

Anaplan

Voluntary Product Accessibility Template[®] (VPAT) | October 2016

This Voluntary Product Accessibility Template, or VPAT, is a tool that helps officials and decision-makers to evaluate Anaplan design conformance with the accessibility standards under Section 508 of the Rehabilitation Act.

The scope of this VPAT includes all features of the Anaplan end user screens. Anaplan features include model list, models, dashboards, dimensions, pivoting, filtering, sorting, grids, charts, data imports/exports in the leading planning and performance management platform.

Name of the Product: Anaplan

Version: 2016.3.2

Last Release Date: September 10th, 2016

Point of Contact Name/Email: Jerome Feltracco/jerome.feltracco@anaplan.com

The first table of the VPAT document provides a summary view of the section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards.

Summary Table

| Criteria | Applicable | Compliance |
|---|----------------|--|
| Section 1194.21 Software Applications and Operating Systems | Applicable | Supports with exceptions |
| Section 1194.22 Web-based internet information and applications | Applicable | Supports with exceptions |
| Section 1194.23 Telecommunications Products | Not Applicable | — |
| Section 1194.24 Video and Multi-Media Products | Applicable | Supports with exceptions |
| Section 1194.25 Self-Contained, Closed Products | Not Applicable | — |
| Section 1194.26 Desktop and Portable Computers | Not Applicable | — |
| Section 1194.31 Functional Performance Criteria | Applicable | Supports with exceptions |
| Section 1194.41 Information, Documentation, and Support | Applicable | Supports through equivalent facilitation |

Section 1194.21 Software Applications and Operating Systems — Detail

| 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> | <p>Supports with exceptions</p> | <p>The Anaplan product supports standard keyboard navigation and input functions (such as pressing the Tab and Shift + Tab keys to move between different interface elements and pressing the arrow keys to move between list items), as required by the criteria. Some user interface components do not yet support keyboard-only usage, including the following examples:</p> <ul style="list-style-type: none"> › The sorting capability within the “Launchpad – List” grid view is not accessible with the use of a keyboard. › The left side panel splitter cannot be moved with the use of a keyboard, and the links displayed within the left panel are not reachable with a keyboard alone. › Contextual menu options displayed in “Dashboard” screens and “Module Tabs,” that are available with left-click and right-click, are not reachable using the keyboard alone or available to Assistive Technology. › The tab focus order within modal windows and some end user screens do not work in logical progression and do not provide consistent navigation across Anaplan products. › The Detaching and re-attaching Module tabs functionality cannot be performed with the use of a keyboard alone. › Action buttons displayed on the modal windows does not get activated by the keyboard and Assistive Technology turned on. › Anaplan toolbar controls and Module Tab controls are not reachable with the keyboard alone. › Visual charts displayed in the dashboard screens are not accessible with the keyboard and/or available to Assistive Technology. › The date picker calendar of the date input field does not support the keyboard controls. However, users are still able to enter and edit dates using the keyboard. › List item controls displayed in “Import” and “Model Manager” are not accessible with the keyboard and/or available to Assistive Technology. |

| Criteria | Supporting Features | Remarks and Explanations |
|--|--------------------------|--|
| (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. | Supports | The Anaplan product user interface and controls do not disrupt, deactivate, or interfere with the accessibility features of the Windows operating system, such as filter keys, toggle keys, or sticky keys. |
| (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. | Supports with exceptions | The Anaplan product does not provide a clear visual indication of the current focus for most of the interactive interface elements. In addition, visual changes to elements within the Anaplan user interface does not indicate the current position of focus. |
| (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. | Supports with exceptions | The Anaplan product uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of the user interface elements to assistive technologies. Some of the user controls and interactive elements do not contain proper information related to identity, operation, and state to help assistive technology. |
| (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. | Supports | Images that support programmatic elements are used consistently within the Anaplan product to represent certain functions or identify interactive controls. |
| (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. | Supports | Textual information is available to assistive technology within Anaplan product. |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | Supports | The Anaplan product user interface and controls remains visible in Windows Operating System, High Contrast mode. |
| (h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user. | Not Applicable | Animations are not used in the Anaplan product as the exclusive mechanism for conveying information or displaying content. The Anaplan product contains charts in the dashboard screens but it does not contain any animation. |

