# App Engine Studio Accessibility Conformance Report

#### **International Edition**

Based on VPAT® Version 2.4

#### **Report Details**

Field	Description		
Name of Product	ServiceNow <sup>®</sup> App Engine Studio		
Version	Xanadu		
Report Date	October 03, 2024		
Product Description	ServiceNow® App Engine Studio (AES) is a guided, low-code tool for developing rich web applications to store information, automate business processes, and solve business problems.		
Contact Information	accessibility@servicenow.com		
Notes	<ul> <li>CCCESSIBILITY@servicenow.com</li> <li>This product is a web-only application. The information contained in this report only applies to this release of this application.</li> <li>Accessibility conformance details for other ServiceNow products are covered in separate reports. See Accessibility Conformance Reports on the Product Documentation site.</li> <li>Any customization of this application or the Now Platform may have an impact on the specifics in this report.</li> <li>This version of the report replaces the following documents:         <ul> <li>Utah App Engine Studio version dated 9/7/2023</li> <li>Utah App Engine Management Center version dated 9/7/2023.</li> </ul> </li> </ul>		
	<ul> <li>Utah App Engine Table Builder version dated 9/7/2023.</li> <li>Vancouver Automation Engine Direct Deposit version dated 06/06/2024.</li> </ul>		

## servicenow.

## **Evaluation Methods Used**

- This application was evaluated using the most recent versions of multiple browsers (Chrome, Safari, and Edge Chromium).
- Assistive technologies used in this evaluation included NVDA, JAWS, VoiceOver, TalkBack, and ZoomText. Additionally, the keyboard was used exclusively to navigate and operate the product content and functionality.
- The evaluation process used a combination of independent 3<sup>rd</sup> party assessments and automated checks, as well as human testing/evaluation of specific workflows.
- This Accessibility Conformance Report is based on known conformance issues related to App Engine Studio. Other potential accessibility and usability issues may exist but are unknown at this time.

# **Applicable Standards/Guidelines**

This report covers the degree of conformance to the following accessibility standards/guidelines:

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

## servicenow.

# 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:

- 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 <u>WCAG 2.0 Conformance</u> <u>Requirements</u>.

© 2024 ServiceNow, Inc. All rights reserved. ServiceNow, the ServiceNow logo, Now, Now Platform, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc. in the United States and/or other countries. Other company and product names may be trademarks of the respective companies with which they are associated.

## Table 1: Level A Success Criteria

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)		
<ul> <li>10.1.1.1 (Non-web document)</li> </ul>		
<ul> <li>11.1.1.1 (Open Functionality Software)</li> </ul>		App Engine Studio provides sufficient text alternatives for
<ul> <li>11.1.1.2 (Closed Functionality Software)</li> </ul>	Supports	any instances of non-text content.
11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video- only (Prerecorded) (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.2.1 (Web)		
<ul> <li>10.1.2.1 (Non-web document)</li> </ul>		
<ul> <li>11.1.2.1.1 (Open Functionality Software)</li> </ul>		App Engine Studie dees not
<ul> <li>11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> </ul>	Not Applicable	App Engine Studio does not contain prerecorded audio- only or video-only media.
11.8.2 (Authoring Tool)		
<ul> <li>12.1.2 (Product Docs)</li> </ul>		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
<ul> <li>501 (Web)(Software)</li> </ul>		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.2.2 (Web)		
<ul> <li>10.1.2.2 (Non-web document)</li> </ul>		
<ul> <li>11.1.2.2 (Open Functionality Software)</li> </ul>		App Engine Studio does not
<ul> <li>11.1.2.2 (Closed Software)</li> </ul>	Not Applicable	contain prerecorded synchronized media.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.2.3 (Web)		
<ul> <li>10.1.2.3 (Non-web document)</li> </ul>		
<ul> <li>11.1.2.3.1 (Open Functionality Software)</li> </ul>	Not Applicable	App Engine Studio does not contain prerecorded video content that would require
<ul> <li>11.1.2.3.2 (Closed Software)</li> </ul>		audio description or a media alternative.
• 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)		

