ServiceNow Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Product Name: ServiceNow® Vaccine Administration Management

Product Version Number: 3.0

Report Date: February 2021

Vendor Company Name: ServiceNow

Vendor Contact Name: ServiceNow Compliance

Vendor Contact information: compliance@servicenow.com

Report Date: February 2021

Product Description: The ServiceNow Vaccine Administration Management application enables organizations, such as governments and healthcare providers, to create and manage vaccination programs. Vaccine recipients can visit a

self-service portal to review and provide privacy consent, use the knowledge base or Virtual Agent to address common questions, and self-schedule their appointment after responding to an eligibility questionnaire. Providers can schedule appointments for groups of eligible recipients, notify citizens and patients, administer and record vaccinations, and manage vaccination tasks.

Notes: This is a web-only application. The information contained in this report applies to the Paris release.

Evaluation Methods Used: The ServiceNow Vaccine Administration Management application was evaluated using Chrome, Safari, and Edge Chromium. Assistive technologies used in this evaluation included NVDA, JAWS, and VoiceOver as well as exclusive use of the keyboard to navigate and operate the product content and functionality.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)

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Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(Yes)

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.

- **Partially Supports**: 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.x Report

Tables 1 and 2 also document conformance with:

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- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	The product provides alternative text for most informative and functional images, such as the "QR code" and "Virtual Agent Chat." Many images that are used decoratively have been hidden from screen readers. **Exceptions include:** • Some decorative images have alternative text. • Within the Schedule appointment email, there is no alternative text on the QR image.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Not Applicable	This product does not contain prerecorded audio-only or video-only media.

Criteria	Conformance Level	Remarks and Explanations

• 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)		

1.2.2 Captions (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.1.2.2 (Web)
    • 10.1.2.2 (Non-web document)
    • 11.1.2.2 (Open Functionality Software)
    • 11.1.2.2 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Not Applicable	This product does not contain prerecorded synchronized media.

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.1.2.3 (Web)
    • 10.1.2.3 (Non-web document)
    • 11.1.2.3.1 (Open Functionality Software)
    • 11.1.2.3.2 (Closed Software)
    • 11.8.2 (Authoring Tool)
	Not Applicable	The site does not contain prerecorded video content that would require audio description or a media alternative.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 11.1.3.1.1 (Open Functionality Software) 11.1.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Most visual structure and relationship information is supported using headings, landmarks, lists, and labels. For example, in the "Schedule your vaccination" page, labels are programmatically associated with their inputs, grouped radio buttons have group labels, and error messages reference the label name. **Exceptions include:** - Some inputs do not have a persistent visible label. - Some visual headings are not marked up as headings. - When using a screen reader, calendar components announce the incorrect date. - Vaccine Appointments List includes a table header which is not programmatically associated with the data.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software)	Supports	The product presents content in a meaningful sequence.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Instructions do not rely solely on sensory characteristics.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software)	Supports	Product content and functionality does not convey information through color alone.

Criteria	Conformance Level	Remarks and Explanations
• 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The product does not contain audio that plays automatically.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document)	Partially Supports	Most product functionality can be operated through a keyboard interface. **Exceptions include:** • The date picker includes controls for selecting a month which are not accessible by keyboard. An alternative method is available through an adjacent text input.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Support	The product does not include keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web)	Not Applicable	The site does not provide character key shortcuts.

Criteria	Conformance Level	Remarks and Explanations
• 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	The product will log users out after 30 minutes of inactivity and does not provide a notification to extend the session.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software)	Supports	The product does not include elements that move, blink, scroll, or auto-update.

Criteria	Conformance Level	Remarks and Explanations
11.2.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria 9.2.3.1 (Web) 10.2.3.1 (Non-web document) 11.2.3.1 (Open Functionality Software) 11.2.3.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria 9.2.4.1 (Web) 10.2.4.1 (Non-web document) – Does not apply	Supports	The product provides skip links, headings, and landmarks as means for bypassing blocks of content.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product's pages contain descriptive titles.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web)	Partially Supports	Most of the product's components receive focus in a meaningful order. Exceptions include: • Focus is not maintained within the Cancellation modal of Patient Portal.

