



EcoStruxure IT Expert Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: EcoStruxure IT Expert

Report Date: October 31, 2023

Product Description: Data Center Monitoring and Management Software

Contact Information: Kevin Buss; kevin.buss@se.com

Notes: This version of our Accessibility Conformance Report (ACR) dated October 31 2023 reports our conformance with WCAG 2.0 at Levels A, and AA, and our compliance with Section 508 of the Rehabilitation Act, 1973 based on the VPAT® Version 2.4 Section 508 template published by the Information Technology Industry Council (ITIC) in February 2020.

Evaluation Methods Used:

Testing is based on general product knowledge.

- Browsers: Chrome, Internet Explorer

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	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

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 or Not Supported:** 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
- 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 [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: ITE provides users with text-based alternatives for non-text components. Icons refer to device types and alarm severities. Some sections of the tool do not offer alternate text.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web/Software: Not Applicable</p>	<p>Web/Software: ITE does not have prerecorded audio only or video-only content.</p>
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web/Software: Not Applicable</p>	<p>Web: ITE does not have prerecorded captioned content.</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web/Software: Not Applicable</p>	<p>Web/Software: ITE does not have prerecorded audio description or media alternative content.</p>

<p>1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Web/Software: Partially Supports	Web/Software: ITE displays information and relationships in some manner when it relates to location navigation and property fields i.e., “parent device”
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Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 602.3 (Support Docs) 		
<p>1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Supports	Web/Software: ITE offers report data in sequence
<p>1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Supports	Web/Software: ITE does not rely on sensory characteristics like shape, size, visual location, or sound to convey information or instructions. Reports have text only options in addition to line charts/
<p>1.4.1 Use of Color (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Supports	Web/Software: Color is not required to convey information.
		Web/Software: ITE does not use audio.

<p>1.4.2 Audio Control (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Not Applicable	
<p>2.1.1 Keyboard (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Partially Supports	Web/Software: Basic Windows Keyboard command is used for some portions. Deep configuration items may require keyboard.
<p>2.1.2 No Keyboard Trap (Level A)</p>	Web/Software: Partially	Web/Software: This is partially supported by having a

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	character limit on data entry fields.
<p>2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Partially Supports	Web/Software: Users will need to engage the software to not be locked out due to inactivity. This time cannot be manually adjusted.
		Web/Software: ITE does not support these functions.

<p>2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Not Supported	
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Not Applicable	Web/Software: ITE does not have flashing content.
<p>2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web/Software: Not Supported	Web/Software: ITE does not block repetitive content unless its character inputs.
<p>2.4.2 Page Titled (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web/Software: Supports	Web/Software: Page titles are used and are unique to data displayed.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		

<p>2.4.3 Focus Order (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Partially Supports	Web/Software: Navigation is sorted alphabetically. Device data is user customizable for order. Sensor points are device specific and tend to follow a logical order.
<p>2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Partially Supports	Web/Software: Minimal links are used unless user inputted. The links that do exist give a description within.
<p>3.1.1 Language of Page (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Supports	Web/Software: ITE uses language that is programmatically identifiable.
<p>3.2.1 On Focus (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Not Supported	Web/Software: Functionality not supported.
<p>3.2.2 On Input (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Not supported	Web/Software: Changes in formatting are up to the user.
Criteria	Conformance Level	Remarks and Explanations

<p>3.3.1 Error Identification (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Supports	Web/Software: Errors are displayed and tracked in log files that are recorded and can be accessed for troubleshooting.
<p>3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Supports	Web/Software: ITE has labeling or instructions to enhance the user experience.
<p>4.1.1 Parsing (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Not Supported	Web/Software: Parsing is not supported.
<p>4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Supports	Web/Software: ITE allows users to build fields as they see fit. This custom approach allows users to easily sort their information in the ways they want.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA) Also applies to:	Web/Software: Not Applicable	Web/Software: ITE does not have content that requires live captions.
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Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web/Software: Not Applicable	Web/Software: ITE does not have content that requires pre-recorded audio descriptions.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web/Software: Partially Supported	Web/Software: Needs to be configured on user's machine and not in the software.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web/Software: Partially Supports	Web/Software: This would be done using the OS running the program but not within the software application.
	Web/Software: Supports	Web/Software: ITE uses text and not images of text

<p>1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) 	Web/Software: Supports	Web/Software: Search and filtering are both supported within ITE.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Supports	Web/Software: ITE headings and labels are descriptive. Additionally, users can create their own property fields to go beyond the default headings to even further sort data.
<p>2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Partially Supports	Web/Software: ITE has some components like reporting outputs that have a visible indication of focus. There are other areas of the tool that lack this functionality.
	Web/Software: Supports	

<p>3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		Web/Software: ITE does not contain text with a change in language.
<p>3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web/Software: Supported	Web/Software: Navigation is consistent and customizable for optimal user experience. Panes can be moved around to accommodate specific user requirements.
<p>3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web/Software: Supported	Web/Software: Names and descriptions within ITE are consistent throughout.
<p>3.3.3 Error Suggestion (Level AA)</p>	Web/Software: Partially	Web/Software: Some Error messages (although rare)
Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supported	have mediations: Ex. “Please restart client” message appears when the software loses connection and needs to be restarted.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p>		

Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web/Software: Not Applicable	Web/Software: Aside from the EULA prompt for the client there is no legal or financial input in ITE.
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Table 3: Success Criteria, Level AAA

Notes:

Web: Section Not Evaluated

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Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	
302.2 With Limited Vision	Partially Supports	Details can be expanded
302.3 Without Perception of Color	Partially Supports	Alerts come in through color codes
Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Supports	No audio
302.5 With Limited Hearing	Supports	No audio
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially Supports	Minor interaction required

302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Basic knowledge of computers required

Chapter 4: Hardware

Notes: Section Not

Applicable

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	
502.2.2 No Disruption of Accessibility Features	Supports	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	
502.3.2 Modification of Object Information	Supports	
502.3.3 Row, Column, and Headers	Supports	Custom fields can be assigned and changed at will to device properties within Data Center Expert.

Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Supports	Custom fields can be assigned and changed at will to device properties within Data Center Expert.

502.3.5 Modification of Values	Supports	Custom fields can be assigned and changed at will to device properties within Data Center Expert.
502.3.6 Label Relationships	Partially Supports	
502.3.7 Hierarchical Relationships	Supports	ITE navigation tree shows hierarchy that is user customizable.
502.3.8 Text	Supports	
502.3.9 Modification of Text	Supports	
502.3.10 List of Actions	Supports	
502.3.11 Actions on Objects	Supports	
502.3.12 Focus Cursor	Partially Supports	Zoom/scale functionality available on reports
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Supports	Log files
502.4 Platform Accessibility Features	Partially Supports	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	Exception 503.2
503.3 Alternative User Interfaces	Supports	Web UI
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not	See WCAG 2.0 section	See information in WCAG 2.0 section

Criteria	Conformance Level	Remarks and Explanations
applicable”)		
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	
504.2.2 PDF Export	Supports	Raw data is CSV, data reports are PDF
504.3 Prompts	Supports	
504.4 Templates	Supports	

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	At customer’s request hard documentation can be sent in the mail.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Partially Supports	