Splunk LLC – Accessibility Conformance Report International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Splunk Application Performance Monitoring (0.0.334-1)

Report Date: January 2025

Product Description: Splunk Application Performance Monitoring monitors application performance for quick issue resolution.

Contact Information: accessibility@splunk.com

Notes: The following evaluations were used for this ACR:
- Splunk APM Platform - Unit 01 of 05
- Splunk APM Platform - Unit 02 of 05
- Splunk APM Platform - Unit 03 of 05
- Splunk APM Platform - Unit 04 of 05
- Shared Components - Unit 05 of 05

Evaluation Methods Used: Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Level A and AA. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. The following is a list of the assistive technologies (ATs) used:

- NVDA/Chrome

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Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/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 - No Level AA - No 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 - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	Yes

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Terms

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

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

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

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

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

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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)	Web: Does Not Support	Web: Non-text content presented to the user in the product does not have text alternatives that serve the equivalent purpose. Examples include: • Visually hidden content can still be accessed by keyboard and screen reader users • Modal dialogs allow keyboard and screen reader users access to elements behind the dialogs • Meaningful images have insufficiently descriptive or no textual equivalents while decorative images have unnecessary textual equivalents

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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)	Web: Supports	Web: The product provides an alternative for time-based media that presents equivalent information for prerecorded audio-only or video-only content.

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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)	Web: Supports	Web: The product provides captions for prerecorded synchronized media (video with audio).

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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)	Web: Supports	Web: The product provides appropriate audio descriptions or a media alternative for prerecorded video media.

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Does Not Support	Web: The product does not ensure that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Examples include: • Headings have programmatic levels that do not match their visual levels on the page • Content functions as a heading but does not use heading markup • Dynamically changing content areas do not indicate live regions

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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)	Web: Partially Supports	Web: The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning. Exceptions include: • New Detector • Install Configuration

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)	Web: Supports	Web: The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.

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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)	Web: Partially Supports	Web: The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response. Exceptions include: • Inline links use color alone to visually indicate that they are links on many pages • Fields in error use color alone to indicate information on the Detectors - New APM Detector (excludes chart) page • Selected rows and current cells in the Logs table on the Log Observer page use color alone to indicate their state

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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)	Web: Supports	Web: Audio content in the product that plays automatically can be muted, paused, or stopped using a control near the top of the page, and/or allows the user to control the volume independently of system audio.

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Does Not Support	Web: The product does not ensure that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator. Examples include: - Close buttons on the New Detector page - The Copy to Clipboard button on the Log Observer 2 - Info Dialog - The Close dialog control and Next and Previous page controls on the Metrics page

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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)	Web: Partially Supports	Web: Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard. Exceptions include: • Search metrics input field and control on the Metrics page • Rollup select control on the Dashboard Service 3 page • The k8s Nnodes grouped by severity table on the Dashboard types of charts 2 page

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Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A 2.1 only) 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	Web: Partially Supports	Web: The product uses character key shortcuts that can be turned off, remapped to non-printable keyboard characters (such as Ctrl, Alt, etc.), or that are active only when the intended component has focus. Exceptions include: The visual shortcut for the Search control conflicts with a standard browser shortcut on the Header and Side navigation

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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)	Web: Supports	Web: The product allows users to turn off, adjust, or extend time limits imposed for content before expiration

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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)	Web: Supports	Web: The product allows users to pause, stop, or hide moving, blinking, scrolling, or auto-updating content.

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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)	Web: Supports	Web: The flashing content in the product does not flash more than three times a second.

