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DigitalGov Search

Section 508 Product Assessment

Version N/A

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1. Purpose

The purpose of the Section 508 Product Assessment is to assist contracting officials and other buyers of the General Service Administration (GSA) in making preliminary assessments regarding the availability of Electronic and Information Technology (EIT) products and services with features that support accessibility.

2. Background

In 2001, the Information Technology Industry Council partnered with the General Services Administration (GSA) to create a tool that would assist Federal contracting and procurement officials in fulfilling the market research requirements specified in Section 508. The result of their collaboration was the Section 508 Voluntary Product Accessibility Template (VPAT) - a simple, Web-based checklist that allows manufacturers, developers, or vendors to document how their product does or does not meet the various Section 508 Requirements. GSA has adopted the VPAT for use in assessing Section 508 compliance of EIT products being acquired by or developed for the Agency. Hereinafter, GSA refers to VPAT as the Section 508 Product Assessment.

3. Who Should Complete the Section 508 Product Assessment

GSA requires a measure of technical detail in the responses submitted in a Section 508 Product Assessment in order to effectively determine compliance of the identified EIT product.

Therefore, a technical specialist for the manufacturer, developer, or vendor of the EIT product should complete the Section 508 Product Assessment.

The manufacturer, developer, or vendor of the EIT product is responsible for maintaining the integrity of the data provided in the Section 508 Product Assessment. The information in the completed Section 508 Product Assessment for an EIT product is considered to be a self-representation unless manufacturer, developer, or vendor expressly affirms otherwise.

4. Procedure for Completing the Section 508 Product Assessment

This section presents the steps for completing the Section 508 Product Assessment. Commingled with the steps are tables of information that apply to the Section 508 Product Assessment. Take the following steps to complete the document:

1. Using the information that *Table 1 - Technical Standards Applicable to the EIT Product for Review* provides, determine which sections of the Technical Standards (Subpart B - 1194.21 through 1194.26) apply to the EIT product.

Note: The Functional Performance Criteria (Subpart C - 1194.31) and the Information, Documentation and Support (Subpart D - 1194.41) sections of the GSA Section 508 Product Assessment must be completed for every EIT product.

Table 1 - Technical Standards Applicable to the EIT Product for Review

Product	Applicable Sections
Software	1194.21 Software Applications and Operating Systems 1194.31 Functional Performance Criteria 1194.41 Information, Documentation, and Support
Web	1194.22 Web-Based Internet Information and Applications 1194.31 Functional Performance Criteria 1194.41 Information, Documentation, and Support
Web Application	1194.21 Software Applications and Operating Systems 1194.22 Web-Based Internet Information and Applications 1194.31 Functional Performance Criteria 1194.41 Information, Documentation, and Support
Telecommunications	1194.23 Telecommunications Products 1194.31 Functional Performance Criteria 1194.41 Information, Documentation, and Support
Video/Multimedia	1194.24 Video and Multimedia Products 1194.31 Functional Performance Criteria 1194.41 Information, Documentation, and Support
Self-Contained	1194.25 Self-Contained, Closed Products 1194.31 Functional Performance Criteria 1194.41 Information, Documentation, and Support
Personal Computers	1194.26 Desktop and Portable Computers 1194.31 Functional Performance Criteria 1194.41 Information, Documentation, and Support

2. Determine if the EIT product does or does not meet the individual criteria elements listed in the first column of each applicable section of the Section 508 Product Assessments. Using the guidance provided in *Table 2 - Guidance for Documenting Applicable Responses*, provide the appropriate responses in the Supporting Features column (second column) of the Section 508 Product Assessment document for each Criteria element.

Note: If the EIT product Does Not Support the Criteria, remember that Section 508 allows for products to meet the Access Board Standards in innovative, non-traditional ways. The EIT product can meet the standard; i.e., Supports through Equivalent Facilitation, by providing an innovative solution, as long as the feature performs in the same manner as it does for any other user.

Table 2 - Guidance for Documenting Applicable Responses

Response	Means...
Supports	Product fully meets the letter and intent of the Criteria.
Supports with Exceptions	Product does not entirely meet the letter and intent of the Criteria, but does provide some level of access
Supports through Equivalent Facilitation	Product provides alternative methods to meet the intent of the Criteria.
Does Not Support	Product does not meet the letter or intent of the Criteria.
Not Applicable	The Criteria does not apply to the product.

3. Using the guidance that *Table 3 - Guidance for Documenting Remarks and Explanations* provides, document in the Remarks and Explanations column for each Criterion exactly how the EIT product does or does not meet the Criterion.

