OPENTEXT™

Enabling the Digital World

Accessibility Audit of the OT Corporate Website

Rachele DiTullio

Agenda

- Executive Summary

- Methodology

- Findings

- References

Full report and supporting files available in the EN1839 project folder

Executive Summary

OpenText's accessibility responsibility

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

- Applies to private businesses with 50+ employees based in Ontario

- By January 1, 2014, "…new internet websites and web content on those sites must conform with WCAG 2.0 Level A."

- Also applies to "…web content published on a website after January 1, 2012."

See full text of the *AODA*, section 14

OpenText's accessibility claim

OpenText corporate website claim made on its *Accessibility page*:

5. Accessible websites and web content

We will ensure our internet and intranet websites and web content conform

with the World Wide Web Consortium Web Content Accessibility Guidelines

(WCAG) 2.0 Level A .

Completion Date – January 1, 2014

Status – completed

No page reviewed passes WCAG 2.0 Level A

- Some content inaccessible to users with keyboards

- Significant lack of text alternatives for images and multimedia objects

- Incorrect usage of headings

- Inaccessible video content

- Generic link text and empty links

- Color contrast ratio issues site wide

Methodology

Scope

- English version of the corporate site: www.opentext.com

- 10 pages selected based on Google Analytics and different layouts

1. Home page
2. Business Process Management
3. What We Do
4. Support
5. Livelink

6. Customer Stories
7. Customer Story Detail (Alstrom)
8. Videos
9. Video Detail (OpenText Cloud)
10. Online Contact Form

Support Baseline

- Device: laptop running Windows 7

- User agents: Firefox and Chrome web browsers

- Input devices: QWERTY keyboard and five-button mouse
  - No assistive technologies used, e.g. screen reader

- Tools:
  - Web Developer Toolbar for Firefox
  - Juicy Studio Accessibility Toolbar
  - WAVE Web Accessibility Evaluation Tool
  - HTML5 Outliner – Chrome Extension

Heuristics

Easy Check – First Review of Web Accessibility guidelines

Text

- Page title
- Image text alternatives ("alt text") (pictures, illustrations, charts, etc.)
- Headings
- Contrast ratio (at least 4.5:1 for normal-size text; 3:1 for large text—WCAG level AA requirement used by these guidelines)
  - Color alone should not convey meaning—WCAG 2.0 level A
- Resize text (content increased 200% with zoom text only)

Heuristics Continued

Interaction

- Keyboard access and visual focus (tabbing through the site, no mouse)
- Forms, labels, and errors (including search fields)

General

- Multimedia (video, audio) alternatives
- Basic structure check (remove all visual design elements and assess the HTML markup only)

Considerations

- Did not include people with disabilities

- Did not test different page versions seen with responsive design
  - Did not include mobile

- WCAG 2.0 Level A conformance cannot be made for an entire website, only on a page-by-page basis

- Assessment is not a certification of any government requirements

Findings

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Header

Sign In ⊕ Global ▾ 🔍

Navigation

WHAT WE DO   WHO WE ARE   VIDEOS   CUSTOMER STORIES   COMMUNITY   SUPPORT   EVENTS AND WEBINARS

Breadcrumb and Sharing

Home   Community   Share ⤴

Sample Page

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Cras finibus nunc sit amet dui consectetur interdum. Suspendisse vel interdum dolor. Morbi sit amet accumsan nibh, quis semper augue. Fusce sed lectus pharetra, ultricies dolor vel, semper risus. Nullam non arcu non augue varius venenatis at nec enim. Aenean rhoncus magna et diam malesuada, ac ultricies nisi tincidunt. Morbi a diam in leo blandit mattis vitae vitae sapien. Suspendisse vehicula, nunc ac fringilla auctor, ante ipsum interdum risus, et feugiat arcu arcu eget turpis. Pellentesque sit amet lobortis metus. Vestibulum euismod augue non arcu fringilla tincidunt. Vestibulum nisl enim, interdum lobortis nisl et, finibus fermentum ipsum. Praesent condimentum bibendum elit, vel ultricies velit ornare in. Cras eu volutpat dui.

