

HP Service Manager

Software Version: 9.41

For the supported Windows® and UNIX® operating systems

Accessibility Guide

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Overview

HP's goal is to provide products and services that meet the needs of the widest range of possible users, which includes persons with disabilities and age related limitations. HP software products are designed and developed to conform to the applicable United States Section 508 Standards from the US Access Board and the W3C Web Content Accessibility Guidelines (WCAG) 2.0 level A and AA success criteria when and wherever possible.

The HP Service Manager 9.41 web client contains features that are intended to provide a level of access that meets the needs of persons with disabilities. It is a fully functional client that integrates successfully with assistive technology tools. How the product conforms to the individual standards criteria can be found in conformance reports from HP.

You can find more information about Hewlett-Packard's accessibility policy, the Section 508 requirements, the Voluntary Product Accessibility Template (VPAT) conformance report, and WCAG 2.0 at www.hp.com/accessibility.

Product usage recommendations

The standard web client and accessible web client both meet the needs of non-administrative users performing basic Service Desk tasks. Administrators need to use the standard web client or the Windows client for administrative tasks with complex forms.

Logging on to the accessible web client

You can log on to the accessible Web client from one of the following URLs . Type either URL into your browser address field:

- **`http://server_name:port_number/sm/accessible.do`**
- **`http://server_name:port_number/sm/accessible_ess.do`**

where:

The *server_name* variable is the host name of your web application server.

The *port_number* variable is the port number of your web application server.

Using the web client in accessible mode

You can use the Service Manager Web client in the accessible mode if you log in using an accessible URL. The following table lists the ways to use Service Manager in accessible mode.

Accessible Mode Functions

Method	Action
Tabbing	To move the focus into a field, press the Tab key until it reaches that field. To return the focus to the previous location, press Shift + Tab.
Selecting text	To select text, use the standard operating system keystrokes.
Service Manager buttons	To access the button actions, press Enter when the focus is on the button. You can optionally use the Service Manager keyboard shortcuts or Web client key bindings.
Collapsible groups	When the focus is on the title of a collapsible group, press Enter to expand or collapse the selected group. Once the group is expanded, you can press the Tab key to navigate through the controls in the group.
Check boxes	To change the value of a checkbox, move the focus to that check box and press the Space bar.
Radio buttons	To select a radio button from a group of buttons, press the Tab key until the focus is on one of the radio buttons. Then press the arrow keys until the focus is on the one you

Accessible Mode Functions, continued

Method	Action
	want to select.
Keyboard Shortcuts	The accessible Web client has a number of keyboard short cuts that you can customize for your use. See " Web client default keyboard shortcuts " for more information.
Detail tab headers	Only the header of an active tab can be focused. When the focus is on the header of an active tab, you can use Left/Right Arrows to switch to other tabs.
Notebook tab headers	The header of each tab can be focused by pressing the Tab key. When the focus is on the header of an inactive tab, you can press Enter to make the tab active.

Table accessibility

Accessibility support is implemented for two types of tables in HP Service Manager: record list tables, and Table controls in a record detail form.

- JAWS recognizes both types of tables. You can navigate the tables using JAWS Table Keystrokes or Table Layer Keystrokes.
- JAWS recognizes the pagination bar in a record list as a region. You can move the focus to the record list pagination bar using the JAWS Region List keystroke (Insert + Ctrl + R in JAWS 15). JAWS can also report the current sort state of the record list in IE10 or IE11.

Accessible Description property

The Table control has an optional property named **Accessible Description**, which specifies a table description for use with an accessibility software such as JAWS.

Note: This function is supported only by the web client.

If no description is present, the web client uses the default table summary as described below:

- For a record list on a list page or on the list panel of a list-detail page: **Record List + [grouped by] + [sorted by] + [ascending/descending]**.

Example: **Record List Sorted by Update Time Ascending 11x51**

- For a Table widget on a detail form: **Table**.