Table 3 - Guidance for Documenting Remarks and Explanations

If Applicable Response Is...	Remarks and Explanations
Supports	List exactly what features of the product do meet the Criteria and describe how the features are used to support the standard.
Supports with Exceptions	List exactly what features of the product do meet the Criteria and describe how the features are used to support the standard. AND List exactly what aspects of the product do not meet the Criteria and describe how they fail to support the Criteria.
Supports through Equivalent Facilitation	List exactly what alternative methods exist in the product and describe how they are used to support the Criteria.
Does Not Support	Describe exactly how the product does not support the Criteria.
Not Applicable	Describe exactly why the Criteria are not applicable to the product.

4. Provide the completed Section 508 Product Assessment to the Requestor.

5. Electronic and Information Technology (EIT) for Review

Table 4 - *Electronic and Information Technology (EIT) Description and Contacts for Review* presents identifying information about the EIT technology.

Table 4 - Electronic and Information Technology (EIT) Description and Contacts for Review

Identifier	Description
GSA Requestor	<i>Dawn McCleskey, DG Search Program Manager</i>
Date	<i>8/8/2017</i>
EIT Name	<i>DigitalGov Search</i>
Version	<i>n/a</i>
Vendor	<i>General Services Administration</i>
Vendor Contact	<i>Dawn McCleskey, 202.309.6738, dawn.mccleskey@gsa.gov</i>

Instructions: Please provide a brief overview and a description of the functionalities inherent in the EIT to be reviewed here. List the features that GSA will use and deploy for production in its infrastructure, and description of their specific functionalities. If there are features that GSA will not use in the EIT to be reviewed, please list them here.

6. Section 508 Product Assessment

This section presents a detailed assessment of all the Section 508 technical standards applicable to <type the name of the software, application, or system here.>

6.1 Section 1194.21 Software Applications and Operating Systems

Instructions: Refer to <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards/section-508-standards> for details on the criteria listed below.

This section presents the provisions that apply to software applications and operating systems. The provisions address program features that must be contained in software for the product to meet the standards. *Table 5 - Section 1194.21 Software Applications and Operating Systems* provides the criteria, supporting features, and any relevant remarks and explanations.

Table 5 - Section 1194.21 Software Applications and Operating Systems

Criteria	Supporting Features	Remarks and Explanations
<p>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p> <ul style="list-style-type: none"> • Can you navigate all aspects of the application using only the keyboard? • Is every feature of the application available using the keyboard? 	<p><i>Supports</i></p>	<p><i>User is able to navigate and operate all aspects of the application</i></p>

Criteria	Supporting Features	Remarks and Explanations
<p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p> <ul style="list-style-type: none"> • Does the application avoid disrupting or disabling activated features of other products that are identified as accessibility features (where those features are developed and documented according to industry standards)? • Does the application avoid disrupting or disabling activated features of any operating system that are identified as accessibility features (where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer)? • Are all of the operating system accessibility options that were previously set still available? • Are all the features of the software product accessibility options that were previously set still available? 	<p><i>Not Applicable</i></p>	<p><i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i></p>

Criteria	Supporting Features	Remarks and Explanations
<p>(c) A well-defined onscreen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology (AT) can track focus and focus changes.</p> <ul style="list-style-type: none"> • Is a well-defined onscreen indication of the current focus; e.g., cursor, provided that moves among interactive interface elements as the input focus changes? • Is the focus programmatically exposed so that AT can track focus and focus changes? • Is there no evident change in onscreen focus as you navigate through one or more components of an application? 	<p><i>Supports with Exceptions</i></p>	<p><i>On some pages, if a user selects any control the page is refreshed and focus is returned to the top of the page. This forces keyboard and screen reader users to navigate through the page again to return to where they previously were.</i></p>
<p>(d) Sufficient information about a user interface element including the identity, operation, and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p> <ul style="list-style-type: none"> • Can the screen reader distinguish and read all controls such as prompts for edit fields, text, radio buttons, checkboxes, menus, and toolbars to the user? • When an image represents a program element is the information conveyed by the image available in text? 	<p><i>Not Applicable</i></p>	<p><i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i></p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p> <ul style="list-style-type: none"> • Do individual icons used to identify controls, status indicators or other programmatic elements mean the same thing throughout the application? • When an image represents a program element, is the information conveyed by the image available in text? 	<p><i>Not Applicable</i></p>	<p><i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i></p>

