How to answer an Accessibility Rfx

NEW+++Please check out our new Customer Success Accessibility Hub+++

This page will no longer be updated. Please find all questions and answers in the above linked hub.

RFx Frequently Asked Questions (FAQ)

Please also check statement on sap.com/accessibility

If you prefer a document to download, please export this page in your preferred format (word or pdf).

- Introduction
- Questions on the general approach
  - Question: What is SAP's policy or commitment statement regarding electronic accessibility?
  - Question: Do your products meet accessibility standards, specifically WCAG 2.1 Level AA? Please provide evidence (e.g. Product VPATs) of what products are compliant against what standards.
  - Question: Do you have an established process for including and monitoring accessibility in the development lifecycle? Please provide details of your strategy and approach, including staffing (noting whether internal or external consultants), tools and technologies, and testing methods.
  - Question: Do you have an accessibility function or team responsible for technical development? Describe its role in your organization.
  - Question: Do you have a process in place for maintaining accessibility in products created by your company? Please provide a description of your processes for monitoring and maintaining accessibility, including any processes relating to the reporting of accessibility current state and remediation plans. If possible, please provide sample documentation demonstrating your standard accessibility monitoring and maintenance process.
  - Question: Describe the testing protocols you use to assess the accessibility of your product.
  - Question: Are you willing to enter into a contractual agreement that holds your company responsible for delivering products that comply with customer's Digital Accessibility Policy? Please carefully consider and comment on your company's ability to meet the policy and share any concerns.
  - Question: Can you provide live or prerecorded demonstrations of the accessibility of your product?
  - Question: Has your company ever worked with accessibility as a functional requirement?
  - Question: What is your company's level of involvement with users with disabilities and use of assistive technology in conducting testing? Explain the conformance testing process and identify the range of disabilities and assistive technologies.
  - Question: Do you have a programme (funding, staffing, resources) specifically allocated to building accessible products? Please describe your accessibility program elements in as much detail as possible, including budget, leadership, staff, and program offerings.
  - Question: What experience do your developers have coding for accessibility?
  - Question: Does your company have a road map for accessibility going forward? If so, provide a general outline (e.g., goals, milestones).
  - Question: Do your products offer innovative features that improve experiences for people with disabilities? Please describe those features and explain how you came to implement them.
  - Question: Have you tested and/or developed your mobile apps (especially iOS and Android) with accessibility in mind?
  - Question: What is SAP's approach to third party tools like <naming some tool> and what does SAP commit / not commit to?
  - Question: If <customer> finds that there are changes that need to be made to web/mobile interfaces/apps, what guarantee can be made to the <customer> that these changes will be implemented to <customer>'s satisfaction prior to go-live/going forward?
  - Question: If it is determined that the product or service is not fully accessible after the purchase, do you agree that remediation of the site or content will be done in a reasonable agreed-upon timeframe at no charge to <customer>?
  - Question: Will your company provide the indemnity (below) to protect the <customer> against legal action related to failures in accessibility?
- Questions on compliance in general
  - Question: How does your company achieve compliance with IT accessibility standards?
  - Question: What standards are followed for coding of interfaces, both for administrators and end-users, that are part of your product or service (if 508, what parts; if WCAG 2.0, which level)?
  - Question: Has the application been developed according to <naming some guidelines>?
  - Question: Is there any documentation on the Accessibility Status?
  - Question: What are the details of the accessibility standards that the product or service meets (for example, the W3C Web Content Accessibility Guidelines (WCAG) 2.0 AA) and what is the supporting evidence of the testing process undertaken to assess standards conformance?
  - Question: If the product or service supports web content creation, what is the evidence of level of support for the W3C Authoring Tool Accessibility Guidelines (ATAG) 2.0?
  - Question: What are the details of any areas where the product or service does not meet one of the above-referenced standards and what are any interim solutions or roadmap dates by which conformance will be achieved?
- Questions on Font
  - Question: Does the product fulfill the minimum font size (according to ISO 9241-303, 5.5.4)?
  - Question: Is it ensured that the font supports the text smoothing technique of the operating system for best possible legibility on screen?
  - Question: Do you comply with international standards in software ergonomics?
- Questions on Colors and Color Contrast
  - Question: Is there a minimum contrast for text (according to WCAG 2.1, 1.4.3)?
  - Question: Is color used as the only visual means of conveying information to identify an action, to initiate a reaction or to distinguish a visual element (according to WCAG 2.1, 1.4.1)?
  - Question: Is taken care that colors meet usual and cultural expectations (according to ISO 9241-125, 8.4.17, 8.4.10+11)?
- Questions on high contrast and high contrast themes
  - Question: Is information lost when activating high contrast mode of the Operating system (e.g. Windows) (according to ISO 9241-171, 10.4.2)?
  - Question: Is it possible to invert or reduce saturation by the application itself or by using corresponding operating system functions (according to ISO 9241-171, 10.4.2)?
- Questions on Scalability and Text Enlargement
  - Question: Can the application be increased without assistive technology up to 200% without loss of content or functionality (according to WCAG 2.1, 1.4.4)?
  - Question: For native Windows applications, is it ensured that the application supports the functionality 'Scale and Layout (dpi)' of the operating system to display dialogs or text larger than 100% without loss of content or functionality?

