

ITSM Change Management for Service Operational Workspace Accessibility Conformance Report

International Edition

Based on VPAT® Version 2.5

Report Details

| Field | Description |
|---------------------|--|
| Name of Product | ServiceNow® ITSM Change Management for Service Operational Workspace (SOW) |
| Version | Xanadu |
| Report Date | January 30, 2025 |
| Product Description | Navigate the change lifecycle with dynamic overview pages and a scheduling experience in Service Operations Workspace. |
| Contact Information | accessibility@servicenow.com |
| Notes | <ul style="list-style-type: none"> • This product is a web-only application. The information contained in this report only applies to this release of this application. • Accessibility conformance details for other ServiceNow products are covered in separate reports. See Accessibility Conformance Reports on the Product Documentation site. • Any customization of this application or the Now Platform may have an impact on the specifics in this report. • This version of the report replaces the Washington DC ITSM Change Management for SOW version dated February 2, 2024. |

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 3rd 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 ITSM Change Management for SOW. 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) |
| Web Content Accessibility Guidelines 2.2 | 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 for ICT products and services - V3.2.1 (2021-03) | (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 only be used in WCAG Level AAA criteria.

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 [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|--|
| <p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>ITSM Change Management for SOW provides sufficient text alternatives for any instances of non-text content.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------------|--|
| <p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Not Applicable</p> | <p>ITSM Change Management for SOW does not contain prerecorded audio-only or video-only media.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------------|--|
| <p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Not Applicable</p> | <p>ITSM Change Management for SOW does not contain prerecorded synchronized media.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------------|---|
| <p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Not Applicable</p> | <p>ITSM Change Management for SOW does not contain prerecorded video content that would require audio description or a media alternative.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|---|
| <p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Visual structure and relationship information for ITSM Change Management for SOW are provided through object information or are available in text.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|---|
| <p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Content in ITSM Change Management for SOW is presented in a meaningful sequence.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Instructions in ITSM Change Management for SOW do not rely solely on sensory characteristics.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|---|
| <p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>ITSM Change Management for SOW site content and functionality do not convey information through color alone.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>ITSM Change Management for SOW does not contain audio that plays automatically.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|--|
| <p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>ITSM Change Management for SOW functionality can be accessed and operated using a keyboard.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|--|
| <p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>ITSM Change Management for SOW does not include any known keyboard traps.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|--|
| <p>2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 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) <p>Revised Section 508 – Does not apply</p> | <p>Supports</p> | <p>ITSM Change Management for SOW does not use any single-key shortcuts, other than those restricted to a focused component.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|---|
| <p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>ITSM Change Management for SOW allows users to extend the session timeout as required.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|---|
| <p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>ITSM Change Management for SOW does not include elements that move, blink, scroll, or auto-update.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|--|
| <p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>ITSM Change Management for SOW does not contain any flashing or strobing content.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|--|
| <p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 | <p>Supports</p> | <p>Pages in ITSM Change Management for SOW use HTML5 landmark regions, which will allow screen readers to meet this requirement.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|--|
| <p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Pages in ITSM Change Management for SOW have appropriate page titles.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Components in ITSM Change Management for SOW receive focus in a meaningful order.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>The purpose of each link in ITSM Change Management for SOW can be determined from the link text alone or from the programmatic context of the link.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|---|
| <p>2.5.1 Pointer Gestures (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | <p>Supports</p> | <p>In ITSM Change Management for SOW, there is no functionality that uses multipoint or path-based gestures to operate.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | <p>Supports</p> | <p>In ITSM Change Management for SOW, the down-event of the pointer is not used to execute any part of the function.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|---|
| <p>2.5.3 Label in Name (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | <p>Supports</p> | <p>Visual labels of components within ITSM Change Management for SOW match the text associated with the programmatic names.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|---|
| <p>2.5.4 Motion Actuation (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | <p>Supports</p> | <p>In ITSM Change Management for SOW, there is no functionality that can be operated by device motion or user motion.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|--|
| <p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>The default language of each page in ITSM Change Management for SOW is identified using the LANG attribute in the HTML element.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Components in ITSM Change Management for SOW do not initiate a change of context when in focus.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|---|
| <p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>In ITSM Change Management for SOW, changes in context do not occur automatically on user input.</p> |
| <p>3.2.6 Consistent Help (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p> | <p>Supports</p> | <p>ITSM Change Management for SOW provides help mechanisms on all applicable pages to assist users in completing forms and other tasks requiring input.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|--|
| <p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Where errors are automatically detected in ITSM Change Management for SOW, the error is identified, and an error message is provided as text.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|---|
| <p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>A label is provided for each ITSM Change Management for SOW input fields.</p> |
| <p>3.3.7 Redundant Entry (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p> | <p>Supports</p> | <p>In ITSM Change Management for SOW, fields are automatically populated when a user has previously entered this information during the same session.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p>4.1.1 Parsing (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|---|
| <p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>User interface components in ITSM Change Management for SOW provide programmatic name, role, and/or state information.</p> |

