

# Industrial Security 508 Compliance

## Tenable Accessibility Conformance Report

### VPAT® Version 2.1

**Product:** Industrial Security

**Description:** Industrial Security provides an up-to-date inventory of systems and applications and their vulnerabilities to help organizations understand their Operational Technology (OT) cyber exposure and protect operational performance. An OnPrem solution, purpose-built for the converged IT/OT environment; the solution uses passive monitoring to provide safe and reliable insight – so you know what you have and what is vulnerable. Covering a wide range of ICS, SCADA, and traditional IT systems, Industrial Security helps IT and OT security, plant operations, and compliance teams enhance security, improve asset protection and strengthen regulatory compliance.

**Date:** May 14, 2019

**Contact Information:** [compliance@tenable.com](mailto:compliance@tenable.com)

**Evaluation methods used:** Testing is based on general product knowledge along with manual testing using assistive technologies such as text to speech.

#### Applicable Standards/Guidelines:

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

| Standard/Guideline   | Included In Report                             |
|--|--|
| Web Content Accessibility Guidelines 2.0, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>   | Level A: Yes<br>Level AA: Yes<br>Level AAA: No |
| Section 508 as published in 2017, at <a href="http://www.Section508.gov">http://www.Section508.gov</a>   | Yes  |
| EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a> | 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.
- **Supports with Exceptions:** 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 be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

Table 1: Success Criteria, Level A

| Criteria  | Conformance Level | Remarks and Explanations  |
|---|-------------------|---|
| <p><b><u>1.1.1 Non-text Content</u></b> (Level A)<br/>           Also applies to:<br/>           2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                                       | Does Not Support  | Description and aria-* properties are widely available but have not yet been fully implemented. Future product releases will continue to expand on our focus and functionality with adaptive technologies, including but not limited to Assistive Technology. |
| <p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b><br/>           (Level A)<br/>           Also applies to:<br/>           2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Not Applicable    |   |
| <p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)<br/>           Also applies to:<br/>           2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                                 | Not Applicable    |   |
| <p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)<br/>           Also applies to:<br/>           2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Not Applicable    |   |
| <p><b><u>1.3.1 Info and Relationships</u></b> (Level A)<br/>           Also applies to:<br/>           2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                                 | Does Not Support  | The frontend does not provide <i>name</i> and <i>for</i> attributes for form inputs and labels.   |
| <p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)<br/>           Also applies to:<br/>           2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>  | Does Not Support  | There is no specific design structure for this sequence; it may be correct, but it should not be expected to be.  |

| Criteria  | Conformance Level        | Remarks and Explanations  |
|---|--------------------------|---|
| <ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  |                          |   |
| <p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Does Not Support         | Not all icons have a non-visual indication of current state or how to operate.  |
| <p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>            | Supports with Exceptions | Text accompanies color coding for critical information such as rating levels. Color coding is used to aid in identifying some critical functions, but this is used as an enhancement and is not the only means to identify the information. However, some severity indicator dots are color only. |
| <p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>           | Not applicable           |   |
| <p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                | Does Not Support         | There are a number of functions the user cannot control with a keyboard alone, for example you cannot target or toggle alerts or user menu with just keyboard. What areas are controllable are not indicated to the user (no outlining or highlighting while tabbing through a menu, etc.).       |
| <p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>        | Supports                 | If the user navigates to a particular form field via tabbing, the user can navigate away via tabbing as well. This is not a designed element, however, but a default behavior as provided by the user's browser.  |
| <p><b>2.2.1 Timing Adjustable</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                               | Does Not Support         | The user will be logged out when the session expires and there is no warning or option to extend the session.   |

| Criteria   | Conformance Level        | Remarks and Explanations  |
|--|--------------------------|---|
| <p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)<br/> Also applies to:<br/> 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Supports                 | The application does make use of auto-updating pages and does not provide a way to pause or stop the auto-update; however, they are part of activities that are essential, such as providing a running scan status.   |
| <p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)<br/> Also applies to:<br/> 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>  | Not applicable           | The product does not include the use of flashing or blinking text, objects or other elements.   |
| <p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)<br/> Also applies to:<br/> 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Supports with Exceptions | The product does not use a repetitive navigation section. However, the file plan location is repeated on every page and this is a concatenation of clickable file plan locations (along the path through the file plan hierarchy). When using a tab key to select a link, this section will be selected as the final selection. |
| <p><b><u>2.4.2 Page Titled</u></b> (Level A)<br/> Also applies to:<br/> 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Supports                 | Page titles are descriptive and are updated on navigation change.   |
| <p><b><u>2.4.3 Focus Order</u></b> (Level A)<br/> Also applies to:<br/> 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Supports with Exceptions | The majority of our content is accessible in a consistent order due to the default behavior provided by the user's browser. This is not intentionally enforced and there are exceptions; for example, you cannot tab through to different sections of the topographical display.  |
| <p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)<br/> Also applies to:<br/> 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Supports                 | The purpose of links are understandable from their text or context.   |