Introduction

Instead of asking for a VPAT, customers often send their own questionnaires (e.g. RfP of RfI).
The questionnaires created by customers are usually based on international regulations, like WCAG 2.0, WCAG 2.1, EN 301549, or ISO 9241, to name a few. Often, they contain a subset of these regulations, as well as additional questions from other sources.
How should these be answered?
We collected typical questions we have seen in such forms with suggested answers. In some cases, we added instructions which kind of information should be looked up and added / linked in addition. If asked in context of one or several specific products, we highly recommend to get the VPAT(s) and attach them to the answer.
Internally, please use the Accessibility Status Documents Self Service - Accessibility - Wiki@SAP to find the VPAT.

Should you encounter a question that can not be mapped to one contained in the collection below, please do not hesitate to contact us.

For an example how such an RfP by customer might look like, see example RfP with suggested answers.xlsx.

Questions on the general approach

Question: What is SAP's policy or commitment statement regarding electronic accessibility?

Answer:

Accessibility, or enabling everyone, including and especially those with disabilities, to access and use technology and information products, is a focal point for government and industry – and is one of the top priorities for SAP® on a global basis.
As a world-class provider of enterprise information technology, SAP is committed to furthering the cause of accessibility in the business community. The company has undertaken a range of initiatives and programs to enable individuals with disabilities to access SAP solutions. These included the creation of an accessibility competence center (ACC), establishment of an accessibility development plan, ongoing research into accessibility issues, cooperation with some of the leading corporations in computer accessibility and building relationships with organizations committed to making software accessible for all.
On the development front, SAP has laid the groundwork for the accessibility of SAP Applications by creating the SAP Accessibility Standard. This software and web-application standard is based on applicable Section 508 of the US Rehabilitation Act requirements and Web Content Accessibility Guidelines (WCAG 2.1) Level A&AA. SAP continues to monitor and adapt the SAP Accessibility Standard as needed, based on applicable standards. The SAP Accessibility Standard has been incorporated in the SAP Product Innovation Lifecycle so that available accessibility is built into the company's new products. All new development at SAP is expected to adhere as closely as possible to this standard.
As part of its ongoing commitment to accessibility, SAP has developed relationships with technology institutions, disability organizations, and private companies in order to stay abreast of developments in international accessibility standards. SAP is conducting research on the compatibility of its solutions with several existing assistive technologies, including voice recognition systems and natural language navigators, to improve accessibility of its products for individuals with disabilities.
SAP has been a leader in the development of enterprise software for over 30 years. While the vast majority of past development was development efforts, making its SAP Applications fully accessible is a major undertaking that involves both redeveloping existing components to incorporate accessibility into future versions of such components and building accessibility directly into all newly developed parts of the suite. SAP is taking a phased approach to addressing the accessibility of its solutions; the desired result being that new releases will over time meet the SAP Accessibility Standard.
To determine the order in which components are made accessible, SAP has created a prioritization based on frequency of use and demand. While the company also has to consider the technological difficulty of the redevelopment effort, in general, functions that are in the highest demand by our customers will be addressed first, ensuring that this effort has maximum impact on the greatest number of people as quickly as possible.
The accessibility enhancements made by SAP will be available to existing customers as routine upgrades in accord with SAP's standard maintenance program.