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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	Web: Partially Supports	Web: When user interface components receive keyboard focus, they are, at minimum, partially visible. Exceptions include: - Keyboard users have to move through every entry in the Logs table to get to the Fields section or navigate backwards through page content on the Log Observer page

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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)	Web: Partially Supports	Web: Pages of the product provide titles that adequately describe their topic or purpose. Exceptions include: • Login page • Data Management page • Metrics page

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Partially Supports	Web: The product ensures that focusable components receive focus in an order that preserves meaning and operability. Exceptions include: - After closing a dialog, focus does not return to the element that opened the dialog on the APM MetricSets page - Focus order is illogical on the Homepage – Part 2 and View Profile - Personal Information page

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Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 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)	Web: Partially Supports	Web: The product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context. Exceptions include: • Links do not have accessible names on the Tag Spotlight (1 and 2) page • Links have insufficiently descriptive accessible names on the APM Overview 1 page • Links have identical accessible names that navigate to different locations on the APM MetricSets page

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Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 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	Web: Supports	Web: The product ensures functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture.

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Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 only) 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	Web: Supports	Web: The product ensures that functionality on pointer down-event is completed only when the user releases the pointer or allows the user to abort and/or undo the action.

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Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only) 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	Web: Partially Supports	Web: The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text. Exceptions include: • Form controls have visual labels that are not programmatically associated with the control on the Tag Spotlight 2 and Global Data Links pages • Controls have accessible names that do not include the text of their visual labels on the APM Explore and Traces page • Buttons do not have accessible names on the View Profile Organizations page

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Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 only) 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	Web: Supports	Web: The product ensures that functionality triggered by device or user motion can also be operated by conventional user interface components.

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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)	Web: Supports	Web: The product ensures that the default human language used on each page can be programmatically determined.

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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)	Web: Supports	Web: The product ensures that interface components do not initiate a change of context when receiving focus.

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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)	Web: Supports	Web: The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link.

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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)	Web: Partially Supports	Web: Where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text. Exceptions include: - Errors do not mention the name of the field in error on the New Detector from Chart (excludes charts) page

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Partially Supports	Web: Where user input is required, the product presents adequate labels or instructions for successfully providing that input. Exceptions include: • Inline errors are not programmatically associated with their corresponding fields on the Dashboard Service 2 page • Mandatory form fields are not indicated visually on the Dashboard Variables Modals • Visually grouped form controls are not programmatically grouped on the New Detector 3 page

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Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Applies to: 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)	Web: Supports	Web: The product uses markup languages that satisfy this criterion.

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Does Not Support	Web: The product does not ensure that user interface components have name, role, state, and value information that can be programmatically determined. Examples include: • Form controls do not have a programmatically associated label describing their purpose on the APM Explore page • Custom controls do not provide proper textual name, role, and state information on many pages • Form fields rely on the placeholder attribute to supply their accessible name on the APM Explore - paymentservice dialog and Metrics page

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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)	Web: Supports	Web: The product provides real-time captions for live synchronized media (video with audio).

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)	Web: Supports	Web: The product provides appropriate audio descriptions for prerecorded synchronized media (video with audio).

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Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 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	Web: Supports	Web: The product does not restrict its view and operation to a single display orientation, such as portrait or landscape.

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Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 only) 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	Web: Supports	Web: The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.

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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)	Web: Does Not Support	Web: Visual presentation of text and images of text in the product does not provide a contrast ratio of at least 4.5:1 against adjacent colors. Examples include: • Tag Spotlight 2: Foreground color: #4D4D55 Background color: #111215 Contrast ratio: 2.237:1 • APM Explore - Paymentservice Dialog: Foreground color: #484951 Background color: #111215 Contrast ratio: 2.094:1 • New Detector: Foreground color: #ccc Background color: #f99 Contrast ratio: 1.3:1

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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)	Web: Does Not Support	Web: The product does not allow text to be resized without assistive technology up to 200 percent without loss of content or functionality. Examples include: • Tag Spotlight 1 and 2 • Traces • Dashboard service 1, 2, and 3

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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)	Web: Supports	Web: The images of text contained in the product are essential and can be visually customized to user viewing requirements.

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Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only) 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	Web: Does Not Support	Web: The product allows for resizing of content to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions.