Example: **Table 4x3**

Collaboration accessibility

Accessibility support is fully implemented in Service Manager Collaboration, including the Conversation window, the Participant panel, the Notification panel and the configuration pages.

Accessibility support for Service Manager Collaboration are described as follows:

- Press the Tab key to move the focus on the Conversation window, the Participant panel, and the Notification panel.
- Use JAWS to read the contents on the Conversation window, the Participant panel and the Notification panel.
- Press Alt + Ctrl + C to open/close the Conversation window.
- When there are notifications, press Alt + Ctrl +V to open/close the Notification panel.

Accessibility designs for Service Manager graphic features

HP Service Manager graphic features have the following accessibility designs:

Service Manager graphic features	Accessibility designs
Service Manager color indicator	Color indicator does not support Accessible view (accessible.do) and Self-Service Accessible view (accessible_ess.do) because this feature is designed for people with normal vision. JAWS reads the value in a column instead of reading the color of the column.
Service Manager navigation menu	The sidebar mode only works in Power User view (index.do) and Enterprise Self-Service view (ess.do), but does not work in Accessible view and Self-Service Accessible view. You can use JAWS to read the accordion mode of the Service Manager navigation menu.
Service Manager Process Designer framework	<ul style="list-style-type: none"> • You can use the keyboard to navigate to the Workflow Viewer panel. When the focus is on a record's detail in the Service Manager Process Designer Workflow Viewer, JAWS reads the current phase and the next phase value. When the focus is on another place in the

Service Manager graphic features	Accessibility designs
	<p>Workflow Viewer (such as on the category detail page), JAWS reads "this is workflow diagram."</p> <ul style="list-style-type: none"> The Process Designer framework administration tools support keyboard navigation only. These tools include Task Planner, Condition Editor, Query Editor, Workflow List, and Workflow Editor. <p>To modify the phase property of a Process Designer framework administration tool, you need to press the Tab key to focus on a phase and then press Enter to open the phase property. You can update the property by using keyboard navigation.</p>
Service Manager Calendar	See "Calendar accessibility" below.
Service Manager Reports	See "Reports accessibility" on page 12.
Service Manager Smart Analytics	See "Smart Analytics Accessibility " on page 12.

Calendar accessibility

In addition to the default accessibility functions of the web client, HP Service Manager also includes accessibility support for both the full calendar and the embedded calendar based on your customized components. With calendar accessibility support, you can use JAWS to read the user interface text and use keyboard to navigate through the user interface elements.

Note: You cannot move the focus to the Time Period graphic view panel or the object records graphic view panel. JAWS cannot read the color bars because they and the tooltips contain the same information.

- When the focus is in the Time Period record list panel or in the object record list panel, you can perform the following tasks:
 - Use JAWS to read the tooltip of each record. The conflict information is read together with the tooltip when the record is selected.
 - Press the Tab key to switch between panels.

- Press the Up/Down Arrow keys to select a record in the panel.
- Press the Enter key or the Space key to drill down to the details of each record.
- When the focus is in the date picker panel, you can perform the following tasks:
 - Press the Left/Right/Up/Down Arrow keys to navigate between days or weeks.
 - Press the Shift+Up/Down Arrow keys to switch between years.
 - Press the Shift+Left/Right Arrow keys to switch between months.
- When the focus is in a submenu, you can perform the following tasks:
 - Press the Right Arrow key to show the submenu.
 - Press the Left Arrow key to hide the submenu.
- When the focus is in a tree panel, you can perform the following tasks:
 - Press the Up/Down Arrow keys to select filters.
 - Press the Space key to select the highlighted child filter.
 - Press the Delete key to delete the selected child filter.
 - Press the Enter key to open the selected child filter.
- When the focus is in the **Advanced Selector** window, you can perform the following tasks:
 - In the **Available** panel, press the Up/Down Arrow keys to highlight the field for your selection.
 - Press Shift+= to add the selected field to the **Selected** panel.
 - In the **Selected** panel, press the - key to remove the selected field.
- When the focus is in a drop-down combo box (for example, the **Date Picker** window), you can perform the following tasks:
 - Press the Down Arrow key to open the drop-down list.
 - Press the Up/Down Arrow keys to select a value from the drop-down list.

