

PRESERVICA 5.10, 5.11 and 6.0 Accessibility Review of Universal Access – Section 508 Standards for VPAT

Universal Access

Accessibility Report and VPAT

March 2019



Preservica Accessibility Conformance Report

Revised Section 508 Edition



VPAT[®] Version 2.3 – December 2018

Name of Product/Version: Preservica Universal Access

Product Description: Website integrated with Preservica Preservation software to present archive content extracted via API based on a customizable theme. The Website is based on Word Press Website authoring tool and Preservica Version 5.10

Date: March 2019

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Notes: Any specific enhancements including in upcoming release included in remarks

Evaluation Methods Used: Manual testing based on product knowledge, covering accessibility personas, NVDA text reader, Browser extensions - NoCoffee vision simulator, WAVE

Applicable Standards/Guidelines

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

| Standard/Guideline | Included In Report |
|---|--------------------|
| Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/ | Level A (Yes) |
| | Level AA (Yes) |
| | Level AAA (No) |
| Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 | |
| Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018 | (Yes) |



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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:

• Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and 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 <u>WCAG 2.0 Conformance Requirements</u>.



Table 1: Success Criteria, Level A, Revised Section 508:

| | Criteria | Conformance Level | Remarks and Explanations |
|------------|---|--|---|
| <u>1</u> . | 1.1 Non-text Content (Level A) | Web: Supports | Web: For the supplied themes the controls use Aria, name, role and state to describe function. Graphical elements use alt text to describe function. |
| | 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the | Authoring Tool: Partially Supports | No control over archive media content but archivist can add |
| | Preservica themes provided 602.3 (Support Docs) | Electronic Docs: Partially Supports | further description to content metadata and admin user can configure this to show when browsing the archive through UA. |
| _ | | | Authoring Tool and Electronic Docs: Some graphical examples of fields used in the Word Press Admin help pages do not have alt-text tags. |
| | | | |
| | 2.1 Audio-only and Video-only (Prerecorded) evel A) | Web: Not applicable | Web: This kind of media is not part of the core product and is controlled by the archive using Universal Access for presentation of their content. |
| | | Authoring Tool: Not Applicable | |
| | 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided 602.3 (Support Docs) | Electronic Docs: Not Applicable | Universal access uses the media player from the browser to render the content. The archivist would need to make a transcript of that audio to view (hearing impaired) or for a text reader to read a description of the video (visually impaired) in addition to the original file which could then be played or viewed and described in the metadata section. |
| | | | Authoring Tool and Electronic Docs: No multimedia files. |



| Accessibility Review of Universal Access – Section 508 Standards for VPAT Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) • 501 (Web)(Software) | Web: Not applicable | Web: Not part of the core product which presents content held in the archive. The Web application uses tools to render the content, but the archive would need to make the |
| 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided | Authoring Tool: Not Applicable | alternative audio file available to play or download in addition to the video content. |
| 602.3 (Support Docs) | Electronic Docs: Not Applicable | |
| 1.2.2 Captions (Prerecorded) (Level A) | Web: Not applicable | Web: Not part of the core product which presents content held in the archive. The Web application uses tools to render |
| 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided | Authoring Tool: Not Applicable | the content, but the archivist would need to make caption files available in the same location for any video content or allow both files to be downloaded to the same target location. |
| • 602.3 (Support Docs) | Electronic Docs Not Applicable | |
| 1.3.1 Info and Relationships (Level A) 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word | Web: Supports Authoring Tool: Supports | Web : The themes provided in Universal Access provide semantic description of structure with headings and aria roles, name and state for controls. There are no user input forms, the only user input is search criteria. |
| Press providing configuration and customisation of the Preservica themes provided 602.3 (Support Docs) | Electronic Docs: Not applicable | Authoring Tool : Word Press and Preservica Settings allow further customisation of how the archive content is presented in UA to users. |
| 1.3.2 Meaningful Sequence (Level A) | Web: Supports | Web: The Universal Access site presents the content in a meaningful sequence with the DOM order matching the visual order. |
| 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the | Authoring Tool: Supports | Authoring Tool: Admin pages for configuration and customisation are presented in a meaningful sequence. |
| Preservica themes provided602.3 (Support Docs) | Electronic Docs – Does Not Support | Electronic Docs : There is electronic documentation for Universal Access, for admin users who have access to the archive provided as HTML and PDF. The documentation is old |



