

# Pegasystems Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.4)

**Name of Product/Version:** Pega Government Platform (PGP) – Version 8.7

**Report Date:** May 2022

**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:** Pega PGP accessibility audit 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 (through the use of tools, such as Microsoft Inspect).

### Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<u>Web Content Accessibility Guidelines 2.0</u>	Level A (No) Level AA (No) Level AAA (No)
<u>Web Content Accessibility Guidelines 2.1</u>	Level A (Yes) Level AA (Yes) Level AAA (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 and 2.1 Level AAA.

## WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p>	<p>Partially Supports</p>	<p>Text equivalents are provided for a majority of non-text elements within Pega PGP. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Hidden content is rendered to screen reader users.</li> <li>• Decorative icons are rendered to screen reader users and icons lack null alternative text.</li> <li>• Meaningful images and icons do not have informative alternative text. The images lack alt attributes.</li> <li>• Meaningful CSS background images do not have a text alternative.</li> <li>• Image buttons lack informative labels.</li> <li>• Custom controls do not indicate expanded, collapsed, and current state.</li> <li>• Custom controls do not indicate role information.</li> </ul>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p>	<p>Supports</p>	<p>Pega PGP does not include any “audio-only” or “video-only” content.</p>

<u>1.2.2 Captions (Prerecorded)</u> (Level A)	Supports	Pega PGP does not include any "synchronized multimedia".
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)	Supports	No content requiring audio description or a media alternative is present on Pega PGP.
<u>1.3.1 Info and Relationships</u> (Level A)	Partially Supports	<p>Relationships among content in Pega PGP are represented semantically in a majority of cases. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Table cells are used for layout purposes without indicating so.</li> <li>• Form fields lack explicit labels. The visual labels are not programmatically associated with the corresponding form fields.</li> <li>• List items with role="listitem" lack appropriate markup. These are not found in list containers.</li> <li>• List structure is used for indentation purposes.</li> <li>• List of items are implicit and lack list structure.</li> <li>• Heading elements lack structural and hierarchical order.</li> <li>• The heading levels do not match the headings' visual importance.</li> </ul>

		<ul style="list-style-type: none"><li>• The headings are implicitly styled with CSS rules without heading elements.</li><li>• Heading levels are used unnecessarily for static text.</li><li>• Special text formatting is given via CSS only, without HTML markup.</li><li>• Live regions are not indicated for dynamically changing content.</li><li>• Data table markups are used for layout purposes without indicating so.</li><li>• Placeholder values are used to explain input fields.</li><li>• Groups of form fields lack appropriate markups. These form fields lack fieldset and legend elements.</li><li>• Radio button groups are not grouped programmatically.</li><li>• Dialogs lack proper structure; dialog boundaries are not communicated.</li><li>• Data tables are not formatted with proper data table markups. Data tables do not associate column headers with data cells within the calendar component.</li><li>• Data tables are not structured properly. Data tables are nested within the data table header cells.</li></ul>
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		<ul style="list-style-type: none"> <li>• Focus does not update appropriately as content updates.</li> <li>• ARIA landmark, region, and sections are not identifiable; lack a unique accessible name.</li> </ul> <p><b>NOTE:</b>  <b>Aside from out of the box tables, grids and tables can be configured. Heading levels can be configured on any layout of section. Field labels can be configured.</b></p>
<u>1.3.2 Meaningful Sequence</u> (Level A)	Partially Supports	<p>Most of the content within Pega PGP is rendered in a meaningful sequence to support navigation and correct reading order. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• Reading order is not logical on the page and within the modal dialog.</li> </ul>
<u>1.3.3 Sensory Characteristics</u> (Level A)	Partially Supports	<p>Instructions that rely solely on sensory characteristics are not present on Pega PGP. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• Asterisk (*) is used for required field indication but not communicated textually.</li> </ul>

