servicenow

Impact Workspace Accessibility Conformance Report

International Edition

Based on VPAT® Version 2.5

Report Details

Field	Description
Name of Product	ServiceNow® Impact Workspace
Version	Yokohama
Report Date	March 12, 2025
Product Description	ServiceNow® Impact is a value acceleration solution designed to meet customers where they are in their unique ServiceNow digital transformation journey.
Contact Information	accessibility@servicenow.com
Notes	• 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.

“Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)

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 Impact Workspace. 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
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Partially Supports**	Impact Workspace provides sufficient text alternatives for any instances of non-text content, with the following exceptions: • The screen reader announces the name of the decorative user image as the user’s full name. • An incorrect aria label is defined for the Star icon in the Edit outcome pane. • The screen reader reads the decorative image as Lock image for Squad activity in the details page. • The screen reader announces Accelerators icon on all the decorative images under “Usage by category” on Accelerator and Initiative catalog page. • The decorative image "Info icon" receives focus in browse mode of screen reader.

Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	Impact Workspace does not contain prerecorded audio-only or video-only media.

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

Criteria	Conformance Level	Remarks and Explanations
[1.2.3 Audio Description or Media Alternative (Prerecorded)]() (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	Impact Workspace does not contain prerecorded video content that would require audio description or a media alternative.

[**1.3.1 Info and Relationships**](#) (Level A) Also applies to: EN 301 549 Criteria - 9.1.3.1 (Web) - 10.1.3.1 (Non-web document) - 11.1.3.1.1 (Open Functionality Software) - 11.1.3.1.2 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	**Does Not Support**	Visual structure and relationship information for Impact Workspace are provided through object information or are available in text, with the following exceptions: - VO/NVDA doesn't provide proper information when the newly loaded content appears on the “Convert Expiring Learning Credits Into a Work Item” page. - A label is not associated with the Add File button in Request form “Artificial Intelligence (AI) Readiness Assessment” page. - The accessible label “Close row” for Trash icon buttons in the Filter/Predicate Builder container is not descriptive enough. - The screen reader announces the “Preferences” and “Favorites only” text as “empty group” which is confusing for non-visual users. Continued on the next page…. Continued from previous page. - VoiceOver and NVDA reads required fields as Group and Blank respectively on "*" on the “Convert Expiring Learning

		Credits into a work item" page. - The screen reader does not announce the badge count for the Filter icon button to indicate the number of conditions applied. - There are multiple "show more" buttons on the product adoption roadmaps page. - In Hide dialog, "Select a reason" field is mandatory, but the screen reader is not announcing it as "required". Aria-required="true" is not provided. - Incorrect aria-label="Hide Modal Heading" and aria-label="Hide Modal Feedback Title" are provided to headings. - A table caption is not provided for the table present in the "View details" dialog. Continued on the next page…. Continued from previous page. - A heading tag is not provided to most of the headings in many dialogs. - Role="group" and aria-label="Right pane" is provided to main content which is incorrect.

		• The list item on the home page does not have a , parent element. • An incorrect Aria-label="title" is provided on the homepage to the headings. • “Select a reason” label is announced twice which is confusing. • Primary navigation is provided with role=tablist and tabs as child elements. Home is provided as “button.” • The checkboxes and the toggle buttons are not associated with the label heading on the homepage. • The preferences settings link opens in the same tab, but the screen reader reads it as “open in a new tab.” Continued on the next page…. Continued from previous page. • Content is not marked up in a description list; screen reader only announces it as Related business objective which does not allow user to understand the purpose. • The performance recap table is not properly programmatically defined. • The screen reader announces it as “Slot container button” for each "i" information icon button.

Criteria	Conformance Level	Remarks and Explanations
		• Table cells that use the headers attribute don’t refer to cells in the same table under Champion Engagement of All tab. • Content on the Accelerator and Initiative Overview page is not marked up in a description list. • The screen reader announces “group” for “*” on all the placeholder fields in Request form. • Description of "i" info button is not announced by the screen reader for Accelerator and initiative catalog page. Continued on the next page…. Continued from previous page. • There are two buttons labeled "0" under the recommended “Capabilities requiring your attention” heading. • Column options are not accessible on the Capabilities Map while using a screen reader and elements are not tied together. • VoiceOver does not read the value change of vertical separators. • Table header elements don’t have visible text in Overall State card.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Partially Supports**	Content in Impact Workspace is presented in a meaningful sequence, with the following exception: • Navigating on the Outcome performance reviews moves form label to label instead of label to value.

