

Core UI 16 Accessibility Conformance Report

International Edition

Based on VPAT® Version 2.5

Report Details

Field	Description
Name of Product	ServiceNow® Core UI 16
Version	Zurich
Report Date	March 12, 2026
Product Description	Notable features include real-time form updates, user presence, a pinned application navigator with tabs for favorites and history, and activity streams.
Contact Information	accessibility@servicenow.com
Notes	<ul style="list-style-type: none">• This product is a web-only application. The information contained in this report only applies to this release of this application.• Accessibility conformance details for other ServiceNow products are covered in separate reports. See Accessibility Conformance Reports on the Product Documentation site.• Any customization of this application or the ServiceNow AI Platform may have an impact on the specifics in this report.

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 Core UI 16. Other potential accessibility and usability issues may exist but are unknown at this time.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

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

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Core UI 16 provides sufficient text alternatives for any instances of non-text content.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>Core UI 16 does not contain prerecorded audio-only or video-only media.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>Core UI 16 does not contain prerecorded synchronized media.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>Core UI 16 does not contain prerecorded video content that would require audio description or a media alternative.</p>

<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Does Not Support</p>	<p>Visual structure and relationship information for Core UI 16 are provided through object information or are available in text, with the following exceptions:</p> <p>Form Fields:</p> <ul style="list-style-type: none"> • Labels are not associated with Order and Attach buttons available under the Related Search Results section. • The purpose of the mandatory asterisk (*) is not provided in Core UI forms. • The Loading percentage is not visible after selecting a file to attach and the screen reader is also not announcing it. • The screen reader announces "about 55 years ago" along with field change information on the change schedule page. • The radio group label is not announced while in the New Hire Journey record. • After the Description column header, screen reader focus goes to hidden "Applied actions" column header while on the related search results page. <p>Continued on the next page...</p>
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Criteria	Conformance Level	Remarks and Explanations
		<p>Continued from the previous page.</p> <p>Lists:</p> <ul style="list-style-type: none"> • There are two “Save” buttons present on each list view page that have different functions. <p>Knowledge Management:</p> <ul style="list-style-type: none"> • The breadcrumb link region item count is incorrect. • The “Flag this article” modal lacks an associated name to the dialog region. • Tooltip not appearing for X button in the Flag this article dialog. <p>Service Catalog:</p> <ul style="list-style-type: none"> • There are several empty rows in the order guide checkout table. • Aria-level is not defined for all the headings on the page of service catalog. • The checkboxes on a product page are not grouped. <p>Password Reset:</p> <ul style="list-style-type: none"> • Label is missing for the select user combo box in the login page. <p>Unified Navigation:</p> <ul style="list-style-type: none"> • Links that "open in a new tab" are not described as such.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Content in Core UI 16 is presented in a meaningful sequence.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Instructions in Core UI 16 do not rely solely on sensory characteristics.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Core UI 16 site content and functionality do not convey information through color alone, with the following exceptions:</p> <p>Form Fields:</p> <ul style="list-style-type: none"> • Color alone is used to indicate an error field. <p>Form Controls:</p> <ul style="list-style-type: none"> • Color alone is used to indicate an error encountered on the Request/Add New Item forms. <p>Knowledge:</p> <ul style="list-style-type: none"> • Import a Word File doesn't contain "Indicates Required" on the page.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Core UI 16 does not contain audio that plays automatically.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Core UI 16 functionality can be accessed and operated using a keyboard, with the following exceptions:</p> <p>Form Fields:</p> <ul style="list-style-type: none"> • Unable to access and reorder checklist items in the list views using keyboard. <p>Activity Stream:</p> <ul style="list-style-type: none"> • The Preview Selected Item component is not accessible via keyboard under "Work Notes List" & "Watch list" in the Notes Tab. <p>Knowledge:</p> <ul style="list-style-type: none"> • "X" button tooltip is not accessible through keyboard. <p>Password Reset:</p> <ul style="list-style-type: none"> • Tooltip doesn't appear or accessible for close button in the notification error in the login page.