Criteria	Conformance Level	Remarks and Explanations
10.2.4.3 (Non-web document) 11.2.4.3 (Open Functionality Software) 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		- When the Cancellation modal opens, focus is placed on the last interactive element instead of the first. - When opening virtual agent, the chat window is not the next tab stop. - Focus is misplaced when opening and closing Virtual Agent.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria 9.2.4.4 (Web) 10.2.4.4 (Non-web document) 11.2.4.4 (Open Functionality Software) 11.2.4.4 (Closed Software 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	The purpose of each link in the Product can be determined from the link text alone or from the programmatic context of the link.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria	Not Applicable	This product does not rely on multipoint or path-based gestures.

Criteria	Conformance Level	Remarks and Explanations
• 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Functions that use a single pointer are completed when the user releases the pointer.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool)	Partially Supports	The accessible names of most of the product's controls contain the text of their visible labels. **Exceptions Include:** • Within the "Vaccine Appointment List" of Clinician Portal, the link labels under the "Appointment" column are excluded from the accessible name.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	The product does not have functionality operated by device motion or user motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	The default language of the product is identified using the lang attribute in the html element.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The products components do not initiate a change of context when focused.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Supports	Changes of context do not occur automatically on user input.

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Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		

3.3.1 Error Identification (Level A)
Also applies to:
EN 301 549 Criteria
  • 9.3.3.1 (Web)
  • 10.3.3.1 (Non-web document)
  • 11.3.3.1.1 (Open Functionality Software)
  • 11.3.3.1.2 (Closed Software)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Supports	Where errors are automatically detected, the error is identified, and an error message is provided as text.

3.3.2 Labels or Instructions (Level A)
Also applies to:
EN 301 549 Criteria
  • 9.3.3.2 (Web)
  • 10.3.3.2 (Non-web document)
  • 11.3.3.2 (Open Functionality Software)
  • 11.3.3.2 (Closed Software)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
	Partially Supports	Labels are provided for some of the products input fields.
		Exceptions include:
		  • Asterisks are used to indicate required text fields; however, this is not described in text.
		  • Persistent labels are not used for inputs on the login screen, and the filters section within Clinician Portal.

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Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The product uses semantically correct markup for all interface elements; has complete start and end tags; and has tags with unique ID values. However, several HTML tags are not properly nested.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Partially Supports	Most user interface components in the site provide programmatic name, role, and/or state information. **Exceptions include:** • Some elements that have an ARIA role do not contain child roles. • Some decorative images have the role of a presentation, but include alternative text.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The product does not use prerecorded media.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to:	Not Applicable	The product does not use prerecorded media.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web)	Not supported	The purpose of each input field collecting information about the user cannot be programmatically identified.

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Criteria	Conformance Level	Remarks and Explanations
• 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most text meets minimum contrast requirements, including the text color on hover and focus states. **Exceptions Include:** • Within the date picker, dates which correspond to the previous month do not have sufficient contrast. • Patient Portal registration page has some hint, placeholder, and button text that fall below a 4.5:1 contrast ratio.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software)	Partially Supports	On the Patient Portal and Clinician Portal, there are some text elements that overflow upon window resizing.

Criteria	Conformance Level	Remarks and Explanations
11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	This product uses text instead of images of text.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.4.10 (Web) 10.1.4.10 (Non-web document)	Partially Supports	Most of the product's content can be viewed without horizontal scrolling in a viewport that is 320 pixels wide. **Exceptions include:** "User Profile" and "Appointment details" pages cannot be viewed at 400% zoom.

