VA Section 508 Documentation and Support Services Checklist

This checklist is for Chapter 6 of the final rule. When internal reference numbers are used (i.e. 603.1) they refer to the specific paragraph in the final rule 603.1 (Chapter 6 Section 603 subsection 1). External reference numbers are contained in Chapter 7: Reference Standards of the final rule. The final rule is located at: https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule

E201.1 Scope. Information and Communication Technology (ICT) that is procured, developed, maintained, or used by agencies shall conform to the Revised 508 Standards.

E205.4 Accessibility Standard. Electronic content shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference). For referenced standards, including the Web Content Accessibility Guidelines and Section 255 of the Communications Act, See Chapter 7 - https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#E102-referenced-standards. The Web Content Accessibility Guidelines (WCAG) references are located at http://www.w3.org/WAI/WCAG20/quickref/

Severity Level Grading Criteria

Critical: This issue results in severe barriers for users with disabilities, either because content is blocked or functionality is inoperable. It causes global issues across the project because people with disabilities are unable to use it. This violation must be resolved before content/functionality can be considered fully compliant. Remediation should be a top priority.

High: This issue results in significant barriers for individuals with disabilities. Some important content/functionality is not accessible. Users of Assistive Technology may not be able to access all content and/or functionality. Remediation should be a priority.

Medium: This issue results in some barriers for individuals with disabilities but will not prevent them from accessing fundamental elements or content. This violation must be resolved before content/functionality can be considered fully compliant.

Low: This issue causes minimal impact for users with disabilities. This may be a technical violation of the law but doesn't make the content inaccessible. This content/functionality should be remediated in order to be considered fully compliant, but remediation can be given a low priority.

Documentation and Support Services Success Criteria Checklist

REFERENCE #	SEVERITY LEVEL	DOCUMENTATION AND SUPPORT SERVICES SUCCESS CRITERIA	YES / NO / NOT PRESENT
602.2	HIGH	**Accessibility and Compatibility Features.** Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology. • If the product provides built in accessibility features, then are those features explained in the support documentation? • If the product provides hot keys to make navigation easier, are those hot keys provided in the support documentation?	
602.3	HIGH	**Electronic Support Documentation.** Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1). • If the support documentation is provided as HTML Pages, then do the HTML Pages adhere to all 508 requirements as described in the WCAG sub epic and WCAG – web only sub epic? • If the support documentation is provided as a separate document (PDF, Word, etc.), then does the document pass the WCAG 2.0 checkpoints for documents?	

REFERENCE #	SEVERITY LEVEL	DOCUMENTATION AND SUPPORT SERVICES SUCCESS CRITERIA	YES / NO / NOT PRESENT
602.4	LOW	**Alternate Formats for Non-Electronic Support Documentation.** Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request. • If the project provides documentation only in non-electronic formats, is the process documented that describes how people with disabilities can request and be provided access to the documentation in alternative formats?	
603.2	MEDIUM	**Information on Accessibility and Compatibility Features.** ICT support services shall include information on the accessibility and compatibility features required by 602.2. • If the project provides support services, does the support services include explanations of how to use the accessibility and compatibility features associated with the product?	
603.3	MEDIUM	**Accommodation of Communication Needs.** Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities. • If the project provides support services, does it allow for Interactive Voice Response (IVR) communication? • If the project provides a chat feature, Does the chat feature conform to the WCAG 2.0 checkpoints ?	