



Starfish Accessibility

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Overview

Initiative Overview

As an ongoing commitment to accessibility for all Starfish users, Starfish will follow WCAG 2.0 AA guidelines. Additionally, we seek to address how testing will be completed, schedule for testing and related tools, and remediation strategies. We will work as a partner with our clients to ensure all processes outlined in the following document are completed.

Scope & Tools

Scope

All components of Starfish will adhere to WCAG 2.0 AA guidelines prior to release to our production (General Availability) environments. We have built accessibility testing into our release process to ensure each item is reviewed and passes the testing outlined prior to release.

Tools

Hobsons will utilize the following tools to test for compliance:

- Compliance Sheriff-Automated test to ensure compliance with required labels, tags, navigation elements, headers, etc.
- JAWS-Screen reader to ensure audio elements are properly provided, labeled, described to the user
- Dragon NaturallySpeaking-Ensures elements from the user are properly read when providing input to the system
- WAVE-Automated test to ensure compliance with required labels, tags, navigation elements, headers, etc.
- Contrast Checker-Testing to ensure all color combinations are appropriately contrasted for the user
- VoiceOver-Tool for Mac users to ensure audio elements are properly provided, labeled, described to the user
- Manual Testing-Page by page manual testing to ensure compliance

Remediation Plan

Severity Categorization & Remediation

Issues uncovered in testing for the future will be segmented into three categories parallel with WCAG Standards.

Minor (AAA)-Minor issues will be addressed in order of priority. Minor issues indicate functionality which is usable, but not ideal for the user. We will prioritize the items with our normal grooming process.

Medium (AA)-Medium issues indicate challenges that are not blocking the user from completing a task but create a significant barrier to do so. Medium issues will be addressed prior to production releases.

Major (A)-Major issues render a feature or component unusable. Major issues will be treated as critical defects and prioritized immediately into the team's current work. Major issues will be addressed prior to production releases or patched depending on severity and timing.

Bi-annual Reviews

Starfish will conduct voluntary bi-annual reviews of the product. Bi-annual reviews will include:

- Full testing of all pages with all tools (See Scope & Tools)
- Updating of VPAT (with every major release)
- Remediation Schedule for any issues found

Client Reported Issues

All client reported issues will be reviewed and assigned for development according to the severity outlined above.

Interpretation of WCAG 2.0 AA Guidelines

As manual testing is necessary to ensure adherence to the WCAG 2.0 AA guidelines, Hobsons/Starfish recognizes the subjective nature of compliance. We are committed to adherence to WCAG 2.0 AA guidelines, but reserve the right to catalogue issues according to the interpretation of our internal Compliance Team.