Criteria	Supporting Features	Remarks and Explanations
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p> <ul style="list-style-type: none"> Is all text presented in the application readable by assistive technologies? (Minimum information that shall be made available is text content, text input caret location, and text attributes.) 	<p><i>Not Applicable</i></p>	<p><i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i></p>
<p>(g) Applications shall not override user-selected contrast and color selections and other individual display attributes.</p> <ul style="list-style-type: none"> Does the application avoid overriding user-selected contrast and color selections and other individual display attributes? If a product uses its own color and contrast settings, does it comply with 1194.21 (j)? 	<p><i>Not Applicable</i></p>	<p><i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i></p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p> <ul style="list-style-type: none"> If animated objects are present, is the information conveyed by the animated object displayable in at least one non-animated presentation mode at the option of the user; i.e., audio or captions? 	<p><i>Not Applicable</i></p>	<p><i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i></p>
<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <ul style="list-style-type: none"> If color is the sole means used to prompt a response, indicate an action, distinguish a visual element or convey information, is the information displayed in another mode? <p>Example: If the color red indicate negative numbers, are those numbers also represented with a negative sign (-)?</p>	<p><i>Supports with Exceptions</i></p>	<p><i>The links in the main content area under the search Results heading are missing underline as additional differentiation method.</i></p>

Criteria	Supporting Features	Remarks and Explanations
<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p> <ul style="list-style-type: none"> If users can adjust color and contrast setting, is a variety of color and contrast settings available to choose from? <p>Note: If the product does not feature adjustable color or contrast settings, the standard does not apply.</p>	<p><i>Supports with Exceptions</i></p>	<p><i>There are several color contrast issues presented in the application</i></p> <p><i>Insufficient Color Contrast for Links. The unvisited link color and/or visited link color does not meet the minimum color contrast ratio of 4.5:1 against the background color.</i></p> <p><i>The unvisited link color and/or visited link color does not meet the minimum color contrast ratio of 3.1:0 against the surrounding text color</i></p>
<p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hertz (Hz) and lower than 55Hz.</p> <ul style="list-style-type: none"> Are screen items which flash, blink or flicker set at a rate of less than twice a second or more than 55 times a second? Hertz (Hz) is a cycle per second. Does the page avoid using effects that cause the screen to “flicker” as pages are loaded? 	<p><i>Supports</i></p>	<p><i>There were no elements within the application that caused flashing, flickering or blinking.</i></p>
<p>(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p> <ul style="list-style-type: none"> Can you navigate and follow links and forms with the keyboard? Can the electronic forms be used with assistive technologies? Can a screen reading program read all prompts, directions, explanations, or instructions on the form and understand the purpose of each field and the functionality required for completion and submission of the form? 	<p><i>Not Applicable</i></p>	<p><i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i></p>

6.2 Section 1194.22 Web-Based Intranet and Internet Information and Applications

Instructions: Refer to <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards/section-508-standards> for details on the criteria listed below.

This section presents the Section 508 provisions applying to Federal agencies that produce Web pages. *Table 6 - Section 1194.22 Web-based Intranet and Internet Information and Applications* provides the criteria, supporting features, and any relevant remarks and explanations.

Table 6 - Section 1194.22 Web-based Intranet and Internet Information and Applications

Criteria	Supporting Features	Remarks and Explanations
<p>(a) Text equivalent for every non-text element shall be provided (for example, via "alt," "longdesc," or in element content). Are ALT tags provided for every image?</p> <ul style="list-style-type: none"> • Are ALT tags provided for every hotspot on an image map and the map as a whole? • Are ALT tags provided for every animated image? • Are ALT tags provided for every applet? • Are ALT tags provided for Programmatic objects? • Are null (alt = "") ALT tags provided for images used as list bullets? • Are null ALT tags provided for image used as spacers? • Are ALT tags provided for every image-type button in forms? • Do audio files have transcripts? • Do video files have synchronized captions? • If flash is used does each user selectable element has an alternate tag? 	<p><i>Supports with Exceptions</i></p>	<p><i>Magnifier image in the Search button coded as background image. If images removed from the page the meaning of the button is lost.</i></p> <p><i>CSS image is used to convey Twitter comment. As a result, twitter comment is not being properly conveyed to users who have images disabled.</i></p> <p><i>Some image links in the search result are coded as background image.</i></p>

Criteria	Supporting Features	Remarks and Explanations
<p>(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.</p> <ul style="list-style-type: none"> • If there is a video presentation on your Web page does the auditory, text equivalent (captioning) or other alternatives synchronize with the video? • Are the auditory or text equivalent descriptions accurate and adequate? • Is a link to any player or plug-in that is required to render multimedia provided? 	<p><i>Not Applicable</i></p>	<p><i>The application does not contain multimedia content (i.e., audio and video).</i></p>
<p>(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example, from context or markup.</p> <ul style="list-style-type: none"> • Does the page avoid using color to convey information; e.g. click on the red link to proceed? • Do images with text in them use contrasting colors so that the text is easily readable? 	<p><i>Supports with Exceptions</i></p>	<p><i>Some link text in the application is missing luminosity color contrast of 4.5:1 or better between the text color (foreground) and background color (background).</i></p> <p><i>The links in the main content area under the search Results heading are missing underline as additional differentiation method.</i></p>
<p>(d) Documents shall be organized so they are readable without requiring an associated style sheet.</p> <ul style="list-style-type: none"> • Can the page content be viewed without style sheets; e.g., does the content still appear? • Does the reading order of the page still make sense without style sheets? • To test: Display style sheets in your browser's preferences, and see if all the information is still available and in logical order. 	<p><i>Supports with Exceptions</i></p>	<p><i>On some pages in the Search application, the instructional text "Incorrect Placement of Instructional Text" is placed under the form control.</i></p> <p><i>The heading structure on some of the pages does not reflect the visual hierarchy of the page.</i></p>