Criteria	Conformance Level	Remarks and Explanations
<ul> <li>1.3.1 Info and Relationships (Level A)</li> <li>Also applies to:</li> <li>EN 301 549 Criteria <ul> <li>9.1.3.1 (Web)</li> <li>10.1.3.1 (Non-web document)</li> <li>11.1.3.1.1 (Open Functionality Software)</li> <li>11.1.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> </li> <li>Revised Section 508 <ul> <li>501 (Web) (Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> </li> </ul>	Partially Supports	<ul> <li>Visual structure and relationship information for App Engine Studio are provided through object information or are available in text, with the following exceptions:</li> <li>Direct Deposit <ul> <li>Flow diagramming: Required fields are not announced as required by screen reader in the Show Flow Report View.</li> <li>DocIntel: The icons and numbers in the Fields and Table sections do not have a contextual relationship.</li> <li>Content does not have a structure or relationship as shown visually in the flow designer.</li> </ul> </li> </ul>

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.3.2 (Web)		
<ul> <li>10.1.3.2 (Non-web document)</li> </ul>		
<ul> <li>11.1.3.2.1 (Open Functionality Software)</li> </ul>		Content in App Engine
• 11.1.3.2.2 (Closed Software)	Supports	Studio is presented in a meaningful sequence.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
<ul> <li>501 (Web)(Software)</li> </ul>		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.3.3 (Web)		
<ul> <li>10.1.3.3 (Non-web document)</li> </ul>		
<ul> <li>11.1.3.3 (Open Functionality Software)</li> </ul>		Instructions in App Engine
<ul> <li>11.1.3.3 (Closed Software)</li> </ul>	Supports	Studio do not rely solely on sensory characteristics.
11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
Criteria 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)	Conformance Level	App Engine Studio site
<ul> <li>11.1.4.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> <li>Revised Section 508</li> <li>501 (Web) (Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	Supports	content and functionality do not convey information through color alone.
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
<ul> <li>2.1.1 Keyboard (Level A)</li> <li>Also applies to:</li> <li>EN 301 549 Criteria <ul> <li>9.2.1.1 (Web)</li> <li>10.2.1.1 (Non-web document)</li> <li>11.2.1.1.1 (Open Functionality Software)</li> <li>11.2.1.1.2 (Closed</li> </ul> </li> </ul>	Conformance Level	Remarks and Explanations App Engine Studio functionality can be accessed and operated
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)		using a keyboard.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.1.2 (Web)		
<ul> <li>10.2.1.2 (Non-web document)</li> </ul>		
<ul> <li>11.2.1.2 (Open Functionality Software)</li> </ul>		App Engine Studio does not
<ul> <li>11.2.1.2 (Closed Software)</li> </ul>	Supports	include any known keyboard traps.
11.8.2 (Authoring Tool)		
<ul> <li>12.1.2 (Product Docs)</li> </ul>		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
<ul> <li>2.1.4 Character Key Shortcuts (Level A 2.1 only)</li> <li>Also applies to:</li> <li>EN 301 549 Criteria <ul> <li>9.2.1.4 (Web)</li> <li>10.2.1.4 (Non-web document)</li> <li>11.2.1.4.1 (Open Functionality Software)</li> <li>11.2.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> </li> </ul>	Supports	App Engine Studio does not use any single-key shortcuts, other than those restricted to a focused component.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.2.1 (Web)		
<ul> <li>10.2.2.1 (Non-web document)</li> </ul>		
<ul> <li>11.2.2.1 (Open Functionality Software)</li> </ul>		App Engine Studio allows
<ul> <li>11.2.2.1 (Closed Software)</li> </ul>	Supports	users to extend the session timeout as required.
• 11.8.2 (Authoring Tool)		
<ul> <li>12.1.2 (Product Docs)</li> </ul>		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.2.2 (Web)		
<ul> <li>10.2.2.2 (Non-web document)</li> </ul>		
<ul> <li>11.2.2.2 (Open Functionality Software)</li> </ul>		App Engine Studio does not
<ul> <li>11.2.2.2 (Closed Software)</li> </ul>	Supports	include elements that move, blink, scroll, or auto-update.
11.8.2 (Authoring Tool)		
<ul> <li>12.1.2 (Product Docs)</li> </ul>		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
<ul> <li>501 (Web)(Software)</li> </ul>		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.3.1 (Web)		
<ul> <li>10.2.3.1 (Non-web document)</li> </ul>		
<ul> <li>11.2.3.1 (Open Functionality Software)</li> </ul>		App Engine Studio does not
<ul> <li>11.2.3.1 (Closed Software)</li> </ul>	Not Applicable	contain any flashing or strobing content.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
<ul> <li>2.4.2 Page Titled (Level A)</li> <li>Also applies to:</li> <li>EN 301 549 Criteria <ul> <li>9.2.4.2 (Web)</li> <li>10.2.4.2 (Non-web document)</li> <li>11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>11.2.4.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> </li> <li>Revised Section 508 <ul> <li>501 (Web) (Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	Pages in App Engine Studio have appropriate page titles.