| Criteria  | Conformance Level        | Remarks and Explanations   |
|---|--------------------------|--|
| <p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>       | Does Not Support         | The product does not have any i18n support and do not list what language is currently displayed for a programmatic determination.  |
| <p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>               | Does Not Support         | Per the section referenced here, a change of context includes a change of the viewport on focus change. Our forms will scroll the viewport if they extend outside of the current size.                 |
| <p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>               | Supports                 | Input changes do not affect context.   |
| <p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Supports with Exceptions | Errors are identified but the error message may be generic.  |
| <p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports                 | The product provides labels or instructions when content requires user input.  |
| <p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                | Supports                 | The product uses proper coding standards for tag closing and nesting.  |
| <p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>                                      | Supports with Exceptions | There is not a way to programmatically determine all of these attributes that are common to all user interface components. While there are some cases where there may be common attributes provided on |

| Criteria   | Conformance Level | Remarks and Explanations  |
|--|-------------------|---|
| <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul> |                   | individual or groups of components, it is not common across the entire application. |

**Table 2: Success Criteria, Level AA**

| Criteria  | Conformance Level | Remarks and Explanations  |
|---|-------------------|---|
| <p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)<br/>           Also applies to:<br/>           2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                 | Not Applicable    |   |
| <p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)<br/>           Also applies to:<br/>           2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Not Applicable    |   |
| <p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)<br/>           Also applies to:<br/>           2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>              | Does Not Support  | Not all large-scale text and/or images of large-scale text have a contrast ratio of at least 3:1. |
| <p><b><u>1.4.4 Resize text</u></b> (Level AA)<br/>           Also applies to:<br/>           2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                     | Does Not Support  | Some user input elements disappear when the page is zoomed to 200%.                               |
| <p><b><u>1.4.5 Images of Text</u></b> (Level AA)<br/>           Also applies to:<br/>           2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                  | Supports          | The application does not use images of text.  |

| Criteria  | Conformance Level        | Remarks and Explanations   |
|---|--------------------------|--|
| <p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>         | Supports                 |  |
| <p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Supports                 | All form fields have labels or placeholder text that describes the purpose. All tables have descriptive headers.   |
| <p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Supports with Exceptions | Focus, as provided through the HTML5 user interface, is dependent on the browser used to render each web page in the application. Assistive Technology can be used with a supported web browser to track focus and focus changes; however, as you tab through the page, some items such as menus do not highlight. |
| <p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Not Applicable           | The product does not support changing the display language.  |
| <p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Supports                 | The application’s navigation renders in the same order each time it is displayed.  |
| <p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:<br/>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> </ul>  | Supports                 | Components used for the same purpose are consistently identified in the application. Similar components that serve   |



| Criteria   | Conformance Level        | Remarks and Explanations  |
|--|--------------------------|---|
| <ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>  |                          | different functions are identified differently from each other.   |
| <p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)<br/> Also applies to:<br/> 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                               | Supports with Exceptions | When a form is filled out in error, the erroneous field will be highlighted in red. The feedback of what specifically relates to the error is not always clear. |
| <p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b><br/> (Level AA)<br/> Also applies to:<br/> 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Not Applicable           |   |

## 2017 Section 508 Report

### Chapter 3: Functional Performance Criteria (FPC)

| Criteria   | Conformance Level | Remarks and Explanations  |
|--|-------------------|---|
| 302.1 Without Vision   | Does Not Support  | The product does not have screen reader support.  |
| 302.2 With Limited Vision                                      | Does Not Support  | The product does not have screen reader support.  |
| 302.3 Without Perception of Color                              | Supports          | Text accompanies color coding for critical information such as rating levels. Color coding is used to aid in identifying some critical functions, but this is used as an enhancement and is not the only means to identify the information. However, some severity indicator dots are color only. |
| 302.4 Without Hearing  | Not Applicable    | The product does not use an audible mode of operation.  |
| 302.5 With Limited Hearing                                     | Not Applicable    | The product does not use an audible mode of operation.  |
| 302.6 Without Speech   | Not Applicable    | The product does not use speech for input, control, or operation.   |
| 302.7 With Limited Manipulation                                | Supports          | Only mouse and keyboard interaction is required. This interaction does not require simultaneous actions nor time sensitive interaction.   |
| 302.8 With Limited Reach and Strength                          | Supports          | Only mouse and keyboard interaction is required. This interaction does not require simultaneous actions nor time sensitive interaction.   |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Does Not Support  | The application does not include features that would assist those with limited language, cognitive, or learning abilities. There is documentation available as well as customer support.  |

