



TRI RSC Portal – 2012 508 Statement of Conformance

TRI is committed to providing access to all individuals—with or without disabilities—seeking information on TRI’s installation of Microsoft SharePoint 2007 as the Regulatory Support Center Portal (RSC Portal). To provide this information, all RSC Portal web interfaces have been built to comply with Section 508 of the Rehabilitation Act (as amended). Section 508 requires that all individuals with disabilities (whether federal employees or members of the general public) have access to and use of information and data, comparable to that provided to individuals without disabilities, unless an undue burden would be imposed on us.

TRI ensures that the following platforms conform to Section 508 standards:

- TRI RSC Collaboration Portal (RSC Portal)

The RSC Portal is a web-based system which is accessible from the internet for authorized, authenticated users. The purpose of the RSC Portal is to provide clinical trial safety, regulatory and data management tools to NIH management staff, TRI project teams and approved external sites and partners. This product is built using Commercial Off-The-Shelf (COTS) software. Features and compliance are based in part on the Voluntary Product Accessibility Template (VPAT) published by Microsoft for Microsoft® SharePoint Server 2007.

See corporate statement of conformance for TRI’s commitment to continuous support.

HHS Section 508 Product Assessment – RSC Portal

Date:	April 7, 2007, reviewed April 13, 2012
Name of Product:	Regulatory Support Center Portal
Contact for more Information:	helpdesk@tech-res.com support@microsoft.com

Regulatory Support Center Portal (running on Microsoft® SharePoint Server 2007) Minimum Version: 1.1 SP3

Summary Table

TRI RSC Portal Voluntary Product Accessibility Template

Criteria	Supporting Feature	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	Generally Supported	The RSC Portal web-based application is built on and uses SharePoint 2007 Software Applications.
Section 1194.22 Web-based internet information and applications	Generally Supported	The TRI RSC Portal supports web accessibility but carries minimum browser version and security requirements.



Section 1194.23 Telecommunications Products	Not Applicable	The TRI RSC Portal is not a telecommunications product.
Section 1194.24 Video and Multi-media Products	Supported	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	The TRI RSC Portal is not a closed product as defined by Section 508.
Section 1194.26 Desktop and Portable Computers	Not Applicable	The TRI RSC Portal is not a portable computer product.
Section 1194.31 Functional Performance Criteria	Generally Supported	The TRI RSC Portal supports Assistive Technology with minor exceptions for rich media and style sheet requirements.
Section 1194.41 Information, Documentation and Support	Supported	

**Section 1194.21 Software Applications and Operating Systems - Detail
Voluntary Product Accessibility Template**

Criteria	Supporting Feature	Remarks and Explanations
(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.	Supported with Minor Exceptions	In the RSC Portal, general exceptions include some controls and links that are not accessible from the keyboard as a limitation of SharePoint 2007. Specific accessibility limitations in the RSC Portal are restricted to certain buttons within the Site Manager feature, used exclusively by a small System Administrator team.

Criteria	Supporting Feature	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>	<p>Supported</p>	
<p>(c) A well-defined on-screen 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 can track focus and focus changes.</p>	<p>Supported</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>	<p>Supported</p>	<p>The RSC Portal Office has accessibility limitations involving instances in which a few controls have limited Microsoft Active Accessibility (MSAA) support such as the site's "Help" control. Assistive Technology using MSAA can still interact with these controls.</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>	<p>Not Applicable</p>	<p>RSC Portal does not use bitmaps</p>

Criteria	Supporting Feature	Remarks and Explanations
(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.	Supported	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supported	
(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.	Supported	
(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.	Supported	
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	RSC Portal does not use flashing or blinking text.
(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.	Supported	

