The SAP Accessibility Standard

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SAP cares about the needs of its customers and communities and strives for making its products more accessible to people with disabilities. Regarding accessibility, the software development at SAP is based on clearly defined requirements and processes, which are described in the internal SAP Accessibility Standard. The SAP Accessibility Standard was first introduced in 2002.

Origin of Requirements

The SAP Accessibility Standard has been adapted over the years when certain new regulations were passed, for example the level A and AA requirements of Web Content Accessibility Guidelines (WCAG) 2.0 have been incorporated. Currently the SAP Accessibility Standard reflects the base principles of the US Rehabilitation Act Section 508 and on the Web Content Accessibility Guidelines (WCAG) 2.0 (level A and AA) and BITV 2.0 requirements according to WCAG 2.0 level A und AA.

It is a technology-independent standard; this means that programs/projects at SAP can use this standard, no matter which technologies are implemented.

It is very important for SAP that all requirements in the SAP Standard are formulated as clearly and precisely as possible so that they can be understood easily by the target audience responsible for applying them (for example developers and testers). With this in mind, often the sometimes abstract formulations found in legislation and guidelines were replaced with SAP's own choice of words.

Other Documents Accompanying the Standards

The SAP Accessibility Standard Requirement Document is a central document that consolidates all accessibility requirements that apply at SAP. This Standard Requirement Document is then used as a basis for more specific documents relevant to the technology or technologies employed by a particular development team. Developers are therefore provided with the precise information they need for their project. Further support comes from additional guidelines that use screenshots and code examples to illustrate the requirements, making the efficient and focused development even easier.

Finally, special checklists are available for testing in detail which requirements were implemented. At SAP, we run both manual and automated tests.

Processes

Experts have been working on the Accessibility Standard and maintained and created processes around the standard (SAP's Accessibility Testing Process, Accessibility Status Document Creation Process, and Processes about planning of accessibility in the development and about reporting).

The Accessibility Standard is one of 14 product standards at SAP, all of them being a foundation for development projects. Their goal is to achieve high quality products. With the definition of the Product Standard Requirements for Accessibility, all quality related aspects are well defined:

- The major topics, how to make software accessible for all target user groups
- The guidelines, how to enable the major topics using a concrete UI technology
- The guidelines, how to test the enablement of the major topics in concrete products
- The reporting template to publish the test results to customers.

Related and Background Links

- SAP's Accessibility Product Status Documents

- Accessibility and User Experience
- Accessibility on SAP's Service Marketplace