Criteria	Conformance Level	Remarks and Explanations
<ul> <li>2.4.3 Focus Order (Level A)</li> <li>Also applies to:</li> <li>EN 301 549 Criteria <ul> <li>9.2.4.3 (Web)</li> <li>10.2.4.3 (Non-web document)</li> <li>11.2.4.3 (Open Functionality Software)</li> <li>11.2.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> </li> <li>Revised Section 508 <ul> <li>501 (Web) (Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> </li> </ul>	Partially Supports	Components in App Engine Studio receive focus in a meaningful order, with the following exception: Direct Deposit • Focus moves to bottom of page after toggling view in the Flow Designer.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.4.4 (Web)		
<ul> <li>10.2.4.4 (Non-web document)</li> </ul>		
<ul> <li>11.2.4.4 (Open Functionality Software)</li> </ul>		The purpose of each link in App Engine Studio can be determined from the link text
<ul> <li>11.2.4.4 (Closed Software</li> </ul>	Supports	alone or from the programmatic context of
11.8.2 (Authoring Tool)		the link.
<ul> <li>12.1.2 (Product Docs)</li> </ul>		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
<ul> <li>501 (Web)(Software)</li> </ul>		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 only)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.5.1 (Web)		
<ul> <li>10.2.5.1 (Non-web document)</li> </ul>	Supports	In App Engine Studio, there is
<ul> <li>11.2.5.1 (Open Functionality Software)</li> </ul>		no functionality that uses multipoint or path-based
<ul> <li>11.2.5.1 (Closed Software)</li> </ul>		gestures to operate.
<ul> <li>11.8.2 (Authoring Tool)</li> </ul>		
• 12.1.2 (Product Docs)		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508 – Does not apply		

Criteria	Conformance Level	Remarks and Explanations
<ul> <li>2.5.2 Pointer Cancellation (Level A 2.1 only)</li> <li>Also applies to:</li> <li>EN 301 549 Criteria <ul> <li>9.2.5.2 (Web)</li> <li>10.2.5.2 (Non-web document)</li> <li>11.2.5.2 (Open Functionality Software)</li> <li>11.2.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> </li> <li>Revised Section 508 – Does not apply</li> </ul>	Supports	In App Engine Studio, the down-event of the pointer is not used to execute any part of the function.

Criteria	Conformance Level	Remarks and Explanations
<ul> <li>2.5.3 Label in Name (Level A 2.1 only)</li> <li>Also applies to:</li> <li>EN 301 549 Criteria <ul> <li>9.2.5.3 (Web)</li> <li>10.2.5.3 (Non-web document)</li> <li>11.2.5.3.1 (Open Functionality Software)</li> <li>11.2.5.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> </li> <li>Revised Section 508 – Does not apply</li> </ul>	Partially Supports	Visual labels of components within App Engine Studio match the text associated with the programmatic names, with the following exception: Direct Deposit • The Flow Designer Test button has an accessible name label that does not match the visible name.