Criteria	Conformance Level	Remarks and Explanations
[1.3.3 Sensory Characteristics](#) (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Partially Supports**	Instructions in Impact Workspace do not rely solely on sensory characteristics, with the following exceptions: • Missing tooltips for Trash Icon and Calendar Icon Buttons in Predicate Builder’s Filter Container. • Missing tooltips for “Sort By” icon button in Predicate Builder’s Filter Container.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Impact Workspace site content and functionality do not convey information through color alone.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Impact Workspace does not contain audio that plays automatically.

2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Does Not Support**	Impact Workspace functionality can be accessed and operated using a keyboard, with the following exceptions: • A non-interactive list heading element receives keyboard focus on the Platform Health Findings page. • Non-interactive elements receive keyboard focus on the Single Score and Donut Chart Widgets. • The close button is not provided to close the “Quick filters” dialog. • Keyboard user is unable to access the link “View full list,” “Learn about key deliverables,” and all the links present under “Start the guide tour” and “Impact overview” headings. • On the Impact Overview page, the keyboard tab focus is provided to non-interactive heading text “Impact Overview.” • Browse mode focus is not moving to all the elements available in the Performance recap table. Continued on next page… Continued from previous page. • Links under the “Operational outcome and Success metric”

Criteria	Conformance Level	Remarks and Explanations
		column header are not accessible using the keyboard. - The scrollable region on the Value plan table doesn't have keyboard access. - The resize column header on the Performance recap table is not accessible using the keyboard. - The Esc key fails to dismiss accelerator dialog. - The Esc key fails to dismiss Edit Accelerator dialog. - The Expand/ Collapse row buttons are not accessible using the keyboard on the Capabilities Table.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Partially Supports**	Impact Workspace does not include keyboard traps, with the following exception: • Keyboard users are stuck in Roadmap view in forward and backward navigation.

Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	**Supports**	Impact Workspace does not use any single-key shortcuts, other than those restricted to a focused component.

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

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Impact Workspace does not include elements that move, blink, scroll, or auto-update.

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

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	**Supports**	Pages in Impact Workspace use HTML5 landmark regions, which will allow screen readers to meet this requirement.

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

[2.4.3 Focus Order](#) (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Does Not Support**	Components in Impact Workspace receive focus in a meaningful order, with the following exceptions: • User focus does not return to the quick filter button after closing the quick filter dialog. • In the Preferences settings page, the keyboard tab focus is provided twice to all the toggle buttons (Pills). • The keyboard focus moves to non-interactive elements in the Capabilities tab under the Outcome insights section. • Focus becomes lost and appears again on Collapse/Expand Summary button on activating “Show More” link under “All accelerators and initiatives.” • Checkboxes present under “Available capabilities” are navigable using tab key instead of arrow keys. • The keyboard focus fails to move to Item Details pane on the Impact Accelerator page. Continued on next page… Continued from previous page. • Focus does not move to elements within the Filter on

		Predicate Builder container upon activation. • Focus is not restored to the Filter button after closing the Filter/Predicate Builder panel. • The keyboard focus is getting lost when a modal opens on top of another modal. • The keyboard tab focus is moving outside the tour dialog, and the dialog remains open which is incorrect. • The keyboard focus moves to non-interactive elements in the Quick filters dialog. • The keyboard focus moves to non-interactive "Trend chart settings" text in the Trend chart settings dialog. • When pressing the shift-tab key on the Personalize button, the keyboard focus does not go to the previous element. Continued on next page… Continued from previous page. • The keyboard focus gets lost after selecting the Cancel button in the Edit outcome pane. • The keyboard focus gets lost after selecting the Show more/less button in the View details section.

