

Section 508 Compliance

Voluntary Product Accessibility Template (VPAT v1.3)

Symantec™ Endpoint Encryption Full Disk version 8.2

February 6, 2012

Symantec Corporation Statement

Symantec Corporation acknowledges that proper compliance with the accessibility standards of the Workforce Rehabilitation Act is important to users who have visual, auditory and mobility impairments. Symantec is committed to providing everyone within these affected groups accessibility with our products in the areas of user interface design and the addition of assistive technologies.

About the Rehabilitation Act

In 1998, the US Congress amended the Workforce Rehabilitation Act to require Federal agencies to make their electronic and information technology accessible to people with disabilities. Inaccessible technology interferes with an individual's ability to obtain and use information quickly and easily. Section 508 was enacted to eliminate barriers in information technology, to make available new opportunities for people with disabilities, and to encourage development of technologies that will help achieve these goals. The law applies to all Federal agencies when they develop, procure, maintain, or use electronic and information technology. Under Section 508, agencies must give disabled employees and members of the public access to information that is comparable to the access available to others.

About Symantec Corporation

Symantec is a global leader in providing security, storage and systems management solutions to help our customers – from consumers and small businesses to the largest global organizations – secure and manage their information against more risks at more points, more completely and efficiently than any other company. Our company's unique focus is to eliminate risks to information, technology and processes independent of the device, platform, interaction or location.

<http://www.symantec.com/>

Introduction

The purpose of the Voluntary Product Accessibility Template, or VPAT, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology" products and services with features that support accessibility. It is assumed and recommended that officers will provide additional contact information to facilitate more detailed inquiries. The VPAT below describes features of Symantec Endpoint Encryption Full Disk 8.2 establishing compliance with Section 508 of the Americans with Disabilities Act. This explains how the product complies, provides appropriate accessibility features, and works with the accessibility capabilities of the underlying Windows operating systems.

Many features of Symantec Endpoint Encryption Full Disk 8.2 are embedded in the operating system. Symantec Endpoint Encryption Full Disk 8.2 provides an encrypted disk drive used within the operating system as any other volume would be used. As a result, by its very nature, Symantec Endpoint Encryption Full Disk 8.2 provides the same Section 508 compliance as the underlying system.

Summary Table

| Criteria | Supporting Features | Remarks and explanations |
|---|--------------------------|---|
| Section 1194.21 Software Applications and Operating Systems | Supports with Exceptions | Refer to Section 1194.21 |
| Section 1194.22 Web-based Internet Information and Applications | Not Applicable | Software is not considered a Web-based Internet product |
| Section 1194.23 Telecommunications Products | Not Applicable | Software is not considered a telecommunications product |
| Section 1194.24 Video and Multi-media Products | Not Applicable | Software is not considered a video or multi-media product |
| Section 1194.25 Self-Contained, Closed Products | Not Applicable | Software is not considered a self-contained or closed product |
| Section 1194.26 Desktop and Portable Computers | Not Applicable | Software is not considered a computer |
| Section 1194.31 Functional Performance Criteria | Supports with Exceptions | Refer to Section 1194.31 |
| Section 1194.41 Information, Documentation and Support | Supports with Exceptions | Refer to Section 1194.41 |

Section 1194.21 Software Applications and Operating Systems

| 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 | |
| (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 | |
| (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. | Supports | |
| (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. | Supports with Exceptions | <p>Windows user interface components support readily available AT, including JAWS version 9.0.2152 or later.</p> <p>The pre-Windows operating system requires a user to respond to an authentication dialog. Audio cues are provided through the computer's internal speaker to escort the user through the pre-Windows logon process. Password and token-based authentication are supported with audio cues. Audio cues provide information for the user on the system state throughout the user logon</p> |

| Criteria | Supporting Features | Remarks and explanations |
|---|---------------------|--|
| | | process: 1. Audio cues enabled 2. Cursor in User Name field 3. Cursor in Password field 4. Cursor in PIN field (token users) 5. Successful logon 6. Unsuccessful logon 7. Logon delay active 8. Logon process re-started |
| (e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance. | Supports | |
| (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 | |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | Supports | |
| (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 | No animation is used |
| (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. | Supports | |
| (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 | No such adjustments are provided |
| (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 | |
| (l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required | Supports | |

| Criteria | Supporting Features | Remarks and explanations |
|---|---------------------|--------------------------|
| for completion and submission of the form, including all directions and cues. | | |

Section 1194.31 Functional Performance Criteria

| Criteria | Supporting Features | Remarks and explanations |
|---|--------------------------|---|
| (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 with Exceptions | <p>Windows user interface components support readily available AT, including JAWS version 9.0.2152 or later.</p> <p>The pre-Windows operating system requires a user to respond to an authentication dialog. Audio cues are provided through the computer's internal speaker to escort the user through the pre-Windows logon process. Password and token-based authentication are supported with audio cues. Audio cues provide information for the user on the system state throughout the user logon process:</p> <ol style="list-style-type: none"> 1. Audio cues enabled 2. Cursor in User Name field 3. Cursor in Password field 4. Cursor in PIN field (token users) 5. Successful logon 6. Unsuccessful logon 7. Logon delay active 8. Logon process re-started |
| (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 with Exceptions | <p>Windows user interface components support readily available AT, including JAWS version 9.0.2152 or later.</p> <p>The pre-Windows operating system requires a user to respond to an authentication dialog. Audio cues are provided through the computer's internal speaker</p> |

| Criteria | Supporting Features | Remarks and explanations |
|--|--------------------------|--|
| | | <p>to escort the user through the pre-Windows logon process. Password and token-based authentication are supported with audio cues. Audio cues provide information for the user on the system state throughout the user logon process</p> <ol style="list-style-type: none"> 1. Audio cues enabled 2. Cursor in User Name field 3. Cursor in Password field 4. Cursor in PIN field (token users) 5. Successful logon 6. Unsuccessful logon 7. Logon delay active 8. Logon process re-started |
| (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 | Supports | A non-audio graphical user interface that supports standard input (e.g. keyboard and mouse) is provided in the pre-Windows and Windows environments. |
| (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. | Supports with exceptions | <p>Audio information is never used to the exclusion of a graphical user interface in the product.</p> <p>Audio can be used to supplement the graphical user interface in the pre-Windows operating system. See Section 1194.31(a).</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. | Supports | A non-audio graphical user interface that supports standard input (e.g. keyboard and mouse) is provided in the pre-Windows and Windows environments. |
| (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. | Supports | Fine motor control is not required within the user interface of this product. |

Section 1194.41 Information, Documentation and Support

| Criteria | Supporting Features | Remarks and explanations |
|---|--|---|
| (a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge | Supports | Product documentation is provided in Adobe Acrobat format which supports readily available AT including Adobe Acrobat Read Out Loud. |
| (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 | |
| (c) Support services for products shall accommodate the communication needs of end-users with disabilities. | Supports through Equivalent Facilitation | End user support is not provided. The company offers support services to IT administrators using voice, Web, and e-mail communications, all of which are operable by persons with disabilities. |