

# Request Management for SOW ITSM Accessibility Conformance Report

## International Edition

Based on VPAT® Version 2.5

### Report Details

Field	Description
Name of Product	ServiceNow® Request Management for Service Operations Workspace (SOW) IT Service Management (ITSM)
Version	Xanadu
Report Date	January 30, 2025
Product Description	Create requests arising out of incidents and interactions. Manage the entire lifecycle of these and other requests.
Contact Information	<a href="mailto:accessibility@servicenow.com">accessibility@servicenow.com</a>
Notes	<ul style="list-style-type: none"> <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 <a href="#">Accessibility Conformance Reports</a> 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 Washington Request Management for SOW ITSM version dated February 2, 2024.</li> </ul>

## 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 Request Management for SOW ITSM. 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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018</a>	(Yes)
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>	(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><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>Request Management for SOW ITSM provides sufficient text alternatives for any instances of non-text content.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Not Applicable</b></p>	<p>Request Management for SOW ITSM does not contain prerecorded audio-only or video-only media.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><u>1.2.2 Captions (Prerecorded)</u></a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Not Applicable</b></p>	<p>Request Management for SOW ITSM does not contain prerecorded synchronized media.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Not Applicable</b></p>	<p>Request Management for SOW ITSM does not contain prerecorded video content that would require audio description or a media alternative.</p>

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



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><u>1.3.2 Meaningful Sequence</u></a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>Content in Request Management for SOW ITSM is presented in a meaningful sequence.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>Instructions in Request Management for SOW ITSM do not rely solely on sensory characteristics.</p>

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

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.2 (Web)</li> <li>10.1.4.2 (Non-web document)</li> <li>11.1.4.2 (Open Functionality Software)</li> <li>11.1.4.2 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>Request Management for SOW ITSM does not contain audio that plays automatically.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <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 Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>Request Management for SOW ITSM functionality can be accessed and operated using a keyboard.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>Request Management for SOW ITSM does not include any known keyboard traps.</p>

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

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>Request Management for SOW ITSM allows users to extend the session timeout as required.</p>



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

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> <li>• 11.2.3.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>Request Management for SOW ITSM does not contain any flashing or strobing content.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.1 (Web)</li> <li>10.2.4.1 (Non-web document) – Does not apply</li> <li>11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>11.2.4.1 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p><b>Supports</b></p>	<p>Pages in Request Management for SOW ITSM use HTML5 landmark regions, which will allow screen readers to meet this requirement.</p>

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

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

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><u>2.4.4 Link Purpose (In Context)</u></a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non-web document)</li> <li>• 11.2.4.4 (Open Functionality Software)</li> <li>• 11.2.4.4 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>The purpose of each link in Request Management for SOW ITSM can be determined from the link text alone or from the programmatic context of the link.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.5.1 Pointer Gestures</a> (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"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p><b>Supports</b></p>	<p>In Request Management for SOW ITSM, there is no functionality that uses multipoint or path-based gestures to operate.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.5.2 Pointer Cancellation</a> (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"> <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> <p>Revised Section 508 – Does not apply</p>	<p><b>Supports</b></p>	<p>In Request Management for SOW ITSM, the down-event of the pointer is not used to execute any part of the function.</p>



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.5.3 Label in Name</a> (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"> <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> <p>Revised Section 508 – Does not apply</p>	<p><b>Supports</b></p>	<p>Visual labels of components within Request Management for SOW ITSM match the text associated with the programmatic names.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.5.4 Motion Actuation</a> (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"> <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> <p>Revised Section 508 – Does not apply</p>	<p><b>Supports</b></p>	<p>In Request Management for SOW ITSM, there is no functionality that can be operated by device motion or user motion.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> <li>• 10.3.1.1 (Non-web document)</li> <li>• 11.3.1.1.1 (Open Functionality Software)</li> <li>• 11.3.1.1.2 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>The default language of each page in Request Management for SOW ITSM is identified using the LANG attribute in the HTML element.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.2.1 On Focus</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.1 (Web)</li> <li>10.3.2.1 (Non-web document)</li> <li>11.3.2.1 (Open Functionality Software)</li> <li>11.3.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>Components in Request Management for SOW ITSM do not initiate a change of context when in focus.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.2.2 On Input</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.2 (Web)</li> <li>• 10.3.2.2 (Non-web document)</li> <li>• 11.3.2.2 (Open Functionality Software)</li> <li>• 11.3.2.2 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>In Request Management for SOW ITSM, changes in context do not occur automatically on user input.</p>
<p><a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p><b>Supports</b></p>	<p>Request Management for SOW ITSM 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><a href="#">3.3.1 Error Identification</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>Where errors are automatically detected in Request Management for SOW ITSM, the error is identified.</p>