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------------|---|
| <p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Not Applicable</p> | <p>ITSM Change Management for SOW does not contain live synchronized media.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|--|
| <p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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 <p>501 (Web)(Software)</p> <ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>ITSM Change Management for SOW does not contain prerecorded video content that would require audio description.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|---|
| <p>1.3.4 Orientation (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | <p>Supports</p> | <p>ITSM Change Management for SOW does not contain fixed orientation for page displays.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|---|
| <p>1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 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) <p>Revised Section 508 – Does not apply</p> | <p>Supports</p> | <p>In ITSM Change Management for SOW, the purpose of each specifically identified input field collecting information about the user can be programmatically determined.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Text in ITSM Change Management for SOW meets minimum contrast requirements, including the text color on hover and focus states.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|--|
| <p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>ITSM Change Management for SOW 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.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|--|
| <p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>ITSM Change Management for SOW uses text instead of images of text.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 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) <p>Revised Section 508 – Does not apply</p> | <p>Supports</p> | <p>ITSM Change Management for SOW content reflows at different screen widths without loss of information or functionality and without requiring scrolling in two dimensions.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|---|
| <p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | <p>Supports</p> | <p>Components in ITSM Change Management for SOW meet minimum contrast requirements, including the text color on hover and focus states.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p>1.4.12 Text Spacing (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | <p>Supports</p> | <p>ITSM Change Management for SOW allows text style adjustments to meet the minimum thresholds for text spacing.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|--|
| <p>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | <p>Supports</p> | <p>ITSM Change Management for SOW allows hover content to be manually dismissed.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|---|
| <p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 | <p>Supports</p> | <p>ITSM Change Management for SOW provides more than one way of finding content, including a navigation bar and search.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|---|
| <p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>ITSM Change Management for SOW uses meaningful semantic headings to label content blocks. Form input labels are associated with their inputs and provide a useful label to those inputs.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------------|---|
| <p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Focusable elements in ITSM Change Management for SOW have a visible keyboard focus indicator.</p> |
| <p><u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p> | <p>Supports</p> | <p>In ITSM Change Management for SOW, the focus indicator is consistently displayed around interactive elements without being obscured by overlapping content or other UI components.</p> |
| <p><u>2.5.7 Dragging Movements</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p> | <p>Not Applicable</p> | <p>ITSM Change Management for SOW does not require movements that require dragging motions to operate.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|---|
| <p>2.5.8 Target Size (Minimum) (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p> | <p>Supports</p> | <p>ITSM Change Management for SOW includes interactive elements such as buttons, icons, and links, that are designed with a minimum target size of 24 by 24 CSS pixels except in cases where this would conflict with design or content flow.</p> |
| <p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Within ITSM Change Management for SOW default webpages, the language of each portion of the page is programmatically determinable.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 | <p>Supports</p> | <p>ITSM Change Management for SOW provides consistent and repeatable navigation.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|---|
| <p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 | <p>Supports</p> | <p>Components that have the same functionality within ITSM Change Management for SOW are identified consistently.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>When an error is automatically detected within a native data entry form in ITSM Change Management for SOW, the resulting error message provides suggestions for correction.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------------|--|
| <p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>No forms within ITSM Change Management for SOW 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 the data storage system.</p> |
| <p>3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p> | <p>Not Applicable</p> | <p>ITSM Change Management for SOW does not require cognitive testing during authentication processes.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|---|
| <p>4.1.3 Status Messages (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | <p>Supports</p> | <p>In ITSM Change Management for SOW, 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.</p> |

