WCAG 2.0 Compliance Statement for AMANDA

April 9, 2020

CALYTERA

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Contents

Web Content Accessibility Guidelines (WCAG) 2.0 Conformance Statement

Calytera claims the core AMANDA 7 Back Office modules and sub modules listed in Appendix A conform to Web Content Accessibility Guidelines (WCAG) 2.0:

Date of Claim: 19 September, 2017

Guidelines Title, Version, and URL: "Web Content Accessibility Guidelines (WCAG) 2.0" at http://www.w3.org/TR/2008/REC-WCAG20-20081211/

Conformance Level Satisfied: Level AA

Theme: By Default (High Contrast)

List of Modules: As stated in Appendix A

Web Content Technologies Relied upon: HTML 5, CSS2, and JavaScript

User Agents, Including Assistive Technologies, Used to Test the Content:

Site or Tool Name	Web Site URL / Location of the tool	Description of Site / Tool used in Testing Content
Accessibility Checker	http://achecker.ca/checker/index.php	This site provides accessibly checks against the WCAG standard
HTML5 Checker	http://validator.w3.org/	The W3 validator can be used to confirm well-formed HTML.
Color Contrast Checker	http://www.paciellogroup.com/resources/CCA-2.2.zip	A Windows-based tool that allows the user to compare two colors to ensure the proper contrast ratio.
JAWS	http://www.freedomscientific.com/products/fs/jaws-product-page.asp	A screen reader that also allows you to test keyboard navigation on the page. Highly recommended for use with AMANDA on Internet Explorer.

Browser on which Compliance is claimed:

AMANDA Version	Browser Version
AMANDA 7	Internet Explorer 11

Statement of Partial Conformance: WCAG 2.0 conformance claims by Calytera apply to the core AMANDA Back Office software only. Most of the AMANDA Back Office objects/modules are WCAG compliant. For highly-configurable Freeform Tab functionality; individual freeform components will produce accessible output, but it is up to configuration staff to configure freeforms that conform to WCAG. Conformance can only be assessed on the finished, configured product; as such, it is the responsibility of clients to have conformance of their AMANDA deployment assessed.

Contact Information

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APPENDIX A
List of WCAG 2.0 Compliant Modules in AMANDA

The following table lists the AMANDA 7 Back Office modules and sub-modules that comply with the Web Content Accessibility Guidelines (WCAG) 2.0 as stipulated in the Web Content Accessibility Guidelines (WCAG) 2.0 Compliance Statement on page 1.

Set WCAG= True in amanda.properties file, is the configuration used to test and assert compliance.

In the modules listed below, Calytera tests Back Office for compliance to WCAG 2.0. Using the JAWS screen reader, Calytera tests to ensure that the Back Office Modules and sub-modules are fully accessible using only a keyboard and that the content is comprehensible when read by a screen reader.

MODULE/PAGE NAME	MODULE DESCRIPTION	STEPS TO ACCESS MODULE
Index Page	Initial screen that allows the user to navigate to login.	• Browse to the Index page.
Login Page	Screen that allows user to log in.	• Browse to the Login page from the Index page.
Home Page	This page is recommended for use as a “Welcome to the Back Office” page for potential Back Office users and Inspectors. The page provides information about the login user, notifications, menus, and modules needed to get started with Back Office.	• Log in to Back Office.
General Folder	This module is recommended for use to search for or add all permissible AMANDA 7 modules.	**Note** As a prerequisite, the Login User/Inspector must have all permissions. 1. Log in to Back Office. 2. Select the *General Folder* option.

MODULE/PAGE NAME	MODULE DESCRIPTION	STEPS TO ACCESS MODULE
Permit	Using the Permit module, building officials are assured of quick access to information without compromising security. All digital drawings of buildings, payment information, applicant information, and other relevant information, are stored and managed centrally ensuring easy and secure access.	1. Log in to Back Office. 2. Select the *Permit* option.
Gaming License	The Gaming License mainly tracks all event details including expenses, proceeds, and donations. The event ratios can also be tracked and monitored. The system also provides tables to track event, wheel, and draw details.	1. Log in to Back Office. 2. Select the *License-Gaming* option.
Business License	The Business License manages an unlimited number of license types related to companies or businesses and their property location such as: •Film Exhibition •Amusement Arcade	1. Log in to Back Office. 2. Select the *License-Business* option.
Professional License	The Professional License automates the organization's business processes so that work can move automatically from one individual's desk to another. Individuals are notified through on-line to-do lists that there is work to be completed. Workflow can be tracked and modified, by authorized managers, to reassign individuals or to add or delete process steps.	1. Log in to Back Office. 2. Select the *License-Professional* option.
Vehicle License	The Vehicle License is ideally suited for managing a wide range of vehicle types, such as: •Taxicabs •Mobile Signs •Passenger Vehicles •Public Passenger Buses	1. Log in to Back Office. 2. Select the *License-Vehicle* option.
Tangible License	The Tangible License is ideally used for managing machinery products such as Boiler, Elevator.	1. Log in to Back Office. 2. Select the *License-Tangible* option.