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Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only) 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	Web: Partially Supports	Web: Visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include: • Tag Spotlight 2: Foreground color: #FAFAFA Background color: #BDBDBD Contrast ratio: 1.8:1 • Dashboard service: Foreground color: #CCCCCC Background color: #FFFFFF Contrast ratio: 1.6:1 • Triggered Critical Alert: Foreground color: #999999 Background color: #FFFFFF Contrast ratio: 2.8:1

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Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only) 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	Web: Partially Supports	Web: The product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality. Exceptions include: • Triggered Critical Alert page • Log Observer page • Homepage - Part 1

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Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 only) 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	Web: Partially Supports	Web: Content in the product that is triggered by hover or focus remains visible while triggered, remains visible while moving the pointer over it, and can be dismissed without moving the pointer or changing focus if it obscures other content. Exceptions include: • Triggered Critical Alert page • Dashboard Service 1 and 3 • APM Explore page

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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	Web: Supports	Web: The product provides multiple ways to navigate through pages in the product.

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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)	Web: Partially Supports	Web: Headings and labels provided in the product adequately describe the topic or purpose of the content with which they are associated. Exceptions include: • Buttons have insufficiently descriptive accessible names on the Header and Side Navigation, Log Observer 1 and 2 - Fields section and APM MetricSets

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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)	Web: Partially Supports	Web: The product provides a visible indication of keyboard focus for elements on each page. Exceptions include: • Interactive controls do not have a visible keyboard focus indicator on many pages

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Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 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)	Web: Supports	Web: Where pages of the product contain text in multiple languages, the language used for each passage can be programmatically determined.

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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	Web: Supports	Web: The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.

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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	Web: Supports	Web: The product ensures that components with the same functionality are identified consistently across pages of the product.

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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)	Web: Partially Supports	Web: Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error. Exceptions include: Error messages provide no suggestions on how to fix the issue on the New Detector 3 and Dashboard Service 3 pages

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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)	Web: Supports	Web: The product does not cause financial transactions or legal commitments to occur. User-controllable data is checked before submission and can be reversed or revised after submission.

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Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 only) 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	Web: Partially Supports	Web: When status messages appear, the product automatically provides those messages to assistive technology without requiring focus. Exceptions include: • Loading indicators are not announced for screen reader users on the Header and side Navigation • Search results appear but are not announced to screen reader users on the Homepage – Part 2, Log Observer and Log Observer 2 - Saved Queries pages

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Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The product's features mostly allow people without vision to use screen readers to interact with user interface elements except as disclosed in: • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 1.3.2 Meaningful Sequence • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap • 2.4.1 Bypass Blocks • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) • 2.4.6 Headings and Labels • 3.3.1 Error Identification • 3.3.3 Error Suggestion • 4.1.2 Name, Role, Value

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Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	The product's features mostly allow people with vision loss to interact with user interface elements except as disclosed in: • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 1.3.2 Meaningful Sequence • 1.4.1 Use of Color • 1.4.3 Contrast (Minimum) • 1.4.4 Resize Text • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap • 2.4.1 Bypass Blocks • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) • 2.4.6 Headings and Labels • 2.4.7 Focus Visible • 3.3.1 Error Identification • 3.3.3 Error Suggestion • 4.1.2 Name, Role, Value
302.3 Without Perception of Color	Partially Supports	The product's features mostly allow users without perception of color to interact with user interface elements except as disclosed in: • 1.4.1 Use of Color • 1.4.3 Contrast (Minimum)

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Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Partially Supports	The product is mostly usable by people without hearing except as disclosed in: • 1.1.1 Non-text Content
302.5 With Limited Hearing	Partially Supports	The product is usable by people with limited hearing except as disclosed in: • 1.1.1 Non-text Content
302.6 Without Speech	Supports	The product is usable by people without speech.
302.7 With Limited Manipulation	Partially Supports	The product features mostly allow people with limited manipulation to interact with user interface elements except as disclosed in: • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.6 Headings and labels • 2.4.7 Focus visible • 3.3.3 Error suggestion • 4.1.2 Name, role, value
302.8 With Limited Reach and Strength	Supports	The product's features allow people with limited reach or strength to interact with the user interface.