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|-----------------------------------|-------------------|---|
| 302.1 Without Vision | Supports | ITSM Change Management for SOW is functional to screen reading technology. |
| 302.2 With Limited Vision | Supports | ITSM Change Management for SOW supports text and screen enlargement. |
| 302.3 Without Perception of Color | Supports | There is nothing within ITSM Change Management for SOW where color alone is being used to convey information. |
| 302.4 Without Hearing | Supports | There is nothing within ITSM Change Management for SOW that explicitly requires hearing. |
| 302.5 With Limited Hearing | Supports | There is nothing within ITSM Change Management for SOW that explicitly requires hearing. |
| 302.6 Without Speech | Supports | There is nothing within ITSM Change Management for SOW that explicitly requires speech. |
| 302.7 With Limited Manipulation | Supports | Features and functions within ITSM Change Management for SOW can be manipulated via the keyboard. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| 302.8 With Limited Reach and Strength | Supports | Features and functions within ITSM Change Management for SOW can be manipulated via the keyboard. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports | ITSM Change Management for SOW uses standard terms, which are understandable by users with limited language, cognitive, or learning abilities. |

Chapter 4: [Hardware](#)

Notes: Not Applicable

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 | 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”) | See WCAG 2.x section | See information in WCAG 2.x section |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-----------------------|--|
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not Applicable | ITSM Change Management for SOW is not an authoring tool. |
| 504.2.2 PDF Export | Not Applicable | ITSM Change Management for SOW is not an authoring tool. |
| 504.3 Prompts | Not Applicable | ITSM Change Management for SOW is not an authoring tool. |
| 504.4 Templates | Not Applicable | ITSM Change Management for SOW 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 |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------------|---|
| 602.2 Accessibility and Compatibility Features | Not Applicable | <p>This report covers accessibility conformance for ITSM Change Management for SOW and does not address Support Documentation or Support Services.</p> <p>For Product Documentation accessibility conformance, see the Product Documentation site ACR on the Accessibility Conformance Reports page of the Product Documentation site</p> |
| 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 Applicable | This report covers accessibility conformance for ITSM Change Management for SOW 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 ITSM Change Management for SOW only and does not address Support Documentation or Support Services. |
| 603.3 Accommodation of Communication Needs | Not Applicable | This report covers accessibility conformance for ITSM Change Management for SOW only and does not address Support Documentation or Support Services. |

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Notes:

Chapter [4: Functional Performance Statements \(FPS\)](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| 4.2.1 Usage without vision | Supports | ITSM Change Management for SOW is functional to screen reading technology. |
| 4.2.2 Usage with limited vision | Supports | ITSM Change Management for SOW supports text and screen enlargement. |
| 4.2.3 Usage without perception of colour | Supports | There is nothing within ITSM Change Management for SOW where color alone is being used to convey information. |
| 4.2.4 Usage without hearing | Supports | There is nothing within ITSM Change Management for SOW that explicitly requires hearing. |
| 4.2.5 Usage with limited hearing | Supports | There is nothing within ITSM Change Management for SOW that explicitly requires hearing. |
| 4.2.6 Usage with no or limited vocal capability | Supports | There is nothing within ITSM Change Management for SOW that explicitly requires speech. |
| 4.2.7 Usage with limited manipulation or strength | Supports | Features and functions within ITSM Change Management for SOW can be manipulated via the keyboard. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| 4.2.8 Usage with limited reach | Supports | Features and functions within ITSM Change Management for SOW can be manipulated via the keyboard. |
| 4.2.9 Minimize photosensitive seizure triggers | Supports | There is nothing within ITSM Change Management for SOW that would act as a photosensitive seizure trigger. |
| 4.2.10 Usage with limited cognition, language or learning | Supports | ITSM Change Management for SOW uses standard terms, which are understandable by users with limited language, cognitive, or learning abilities. |
| 4.2.11 Privacy | Supports | ITSM Change Management for SOW has systems in place to protect the privacy of individual users. |

Chapter 5: [Generic Requirements](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|--|
| 5.1 Closed functionality | Heading cell – no response required | Heading cell – no response required |
| 5.1.2 General | Heading cell – no response required | Heading cell – no response required |
| 5.1.2.1 Closed functionality | See 5.2 through 13 | See information in 5.2 through 13 |
| 5.1.2.2 Assistive technology | See 5.1.3 through 5.1.6 | See information in 5.1.3 through 5.1.6 |
| 5.1.3 Non-visual access | Heading cell – no response required | Heading cell – no response required |
| 5.1.3.1 Audio output of visual information | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.1.3.2 Auditory output delivery including speech | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.1.3.3 Auditory output correlation | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.1.3.4 Speech output user control | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.1.3.5 Speech output automatic interruption | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-----------------------|--|
| 5.1.3.6 Speech output for non-text content | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.1.3.7 Speech output for video information | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.1.3.8 Masked entry | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.1.3.9 Private access to personal data | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.1.3.10 Non-interfering audio output | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.1.3.11 Private listening volume | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.1.3.12 Speaker volume | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.1.3.13 Volume reset | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.1.3.14 Spoken languages | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.1.3.15 Non-visual error identification | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|--|
| 5.1.3.16 Receipts, tickets, and transactional outputs | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.1.4 Functionality closed to text enlargement | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.1.5 Visual output for auditory information | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.1.6 Operation without keyboard interface | Heading cell – no response required | Heading cell – no response required |
| 5.1.6.1 Closed functionality | See 5.1.3.1 through 5.1.3.16 | See information in 5.1.3.1 through 5.1.3.16 |
| 5.1.6.2 Input focus | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.1.7 Access without speech | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.2 Activation of accessibility features | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.3 Biometrics | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.4 Preservation of accessibility information during conversion | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|---------------------------------------|-------------------------------------|--|
| 5.5 Operable parts | Heading cell – no response required | Heading cell – no response required |
| 5.5.1 Means of operation | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.5.2 Operable parts discernibility | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.6 Locking or toggle controls | Heading cell – no response required | Heading cell – no response required |
| 5.6.1 Tactile or auditory status | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.6.2 Visual status | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.7 Key repeat | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.8 Double-strike key acceptance | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |
| 5.9 Simultaneous user actions | Not Applicable | ITSM Change Management for SOW does not have closed functionality. |

Chapter 6: [ICT with Two-Way Voice Communication](#)

Notes: Not Applicable

Chapter [7: ICT with Video Capabilities](#)

Notes: Not Applicable

Chapter [8: Hardware](#)

Notes: Not applicable

Chapter [9: Web](#) (see [WCAG 2.x section](#))

Notes:

Chapter [10: Non-Web Documents](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|-------------------------------|--------------------------------------|---|
| 10.0 General (informative) | Heading cell – no response required | Heading cell – no response required |
| 10.1.1.1 through 10.4.1.3 | See WCAG 2.x section | See information in WCAG 2.x section |
| 10.5 Caption positioning | Not Applicable | ITSM Change Management for SOW does not have non-web documents that contain synchronized media. |
| 10.6 Audio description timing | Not Applicable | ITSM Change Management for SOW does not have non-web documents that contain synchronized media. |