Criteria	Conformance Level	Remarks and Explanations
		- The keyboard focus gets lost after selecting the up/down arrow key in the Personalize section. - After pressing the Esc key on the Operator info tooltip, the whole modal is closed, and the focus moves to the Column Actions button. - Incorrect focus order after the Edit button on the Value accelerator view details dialog.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria - 9.2.4.4 (Web) - 10.2.4.4 (Non-web document) - 11.2.4.4 (Open Functionality Software) - 11.2.4.4 (Closed Software - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	**Partially Supports**	The purpose of each link in Impact Workspace can be determined from the link text alone or from the programmatic context of the link, with the following exceptions: - The screen reader announces both, “opens in new tab” and “opens in new window” which is incorrect and confusing. - Multiple buttons with the same names “More actions”, “View details”, “'Add to favorites” are present and screen reader user is unable to distinguish them.

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Supports**	In Impact Workspace, there is no functionality that uses multipoint or path-based gestures to operate.

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Supports**	In Impact Workspace, the down-event of the pointer is not used to execute any part of the function.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Partially Supports**	Visual labels of components within Impact Workspace match the text associated with the programmatic names, with the following exceptions: • Modal buttons and heading do not match with the accessible name read by screen reader. • In View details dialog, the visual button name for “Get started” button does not match with the accessible name “accelerator.” • The visible link name “Back to home” does not match with the accessible name read by screen reader. • An incorrect name is defined for the Performance recap button. • The visible button name is not provided for info 'i' button and all the 'Add to favorites' buttons.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Supports**	In Impact Workspace, there is no functionality that can be operated by device motion or user motion.

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

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

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Partially Supports**	In Impact Workspace, changes in context do not occur automatically on user input, with the following exception: • Filter field options are opened on activating Add Filter button.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Supports**	Impact Workspace provides help mechanisms on all applicable pages to assist users in completing forms and other tasks requiring input.

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

3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Partially Supports**	A label is provided for each Impact Workspace input fields, with the following exceptions: • Instructions are not provided to the screen reader user for handling the resizer control for Column header in Your List table. • The visible label is not provided for the “Search” input field in All Accelerators and initiatives section. • The visual button name is not provided for the Cancel tour “X” button. • Missing tooltip for Expand/Collapse consumption button. • No visible label for “Search attachment” field on the Related Files tab. • “Undefined” tooltip provided for Close (x) button on the Accelerator and initiatives overview page. • Missing visual instruction “This field has no character limit” for Title field in Upload a File dialog. Continued on next page… Continued from previous page. • Instructions are not clear enough to understand the

Criteria	Conformance Level	Remarks and Explanations
		process while dragging in Personalize settings pane in Roadmap view and there is no status message.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Supports**	In Impact Workspace, fields are automatically populated when a user has previously entered this information during the same session.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	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.

[**4.1.2 Name, Role, Value**]() (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Does Not Support**	User interface components in Impact Workspace provide programmatic name, role, and/or state information, with the following exceptions: • There is an unlabeled button in the capability filter. • There is an unlabeled button below the "View hidden capabilities" button. • The ARIA-label for "i" control is not defined in "Convert Expiring Learning Credits into a work item" page. • Name is not defined for the Goal and Automated data switch. • Incorrect Role Assigned to “Back to Proactive code check analytics” element. • Incorrect Role Assigned to “Back to Diagnostics” element. • Incorrect Role Assigned to “View Dashboard” element. • The Screen reader announces, “Menu Popup button” for triple dots in "Capability Map" page. Continued on next page… Continued from previous page.

		• Incorrect role defined for non-interactive controls "ITSM" and "ITOM" pills. • Buttons do not have discernible text on the "Product adoption roadmap" template cards. • Unable to differentiate between the name of the controls Like/Dislike, Dismiss, View Details, More actions assigned on the Recommendation list page. • Button Role is announced twice for "Cancel" and "Submit feedback" buttons. • The button name is not provided for the search icon button and the cards on the homepage. • The screen reader is reading the horizontal separator which is not required and unnecessary. • Incorrect role as button is defined for Search icon of "Available capabilities" on the "Manage Capabilities" modal. Continued on next page. Continued from previous page. • The screen reader announces drop down menu items as "group."

