

HP Release Control

For supported Windows® and Linux® operating systems

Software Version: 9.21

Accessibility Guide

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1 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.

HP Release Control 9.21 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 Hewlett-Packard compliance with Section 508 requirements and the Voluntary Product Accessibility Template (VPAT) on the Customer Support Web site.



In this release, only the Release Control Change Calendar and the Analysis module which integrate with HP Service Manager Change Management support the accessible mode. Besides, compare to the normal HP 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 HP 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:
 - 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`.
 - 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.

2 Accessing Release Control UI Components by Keyboard

Table 1 lists the user actions of how to use Release Control by keyboard.

Table 1 How to access UI components by keyboard

Component	Action
Field	To move the focus into a field, press the Tab key until it reaches that field. To return the focus to the previous location, press Shift+Tab .
Tab headers	To switch Preview/Assess tab in the Calendar view, press Left/Right Arrows and then press Space to activate the tab.
Release Control buttons	To access the button actions, press Space when the focus is on the button.
Text area	Press insert + Z to turn off the virtual cursor and then you can type texts. To browse to the next text area, press Tab . To tab to the previous text area, press Shift+Tab .
Calendar	In the Calendar view: <ul style="list-style-type: none">• Press Left/Right/Up/Down Arrows to navigate to any day on the Calendar pane.• Press page up/page down to navigate to any month on the Calendar pane.• Press +/- to navigate to any year on the Calendar pane.
Chart	Press the Tab key to navigate to the chart in Month mode of Calendar. The screen reader will read the tooltip of the chart.

Table 1 How to access UI components by keyboard

Component	Action
Collapsible group	Press Space to expand or collapse the selected group, and then press Up/Down Arrows to select an item in the collapsed group.
Check box	Press Up/Down Arrows to move the focus to that check box and then press Space to mark or clear the check box.
Radio button	Press the Tab key until the focus is on one of the radio buttons, and then press Left/Right/Up/Down Arrows until the focus is on the one you want to select.
Drop-down menus	Press the Tab key until the focus is on one of the buttons, and then press Space or Ctrl + Shift + Down Arrow to display the drop-down menu. Press Up/Down Arrows to select an item in the menu.
Panel	Press Ctrl + Shift + Left/Right Arrows to navigate between the panels.
Page control	Press Space on the First/Previous/Next/Last buttons to browse the pages. Press the Tab 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 shortcuts that you can customize for your use. See Release Control Default Keyboard Shortcuts on page 12 for more information.

[Table 2](#) 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.

Table 2 Actions exceptions when accessing UI components by keyboard

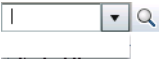

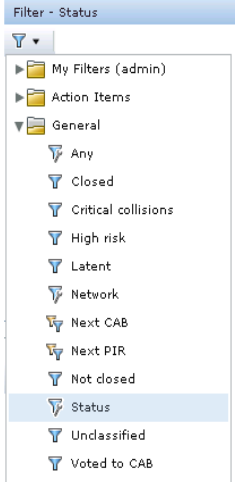
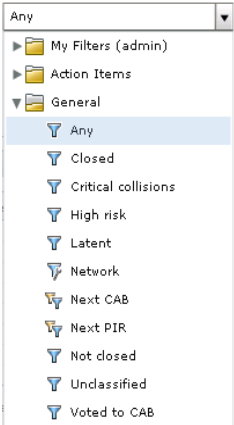
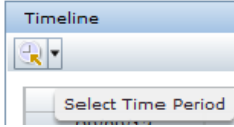
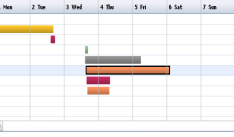
Component	Action
	<p>Combo search box:</p> <ol style="list-style-type: none"> 1 Press Tab until the focus is on the Combo search box. 2 Press Tab in this Combo box to move the focus to the text area. 3 Press insert + Z to activate input. 4 Press Tab to move the focus to the Search button. 5 Press Space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

Table 2 Actions exceptions when accessing UI components by keyboard

Component	Action
 <p>A screenshot of a filter menu. The menu is open, showing a list of filter categories. The 'Any' filter is selected and highlighted in blue. Other filters include 'Closed', 'Critical collisions', 'High risk', 'Latent', 'Network', 'Next CAB', 'Next PIR', 'Not closed', 'Unclassified', and 'Voted to CAB'.</p>	<p>Current Filter button in the Manual Change Process dialog:</p> <p>Press Tab to activate the drop-down menu and then select an item in this menu.</p>
 <p>A screenshot of a 'Timeline' panel. It shows a 'Select Time Period' button with a magnifying glass icon and a dropdown arrow.</p>	<p>Select Time Period button in Assess > Time Period Conflicts tab:</p> <p>This button does not support the accessible mode.</p>
 <p>A screenshot of a Gantt chart showing a timeline with various colored bars representing tasks or events. The x-axis is labeled with days from 1 Mon to 7 Sun.</p>	<p>Gantt chart listbox in Timeline panel of the Time Period Conflicts tab:</p> <p>You cannot select any item by pressing Up/Down Arrows. If JAWS is launched, you can press Tab and JAWS will read the detailed tooltip.</p>



- 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

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

Table 3 List of accessible mode default keyboard shortcuts

Task	Keyboard shortcut
Move the focus to the Preview tab	Ctrl + Alt + P
Move the focus to the Assess tab	Ctrl + Alt + A
Move the focus to the Calendar List button	Ctrl + Alt + L
Move the focus to the Quick filter widget	Ctrl + Alt + F
Move the focus to the Similar changes button in the Similar Change subtab	Ctrl + Shift + G
Move the focus to the Date navigator console	Ctrl + Alt + N
Move the focus to the Date Indicator in the Date mode tab	Ctrl + Alt + I
Move the focus to the Change request list	Ctrl + Alt + B
Move the focus to the Run Simulation button in Change planner dialog	Ctrl + Alt + S



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

3 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. HP strives to ensure that our software products do not interfere with the proper functioning of any accessibility product. HP tests the HP 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 HP Release Control.

JAWS

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

HP Release Control 9.21 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. HP does not provide third-party technical support.



HP recommends 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.



- 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.