Question: Do your products meet accessibility standards, specifically WCAG 2.1 Level AA? Please provide evidence (e.g. Product VPATs) of what products are compliant against what standards.

Instruction:

If asked in context of one or several specific products, we highly recommend to get the VPAT(s) and attach them to the answer.
Internally, please use the Accessibility Status Documents Self Service - Accessibility - Wiki@SAP to find the VPAT.

Answer if question was in no product context:

Since Q4 2019, SAP's internal Accessibility Development Guidelines are oriented on WCAG 2.1 Level AA (before on WCAG 2.0 Level AA). SAP provides Accessibility Status Documents (VPAT®) for many products that reflect the status of conformance to the corresponding WCAG version at that time. A general statement of accessibility conformance across SAP's product portfolio cannot be given. The availability of such a document can be requested via accessibility@sap.com .

Answer, if VPAT is available and attached:

Since Q4 2019, SAP's internal Accessibility Development Guidelines are oriented on WCAG 2.1 Level AA (before on WCAG 2.0 Level AA). SAP provides Accessibility Status Documents (VPAT®) for many products that reflect the status of conformance to the corresponding WCAG version at that time. We included the VPATs for the relevant products within this RfP - The VPATs we are referring to are WCAG 2.1 Level AA and EN 301 549.

Question: Do you have an established process for including and monitoring accessibility in the development lifecycle? Please provide details of your strategy and approach, including staffing (noting whether internal or external consultants), tools and technologies, and testing methods.

Answer:

Accessibility is defined by internal development guidelines basically following WCAG 2.1 Level AA. These guidelines are embedded into SAP's development framework. Each Line of business have appointed accessibility experts which act as multipliers across SAP. Product teams can request an accessibility test at the central testing unit to learn about the actual accessibility conformance of their product.

Question: Do you have an accessibility function or team responsible for technical development? Describe its role in your organization.

Answer:

Yes, SAP established the Accessibility Competency Center in 2001. The ACC provides technical experts who support SAP development and standards experts who work with the accessibility standards bodies.

Question: Do you have a process in place for maintaining accessibility in products created by your company? Please provide a description of your processes for monitoring and maintaining accessibility, including any processes relating to the reporting of accessibility current state and remediation plans. If possible, please provide sample documentation demonstrating your standard accessibility monitoring and maintenance process.

Answer:

Instruction: See Roadmaps

Question: Describe the testing protocols you use to assess the accessibility of your product.

Answer:

SAP test software in a variety of ways both manually and by using automated testing. For manual testing we test using keyboard only, as well as using Color Contrast Analyzer and accessible technologies like JAWS. On mobile devices, VoiceOver (on iOS) and TalkBack (on Android) are used. We use AMP from level access for automated testing.
During development of internal development standards, we also run a broader testing environment using NVDA and Voiceover.

Question: Are you willing to enter into a contractual agreement that holds your company responsible for delivering products that comply with customer's Digital Accessibility Policy? Please carefully consider and comment on your company's ability to meet the policy and share any concerns.

Answer:

SAP targets at official accessibility standards and guidelines like WCAG 2.1 Level AA or EN 301 549 and laws and regulations following these standards. Thus, SAP does not guarantee the fulfillment of customers internal Accessibility guidelines.

Question: Can you provide live or prerecorded demonstrations of the accessibility of your product?

Answer:

SAP does not typically demonstrate software accessibility due to the configuration required for specific customers. We do provide detailed VPATs discussing accessibility and access to SAP subject matter experts.

Question: Has your company ever worked with accessibility as a functional requirement?

Answer:
Yes.

Question: What is your company's level of involvement with users with disabilities and use of assistive technology in conducting testing? Explain the conformance testing process and identify the range of disabilities and assistive technologies.

Answer:

SAP test software in a variety of ways including the use of accessible technologies like JAWS and Color Contrast Analyzer. On mobile devices, VoiceOver (on iOS) and TalkBack (on Android) are used. We do have users with disabilities in the organization who work in a variety of roles and contribute their experience as well as users that participate in the Accessibility Competence Center. The majority of software is tested in the central accessibility testing unit by SAP team members that are dedicated to and experienced in testing applications for accessibility.

