Splunk Inc. – Accessibility Conformance Report International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Splunk IT Service Intelligence (ITSI) Version 4.19

Report Date: January 2025

Product Description: The Splunk ITSI application is a monitoring and analytics solution powered by artificial intelligence for IT Operations (IT Ops) that provides visibility into health and key performance indicators of critical IT and business services, and its infrastructure. Splunk ITSI runs as an add-on application on top of the Splunk Enterprise core platform.

Contact Information: accessibility@splunk.com

Notes: None

Evaluation Methods Used: Evaluation of the product involved a combination of manual and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Level A and AA, Section 508, and EN 301 549 standards. 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 – 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 - V3.1.1 (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: Partially Supports	Web: Most non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Exceptions include: • Decorative icons are not hidden from screen readers, such as those found on the Edit Entity and Create Service dialogs and the Threshold Chart page. • Meaningful charts on a few pages do not have 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 does not contain prerecorded audio-only or video-only media.

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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 does not contain any prerecorded synchronized media (video with audio) that requires captions.

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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 does not contain any prerecorded video media that requires audio descriptions or a media alternative.

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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: Partially Supports	Web: In most instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include: - There is content that functions as a heading but does not use heading markup. - There are form fields with visual labels that are not programmatically associated with the control, such as the checkboxes present on the Service Analyzer page, input fields in the Edit Entity dialog, and switch controls on KPI Settings page. - There are inline errors that are not programmatically associated with their corresponding fields. - There are table headers that are not associated with their corresponding data cells. - There are lists that are not properly marked as such on the Login and Deep Dive pages.

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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: Supports	Web: The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.

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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: In most instances, the product does not use color as the only visual means of conveying information, indicating an action, or prompting a response. Exceptions include: - There are inline links on the Entity Overview page that use color alone to visually indicate they are links.

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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: The product does not include audio that plays automatically for more than 3 seconds.

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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: Partially Supports	Web: In most instances, the product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator. Exceptions include: - Dropdown controls on few pages such as those found on the Service Analyzer, Import from Search, Deep Dive and Entity Service Import cannot be navigated with the keyboard alone while a screen reader is running. - Comboboxes on multiple pages cannot be navigated with the keyboard alone. - Interactive chart element on the Episode Review page cannot be navigated to and operated with the keyboard alone.

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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: In most instances, where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard. Exceptions include: • The read-only edit field traps keyboard focus.

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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: Supports	Web: The product does not use character key shortcuts.

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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 does not contain time-limited or time-dependent content.

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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 does not contain content that moves, blinks, scrolls, or auto-updates.

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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 product does not contain flashing content.

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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: Supports	Web: The product provides skip links and other mechanisms to bypass blocks of content repeated on multiple pages.

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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: Supports	Web: Pages of the product provide titles that adequately describe their topic or purpose.

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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: In most instances, pages of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include: • The focus order is illogical on the Entity Management page. • After submitting a form when inline errors are present, focus does not move to the first error field in the Edit Entity, Create Service and Test service KPI3, and Create Deep Dive dialogs. • Focus is not trapped within the modal sequence using only the keyboard in one dialog.

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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: In most instances, 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: • The "Splunk Cloud" logo link has an insufficiently descriptive accessible name.

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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: Partially Supports	Web: In most instances, 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. Exceptions include: There are no equivalent keyboard controls (or a non-path-based equivalent) provided for the resize column controls present in resizable tables.

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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: In most instances, the product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text. Exceptions include: • There are form fields with visual labels that are not programmatically associated with the control, such as the checkboxes present on the Service Analyzer page, input fields in the Edit Entity dialog, switch controls on KPI Settings page.

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 does not contain functionality that requires device motion or user motion.

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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: Partially Supports	Web: In most instances, the default human language used on each page of the product can be programmatically determined. Exceptions include: - The language on a few pages is unspecified.

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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
[3.2.6 Consistent Help](#) (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The product does not contain help mechanisms.

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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: 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.

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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: In most instances, where user input is required, the product presents adequate labels or instructions for successfully providing that input. Exceptions include: • Form fields on few pages such as those found on the Login, Service Analyzer and Deep Dive are without persistent visual labels. • The required fields in some dialogs are not visually indicated.

