11.2.1.19 Three flashes or below threshold	Not applicable	
11.2.1.20 Empty clause		
11.2.1.21 Empty clause		
11.2.1.22 Focus Order	Not applicable	
11.2.1.23 Link Purpose (In Context)	Not applicable	
11.2.1.24 Empty clause		
11.2.1.25 Headings and Labels	Not applicable	
11.2.1.26 Focus Visible	Not applicable	
11.2.1.27 Language of Software	Not applicable	
11.2.1.28 Empty clause		
11.2.1.29 On Focus	Not applicable	
11.2.1.30 On Input	Not applicable	
11.2.1.31 Empty clause		
11.2.1.32 Empty clause		
11.2.1.33 Error Identification	Not applicable	

11.2.1.34 Labels or Instructions	Not applicable	
11.2.1.35 Error Suggestion	Not applicable	
11.2.1.36 Error Prevention (Legal, Financial, Data)	Not applicable	
11.2.1.37 Parsing	Not applicable	
11.2.1.38 Name, role, value	Not applicable	
11.2.2 Non-Web software success criteria (closed functionality)		
11.2.2.1 Non-text Content (screen reader supported)	Not applicable	
11.2.2.2 Audio-only and video-only (pre-recorded)		
11.2.2.2.1 Pre-recorded audio-only	Not applicable	
11.2.2.2.2 Pre-recorded video-only	Not applicable	
11.2.2.3 Empty clause		
11.2.2.4 Audio Description or Media Alternative (Prerecorded)	Not applicable	
11.2.2.5 Empty clause		
11.2.2.6 Empty clause		
11.2.2.7 Info and Relationships	Not applicable	
11.2.2.8 Meaningful Sequence	Not applicable	
11.2.2.9 Empty clause		

11.2.2.10 Empty clause		
11.2.2.11 Empty clause		
11.2.2.12 Empty clause		
11.2.2.13 Resize text	Not applicable	
11.2.2.14 Images of text	Not applicable	
11.2.2.15 Keyboard	Not applicable	
11.2.2.16 Empty clause		
11.2.2.17 Empty clause		
11.2.2.18 Empty clause		
11.2.2.19 Empty clause		
11.2.2.20 Empty clause		
11.2.2.21 Empty clause		
11.2.2.22 Empty clause		
11.2.2.23 Empty clause		
11.2.2.24 Empty clause		
11.2.2.25 Empty clause		
11.2.2.26 Empty clause		
11.2.2.27 Language of Software	Not applicable	
11.2.2.28 Empty clause		
11.2.2.29 Empty clause		
11.2.2.30 Empty clause		
11.2.2.31 Empty clause		
11.2.2.32 Empty clause		
11.2.2.33 Error Identification	Not applicable	
11.2.2.34 Empty clause		

11.2.2.35 Empty clause		
11.2.2.36 Empty clause		
11.2.2.37 Parsing	Not applicable	
11.2.2.38 Name, role, value	Not applicable	
11.3 Interoperability with assistive technology		
11.3.1 Closed functionality	Not applicable	
11.3.2 Accessibility services		
11.3.2.1 Platform accessibility service support for software that provides a user interface	Not applicable	
11.3.2.2 Platform accessibility service support for assistive technologies	Not applicable	
11.3.2.3 Use of accessibility services	Not applicable	
11.3.2.4 Assistive technology	Not applicable	
11.3.2.5 Object information	Not applicable	
11.3.2.6 Row, column, and headers	Not applicable	
11.3.2.7 Values	Not applicable	
11.3.2.8 Label relationships	Not applicable	
11.3.2.9 Parent-child relationships	Not applicable	