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Core UI 16 does not include any known keyboard traps.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Core UI 16 does not use any single-key shortcuts, other than those restricted to a focused component.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Core UI 16 allows users to extend the session timeout as required.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Core UI 16 does not include elements that move, blink, scroll, or auto-update.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Core UI 16 does not contain any flashing or strobing content.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.1 (Web) 10.2.4.1 (Non-web document) – Does not apply 11.2.4.1 (Open Functionality Software) – Does not apply 11.2.4.1 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Partially Supports</p>	<p>Pages in Core UI 16 use HTML5 landmark regions, which will allow screen readers to meet this requirement, with the following exceptions:</p> <p>Form Fields:</p> <ul style="list-style-type: none"> The header landmark is contained within the “Other active tasks” affecting the Business Service dialog. <p>Knowledge:</p> <ul style="list-style-type: none"> Landmarks do not have a unique role or role, label, or title combination. <p>Password Reset:</p> <ul style="list-style-type: none"> Not all content on the “Forgot password” page is contained within a landmark region. <p>Unified Navigation:</p> <ul style="list-style-type: none"> Unnecessary navigation landmarks are defined for the All, Favorites, History, Workspaces, and Admin menu buttons.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Pages in Core UI 16 have appropriate page titles, with the following exceptions:</p> <p>Service Catalog:</p> <ul style="list-style-type: none"> • The order guide page title is not descriptive. • The shopping cart page has no title.

<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Does Not Support</p>	<p>Components in Core UI 16 receive focus in a meaningful order, with the following exceptions:</p> <p>Form Fields:</p> <ul style="list-style-type: none"> • Users must tab through the entire list, all reference links, checkboxes, preview icons, etc. before reaching pagination controls. • After selecting the Close/Cancel button in the Personalize List Columns dialog while on the “Show other” active task page, the keyboard focus lands on the Action on selected rows dropdown. • After selecting the "Edit table data inline" button while on the Show other active task page, nothing happens when Group By is applied to the table. • Keyboard focus navigates out of the Set Password modal. • The keyboard focus moves to the disabled Add lines and Remove lines on the Analysis Information flow. • The keyboard focus is getting lost after selecting a file and removing a file while in the Attachments Dialog. <p>Continued on the next page...</p>
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		<p>Continued from the previous page.</p> <ul style="list-style-type: none">• After selecting the "Edit table data inline" button, the keyboard focus goes hidden multiple times with the tab and shift tab key while on the Show other active task page.• Keyboard focus lands on the Desktop image and there is no action that can be performed while on the wish list configuration in the catalog items.• Focus resets to the background page on selecting "Click to copy password" while on the Set Password dialog. <p>Form Controls:</p> <ul style="list-style-type: none">• Users are presented with the complete template list after deleting a template from an incident form. <p>Lists:</p> <ul style="list-style-type: none">• Selecting the filter save button does not move focus to the save name field.• Focus fails to be limited to the Add Tag popup when it is open. <p>Continued on the next page...</p>
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		<p>Continued from the previous page.</p> <p>Activity Stream:</p> <ul style="list-style-type: none"> • Keyboard focus moves to an unknown location when "Show all Journal Fields" is activated again under Notes Tab. • Keyboard focus moves to an unknown location once the email address is added in Work notes list under Notes Tab. <p>Knowledge:</p> <ul style="list-style-type: none"> • Keyboard focus doesn't move to the results content when Filter options are selected. • Keyboard focus moves to an unknown location when the checkbox is unchecked under Category control. • Keyboard focus moves out of the Confirmation dialog. • Keyboard focus doesn't move to the version history, instead it lands on Star rating. • User is unable to navigate the Filter section controls using arrow keys. <p>Continued on the next page...</p> <p>Continued from the previous page.</p>
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Criteria	Conformance Level	Remarks and Explanations
		<p>Service Catalog:</p> <ul style="list-style-type: none"> • The “Send an email to this address” does not receive cursor focus when tabbing through the page. • Focus gets lost on activating Close widget button in Service catalog page. • Keyboard focus moves to an unexpected location after activating "Services" link in catalog page. • Keyboard focus is getting lost on activating Add to cart button. <p>Password Reset:</p> <ul style="list-style-type: none"> • Keyboard focus moves to an unexpected location upon activating the Next button while in the SMS verification page.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>The purpose of each link in Core UI 16 can be determined from the link text alone or from the programmatic context of the link, with the following exception:</p> <p>Form Properties:</p> <ul style="list-style-type: none"> • "This record is in the [app name] application ..." banner message with "here" as the link name.