Criteria	Supporting Features	Remarks and Explanations
<p>(e) Redundant text links shall be provided for each active region of a server-side image map.</p> <ul style="list-style-type: none"> • If possible, has the server-side image map been converted to a client-side image map? • If a server-side image map is used, are redundant text links provided for every active region on the server-side image map? 	<i>Not Applicable</i>	<i>The application does not contain server-side image maps</i>
<p>(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.</p> <ul style="list-style-type: none"> • Are client-side image maps being used instead of server-side except where the regions(s) cannot be defined with an available geometric shape? • Is appropriate alternative text provided for images as well as each map hot spots? 	<i>Not Applicable</i>	<i>The application does not contain client-side image maps</i>
<p>(g) Row and column headers shall be identified for data tables.</p> <ul style="list-style-type: none"> • Are all column and row headers identified using the <th> instead of the “td” tag in data tables? • Is unique id attribute associated with each “th” element and its corresponding “td” cells? • Are the scope or the headers and id attributes used for row and column header cells? • Does the text in the summary attribute accurately describe the related table data? • Is the “th” tag not used to achieve formatting; i.e., to bold text? • Is the <pre> tag not used to create a tabular layout of text? • Are table headers not used in decorative or layout tables? 	<i>Not Applicable</i>	<i>The application does not contain data tables</i>

Criteria	Supporting Features	Remarks and Explanations
<p>(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.</p> <ul style="list-style-type: none"> • Are data cells and header cells associated for data tables that have two or more logical levels or row or column headers? • Are all column and row headers identified using the <th> instead of the “td” tag in data tables? • Is a unique id attribute associated with each “th” element cell? • Are the scope or the headers and id attributes used for row and column header cells? • Does the text in the summary attribute accurately describe the related table data? • Is the “th” tag not used to achieve formatting; i.e. to bold text? • Is the <pre> tag not used to create a tabular layout of text? • Are table headers not used in decorative or layout tables? 	<p><i>Not Applicable</i></p>	<p><i>The application does not contain complex data tables</i></p>
<p>(i) Frames shall be titled with text that facilitates frame identification and navigation.</p> <p>Note: Frames are not allowed on the ihs.gov domain (Indian Health Service (IHS) and Department of Health and Human Services (HHS) requirements).</p>	<p><i>Not Applicable</i></p>	<p><i>The application does not contain frames</i></p>

Criteria	Supporting Features	Remarks and Explanations
<p>(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2Hz and lower than 55Hz.</p> <ul style="list-style-type: none">• Does the page avoid using blinking text and/or images?• Does the page avoid using effects that cause the screen to “flicker” as pages are loaded?• Are screen items which flash, blink, or flicker set at a rate of less than twice a second or more than 55 times a second? (Hertz (Hz) is a cycle per second.)	<i>Supports</i>	<i>There were no elements within the application that caused flashing, flickering or blinking.</i>

Criteria	Supporting Features	Remarks and Explanations
<p>(k) A text-only page, with equivalent information or functionality, shall be provided to make a Web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p> <ul style="list-style-type: none"> • Are all pages accessible? • Are document properties for Author, title, Company, Keywords and Language properly filled out? • Is the document formatted using style elements (proper headers, bullets, etc.)? • Have all edits have been accepted, comments removed, and track changes and formatting marks turned off? • Color is not used to convey important information, e.g., "See red text below." • All images have alternative text descriptions (Images used only for decorations have null alt tags: alt= ""?) • All charts and graphs have either an alternative text description or provide a description in the text immediately below the chart or graph? • All hyperlinks are active and use the full Web address, e.g., http://gsa.gov? • Document has been reviewed in Print Preview for a final visual check? • This would be a good time to use the Section 508 Checklist for Word Document, portable document format (PDF), Multimedia, and hypertext markup language (HTML). 	<p><i>Not Applicable</i></p>	<p><i>The application does not contain 'text-only pages.</i></p>