CONTACT OPENTEXT

▪ Contact Form
⊕ Global Offices
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TOP PRODUCTS & SOLUTIONS

Enterprise Content Management

Digital Asset Management

Cloud

Business Process Management

Content Management

Legal

SUPPORT & LEARNING

Customer Support

Knowledge Center (login required)

Training

OPENTEXT MICROSITES

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InfoGov Basics

B2B Managed Services

QUICK LINKS

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Careers

Investors

Legal Notices

Copyright Policy (Notice & Takedown)

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Footer

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Image text alternatives

- Lack of alt attributes or text links on several elements

Headings

- Overall jumbled document hierarchy

- Lack of main <h1>

- Missing headings

- Out of order headings

h3 Search OpenText
h3 Most Popular
h4 OpenText Cloud

h?

h3
h4 Digital-First World Sydney Innovation Tour 2015
h3 Most Recent
h4 Tech Talk Episode 1: Discover OpenText Core with Greg Beckman

h?

h3
h4 Data Sovereignty and Privacy in the Cloud
h3 Most Popular
h4 PBS

h?

h3
h4 MMM Group
h3 Most Recent
h4 AmerisourceBergen

h?

h3
h4 Diginius
h3 Search OpenText

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SOLUTIONS
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xperts. You can be too.

Contrast ratios

- Blue link text on white background (2.84:1)

- Light gray text on white background (3.54:1)

*Created with the [Color Contrast Analyzer Chrome extension](#)*

Resize text

- Content resized using "Zoom Text Only" (not page zoom) should support a 200% increase
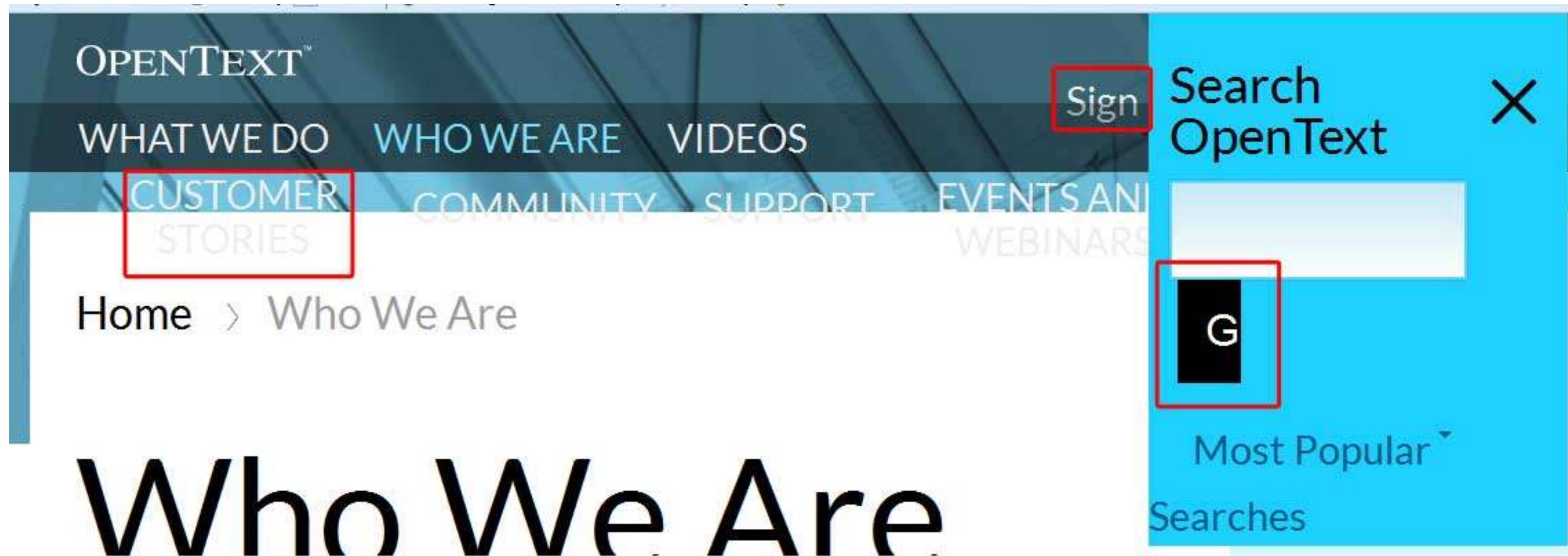
Keyboard access and visual focus

