

Pegasystems Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Pega Government Platform v23.1

Report Date: March 2024

Product Description: Pega Government Platform provides ready-to-use components, processes, and data structures that can be used to build applications and cases with Pega App Studio or Pega Dev Studio. With this product, you can reduce the implementation time and ensure compliance with policies and procedures.

Contact Information: Accessibility@pega.com

Notes: None

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) 2.1 Conformance Level A and AA standards. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- JAWS/Chrome
- Dragon NaturallySpeaking

Applicable Standards/Guidelines

This report covers the conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.2	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)

Terms

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

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

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially supports	<p>Some non-text content in the product do not have a text alternative that serves an equivalent purpose. Examples include:</p> <ul style="list-style-type: none"> • The Dashboard contains <u>dynamic</u> charts and graphs that do not have textual equivalents. • Some pages present meaningful icons or images that do not have textual equivalents, e.g. delete selection • Some controls lack proper name, role or state, e.g., table density menu (state), reports expand link, headers (role), Teams add new (name) • Some pages contain decorative images or font icons that are unnecessarily exposed to screen readers, e.g., logo
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	
1.2.2 Captions (Prerecorded) (Level A)	Supports	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	
1.3.1 Info and Relationships (Level A)	Partially supports	<p>Majority of product ensures information, structure and relationships are conveyed, with exception of the following listed below.</p> <ul style="list-style-type: none"> • Dynamic content does not always handle focus appropriately: Create activity plan, Investigative details nav, Manage teams dialog, Assessment group control, Edit dashboard

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • Reports module <ul style="list-style-type: none"> ○ has dynamic content that does not move focus ○ Calendar data table headers not defined ○ Form fields need valid label ○ Implicit headings without markup
1.3.2 Meaningful Sequence (Level A)	Partially supports	Generally provides meaningful sequence with some exceptions: Table toolbar, Google map (third party)
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Partially supports	Generally does not use color alone to indicate information with some exceptions: current selected tab in New report module
1.4.2 Audio Control (Level A)	Supports	
2.1.1 Keyboard (Level A)	Partially supports	<p>Supports keyboard navigation generally through application to complete flows, however received partially supports for the following reasons:</p> <ul style="list-style-type: none"> • There are table column resizer controls that cannot be navigated to and operated with the keyboard alone. • The column order of the table can only be changed with the mouse by using drag and drop functionality, but it is not accessible for keyboard-only users. (Configurable) • In timeline are the zoom in and zoom out functionality is not operable by keyboard only. (Configurable) • The 'Pegman' interactive control within map cannot be navigated to and/or operated with the keyboard alone. [third party tool. Configurable] • Reports module:

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ○ There are interactive controls that can be navigated using keyboard however are not actionable. controls get activated on when user "right mouse click". ○ There are interactive controls present under the "Pie chart that cannot be navigated to and operated with the keyboard alone. E.g., Dashboard
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	
2.2.1 Timing Adjustable (Level A)	Supports	
2.2.2 Pause, Stop, Hide (Level A)	Supports	
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	
2.4.1 Bypass Blocks (Level A)	Supports	
2.4.2 Page Titled (Level A)	Partially supports	Some pages do not have descriptive enough page titles, e.g. specific persons, businesses listed
2.4.3 Focus Order (Level A)	Partially supports	<p>Majority of product has appropriate focus with exception of the following listed below.</p> <ul style="list-style-type: none"> ● Dynamic content does not always handle focus appropriately: Create activity plan, Investigative details nav, Manage teams dialog, Assessment group control, Edit dashboard
2.4.4 Link Purpose (In Context) (Level A)	Partially supports	Generally includes link purpose with exceptions such as New Report and Edit Dashboard (delete button)
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially supports	Visual labels match accessible name generally but few

Criteria	Conformance Level	Remarks and Explanations
		exceptions: Table group combobox selection, Reports module select a function combobox, Nearby cases,
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	
3.1.1 Language of Page (Level A)	Supports	
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Supports	
3.2.6 Consistent Help (Level A 2.2 only)	Partially supports	Generally supports. A few cases where error is not clearly identified, e.g., In dialog/Edit members and Create activity plan pages
3.3.1 Error Identification (Level A)	Partially supports	Pages with forms use asterisks to indicate required fields but don't provide related instructions. Some fields rely on placeholder text. Note: Instructions and placeholder text can be configured.
3.3.2 Labels or Instructions (Level A)	Partially supports	Some pages do not have descriptive enough page titles
3.3.7 Redundant Entry (Level A 2.2 only)	Partially supports	
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Partially supports	Name, role, state provided for application, however, partially supports is given for the following reasons: <ul style="list-style-type: none"> • Some accordions do not have proper aria-controls attribute • Tooltips in Dashboard do not have name and role • There are keyboard-focusable controls with unnecessary aria attributes, e.g., new reports • Some menu items for menu buttons are disabled but do not provide proper structure, • There are elements with invalid ARIA attributes or values used for specifying grid structure on

