



# Release Control

Software Version: 9.60

For the supported Windows® and UNIX® operating systems

# Accessibility Guide

Document Release Date: January 2018  
Software Release Date: January 2018



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# Overview

The American Disabilities Act Section 508 standards describe requirements for United States government approved accessible software products for people with disabilities, including those with vision, hearing, and mobility impairments.

While Section 508 standards were developed with United States Federal government employees in mind, all organizations can benefit by ensuring that all employees can access and use software products successfully. This means that employees with disabilities have the tools they need to perform their jobs efficiently.

Release Control 9.60 meets the accessibility requirements of the disabled user community. It is a functional client that can integrate successfully with assistive technology tools.

You can find more information about the compliance with Section 508 requirements and the Voluntary Product Accessibility Template (VPAT) on the Software Support website.

**Note:** In this release, only the Release Control Change Calendar and the Analysis module which integrate with Service Manager Change Management support the accessible mode. Besides, compare to the normal Release Control version, both the Change Calendar and the Analysis module have simplified UIs with the following differences:

- New Discussion Thread button, New Action Item button, Send Change Data button, Add Selected Request to Favorites button and Subscribe to Selected Request button are removed from the main tool bar.
- In the Manual Change Process dialog, the Auto remove completed from list check box is unchecked and disabled.
- Both the Collaborate tab and the Review tab are removed from the Assessment module.

To access Release Control with simplified UI in SM-RC integration:

1. Log on to Service Manager with a System Administrator account.
2. Click **Tailoring > Integration Manager**. The Integration Instance Manager opens.
3. Check whether the SMtoRC instance exists in SMIS:
  - a. If the instance exists, disable the instance, and then set the value of the rcSimplified parameter to true. If you cannot find the parameter, add it manually and set the value to true.

- b. If the instance does not exist, add a new SMtoRC instance with the new parameter provided by default, and then set the value to `true`.
4. Enable the SMtoRC instance.


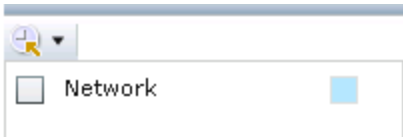
# Accessing Release Control UI Components by Keyboard

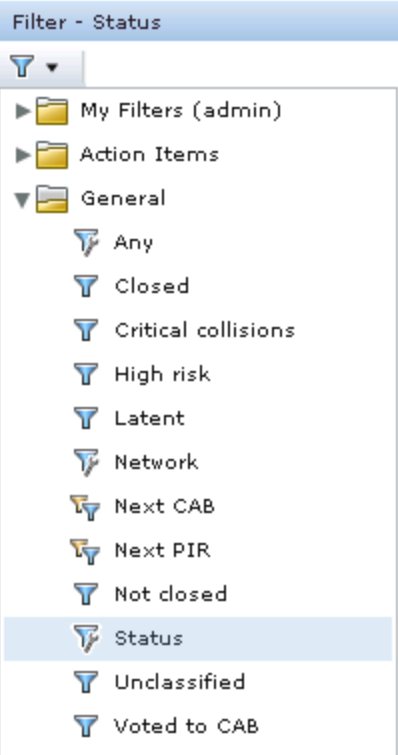
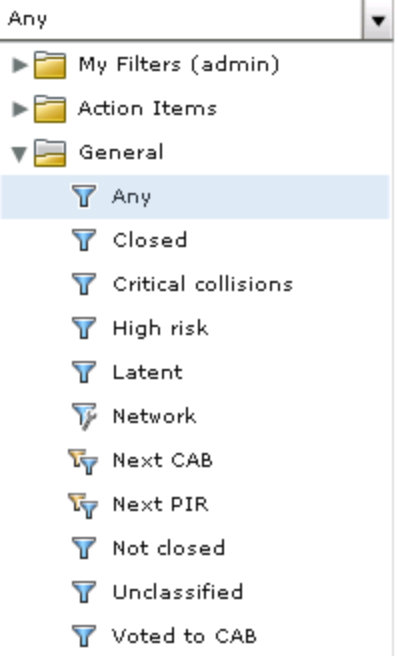
The following table lists the user actions of how to use Release Control by keyboard.