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.1 Pointer Gestures (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>In Core UI 16, there is no functionality that uses multipoint or path-based gestures to operate.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>In Core UI 16, the down-event of the pointer is not used to execute any part of the function.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.3 Label in Name (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Visual labels of components within Core UI 16 match the text associated with the programmatic names, with the following exceptions:</p> <p>Form Fields:</p> <ul style="list-style-type: none"> • “Click to Add” is not included as an accessible name while on the wish list configuration in the catalog items. • The accessible label does not include the visible label for Desktop image field on the Service Catalog page. <p>Form Controls:</p> <ul style="list-style-type: none"> • The “Delete” button on the New Template form does not match the label.

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.4 Motion Actuation (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>In Core UI 16, there is no functionality that can be operated by device motion or user motion.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>The default language of each page in Core UI 16 is identified using the LANG attribute in the HTML element.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Components in Core UI 16 do not initiate a change of context when in focus.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>In Core UI 16, changes in context do not occur automatically on user input, with the following exception:</p> <p>Form Fields:</p> <ul style="list-style-type: none"> • The Screen reader remains silent while selecting the Add lines and Remove lines buttons on the analysis information page.
<p>3.2.6 Consistent Help (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Core UI 16 provides help mechanisms on all applicable pages to assist users in completing forms and other tasks requiring input.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Where errors are automatically detected in Core UI 16, the error is identified, and an error message is provided as text.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.2 (Web) 10.3.3.2 (Non-web document) 11.3.3.2 (Open Functionality Software) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>A label is provided for each input field in Core UI 16, with the following exceptions:</p> <p>Form fields</p> <ul style="list-style-type: none"> Screen reader does not inform users how to navigate among the recipients and delete them when composing an email. <p>Form Controls:</p> <ul style="list-style-type: none"> Required fields on the Request form are not marked. <p>Service Catalog:</p> <ul style="list-style-type: none"> Tooltip not visible for “X” button appearing in “Thank you, your request has been submitted” notification. Form element doesn't have a visible label for the input row field. <p>Form Properties:</p> <ul style="list-style-type: none"> Survey Properties page color samples do not have a label.
<p>3.3.7 Redundant Entry (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>In Core UI 16, fields are automatically populated when a user has previously entered this information during the same session.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.1 Parsing (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.</p>

<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Does Not Support</p>	<p>User interface components in Core UI 16 provide programmatic name, role, and/or state information, with the following exceptions:</p> <p>Form Fields:</p> <ul style="list-style-type: none"> • The Expand and collapse states are not announced by screen reader. • Required field information is not announced in User Criteria Diagnostics. • Aria level is incorrect for one of the tree items while on the Diagnostic Info page. • The name and tooltip of the Filter buttons on the “Show other active task” page for displaying or hiding the filters are not adapted to the current status. • Missing name for the Delete Item component in the HR Service Checklist page. • The form field "Help" icon with tooltip has a button role on Catalog Items. <p>Lists:</p> <ul style="list-style-type: none"> • Expand/Collapse state is applied to objects that can't be expanded or collapsed. • Checked state is not viable for the unselected options within the “add tag” popup. <p>Continued on the next page...</p>
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Criteria	Conformance Level	Remarks and Explanations
		<p>Continued from the previous page.</p> <p>Activity Stream:</p> <ul style="list-style-type: none"> • The "Select target record for Work notes list" label is an inaccurate name. • Component to add user to the work notes list has the important function at the end of the label. <p>Knowledge:</p> <ul style="list-style-type: none"> • Incorrect role applied to non-component line of code. • The aria-label for "X" button is not defined correctly for Knowledge Base & Category field in Import Article page. • Name and role are not defined properly for the Latest Version. <p>Service Catalog:</p> <ul style="list-style-type: none"> • The order status table is unnamed. • Element role doesn't support ARIA attributes on the stages in Order status page. <p>Form Properties:</p> <ul style="list-style-type: none"> • The Survey Properties page has roles incorrectly placed on elements.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>Core UI 16 does not contain live synchronized media.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) • Revised Section 508 <p>501 (Web)(Software)</p> <ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>Core UI 16 does not contain prerecorded video content that would require audio description.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.4 Orientation (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Core UI 16 does not contain fixed orientation for page displays.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>In Core UI 16, the purpose of each specifically identified input field collecting information about the user can be programmatically determined.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Text in Core UI 16 meets minimum contrast requirements, including the text color on hover and focus states, with the following exceptions:</p> <p>Lists:</p> <ul style="list-style-type: none"> • The white text on blue background for tag values in lists has a low contrast. • In merged cells with both text and links, the links have too low a contrast. <p>Service Catalog:</p> <ul style="list-style-type: none"> • The Contrast ratio for Report Performance Problem, Create Incident, Password Reset, Report Outage of foreground with respect to background is below threshold.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Core UI 16 supports standard zoom capabilities built into modern web browsers and operating systems. Content can be increased up to 200 percent without loss of content or functionality.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Core UI 16 uses text instead of images of text.</p>