Criteria	Conformance Level	Remarks and Explanations
		<p>the page, e.g., Dashboard, Edit dashboard, Search, Investigation details, Person details</p> <ul style="list-style-type: none"> • The "+ Add new" button without descriptive name and appropriate role information. • The "X" (Clear field) control does not have appropriate name and role information • There are buttons beside search input field without state information. E.g., Group • There are controls that function as tabs but make use of menu buttons properties inappropriately, e.g., Details, Subjects, Interviews • Toolbar role used incorrectly for Rich text editor <p>Some menu items for the following menu buttons are disabled but do not provide proper structure, the element is improperly provided with aria-disabled and disabled attribute.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Partially supports	Generally ensures purpose of input fields however, fields in login page do not allow for autocomplete Note: This is done for security reasons
1.4.3 Contrast (Minimum) (Level AA)	Partially supports	Contrast for text and images is sufficient for majority of application, however, partially supports given for the following reasons: Out of the box and across app,

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • Orange text on white background in various modules • Light gray on white background in various modules • GA text on a few pages– White text on green background contrast <p>There is text "Select" (on focused state) that does not meet the required minimum color contrast ratio with its background.</p>
1.4.4 Resize text (Level AA)	Partially supports	<p>Resize of text works in majority of application, however partially supports is given for the following reasons:</p> <ul style="list-style-type: none"> • There is content that disappears, overlaps, or is cut off when viewing the page at 200% browser zoom and a 1280-pixel viewport width. <p>The "graphs" and "maps" are disappeared when viewing the page at 200% browser zoom and a 1280-pixel viewport width.</p>
1.4.5 Images of Text (Level AA)	Supports	
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially supports	<p>Reflow works in majority of application, however partially supports is given for the following reasons:</p> <ul style="list-style-type: none"> • Some pages require horizontal scrolling to view when the page has a viewport width of 320 CSS pixels.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially supports	<p>Contrast for non-text elements are provided within the application however there are items that do not meet the guideline across the application out of the box.</p>
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Partially supports	<p>Text spacing works in majority of application, however partially supports is given for the following reasons:</p> <p>Text spacing does not apply on Combobox options.</p>
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Partially supports	<p>Hover and focus works in majority of application, however partially supports is given for the following</p>

Criteria	Conformance Level	Remarks and Explanations
		reasons: <ul style="list-style-type: none"> • There is content "Preview" that appears on hover, obscures other content, and cannot be dismissed without moving the cursor. • When a user hovers over the "Bar graph" & "Pie chart" present on the page focus, it obscures other content, and cannot be dismissed without moving focus or the cursor.
2.4.5 Multiple Ways (Level AA)	Supports	
2.4.6 Headings and Labels (Level AA)	Partially supports	Headings and labels are descriptive in majority of application, however partially supports is given for the following reasons: <ul style="list-style-type: none"> • There are buttons that perform different actions but have the same accessible name. E.g., Delete, Preview, Actions, Go Button labels not descriptive enough include "Manage associations, manage followers etc. within application
2.4.7 Focus Visible (Level AA)	Partially supports	Focus is visible in majority of application, however partially supports is given for the following reasons: <ul style="list-style-type: none"> • Elements without a visible keyboard focus indicator. Examples, Cancel, Tab panel, Map features, calendar tab panel, Close/submit, 'X' icon, expand/collapse in tables, filter features
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Partially supports	<ul style="list-style-type: none"> • There is content "Preview" that appears on hover, obscures other content, and cannot be dismissed without moving the cursor. • When a user hovers over the "Bar graph" & "Pie chart" present on the page focus, it obscures other content, and cannot be dismissed without moving focus or the cursor.

Criteria	Conformance Level	Remarks and Explanations
2.5.7 Dragging Movements (Level AA 2.2 only)	Partially supports	There are some drag/drop features without an equivalent keyboard access.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially supports	
3.1.2 Language of Parts (Level AA)	Supports	
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.3 Error Suggestion (Level AA)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	Aligned with security requirements
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially supports	Some areas where status not being conveyed to screen reader include search result counts, update to content as a result of table actions, success confirmation that is visible

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