Criteria	Conformance Level	Remarks and Explanations
<ul> <li>2.5.4 Motion Actuation (Level A 2.1 only)</li> <li>Also applies to:</li> <li>EN 301 549 Criteria <ul> <li>9.2.5.4 (Web)</li> <li>10.2.5.4 (Non-web document)</li> <li>11.2.5.4 (Open Functionality Software)</li> <li>11.2.5.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> </li> <li>Revised Section 508 – Does not apply</li> </ul>	Not Applicable	In App Engine Studio, there is no functionality that can be operated by device motion or user motion.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.1.1 (Web)		
<ul> <li>10.3.1.1 (Non-web document)</li> </ul>		
<ul> <li>11.3.1.1.1 (Open Functionality Software)</li> </ul>		The default language of each page in App Engine
<ul> <li>11.3.1.1.2 (Closed Software)</li> </ul>	Supports	Studio is identified using the LANG attribute in the HTML element.
11.8.2 (Authoring Tool)		element.
<ul> <li>12.1.2 (Product Docs)</li> </ul>		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.2.1 (Web)		
<ul> <li>10.3.2.1 (Non-web document)</li> </ul>		
<ul> <li>11.3.2.1 (Open Functionality Software)</li> </ul>		Components in App Engine
<ul> <li>11.3.2.1 (Closed Software)</li> </ul>	Supports	Studio do not initiate a change of context when in
11.8.2 (Authoring Tool)		focus.
• 12.1.2 (Product Docs)		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
<ul> <li>501 (Web)(Software)</li> </ul>		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.2.2 (Web)		
<ul> <li>10.3.2.2 (Non-web document)</li> </ul>		
<ul> <li>11.3.2.2 (Open Functionality Software)</li> </ul>		In App Engine Studio,
<ul> <li>11.3.2.2 (Closed Software)</li> </ul>	Supports	changes in context do not occur automatically on user
11.8.2 (Authoring Tool)		input.
• 12.1.2 (Product Docs)		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
<ul> <li>501 (Web)(Software)</li> </ul>		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

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

Criteria	Conformance Level	Remarks and Explanations
<ul> <li>3.3.2 Labels or Instructions (Level A)</li> <li>Also applies to:</li> <li>EN 301 549 Criteria <ul> <li>9.3.3.2 (Web)</li> <li>10.3.3.2 (Non-web document)</li> <li>11.3.3.2 (Open Functionality Software)</li> <li>11.3.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> </li> <li>Revised Section 508 <ul> <li>501 (Web) (Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> </li> </ul>	Partially Supports	A label is provided for each input field of App Engine Studio, with the following exception: Direct Deposit • The Collapse Activity Stream panel button lacks text label.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.4.1.1 (Web)		
<ul> <li>10.4.1.1 (Non-web document)</li> </ul>		
<ul> <li>11.4.1.1.1 (Open Functionality Software)</li> </ul>		App Engine Studio webpages use semantically
<ul> <li>11.4.1.1.2 (Closed Software) – Does not apply</li> </ul>	Supports	correct markup for all interface elements and have complete start and end
11.8.2 (Authoring Tool)		tags.
<ul> <li>12.1.2 (Product Docs)</li> </ul>		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
<ul> <li>501 (Web)(Software)</li> </ul>		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

## Table 2: Level AA Success Criteria

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)		
<ul> <li>10.1.2.4 (Non-web document)</li> </ul>		
<ul> <li>11.1.2.4 (Open Functionality Software)</li> </ul>		App Engine Studio does not
<ul> <li>11.1.2.4 (Closed Software)</li> </ul>	Not Applicable	contain live synchronized media.
11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.2.5 (Web)		
<ul> <li>10.1.2.5 (Non-web document)</li> </ul>		
<ul> <li>11.1.2.5 (Open Functionality Software)</li> </ul>		App Engine Studio does not contain prerecorded video
<ul> <li>11.1.2.5 (Closed Software)</li> </ul>	Not Applicable	content that would require audio description.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.3.4 (Web)		
<ul> <li>10.1.3.4 (Non-web document)</li> </ul>		
<ul> <li>11.1.3.4 (Open Functionality Software)</li> </ul>	Supports	App Engine Studio does not contain fixed orientation for page displays.
<ul> <li>11.1.3.4 (Closed Software)</li> </ul>		
<ul> <li>11.8.2 (Authoring Tool)</li> </ul>		
<ul> <li>12.1.2 (Product Docs)</li> </ul>		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508 – Does not apply		

Criteria	Conformance Level	Remarks and Explanations
<ul> <li>1.3.5 Identify Input Purpose (Level AA 2.1 only)</li> <li>Also applies to:</li> <li>EN 301 549 Criteria <ul> <li>9.1.3.5 (Web)</li> <li>10.1.3.5 (Non-web document)</li> <li>11.1.3.5.1 (Open Functionality Software)</li> <li>11.1.3.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> </li> <li>Revised Section 508 – Does not apply</li> </ul>	Supports	In App Engine Studio, the purpose of each specifically identified input field collecting information about the user can be programmatically determined.