Reports accessibility

Accessibility support is fully implemented on the Service Manager Reports configuration and administration pages, such as the create report page, the create new dashboard page, the report settings page, the dashboard settings, and so on.

Accessibility support for the Service Manager Reports dashboard widgets are described as follows:

- When the focus is in the reporting dashboard, you can perform the following tasks:
 - Press the Tab key to switch between the dashboard tool bar buttons and the widget tool bar buttons.
 - Use JAWS to read the aria label of each component.
 - Press Alt + Left/Right Arrow keys to select a report widget on the report dashboard.
- When the focus is in the Standard List widget or the Title List widget, you can perform the following tasks:
 - Press the Tab key to switch between the records.
 - Use JAWS to read a selected record.
 - Press Enter to drill down to the details page of the selected record.
 - Press Tab to move the focus to the List All button on the bottom of the screen, and then press Enter to open the full records list page.
- When the focus is in the Number widget, you can perform the following tasks:
 - Press the Tab key to focus the total Number.
 - Use JAWS to read the focused total Number.
 - Press Enter to drill down to the full list.

Smart Analytics Accessibility

Accessibility support is fully implemented in Service Manager Smart Analytics, including Smart Ticket, Hot Topic Analytics configuration and administration pages, and Smart Search configuration and administration pages.

Accessibility support for Smart Search and Context Aware Search are described as follows:

- Press the Tab key to switch between the active components.
- Use JAWS to read the aria label of each component.
- Press Alt + Ctrl + S to open the Smart Search windows.
- When the focus is in the Smart Search pop-up windows, you can use the following shortcuts for keyboard navigation:
 - Press Alt + Ctrl + 1 to move the focus to the Smart Search editor.
 - Press Alt + Ctrl + 2 to move the focus to the first library of library list.
 - Press Alt + Ctrl + 3 to move the focus to the first search result record.
- When the Suggest Solution button is displayed on the detail view of Incident, Request, Change, Problem, and Interaction (based on Smart Search Precondition), you can use the following shortcuts for keyboard navigation:
 - Press Alt + Ctrl + U to move the focus to the Suggest Solution button, and then press Enter to open the Context Aware Search panel.

Web client default keyboard shortcuts

Service Manager uses the following keyboard shortcuts in the Accessible web client. System administrators can customize these shortcuts from the web configuration file.

List of web client default keyboard shortcuts

Task	Keyboard shortcut	Notes
Show or hide the System Navigator	Alt + N	
Show or hide the Messages View window	Alt + G	
Refresh the current screen	Alt + R	
Print the current record or list	Alt + P	

List of web client default keyboard shortcuts, continued

Task	Keyboard shortcut	Notes
Open the spell checker utility	Alt + C	
Show the About window	Alt + O	
Open the logout dialogue	Alt + L	
Expands or collapses the List Pane in a list detail page	Alt + U	
Open the manage favorites utility	Alt + 1	
Add a favorite that links to the current record or list	Alt + 2	
<ul style="list-style-type: none"> • Expand or collapse the tree panel. • Expand or collapse tree nodes that have children (for example, expand/collapse a group in a record list). 	Space	
Expand or collapse tree nodes that have children.	Left/Right Arrow	
Move the focus to the first toolbar button in the navigator.	Ctrl + Alt + N	
Move the focus to the first toolbar button in the main content pane.	Ctrl + Alt + M	
Move the focus to the first toolbar button in the list pane (when the current page is a list-detail page).	Ctrl + Alt + L	