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Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The product's features mostly allow people with limited language, cognition, and learning abilities to interact with the user interface except as disclosed in: • 1.3.1 Info and Relationships • 1.3.2 Meaningful Sequence • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.4.1 Bypass Blocks • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) • 2.4.6 Headings and Labels • 2.4.7 Focus Visible • 3.3.1 Error Identification • 3.3.2 Labels or Instructions • 3.3.3 Error Suggestion • 4.1.2 Name, Role, Value

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes: Not Applicable

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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	Applicable – not tested	Documentation listing and explanation of how to use the accessibility and compatibility features was not included in the scope of this evaluation.
602.3 Electronic Support Documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – not tested	Non-electronic documentation formats and other alternate formats usable by individuals with disabilities were not included in the scope of this evaluation.
603 Support Services	Heading cell – no response required	Heading cell – no response required

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Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Applicable – not tested	ICT support services that include information on the accessibility and compatibility features required by 602.2 were not included in the scope of this evaluation.
603.3 Accommodation of Communication Needs	Applicable – not tested	Direct user support services or referral to a point of contact that accommodates a user with disabilities was not included in the scope of this evaluation.

EN 301 549 Report

Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

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Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Where the product provides visual modes of operation, it sometimes allows at least one mode of operation that does not require vision so that users without vision can use screen readers to interact with user interface elements as disclosed in: 1.1.1 Non-text Content 1.3.1 Info and Relationships 1.3.2 Meaningful Sequence 1.4.1 Use of Color 2.1.1 Keyboard 2.1.2 No Keyboard Trap 2.4.1 Bypass Blocks 2.4.2 Page Titled 2.4.3 Focus Order 2.4.4 Link Purpose (In Context) 2.4.6 Headings and Labels 3.3.1 Error Identification 3.3.3 Error Suggestion 4.1.2 Name, Role, Value 4.1.3 Status messages

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Criteria	Conformance Level	Remarks and Explanations
4.2.2 Usage with limited vision	Partially Supports	Where the product provides visual modes of operation, it sometimes provides features that enable users to make better use of their limited vision as disclosed in: • 1.1.1 Non-text Content • 1.4.1 Use of Color • 1.4.3 Contrast (minimum) • 1.4.4 Resize text • 1.4.10 Reflow • 1.4.11 Non-Text Contrast • 1.4.12 Text Spacing • 1.4.13 Content on Hover or Focus • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap • 2.4.1 Bypass Blocks • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) • 2.4.6 Headings and Labels • 2.4.7 Focus visible • 3.3.1 Error Identification • 3.3.2 Labels or instructions • 3.3.3 Error Suggestion • 4.1.2 Name, Role, Value • 4.1.3 Status messages

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Criteria	Conformance Level	Remarks and Explanations
4.2.3 Usage without perception of colour	Partially Supports	Where the product provides visual modes of operation, it sometimes allows at least one mode of operation that does not require user perception of color as disclosed in: • 1.4.1 Use of Color • 1.4.3 Contrast (minimum) • 1.4.5 Images of text • 1.4.11 Non-Text Contrast • 3.3.1 Error identification • 4.1.3 Status messages
4.2.4 Usage without hearing	Supports	Where the product provides auditory modes of operation, it allows at least one mode of operation that does not require hearing.
4.2.5 Usage with limited hearing	Supports	Where the product provides auditory modes of operation, functions of the product are usable for users with limited hearing.
4.2.6 Usage with no or limited vocal capability	Supports	Where the product requires vocal input from users, functions of the product do not require users to generate vocal output.