Criteria	Supporting Features	Remarks and Explanations
<p>(l) When pages utilize scripting languages to display content or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</p> <ul style="list-style-type: none"> • Is information provided by the script with functional text readable by assistive technology when pages utilize scripting languages to display content or to create interface elements? • Are accessible alternatives provided for scripts and applets that are inaccessible with assistive technologies; e.g. <non-script> tags? 	<p><i>Does not Supports</i></p>	<p><i>A user who has JavaScript disabled in their browser is not notified on the page that it is required. If JavaScript is required to be enabled in the user's browser, users with JavaScript disabled must be informed that JavaScript is required when they try to access any page of the site.</i></p>
<p>(m) When a Web page requires that an applet, plug-in, or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p> <ul style="list-style-type: none"> • If a page uses plug-ins, applets, etc. is a link to that plug-in or applet provided to interpret the page content? • Do the plug-in applets comply with the Section 508 standards listed in 1194.21 (a) through (l)? 	<p><i>Not Applicable</i></p>	<p><i>The application does not contain applets and plug-ins.</i></p>
<p>(n) When electronic forms are designed to be completed online, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p> <ul style="list-style-type: none"> • For all form controls implicitly associated with labels, are the labels properly positioned? • Can you navigate and follow links and forms with the keyboard? • Can the form be used with assistive technology? 	<p><i>Supports</i></p>	<p><i>The electronic forms in the application are operable and manipulable with a keyboard and Assistive Technologies</i></p>

Criteria	Supporting Features	Remarks and Explanations
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p> <ul style="list-style-type: none"> Is there a way to skip over a group of links; e.g., the header page navigation and footer? 	<p><i>Supports with Exceptions</i></p>	<p><i>Globally, the target of the Skip to Main Content link has been placed to the Search results heading rather than at the start of the main content area of the page.</i></p>
<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p> <ul style="list-style-type: none"> Is the user alerted when a timed response is required and given sufficient time to indicate more time is required? Does the page avoid automatic redirects and automatic refreshing, etc.? 	<p><i>Not Applicable</i></p>	<p><i>The application does not contain time responses.</i></p>

6.3 Section 1194.23 Telecommunications Products

Instructions: Refer to <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards/section-508-standards> for details on the criteria listed below.

This section presents the Section 508 provisions that apply to phone manufacturers and telecommunications service providers to make their products accessible. *Table 7 - Section 1194.23 Telecommunications Products* provides the criteria, supporting features, and any relevant remarks and explanations.

Table 7 - Section 1194.23 Telecommunications Products

Criteria	Supporting Features	Remarks and Explanations
<p>(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a teletypewriter (TTY) functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.</p> <ul style="list-style-type: none"> A TTY uses two-way text conversations over an analog phone line. Tones are converted to text using American National Standards Institute (ANSI)/Telecommunications Industry Association (TIA)/Electronic Industries Alliance (EIA) 835 and Baudot specifications or standards. Voice Carry Over (VCO) allows people who can use speech to converse and Hearing Carry Over (HCO) allows people to use their hearing, but not speech. Does the product have the ability to send and receive text messages? <p>Note: VCO allows for text to be received and HCO allows for you to hear what the other party is saying.</p>	<p><i>Not Applicable</i></p>	<p><i>The application does not contain telecommunications products.</i></p>
<p>(b) Telecommunications products that include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p> <ul style="list-style-type: none"> Does the required product support 45.5 baud Baudot or the industry standard for baud? <p>Note: The fast 300 baud can be problematic with VCO.</p>	<p><i>Not Applicable</i></p>	<p><i>The application does not contain telecommunications products.</i></p>
<p>(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p> <ul style="list-style-type: none"> Voice mail must be receivable by TTY devices. 	<p><i>Not Applicable</i></p>	<p><i>The application does not contain telecommunications products.</i></p>
<p>(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p> <ul style="list-style-type: none"> Does voice mail, auto-attendant, and interactive voice response telecommunication systems work with or is it usable by TTY users with the TTYs? Any time-out requirements must be alerted to non-audibly. 	<p><i>Not Applicable</i></p>	<p><i>The application does not contain telecommunications products.</i></p>

Criteria	Supporting Features	Remarks and Explanations
<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p> <ul style="list-style-type: none"> • Caller ID and other information data transmitted to visual display must be available on TTY for deaf and blind users. 	Not Applicable	The application does not contain telecommunications products.
<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 decibels (dB). For incremental volume control, at least one intermediate step of 12dB of gain shall be provided.</p> <ul style="list-style-type: none"> • The telecommunications product must provide a volume control adjustable to a minimum of 20 dB. • For incremental volume control, at least one intermediate step of 12 dB must be provided. 	Not Applicable	The application does not contain telecommunications products.
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p> <ul style="list-style-type: none"> • If the product allows for adjusting the receiver volume, capability to reset to default level must exist. 	Not Applicable	The application does not contain telecommunications products.
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p> <ul style="list-style-type: none"> • Requirement for hearing aids to be compatible with the telecommunications product <p>Note: this also applies to other hearing devices; e.g., cochlear implants and assistive listening devices.</p>	Not Applicable	The application does not contain telecommunications products.
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p> <ul style="list-style-type: none"> • ANSI C63.192001 standard provides procedures for testing the interference level produced by handsets. 	Not Applicable	The application does not contain telecommunications products.