37

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.4.3 (Web)		
<ul> <li>10.1.4.3 (Non-web document)</li> </ul>		
<ul> <li>11.1.4.3 (Open Functionality Software)</li> </ul>	Supports	Text in App Engine Studio meets minimum contrast
<ul> <li>11.1.4.3 (Closed Software)</li> </ul>		requirements, including the text color on hover and focus states.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
<ul> <li>1.4.4 Resize text (Level AA)</li> <li>Also applies to:</li> <li>EN 301 549 Criteria <ul> <li>9.1.4.4 (Web)</li> <li>10.1.4.4 (Non-web document)</li> <li>11.1.4.4.1 (Open Functionality Software)</li> <li>11.1.4.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> </li> <li>Revised Section 508 <ul> <li>501 (Web) (Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> </li> </ul>	Supports	App Engine Studio supports standard zoom capabilities built into modern web browsers and operating systems. Content can be increased up to 200 percent without loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations
<ul> <li>1.4.10 Reflow (Level AA 2.1 only)</li> <li>Also applies to:</li> <li>EN 301 549 Criteria <ul> <li>9.1.4.10 (Web)</li> <li>10.1.4.10 (Non-web document)</li> <li>11.1.4.10 (Open Functionality Software)</li> <li>11.1.4.10 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> </li> <li>Revised Section 508 – Does not apply</li> </ul>	Partially Supports	App Engine Studio content reflows at different screen widths without loss of information or functionality, and without requiring scrolling in two dimensions, with the following exception: Automation Center • Pages do not comply to reflow guideline parameters.

Criteria	Conformance Level	Remarks and Explanations
<ul> <li>1.4.11 Non-text Contrast (Level AA 2.1 only)</li> <li>Also applies to:</li> <li>EN 301 549 Criteria <ul> <li>9.1.4.11 (Web)</li> <li>10.1.4.11 (Non-web document)</li> <li>11.1.4.11 (Open Functionality Software)</li> <li>11.1.4.11 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> </li> <li>Revised Section 508 – Does not apply</li> </ul>	Supports	Components in App Engine Studio meet minimum contrast requirements, including the text color on hover and focus states.

Criteria	Conformance Level	Remarks and Explanations
Chiefd1.4.12 Text Spacing(Level AA2.1 only)Also applies to:EN 301 549 Criteria• 9.1.4.12 (Web)• 10.1.4.12 (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)Revised Section 508 – Does not apply	Conformance Level Supports	App Engine Studio allows text style adjustments to meet the minimum thresholds for text spacing.

Criteria	Conformance Level	Remarks and Explanations
<ul> <li>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</li> <li>Also applies to:</li> <li>EN 301 549 Criteria <ul> <li>9.1.4.13 (Web)</li> <li>10.1.4.13 (Web)</li> <li>10.1.4.13 (Non-web document)</li> <li>11.1.4.13 (Open Functionality Software)</li> <li>11.1.4.13 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> </li> <li>Revised Section 508 – Does not apply</li> </ul>	Partially Supports	App Engine Studio allows hover content to be manually dismissed, with the following exception: Table Builder • Hover text pop-ups do not allow the user to move the mouse cursor into the pop-up content.

44

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.4.5 (Web)		
<ul> <li>10.2.4.5 (Non-web document) – Does not apply</li> </ul>		
<ul> <li>11.2.4.5 (Open Functionality Software) – Does not apply</li> </ul>	Supports	
<ul> <li>11.2.4.5 (Closed Software) – Does not apply</li> </ul>		App Engine Studio provides more than one way of finding content, including a
11.8.2 (Authoring Tool)		navigation bar and search.
• 12.1.2 (Product Docs)		
12.2.4 (Support Docs)		
Revised Section 508		
<ul> <li>501 (Web)(Software) – Does not apply to non- web software</li> </ul>		
• 504.2 (Authoring Tool)		
<ul> <li>602.3 (Support Docs) – Does not apply to non- web docs</li> </ul>		

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)		
<ul> <li>10.2.4.6 (Non-web document)</li> </ul>		App Engine Studio uses
<ul> <li>11.2.4.6 (Open Functionality Software)</li> </ul>		meaningful semantic headings to label content
<ul> <li>11.2.4.6 (Closed Software)</li> </ul>	Supports	blocks. Form input labels are associated with their inputs
• 11.8.2 (Authoring Tool)		and provide a useful label to those inputs.
• 12.1.2 (Product Docs)		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.4.7 (Web)		
<ul> <li>10.2.4.7 (Non-web document)</li> </ul>		Focusable elements in App Engine Studio have a visible keyboard focus indicator.
<ul> <li>11.2.4.7 (Open Functionality Software)</li> </ul>		
<ul> <li>11.2.4.7 (Closed Software)</li> </ul>	Supports	
• 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)		