		<p><b>NOTE:</b>  <b>This is a configurable text element that can be added in any section rule.</b></p>
<p><u>1.4.1 Use of Color</u> (Level A)</p>	<p>Partially Supports</p>	<p>Color is not used as the sole means of conveying information, indicating an action, prompting a response, or distinguishing a visual element within the majority of Pega PGP. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Elements use color as the only visual means to convey state, selection, or other information.</li> <li>• The Page tabs are visually formatted with color as tabs but do not provide state or role information.</li> </ul>
<p><u>1.4.2 Audio Control</u> (Level A)</p>	<p>Supports</p>	<p>No audio content that plays automatically is present on Pega PGP.</p>
<p><u>2.1.1 Keyboard</u> (Level A)</p>	<p>Partially Supports</p>	<p>Interactive elements within Pega PGP can be accessed and invoked with the keyboard. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Some interactive elements are not focusable and are not actionable from the keyboard.</li> </ul>

		<ul style="list-style-type: none"> <li>• Some inactive elements receive keyboard focus.</li> <li>• Occasionally, only the title attribute is used on the interactive elements to provide name, label, or instructions.</li> </ul>
<u>2.1.2 No Keyboard Trap</u> (Level A)	Supports	Keyboard traps do not occur when navigating through the actionable elements within Pega PGP.
<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)	Supports	No keyboard shortcuts are implemented in Pega PGP.
<u>2.2.1 Timing Adjustable</u> (Level A)	Supports	Pega PGP does not contain a time limit set by the content.
<u>2.2.2 Pause, Stop, Hide</u> (Level A)	Supports	There is no moving, blinking, scrolling, or auto-updating information on Pega PGP.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A)	Supports	There is no flashing content on Pega PGP.
<u>2.4.1 Bypass Blocks</u> (Level A)	Supports	Pega PGP provides a mechanism to bypass repetitive content.
<u>2.4.2 Page Titled</u> (Level A)	Partially Supports	<p>Most pages on Pega PGP have a unique page title. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• Some pages do not have a unique title.</li> </ul>
<u>2.4.3 Focus Order</u> (Level A)	Partially Supports	Page design and content is set up in such a way that focus order is



		<p>intuitive for the majority of page content and actionable elements. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• The focus order does not always match the expected focus order.</li> <li>• The keyboard focus does not return properly from the dialogs.</li> <li>• Often, content updates do not define focus updates appropriately.</li> </ul>
<u>2.4.4 Link Purpose (In Context)</u> (Level A)	Partially Supports	<p>In most cases, link text on Pega PGP is descriptive and easy to understand in context. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• “Rich Text” and “Local File” links are provided with redundant information.</li> <li>• Frequently, link text is not meaningful within context.</li> </ul> <p><b>Note: Link text would be relevant for regular, frequent users of the application.</b></p>
<u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)	Supports	Pega PGP does not require multipoint or path-based gestures for operation.
<u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)	Supports	Functionality within Pega PGP using a single pointer does not use

		the down-event to execute any part of the function.
<u>2.5.3 Label in Name</u> (Level A 2.1 only)	Partially Supports	<p>Visual labels are included in the accessible name of most form fields on Pega PGP. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Some form fields are not programmatically associated with visual labels.</li> <li>• Programmatic label does not always include the form field's visual label.</li> </ul>
<u>2.5.4 Motion Actuation</u> (Level A 2.1 only)	Supports	Pega PGP does not have functionality that requires device motion or user motion.
<u>3.1.1 Language of Page</u> (Level A)	Supports	In Pega PGP the default language is programmatically determined for all pages.
<u>3.2.1 On Focus</u> (Level A)	Supports	No user interface component within Pega PGP initiates a change of context when receiving focus.
<u>3.2.2 On Input</u> (Level A)	Supports	The controls on Pega PGP do not change page context on input.
<u>3.3.1 Error Identification</u> (Level A)	Partially Supports	Pega PGP mostly indicates specifically which input is in error, using a text description when such errors are detected. However, a rating of Partially Supports has been given for the following reasons:

