

# New Relic

## Voluntary Product Accessibility Template

Version 1.1

**Date:** September 16, 2016

**Name of Product Family:** New Relic Digital Intelligence Platform

**Applies to these Specific Products:** New Relic Application Performance Management (APM), New Relic Browser, New Relic Mobile, New Relic Synthetics, New Relic Insights, New Relic Infrastructure, New Relic Plugins

### Summary Table

#### Voluntary Product Accessibility Template

<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
Section 1194.21 <a href="#">Software Applications and Operating Systems</a>	Supports	
Section 1194.22 <a href="#">Web-based Internet Information and Applications</a>	Supports with exceptions	See VPAT for detail
Section 1194.23 <a href="#">Telecommunications Products</a>	Not applicable	
Section 1194.31 <a href="#">Functional Performance Criteria</a>	Supports	
Section 1194.41 <a href="#">Information, Documentation and Support</a>	Supports	

## Section 1194.21 Software Applications and Operating Systems – Detail Voluntary Product Accessibility Template

Criteria	Supporting features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports	New Relic agents are managed via CLI and text-based configuration files
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	New Relic agents do not disrupt or disable features of their host systems
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Not applicable	
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Not applicable	
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning	Not applicable	

assigned to those images shall be consistent throughout an application's performance.		
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	Normal UNIX CLI conventions apply
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	New Relic agents do not modify their host operating systems
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not applicable	
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Not applicable	
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not applicable	
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	New Relic agents do not use flashing or blinking text
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Not applicable	

## Section 1194.22 Web-based Internet information and applications – Detail

### Voluntary Product Accessibility Template

<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with exceptions	Charts do not have text equivalents. Images which provide design flavor but not informational content do not have text equivalents.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	N/A	New Relic products have no multimedia presentations
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports with exceptions	Charts and traffic lights use color, but colors have been designed for usability by users with color blindness.  In charts, mouse interactions allow users to distinguish between series without relying on colors.  Traffic lights have hover states or alt text which convey the meaning without relying on the color.

(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	We use stable, semantic markup to structure web documents. Style sheets help to interpret the data, but are not required to do so.
(e) Redundant text links shall be provided for each active region of a server-side image map.	N/A	New Relic products have no server-side image maps
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Supports	In those rare cases where image maps are required, we only use client-side image maps
(g) Row and column headers shall be identified for data tables.	Supports	We use th tags for row/column headers
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supports	We use colgroup tags to associate shared headers with their columns
(i) Frames shall be titled with text that facilitates frame identification and navigation	N/A	New Relic products do not use frames
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	In-page data is updated on a one-minute cadence
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Does not support	
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive	Supports with exceptions	Some advanced features (e.g. service maps) do not provide text alternatives

Technology.		
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	N/A	New Relic products do not use applets or plug-ins for content
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	Forms are built with full keyboard support, and use markup like label tags to associate field labels with the fields themselves.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports with exceptions	Some New Relic products (Insights, Synthetics, Alerts, Infrastructure, documentation) do not support this requirement. Some (APM, Browser, Mobile) provide skip links in the markup that are invisible to normal browsers but are read by screen reading software.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	The only time-sensitive UI feature we have is a session timeout feature that prompts the user to prevent themselves from being logged out. In this situation, the user may indicate they need more time by choosing to remain logged in.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

## Section 1194.31 Functional Performance Criteria – Detail

### Voluntary Product Accessibility Template

<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports	New Relic agents (managed via CLI) and the New Relic in-browser products all support the use of assistive technology
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	New Relic agents (managed via CLI) and the New Relic in-browser products all support the use of assistive technology
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Not applicable	
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not applicable	



<p>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.</p>	<p>Not applicable</p>	
<p>(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.</p>	<p>Supports</p>	<p>Typical mouse and keyboard inputs (and assistive alternatives) are fully supported</p>

## Section 1194.41 Information, Documentation and Support – Detail

### Voluntary Product Accessibility Template

<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Documentation is available via the web, so the full range of usual assistive technologies (such as screen readers) can be used. Product support via email and forums is available to all users. Phone support is available when included in the product contract.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	The VPAT is available via PDF upon request.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support assistance is available via web documentation, web forums and email for all users. Phone support is available when included in the product contract.