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.1.2 (Web)		
<ul> <li>10.3.1.2 (Non-web document)</li> </ul>		
<ul> <li>11.3.1.2 (Open Functionality Software) – Does not apply</li> </ul>		Within App Engine Studio default webpages, the
<ul> <li>11.3.1.2 (Closed Software) – Does not apply</li> </ul>	Supports	language of each portion of the page is programmatically determinable.
• 11.8.2 (Authoring Tool)		
<ul> <li>12.1.2 (Product Docs)</li> </ul>		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
<ul> <li>501 (Web)(Software)</li> </ul>		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.2.3 (Web)		
<ul> <li>10.3.2.3 (Non-web document) – Does not apply</li> </ul>		
<ul> <li>11.3.2.3 (Open Functionality Software) – Does not apply</li> </ul>		
<ul> <li>11.3.2.3 (Closed Software) – Does not apply</li> </ul>	Supports	App Engine Studio provides consistent and repeatable navigation.
11.8.2 (Authoring Tool)		
<ul> <li>12.1.2 (Product Docs)</li> </ul>		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
<ul> <li>501 (Web)(Software) – Does not apply to non- web software</li> </ul>		
• 504.2 (Authoring Tool)		
<ul> <li>602.3 (Support Docs) – Does not apply to non- web docs</li> </ul>		

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.2.4 (Web)		
<ul> <li>10.3.2.4 (Non-web document) – Does not apply</li> </ul>		
<ul> <li>11.3.2.4 (Open Functionality Software) – Does not apply</li> </ul>	Supports	
<ul> <li>11.3.2.4 (Closed Software) – Does not apply</li> </ul>		Components that have the same functionality within App Engine Studio are
11.8.2 (Authoring Tool)		identified consistently.
• 12.1.2 (Product Docs)		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
<ul> <li>501 (Web)(Software) – Does not apply to non- web software</li> </ul>		
• 504.2 (Authoring Tool)		
<ul> <li>602.3 (Support Docs) – Does not apply to non- web docs</li> </ul>		

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.3.3 (Web)		
<ul> <li>10.3.3.3 (Non-web document)</li> </ul>		When an error is
<ul> <li>11.3.3.3 (Open Functionality Software)</li> </ul>		automatically detected within a native data entry
<ul> <li>11.3.3.3 (Closed Software)</li> </ul>	Supports	form in App Engine Studio, the resulting error message
11.8.2 (Authoring Tool)		provides suggestions for correction.
• 12.1.2 (Product Docs)		
<ul> <li>12.2.4 (Support Docs)</li> </ul>		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.3.4 (Web)		
<ul> <li>10.3.3.4 (Non-web document)</li> </ul>		No forms within App Engine Studio submit actions that
<ul> <li>11.3.3.4 (Open Functionality Software)</li> </ul>		cause legal commitments or financial transactions to
<ul> <li>11.3.3.4 (Closed Software)</li> </ul>	Supports	occur, nor do any forms submit actions that modify or
11.8.2 (Authoring Tool)		delete user-controllable data in the data storage
• 12.1.2 (Product Docs)		system.
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
<ul> <li>4.1.3 Status Messages (Level AA 2.1 only)</li> <li>Also applies to:</li> <li>EN 301 549 Criteria <ul> <li>9.4.1.3 (Web)</li> <li>10.4.1.3 (Non-web document)</li> <li>11.4.1.3 (Open Functionality Software)</li> <li>11.4.1.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> </li> <li>Revised Section 508 – Does not apply</li> </ul>	Partially Supports	In App Engine Studio, status messages can be programmatically determined through roles or properties so that they can be presented to the user by assistive technologies without receiving focus, with the following exception: Table Builder • No notification that the "working" status completes when creating the table on the Map Imported Fields page.