- Many links lack sufficient visual focus when tabbed to

- Some examples of content inaccessible or difficult for keyboards:

  - Search
  - Global navigation (Chrome)
  - Video players
  - Share links
  - Buttons
  - Tabbed content
  - Navigating faceted search

OpenText Process Suite

OVERVIEW | BUSINESS NEEDS | PRODUCTS | RESOURCE CENTER
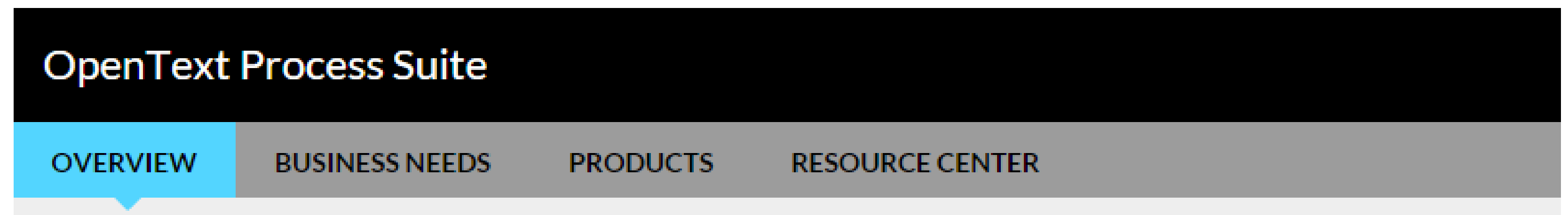
Forms: labels

- The ID attributes in the form field inputs do not match the "for" attributes in the labels. This prevents users from being able to click the field labels to access the field inputs.

```
<label for="firstName">First Name*</label>
<input id="field1" value="" name="firstName" type="text">
```

First Name*

Forms: errors

- The error messages for 'Email Address' and 'Business Phone' fields do not instruct the user of the proper format for the requested information

Email Address*

asdf

A valid email address is required

Business Phone*

asdf

Invalid length for field value

Multimedia (video, audio) alternatives

- Video/audio player and controls are not accessible with keyboards

- Video/audio elements don't provide captions or transcripts for the hearing impaired

- Video/audio elements don't provide descriptions of their contents or text equivalents of words displayed on screen during playback for the visually impaired

Basic structure check

Turn off CSS and images

- Empty links: linked images w/o alt attributes, text that acts as links w/ JavaScript but aren't (tabbed content), link elements with no text (social media icons)

- Duplicated content for mobile view

- Generic link text like "read more"

- Multiple links to the same page in close proximity

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Share

Home > What We Do > Products > Business Process Management

OpenText

Business Process Management (BPM)

Gain insight into your operations, optimize business processes and drive growth with OpenText Process Suite.

Share

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THE OPENTEXT FAMILY

OpenText has welcomed a number of products into the OpenText brand family. For a complete list of previous product names that are now part of OpenText, see:

> Actuate

> Artesia

IDC
Analyze the Future

Maureen Fleming
Program Vice President , Business Process Management and Middleware

IDC
Analyze the Future

*Maureen

Fleming from IDC touting the Process Suite*

- More
- Sign In
-
  -
    - Manage My Account
    - Pay My Bill
    - Sign Out
- Cookie Settings
- Global
  - Global
  - Global
  - Australia
  - Brasil
  - Deutschland
  - France
  - 日本
  - Sverige
  - United Kingdom
-

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on Exchange

Business Process Management (BPM)

Gain insight into your operations, optimize business processes and drive growth with OpenText Process Suite.

Maureen Fleming from IDC touting the Process Suite

OpenText Process Suite

- Overview
- Business Needs
- Products
- Resource Center

Overview

OpenText Process Suite

OpenText Business Process Management (BPM) Suite enables businesses to rapidly analyze, build, and automate any business process. Business leaders gain critical visibility into operations at the right time empowering them to optimize results and drive growth and innovation.