| Accessionity Review of Universal Access – Section 506 Standards for VPAT | | and not easily navigable without a mouse. Documentation is already highlighted as an improvement area. |
|--|---|--|
| Criteria | Conformance Level | Remarks and Explanations |
| 1.3.3 Sensory Characteristics (Level A) 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided | Web: Supports Authoring Tool: Supports | Web: There are no elements that rely solely on shape or location. Text alternatives are used for graphical elements Authoring Tool: There are no elements that rely solely on shape or location. Text alternatives are used for graphical elements. |
| • 602.3 (Support Docs) | Electronic Docs- Partially Supports | There are a small number of references to graphics "below". The documentation has been highlighted for improvement. |
| 1.4.1 Use of Color (Level A) • 501 (Web)(Software) | Web: Supports | Web: Color alone is not used to convey meaning, the contrast ratio has been verified for themes using Wave. |
| 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided | Authoring Tool: Partially Supports | Authoring Tool: Some Word Press Admin pages have insufficient contrast on pages and buttons. |
| 602.3 (Support Docs) | Electronic Docs: Supports | Electronic Docs : Color alone is not used to convey meaning and no contrast errors within documentation. |
| 2.1.1 Keyboard (Level A) 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the | Web: Supports Authoring Tool: Partially Supports | Web : The site can be navigated via keyboard and there are no timings on keystrokes required. Controls respond to arrow keys, page up and page down (where appropriate) tab, space and enter. |
| Preservica themes provided 602.3 (Support Docs) | Electronic Docs: Partially Supports | Authoring Tool: It is possible to navigate through the menu structures and through the form controls for settings which can be enabled and disabled. Note: Admin user cannot get to the form contents via keyboard only. Settings and configuration would be done more infrequently as an admin task, but this area needs some attention. |
| | | Electronic Docs : - Help on Word Press admin pages is accessible via Page Down as a whole block of text |



| Accessibility Review of Universal Access – Section 508 Standards for VPAT | | Help for Admin tasks in Preservica HTML or PDF is not accessible, documentation is old and has already been highlighted for improvement. |
|--|---|--|
| Criteria | Conformance Level | Remarks and Explanations |
| 2.1.2 No Keyboard Trap (Level A) 501 (Web)(Software) | Web: Supports | Web: The site can be navigated via keyboard only, there are no keyboard traps, there are no user forms to complete. |
| • 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the | Authoring Tool: Does Not Support | Authoring Tool : Settings forms cannot be accessed or exited via keyboard. |
| Preservica themes provided602.3 (Support Docs) | Electronic Docs: Partially Supports | Electronic Docs : Word Press Help does not receive focus but can be viewed as each menu item is selected – this area needs attention. |
| | | Help for Admin tasks in Preservica HTML or PDF is not easily accessible but user can tab into and out of the help although it is cumbersome. The documentation Is old and has already been highlighted for improvement. |
| 2.2.1 Timing Adjustable (Level A) 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided 602.3 (Support Docs) | Web: – Not Applicable | Web : The are no time limits imposed by Universal Access on reading or playing content in the archive. |
| | Authoring Tool: Not Applicable | Authoring Tool: There are no time limits imposed on the Admin settings pages. |
| | Electronic Docs – Not Applicable | Electronic Docs : There are no time limits imposed on accessing help and documentation. |
| 2.2.2 Pause, Stop, Hide (Level A) 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word | Web: Supports – (Optional enhanced animated themes are available do not support this). | Web : There is no auto-scrolling, auto-updating content Media content played in the archive played through the browser media player can be stopped and restarted from paused. |
| Press providing configuration and customisation of the Preservica themes provided 602.3 (Support Docs) | Need to review the Wow factor theme for animation and blinking – non accessible unless button to turn it off. | For very large collections loading when browsing an archive there are three blinking squares to indicate progress of loading to all users. These display as an essential indicator of content continuing to load any scrolling to see the content added is manual. |