Question: Do you have a programme (funding, staffing, resources) specifically allocated to building accessible products? Please describe your accessibility program elements in as much detail as possible, including budget, leadership, staff, and program offerings.

Answer:

SAP has several units dedicated to Accessibility, located either in product development and also in human resources. Product development has an Accessibility Competence Center (ACC), a network of Accessibility product standard experts in every line of business and an Accessibility Test Lab (ATL). The ACC defines SAPs internal Accessibility Development Guidelines including development tasks and test criteria and conducts trainings and consulting regarding Accessibility. The Accessibility Experts Network provides support for implementing accessibility into individual products. The Accessibility Test Lab acts as an product-independent test unit. All these units are integrated parts of SAP's development process. Additionally, new cross-unit programmes are in place fostering inclusive design principles and raising awareness for the benefits of a design for all approach.

Question: What experience do your developers have coding for accessibility?

Answer:

SAP established the Accessibility Competence Center. The team performs a number of different accessibility related tasks. There are technical experts who support SAP development and standards experts who work with the accessibility standards bodies. There also experts who work with our customers proving information, demonstrations, and VPATs. Please feel free to contact the Accessibility Competency Center with any questions about SAP Accessibility at sapaccessibility@sap.com.

Question: Does your company have a road map for accessibility going forward? If so, provide a general outline (e.g., goals, milestones).

Answer:

As a world-class provider of enterprise information technology, SAP is committed to furthering the cause of accessibility in the business community. The company has undertaken a range of initiatives and programs to enable individuals with disabilities to access SAP solutions. These included the creation of an accessibility competence center (ACC), establishment of an accessibility development plan, ongoing research into accessibility issues, cooperation with some of the leading corporations in computer accessibility and building relationships with organizations committed to making software accessible for all. On the development front, SAP has laid the groundwork for the accessibility of SAP Applications by creating the SAP Accessibility Standard. This software and web-application standard is based on applicable Section 508 of the US Rehabilitation Act requirements and Web Content Accessibility Guidelines (WCAG 2.1) Level A&AA. SAP continues to monitor and adapt the SAP Accessibility Standard as needed, based on applicable standards. The SAP Accessibility Standard has been incorporated in the SAP Product Innovation Lifecycle so that available accessibility is built into the company's new products. All new development at SAP is expected to adhere as closely as possible to this standard.

SAP has been a leader in the development of enterprise software for over 30 years. While the vast majority of past development was development efforts. Making its SAP Applications fully accessible is a major undertaking that involves both redeveloping existing components to incorporate accessibility into future versions of such components and building accessibility directly into all newly developed parts of the suite. SAP is taking a phased approach to addressing the accessibility of its solutions; the desired result being that new releases will over time meet the SAP Accessibility Standard.

To determine the order in which components are made accessible, SAP has created a prioritization based on frequency of use and demand. While the company also has to consider the technological difficulty of the redevelopment effort, in general, functions that are in the highest demand by our customers will be addressed first, ensuring that this effort has maximum impact on the greatest number of people as quickly as possible.

The accessibility enhancements made by SAP will be available to existing customers as routine upgrades in accord with SAP's standard maintenance program.

Question: Do your products offer innovative features that improve experiences for people with disabilities? Please describe those features and explain how you came to implement them.

Answer:

This depends on the product and the underlying technology. Newly released products come with characteristics of modern technologies and User Inzerfaces. Examples for that are modern UI themes that fulfill accessibility requirements or UIs with multichannel input (i.e. touch, mouse, keyboard). Also conversational interfaces are in place depending on the product and its purpose.

Question: Have you tested and/or developed your mobile apps (especially iOS and Android) with accessibility in mind?

Instruction:

If asked in context of one or several specific products, we highly recommend to get the VPAT(s) and attach them to the answer.
Internally, please use the Accessibility Status Documents Self Service - Accessibility - Wiki@SAP to find the VPAT.

Answer if question was in no product context:

SAP is testing a number of mobile apps using Voice Over on the IOS platform, and Talkback on the Android platform. The availability of such a document can be requested via accessibility@sap.com .