<p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Does Not Support</p>	<p>Core UI 16 content reflows at different screen widths without loss of information or functionality and without requiring scrolling in two dimensions, with the following exceptions:</p> <p>Form Fields:</p> <ul style="list-style-type: none"> • Content under the “Can View” section gets truncated, and the horizontal scroll is present at the bottom of page. • Fields related to “When” input fields are truncated on Schedule time/date forms. • Content in Set Password dialog is lost. • Content in Lifecycle Event becomes truncated. • The attach button and placeholder text are cropped in Related Search Results. <p>Form Controls:</p> <ul style="list-style-type: none"> • Next record button on the Incident form is not present. • Additional Actions nested menu options are not present on forms. <p>Activity Stream:</p> <ul style="list-style-type: none"> • Change Request records do not adapt correctly when zoomed to 400%. <p>Continued on the next page...</p>
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Criteria	Conformance Level	Remarks and Explanations
		<p>Continued from the previous page.</p> <p>Knowledge:</p> <ul style="list-style-type: none"> • Text becomes truncated and the focus indicator becomes overlapped. <p>Service Catalog:</p> <ul style="list-style-type: none"> • Service catalog home page is not adapting at 400% browser zoom. • Sections dialog is not adapting at 400% browser zoom in service catalog page. • Services content is not adapting at 400% browser zoom. • Hardware content is not adapting at 400% browser zoom. • Add to cart page is not adapting at 400% browser zoom. • The Continue Shopping button and Home button border become overlapped. • The new hire order page is not adapting at 400% browser zoom.

<p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Components in Core UI 16 meet minimum contrast requirements, including the text color on hover and focus states, with the following exceptions:</p> <p>Form Fields:</p> <ul style="list-style-type: none"> • Checkmark fails minimum contrast ratio requirements in User Criteria Diagnostics. • Blocked (i) button color fails to meet minimum contrast ratio in Test Management flows. • On Incident forms, the contrast ratio of the focus indicator on the search suggestion item of the combo box is less than 3:1. • Focus is not properly visible on tree items in User Criteria Diagnostics. <p>Form Controls:</p> <ul style="list-style-type: none"> • The contrast ratio of the highlighted Catalog Item field label on the Add Catalog Item dialog is below 3:1. <p>Knowledge:</p> <ul style="list-style-type: none"> • Focused Filter button foreground with respect to background. <p>Service Catalog:</p> <ul style="list-style-type: none"> • The contrast ratio for the dropdown menu item’s border foreground with respect to background is below threshold. <p>Continued on the next page...</p>
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Criteria	Conformance Level	Remarks and Explanations
		<p>Continued from the previous page.</p> <p>Password Reset:</p> <ul style="list-style-type: none"> • Contrast ratio for Response time button image and its focus indicator is less than 3:1. <p>Unified Navigation:</p> <ul style="list-style-type: none"> • The Search context menu items have a low contrast ratio when in focus. • Contrast ratio of the focus indicator on the Recently searched item is less than 3:1.
<p>1.4.12 Text Spacing (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Core UI 16 allows text style adjustments to meet the minimum thresholds for text spacing, with the following exceptions:</p> <p>Form Fields:</p> <ul style="list-style-type: none"> • Options in Timezone field do not honor text spacing settings. <p>Activity Stream:</p> <ul style="list-style-type: none"> • All the controls of the Change Request record page are not adapting the Text spacing except the headers.