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Criteria	Conformance Level	Remarks and Explanations
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The product does not request redundant user-entered information in multi-step processes

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Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

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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: Partially Supports	Web: In most instances, the product contains user interface components whose name, role, state, and value can be programmatically determined. Exceptions include: - The "Host" and "Dispatch" comboboxes available on the Individual Service Page are without proper structure. - Buttons on few pages are without appropriate role information. - Some buttons are missing accessible names. - Some tooltips are without appropriate role and name information.

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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 does not contain any live synchronized media (video with audio) that requires real-time captioning.

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 does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.

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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: Partially Supports	Web: In most instances, the visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include: • Text on few pages such as those found on the Service Analyzer, Entity Overview, Episode Review and Deep Dive pages does not meet minimum contrast requirements. • Table headers text on focus on the Entity Management and Metrics page does not meet minimum contrast requirements.

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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: Partially Supports	Web: In most instances, the product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality. Exceptions include: - The "Splunk Administrator" content in the header section is cut off when viewing the page at 200% browser zoom and a 1280-pixel viewport width. - The checkboxes present in the Create Service dialog disappears when viewing the page at 200% browser zoom and a 1280-pixel viewport width. - The "Services to be Imported" and "Service dependency tree" content is cut off when viewing the page at 200% browser zoom and a 1280-pixel viewport width.

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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: Except for logos, the product uses text instead of images of text.

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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: Partially Supports	Web: In most instances, pages of the product allow for resizing 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. Exceptions include: • Contents of "Test service KPI" dialog disappears, overlaps, is cut off, or requires horizontal scrolling to view when the page has a viewport width of 320 CSS pixels. • Content on most of the pages, such as those found on the Service Analyzer, Entity Management, Import from Search and Entity Deta requires horizontal scrolling to view when the page has a viewport width of 320 CSS pixels.

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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: In most instances, the visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include: • The focus outline of "Default Analyzer" and "Create" buttons is below 3.00:1. • Warning icons on a few pages do not meet minimum contrast requirements. • The "Hide entity types with no entities" checkbox button (on checked state) and on default state does not meet minimum contrast requirements.

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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: In most instances, the product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality. Exceptions include: • Content on few pages such as those found on the Service Analyzer page is cut off and overlaps when viewing the page with custom text spacing.

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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: In most instances, content 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: • Tooltip content (that appears on hover and on focus) available in the Edit Entity dialog disappears without user initiation.

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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: The product uses headings and labels that describe their topic or purpose in most instances. Exceptions include: - There are checkboxes with inappropriate accessible names on a few pages, such as those found on the Entity Management and Correlation Search. - The "zoom-in/zoom-out" buttons on the Threshold Chart page are without descriptive accessible names.

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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: In most instances, the product provides a visible indication of keyboard focus for elements on each page. Exceptions include: • The "nix (76) Chart" link is without a visible keyboard focus indicator. • Buttons on few pages are missing visible focus indicator. • The "Warning" graphic button is without a visible keyboard focus indicator.

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Criteria	Conformance Level	Remarks and Explanations
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: When user interface components receive keyboard focus, they are, at minimum, partially visible.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The product does not use dragging movements for interactive functionality.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The size of targets in the product meets the requirements of this criterion.

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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: Pages of the product present content in a single language.

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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: Supports	Web: Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.

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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 legal commitments, process financial transactions, or modify or delete user-controllable data.

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Criteria	Conformance Level	Remarks and Explanations
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The product does not require users to complete a cognitive function test during its authentication process.
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: In most instances, the product provides status messages that can be presented to assistive technologies without receiving focus. Exceptions include: • Search results on the Entity Management page are not announced to screen reader users. • There are dynamically changing content areas on few pages such as those found in the Create Service and Edit Entity dialogs, Individual Service, Correlation Search and Deep Dive pages that do not indicate live regions.