Answer, if VPAT is available and attached:

SAP is testing a number of mobile apps using Voice Over on the IOS platform, and Talkback on the Android platform. We included the VPATs for the relevant products within this RfP - The VPATs we are referring to are WCAG 2.1 Level AA and EN 301 549.

Question: What is SAP's approach to third party tools like <naming some tool> and what does SAP commit / not commit to?

Instruction:

Check if Note 2967114 - Assistive Tool Support of Web-Technology based SAP Products has been released. if so, you might wish to add a reference to it.

Answer:

SAP does not support tools but follows HTML standards, where the level of support is documented in the respective VPAT.

Addendum if one of the products involved uses SAP GUI for Windows:

There is only one exception for SAP GUI for Windows as we are only offering scripting for JAWS.

Question: If <customer> finds that there are changes that need to be made to web/mobile interfaces/apps, what guarantee can be made to the <customer> that these changes will be implemented to <customer>'s satisfaction prior to go-live/going forward?

Answer:

SAP cannot make forward looking statements regarding accessibility.

Question: If it is determined that the product or service is not fully accessible after the purchase, do you agree that remediation of the site or content will be done in a reasonable agreed-upon timeframe at no charge to <customer>?

Answer:

While the solutions proposed implement a number of accessibility features, they are currently not fully optimized for accessibility. The accessibility enhancements made by SAP will be available to existing customers as routine upgrades in accord with SAP's standard maintenance program.

Question: Will your company provide the indemnity (below) to protect the <customer> against legal action related to failures in accessibility?

Answer:

No.

Questions on compliance in general

The EN 301549 basically refers to WCAG 2.1, and WCAG 2.1 contains WCAG 2.0.
If the RfP contains questions referring to or citing one of these regulations, hand them the VPAT for the product(s) they ask for and refer to this VPAT.

Question: How does your company achieve compliance with IT accessibility standards?

Answer:

We continuously improve our SAP products against and test for:

- Web Content Accessibility Guidelines 2.1 (Level A and AA)
- Additionally, EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe

The current status is available in the VPATs, that are available for review upon request.

Question: What standards are followed for coding of interfaces, both for administrators and end-users, that are part of your product or service (if 508, what parts; if WCAG 2.0, which level)?

Answer:

We continuously improve our SAP products against and test for:

- Web Content Accessibility Guidelines 2.1 (Level A and AA)
- Additionally, EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe

The current status is available in the VPATs, that are available for review upon request.

Question: Has the application been developed according to <naming some guidelines>?

Instruction:

Please see https://wiki.wdf.sap.corp/wiki/display/Acc/Sales+and+Marketing for statements on many international regulations, like Web Content Accessibility Guidelines (WCAG), Section 508 [USA], BITV [Germany].

Answer:

We continuously improve our SAP products against and test for:

- Web Content Accessibility Guidelines 2.1 (Level A and AA)
- Additionally, EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe

The current status is available in the VPATs, that are available for review upon request.

Question: Is there any documentation on the Accessibility Status?

Instruction:

Refer to the VPAT of the product(s). You can find it in https://wiki.wdf.sap.corp/wiki/display/Acc/Accessibility+Status+Documents+Self+Service.
If no VPAT is found there or if it is clearly outdated, turn to the product responsible asking them to create and provide an up-to-date VPAT.

Answer, if VPAT is available and can be attached:

Yes, we have a documentation VPAT in place. We included the VPATs for the relevant products within this RfP - The VPATs we are referring to are WCAG 2.1 Level AA and EN 301 549.

Question: What are the details of the accessibility standards that the product or service meets (for example, the W3C Web Content Accessibility Guidelines (WCAG) 2.0 AA) and what is the supporting evidence of the testing process undertaken to assess standards conformance?

Instruction:

Refer to the VPAT of the product(s). You can find it in https://wiki.wdf.sap.corp/wiki/display/Acc/Accessibility+Status+Documents+Self+Service.
If no VPAT is found there or if it is clearly outdated, turn to the product responsible asking them to create and provide an up-to-date VPAT.

Answer, if VPAT is available and can be attached:

We have a documentation VPAT in place. We included the VPATs for the relevant products within this RfP - The VPATs we are referring to are WCAG 2.1 Level AA and EN 301 549.