**Section 1194.22 Web-based Internet information and applications – Detail
Voluntary Product Accessibility Template**

Criteria	Supporting Feature	Remarks and Explanations
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Criteria	Supporting Feature	Remarks and Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supported	
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supported	
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supported	
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supported with Minor Exceptions	To view the application correctly, styles that define element layout cannot be ignored. Without associated style sheet, cosmetic and minor repositioning of navigation controls occurs. The RSC Portal documents are unaffected.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	The RSC Portal does not use server-side image maps
(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.	Not Applicable	The RSC Portal does not use client-side or server-side image maps.
(g) Row and column headers shall be identified for data tables.	Supported	
(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.	Supported	
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supported	
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supported	

Criteria	Supporting Feature	Remarks and Explanations
(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.	Supported	
(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.	Supported	
(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).	Supported	
(n) When electronic forms are designed to be completed on-line, 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.	Supported	
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supported	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supported	

**Section 1194.24 Video and Multi-media Products – Detail
Voluntary Product Accessibility Template**

Criteria	Supporting Feature	Remarks and Explanations
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Criteria	Supporting Feature	Remarks and Explanations
<p>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.</p>	<p>Not Applicable</p>	
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>Not Applicable</p>	
<p>(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.</p>	<p>Supported</p>	<p>Training for the RSC Portal developed by TRI that uses multimedia is provided via Adobe Captivate or captioned video.</p>

Criteria	Supporting Feature	Remarks and Explanations
(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.	Supported	Training for the RSC Portal developed by TRI that uses multimedia is provided via Adobe Captivate or captioned video.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Supported	

**Section 1194.31 Functional Performance Criteria – Detail
Voluntary Product Accessibility Template**

Criteria	Supporting Feature	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.	Supported with Minor Exceptions	Commonly-used Assistive Technology (AT) may be used with the RSC Portal. Users of AT should contact their AT vendor to assess the compatibility of their product with Microsoft products (i.e. Office SharePoint Server 2007) and to learn how to adjust their settings to optimize interoperability. Minor exceptions noted in sections 1194.21.
(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.	Supported	Users of Windows® operating systems can change the dots per inch (DPI) settings or access Magnifier in the Accessibility Options or via the Ease of Access section.

Criteria	Supporting Feature	Remarks and Explanations
(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	Not Applicable	The RSC Portal does not use audio-only media and does not require user hearing for access to any functionality. In all instances where the system provides an audio cue, it provides a visual cue as well.
(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.	Not Applicable	
(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.	Not Applicable	
(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.	Supported	RSC on SharePoint 2007 supports operating system tools such as StickyKeys and FilterKeys, as well as assistive technology that supports MSAA (not including exceptions noted in 1194.21).

**Section 1194.41 Information, Documentation and Support – Detail
Voluntary Product Accessibility Template**

Criteria	Supporting Feature	Remarks and Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supported	Product support available in documentation is also available via direct voice support at TRI Helpdesk. RSC support documents are freely available to approved product users. Microsoft published SharePoint documentation is available at http://office.microsoft.com/search/redirect.aspx?assetid=FX100492001033 .

Criteria	Supporting Feature	Remarks and Explanations
<p>(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.</p>	<p>Supported</p>	<p>TRI will assist end-user access to accessibility information. This information including the 508 VPAT is available on our http://www.tech-res.com/tri/About/508compliance.htm</p> <p>RSC is built with exclusive use of features on the commercially available SharePoint 2007 platform. Documentation for the 2007 Office system client programs and server programs includes information about the accessibility features and options that are available in the program, customization options for the program, and a list of keyboard shortcuts for using program features. This information is also available on the Office Online Web site (http://office.microsoft.com) and the Microsoft Accessibility Web site (http://www.microsoft.com/enable/) at no additional charge.</p>
<p>(c) Support services for products shall accommodate the communication needs of end-users with disabilities.</p>	<p>Supported</p>	<p>TRI's support services can use instant messaging (IM) to assist customers who are hearing impaired. Furthermore, TRI support can use Nextalk.net to provide teletypewriter (TTY) service for these customers who cannot access IM tools.</p> <p>This service is available Monday through Friday 8:00 A.M. to 7:00 P.M. EST.</p>