Criteria	Conformance Level	Remarks and Explanations
• 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Most meaningful non-text content elements in the site have sufficient contrast, such as the visual boundaries of the inputs in Clinician Portal's Appointments filter section, and the Appointment Details page. **Exceptions include:** • The visual boundary of the input fields in Patient Portal's registration page. • The visual boundary of "ID Verified" in Clinician Portal's Appointment Details page.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Partially Supports	Most of the spacing between letters, words, lines of text and/or paragraphs can be overridden using external CSS stylesheets and bookmarklets. **Exceptions Include:** • Buttons within Clinician Portal.

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Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product does not contain content elements triggered by hover or focus.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Not Applicable	The product contains pages which can only be viewed upon completing tasks.

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Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most headings and labels within the product are descriptive. Exceptions include: • Some visual headings are not marked as headings. • On the Select appointment dialog page on the Patient Portal, a heading level 4 is used instead of a heading level 2.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	All focusable elements in site have a visible keyboard focus indicator.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The product's content is entirely written in English.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Supports	The product provides consistent and repeatable navigation.

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Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		

3.2.4 Consistent Identification (Level AA)
Also applies to:
EN 301 549 Criteria
    • 9.3.2.4 (Web)
    • 10.3.2.4 (Non-web document) – Does not apply
    • 11.3.2.4 (Open Functionality Software) – Does not apply
    • 11.3.2.4 (Closed Software) – Does not apply
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software) – Does not apply to non-web software
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs) – Does not apply to non-web docs
	Partially Supports	Most components that have the same functionality within the product are identified consistently.
		
		Exceptions include:
		    • The text inputs in the login screen do not have persistent visible labels, whereas text inputs within the Registration page do.

3.3.3 Error Suggestion (Level AA)
Also applies to:
EN 301 549 Criteria
    • 9.3.3.3 (Web)
    • 10.3.3.3 (Non-web document)
    • 11.3.3.3 (Open Functionality Software)
    • 11.3.3.3 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
	Supports	When an error is automatically detected within an input, the resulting error message provides suggestions for correction.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	No forms within the Product submit actions that cause legal commitments or financial transactions to occur, nor do any forms submit actions that modify or delete user-controllable data in data storage systems.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Partially Supports	Most status messages have been programmatically determined to be presented to users through screen readers. **Exceptions Include:** - Error messages displayed in Patient Portal's Registration page are not announced. - Invalid appointment code entry displayed in Clinician Portal's home page are not announced.

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Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

Notes:

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	Most functions of the product are usable without vision. Exceptions are listed in the following criteria: • 1.1.1 Non-text Content • 2.1.1 Keyboard • 4.1.2 Name, Role, Value
302.2 With Limited Vision	Partially supports	Most of the product can be used by users with low vision. Exceptions are listed in the following criteria: • 1.4.3 Contrast (Minimum) • 1.4.4 Resize Text • 1.4.11 Non-text Contrast • 2.4.3 Focus Order
302.3 Without Perception of Color	Partially supports	Users who cannot perceive color will be able to use most of the product, notwithstanding the exceptions listed in the following criteria: • 1.4.3 Contrast (Minimum)

Criteria	Conformance Level	Remarks and Explanations
		• 1.4.11 Non-text Contrast
302.4 Without Hearing	Not applicable	The product does not include audio-only features that require hearing to be used.
302.5 With Limited Hearing	Not applicable	The product does not include audio-only features that require hearing to be used.
302.6 Without Speech	Not applicable	The product does not require speech input.
302.7 With Limited Manipulation	Partially supports	Most of the product can be used by users with limited manipulation. Exceptions are listed in the following criteria: • 2.1.1 Keyboard • 2.4.3 Focus Order
302.8 With Limited Reach and Strength	Partially supports	Most functions of the product are functional for users with limited reach or strength who rely on keyboard access. The exceptions are noted in the following criteria: • 2.1.1 Keyboard
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially supports	Some features of the product will present challenges for users with cognitive impairments, as noted in the following criteria: • 1.3.1: Info and Relationships