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Criteria	Conformance Level	Remarks and Explanations
4.2.7 Usage with limited manipulation or strength	Partially Supports	Where the product requires manual actions, functions of the product can mostly be used through alternative actions not requiring manipulation, simultaneous action or hand strength as disclosed in: • 1.4.13 Content on Hover or Focus • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.5.3 Label in Name • 2.4.6 Headings and labels • 2.4.7 Focus visible • 4.1.3 Status messages
4.2.8 Usage with limited reach	Partially Supports	Where the product requires manual actions, functions of the product can mostly be used through alternative actions not requiring manipulation, simultaneous action or hand strength as disclosed in: • 2.1.4 Character Key Shortcuts • 2.5.3 Label in Name • 4.1.3 Status messages

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Criteria	Conformance Level	Remarks and Explanations
4.2.9 Minimize photosensitive seizure triggers	Supports	Where the product provides visual modes of operation, the potential for triggering photosensitive seizures is minimized.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	The product mostly allows for functionality that provides features and/or presentation that makes it simpler and easier to understand, operate and use as disclosed in: • 1.4.12 Text Spacing • 1.4.13 Content on Hover or Focus • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.6 Headings and labels • 2.4.7 Focus visible • 2.5.3 Label in Name • 3.3.1 Error identification • 3.3.2 Labels or instructions • 3.3.3 Error suggestion • 4.1.3 Status messages
4.2.11 Privacy	Supports	The product maintains user privacy when accessibility features are used.

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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	The product does not have any closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	The product does not have any closed functionality.
5.1.3.3 Auditory output correlation	Not Applicable	The product does not have any closed functionality.
5.1.3.4 Speech output user control	Not Applicable	The product does not have any closed functionality.

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Criteria	Conformance Level	Remarks and Explanations
5.1.3.5 Speech output automatic interruption	Not Applicable	The product does not have any closed functionality.
5.1.3.6 Speech output for non-text content	Not Applicable	The product does not have any closed functionality.
5.1.3.7 Speech output for video information	Not Applicable	The product does not have any closed functionality.
5.1.3.8 Masked entry	Not Applicable	The product does not have any closed functionality.
5.1.3.9 Private access to personal data	Not Applicable	The product does not have any closed functionality.
5.1.3.10 Non-interfering audio output	Not Applicable	The product does not have any closed functionality.
5.1.3.11 Private listening volume	Not Applicable	The product does not have any closed functionality.
5.1.3.12 Speaker volume	Not Applicable	The product does not have any closed functionality.
5.1.3.13 Volume reset	Not Applicable	The product does not have any closed functionality.

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Criteria	Conformance Level	Remarks and Explanations
5.1.3.14 Spoken languages	Not Applicable	The product does not have any closed functionality.
5.1.3.15 Non-visual error identification	Not Applicable	The product does not have any closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	The product does not have any closed functionality.
5.1.4 Functionality closed to text enlargement	Not Applicable	The product does not have any closed functionality.
5.1.5 Visual output for auditory information	Not Applicable	The product does not have any 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	The product does not have any closed functionality.
5.1.7 Access without speech	Not Applicable	The product does not have any closed functionality.

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Criteria	Conformance Level	Remarks and Explanations
5.2 Activation of accessibility features	Not Applicable	The product does not have any closed functionality.
5.3 Biometrics	Not Applicable	The product does not have any closed functionality.
5.4 Preservation of accessibility information during conversion	Not Applicable	The product does not have any closed functionality.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	The product does not have any closed functionality.
5.5.2 Operable parts discernibility	Not Applicable	The product does not have any 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	The product does not have any closed functionality.
5.6.2 Visual status	Not Applicable	The product does not have any closed functionality.
5.7 Key repeat	Not Applicable	The product does not have any closed functionality.

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Criteria	Conformance Level	Remarks and Explanations
5.8 Double-strike key acceptance	Not Applicable	The product does not have any closed functionality.
5.9 Simultaneous user actions	Not Applicable	The product does not have any 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 2.1 section)

Notes:

Chapter 10: Non-Web Documents

Notes: Not Applicable

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Chapter 11: Software

Notes: Not Applicable

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	Applicable – Not tested	Product documentation was not included in this audit's scope
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	Applicable – Not tested	Information on the accessibility and compatibility features that are mentioned in the product documentation was not included in this audit's scope.
12.2.3 Effective communication	Applicable – Not tested	ICT support services was not included in this audit's scope.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

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Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable

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