As a market-leading BPM platform, OpenText Process Suite enables organizations to tackle their most pressing and complex process automation and case management challenges from a single platform. Business and IT can easily collaborate and get work done, quickly and effectively.

This Suite includes a full set of tools, including:

- **Business Process Management (BPM)** – to manage end-to-end processes across systems and applications efficiently and effectively covering integration centric and human centric workflows.

Page has three frames, fifty headings and two hundred eighty-four links BPM Business Process Management vertical bar OpenText dash Internet Explorer Link Graphic OpenText List of seven items bullet bullet Link Sign In bullet bullet bullet This page link Global List of nine items List end bullet List end Link Link List of eight items bullet Link What We Do bullet Link Who We Are bullet Link Videos bullet Link Customer Stories bullet Link Community bullet Link Support bullet Link Events and Webinars bullet List end List of four items bullet Link Home bullet Link What We Do bullet Link Products bullet Business Process Management List end Link This page link Share Heading level one Business Process Management left paren BPM right paren Heading level two Gain insight into your operations, optimize business processes and drive growth with OpenText Process Suite. Link Graphic Maureen Fleming from IDC touting the Process Suite Heading level two OpenText Process Suite List of four items bullet Overview bullet Business Needs bullet Products bullet Resource Center List end Heading level three Heading level three OpenText Process Suite OpenText Business Process Management left paren BPM right paren Suite enables businesses to rapidly analyze, build, and automate any business process. Business leaders gain critical visibility into operations at the right time empowering them to optimize results and drive growth and innovation. As a market dash leading BPM platform, OpenText Process Suite enables organizations to tackle their most pressing and complex process automation and case management challenges from a single platform. Business and IT can easily collaborate and get work done, quickly and effectively. This Suite includes a full set of tools, including colon List of five items bullet Business Process Management left paren BPM right paren – to manage end dash to
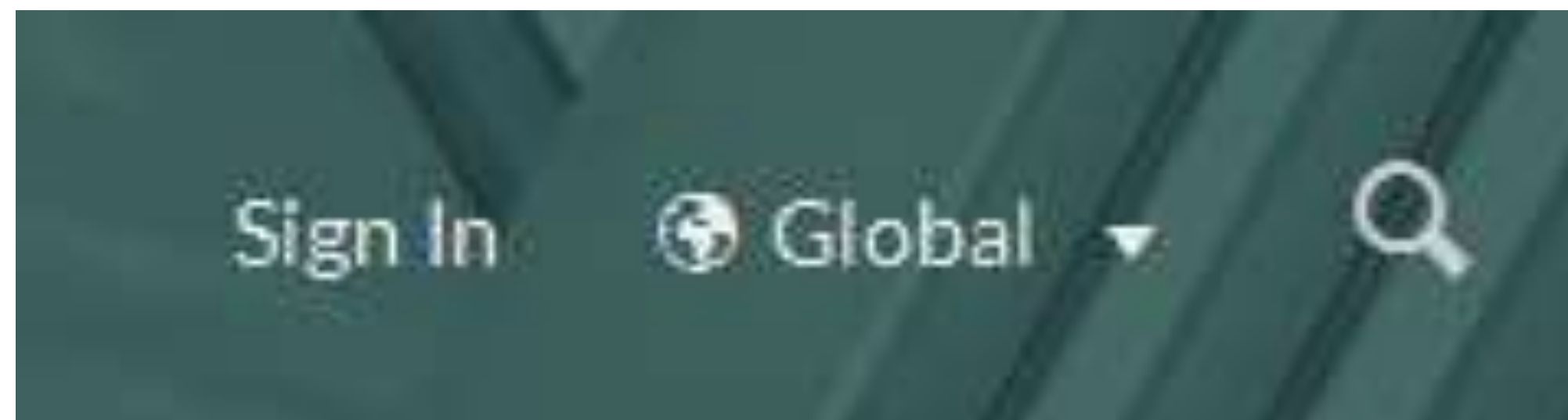
Created with the Fangs Firefox add-on

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Business Process Management (BPM)

Gain insight into your operations, optimize business processes and drive growth with OpenText Process Suite.

IDC Analyze the Future

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