Module/Page Name	**Module Description**	**Steps To Access Module**
Course Session	AMANDA Course Session/Certification: • Allows jurisdictions to record courses and certifications, both for their staff and for individuals with licenses that require certification. • Allows jurisdictions to track course/exam outcomes and certification requirements prior to issuing a license or permit. It handles both externally-run and in-house courses. • Intelligently re-uses people and property information existing in your database to significantly reduce the amount of time needed to record a course. Data entry is done by selecting a person's record and entering course information.	1. Log in to Back Office. 2. Select the *Course Session* option.
Task List	The Task List is a quick way of locating your work. The Task List module displays all outstanding processes assigned to the logged-in user in the My Tasks tab.	1. Log in to Back Office. 2. Select the *Task List* option.
Request For Service	The Request for Service (RFS) module is a call center application that helps to improve response times to customer requests and reduce paper work by automating calls for information, service, pick-ups, and complaints. Each request is logged and tracked in a unique folder for easy follow-up and management.	1. Log in to Back Office. 2. Select the *Request for Service* option.
Time and Activity	The TAT module ensures the efficient tracking of scheduled and unscheduled activities in which an employee is involved during a given period of time.	1. Log in to Back Office. 2. Select the *Time and Activity* option.

MODULE/PAGE NAME	MODULE DESCRIPTION	STEPS TO ACCESS MODULE
Dispatch	The Dispatch module is used to assign or dispatch newly created folders; supports dispatching of complaints for officers in the field, routing of inspections, assignment of counter staff for customer assistance.	1. Log in to Back Office. 2. Select the *Dispatch* option.
Trust Account	Individuals and companies doing business with your city/provincial/state government can deposit money with the government.	1. Log in to Back Office. 2. Select the *Trust Account* option.
Letter of Credit (LOC)	The LOC module is used for quick entry and tracking of bonds, cash, letters of credit, and many other types of securities. Create a securities folder and maintain related folders/activities associated with the security using one main tab.	1. Log in to Back Office. 2. Select the *LOC* option.
Folder (Permit Module Folder)	A Folder in AMANDA is used in the same way as a physical folder, to organize and store information, e.g., information describing a development application, in a useful and intuitive manner, thus ensuring that the information it contains can be accessed quickly and efficiently.	**Note** As a prerequisite, Permit folder is created and bookmarked 1. Log in to Back Office. 2. Select any module option e.g., *Permit*.
Folder > Fee	The Fee tab is used to add fees against actions performed by users, e.g., Application fee, Review fee, etc.	1. Log in to Back Office. 2. Select the *Permit* option. 3. Open a folder. 4. Navigate to the Fee tab.
Folder > Info	The Info tab is used to add additional information to a folder.	1. Log in to Back Office. 2. Select the *Permit* option. 3. Open a folder. 4. Navigate to the Info tab.

MODULE/PAGE NAME	MODULE DESCRIPTION	STEPS TO ACCESS MODULE
Folder > Attachment	The Attachment tab is used to store pictures, documents, files, etc. associated with folders.	1. Log in to Back Office. 2. Select the *Permit* option. 3. Open a folder. 4. Navigate to the Attachment tab.
Folder > Document	The Document tab is used to reference documents created from or attached to a folder or process.	1. Log in to Back Office. 2. Select the *Permit* option. 3. Open a folder. 4. Navigate to the Document tab.
Folder > Process	Processes are non-automated activities or tasks (either mandatory or non-mandatory) that users can perform and track.	1. Log in to Back Office. 2. Select the *Permit* option. 3. Open a folder. 4. Navigate to the Process tab.
Folder > Process > Deficiency	The Process Deficiency tab is used to record if any work process is deficient e.g., tap is broken, improper car parking etc.	1. Log in to Back Office. 2. Select the *Permit* option. 3. Open a folder. 4. Navigate to the Process tab. 5. Select the Deficiency sub-tab.
Folder > Inspection	The Inspection tab is used to record and schedule inspections. Posting inspection requests here updates/adds the process in the folder's Process tab.	1. Log in to Back Office. 2. Select the *Permit* option. 3. Open a folder. 4. Navigate to the Inspection tab.
Folder > Condition	When a condition is associated with a folder it displays in the Folder > Condition tab. Conditions can be attached to folders in several ways: • Creating folder conditions based on default folder conditions. • Inserting a new condition and attaching it to the folder. • Conditions inherited based on cascade rules.	1. Log in to Back Office. 2. Select the *Permit* option. 3. Open a folder. 4. Navigate to the Condition tab.