Chapter [11: Software](#)

Notes:

| 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 WCAG 2.x 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 | See information in 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.4 Assistive technology | Not Applicable | ITSM Change Management for SOW is a web-based application that relies on user-agent functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| 11.5.2.5 Object information | Not Applicable | ITSM Change Management for SOW is a web-based application that relies on user-agent functionality. |
| 11.5.2.6 Row, column, and headers | Not Applicable | ITSM Change Management for SOW is a web-based application that relies on user-agent functionality. |
| 11.5.2.7 Values | Not Applicable | ITSM Change Management for SOW is a web-based application that relies on user-agent functionality. |
| 11.5.2.8 Label relationships | Not Applicable | ITSM Change Management for SOW is a web-based application that relies on user-agent functionality. |
| 11.5.2.9 Parent-child relationships | Not Applicable | ITSM Change Management for SOW is a web-based application that relies on user-agent functionality. |
| 11.5.2.10 Text | Not Applicable | ITSM Change Management for SOW is a web-based application that relies on user-agent functionality. |
| 11.5.2.11 List of available actions | Not Applicable | ITSM Change Management for SOW is a web-based application that relies on user-agent functionality. |
| 11.5.2.12 Execution of available actions | Not Applicable | ITSM Change Management for SOW is a web-based application that relies on user-agent functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|--|
| 11.5.2.13 Tracking of focus and selection attributes | Not Applicable | ITSM Change Management for SOW is a web-based application that relies on user-agent functionality. |
| 11.5.2.14 Modification of focus and selection attributes | Not Applicable | ITSM Change Management for SOW is a web-based application that relies on user-agent functionality. |
| 11.5.2.15 Change notification | Not Applicable | ITSM Change Management for SOW is a web-based application that relies on user-agent functionality. |
| 11.5.2.16 Modifications of states and properties | Not Applicable | ITSM Change Management for SOW is a web-based application that relies on user-agent functionality. |
| 11.5.2.17 Modifications of values and text | Not Applicable | ITSM Change Management for SOW 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 | ITSM Change Management for SOW is a web-based application that relies on user-agent functionality. |
| 11.6.2 No disruption of accessibility features | Not Applicable | ITSM Change Management for SOW is a web-based application that relies on user-agent functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|--|
| 11.7 User preferences | Not Applicable | ITSM Change Management for SOW 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 WCAG 2.x section |
| 11.8.3 Preservation of accessibility information in transformations | Not Applicable | ITSM Change Management for SOW is not an authoring tool. |
| 11.8.4 Repair assistance | Not Applicable | ITSM Change Management for SOW is not an authoring tool. |
| 11.8.5 Templates | Not Applicable | ITSM Change Management for SOW is not an authoring tool. |

Chapter [12: Documentation and Support Services](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|-----------------------------------|-------------------------------------|-------------------------------------|
| 12.1 Product documentation | Heading cell – no response required | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------------|--|
| 12.1.1 Accessibility and compatibility features | Not Applicable | This report covers accessibility conformance for ITSM Change Management for SOW only and does not address Documentation or Support Services. For Product Documentation accessibility conformance, see the Product Documentation site ACR on the Accessibility Conformance Reports page of the Product Documentation site. |
| 12.1.2 Accessible documentation | See WCAG 2.x section | See information in WCAG 2.x section |
| 12.2 Support Services | Heading cell – no response required | Heading cell – no response required |
| 12.2.2 Information on accessibility and compatibility features | Not Applicable | This report covers accessibility conformance for ITSM Change Management for SOW only and does not address Documentation or Support Services. |
| 12.2.3 Effective communication | Not Applicable | This report covers accessibility conformance for ITSM Change Management for SOW 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

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