		• The number of filters applied is displayed but it is not read by the screen reader. • The screen reader is not announcing the number of tours in a meaningful manner. • The screen reader announces “Group” for multiple components like “View full list” link, “Stay informed with monthly updates on ServiceNow products, featuring curated news and upcoming events” text, and “Evaluate your current Foundations status and view next steps” text. • In View details dialog, “Button” Role is announced twice for Hide, Get started and Like/Dislike Recommendation buttons. • Dialog name is not provided on the View Details dialog. Continued on next page… Continued from previous page. • An element on the Accelerator and initiatives Overview page does not have inner text that is visible to screen readers. • The name is not descriptive of the Expand/Collapse control in the Objectives and outcomes column.

		• An incorrect role is defined for the Core and Value-enhancing tabs. • The name is not defined for the Incident Management dialog. • “About this outcome” and “Show more” buttons have Button defined in the aria-label, which leads the screen reader to announce "button" twice. • The names are not defined for the buttons in the Value details page. • The name is not defined for the Quick filters dialog. • The Name and role are not defined for the Column resizer button in the Performance recap table. Continued on next page… Continued from previous page. • The name is not defined for the buttons in the Value accelerator hub page. • The name is not descriptive of the Column options button in the Performance recap table. • Buttons don’t have discernible text in the "Initiatives in use" dialog. • An inappropriate aria-label is provided for Clear Search (x)

		button on the Impact Accelerator. • An incorrect aria-label is assigned, and the state is not defined for Collapse/Expand button on the Accelerator and initiative catalog page. • The state of a button is provided for the control name, which is misleading, in RoadMap view. • The "Selected" state is not announced while switching from RoadMap to List view on the Accelerators and initiatives overview page. • Elements do not have permitted ARIA attributes on the Capabilities list selector. Continued on next page… Continued from previous page. • The name is missing for “Edit Accelerator” button on the Impact Accelerator page. • The “Edit Accelerator details” dialog does not have a name. • There are missing names for the Accelerator dialogs. • The name is missing for the Edit Accelerator button on the Impact Accelerator page. • Button cards and Favorite buttons on each card do not have discernible text.

Criteria	Conformance Level	Remarks and Explanations
		• The state is not announced for the Favorites button for all the accelerator cards on the Accelerator and Initiative catalog page. • ARIA input fields don’t have an accessible name for the “Assign to business objective” field in Request an Accelerator page. • When screen-reader users hide a capability, NVDA announces "Hide capabilities.” Continued on next page. Continued from previous page. • When the "Product adoption summary" accordion is collapsed, the button is unlabeled and does not inform the user of state. • "View hidden capabilities" is a button instead of a link that opens in new tab. • Icons defined for 'Reorder column' are not properly announced by the screen reader.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	Impact Workspace does not contain live synchronized media.

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

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Supports**	Impact Workspace does not contain fixed orientation for page displays.

Criteria	Conformance Level	Remarks and Explanations
[1.3.5 Identify Input Purpose](#) (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	**Supports**	In Impact Workspace, the purpose of each specifically identified input field collecting information about the user can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria - 9.1.4.3 (Web) - 10.1.4.3 (Non-web document) - 11.1.4.3 (Open Functionality Software) - 11.1.4.3 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	**Partially Supports**	Text in Impact Workspace meets minimum contrast requirements, including the text color on hover and focus states, with the following exceptions: - There is an insufficient color contrast ratio for Selected Tab Label in the Predicate builder’s Filter container. - The gray text on white background seen on dialogs has a low contrast ratio. - The active tab text on the Accelerators and initiatives page has a low contrast ratio.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Partially Supports**	Impact Workspace 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, with the following exceptions: • "Accelerators and initiatives" tab are not completely visible while navigating with left/right arrow keys for tabs. • Convert Expiring Learning Credits page has truncated text at 200% zoom. • The Unresolved Findings Single Score Widget overlaps with Health Assessment Container at 200% Page Zoom. • Text present under 'Hello customer' is not clearly visible at 400%-page zoom. • The value accelerator hub page content overlaps with each other and is truncated when the page zoomed to 200%.

Criteria	Conformance Level	Remarks and Explanations
[1.4.5 Images of Text](#) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Impact Workspace uses text instead of images of text.