MODULE/PAGE NAME	MODULE DESCRIPTION	STEPS TO ACCESS MODULE
Folder > Certification	When a Course Session/Certification is associated with a folder it displays in the Folder > Certification tab. The Folder Certification tab lists all certifications associated with the folder.	1. Log in to Back Office. 2. Select the *Permit* option. 3. Open a folder. 4. Navigate to the Certification tab.
Folder > Comment	The Comment tab is used to enter/maintain any number of free-form comments or notes for the folder.	1. Log in to Back Office. 2. Select the *Permit* option. 3. Open a folder. 4. Navigate to the Comment tab
Folder > People	The People tab displays all people (and organizations) with which the folder is associated, e.g. builders, applicants, owners, etc.	1. Log in to Back Office. 2. Select the *Permit* option. 3. Open a folder. 4. Navigate to the People tab.
Folder > Property	The Property tab displays all properties with which the folder is associated.	1. Log in to Back Office. 2. Select the *Permit* option. 3. Open a folder. 4. Navigate to the Property tab.
People	This module stores the information related to all People (and Organizations) involved in AMANDA folders, e.g. builders, applicants, owners, etc.	**Note** As a prerequisite, People record is already created and bookmarked 1. Log in to Back Office. 2. Select the *People* option.
People > Property	The Property tab displays all properties with which the People record is associated.	1. Log in to Back Office. 2. Select the *People* option. 3. Open a People record. 4. Navigate to the Property tab.

MODULE/PAGE NAME	MODULE DESCRIPTION	STEPS TO ACCESS MODULE
People > Info	The Info tab is used to add additional information to the People record.	1. Log in to Back Office. 2. Select the *People* option. 3. Open a People record. 4. Navigate to the Info tab.
People > Attachment	The Attachment tab is used to store pictures, documents, files, etc. associated with the People record.	1. Log in to Back Office. 2. Select the *People* option. 3. Open a People record. 4. Navigate to the Attachment tab.
People > Attachment Info	The Attachment Info tab is used to add additional information to the People Attachment.	1. Log into the Back Office. 2. Select People Option. 3. Open a People record. 4. Navigate to Attachment tab 5. Navigate to the Attachment Info sub-tab.
People > Member	The Member tab displays information related to members of the People record. In a parent-child relationship, a record can have only one parent. The Member tab allows a People record to be a child of multiple parents.	1. Log in to Back Office. 2. Select the *People* option. 3. Open a People record. 4. Navigate to the Member tab.
People > Installment	This tab is used to store Fee installments. The user can divide a fee amount into monthly, quarterly, half-yearly, and yearly installments.	1. Log in to Back Office. 2. Select the *People* option. 3. Open a People record. 4. Navigate to the Installment tab.
People > Address	This tab is used to store multiple business and residential addresses against one People record, e.g., mailing address, physical address, etc.	1. Log in to Back Office. 2. Select the *People* option. 3. Open a People record. 4. Navigate to the Address tab.

Module/Page Name	Module Description	Steps To Access Module
People > Comment	The Comment tab to enter/maintain any number of free-form comments or notes for the People record.	1. Log in to Back Office. 2. Select the *People* option. 3. Open a People record. 4. Navigate to the Comment tab.
Property	The Property tab is used to store information related to all properties associated with AMANDA folders e.g., buildings, houses, industrial properties etc.	**Note** As a prerequisite, Property record is already created and bookmarked 1. Log in to Back Office. 2. Select the *Property* option.
Property > Parcel	This tab is used to store the property's parcel information.	1. Log in to Back Office. 2. Select the *Property* option. 3. Open a Property record. 4. Navigate to the Parcel tab.
Property > Info	The Property Info tab is used to add additional information to the property.	1. Log in to Back Office. 2. Select the *Property* option. 3. Open a Property record. 4. Navigate to the Info tab.
Property > Comment	The Comment tab is used to enter/maintain any number of free-form comments or notes for the property.	1. Log into the Back Office. 2. Select Property Option. 3. Open a Property record. 4. Navigate to Comment tab.
Property > People	The Property People tab displays people or organizations directly related to the property e.g., owners, builders, etc.	1. Log in to Back Office. 2. Select the *Property* option. 3. Open a Property record. 4. Navigate to the People tab.