<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Core UI 16 allows hover content to be manually dismissed, with the following exceptions:</p> <p>Form Fields:</p> <ul style="list-style-type: none"> • Triggered additional content cannot be hovered with mouse in HR Services records. • Triggered additional content in Select Variables tree cannot be hovered with mouse. • Tooltip gets dismissed automatically when user tries to hover mouse pointer on the wish list configuration for catalog items. • Tooltip gets dismissed automatically when user tries to hover mouse pointer on the Set Password page. <p>Activity Stream:</p> <ul style="list-style-type: none"> • Additional content on the Knowledge records that appears with mouse hover is not persistent. <p>Knowledge:</p> <ul style="list-style-type: none"> • Additional content appearing on the controls are not dismissible, persistent and cannot be hovered. <p>Service Catalog:</p> <ul style="list-style-type: none"> • Additional content is not persistent on mouse over or dismissed by using esc key in Service catalog home page.
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Criteria	Conformance Level	Remarks and Explanations
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Supports</p>	<p>Core UI 16 provides more than one way of finding content, including a navigation bar and search.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Core UI 16 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>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Focusable elements in Core UI 16 have a visible keyboard focus indicator, with the following exceptions:</p> <p>Knowledge:</p> <ul style="list-style-type: none"> • Keyboard focus indicator is not visible on “X” button of “Uploading Knowledge Articles”, and “Import Completed” dialog. • Keyboard focus indicator is not visible on the KB link properly in Import completed dialog. <p>Password Reset:</p> <ul style="list-style-type: none"> • Keyboard focus is not visible when Next button is disabled and not visible on Next button when it is enabled.
<p>2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>In Core UI 16, the focus indicator is consistently displayed around interactive elements without being obscured by overlapping content or other UI components.</p>
<p>2.5.7 Dragging Movements (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>In Core UI 16, 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>2.5.8 Target Size (Minimum) (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Core UI 16 includes interactive elements such as buttons, icons, and links, that are designed with a minimum target size of 24 by 24 CSS pixels except in cases where this would conflict with design or content flow.</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Within Core UI 16 default webpages, the language of each portion of the page is programmatically determinable.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Supports</p>	<p>Core UI 16 provides consistent and repeatable navigation.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Supports</p>	<p>Components that have the same functionality within Core UI 16 are identified consistently.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>When an error is automatically detected within a native data entry form in Core UI 16, the resulting error message provides suggestions for correction.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>No forms within Core UI 16 submit actions that cause legal commitments or financial transactions to occur, nor do any forms submit actions that modify or delete user-controllable data in the data storage system.</p>
<p>3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p>Not Applicable</p>	<p>Core UI 16 does not require cognitive testing during authentication processes.</p>

<p>4.1.3 Status Messages (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Does Not Support</p>	<p>In Core UI 16, 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:</p> <p>Form Fields:</p> <ul style="list-style-type: none"> • Error and Success notifications are not announced on the Set Passwords dialog. • Screen reader does not read the status message that appears on the Incident screen in the Breadcrumbs region. <p>Form Controls:</p> <ul style="list-style-type: none"> • There's no confirmation message provided to users after Toggle Annotations. • There is no confirmation message provided to users after adding or removing a tag on an Incident form. • No confirmation message provided to users who update a form field in any record. • Screen reader users are not informed when a condition is removed from the Create New Template form. • No confirmation message provided to users after activating a template operation on an incident record. <p>Continued on the next page...</p>
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Criteria	Conformance Level	Remarks and Explanations
		<p>Continued from the previous page.</p> <ul style="list-style-type: none"> No confirmation message provided to users after creating new template. Screen reader users are not informed of New Item Added after operation on the Request records. No confirmation message provided to users after an operation such as Save, Create Outage, Reload Form on an Incident record. <p>Lists:</p> <ul style="list-style-type: none"> When saving a filter, the user is not notified that the save was successful. <p>Activity Stream:</p> <ul style="list-style-type: none"> After submitting a change in the Work Notes, there is no indicator that the change request was submitted and user is still on the create change request form. <p>Knowledge:</p> <ul style="list-style-type: none"> Confirmation message is not announced that the Article is marked as Favorite and State is also not changed. <p>Service Catalog:</p> <ul style="list-style-type: none"> Search combo box control doesn't have required ARIA attributes.