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

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.1.1 Parsing</b> (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"> <li>• 9.4.1.1 (Web)</li> <li>• 10.4.1.1 (Non-web document)</li> <li>• 11.4.1.1.1 (Open Functionality Software)</li> <li>• 11.4.1.1.2 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></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 <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a>.</p>



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.2 (Web)</li> <li>• 10.4.1.2 (Non-web document)</li> <li>• 11.4.1.2.1 (Open Functionality Software)</li> <li>• 11.4.1.2.2 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>User interface components in Request Management for SOW ITSM provide programmatic name, role, and/or state information.</p>

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-web document)</li> <li>11.1.2.4 (Open Functionality Software)</li> <li>11.1.2.4 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Not Applicable</b></p>	<p>Request Management for SOW ITSM does not contain live synchronized media.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.5 Audio Description</a> (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non-web document)</li> <li>• 11.1.2.5 (Open Functionality Software)</li> <li>• 11.1.2.5 (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> </ul> <p>501 (Web)(Software)</p> <ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Not Applicable</b></p>	<p>Request Management for SOW ITSM does not contain prerecorded video content that would require audio description.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.3.4 Orientation</a> (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"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (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> <p>Revised Section 508 – Does not apply</p>	<p><b>Supports</b></p>	<p>Request Management for SOW ITSM does not contain fixed orientation for page displays.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.3.5 Identify Input Purpose</a> (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"> <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> <p>Revised Section 508 – Does not apply</p>	<p><b>Supports</b></p>	<p>In Request Management for SOW ITSM, 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><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.3 (Web)</li> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality Software)</li> <li>• 11.1.4.3 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>Text in Request Management for SOW ITSM meets minimum contrast requirements, including the text color on hover and focus states.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>Request Management for SOW ITSM 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><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.5 (Web)</li> <li>10.1.4.5 (Non-web document)</li> <li>11.1.4.5.1 (Open Functionality Software)</li> <li>11.1.4.5.2 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>Request Management for SOW ITSM uses text instead of images of text.</p>



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.10 Reflow</a> (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"> <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> <p>Revised Section 508 – Does not apply</p>	<p><b>Supports</b></p>	<p>Request Management for SOW ITSM 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><a href="#">1.4.11 Non-text Contrast</a> (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"> <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> <p>Revised Section 508 – Does not apply</p>	<p><b>Supports</b></p>	<p>Components in Request Management for SOW ITSM meet minimum contrast requirements, including the text color on hover and focus states.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.12 Text Spacing</a> (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"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> <li>• 11.1.4.12 (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> <p>Revised Section 508 – Does not apply</p>	<p><b>Supports</b></p>	<p>Request Management for SOW ITSM allows text style adjustments to meet the minimum thresholds for text spacing.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.13 Content on Hover or Focus</a> (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"> <li>• 9.1.4.13 (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> <p>Revised Section 508 – Does not apply</p>	<p><b>Supports</b></p>	<p>Request Management for SOW ITSM allows hover content to be manually dismissed.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p><b>Supports</b></p>	<p>Request Management for SOW ITSM provides more than one way of finding content, including a navigation bar and search.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>Request Management for SOW ITSM 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><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> <li>• 11.2.4.7 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>Focusable elements in Request Management for SOW ITSM have a visible keyboard focus indicator.</p>
<p><a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p><b>Supports</b></p>	<p>In Request Management for SOW ITSM, the focus indicator is consistently displayed around interactive elements without being obscured by overlapping content or other UI components.</p>
<p><a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p><b>Not Applicable</b></p>	<p>In Request Management for SOW ITSM, any functionality that requires dragging can be completed using a single pointer action like clicking or tapping.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	Request Management for SOW ITSM 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><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.1.2 (Web)</li> <li>10.3.1.2 (Non-web document)</li> <li>11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>11.3.1.2 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Within Request Management for SOW ITSM default webpages, the language of each portion of the page is programmatically determinable.