| Criteria | Supporting Features | Remarks and Explanations |
|--|--------------------------|---|
| (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. | Supports | The Anaplan product user interface does not use color alone as a means of conveying information or indication of any action. Color coding is only used as a decorative or supplemental attribute of UI elements. Textual information is always used as the primary mechanism for conveying information. |
| (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. | Not Applicable | The Anaplan product does not permit an end user to adjust the color and contrast settings in the user interface. Only users assigned the Administrator role can change the Anaplan product theme. |
| (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. | Supports | The Anaplan product has no flashing or blinking text, objects, or other elements greater than 2Hz and lower than 55Hz. |
| (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. | Supports with exceptions | <p>The Anaplan product generally uses standard HTML and WAI-ARIA techniques to make forms accessible to users of Assistive Technologies. The electronic form controls in the Anaplan end user screens can be operated and are accessible with Assistive Technology. However, there are some exceptions, including the following:</p> <ul style="list-style-type: none"> › Some of the form fields in the end user screens, such as “Launchpad”, “Filters”, “Profile”, “Ask a Question”, “Export” and “Import,” are not properly associated with labels and available to assistive technology. › Required fields and error messages are not announced as required by Assistive Technology in some of the end user screens. |

Section 1194.22 Web-based Internet information and applications – Detail

| Criteria | Supporting Features | Remarks and Explanations |
|--|--------------------------|--|
| (a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content). | Supports with exceptions | <p>Most of the images in the Anaplan product user interface have meaningful alternative (alt) text descriptions. Non-relevant or decorative images have null alt attributes or are inserted as a background image, with the following exceptions:</p> <ul style="list-style-type: none"> › Some of the background images in “Launchpad”, “Information”, “Expand/Collapse Menus” and “Module Tabs Control” do not include any textual equivalent available to assistive technology. › Informative icons displayed in the “Anaplan Toolbar” and “Module Tab control” are inserted as a background image, but do not contain any alternative information for assistive technology. |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | Supports with exceptions | Help videos included in Anaplan Help Community site does not contain closed or open captions to meet this criterion. The help information in the form of plain text is available on the help site to describe some of the help video content. |
| (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup. | Supports with exceptions | <p>Anaplan product does not use color alone to distinguish the importance of a visual element. Most of the Anaplan user interface elements are provided with sufficient color contrast between foreground and background text colors for easy and clear legibility for people with moderately low vision, with the following exceptions:</p> <ul style="list-style-type: none"> › The action buttons that are displayed with a blue background fails the minimum color contrast ratio requirements. › The total item count text displayed on the Launchpad “Tile” view and mouse hover selection fails the minimum color contrast ratio requirement. <p>Menus and tabs use highlighting to indicate their current location. This information is also communicated by WAI-ARIA role and the selected state.</p> |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet. | Not Applicable | The Anaplan product is a web-based application (not a document). To work correctly, its user interface requires the use of associated style sheets. Some hidden elements become visible, and some forms do not fully comply whenever style sheets are not associated. |
| (e) Redundant text links shall be provided for each active region of a server-side image map. | Not Applicable | The Anaplan product does not use server-side image maps. |

| Criteria | Supporting Features | Remarks and Explanations |
|--|--------------------------|--|
| (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 Anaplan product does not use client-side image maps. |
| (g) Row and column headers shall be identified for data tables. | Supports with exceptions | <p>Data tables used within the Anaplan product end user screen uses standard HTML markups to designate headers, with the following exceptions:</p> <ul style="list-style-type: none"> › Column headers for the data table used in the “Dashboard” and “History” screens are not properly identified with “scope=col” information for the use of assistive technology. › Data tables are not properly defined with table markup elements such as <thead>, <tfoot>, and <tbody>. › Table summary or caption is not provided for complex data table views. |
| (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. | Not Applicable | Anaplan end user screens do not contain tables that have two or more logical levels of row or column headers. |
| (i) Frames shall be titled with text that facilitates frame identification and navigation | Supports with exceptions | No frames are currently used for interaction in Anaplan end user functionality; however, “Help” videos integrated within “Help” site use iframe which does not contain proper title attribute to describe the frame purpose for assistive technology users. |
| (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz. | Supports | The Anaplan product’s user interface does not cause the screen to flicker with a frequency greater than 2Hz and lower than 55Hz. |
| (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. | Not Applicable | Text-only pages are not required because the Anaplan user interface has been coded to meet most of the applicable standards, to the extent specified. Refer to the following sections for more details regarding exceptions: 1194.21 (a), 1194.21 (c), 1194.21 (i), 1194.22 (a), 1994.22 (c), 1994.22 (g) |
| (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. | Supports with exceptions | The Anaplan product’s functionality relies on scripting technology, WAI-ARIA, and other modern HTML5 techniques to interact with elements and support dynamic behaviors throughout its user interface. This allows Assistive Technology, such as screen readers, to read and transmit information back to the user. However, “modal windows” content and contextual menus used within the Anaplan product are not accessible with keyboard and assistive technology. |