| Accessibility Review of Universal Access – Section 508 Standards for VPAT | Authoring Tool: Not Applicable | Authoring Tool: No automatic scrolling or animation. |
|---|--|---|
| Criteria | Electronic Docs -Not applicable | Electronic Docs: No automatic scrolling or animation. Remarks and Explanations |
| 2.3.1 Three Flashes or Below Threshold (Level A) 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided 602.3 (Support Docs) | Web: Supports Authoring Tool: Not Applicable | Web: There is a small progress indicator three rectanglesdisplayed when loading which occupies a very small area ofthe screen, does not distract from the overall page contentand contains no red.Web: Any video content would be provided by the archiveitself, there is a standard player to render supported content. |
| | Electronic Docs: Not Applicable | The content is not played automatically can be minimised by a zoom button to reduce the image size and the archivist could add "Contains flashing images" to the content metadata which is displayed before the file is rendered. Authoring Tool: provides admin configuration functions, no multimedia content and no flashing images. Electronic Docs: No animations or flashing images. |
| 2.4.1 Bypass Blocks (Level A) 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided 602.3 (Support Docs) | Web: Supports Authoring Tool: Not Applicable Electronic Docs: Partially Supports | Web: The Universal Access site does not display any content such as advertisements to distract from the main purpose. There are customisation options for the site which can reduce lengthy navigation for example Featured Content, and Items of Interest. The archive can be searched to skip large blocks of content through various levels. Filters can be created, and content organised in different views. The Refinement section (facets) can be turned off when there is no matching content (version 5.11 and 6.0). |
| | | Authoring Tool: Has individual settings pages there are no pages with repetitive blocks of content. Electronic Docs: The HTML and PDF documentation is organised into chapters but is not easily navigable via keyboard only. User can page up and - down and tab use |



| Accessibility Review of Universal Access – Section 508 Standards for VPAT | | access keys for next page/previous page. Admin user can search for terms in the PDF or use Page up and Page Down to skip blocks of content. The documentation has been highlighted as an improvement area. |
|---|---|---|
| Criteria | Conformance Level | Remarks and Explanations |
| 2.4.2 Page Titled (Level A) 501 (Web)(Software) | Web: Supports | Web: The pages have meaningful titles for the pages you navigate through the archive content. |
| 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided | Authoring Tool: Supports | Authoring Tool : Each menu item for configuration and settings opens an appropriately titled page. |
| • 602.3 (Support Docs) | Electronic Docs: Partially Supports | Electronic Docs : HTML is organised into pages by chapter, PDF version does not have document property Title set. The documentation has been highlighted as an improvement area. |
| 2.4.3 Focus Order (Level A) 501 (Web)(Software) | Web: Supports | Web : There is a logical tab order that follows sequences and relationships for the content displayed. |
| S01 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided 602.3 (Support Docs) | Authoring Tool: Partially Supports | Authoring Tool: Tab sequences are logical for the sequences and relationships between the settings on each page. There is an issue trying to get focus on the page itself using a keyboard only |
| | Electronic Docs: Does not Support | Electronic Docs : For HTML help the sequence is not logical for selecting the documentation content. The PDF document is not tagged. The documentation has been highlighted as an improvement area |
| 2.4.4 Link Purpose (In Context) (Level A) | Web: Partially Supports | Web: The majority of the links available have the purpose |
| 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the | There are two groups of links that do not include full context for the links, Table views do not include state and Metadata | included as context and where the action toggles the text changes based on state for example, Show More becomes Show Less. |
| Preservica themes provided | Views which do not have link text or status. | Authoring Tool: Links on the settings pages include context. |
| 602.3 (Support Docs) | | Electronic Docs: The documentation has been highlighted as |
| | Authoring Tool: Supports | an improvement area. |
| | Electronic Docs: Does not Support | |