Chapter 4: [Hardware](#)

Notes: Not applicable. Product is a web only application.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The product is not platform software.
502.2.2 No Disruption of Accessibility Features	Partially Supports	The product is compatible with operating system accessibility.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required

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Criteria	Conformance Level	Remarks and Explanations
502.3.1 Object Information	Partially Supports	Some features of the product lack role, state, and/or accessible name information for a number of functional components as described in the following criteria: • 1.3.1 Info and Relationships • 1.3.5 Identify Input Purpose (Level AA 2.1 only) • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value
502.3.2 Modification of Object Information	Partially supports	In some features of the product, the users cannot modify an object using assistive technologies as noted in the following criteria: • 2.1.1 Keyboard
502.3.3 Row, Column, and Headers	Partially supports	Some data tables do not properly identify relationships between header cells and data cells as described in the following criteria: • 1.3.1 Information and Relationships

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Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Partially supports	The values of some input controls in the product are not programmatically determinable, as described in the following criteria: • 3.3.2 Labels or Instruction • 4.1.2 Name, Role, Value
502.3.5 Modification of Values	Partially supports	Most basic product functionality can be operated through a keyboard interface, notwithstanding the exceptions noted in the following criteria: • 2.1.1 Keyboard
502.3.6 Label Relationships	Partially supports	The product conveys an accessible name for most interactive elements to assistive technology, notwithstanding the exceptions noted in the following criteria: • 3.3.2 Labels or Instructions
502.3.7 Hierarchical Relationships	Partially supports	Most of the product has clear hierarchical relationships, notwithstanding the exceptions noted in the following criteria: • 1.3.1 Info and Relationships • 2.4.6: Headings and Labels
502.3.8 Text	Supports	Text content, text attributes, and text boundaries are programmatically determinable.
502.3.9 Modification of Text	Partially supports	The product allows assistive technology to modify text notwithstanding exceptions noted in the following criteria: • 1.4.4 Resize Text • 1.4.12 Text Spacing (Level AA 2.1 only)

Criteria	Conformance Level	Remarks and Explanations
502.3.10 List of Actions	Partially supports	Actions that an object can perform are exposed, notwithstanding exceptions noted in the following criteria: • 4.1.2 Name, Role, Value
502.3.11 Actions on Objects	Partially supports	The product allows assistive technology to programmatically execute actions on objects, notwithstanding exceptions noted in the following criteria: • 2.1.1 Keyboard • 4.1.2 Name, Role, Value
502.3.12 Focus Cursor	Supports	The product uses visual focus indication inform users of the current position of focus.
502.3.13 Modification of Focus Cursor	Supports	The product uses standard cursor controls for user input.
502.3.14 Event Notification	Partially Supports	When components in the product change their programmatic states and values, the changes are available to assistive technology notwithstanding exceptions noted in the following criteria: • 4.1.3: Status Messages (Level AA 2.1 only)
502.4 Platform Accessibility Features	Not Applicable	The product is not platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not applicable	Web application only
503.3 Alternative User Interfaces	Not applicable	Web application only
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	Product does not have captions.
503.4.2 Audio Description Controls	Not applicable	Product does not have captions.

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Criteria	Conformance Level	Remarks and Explanations
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	Product is not an authoring tool.
504.2.2 PDF Export	Not applicable	Product is not an authoring tool.
504.3 Prompts	Not applicable	Product is not an authoring tool.
504.4 Templates	Not applicable	Product is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Evaluated	This report covers accessibility conformance for the ServiceNow product and does not discuss Documentation or Support Services.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Evaluated	This report covers accessibility conformance for the ServiceNow product and does not discuss Documentation or Support Services.
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Not Evaluated	This report covers accessibility conformance for the ServiceNow product and does not discuss Documentation or Support Services.
603.3 Accommodation of Communication Needs	Not Evaluated	This report covers accessibility conformance for the ServiceNow product and does not discuss Documentation or Support Services.

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