1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	**Does Not Support**	Impact Workspace content reflows at different screen widths without loss of information or functionality and without requiring scrolling in two dimensions, with the following exceptions: • Value journey's Outcomes page requires two-dimensional navigation to see the Filter outcomes dialog content. • In the Outcome Insights section, the text doesn't wrap to the next line and the Action dropdown moves outside the viewport. • The Value Plan page content is not visible properly when the page is zoomed to 400%. • The content of Product Adoption Roadmaps cards is spilling at 400%. • The list heading 'Findings Detected' is not visible and replaced with a pipe symbol at 400% Zoom. • Content is truncated, overlapped, and not visible at 400% browser zoom in "Convert Expiring Learning Credits into a work item" page. Continued on next page. Continued from previous page.

		• In the View details dialog, the content overlaps other content on 400% zoom. • The arrow icon is getting overlapped with the text and also many texts are getting truncated at 400%-page zoom. • The text present under 'Hello customer' is not clearly visible at 400%-page zoom. • The text 'tour' is getting overlapped with horizontal separator on the homepage at 400%-page zoom. • Two-dimensional scrolling on the homepage is required to view the content at 400%-page zoom. • The View details page content is not visible properly when the page is zoomed to 400%. • The text gets truncated on the Accelerator and Initiatives catalog page when the page is zoomed to 400%. • The field labels and fields in Setup form truncate on the Request accelerator page when the page is zoomed to 400%. Continued on next page… Continued from previous page. • Two-dimensional scrolling is required on the Accelerator and Initiatives Overview page. • Two-dimensional scrolling is required on the Accelerator and

Criteria	Conformance Level	Remarks and Explanations
		Initiatives catalog page when the page is zoomed to 400%. - Many controls and areas on Capabilities Map page are not able to adapt Reflow properly.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria - 9.1.4.11 (Web) - 10.1.4.11 (Non-web document) - 11.1.4.11 (Open Functionality Software) - 11.1.4.11 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Partially Supports**	Components in Impact Workspace meet minimum contrast requirements, including the text color on hover and focus states, with the following exceptions: - The color contrast ratio of the Column sizer icon to the background color is less than 3:1. - The color contrast ratio of Tick mark in Accelerator dialog fails to meet minimum requirement of 3:1.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Partially Supports**	Impact Workspace allows text style adjustments to meet the minimum thresholds for text spacing, with the following exceptions: • The tick mark of checkbox on the Preferences settings page is getting truncated on the enabling text spacing property. • When text spacing is enabled, loss of content is happening on the homepage. • Placeholder text “Search by recommendations” for search input field on the homepage is getting truncated with and without text spacing enabled. • Page content is overlapped on the Value plan page. • Link text under the Operational outcome and Success metric column header is truncated. • The placeholder text “Search by Capability” for the name search field on the Capabilities map page is not completely visible on applying text spacing.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Supports**	Impact Workspace allows hover content to be manually dismissed.

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

Criteria	Conformance Level	Remarks and Explanations
[2.4.6 Headings and Labels](#) (Level AA) Also applies to: EN 301 549 Criteria - 9.2.4.6 (Web) - 10.2.4.6 (Non-web document) - 11.2.4.6 (Open Functionality Software) - 11.2.4.6 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	**Partially Supports**	Impact Workspace uses meaningful semantic headings to label content blocks. Form input labels are associated with their inputs and provide a useful label to those inputs, with the following exception: - ARIA dialog and alert dialog node does not have an accessible name for Initiatives dialog.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Partially Supports**	Focusable elements in Impact Workspace have a visible keyboard focus indicator, with the following exceptions: • Unsymmetric keyboard focus visible on Accelerator button. • In Impact overview page, the keyboard tab focus is not visible from left side of the links. • The focus indicator is not visible after pressing the tab key on the Unpin button.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Supports**	In Impact Workspace, the focus indicator is consistently displayed around interactive elements without being obscured by overlapping content or other UI components.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Not Applicable**	Impact Workspace does not require movements that require dragging motions to operate.

Criteria	Conformance Level	Remarks and Explanations
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Supports**	Impact Workspace 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.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Within Impact Workspace default webpages, the language of each portion of the page is programmatically determinable.