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Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

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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 • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) • 3.1.1 Language of Page • 4.1.2 Name, Role, Value • 2.4.6 Headings and Labels

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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 • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) • 3.1.1 Language of Page • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value • 1.4.3 Contrast (Minimum) • 1.4.4 Resize Text • 2.4.6 Headings and Labels • 2.4.7 Focus Visible
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	Supports	The product is usable by people without hearing.
302.5 With Limited Hearing	Supports	The product is usable by people with limited hearing.
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 • 2.4.3 Focus Order • 2.4.4 Link purpose (In Context) • 4.1.2 Name, Role, Value • 2.4.6 Headings and Labels • 2.4.7 Focus Visible
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: • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) • 3.1.1 Language of Page • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value • 2.4.6 Headings and Labels • 2.4.7 Focus Visible

Chapter 4: [Hardware](#)

Notes: Not Applicable

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Chapter 5: [Software](#)

Notes: Not Applicable

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	Supports	Standard accessibility features that are built into common platforms and browsers are supported. These include support for keyboard navigation, browser zoom, and support for assistive technology and other accessibility features.
602.3 Electronic Support Documentation	See [WCAG 2.1](#) section	See information in WCAG 2.1 section

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Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	The products do not have nonelectronic documentation formats.
603 Support Services	Heading cell – no response required	Heading cell – no response required
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 are not covered under this ACR.
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.

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EN 301 549 Report

Notes:

Chapter 4: **Functional Performance Statements** (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage 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 • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.1.2 No keyboard Trap • 2.4.3 Focus Order • 2.4.4 Link purpose (In Context) • 3.1.1 Language of Page • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value • 2.4.6 Headings and Labels • 4.1.3 Status Messages

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Criteria	Conformance Level	Remarks and Explanations
4.2.2 Usage 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 • 2.1.1 Keyboard • 2.1.2 No keyboard Trap • 2.4.3 Focus Order • 2.4.4 Link purpose (In Context) • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value • 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 • 2.4.6 Headings and Labels • 2.4.7 Focus Visible • 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	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) • 1.4.11 Non-Text Contrast • 4.1.3 Status Messages
4.2.4 Usage without hearing	Supports	The product is mostly usable by people without hearing.
4.2.5 Usage with limited hearing	Supports	The product is usable by people with limited hearing.
4.2.6 Usage with no or limited vocal capability	Supports	The product is usable by those with no or limited vocal capability.

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Criteria	Conformance Level	Remarks and Explanations
4.2.7 Usage with limited manipulation or strength	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 • 2.4.3 Focus Order • 2.4.4 Link purpose (In Context) • 2.5.1 Pointer Gestures • 2.5.3 Label in Name • 1.4.13 Content on Hover or Focus • 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	The product's features mostly allow people with limited reach to interact with the user interface, except as disclosed in: • 2.5.1 Pointer Gestures • 2.5.3 Label in Name • 4.1.3 Status Messages
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does not contain flashing content.

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Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition, language or learning	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: • 2.4.3 Focus Order • 2.4.4 Link purpose (In Context) • 2.5.1 Pointer Gestures • 2.5.3 Label in Name • 3.3.2 Labels or Instructions • 1.4.12 Text Spacing • 1.4.13 Content on Hover or Focus • 2.4.6 Headings and Labels • 2.4.7 Focus Visible • 4.1.3 Status Messages
4.2.11 Privacy	Supports	The product maintains user privacy when accessibility features are used.

Chapter 5: **Generic Requirements**

Notes:

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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.

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Criteria	Conformance Level	Remarks and Explanations
5.1.3.13 Volume reset	Not Applicable	The product does not have any closed functionality.
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

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Criteria	Conformance Level	Remarks and Explanations
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.
5.2 Activation of accessibility features	Not Applicable	The product does not contain documented accessibility features.
5.3 Biometrics	Not Applicable	The product does not rely on biological characteristics.
5.4 Preservation of accessibility information during conversion	Not Applicable	The product does not convert information or communication.
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 operable parts.
5.5.2 Operable parts discernibility	Not Applicable	The product does not have operable parts.

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Criteria	Conformance Level	Remarks and Explanations
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 locking or toggle controls.
5.6.2 Visual status	Not Applicable	The product does not have locking or toggle controls.
5.7 Key repeat	Not Applicable	The product does not have a key repeat function.
5.8 Double-strike key acceptance	Not Applicable	The product does not provide a keyboard or keypad.
5.9 Simultaneous user actions	Not Applicable	The product does not require simultaneous user actions for its operation.

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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

Chapter 11: Software

Notes: Not Applicable

Chapter 12: Documentation and Support Services

Notes:

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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 are not covered by this ACR.
12.2.3 Effective communication	Applicable – Not tested	ICT support services are not covered by this ACR.
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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