Criteria	Supporting Features	Remarks and Explanations
<p>(j) Products that transmit or conduct information or communication shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats, or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p> <ul style="list-style-type: none"> • The retention of captioning and audio description must be available in the reformatting and transmission processes. • Products must not strip out captioning and timing information so that synchronization can occur between audio and video. • TTY signals applied to Voice Over Internet Protocol (VoIP) and other emerging technologies must remain intact. 	<p><i>Not Applicable</i></p>	<p><i>The application does not contain telecommunications products.</i></p>
<p>1 Products that have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p> <ul style="list-style-type: none"> • Keys and controls must be located and distinguished from adjacent objects by touch. • Braille or raised labels can be used to satisfy this requirement. • Identifying keys tactilely must not activate keys or controls. 	<p><i>Not Applicable</i></p>	<p><i>The application does not contain telecommunications products.</i></p>
<p>2 Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 pounds (22.2N) maximum.</p> <ul style="list-style-type: none"> • Controls and keys must be operable by people with dexterity issues, users with one hand, and people with hand strength problems. • All controls and keys must be large enough and distanced enough for those with dexterity issues to operate. 	<p><i>Not Applicable</i></p>	<p><i>The application does not contain telecommunications products.</i></p>

Criteria	Supporting Features	Remarks and Explanations
<p>3 Products that have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least two seconds. Key repeat rate shall be adjustable to two seconds per character.</p> <ul style="list-style-type: none"> • If key repeat is present, it must be tested for startup delay and repeat rate. • The Key repeat rate must be adjustable to two seconds per character. 	Not Applicable	<i>The application does not contain telecommunications products.</i>
<p>4 Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p> <ul style="list-style-type: none"> • All locking or toggle controls must be visually discernible. • For any visually discernible control there must be an equivalent audible or tactile indicator. • The Key repeat rate must be adjustable to two seconds per character. 	Not Applicable	<i>The application does not contain telecommunications products.</i>

6.4 Section 1194.24 Video and Multimedia Products

Instructions: Refer to <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards/section-508-standards> for details on the criteria listed below.

This section presents the Section 508 provisions that apply to video and multimedia products. *Table 8 - Section 1194.24 Video and Multimedia Products* provides the criteria, supporting features, and any relevant remarks and explanations.

Table 8 - Section 1194.24 Video and Multimedia Products

Criteria	Supporting Features	Remarks and Explanations
(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.	<i>Not Applicable</i>	<i>The application does not contain videos and multimedia products</i>
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	<i>Not Applicable</i>	<i>The application does not contain videos and multimedia products</i>
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	<i>Not Applicable</i>	<i>The application does not contain videos and multimedia products</i>
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	<i>Not Applicable</i>	<i>The application does not contain videos and multimedia products</i>
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	<i>Not Applicable</i>	<i>The application does not contain videos and multimedia products</i>

6.5 Section 1194.25 Self-Contained, Closed Products

Instructions: Refer to <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards/section-508-standards> for details on the criteria listed below.

This section presents the Section 508 provisions that apply to self-contained, closed products. Self-contained, closed products generally have embedded software and are commonly designed in such a fashion that a user cannot easily attach or install assistive technology. For example, one could attach a screen reader to a computer which meets the Section 508 standards, but one could not attach a screen reader to a copier machine. A copier machine is an example of a self-contained, closed product.

Table 9 - Section 1194.25 Self-Contained, Closed Products provides the criteria, supporting features, and any relevant remarks and explanations.

Table 9 - Section 1194.25 Self-Contained, Closed Products

Criteria	Supporting Features	Remarks and Explanations
(a) Self-contained products shall be usable by people with disabilities without requiring an end-user to attach assistive technology to the product. Personal headsets for private listening are not assistive technology.	<i>Not Applicable</i>	<i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i>
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	<i>Not Applicable</i>	<i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i>
(c) Where a product utilizes touch screens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4),	<i>Not Applicable</i>	<i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i>
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	<i>Not Applicable</i>	<i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i>
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at any time.	<i>Not Applicable</i>	<i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i>
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.	<i>Not Applicable</i>	<i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i>
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	<i>Not Applicable</i>	<i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i>

Criteria	Supporting Features	Remarks and Explanations
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	<i>Not Applicable</i>	<i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i>
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	<i>Not Applicable</i>	<i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i>
<p>(j) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following:</p> <p>The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length. (See Figure 1 of this part on http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards/section-508-standards.)</p> <ol style="list-style-type: none"> 1 Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor. 2 Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor. 3 Operable controls shall not be more than 24 inches behind the reference plane. (See Figure 2 of this part on http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards/section-508-standards.) 	<i>Not Applicable</i>	<i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i>

6.6 Section 1194.26 Desktop and Portable Computers

Instructions: Refer to <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards/section-508-standards> for details on the criteria listed below.