11.3.2.10 Text	Not applicable	
11.3.2.11 List of available actions	Not applicable	
11.3.2.12 Execution of available actions	Not applicable	
11.3.2.13 Tracking of focus and selection attributes	Not applicable	
11.3.2.14 Modification of focus and selection attributes	Not applicable	
11.3.2.15 Change notification	Not applicable	
11.3.2.16 Modifications of states and properties	Not applicable	
11.3.2.17 Modifications of values and text	Not applicable	
11.4 Documented accessibility usage		
11.4.1 User control of accessibility services	Not applicable	
11.4.2 No disruption of accessibility features	Not applicable	
11.5 User preferences	Not applicable	
11.6 Authoring tools		
11.6.1 Content technology	Not applicable	
11.6.2 Accessible content creation	Not applicable	
11.6.3 Preservation of accessibility information in transformations	Not applicable	

11.6.4 Repair assistance	Not applicable	
11.6.5 Templates	Not applicable	

EN 301 549 Functional Accessible Requirements: 12 Document and support services

Notes: The support services aimed at Cloudera customers, including support documentation, can be accessed via the MyCloudera website https://my.cloudera.com

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation		
12.1.1 Accessibility and compatibility features	Does not support	Cloudera Altus has support documentation available via the same website (see 602.3 below).
12.1.2 Accessible documentation	Supports with exceptions	The support documentation is provided in electronic format (in HTML for all topics and in PDF format for some topics). It can be accessed via the MyCloudera website https://my.cloudera.com by clicking on the "View Documentation" link and thus accessing the documentation website. The documentation website and its electronic formats do not currently comply with WCAG 2.0 A/AA. Issues include but are not limited to: ● Minimum contrast is an issue. Refer to WCAG Level AA 1.4.3 Contrast (Minimum). ● Images do not contain appropriate text alternates. Refer to WCAG Level A 1.1.1 Non-text Content. ● Navigational controls contain graphical labels only with no text alternatives. Refer to WCAG Level A 1.1.1 Non-text Content.

		● Navigational controls and iconography with same functionality are not consistently identified. Refer to WCAG Level AA 3.2.4 Consistent Identification
12.2 Support services		
12.2.1 General (informative)		
12.2.2 Information on accessibility and compatibility features	Does not support	Support services for Cloudera Altus do not provide information on the accessibility and compatibility features of the product.
12.2.3 Effective communication	Supports with exceptions	Support service are provided via multiple services: ● Cloudera has the phone line customers can call in to request support. A Cloudera employee creates a cases on behalf of the customer. ● MyCloudera => Cloudera Support: Open Support Cases. This service includes a user interface to create a case to specify the problem and get support from a human expert. ● MyCloudera => Community. This is a site where customer help each other via a Question-Answer site, based on Lithium Software. ● MyCloudera => Knowledge Base and MyCloudera => Cloudera University

		● The documentation website (see section 602 above). Support services for Cloudera Altus are provided, among other means, via email and phone services. The other electronic services mentioned above do not fully comply with WCAG 2.0 A/AA.
12.2.4 Accessible documentation	Supports with exceptions	The support documentation is provided in electronic format (in HTML for all topics and in PDF format for some topics). It can be accessed via the MyCloudera website https://my.cloudera.com by clicking on the "View Documentation" link and thus accessing the documentation website. The documentation website and its electronic formats do not fully comply with WCAG 2.0 A/AA. Issues include but are not limited to: ● Minimum contrast is an issue. Refer to WCAG Level AA 1.4.3 Contrast (Minimum). ● Images do not contain appropriate text alternates. Refer to WCAG Level A 1.1.1 Non-text Content. ● Navigational controls contain graphical labels only with no text alternatives. Refer to WCAG Level A 1.1.1 Non-text Content. ● Navigational controls and iconography with same functionality are not consistently identified. Refer to WCAG Level AA 3.2.4 Consistent Identification

EN 301 549 Functional Accessible Requirements: 13 ICT providing relay or emergency service access

Notes: Cloudera Altus does not provide relay or emergency service access.

Criteria	Conformance Level	Remarks and Explanations
13.1.1 General (Informative)		
13.1.2 Text relay services	Not applicable	
13.1.3 Sign relay services	Not applicable	
13.1.4 Lip-reading relay services	Not applicable	
13.1.5 Captioned telephony services	Not applicable	
13.1.6 Speech to speech relay services	Not applicable	
13.2 Access to relay services	Not applicable	

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