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><u>3.2.3 Consistent Navigation</u></a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p><b>Supports</b></p>	<p>Request Management for SOW ITSM provides consistent and repeatable navigation.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><u>3.2.4 Consistent Identification</u></a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p><b>Supports</b></p>	<p>Components that have the same functionality within Request Management for SOW ITSM are identified consistently.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.3.3 Error Suggestion</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.3 (Web)</li> <li>10.3.3.3 (Non-web document)</li> <li>11.3.3.3 (Open Functionality Software)</li> <li>11.3.3.3 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>When an error is automatically detected within a native data entry form in Request Management for SOW ITSM, the resulting error message provides suggestions for correction.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.4 (Web)</li> <li>• 10.3.3.4 (Non-web document)</li> <li>• 11.3.3.4 (Open Functionality Software)</li> <li>• 11.3.3.4 (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> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Supports</b></p>	<p>No forms within Request Management for SOW ITSM 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><a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p><b>Not Applicable</b></p>	<p>Request Management for SOW ITSM does not require cognitive testing during authentication processes.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.3 Status Messages</a> (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"> <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> <p>Revised Section 508 – Does not apply</p>	<p><b>Supports</b></p>	<p>In Request Management for SOW ITSM, 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	<b>Supports</b>	Request Management for SOW ITSM is functional to screen reading technology.
302.2 With Limited Vision	<b>Supports</b>	Request Management for SOW ITSM supports text and screen enlargement.
302.3 Without Perception of Color	<b>Supports</b>	There is nothing within Request Management for SOW ITSM where color alone is being used to convey information.
302.4 Without Hearing	<b>Supports</b>	There is nothing within Request Management for SOW ITSM that explicitly requires hearing.
302.5 With Limited Hearing	<b>Supports</b>	There is nothing within Request Management for SOW ITSM that explicitly requires hearing.
302.6 Without Speech	<b>Supports</b>	There is nothing within Request Management for SOW ITSM that explicitly requires speech.
302.7 With Limited Manipulation	<b>Supports</b>	Features and functions within Request Management for SOW ITSM can be manipulated via the keyboard.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	<b>Supports</b>	Features and functions within Request Management for SOW ITSM can be manipulated via the keyboard.
302.9 With Limited Language, Cognitive, and Learning Abilities	<b>Supports</b>	Request Management for SOW ITSM 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 <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<a href="#">502 Interoperability with Assistive Technology</a>	Heading cell – no response required	Does not apply to a web-only application.
<a href="#">503 Applications</a>	Heading cell – no response required	Does not apply to a web-only application.
<a href="#">504 Authoring Tools</a>	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	<b>Not Applicable</b>	Request Management for SOW ITSM is not an authoring tool.
504.2.2 PDF Export	<b>Not Applicable</b>	Request Management for SOW ITSM is not an authoring tool.
504.3 Prompts	<b>Not Applicable</b>	Request Management for SOW ITSM is not an authoring tool.
504.4 Templates	<b>Not Applicable</b>	Request Management for SOW ITSM 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
<a href="#">602 Support Documentation</a>	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 Request Management for SOW ITSM 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 <a href="#">WCAG 2.x</a> 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 Request Management for SOW ITSM only and does not address Support Documentation or Support Services
<a href="#">603 Support Services</a>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	<b>Not Applicable</b>	This report covers accessibility conformance for Request Management for SOW ITSM only and does not address Support Documentation or Support Services.
603.3 Accommodation of Communication Needs	Not Applicable	This report covers accessibility conformance for Request Management for SOW ITSM only and does not address Support Documentation or Support Services.