MODULE/PAGE NAME	**MODULE DESCRIPTION**	**STEPS TO ACCESS MODULE**
Property > Attachment	The Attachment tab is used to store pictures, documents, files, etc. associated with the Property record.	1. Log in to Back Office. 2. Select the *Property* option. 3. Open a Property record. 4. Navigate to the Attachment tab.
Property > Attachment Info	The Attachment Info tab is used to add additional information to the Property Attachment.	1. Log in to Back Office. 2. Select the *Property* option. 3. Open a Property record. 4. Navigate to the Attachment tab. 5. Navigate to Attachment Info sub tab.
Property > Survey	The Survey tab is used to maintain survey information related to the property.	1. Log in to Back Office. 2. Select the *Property* option. 3. Open a Property record. 4. Navigate to the Survey tab.
Property > Folder	The Folder tab displays folders with which the property is associated.	1. Log in to Back Office. 2. Select the *Property* option. 3. Open a Property record. 4. Navigate to the Folder tab.
Property > Relation	The Relation tab is used to view the property's relationship with other properties on folders throughout the system.	1. Log in to Back Office. 2. Select the *Property* option. 3. Open a Property record. 4. Navigate to the Relation tab.

APPENDIX B
Known Limitations

Known Limitations

Calytera is aware of the following limitations regarding WCAG 2.0 Compliance. Where possible, Calytera recommends a workaround.

DESCRIPTION OF LIMITATION	WORKAROUND
If an Alert message and a Notification are prompted together, there is no direct accessibility to the Alert Message. To access the Alert message, the user will need to press **Tab**. If there is only a Notification pop-up, the cursor's focus will be out-of-page. The user can come back to the page by using the **Skip to Main Content** feature.	There is no workaround for this issue.
A list box has been implemented as a link to access or open records. Thus, a table list record will be read as a link whenever the user is navigating through table records. Tree view list items are accessible using the **Tab** key instead of the Up and Down arrow keys.	No workaround. Based on the ZK List box Dom structure, this implementation is done in this way. It cannot be handled by the Up and Down arrow keys.
Modal window accessibility: By default, focus will be on Close (**X**) to read the "Modal window name" and at the next tab, focus will be on the fields.	As per the A7 design, default focus is set on Close (**X**).
If a list row has "chosen, multi pick, bandbox or option as table cell data information" and the entire row is selected, JAWS will read the entire cell information (i.e. will read all available options at once).	There is no workaround for this issue.
Date and Date range box: alternative method provided (prompt: "Please enter date in following format") to enter date manually. If a date range value already exists and the user navigates to the field, the same message will still display ("Please enter date in following format").	There is no workaround for this issue.

DESCRIPTION OF LIMITATION	WORKAROUND
In Group List view structure we cannot implement pseudo class (background color to represent the link properly).	No workaround. Based on the ZK List box Dom structure, this implementation is done in this way. It cannot be handled by the Up/Down key.
Combo box/chosen box and band box: The first option in these records is represented as Blank, therefore, JAWS reads it as Blank without prompting “1 of N” Records. The user needs to press the Down-arrow key twice to select the item. Information will be read twice for the first item only.	There is no workaround for this issue.
Folder People, Property, and Inspection records are accessible and readable but there is no information about which records are accessible when there are multiple records on the page.	There is no workaround for this issue.
Drag and drop object accessibility and readability is not implemented.	No workaround. The drag and drop feature is only available with the mouse.
Group list box with check box (where Bootstrap table is not implemented): Table JAWS commands are not reading the header information along with the cell data information. Alternative solution: on clicking the **Tab** key, focus will be set to the first cell and will read the entire row information along with the header information rather than cell-by-cell. E.g., **Document**, **Attachment** sub tab and **Add Payment** page	No workaround. Based on the ZK Listbox/Group Listbox Dom structure, this implementation is done in this way. It cannot be handled by Table JAWS structure.
Maps and Reports will be WCAG compliant in the next release.	Will be implemented in a future release.

Printer and Scanner object accessibility and spell checker will be WCAG compliant in the next release.	Will be implemented in a future release.
A message will be prompted to the user for an event in progress. This will be WCAG compliant in the next release.	Will be implemented in a future release.

Other Notes

Calytera would like to draw your attention to some additional notes:

- While the calendar control that is used for all date fields and view records in Calendar Type in AMANDA is not fully accessible, the date fields themselves are accessible. The calendar control is primarily a visual tool. As a result, assisted technology users may find the calendar control very cumbersome and time-consuming to use compared to entering the date manually. As a best practice, assisted technology users should manually enter the date into any date field. The title of each field informs assistive technology users using JAWS or other similar products of the expected date format for the field.