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	Core UI 16 is not fully functional to screen reading technology.
302.2 With Limited Vision	Partially Supports	With some exceptions noted above, Core UI 16 supports text and screen enlargement.
302.3 Without Perception of Color	Partially Supports	There are a few instances in Core UI 16 where color is being used to convey information.
302.4 Without Hearing	Supports	There is nothing within Core UI 16 that explicitly requires hearing.
302.5 With Limited Hearing	Supports	There is nothing within Core UI 16 that explicitly requires hearing.
302.6 Without Speech	Supports	There is nothing within Core UI 16 that explicitly requires speech.
302.7 With Limited Manipulation	Partially Supports	There is some functionality within Core UI 16 that cannot be manipulated via the keyboard.
302.8 With Limited Reach and Strength	Partially Supports	There is some functionality within Core UI 16 that cannot be manipulated via the keyboard.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Certain terms and descriptions of features necessary for the use of Core UI 16 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	Core UI 16 is not an authoring tool.
504.2.2 PDF Export	Not Applicable	Core UI 16 is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
504.3 Prompts	Not Applicable	Core UI 16 is not an authoring tool.
504.4 Templates	Not Applicable	Core UI 16 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 Core UI 16 and does not address Support Documentation or Support Services.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	This report covers accessibility conformance for Core UI 16 only and does not address Support Documentation or Support Services
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Not Applicable	This report covers accessibility conformance for Core UI 16 only and does not address Support Documentation or Support Services.
603.3 Accommodation of Communication Needs	Not Applicable	This report covers accessibility conformance for Core UI 16 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	Core UI 16 is not fully functional to screen reading technology.
4.2.2 Usage with limited vision	Does Not Support	Core UI 16 does not fully support text and screen enlargement.
4.2.3 Usage without perception of color	Partially Supports	There are a few instances in Core UI 16 where color is being used to convey information.
4.2.4 Usage without hearing	Supports	There is nothing within Core UI 16 that explicitly requires hearing.
4.2.5 Usage with limited hearing	Supports	There is nothing within Core UI 16 that explicitly requires hearing.

Criteria	Conformance Level	Remarks and Explanations
4.2.6 Usage with no or limited vocal capability	Supports	There is nothing within Core UI 16 that explicitly requires speech.
4.2.7 Usage with limited manipulation or strength	Partially Supports	There is some functionality within Core UI 16 that cannot be manipulated via the keyboard.
4.2.8 Usage with limited reach	Partially Supports	There is some functionality within Core UI 16 that cannot be manipulated via the keyboard.
4.2.9 Minimize photosensitive seizure triggers	Supports	There is nothing within Core UI 16 that would act as a photosensitive seizure trigger.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	Certain terms and descriptions of features necessary for the use of Core UI 16 use standard terms, which may not be understandable by users with limited language, cognitive, or learning abilities.
4.2.11 Privacy	Supports	Core UI 16 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