Criteria	Conformance Level	Remarks and Explanations
[3.2.3 Consistent Navigation](#) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	**Partially Supports**	Impact Workspace provides consistent and repeatable navigation, with the following exception: • The Now button and Now Split button having inconsistent focus behavior.

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

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

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	No forms within Impact Workspace 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.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Not Applicable**	Impact Workspace does not require cognitive testing during authentication processes.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Partially Supports**	In Impact Workspace, status messages can be programmatically determined through roles or properties so that they can be presented to the user by assistive technologies without receiving focus, with the following exceptions: • “Expiring Learning credits” button announced 3 times when the alert appears on successful creation. • Loading information is not announced when “Convert to work item” is activated on Recommended list pages. • The screen reader doesn't announce anything when Zoom IN/Out button is activated in RoadMap view. • The Filters Cleared and Removed information is not announced by the screen reader on the Accelerator and initiative catalog page.

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	**Does Not Support**	With exceptions noted above, Impact Workspace is functional to screen reading technology.
302.2 With Limited Vision	**Partially Supports**	With some exceptions noted above, Impact Workspace supports text and screen enlargement.
302.3 Without Perception of Color	**Supports**	There is nothing within Impact Workspace where color alone is being used to convey information.
302.4 Without Hearing	**Supports**	There is nothing within Impact Workspace that explicitly requires hearing.
302.5 With Limited Hearing	**Supports**	There is nothing within Impact Workspace that explicitly requires hearing.
302.6 Without Speech	**Supports**	There is nothing within Impact Workspace that explicitly requires speech.
302.7 With Limited Manipulation	**Does Not Support**	There is functionality within Impact Workspace that cannot be manipulated via the keyboard.
302.8 With Limited Reach and Strength	**Does Not Support**	There is functionality within Impact Workspace that cannot be manipulated via the keyboard.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	**Does Not Support**	Certain terms and descriptions of features necessary for the use of Impact Workspace use standard terms, which may not be 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
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	**Not Applicable**	Impact Workspace is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
504.2.2 PDF Export	**Not Applicable**	Impact Workspace is not an authoring tool.
504.3 Prompts	**Not Applicable**	Impact Workspace is not an authoring tool.
504.4 Templates	**Not Applicable**	Impact Workspace is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	This report covers accessibility conformance for Impact Workspace and does not address Support 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
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	This report covers accessibility conformance for Impact Workspace 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 Impact Workspace only and does not address Support Documentation or Support Services.
603.3 Accommodation of Communication Needs	Not Applicable	This report covers accessibility conformance for Impact Workspace 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	**Does Not Support**	With exceptions noted above, Impact Workspace is functional to screen reading technology.
4.2.2 Usage with limited vision	**Does Not Support**	With exceptions noted above, Impact Workspace supports text and screen enlargement.