Component	Action
Field	To move the focus into a field, press the <b>Tab</b> key until it reaches that field. To return the focus to the previous location, press <b>Shift+Tab</b> .
Tab headers	To switch Preview/Assess tab in the Calendar view, press <b>Left/Right Arrows</b> and then press <b>Space</b> to activate the tab.
Release Control buttons	To access the button actions, press <b>Space</b> when the focus is on the button.
Text area	Press <b>insert + Z</b> to turn off the virtual cursor and then you can type texts. To browse to the next text area, press <b>Tab</b> . To tab to the previous text area, press <b>Shift+Tab</b> .
Calendar	In the Calendar view: Press <b>Left/Right/Up/Down Arrows</b> to navigate to any day on the Calendar pane. Press <b>page up/page down</b> to navigate to any month on the Calendar pane. Press <b>+/-</b> to navigate to any year on the Calendar pane.
Chart	Press the <b>Tab</b> key to navigate to the chart in Month mode of Calendar. The screen reader will read the tooltip of the chart.
Collapsible group	Press <b>Space</b> to expand or collapse the selected group, and then press <b>Up/Down Arrows</b> to select an item in the collapsed group.
Check box	Press <b>Up/Down Arrows</b> to move the focus to that check box and then press <b>Space</b> to mark or clear the check box.
Radio button	Press the <b>Tab</b> key until the focus is on one of the radio buttons, and then press <b>Left/Right/Up/Down Arrows</b> until the focus is on the one you want to select.
Drop-down menus	Press the <b>Tab</b> key until the focus is on one of the buttons, and then press <b>Space</b> or <b>Ctrl + Shift + Down Arrow</b> to display the drop-down menu. Press <b>Up/Down Arrows</b> to select an item in the menu.
Panel	Press <b>Ctrl + Shift + Left/Right Arrows</b> to navigate between the panels.
Page control	Press <b>Space</b> on the First/Previous/Next/Last buttons to browse the pages.

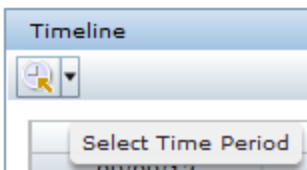
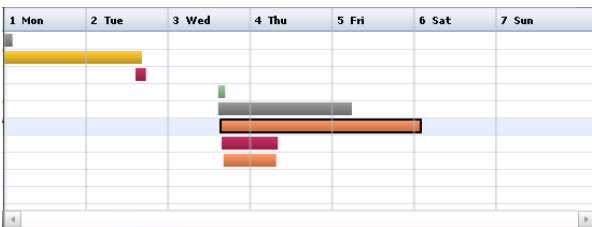
Component	Action
	Press the <b>Tab</b> key until the focus is on the page edit box, and then type page number to switch to a specific page.
Keyboard Shortcuts	The accessible mode has a number of keyboard short cuts that you can customize for your use. See <a href="#">"Release Control Default Keyboard Shortcuts" on page 9</a> for more information.

The following table lists several exceptions which differ from the aforementioned common actions when using Release Control in accessible mode. Take the actions in the table when you use the corresponding buttons for the first time. However, if you refresh the page, exceptions will reoccur and you need to take these actions again.

Component	Action
	<p>Combo search box:</p> <ol style="list-style-type: none"> <li>1. Press <b>Tab</b> until the focus is on the Combo search box.</li> <li>2. Press <b>Tab</b> in this Combo box to move the focus to the text area.</li> <li>3. Press <b>insert + Z</b> to active input.</li> <li>4. Press <b>Tab</b> to move the focus to the Search button.</li> <li>5. Press <b>Space</b> to start searching.</li> </ol>
	<p>Select Time Period button in the toolbar:</p> <ol style="list-style-type: none"> <li>1. Press <b>Tab</b> until the focus is on the Select Time Period button.</li> <li>2. Press <b>Space</b> to display the drop-down menu.</li> <li>3. Press <b>Esc</b> to close the menu.</li> <li>4. Press <b>Space</b> to activate the menu again, and then select an item in this menu.</li> </ol>