Question: If the product or service supports web content creation, what is the evidence of level of support for the W3C Authoring Tool Accessibility Guidelines (ATAG) 2.0?

Answer, if the product does not provide web Content creation:

The product does not provide Web content creation.

Answer, if the product does provide web content creation:

We continuously improve our SAP products against and test for:

- Web Content Accessibility Guidelines 2.1 (Level A and AA)
- Additionally, EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe

These regulations partially reflect the ATAG 2.0.

The current status is available in the VPATs, that are available for review upon request.

Question: What are the details of any areas where the product or service does not meet one of the above-referenced standards and what are any interim solutions or roadmap dates by which conformance will be achieved?

Instruction:

Refer to the VPAT of the product(s). You can find it in https://wiki.wdf.sap.corp/wiki/display/Acc/Accessibility+Status+Documents+Self+Service.
If no VPAT is found there or if it is clearly outdated, turn to the product responsible asking them to create and provide an up-to-date VPAT.

Answer, if VPAT is available and can be attached:

We have a documentation VPAT in place. We included the VPATs for the relevant products within this RfP - The VPATs we are referring to are WCAG 2.1 Level AA and EN 301 549.

Addendum to Answer (Concur Only):

We do not provide roadmaps, but we do report quarterly on progress made toward more accessible interfaces.

Questions on Font

Question: Does the product fulfill the minimum font size (according to ISO 9241-303, 5.5.4)?

Instruction:

Customers sometimes ask for the compliance to a minimum font size or minimum character size. This topic does not form part of the WCAG 2.1. Consequently, an answer cannot be given. Please note that the font size requirement defines a viewing angle for the character height, and customers tend to rely on different viewing distances which results in a different character height in mm. Furthermore, some customers predefine the monitor's dpi in the question, going away from the monitor manufacturer's recommendation, which makes the question unfeasible, if not impossible, to answer.

Answer:

We continuously improve our SAP products against and test for WCAG 2.1 and EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe. These regulations do not contain requirements for minimum font size, but for text enlargement.

Addendum to Answer, if VPAT can be attached:

Please find the attached VPATs for WCAG 2.1 1.4.4 for details.

Question: Is it ensured that the font supports the text smoothing technique of the operating system for best possible legibility on screen?

Answer:

This is not being tested. It might not work as desired for all operating system / client combinations. Individual user interfaces (for example text rendered in maps or other graphical content) might have additional restrictions.

Question: Do you comply with international standards in software ergonomics?

Answer:

How SAP complies with sofware ergonomics is documented in this note:

107532 - SAP adheres to software ergonomic standards

107532 - SAP hält software-ergonomische Normen ein

Questions on Colors and Color Contrast

Question: Is there a minimum contrast for text (according to WCAG 2.1, 1.4.3)?

Answer, if VPAT can be attached:

There are gaps on certain controls as detailed in the respective VPAT entries.

Question: Is color used as the only visual means of conveying information to identify an action, to initiate a reaction or to distinguish a visual element (according to WCAG 2.1, 1.4.1)?

Answer, if VPAT can be attached:

There are gaps on certain controls as detailed in the respective VPAT entries.

Question: Is taken care that colors meet usual and cultural expectations (according to ISO 9241-125, 8.4.17, 8.4.10+11)?

Answer:

SAP follows in the use of color common industry standards and recommendations, but SAP software is not tested against referred standards. For accessibility reasons, colors are not used as only means to convey information. Gaps are reported in the attached VPATS for WCAG 2.1, 1.4.1 on a product level.

Questions on high contrast and high contrast themes

Question: Is information lost when activating high contrast mode of the Operating system (e.g. Windows) (according to ISO 9241-171, 10.4.2)?

Answer:

In fact, ISO 9241-171 10.4.2 says "Software that includes color schemes should provide color schemes designed for use by people who have disabilities". For the availability information on different color schemes / themes please find the VPATs attached on WCAG 2.1 1.4.3 and 1.4.6.

Question: Is it possible to invert or reduce saturation by the application itself or by using corresponding operating system functions (according to ISO 9241-171, 10.4.2)?

Instruction:

Search help.sap.com for information on theme in the product asked for, and add the result(s) to the answer.