## EN 301 549 Report

Notes:

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

Notes:

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

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

## Chapter 5: [Generic Requirements](#)

Notes:

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

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

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

Criteria	Conformance Level	Remarks and Explanations
<b>5.5 Operable parts</b>	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	<b>Not Applicable</b>	Request Management for SOW ITSM does not have closed functionality.
5.5.2 Operable parts discernibility	<b>Not Applicable</b>	Request Management for SOW ITSM does not have closed functionality.
<b>5.6 Locking or toggle controls</b>	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	<b>Not Applicable</b>	Request Management for SOW ITSM does not have closed functionality.
5.6.2 Visual status	<b>Not Applicable</b>	Request Management for SOW ITSM does not have closed functionality.
5.7 Key repeat	<b>Not Applicable</b>	Request Management for SOW ITSM does not have closed functionality.
5.8 Double-strike key acceptance	<b>Not Applicable</b>	Request Management for SOW ITSM does not have closed functionality.
5.9 Simultaneous user actions	<b>Not Applicable</b>	Request Management for SOW ITSM 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 <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
10.5 Caption positioning	Not Applicable	Request Management for SOW ITSM does not have non-web documents that contain synchronized media.
10.6 Audio description timing	Not Applicable	Request Management for SOW ITSM 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 <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b>11.5 Interoperability with assistive technology</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.2 Accessibility services</b>	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	Request Management for SOW ITSM is a web-based application that relies on user-agent functionality.
11.5.2.5 Object information	Not Applicable	Request Management for SOW ITSM is a web-based application that relies on user-agent functionality.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.6 Row, column, and headers	Not Applicable	Request Management for SOW ITSM is a web-based application that relies on user-agent functionality.
11.5.2.7 Values	Not Applicable	Request Management for SOW ITSM is a web-based application that relies on user-agent functionality.
11.5.2.8 Label relationships	Not Applicable	Request Management for SOW ITSM is a web-based application that relies on user-agent functionality.
11.5.2.9 Parent-child relationships	Not Applicable	Request Management for SOW ITSM is a web-based application that relies on user-agent functionality.
11.5.2.10 Text	Not Applicable	Request Management for SOW ITSM is a web-based application that relies on user-agent functionality.
11.5.2.11 List of available actions	Not Applicable	Request Management for SOW ITSM is a web-based application that relies on user-agent functionality.
11.5.2.12 Execution of available actions	Not Applicable	Request Management for SOW ITSM is a web-based application that relies on user-agent functionality.
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	Request Management for SOW ITSM 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	Request Management for SOW ITSM is a web-based application that relies on user-agent functionality.
11.5.2.15 Change notification	Not Applicable	Request Management for SOW ITSM is a web-based application that relies on user-agent functionality.
11.5.2.16 Modifications of states and properties	Not Applicable	Request Management for SOW ITSM is a web-based application that relies on user-agent functionality.
11.5.2.17 Modifications of values and text	Not Applicable	Request Management for SOW ITSM is a web-based application that relies on user-agent functionality.
<b>11.6 Documented accessibility usage</b>	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	Request Management for SOW ITSM is a web-based application that relies on user-agent functionality.
11.6.2 No disruption of accessibility features	Not Applicable	Request Management for SOW ITSM is a web-based application that relies on user-agent functionality.
11.7 User preferences	Not Applicable	Request Management for SOW ITSM is a web-based application that relies on user-agent functionality.

Criteria	Conformance Level	Remarks and Explanations
<b>11.8 Authoring tools</b>	Heading cell – no response required	Heading cell – no response required
<b>11.8.1 Content technology</b>	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	Request Management for SOW ITSM is not an authoring tool.
11.8.4 Repair assistance	Not Applicable	Request Management for SOW ITSM is not an authoring tool.
11.8.5 Templates	Not Applicable	Request Management for SOW ITSM is not an authoring tool.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	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	<p>This report covers accessibility conformance for Request Management for SOW ITSM only and does not address 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>
12.1.2 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not Applicable	<p>This report covers accessibility conformance for Request Management for SOW ITSM only and does not address Documentation or Support Services.</p>
12.2.3 Effective communication	Not Applicable	<p>This report covers accessibility conformance for Request Management for SOW ITSM only and does not address Documentation or Support Services.</p>
12.2.4 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section

## Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: Not applicable

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