#### Table 3: Level AAA Success Criteria

Notes: Not Evaluated

# **Revised Section 508 Report**

# Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	With some minor exceptions noted above, App Engine Studio is functional to screen reading technology.
302.2 With Limited Vision	Supports	App Engine Studio supports text and screen enlargement.
302.3 Without Perception of Color	Supports	There is nothing within App Engine Studio where color alone is being used to convey information.
302.4 Without Hearing	Supports	There is nothing within App Engine Studio that explicitly requires hearing.
302.5 With Limited Hearing	Supports	There is nothing within App Engine Studio that explicitly requires hearing.
302.6 Without Speech	Supports	There is nothing within App Engine Studio that explicitly requires speech.
302.7 With Limited Manipulation	Supports	Features and functions within App Engine Studio can be manipulated via the keyboard.
302.8 With Limited Reach and Strength	Supports	Features and functions within App Engine Studio can be manipulated via the keyboard.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Certain terms and descriptions of features necessary for the use of App Engine Studio use standard terms, which may not be understandable by users with limited language, cognitive, or learning abilities.

#### Chapter 4: <u>Hardware</u>

Notes: Not Applicable

#### Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in <u>WCAG 2.x</u> section.
502 Interoperability with Assistive Technology	Heading cell – no response required	Does not apply to a web-only application.
503 Applications	Heading cell – no response required	Does not apply to a web-only application.
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")	Not Applicable	See information in <u>WCAG 2.x</u> section.

Criteria	Conformance Level	Remarks and Explanations
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	App Engine Studio is not an authoring tool.
504.2.2 PDF Export	Not Applicable	App Engine Studio is not an authoring tool.
504.3 Prompts	Not Applicable	App Engine Studio is not an authoring tool.
504.4 Templates	Not Applicable	App Engine Studio is not an authoring tool.

# Chapter 6: <u>Support Documentation and Services</u>

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
(02.2.4 coossibility and	Not Applicable	This report covers accessibility conformance for App Engine Studio and does not address Support Documentation or Support Services.
602.2 Accessibility and Compatibility Features		For Product Documentation accessibility conformance, see the Product Documentation site ACR on the <u>Accessibility</u> <u>Conformance Reports</u> page of the Product Documentation site.

Criteria	Conformance Level	Remarks and Explanations
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in <u>WCAG 2.x</u> section.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	This report covers accessibility conformance for App Engine Studio only and does not address Support Documentation or Support Services.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	This report covers accessibility conformance for App Engine Studio only and does not address Support Documentation or Support Services.
603.3 Accommodation of Communication Needs	Not Applicable	This report covers accessibility conformance for App Engine Studio only and does not address Support Documentation or Support Services.

# EN 301 549 Report

Notes:

# Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	With some minor exceptions noted above, App Engine Studio is functional to screen reading technology.
4.2.2 Usage with limited vision	Partially Supports	With some minor exceptions noted above, App Engine Studio supports text and screen enlargement.
4.2.3 Usage without perception of color	Supports	There is nothing within App Engine Studio where color alone is being used to convey information.
4.2.4 Usage without hearing	Supports	There is nothing within App Engine Studio that explicitly requires hearing.
4.2.5 Usage with limited hearing	Supports	There is nothing within App Engine Studio that explicitly requires hearing.
4.2.6 Usage with no or limited vocal capability	Supports	There is nothing within App Engine Studio that explicitly requires speech.
4.2.7 Usage with limited manipulation or strength	Supports	Features and functions within App Engine Studio can be manipulated via the keyboard.

<sup>© 2024</sup> ServiceNow, Inc. All rights reserved. ServiceNow, the ServiceNow logo, Now, Now Platform, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc. in the United States and/or other countries. Other company and product names may be trademarks of the respective companies with which they are associated.

Criteria	Conformance Level	Remarks and Explanations
4.2.8 Usage with limited reach	Supports	Features and functions within App Engine Studio can be manipulated via the keyboard.
4.2.9 Minimize photosensitive seizure triggers	Supports	There is nothing within App Engine Studio that would act as a photosensitive seizure trigger.
4.2.10 Usage with limited cognition, language, or learning	Partially Supports	Certain terms and descriptions of features necessary for the use of App Engine Studio use standard terms, which may not be understandable by users with limited language, cognitive, or learning abilities.
4.2.11 Privacy	Supports	App Engine Studio has systems in place to protect the privacy of individual users.

#### Chapter 5: Generic Requirements

Notes: Not Applicable – There is no closed functionality in App Engine Studio.

