

# Pegasystems Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.4Rev)

**Name of Product/Version:** Pega Government Platform (PGP) – Version 8.8

**Report Date:** September 2023

**Product Description:** Pega Government Platform (PGP) is a no-code solution, allowing business and IT users to collaboratively build applications together with model-based design, ensuring the final solution meets end-user needs. The agile, secure, unified solution gives agencies a tool for transformation without having to “rip and replace” existing systems.

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**Notes:** N/A

### **Evaluation Methods Used:**

Based on Pega PGP accessibility audit completed by Level Access which involved a combination of manual and functional testing on the desktop platform. A selection of pages representative of Pega PGP was tested using the screen readers JAWS 2022, Dragon® Naturally Speaking 15.5, exclusive use of the keyboard, and manual inspection of code and Accessibility API output.

# Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes / No ) Level AA (Yes / No ) Level AAA (Yes / No )
<a href="#">Web Content Accessibility Guidelines 2.1</a>	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 be used only in WCAG 2.0 Level AAA.

## WCAG 2.x Report

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

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Partially	<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"> <li>• The Dashboard contains charts and graphs that do not have textual equivalents.</li> <li>• Some image and icon buttons across the product lack accessible names.</li> <li>• Some pages present meaningful icons or images that do not have textual equivalents.</li> <li>• Some pages contain decorative images or font icons that are unnecessarily exposed to screen readers.</li> </ul>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially supports	<p>The product does not always consistently ensure information, structure, and relationships conveyed through visual presentation can also be determined programmatically or are available in text. Examples include:</p> <ul style="list-style-type: none"> <li>• Several pages contain controls with visual labels that are not programmatically associated with their controls.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• Some pages contain fields or controls that are missing labels or accessible names.</li> <li>• Some pages contain dynamically updated content that is not announced to screen readers.</li> <li>• Some pages use tables for layout purposes that are not marked as presentational.</li> <li>• Some pages present dialogs that are missing accessible names or have insufficiently descriptive titles.</li> <li>• Some pages contain content that acts as a heading but does not use heading markup, or that has heading markup that does not match the visual level on the page.</li> </ul>
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Partially supports	Generally provides meaningful sequence with some exceptions: Toolbars, some buttons and timeline.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	
<a href="#">1.4.1 Use of Color</a> (Level A)	Partially supports	Generally does not use color alone to indicate information with some exceptions: Date picker current date, current selected tab in New report module
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	
<a href="#">2.1.1 Keyboard</a> (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"> <li>• There are table column resizer controls that cannot be navigated to and operated with the keyboard alone.</li> <li>• There are interactive controls that can be navigated using keyboard however are not actionable. controls get activated on when user</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<p>"right mouse click". E.g., Reports</p> <ul style="list-style-type: none"> <li>• There are interactive controls present under the "Pie chart that cannot be navigated to and operated with the keyboard alone. E.g., Dashboard</li> <li>• There are table with empty table headers (My Worklist)</li> <li>• 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.</li> <li>• In timeline are the zoom in and zoom out functionality is not operable by keyboard only.</li> <li>• The "Pegaman" interactive control within map cannot be navigated to and/or operated with the keyboard alone. [third party tool]</li> <li>•</li> </ul>
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Supports	
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	
<a href="#">2.4.2 Page Titled</a> (Level A)	Partially supports	Some pages do not have descriptive page titles
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially supports	Focus order does not always match logical reading order. Examples: Dialogs, Expand/Collapse
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Partially supports	Generally includes link purpose with exceptions such as New Report and Edit Dashboard (delete button)
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Supports	
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Supports	
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Partially supports	Visual labels match accessible name generally but in Navigation panel - has elements where visual label does

Criteria	Conformance Level	Remarks and Explanations
		not match accessible name
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Supports	
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	
<a href="#">3.2.2 On Input</a> (Level A)	Supports	
<a href="#">3.3.1 Error Identification</a> (Level A)	Partially supports	Generally supports. A few cases where error is not clearly identified, e.g., In dialog/Edit members and Create activity plan pages
<a href="#">3.3.2 Labels or Instructions</a> (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. Some tables have instructions not indicated to sighted keyboard user. <b>Note:</b> Instructions and placeholder text can be configured.
<a href="#">4.1.1 Parsing</a> (Level A)	Partially supports	Majority of pages provide well-formed elements, however partially supports is given for the following reasons: <ul style="list-style-type: none"> <li>• Duplicate IDs</li> <li>• Element &lt;div&gt; is a child of element &lt;span&gt;</li> <li>• There are elements nested in a way that is not permitted</li> </ul> <b>Note:</b> 4.1.1 success criteria is being deprecated retroactively in WCAG 2.2
<a href="#">4.1.2 Name, Role, Value</a> (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"> <li>• Some expand/collapse control in table has wrong role</li> <li>• Some accordions do not have proper aria-controls attribute</li> <li>• Tooltips in Dashboard do not have name and role</li> </ul>

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

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Supports	
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Supports	
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Supports	
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Partially supports	Generally ensures purpose of input fields however, fields in login page do not allow for autocomplete <b>Note:</b> This is done for security reasons
<a href="#">1.4.3 Contrast (Minimum)</a> (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, <ul style="list-style-type: none"> <li>• Orange text on white background in various modules</li> <li>• Light gray on white background in various modules</li> <li>• GA text on a few pages– White text on green background contrast fails at 3.18:1</li> <li>• There is text "Select" (on focused state) that does not meet the required minimum color contrast ratio with its background.</li> </ul>
<a href="#">1.4.4 Resize text</a> (Level AA)	Partially supports	Resize of text works in majority of application, however partially supports is given for the following reasons: <ul style="list-style-type: none"> <li>• There is content that disappears, overlaps, or is cut off when viewing the page at 200% browser zoom and a 1280-pixel viewport width.</li> <li>• The "graphs" and "maps" are disappeared when viewing the page at 200% browser zoom and a 1280-pixel viewport width.</li> </ul>
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Partially supports	Reflow works in majority of application, however partially supports is given for the following reasons: <ul style="list-style-type: none"> <li>• Some pages require horizontal scrolling to view when the page has a viewport width of 320 CSS pixels.</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Partially supports	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. <ul style="list-style-type: none"> <li>• Focus indicator due to opacity of color</li> <li>• Input form fields border, on hover</li> <li>• Report title edit field</li> <li>• Clear all 'X' icon link</li> <li>• Delete icon</li> </ul>
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Partially supports	Text spacing works in majority of application, however partially supports is given for the following reasons: <ul style="list-style-type: none"> <li>• Text spacing does not apply on Combobox options.</li> </ul>
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Partially supports	Hover and focus works in majority of application, however partially supports is given for the following reasons: <ul style="list-style-type: none"> <li>• There is content "Preview" that appears on hover, obscures other content, and cannot be dismissed without moving the cursor.</li> <li>• When a user hovers over the "Bar graph" &amp; "Pie chart" present on the page focus, it obscures other content, and cannot be dismissed without moving focus or the cursor.</li> <li>•</li> </ul>
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	
<a href="#">2.4.6 Headings and Labels</a> (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"> <li>• There are buttons that perform different actions but have the same accessible name. E.g., Delete, Preview, Actions, Go</li> <li>• Button labels not descriptive enough include "Manage associations, manage followers etc.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		within application
<a href="#">2.4.7 Focus Visible</a> (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"> <li>• 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</li> </ul>
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	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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