List of web client default keyboard shortcuts, continued

Task	Keyboard shortcut	Notes
Move the focus to the first toolbar button in the detail pane (when the current page is a list-detail page).	Ctrl + Alt + D	
Move the focus to the current active tab header.	Ctrl + Alt + H	When using Ctrl + Alt + H to focus a tab header, and then press the Left/Right Arrow key, the headers of the inactive previous or next tabs are still focusable.
Close the current active tab.	Ctrl + Alt + T	You cannot close the first To Do Queue tab with this shortcut.
<p>Navigate through the following panes (not including the toolbar buttons):</p> <ul style="list-style-type: none"> • Navigator + main content pane • Navigator + list pane + detail pane (if the active tab page is a list-detail record list) 	Alt + Q	<p>When you navigate from one pane to another by pressing Alt + Q, the focused element in the original pane is remembered.</p> <p>When you return to the original pane by pressing Alt + Q again, the focus is set on the remembered element; if no element in the original pane was focused, the focus is set on the frame window of the pane. However, if the original pane is refreshed, the focus is set on the first element of the navigator pane, or the frame window of the main content pane, list pane, or detail pane.</p>
<ul style="list-style-type: none"> • Non-grouped record list: Move the focus to the first cell of the first row. • Grouped record list: Move the focus to the first group node. • Table on a record details form: Move the focus to the first cell in the current table. 	Ctrl + Home	When JAWS is running, use the JAWS table key strokes instead.
<ul style="list-style-type: none"> • Non-grouped record list: Move the focus 	Ctrl + End	When JAWS is running, use the JAWS table key strokes instead.

List of web client default keyboard shortcuts, continued

Task	Keyboard shortcut	Notes
<p>to the last cell of the last row.</p> <ul style="list-style-type: none"> Grouped record list: Move the focus to the last group node, or to the last cell of the last row if the last group is expanded. Table on a record details form: Move the focus to the last cell in the current table. 		
<p>Navigate to the previous/next page of a non-grouped record list.</p>	<p>Alt + Page Up/Down</p>	
<p>When focusing on a cell in a row of a table (either in a record list or in a table on a record details form), move the focus to the first/last cell of the row.</p>	<p>Home/End</p>	<p>When JAWS is running, use the JAWS table key strokes instead.</p>
<p>In a record list, deselect existing selected rows, and move both the focus and selected row up/down</p>	<p>Up/Down</p>	
<p>In a record list, keep existing selected rows, and move the focus up/down</p>	<p>Ctrl + Up/Down</p>	
<p>In a record list, select a range of rows</p>	<p>Shift + Up/Down</p>	

List of web client default keyboard shortcuts, continued

Task	Keyboard shortcut	Notes
In a record list, select a row and drill down to the row	UP/Down + Enter	
Select a row of a table in a record detail form: <ul style="list-style-type: none"> • If the focus is in a link, pressing Enter will also drill down to the link. • If the focus is not in a link, pressing Enter will select the current row and move the focus to the drill-down link of the row (Double-Click Field). 	Enter	The Attachment control in a detail form does not use Enter to select a row.
Clear the message bar on a page	Ctrl + Alt + G	
Show or hide the system keyboard shortcut list	Ctrl + Alt + /	
Open or close the alert window	Ctrl + Alt + A	

Limitations

HP Service Manager accessibility in this software release has the following limitations.

General accessibility limitations

Service Manager has the following general accessibility limitation:

- Background images introduced as of the Service Manager 9.40 release do not support the Windows high contrast mode.

Table accessibility limitations

Service Manager table accessibility has the following limitations:

- Table accessibility support is not implemented for the following modules: Process Designer, and Calendar.
- In To-Do queue, if the focus is outside the record list, you cannot move the focus to the record list by using JAWS 15 keystroke **T**, or **Insert+Ctrl+T**. You can move the focus to the record list first by using the **Tab** key, and then navigate through the record list by using JAWS table keystrokes.

