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| **Date:** | September 1st, 2009 |
| **Name of Product:** | Microsoft® System Center Operations Manager (SCOM) 2007 R2 |
| **Contact for more Information:** | <http://www.microsoft.com/systemcenter> or <http://www.microsoft.com/enable> |

**Summary Table**

**Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| Section 1194.21 Software Applications and Operating Systems | Level of support varies by individual requirement. Please reference response within 1194.21 |  |
| Section 1194.22 Web-based internet information and applications |  | SCOM 2007 R2 is not a web-based internet information and applications. |
| Section 1194.23 Telecommunications Products |  | SCOM 2007 R2 is not considered a telecommunications product. |
| Section 1194.24 Video and Multi-media Products |  | SCOM 2007 R2 is not a video or multimedia product. |
| Section 1194.25 Self-Contained, Closed Products |  | SCOM 2007 R2 is not a self-contained product. |
| Section 1194.26 Desktop and Portable Computers |  | SCOM 2007 R2 is software as defined under section 1194.21 |
| Section 1194.31 Functional Performance Criteria | Supported with exceptions.Please refer to the attached VPAT. |  |
| Section 1194.41 (a) Information, Documentation and Support | Supported.Please refer to the attached VPAT. |  |

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

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| **Criteria** | **Supporting Features** | **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. | **Not Supported** | Majority of the SCOM 2007 R2 features in Monitoring, Authoring, Administration and Reporting space can be used via keyboard.However, textboxes in few properties dialogs blocks tab switching and mouse is required to allow user to unblock with tab switching lock  |
| (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. | **Supported with Exceptions** | Some of the dialogs and graphical charts do not respect system wide inverted color scheme and text gets truncated on high DPI settings |
| (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. | **Supported**  | SCOM 2007 R2 provides onscreen indication of current focus that moves along with element which is currently in focus. Focus is also programmatically exposed through Microsoft Active Accessibility (MSAA) Application Programming Interface (API) which is publically exposed. |
| (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. | **Supported with Exceptions** | SCOM 2007 R2 provides information about identity, operation and state though MSAA APIs. However, few dialogs in the application do not have Identity specified for MSAA APIs |
| (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. | **Supported** | SCOM 2007 R2 provides consistent bitmap images in user interface elements |
| (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**  | SCOM 2007 R2 provides text content and text input caret location through publically documented MSAA APIs. |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | **Supported**  | SCOM 2007 R2 does not override user selected color and contrast selection. |
| (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** |  |
| (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** | SCOM 2007 R2 does not use color coding as the only means to provide 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** |  |
| (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. | **Supported** | SCOM 2007 R2 does not use flashing or blinking text, object or other objects. |
| (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. | **Not Applicable** |  |

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

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| **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. | **Supported with Exceptions** | SCOM 2007 R2 allows direct support for assistive technologies via the MSAA APIs which are in public domain. Operating System text to speech can be used to read out text on screen. However, few dialogs have elements that do not have Identity exposed through MSAA APIs |
| (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 with Exceptions** | SCOM 2007 R2 allows direct support for assistive technologies via the MSAA APIs which are in public domain. SCOM 2007 R2 support Operating System wide setting for high contrast and high DPI font settings. However, some dialogs and graphical charts do not respect system wide inverted color scheme and text gets truncated on high DPI settings |
| (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** |  |
| (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 with Exception** | Majority of the SCOM 2007 R2 features in Monitoring, Authoring, Administration and Reporting space can be used via keyboard. However, graphical diagrams require mouse use for expanding, collapsing and dragging of elements |

**Section 1194.41 Information, Documentation, and Support - Detail**

**Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| Section 1194.41 (a) Product Support Documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge. | **Supported** | Microsoft provides electronic versions of all product support documentation. In addition, our support staff, online forums are available for queries about the product. |
| Section 1194.41 (b) Accessibility and Compatibility Features. 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. | **Supported** | Microsoft provides electronic versions of all product support documentation. In addition to electronic version, support and online forums are available for queries about the product. |
| 1194.41 (c) Support Services for products shall accommodate the communication needs of end-users with disabilities. | **Supported** | Product support by Microsoft is available in a variety of formats. In addition to documentation, User can also get search online forums and contact Microsoft via phone or email. |

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Revised September 1st, 2009. Microsoft regularly updates its websites and provides new information about the accessibility of products as that information becomes available.