		<ul style="list-style-type: none"> <li>• An error message does not appear at the beginning of the form after submit.</li> <li>• Error messages are not indicated clearly. The field-specific error message(s) are not associated with the form field(s) in error.</li> </ul> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>• <b>Form field instructions can be configured as appropriate by an application author</b></li> <li>• <b>Field specific message to be added in 8.7.3</b></li> </ul>
<p><u>3.3.2 Labels or Instructions (Level A)</u></p>	<p>Partially Support</p>	<p>Labels or instructions are provided for the majority of form fields on Pega PGP. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Form fields are not programmatically associated with their corresponding labels.</li> <li>• Groups of form fields lack appropriate markups. These form fields lack fieldset and legend elements.</li> <li>• Form fields lack instructive text at the beginning of the form</li> <li>• For some form fields, there are no visual nor programmatic instructions provided.</li> </ul>

		<p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>• Form field instructions can be configured as appropriate by an application author</li> <li>• Some form labels are within a third-party application – Google Maps, which we cannot alter. Application can opt to not include map.</li> </ul>
<p><u>4.1.1 Parsing (Level A)</u></p>	<p>Partially Supports</p>	<p>The majority of pages in Pega PGP do not have parsing issues. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Elements contain a non-unique id attribute.</li> <li>• Frequently, some elements are not well-formed.</li> <li>• Some elements are nested inappropriately; a div element is nested within a span element.</li> </ul> <p><b>NOTE:</b>  <b>Unique attributes are not used for any interactive elements so would not have impact on assistive technology users</b></p>
<p><u>4.1.2 Name, Role, Value (Level A)</u></p>	<p>Partially Supports</p>	<p>Pega PGP contains elements with appropriate names, roles, and values. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Frequently, controls are provided with inappropriate</li> </ul>

		<p>ARIA roles and states and/or properties.</p> <ul style="list-style-type: none"><li>• Controls are provided with invalid ARIA properties (states, roles, and/or properties).</li><li>• Controls are provided with non-unique ID attribute.</li><li>• Controls are provided with missing ID attribute for referencing an ARIA aria-describedby attribute.</li><li>• Controls are provided with redundant role attribute.</li><li>• Custom controls do not indicate expanded, collapsed, and current state.</li><li>• Page tabs do not indicate role and state.</li><li>• Custom controls do not indicate role information.</li><li>• Main navigation links do not provide textual state information (expanded, collapsed, and current).</li><li>• Form fields lack explicit labels. The visual labels are not programmatically associated with the corresponding form fields.</li><li>• Placeholder values are used to explain input fields.</li><li>• Radio button groups are not grouped programmatically.</li></ul>
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		<ul style="list-style-type: none"> <li>• Dialogs lack proper structure; dialog boundaries are not communicated.</li> <li>• Image buttons lack accessible name.</li> <li>• An Iframe lacks a meaningful title.</li> </ul>
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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA)	Supports	No content requiring live captions is present on Pega PGP.
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)	Supports	No content requiring audio description is present on Pega PGP.
<u>1.3.4 Orientation</u> (Level AA 2.1 only)	Supports	Content within Pega PGP does not restrict its view and operation to a single display orientation.
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)	Partially Supports	<p>The purpose of each input field collecting information about the user can be programmatically determined on Pega PGP. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• Common input fields (Email Address, First Name, Last Name. Password) lack away (generally, via the autocomplete attribute in HTML 5.3) to communicate the input purpose.</li> </ul>

		<b>NOTE:</b> <b>Currently not using autocomplete for address information or password.</b>
<u>1.4.3 Contrast (Minimum) (Level AA)</u>	Partially Supports	<p>The majority of elements on Pega PGP meet the WCAG 4.5:1 contrast ratio for the text that is smaller than 18px and the 3.5:1 contrast ratio for text 18px or larger. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Several text elements or images of text do not meet the WCAG 2.0 required minimum color contrast ratio of 4.5:1.</li> <li>• The placeholder value does not meet the WCAG 2.0 required minimum color contrast ratio of 4.5:1.</li> </ul>
<u>1.4.4 Resize text (Level AA)</u>	Partially Supports	<p>Pega PGP allows text to be resized up to 200 percent without loss of content or functionality for most of the site. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Content is cutoff at 200% browser zoom.</li> <li>• Content is not available when text is resized at 200% browser zoom.</li> </ul>