Answer:

We consider the recommendations on minimal contrast in WCAG 2.1 1.4.3 as well as for high contrast in WCAG 2.1, 1.4.6. Please see the product's end user documentation for further details on the themes provided and see the product documentation on whether and how themes can be adapted.

Addendum to Answer, if VPAT can be attached:

Please find the attached VPATs for details.

Addendum to Answer, if the application was built with UI5:

See also the UI5 Theme Designer documentation for information how themes can be adapted.

Questions on Scalability and Text Enlargement

Question: Can the application be increased without assistive technology up to 200% without loss of content or functionality (according to WCAG 2.1, 1.4.4)?

Answer, if VPAT can be attached:

There are gaps on certain controls as detailed in the respective VPAT entries.

Question: For native Windows applications, is it ensured that the application supports the functionality 'Scale and Layout (dpi)' of the operating system to display dialogs or text larger than 100% without loss of content or functionality?

Instruction:

The below mentioned Frontend Requirement Document, SAP Note 1139953 , can be attached only for customers, not for prospects. Therefore, it is best to link it.

Answer:

This depends on your Operating System setting, which is flexible. SAP will respond accordingly. See SAP Note 1139953 for detailed explanation.

Question: Does the application react to the change of the window size by the user (responsive design)?

Answer:

Concerning the responsiveness on text enlargement WCAG 2.1, 1.4.4 as well as on small window size WCAG 2.1, 1.4.10 there are gaps on certain controls as detailed in the respective VPAT entries. The responsiveness on change of window size in general does not form part of WCAG 2.1 nor EN 301 549.

Question: Are there further user-specific settings (e.g. application specific font size settings) within the application?

Answer, if SAP WinGUi is used with product :

For SAP GUI for Windows, see SAP Note 1139953 .

Addendum to answer, if VPAT can be attached:

SAP Web Applications with Browser Zooming see VPAT.

Questions on keyboard operation

Question: Is all functionality of the content operable through a keyboard interface without requiring specific timings for individual keystrokes (according to WCAG 2.1, 2.1.1 + 2.1.2)?

Answer, if VPAT can be attached:

There are gaps on certain controls as detailed in the respective VPAT entries.

Question: Is the focus of UI elements always clearly visible for the user (according to WCAG 2.1, 2.4.7)?

Answer, if VPAT can be attached:

There are gaps on certain controls as detailed in the respective VPAT entries.

Question: Can the sequence of UI elements be controlled in a logical and technically plausible sequence (according to WCAG 2.1, 2.4.3)?

Answer, if VPAT can be attached:

There are gaps on certain controls as detailed in the respective VPAT entries.

Questions on Screen Reader Support

Question: Is the software able to provide the user all needed information about user interface elements via screen reader (according to WCAG 2.1, 1.3.1, 4.1.2)?

Answer, if VPAT can be attached:

There are gaps on certain controls as detailed in the respective VPAT entries.

Question: Which screen reader is primarily supported by the application in which version?

Answer, if VPAT can be attached:

For the type/manufacturer of screen reader and version used in test please also refer to VPAT - this is covered in the respective "Test Environment".

Questions on Language

Question: Is the application available in <customer>'s main language?

Instruction:

Questions on available languages can be answered only by the product and usually are visible in the product availability matrix.

Answer:

In general, we offer multiple languages such as (listed A-Z):
Bulgarian, Chinese (Simplified + Traditional), Croatian, Czech, Dutch, English, Finnish, French, German, Greek , Hindi, Hungarian, Indonesian, Italian, Japanese, Korean , Malay, Norwegian, Polish, Portuguese (Portugal + Brazil) Romanian, Russian, Serbian, Slovak, Slovenian, Spanish , Thai, Turkish, Ukrainian, Vietnamese, Welsh

Question: Can the language of the application be changed by the user?

Instruction:

Questions on available languages can be answered only by the product and usually are visible in the product availability matrix.

Answer:

We cover the changes for specific user settings in our Product Documentation.

Questions on Accessibility Widgets

Question: Is the Accessibility Icon mandatory to be configured on the customer's page?

Answer:

The icon refers to the European Accessibility Act, where central web entry pages shall give access to the accessibility information, accessibility statement, or help. This is not part of WCAG Success Criteria but a mandate to the public sectors in Europe that run web sites.