Calendar accessibility limitations

Service Manager calendar accessibility has the following limitations:

- If JAWS reads "out of table xxx" when you navigate between different panels, turn off Virtual Cursor Mode by pressing **Insert+Z**.
- If JAWS reads lots of irrelevant information before reading the button's name when you move the focus to a button in Internet Explorer 10, turn on Virtual Cursor Mode.
- You can navigate the items in a tree panel, selection box, or entry panel by pressing the arrow keys only. You may need to press the **Tab** key when navigating to these areas for the first time.

- If you cannot move the focus and JAWS keeps reading the same information, or if the focus moves out-of-order, turn off Virtual Cursor Mode.
- In Internet Explorer 10 and 11, JAWS reads conflict messages only when Virtual Cursor Mode is on. If Virtual Cursor Mode is off, JAWS cannot read conflict messages in Internet Explorer 10 and 11.

To-Do alerts accessibility limitations

Service Manager To-Do alerts accessibility has the following limitations:

- The To-Do alerts supports keyboard navigation in Power User view (index.do) only.
- The To-Do alerts does not support Accessible view (accessible.do) and Self-Service Accessible view (accessible_ess.do).

Reports accessibility limitations

Service Manager Reports accessibility has the following limitations:

- You cannot move the focus to the Area chart, Bar chart, Line chart, and Pie chart by using keyboard navigation.
- JAWS cannot read the Area chart, Bar chart, Line chart, and Pie chart meaningfully.
- JAWS cannot read the Pivot table meaningfully.

Smart Analytics accessibility limitations

Service Manager Smart Analytics accessibility has the following limitations:

- You cannot move the focus to the Hot Topic Analytics chart by using keyboard navigation.
- JAWS cannot read the content of the Hot Topic Analytics chart.

Client configuration recommendations

There are a number of accessibility tools available from third-party vendors. These tools vary in the disabilities they address and the technology they support. HP strives to ensure that our software products do not interfere with the proper functioning of any accessibility product. HP tests the Service Manager accessible Web client with several screen reader products; however, it is important that users perform due diligence to ensure that any accessibility tools integrate successfully with Service Manager.

Screen readers and the HP Service Manager web client

The Service Manager Web client conforms to the World Wide Web Consortium (W3C) standards with the following attributes:

- Uses title attributes to convey important information to the accessible user
- Provides information for both images and icons in the software interface with Alt tags
- Provides information for all icons and images with Alt tags in the online help center

You can configure JAWS to read all of the tags in a custom hierarchy. For example, you can configure form fields and links with the Custom Search String to read the texts, titles, and the alternative texts. Other recommendations are:

- Use text/title for all elements except images.
- Configure graphics settings to read only Tagged Graphics.
- Do not use JAWS in the Graphics Mode with the Service Manager Web client.
- Configure buttons to use both Label and Title if different.

Service Manager uses many long titles to describe the action or the result of following a link or button. Forms can be very complex with many form fields and links, resulting in redundant, but necessary, oral descriptions. HP recommends that novice Service Manager users slow down the words-per-minute setting until they are familiar with the application. Some out-of-box (OOB) forms may be complex for screen readers. If this occurs, application administrators can re-design complex forms and add accessibility attributes as needed.

The Service Manager 9.41 Web client supports all accessible users and is designed to integrate with screen reader assistive technology.

JAWS

Service Manager 9.41 supports different browsers; however, Microsoft Internet Explorer provides the best integration with JAWS and the Service Manager accessible web client (accessible.do and accessible_ess.do). Visually or hearing impaired users can use the Service Manager accessible web client with the out-of-box configuration. If you customize the JAWS advanced configuration settings, you can improve the usability and understanding of the application for some users. For more information, see the JAWS documentation. HP does not provide third-party technical support.

Caution: JAWS is not supported on the Service Manager standard web client or the Windows client.

Note: Only the following combination of JAWS and Internet Explorer is supported: JAWS 15 and Internet Explorer 10 or 11.

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