## Chapter 4: Hardware

Does not apply

## Chapter 5: Software

| Criteria  | Conformance Level                    | Remarks and Explanations   |
|---|--------------------------------------|--|
| 501.1 Scope – Incorporation of WCAG 2.0 AA            | See <a href="#">WCAG 2.0</a> section | See information in WCAG section  |
| <b>502 Interoperability with Assistive Technology</b> |                                      |  |
| 502.2.1 User Control of Accessibility Features        | Supports with Exceptions             | The product is browser-based, therefore the browser that is used will determine how well the application interacts with other applications. Internet Explorer supports Windows Accessibility features and additional features that make Internet Explorer more accessible for people with disabilities. Firefox and Google Chrome also support features that make them more accessible for people with disabilities. |
| 502.2.2 No Disruption of Accessibility Features       | Does Not Support                     | The application does not intentionally disrupt any accessibility features; however, it is not intentionally designed to avoid disruption either.   |
| <b>502.3 Accessibility Services</b>                   |                                      |  |
| 502.3.1 Object Information                            | Does Not Support.                    | The application does not intentionally support programmatic determination of object information, such as role.   |
| 502.3.2 Modification of Object Information            | Supports with Exceptions             | While not intentionally provided, browsers that support accessibility features that allow for programmatic   |

| Criteria                           | Conformance Level        | Remarks and Explanations  |
|------------------------------------|--------------------------|---|
|                                    |                          | modification of object information will work with the application.  |
| 502.3.3 Row, Column, and Headers   | Supports                 | Column headers are present and allow for sorting when tables are used. Header cells and data cells are properly identified in markup.   |
| 502.3.4 Values                     | Supports with Exceptions | While not intentionally provide, browsers that support accessibility features that allow programmatic retrieval of object values will work with the application.  |
| 502.3.5 Modification of Values     | Supports with Exceptions | While not intentionally provided, browsers that support accessibility features that allow for programmatic modification of values will work with the application.   |
| 502.3.6 Label Relationships        | Supports                 | For fields are displayed in a logical tab order and all information necessary to properly complete the form is viewable on the page or within the structural markup.  |
| 502.3.7 Hierarchical Relationships | Does Not Support         | Element and component role, label, association and relationship (parent/child) are not programmatically determinable.   |
| 502.3.8 Text                       | Supports with Exceptions | Textual information can be provided through operating system functions, but some limitations exist for displaying text as rendered by the application. This may depend on the browser that is used to access the product. Any ability found supported with this is purely incidental. |

| Criteria                              | Conformance Level        | Remarks and Explanations  |
|---------------------------------------|--------------------------|---|
| 502.3.9 Modification of Text          | Supports with Exceptions | While not intentionally provided, browsers that support accessibility features that allow for programmatic modification of text will work with the application.   |
| 502.3.10 List of Actions              | Does Not Support         | There is no common or application wide way of programmatically determining a list of allowable actions.   |
| 502.3.11 Actions on Objects           | Does Not Support         | Not all objects can be acted on through assistive technologies.   |
| 502.3.12 Focus Cursor                 | Supports with Exceptions | Focus, as provided through the HTML5 user interface, is dependent on the browser used to render each web page in the application. Assistive Technology can be used with a supported web browser to track focus and focus changes. |
| 502.3.13 Modification of Focus Cursor | Supports with Exceptions | While not intentionally provided, browsers that support accessibility features that allow for programmatic modification of the focus cursor will work with the application.   |
| 502.3.14 Event Notification           | Does Not Support         | The application does not provide event notification for consumption by assistive technology.  |
| 502.4 Platform Accessibility Features | Does Not Support         | There is no in-application ability to manipulate or configure any of these factors.   |
| <b>503 Applications</b>               |                          |   |
| 503.2 User Preferences                | Does Not Support         | The application does not provide these user preferences.  |

| Criteria  | Conformance Level | Remarks and Explanations                   |
|---|-------------------|--|
| 503.3 Alternative User Interfaces                             | Does Not Support  | No alternative user interface is provided. |
| <b>503.4 User Controls for Captions and Audio Description</b> | Not applicable    | Product does not use audio                 |
| <b>504 Authoring Tools</b>                                    | Not applicable    | Product is not an authoring tool.          |

## Chapter 6: Support Documentation and Services

| Criteria   | Conformance Level                    | Remarks and Explanations   |
|--|--------------------------------------|--|
| <b>601.1 Scope</b>   |                                      |  |
| <b>602 Support Documentation</b>                                 |                                      |  |
| 602.2 Accessibility and Compatibility Features                   | Supports                             | A description of accessibility and compatibility product features will be made available in PDF, Microsoft Word, HTML, or ASCII text format upon request, at no additional charge. |
| 602.3 Electronic Support Documentation                           | See <a href="#">WCAG 2.0</a> section | See information in WCAG section  |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports                             | Product support documentation is publicly provided in PDF format, and will be made available in Microsoft Word, HTML, or ASCII text format upon request, at no additional charge.  |
| <b>603 Support Services</b>                                      |                                      |  |

| Criteria  | Conformance Level | Remarks and Explanations   |
|---|-------------------|--|
| 603.2 Information on Accessibility and Compatibility Features | Supports          | Tenable provides several support service options for end-users with disabilities, including email, telephone, instant messaging, and a web-based ticketing system. |
| 603.3 Accommodation of Communication Needs                    | Supports          | Tenable provides several support service options for end-users with disabilities, including email, telephone, instant messaging, and a web-based ticketing system. |