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|---|---|--|
| 3.1.1 Language of Page (Level A) | Web: Supports | Web: Universal Access language is set for page. |
| • 501 (Web)(Software) | French Canadian not supported | Authoring Tool: Language is set for page. |
| 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided | Authoring Tool: Supports | Electronic Docs : HTML has language set, PDF does not. The documentation has been highlighted as an improvement area. |
| • 602.3 (Support Docs) | Electronic Docs: Partially Supports | |
| Criteria | Conformance Level | Remarks and Explanations |
| 3.3.1 Error Identification (Level A) 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided 602.3 (Support Docs) | Web: Supports Authoring Tool: Supports Electronic Docs: Not Applicable | Web: There is no user input forms, the main features are browse and search. If invalid search criteria is entered then a heading Search Error displays which explains that the search query may be invalid (in red). There are a number of other connection and authentication errors all following the same convention. Authoring Tool: The tool allows text for the above errors to be tailored. All configuration options are drop downs or plain text so no specific errors are generated. Electronic Docs: No errors produced by documentation, connection errors and how to fix is included. |
| 3.3.2 Labels or Instructions (Level A) | Web: Supports | Web : The main input field is to enter search criteria which has |
| 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided 602.3 (Support Docs) | Authoring Tool: Supports Electronic Docs: Not Applicable | a label assigned and is read by a screen reader. Authoring Tool: Aria labels used throughout. Electronic Docs: Does not accept input. |
| 4.1.1 Parsing (Level A) | Web: Supports | Web: |
| 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided 602.3 (Support Docs) | Authoring Tool: Partially Supports Electronic Docs: Partially Supports | Authoring Tool: Electronic Docs: Documentation has been highlighted as an improvement area. |



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| 4.1.2 Name, Role, Value (Level A) | Web: Supports | Web: Name, role and value are used for controls throughout |
|--|---|---|
| 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided 602.3 (Support Docs | Authoring Tool: Supports Electronic Docs: Not Applicable | Universal Access -Exception Views and metadata display. Authoring Tool : Aria labels used throughout, Exceptions with custom settings. Electronic Docs : |

Table 2: Success Criteria, Level AA:

| Criteria | Conformance Level | Remarks and Explanations |
|---|--|--|
| 1.2.4 Captions (Live) (Level AA) 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided | Web: Not Applicable Authoring Tool: Not Applicable | Web: Any video files present in Universal Access are provided by the archive via the Content API, any caption files would need to be provided with the videos when made available to the site and perhaps mentioned in metadata fragments. Authoring Tool: There is no video content. |
| • 602.3 (Support Docs | Electronic Docs: Not Applicable | Electronic Docs: There is no video content. |
| 1.2.5 Audio Description (Prerecorded) (Level AA) | Web: Not Applicable | Web : Any video files present in Universal Access are provided by the archive via the Content API, which would need to |
| 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided 602.3 (Support Docs | Authoring Tool: Not Applicable Electronic Docs : Not Applicable | provide a version of the file with audio descriptions. Authoring Tool: There is no video content. Electronic Docs: There is no video content. |
| 1.4.3 Contrast (Minimum) (Level AA) | Web: Supports | Web: Contrast through the provided themes has been checked |
| 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided | Authoring Tool: Partially Supports | using the Wave tool which reports no contrast errors. There are a number of themes provided which meet the standards, however, themes can be modified but the Admin user and a note regarding contrast is included in the help text. |
| • 602.3 (Support Docs | Electronic Docs: Supports | |