| Criteria | Supporting Features | Remarks and Explanations |
|--|--------------------------|---|
| (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). | Not Applicable | Applets, plug-ins, or other applications are not needed to use the Anaplan products. Default functionality is available with a standard web browser. |
| (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. | Supports with exceptions | <p>The Anaplan product generally uses standard HTML and WAI-ARIA techniques to make forms accessible to users of Assistive Technologies. The electronic form controls in the Anaplan end user screens can be operated and are accessible with Assistive Technology. However, there are some exceptions, including the following:</p> <ul style="list-style-type: none"> › Some of the form fields in the end user screens, such as “Launchpad”, “Filters”, “Profile”, “Ask a Question”, “Export” and “Import,” are not properly associated with labels and available to assistive technology. › Required fields and error messages are not announced as required by Assistive Technology in some of the end user screens. |
| (o) A method shall be provided that permits users to skip repetitive navigation links. | Supports with exceptions | The Anaplan product does not utilize the traditional skip repetitive navigation link method. However, it does contain headings on the pages to allow Assistive Technology users to navigate and bypass different sections of the page. |
| (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Supports | Users are alerted within the Anaplan product with a timed response modal window and provided with the option to select additional time for continuing the current session. |

Section 1194.24 Video and Multimedia Products – Detail

| Criteria | Supporting Features | 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>The Anaplan product is a web software application and is not subject to the requirements of this section.</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>The Anaplan product is a web software application and is not subject to the requirements of this section.</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>Supports with exceptions</p> | <p>Help videos included in the Anaplan help community site does not contain closed or open captions. The help information in the form of plain text is available on the help site to describe some of the help video content.</p> |
| <p>(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.</p> | <p>Supports with exceptions</p> | <p>Help videos included in the Anaplan Help Community site does not contain closed or open captions and are not properly audio described to meet this criterion.</p> |
| <p>(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.</p> | <p>Supports with exceptions</p> | <p>The video player used for help videos is not fully accessible with use of the keyboard and assistive technology. Users cannot select some of video-selectable controls easily within the video, such as progress bar and volume control. Also, there are no mute and close caption options provided within the video control.</p> |

Section 1194.31 Functional Performance Criteria – Detail

| 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. | Supports with exceptions | <p>The Anaplan product uses standard accessibility techniques to allow blind or visually impaired users to engage in assistive technology (screen reader) to interact with end user interface elements. However, there are some exceptions to this where some functionality or features does not work correctly with assistive technology, including the following:</p> <ul style="list-style-type: none"> › Auto suggestion results within the “Search” panel are not announced by Assistive Technology. › Menu and sub-menu items available in Anaplan toolbar are not announced by Assistive Technology. › Module tab, “Carousel” control, and “Tile View Blocks” are not available for Assistive Technology users. › Required form fields and error messages used in the Anaplan product are not announced by Assistive Technology. <p>Refer to the following sections for more details regarding other exceptions: 1194.21 (a), 1194.21 (c), 1194.21 (i), 1194.22 (a), 1994.22 (c), 1994.22 (g)</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. | Supports | The Anaplan product supports screen magnification and browser-provided zoom functionality. |
| (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. | Supports | The Anaplan product does not rely on sound alone or user hearing to access any of its core functionality. |
| (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. | Supports | The Anaplan product does not rely on audio to present information. |
| (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. | Supports | The Anaplan product does not require user speech. |

| 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. | Supports | The Anaplan product does not require fine motor control or simultaneous actions. The Anaplan product end user interface and controls have large target areas that would not cause problems for people with finite motor control or limited reach and strength. |

Section 1194.41 Information, Documentation and Support – Detail

| 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 | Supports | Anaplan provides electronic versions of all product support documentation related to the Anaplan end user screens are at https://www.Anaplan.com/support/ . Users with disabilities can request additional product support documentation by sending an email at support@Anaplan.com . Documentation will be made available in alternate formats upon request, at no additional charge |
| (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. | Supports | Electronic versions of accessibility features can be provided upon request. End-users with disabilities can request additional product support documentation by sending an email to support@Anaplan.com . |
| (c) Support services for products shall accommodate the communication needs of end-users with disabilities. | Supports with equivalent facilitation | Support service related to Anaplan end user screens can be found at Anaplan.com website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support requests directly to support@Anaplan.com |