#### Chapter 6: ICT with Two-Way Voice Communication

Notes: Not Applicable

#### Chapter 7: ICT with Video Capabilities

Notes: Not Applicable

#### Chapter 8: <u>Hardware</u>

Notes: Not Applicable

# servicenow.

# Chapter 9: Web (See WCAG 2.x section)

Notes:

#### Chapter 10: Non-Web Software

Notes: Not Applicable

### Chapter 11: Software

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in <u>WCAG 2.x</u> section.
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17.
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17.
11.5.2.3 Use of accessibility services	Not Applicable	App Engine Studio is a web- based application that relies on user-agent functionality.

<sup>© 2024</sup> ServiceNow, Inc. All rights reserved. ServiceNow, the ServiceNow logo, Now, Now Platform, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc. in the United States and/or other countries. Other company and product names may be trademarks of the respective companies with which they are associated.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.4 Assistive technology	Not Applicable	App Engine Studio is a web- based application that relies on user-agent functionality.
11.5.2.5 Object information	Not Applicable	App Engine Studio is a web- based application that relies on user-agent functionality.
11.5.2.6 Row, column, and headers	Not Applicable	App Engine Studio is a web- based application that relies on user-agent functionality.
11.5.2.7 Values	Not Applicable	App Engine Studio is a web- based application that relies on user-agent functionality.
11.5.2.8 Label relationships	Not Applicable	App Engine Studio is a web- based application that relies on user-agent functionality.
11.5.2.9 Parent-child relationships	Not Applicable	App Engine Studio is a web- based application that relies on user-agent functionality.
11.5.2.10 Text	Not Applicable	App Engine Studio is a web- based application that relies on user-agent functionality.
11.5.2.11 List of available actions	Not Applicable	App Engine Studio is a web- based application that relies on user-agent functionality.
11.5.2.12 Execution of available actions	Not Applicable	App Engine Studio is a web- based application that relies on user-agent functionality.
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	App Engine Studio is a web- based application that relies on user-agent functionality.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.14 Modification of focus and selection attributes	Not Applicable	App Engine Studio is a web- based application that relies on user-agent functionality.
11.5.2.15 Change notification	Not Applicable	App Engine Studio is a web- based application that relies on user-agent functionality.
11.5.2.16 Modifications of states and properties	Not Applicable	App Engine Studio is a web- based application that relies on user-agent functionality.
11.5.2.17 Modifications of values and text	Not Applicable	App Engine Studio is a web- based application that relies on user-agent functionality.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	App Engine Studio is a web- based application that relies on user-agent functionality.
11.6.2 No disruption of accessibility features	Not Applicable	App Engine Studio is a web- based application that relies on user-agent functionality.
11.7 User preferences	Not Applicable	App Engine Studio is a web- based application that relies on user-agent functionality.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	Not Applicable	See information in <u>WCAG 2.x</u> section.

Criteria	Conformance Level	Remarks and Explanations
11.8.3 Preservation of accessibility information in transformations	Not Applicable	App Engine Studio is not an authoring tool.
11.8.4 Repair assistance	Not Applicable	App Engine Studio is not an authoring tool.
11.8.5 Templates	Not Applicable	App Engine Studio is not an authoring tool.

# Chapter 12: Documentation and Support Services

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Not Applicable	This report covers accessibility conformance for App Engine Studio only and does not address Documentation or Support Services.
		For Product Documentation accessibility conformance, see the Product Documentation site ACR on the <u>Accessibility</u> <u>Conformance Reports</u> page of the Product Documentation site.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in <u>WCAG 2.x</u> section.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
12.2.2 Information on accessibility and compatibility features	Not Applicable	This report covers accessibility conformance for App Engine Studio only and does not address Documentation or Support Services.
12.2.3 Effective communication	Not Applicable	This report covers accessibility conformance for App Engine Studio only and does not address Documentation or Support Services.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section.

# Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable

# servicenow.

# Legal Disclaimer (Company)

© 2024 ServiceNow, Inc. All rights reserved. The information contained in this document represents the current view of ServiceNow on the issues discussed as of the date of publication. ServiceNow regularly updates its documents and/or websites with newer information about the accessibility of products as that information becomes available. This document is not the Web Content Accessibility Guidelines (WCAG) and should not be used as a substitute for it. Excerpts of WCAG are referenced solely for purposes of detailing ServiceNow's conformance with the relevant provisions. Any modification or customization to the subject product may render some or all of this accessibility conformance "as is" and for informational purposes only.

#### **Company Headquarters**

2225 Lawson Lane Santa Clara, CA 95054 United States (408) 501-8550