Component	Action
	<p>Select Filter button in the filter widget:</p> <p>Press <b>Tab</b> to activate the drop-down menu and then select an item in this menu.</p>
	<p>Current Filter button in the Manual Change Process dialog:</p> <p>Press <b>Tab</b> to activate the drop-down menu and then select an item in this menu.</p>



Component	Action
	<p>Select Time Period button in <b>Assess &gt; Time Period Conflicts</b> tab:</p> <p>This button does not support the accessible mode.</p>
	<p>Gantt chart listbox in <b>Timeline</b> panel of the <b>Time Period Conflicts</b> tab:</p> <p>You cannot select any item by pressing <b>Up/Down Arrows</b>. If JAWS is launched, you can press <b>Tab</b> and JAWS will read the detailed tooltip.</p>

**Tip:**

- If a tab contains a lot of information and some of the details are out of the current view, press **Ctrl + Up/Down arrows** to scroll the view so that the hidden information can be accessed and read by the screen reader.
- If the focus order gets mess up, clean the web browser cache and then restart the browser.
- If you use the IE browser for SM-RC integration, the focus cannot move out of RC from the last item. Instead, the focus will be reset to the first item of the RC widget. To move the focus out of RC, press **Shift + Tab**.

## Release Control Default Keyboard Shortcuts

Release Control uses the following keyboard shortcuts in the accessible mode.

Task	Keyboard shortcut
Move the focus to the Preview tab	<b>Ctrl + Alt + P</b>
Move the focus to the Assess tab	<b>Ctrl + Alt + A</b>
Move the focus to the Calendar List button	<b>Ctrl + Alt + L</b>
Move the focus to the Quick filter widget	<b>Ctrl + Alt + F</b>
Move the focus to the Similar changes button in the Similar Change subtab	<b>Ctrl + Shift + G</b>
Move the focus to the Date navigator console	<b>Ctrl + Alt + N</b>
Move the focus to the Date Indicator in the Date mode tab	<b>Ctrl + Alt + I</b>

Task	Keyboard shortcut
Move the focus to the Change request list	<b>Ctrl + Alt + B</b>
Move the focus to the Run Simulation button in Change planner dialog	<b>Ctrl + Alt + S</b>

**Note:** When integrating with Service Manager, these shortcuts are not applicable within the embedded widget on a Change form.

# Client Configuration Recommendations

There are a number of accessibility tools available from third-party vendors. These tools vary in the disabilities they address and the technology they support. We strive to ensure that our software products do not interfere with the proper functioning of any accessibility product. We test the Release Control accessible mode with several screen reader products; however, it is important that users perform due diligence to ensure that any accessibility tools integrate successfully with Release Control.

## JAWS

There are several popular screen readers, and JAWS™ by Freedom Scientific is one of them.

Release Control 9.60 supports different browsers; however, Microsoft Internet Explorer provides the best integration with JAWS and the Release Control client. Visually or hearing impaired users can use the Release Control client with the out-of-box configuration. If you customize the JAWS advanced configuration settings, you can improve the usability and understanding of the application for some users. For more information, see the JAWS documentation, an accessibility administrator, or Freedom Scientific. We do not provide third-party technical support.

**Caution:** We recommend you to turn off the virtual cursor mode after launching JAWS. Otherwise, some unexpected behaviors may occur during your navigation. However, if sometimes you hear the word “graphic” instead of the complete tooltip, you need to turn on the virtual cursor mode. Remember to turn it off again after reading the graphic tooltip.

**Note:**

- When using JAWS with Internet Explorer to access Release Control, Internet Explorer 8 or higher is recommended. This is because earlier versions of Internet Explorer do not have ARIA support.
- A point may appear when you press **Tab** to move the focus. This point is a symbol of some useful information, which can be read by JAWS. Normal users can ignore this point.

## Product Usage Recommendations

The standard Release Control client meets the needs of non-administrative users performing basic Service Desk tasks. Administrators should use the standard client for administrative tasks with complex forms.

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