



COLLECTING DATA

# Specific data for accessibility issues

May 5, 2023

## Objective and scope of this document

Information that must be gathered to help diagnose accessibility issues with Merative™ Social Program Management:

- **Must-gather information** - The client must provide Merative with this information to clarify the problem and to save time analyzing the issue.
- **Context and notes** - Additional information that can help L2 and Lab Services resolve the issue.

In addition to the accessibility-related information, the client must also provide the minimum information that is required for each support case, see "[Collecting Data for Cúram Social Program Management issues](#)".

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## Browsers and assistive technologies

### **Must-gather information**

Depending on the issue, provide any relevant information from this list:

- Browser and version.
- Assistive technology (AT) and version, e.g. screen reader.
- Browser viewport size (i.e. size in px of the active part of the browser where the web app is displayed).
- If non-certified browsers/screen readers are used, provide the HTML of the page with the issue. Is the issue with OOTB HTML or custom HTML?

### **Context and notes**

Certified browsers and screen readers since v8.

<b>Caseworker App</b>	<b>Universal Access (CE)</b>
Desktop: Edge Chromium/JAWS 2020 or later	Desktop: Chrome /JAWS 2020 or later
Tablet (iOS): Chrome / VoiceOver	Tablet (iOS): Safari / VoiceOver

"Certified" means that SPM performs its testing with these specific browser-AT combinations so we feel that we can recommend them for a potentially better user experience.

- Clients using **certified** browsers/ATs can raise a PMR for accessibility issues with SPM without identifying the cause of the issue.
  - Clients using **non-certified** browsers/ATs can still raise a PMR for accessibility issues with SPM, but they must highlight where and how "SPM code" (e.g. the page HTML) fails accessibility guidelines.
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## Testing process, tools, and user experience

### ***Must-gather information***

In most cases, a manual assessment of SPM is needed to verify the issue and provide the following required information. Clients must provide a detailed description of the following:

- The actual user experience with SPM, as caused by the issue.
- The expected user experience with SPM.
- A screenshot of a page that has the issue, with the affected UI element highlighted where possible.
- (Nice to have) The Offending WCAG Success Criteria.

**Note:** Providing screenshots helps significantly with the investigation.

### ***Context and notes***

In 99% of cases, a manual assessment is needed to identify the validity and severity of the potential violation if reported by an automated scan tool.

Automated scan results must be carefully reviewed by someone with accessibility expertise to identify what type of information is reported and what it means.

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## Severity of the issue

### ***Context and notes***

In SPM, the severity of an issue is assigned based on the user impact, i.e., the level of user ability/inability to access functionality/information, and the **frequency** of the user experiencing the issue.

Based on the SPM product severity definition, use this simplified version for accessibility defects:

- Sev 1 – The user cannot perform the business function/service.
- Sev2 – The user is not blocked but is severely affected by the issue.
- Sev3/4 – The user can perform the business function/service with low-to-minimal friction.