Criteria	Conformance Level	Remarks and Explanations
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	Core UI 16 does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	Core UI 16 does not have closed functionality.
5.1.3.3 Auditory output correlation	Not Applicable	Core UI 16 does not have closed functionality.
5.1.3.4 Speech output user control	Not Applicable	Core UI 16 does not have closed functionality.
5.1.3.5 Speech output automatic interruption	Not Applicable	Core UI 16 does not have closed functionality.
5.1.3.6 Speech output for non-text content	Not Applicable	Core UI 16 does not have closed functionality.
5.1.3.7 Speech output for video information	Not Applicable	Core UI 16 does not have closed functionality.
5.1.3.8 Masked entry	Not Applicable	Core UI 16 does not have closed functionality.
5.1.3.9 Private access to personal data	Not Applicable	Core UI 16 does not have closed functionality.
5.1.3.10 Non-interfering audio output	Not Applicable	Core UI 16 does not have closed functionality.
5.1.3.11 Private listening volume	Not Applicable	Core UI 16 does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.12 Speaker volume	Not Applicable	Core UI 16 does not have closed functionality.
5.1.3.13 Volume reset	Not Applicable	Core UI 16 does not have closed functionality.
5.1.3.14 Spoken languages	Not Applicable	Core UI 16 does not have closed functionality.
5.1.3.15 Non-visual error identification	Not Applicable	Core UI 16 does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	Core UI 16 does not have closed functionality.
5.1.4 Functionality closed to text enlargement	Not Applicable	Core UI 16 does not have closed functionality.
5.1.5 Visual output for auditory information	Not Applicable	Core UI 16 does not have closed functionality.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	Core UI 16 does not have closed functionality.
5.1.7 Access without speech	Not Applicable	Core UI 16 does not have closed functionality.
5.2 Activation of accessibility features	Not Applicable	Core UI 16 does not have closed functionality.
5.3 Biometrics	Not Applicable	Core UI 16 does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.4 Preservation of accessibility information during conversion	Not Applicable	Core UI 16 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	Core UI 16 does not have closed functionality.
5.5.2 Operable parts discernibility	Not Applicable	Core UI 16 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	Core UI 16 does not have closed functionality.
5.6.2 Visual status	Not Applicable	Core UI 16 does not have closed functionality.
5.7 Key repeat	Not Applicable	Core UI 16 does not have closed functionality.
5.8 Double-strike key acceptance	Not Applicable	Core UI 16 does not have closed functionality.
5.9 Simultaneous user actions	Not Applicable	Core UI 16 does not have closed functionality.

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not Applicable

Chapter 7: ICT with Video Capabilities

Notes: Not Applicable

Chapter [8: Hardware](#)

Notes: Not applicable

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

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	Not Applicable	Core UI 16 does not have non-web documents that contain synchronized media.
10.6 Audio description timing	Not Applicable	Core UI 16 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

Criteria	Conformance Level	Remarks and Explanations
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	Core UI 16 is a web-based application that relies on user-agent functionality.
11.5.2.5 Object information	Not Applicable	Core UI 16 is a web-based application that relies on user-agent functionality.
11.5.2.6 Row, column, and headers	Not Applicable	Core UI 16 is a web-based application that relies on user-agent functionality.
11.5.2.7 Values	Not Applicable	Core UI 16 is a web-based application that relies on user-agent functionality.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.8 Label relationships	Not Applicable	Core UI 16 is a web-based application that relies on user-agent functionality.
11.5.2.9 Parent-child relationships	Not Applicable	Core UI 16 is a web-based application that relies on user-agent functionality.
11.5.2.10 Text	Not Applicable	Core UI 16 is a web-based application that relies on user-agent functionality.
11.5.2.11 List of available actions	Not Applicable	Core UI 16 is a web-based application that relies on user-agent functionality.
11.5.2.12 Execution of available actions	Not Applicable	Core UI 16 is a web-based application that relies on user-agent functionality.
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	Core UI 16 is a web-based application that relies on user-agent functionality.
11.5.2.14 Modification of focus and selection attributes	Not Applicable	Core UI 16 is a web-based application that relies on user-agent functionality.
11.5.2.15 Change notification	Not Applicable	Core UI 16 is a web-based application that relies on user-agent functionality.
11.5.2.16 Modifications of states and properties	Not Applicable	Core UI 16 is a web-based application that relies on user-agent functionality.
11.5.2.17 Modifications of values and text	Not Applicable	Core UI 16 is a web-based application that relies on user-agent functionality.

Criteria	Conformance Level	Remarks and Explanations
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	Core UI 16 is a web-based application that relies on user-agent functionality.
11.6.2 No disruption of accessibility features	Not Applicable	Core UI 16 is a web-based application that relies on user-agent functionality.
11.7 User preferences	Not Applicable	Core UI 16 is a web-based application that relies on user-agent functionality.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	Not Applicable	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	Core UI 16 is not an authoring tool.
11.8.4 Repair assistance	Not Applicable	Core UI 16 is not an authoring tool.
11.8.5 Templates	Not Applicable	Core UI 16 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
12.1.1 Accessibility and compatibility features	Not Applicable	This report covers accessibility conformance for Core UI 16 only and does not address Documentation or Support Services.
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 Core UI 16 only and does not address Documentation or Support Services.
12.2.3 Effective communication	Not Applicable	This report covers accessibility conformance for Core UI 16 only and does not address Documentation or Support Services.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

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

Notes: Not applicable

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