Criteria	Conformance Level	Remarks and Explanations
4.2.3 Usage without perception of colour	**Supports**	There is nothing within Impact Workspace where color alone is being used to convey information.
4.2.4 Usage without hearing	**Support**	There is nothing within Impact Workspace that explicitly requires hearing.
4.2.5 Usage with limited hearing	**Support**	There is nothing within Impact Workspace that explicitly requires hearing.
4.2.6 Usage with no or limited vocal capability	**Support**	There is nothing within Impact Workspace that explicitly requires speech.
4.2.7 Usage with limited manipulation or strength	**Does Not Support**	There is functionality within Impact Workspace that cannot be manipulated via the keyboard.
4.2.8 Usage with limited reach	**Does Not Support**	There is functionality within Impact Workspace that cannot be manipulated via the keyboard.
4.2.9 Minimize photosensitive seizure triggers	**Support**	There is nothing within Impact Workspace that would act as a photosensitive seizure trigger.
4.2.10 Usage with limited cognition, language or learning	**Does Not Support**	Certain terms and descriptions of features necessary for the use of Impact Workspace use standard terms, which may not be understandable by users with limited language, cognitive, or learning abilities.
4.2.11 Privacy	**Support**	Impact Workspace 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**	Impact Workspace does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	**Not Applicable**	Impact Workspace does not have closed functionality.
5.1.3.3 Auditory output correlation	**Not Applicable**	Impact Workspace does not have closed functionality.
5.1.3.4 Speech output user control	**Not Applicable**	Impact Workspace does not have closed functionality.
5.1.3.5 Speech output automatic interruption	**Not Applicable**	Impact Workspace does not have closed functionality.
5.1.3.6 Speech output for non-text content	**Not Applicable**	Impact Workspace does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.7 Speech output for video information	**Not Applicable**	Impact Workspace does not have closed functionality.
5.1.3.8 Masked entry	**Not Applicable**	Impact Workspace does not have closed functionality.
5.1.3.9 Private access to personal data	**Not Applicable**	Impact Workspace does not have closed functionality.
5.1.3.10 Non-interfering audio output	**Not Applicable**	Impact Workspace does not have closed functionality.
5.1.3.11 Private listening volume	**Not Applicable**	Impact Workspace does not have closed functionality.
5.1.3.12 Speaker volume	**Not Applicable**	Impact Workspace does not have closed functionality.
5.1.3.13 Volume reset	**Not Applicable**	Impact Workspace does not have closed functionality.
5.1.3.14 Spoken languages	**Not Applicable**	Impact Workspace does not have closed functionality.
5.1.3.15 Non-visual error identification	**Not Applicable**	Impact Workspace does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	**Not Applicable**	Impact Workspace does not have closed functionality.
5.1.4 Functionality closed to text enlargement	**Not Applicable**	Impact Workspace does not have closed functionality.
5.1.5 Visual output for auditory information	**Not Applicable**	Impact Workspace does not have closed functionality.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
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**	Impact Workspace does not have closed functionality.
5.1.7 Access without speech	**Not Applicable**	Impact Workspace does not have closed functionality.
5.2 Activation of accessibility features	**Not Applicable**	Impact Workspace does not have closed functionality.
5.3 Biometrics	**Not Applicable**	Impact Workspace does not have closed functionality.
5.4 Preservation of accessibility information during conversion	**Not Applicable**	Impact Workspace does not have closed functionality.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	**Not Applicable**	Impact Workspace does not have closed functionality.
5.5.2 Operable parts discernibility	**Not Applicable**	Impact Workspace 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**	Impact Workspace does not have closed functionality.
5.6.2 Visual status	**Not Applicable**	Impact Workspace does not have closed functionality.
5.7 Key repeat	**Not Applicable**	Impact Workspace does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.8 Double-strike key acceptance	**Not Applicable**	Impact Workspace does not have closed functionality.
5.9 Simultaneous user actions	**Not Applicable**	Impact Workspace 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

Criteria	Conformance Level	Remarks and Explanations
10.5 Caption positioning	Not Applicable	Impact Workspace does not have non-web documents that contain synchronized media.
10.6 Audio description timing	Not Applicable	Impact Workspace 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

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

Criteria	Conformance Level	Remarks and Explanations
11.5.2.12 Execution of available actions	Not Applicable	Impact Workspace is a web-based application that relies on user-agent functionality.
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	Impact Workspace is a web-based application that relies on user-agent functionality.
11.5.2.14 Modification of focus and selection attributes	Not Applicable	Impact Workspace is a web-based application that relies on user-agent functionality.
11.5.2.15 Change notification	Not Applicable	Impact Workspace is a web-based application that relies on user-agent functionality.
11.5.2.16 Modifications of states and properties	Not Applicable	Impact Workspace is a web-based application that relies on user-agent functionality.
11.5.2.17 Modifications of values and text	Not Applicable	Impact Workspace 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	Impact Workspace is a web-based application that relies on user-agent functionality.
11.6.2 No disruption of accessibility features	Not Applicable	Impact Workspace is a web-based application that relies on user-agent functionality.
11.7 User preferences	Not Applicable	Impact Workspace is a web-based application that relies on user-agent functionality.

Criteria	Conformance Level	Remarks and Explanations
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	Impact Workspace is not an authoring tool.
11.8.4 Repair assistance	Not Applicable	Impact Workspace is not an authoring tool.
11.8.5 Templates	Not Applicable	Impact Workspace 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 Impact Workspace 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 Impact Workspace only and does not address Documentation or Support Services.
12.2.3 Effective communication	Not Applicable	This report covers accessibility conformance for Impact Workspace 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

Legal Disclaimer (Company)

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

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