This section presents the Section 508 provisions that apply to desktop and portable computers. These provisions cover the keyboards, keypads, and other controls on desktop and laptop computers that need to be activated during the normal operation of the system. Examples of controls that are not located on a keyboard but are still covered include but are not limited to, on/off switches, reset buttons, unlocking controls for docking stations, and releases on items such as Personal Computer Memory Card International Association (PCMCIA) card slots and drives.

Table 10 - Section 1194.26 Desktop and Portable Computers provides the criteria, supporting features, and any relevant remarks and explanations.

Table 10 - Section 1194.26 Desktop and Portable Computers

Criteria	Supporting Features	Remarks and Explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	<i>Not Applicable</i>	<i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i>
(b) If a product utilizes touch screens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4)	<i>Not Applicable</i>	<i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i>
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	<i>Not Applicable</i>	<i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i>
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.	<i>Not Applicable</i>	<i>Because the DIGITALGOV SEARCH is a web-based application, this standard is not applicable for testing</i>

6.7 Section 1194.31 Functional Performance Criteria

Instructions: Refer to <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards/section-508-standards> for details on the criteria listed below.

This section presents the Section 508 provisions that apply to functional performance impairments in vision, hearing, speech, and motor control. *Table 11 - Section 1194.31 Functional Performance Criteria* provides the criteria, supporting features, and any relevant remarks and explanations.

Table 11 - Section 1194.31 Functional Performance Criteria

Criteria	Supporting Features	Remarks and Explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	<i>Supports with Exceptions</i>	<p><i>When user navigates through the pages with the down arrow key, screen reader announces the elements, which are not presented on the page.</i></p> <p><i>The title for some pages are not accurate.</i></p> <p><i>Some links are not meaningful when read out of context. Screen reader users could have difficulty understanding the purpose of the link without reading the surrounding page content.</i></p>
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.	<i>Supports with Exceptions</i>	<i>The font used for the Only US.gov, Images, Videos and Español does not meet the minimum font size requirements. Currently the font size for the links is only 9 point. This must be at least 10 point (13 pixels) to meet GSA standards.</i>
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.	<i>Not Applicable</i>	<i>The application does not contain videos and multimedia products</i>
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	<i>Not Applicable</i>	<i>The application does not contain audio information</i>
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	<i>Not Applicable</i>	<i>The application does not required users speech</i>

Criteria	Supporting Features	Remarks and Explanations
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	<i>Supports with Exceptions</i>	<i>On some pages, if a user selects any control the page is refreshed and focus is returned to the top of the page. This forces keyboard and screen reader users to navigate through the page again to return to where they previously were.</i>

6.8 Section 1194.41 Information, Documentation and Support

Instructions: Refer to <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards/section-508-standards> for details on the criteria listed below.

This section presents the Section 508 provisions that apply to information, documentation, and support. *Table 12 - Section 1194.41 Information, Documentation and Support* provides the criteria, supporting features, and any relevant remarks and explanations.

Table 12 - Section 1194.41 Information, Documentation and Support

Criteria	Supporting Features	Remarks and Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	<i>Supports</i>	<i>Support documentation exists for the application in alternative formats and is made available end-user upon request, at no additional cost to the user.</i>
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	<i>Supports</i>	<i>End-users have access to a description of the accessibility and compatibility features and is made available end-user upon request, at no additional cost to the user.</i>
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	<i>Supports</i>	<i>An email address for support are provided to support services for products</i>

Appendix A: Record of Changes

Instructions: Provide information on how the development and distribution of the Section 508 Product Assessment will be controlled and tracked. Use the table below to provide the version number, the date of the version, the author/owner of the version, and a brief description of the reason for creating the revised version.

Table 13 - Record of Changes

Version Number	Date	Author/Owner	Description of Change
<i>Version 1.0</i>	<i>8/10/2017</i>	<i>GSA</i>	<i>VPAT is created</i>
<X.X>	<MM/DD/YYYY>	GSA	<Description of Change>
<X.X>	<MM/DD/YYYY>	GSA	<Description of Change>

Appendix B: Acronyms

Instructions: Provide a list of acronyms and associated literal translations used within the document. List the acronyms in alphabetical order using a tabular format as depicted below.

Table 14 - Acronyms defines the acronyms in this document.