| Accessibility Review of Universal Access – Section 508 Standards for VPAT | | Authoring Tool: Settings pages conform, however, the button controls and some examples in the help text fail contrast requirements. |
|---|--|---|
| | | Electronic Docs : The panels and text in the HTML documentation meet contrast requirements. |
| Criteria | Conformance Level | Remarks and Explanations |
| 1.4.5 Images of Text (Level AA) 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the | Web: Partially Supports Authoring Tool: Supports | Web: The majority of text is consistent and uses CSS, the text on logo provides alternative text. One issue with two quotations on sample page which are graphics with no alternative text. |
| Preservica themes provided 602.3 (Support Docs) | Electronic Docs: Does Not Support | Authoring Tools : Text is consistent and uses CSS, one overlay panel of text Theme Details on themes has an associated aria-label. |
| | | Electronic Docs: There are images containing text without alternative text. |
| 2.4.5 Multiple Ways (Level AA) 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided 602.3 (Support Docs) | Web: Supports Authoring Tool: Not Applicable Electronic Docs: Does Not Support | Web: There are multiple ways to find content from the archive through Universal Access. Users can Browse and Search, use facets and filters as well as access featured content. Authoring Tools: Features here are to configure the site to organise the content, configuration options are organised by menu. |
| | | Electronic Docs: There is only one way to navigate to the content. The documentation has been highlighted as an area for improvement. |
| 2.4.6 Headings and Labels (Level AA) 501 (Web)(Software) | Web: Supports | Web: There is a customisable title and then different levels of descriptive headings and labels. |
| 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided | Authoring Tool: Partially Supports | Authoring Tool : Input fields in settings are clearly labelled, some dropdown controls don't provide full context for the selections. |
| 602.3 (Support Docs) | Electronic Doc: Supports | Electronic Docs : There are no input fields and content is organised with chapter and section headings. |



| 2.4.7 Focus Visible (Level AA) 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided 602.3 (Support Docs) | Web: Supports Authoring Tool: Supports Electronic Doc: Does Not Support Conformance Level | Web: The keyboard focus has a visible border when move from one control to another via tab. Button accents and highlights on themes highlight state change on hover. Authoring Tool: Blue border on controls to show focus. Electronic Docs: Small blue border shown on next and previous icons only, unable to tab into the body of text. Remarks and Explanations |
|--|--|--|
| 3.1.2 Language of Parts (Level AA) 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided 602.3 (Support Docs) | Web: Partially Supports Authoring Tool: Not Applicable | Web: Where the Universal Access site is supporting a particular language version via a theme or link the overall language will be set appropriately. However, where content from an archive is provided through the content API in multiple languages the language can be set via the metadata schemas and transforms for the assets as a whole not in part. Language tag can be set on PDF assets by the archive. |
| 18 M2 01 | Electronic Doc: Supports | Authoring Tools: Configuration and settings – appropriate to the hosting archive, no multi-lingual content. Electronic Docs: Where applicable any content referring to a language other than default can have the language tagged in HTML. |
| 3.2.3 Consistent Navigation (Level AA 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided 602.3 (Support Docs) does not apply to non-web docs here | Web: Supports Authoring Tool: Not Applicable Electronic Doc: Supports | Web: The main controls to Browse, Search and Filter are presented in the same sequence and locations consistently. The same for sorting content, Additional configuration for refinements of facets is configurable. Authoring Tool: WordPress provides configuration options which are organised in a similar fashion (settings) but the options presented are different. Electronic Docs: The HTML document is presented in a consistent fashion for chapters and sections (predictable) but there is little navigation within them, just next chapter and previous chapter. The documentation has been highlighted for improvement. |



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| 3.2.4 Consistent Identification (Level AA) 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided 602.3 (Support Docs) does not apply to non-web docs here | Web: Supports Authoring Tool: Partially Supports Electronic Docs: Supports | Web: Controls are consistent and easily identified from one page to another. Authoring Tool: Whilst the contents of the configuration pages they are presented with consistent identification where controls are like for like. Electronic Docs: Controls are limited but consistent and easily identified from one page to another. |
|---|---|--|
| Criteria | Conformance Level | Remarks and Explanations |
| 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) 501 (Web)(Software) 504.2 (Authoring Tool) – third party software Word Press providing configuration and customisation of the Preservica themes provided 602.3 (Support Docs) | Web: Not Applicable Authoring Tool : Not Applicable Electronic Doc: Not Applicable | Web: Universal Access provides a read-only view of the archive, so data cannot be deleted, there are no financial transactions. Authoring Tool: Admin users can change settings to control how the data is presented – no data in the archive can be deleted. Electronic Docs: No ability to delete. |

End of VPAT