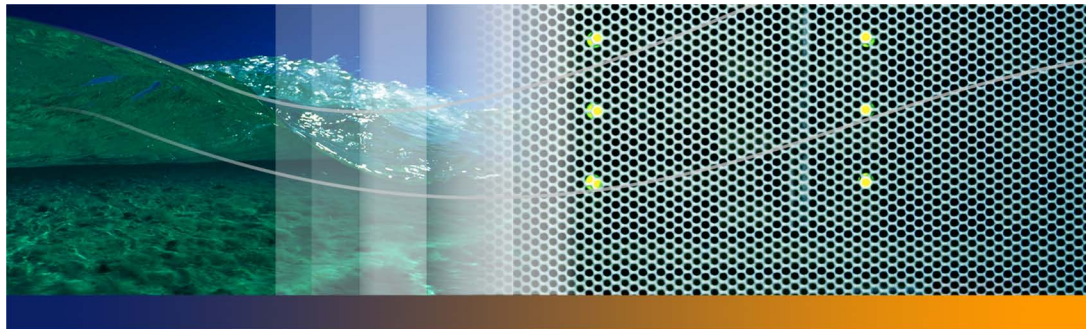


HP OpenView Management Solutions

ServiceCenter[®] 6.1



Accessibility



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1

Accessibility

CHAPTER

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.

The ServiceCenter 6.1 accessible Web client meets the needs of the disabled user community. It is a fully functional client that can integrate successfully with assistive technology tools.

You can find more information about Peregrine Systems compliance with Section 508 requirements and the Voluntary Product Accessibility Template (VPAT) on the Customer Support Web site.

Logging on to the accessible Web client

The accessible Web client URL includes parameters that control the look and feel of the client. Type this URL into your browser address field:

http://server_name:port_number/sc/accessible.do

Where:

The variable *server_name* is your server name.

The variable *port_number* is your port number.

Client Configuration Recommendations

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

Screen Readers

There are several popular screen readers. Among them are:

- JAWS™ by Freedom Scientific.
- Home Page Reader™ by IBM (for browser-based software products).
- Connect Outloud version 2.0 by Freedom Scientific has support for the Web, including Internet Explorer 5 and 6, and support for Adobe™ Acrobat™ Reader 5.0.

JAWS

ServiceCenter 6.1 supports different browsers; however, Microsoft Internet Explorer provides the best integration with JAWS and the ServiceCenter Web client. Impaired users can use the ServiceCenter web client with the out-of-box configuration. If you tweak 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. Peregrine Systems does not provide third-party technical support.

Screen readers and the ServiceCenter Web client

The ServiceCenter Web client conforms to the World Wide Web Consortium (W3C) standards. It uses title attributes to convey important information to the

accessible user. Alt tags provide information about images. Icons in the interface have minimal alt tag text. Online help has alt tag text for all icons and images. You can configure JAWS to read all these tags in a custom hierarchy. For example, you can configure form fields and links with the Custom Search String to read text|title|alt. Other recommendations are:

- Use text|title for all elements except images.
- Configure graphics settings to read only Tagged Graphics.
- Do not use JAWS in the Graphics Mode with the ServiceCenter Web client.
- Configure buttons to use Both Label and Title if Different.

ServiceCenter uses many long titles to describe the action, or result of following a link or button. Forms can be very complex with many form fields and links. This may result in redundant, but necessary, oral descriptions. Peregrine Systems recommends that novice ServiceCenter users slow down the words-per-minute setting until they are familiar with the application. Some out-of-box forms may be complex for screen readers. If this occurs, application administrators can re-design complex forms and add accessibility attributes as needed.

The ServiceCenter 6.1 Web client supports all accessible users and is designed to integrate with screen reader assistive technology.

Web Browsers

The ServiceCenter accessible Web client does not require changes to browser settings, although you can change personal preferences if necessary. Applications use embedded style sheets that you cannot customize. All browsers have preference settings. Users can change browser font families, colors, and sizes, as well as background color to improve contrast or adapt to personal preferences. Ensure that you enable JavaScripts and cookies to enable the Web client.

Product Usage Recommendations

The ServiceCenter Web client has the familiar functionality of earlier releases if you used the Java client. The standard Web client and accessible Web client both meet the needs of non-administrative users performing basic service desk tasks. Administrators should use the standard Web client or the Windows client for administrative tasks with complex forms.

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