		<ul style="list-style-type: none"> <li>• Frames have absolute sizing.</li> </ul>
<u>1.4.5 Images of Text</u> (Level AA)	Supports	The elements within Pega PGP uses text instead of images of text.
<u>1.4.10 Reflow</u> (Level AA 2.1 only)	Partially Supports	<p>Pega PGP supports reflow of content without loss of information or functionality, and without requiring scrolling. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• In some instances, content is lost or overlapped when the horizontal width is 320 CSS pixels.</li> <li>• In some instances, content is not available when the horizontal width is 320 CSS pixels and the vertical width is 256 CCSS pixels.</li> </ul>
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)	Partially Supports	<p>In Pega PGP, the visual presentation of non-text content provides sufficient contrast. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Form fields' outlines do not meet the minimum contrast ratio of 3.1.</li> <li>• Focus indicator on some interactive elements does not meet the minimum contrast ratio of 3.1.</li> </ul>



		<ul style="list-style-type: none"> <li>• Foreground or background color of some interactive elements does not meet the minimum contrast ratio of 3.1.</li> <li>• Blue outline against White/Gray background on the links does not provide a sufficient contrast ratio of 3.1.</li> <li>• “X” control on the dialogs lacks sufficient contrast.</li> </ul>
<u>1.4.12 Text Spacing</u> (Level AA 2.1 only)	Partially Supports	<p>In the majority of cases, within Pega PGP, loss of content or functionality does not occur when setting text style properties and by changing no other style property. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• Content is cutoff when users attempt to override text spacing in Search results filters</li> </ul>
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)	Partially Supports	<p>The majority of the content that appears on hover or focus within the product is persistent, dismissible, and hoverable. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• Hover content for controls cannot be dismissed using the keyboard method</li> </ul>

		<p><b>NOTE:</b>  <b>This is for navigation bar. If no mouse is being used, then it will close upon movement of focus to another element</b></p>
<u>2.4.5 Multiple Ways</u> (Level AA)	Supports	All of the pages in Pega PGP are steps in a process. The pages that do not step in that process, as well as some, but not all, of the pages in the process, can be accessed in multiple ways.
<u>2.4.6 Headings and Labels</u> (Level AA)	Partially Supports	<p>Headings and labels accurately describe the content on Pega PGP. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• Some links do not uniquely describe the purpose of the links.</li> <li>• Button labels are not unique.</li> </ul> <p><b>NOTE:</b>  <b>This is for specific case action, e.g., edit, delete, or go to a work item from within a list. Can be configured if needed.</b></p>
<u>2.4.7 Focus Visible</u> (Level AA)	Partially Supports	In most cases, actionable elements on Pega PGP display a visible outline when focused with the keyboard. However, a rating of Partially Supports has been given for the following reasons:

		<ul style="list-style-type: none"> <li>• Several actionable elements lack visible focus indication when users use the TAB and SHIFT+TAB key to navigate through the elements.</li> <li>• Some interactive controls have visible focus indication but the indication does not meet the minimum contrast ratio of 3.1.</li> </ul>
<u>3.1.2 Language of Parts</u> (Level AA)	Supports	Pega PGP does not use inline language changes.
<u>3.2.3 Consistent Navigation</u> (Level AA)	Supports	Navigation is consistent throughout Pega PGP.
<u>3.2.4 Consistent Identification</u> (Level AA)	Supports	Controls and interfaces on Pega PGP are consistent with each other.
<u>3.3.3 Error Suggestion</u> (Level AA)	Partially Supports	<p>Error messages on Pega PGP provide suggestions for fixing the errors where appropriate. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• Invalid error message for the form fields does not provide suggestions on how to fix the error.</li> </ul> <p><b>Note:</b> <b>Custom messaging available for server-side validation</b></p>
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)	Supports	Pega PGP does not contain pages that cause legal commitments or financial transactions, or pages

		that irreversibly modify user-controllable data. Checklist evaluations do not prevent a user from submitting empty responses and/or incomplete responses.
4.1.3 Status Messages (Level AA 2.1 only)	Supports	

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated.

## Legal Disclaimer (Pegasystems)

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