

CENIT SERVICEMANAGER Accessibility Conformance Report

EN 301 549 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: CENIT SERVICEMANAGER 4.4.x and all products based on it

Report Date: 25.06.2025

Product Description: SERVICEMANAGER is a powerful integration platform designed to streamline the management of batch processes and enable seamless connectivity between databases, diverse data sources, and IBM FileNet Content Manager. It provides a centralized solution for orchestrating complex data workflows, ensuring efficient and reliable enterprise content integration.

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Notes: CENIT SERVICEMANAGER is an integration platform. The application is only operated by administrators. All functionalities can be accessed via a Command Line Interface(CLI). A web user interface is also offered for many functionalities, but the main user interface is the text console. The report only considers the text console, as all functionalities can be controlled via it.

Product	WCAG compliance level
CENIT SERVICEMANAGER	AA
CENIT Retention Solution	AA

Evaluation Methods Used: Accessibility training for personnel to assess the conformance levels

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes / No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 document conformance with EN 301 549:

- Chapter 9 - Web
- Sections 10.1-10.4 of Chapter 10 - Non-Web documents
- Sections 11.1- 11.4 and 11.8.2 of Chapter 11 - Software (open and closed functionality)

- Sections 12.1.2 and 12.2.4 of Chapter 12 - Documentation

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Not Applicable	SERVICEMANAGER as CLI application do not include non-text content.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	SERVICEMANAGER as CLI application do not include non-text content.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	SERVICEMANAGER as CLI application do not include non-text content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	SERVICEMANAGER as CLI application do not include non-text content.
1.3.1 Info and Relationships (Level A)	Supports	Output is structured using consistent text formatting and indentation.
1.3.2 Meaningful Sequence (Level A)	Supports	Output is presented in a logical and meaningful sequence.
1.3.3 Sensory Characteristics (Level A)	Supports	SERVICEMANAGER does not rely on sensory characteristics like color or shape.
1.4.1 Use of Color (Level A)	Supports	Color is not the sole means of conveying information.
1.4.2 Audio Control (Level A)	Not Applicable	SERVICEMANAGER as CLI application do not include non-text content.
2.1.1 Keyboard (Level A)	Supports	The SERVICEMANAGER is fully operable via keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	The SERVICEMANAGER does not trap keyboard focus.
2.4.1 Bypass Blocks (Level A)	Not Applicable	The SERVICEMANAGER does not use repeated blocks of content.
2.4.3 Focus Order (Level A)	Supports	The SERVICEMANAGER presents content in a logical order.
2.4.4 Link Purpose (In Context) (Level A)	Supports	SERVICEMANAGER commands and help texts clearly describe their purpose.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A)	Not Applicable	SERVICEMANAGER does not use markup to define language.
3.2.1 On Focus (Level A)	Not Applicable	SERVICEMANAGER does not use markup to define language.
3.2.2 On Input (Level A)	Not Applicable	SERVICEMANAGER does not use markup to define language.
3.3.1 Error Identification (Level A)	Supports	SERVICEMANAGER provides clear error messages.
3.3.2 Labels or Instructions (Level A)	Supports	SERVICEMANAGER provides labels and instructions for user input.