Table 14 - Acronyms

Acronym	Literal Translation
GSA	General Service Administration
EIT	Electronic and Information Technology
HCO	Hearing Carry Over
Hz	Hertz
JAWS	Job Access with Speech
TTY	Teletypewriter
VCO	Voice Carry Over
VoIP	Voice Over Internet Protocol
VPAT	Voluntary Product Accessibility Template
VRR	Validation Readiness Review
ANSI	American National Standards Institute
AT	Assistive Technology
TIA	Telecommunications Industry Association
EIA	Electronic Industries Alliance
PCMCIA	Personal Computer Memory Card International Association

Appendix C: Section 508 Technical Standards and Functional Performance Criteria Matrix

Exhibit 1 provides a cross-reference matrix for Section 508 technical standards and functional performance criteria. Testing of technical standards yields results that correlate to functional performance criteria. For example, a system failing the 1194.21 (a) keyboard access test means that the system also fails the 1194.31 (a) and (f) functional performance criteria for visibility and mobility access considerations..

Table 15- Section 508 Technical Standards and Functional Performance Criteria Matrix

1194.21 Software Standards	Test Results (Pass, Fail, N/A)	1194.31 Functional Performance Criteria				
		Blind (a)	Low Vision (b)	Hearing (c), (d)	Mobility (e), (f)	Cognitive or Photo Sensitive Epilepsy
(a) Keyboard access	Fail	X			X	
(c) On screen focus	Fail	X	X		X	
Disabilities impacted by failures (list each disability that is impacted by each standard failure)	Blind, Low Vision and Mobility					

*Only 1194.21 Software Standards (a) and (c) are required for testing web-based applications.

1194.22 Web Standards	Test Results (Pass, Fail, N/A)	1194.31 Functional Performance Criteria				
		Blind (a)	Low Vision (b)	Hearing (c), (d)	Mobility (e), (f)	Cognitive or Photosensitive Epilepsy
(a) Text equivalents	Fail	X				
(b)1 Synchronized captions	N/A			X		
(b)2 Audio description	N/A	X	X			
(c) Color dependence	Fail	X	X			
(d) Style sheet dependence	Fail	X	X			X
(e) Text links for server side image maps	N/A	X			X	
(f) Client side image maps instead of server side	N/A	X			X	
(g) Simple data tables: Identify row and column headers with <scope>	Fail	X				
(h) Complex data tables: Markup row and column headers	Fail	X				
(i) Descriptive titles for frames.	N/A	X				
(j) Flickering elements	Pass					X
(k) Equivalent text only page, only when necessary	N/A	X	X	X	X	

		1194.31 Functional Performance Criteria				
1194.22 Web Standards	Test Results (Pass, Fail, N/A)	Blind (a)	Low Vision (b)	Hearing (c), (d)	Mobility (e), (f)	Cognitive or Photosensitive Epilepsy
(l) Functional text for scripts	N/A	X				
(m) Provide plug-in links when required	Fail	X				
(n) Label form fields	Fail	X				
(o) Skip repetitive navigation links	Pass	X	X		X	
(p) Timed response	Pass	X	X		X	X
Disabilities impacted by failures (list each disability that is impacted by each standard failure)	Blind, Low Vision and Cognitive or Photosensitive Epilepsy					

		1194.31 Functional Performance Criteria			
1194.41 Information, Documentation, and Support	Test Results (Pass, Fail, N/A)	Blind (a)	Low Vision (b)	Hearing (c), (d)	Mobility (e), (f)
(a) Product Support Documentation	Pass	X	X	X	
(b) Description of Accessibility and Compatibility Features	Fail	X	X	X	X
(c) Support Services	Fail	X	X	X	X
Disabilities impacted by failures (list each disability that is impacted by each standard failure)	Blind, Low Vision, Hearing and Mobility				
Testing Outcome					
Total number of failures for Section 508 technical standards (1194.21, 1194.22, 1194.25 and 1194.41):		1194.21(a), 1194.21(c), 1194.22(a), 1194.22(c), 1194.22(d), 1194.22(g), 1194.22(h), 1194.22(m), 1194.22(n), 1194.41(b), 1194.41(c)			
Aggregate list of disabilities impacted by 1194.21, 1194.22 and 1194.41 failures		Blind, Low Vision, Hearing, Mobility and Cognitive or Photosensitive Epilepsy			

Appendix D: Approvals

Instructions: List the individuals whose signatures are desired. Examples of such individuals are Business Owner, Project Manager (if identified), and any appropriate stakeholders. Add additional lines for signature as necessary.

The undersigned acknowledge that they have reviewed the Section 508 Product Assessment and agree with the information presented within this document. Changes to this Section 508 Product Assessment will be coordinated with, and approved by, the undersigned, or their designated representatives.

Table 16 - Approvals

Document Approved By	Date Approved
----- Name: David Stenger, Senior Innovation Specialist, GSA	----- Date: 8/10/2017
----- Name: <Name>, <Job Title> - <Company>	----- Date
----- Name: <Name>, <Job Title> - <Company>	----- Date
----- Name: <Name>, <Job Title> - <Company>	----- Date