

Pegasystems Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Pega Government Platform (PGP) – Version 8.5

Report Date: February 2021

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:

Evaluation Methods Used: Testing Pegasystems involves a combination of manual and functional testing on a desktop. Level Access(Level) comprehensively tested a selection of pages representative of Pegasystems using, among other methodology, screen reader JAWS 2020, exclusive use of the keyboard, and manual inspection of code and Accessibility API output through the use of tools, such as Microsoft Inspect. Level also functionally tested a typical user flow with assistive technology, including screen readers such as JAWS 2020, and Dragon® NaturallySpeaking 15.5.

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)

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 2.1 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
1.1.1 Non-text Content (Level A)	Web: Partially Supports	<p>Web: Most non-text content that is presented to the user contains textual alternatives that serve the equivalent purpose.</p> <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some custom controls lack a textual name, state, and role information. • Some images lack alternative text, or the alternative text for the image is not meaningful. • Visually hidden contents are being rendered via the screen reader. • The sortable table headers are not implemented properly. • Some charts and graphs do not provide an informative and visible alternative description.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: Supports	Web: The website does not utilize audio-only or video-only content.
1.2.2 Captions (Prerecorded) (Level A)	Web: Supports	Web: The website does not contain synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Web: Supports	Web: The website does not contain synchronized media.
1.3.1 Info and Relationships (Level A)	Web: Partially Supports	Web: In most cases, the website accurately conveys the information, structure, and relationship by the accessible method.

Criteria	Conformance Level	Remarks and Explanations
		<p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some pages contain implicit headings. • A few layout tables do not indicate their use for presentation purposes. • Several form elements do not contain a programmatically associated label. • Dialog boundaries are not communicated. • On some pages, the data table contains an empty table header. • Some pages contain nested data tables. • Focus does not move to the dynamically updated content.
1.3.2 Meaningful Sequence (Level A)	Web: Partially Supports	<p>Web: The website mostly contains pages whose programmatic reading order matches the visual and logical order.</p> <p>A rating of Partially Support has been given for the following reason:</p> <ul style="list-style-type: none"> • For iOS VoiceOver and Android TalkBack users, when the Map Data dialog gets activated, focus does not move inside the dialog content; instead, when swiped moves to the next control.
1.3.3 Sensory Characteristics (Level A)	Web: Partially Supports	<p>Web: In most cases, the website accurately provides alternatives for sensory characteristics.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>A rating of Partially supports has been given for the following reason:</p> <ul style="list-style-type: none"> The instructions regarding the * asteric indicate the required fields are not present at the beginning of the form.
1.4.1 Use of Color (Level A)	Web: Partially Supports	<p>Web: Most functions of the website do not convey information through color alone.</p> <p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> The current date in the calendar controls is indicated using color only. The current page information is indicated using the color only.
1.4.2 Audio Control (Level A)	Web: Supports	Web: The website does not contain audio.
2.1.1 Keyboard (Level A)	Web: Partially Supports	<p>Web: Most of the active elements in the website are included in the tab order so they can be activated and controlled from the keyboard, as well as when using assistive technology, such as screen readers.</p> <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> Many links and buttons do not receive focus via the keyboard. Some inactivate elements are in the focus order.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Some custom controls do not receive focus and are not accessible via the keyboard.
2.1.2 No Keyboard Trap (Level A)	Web: Partially Supports	<p>Web: The focus does not get trapped for most of the form and actionable controls.</p> <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> Once the "Browse" button receives focus, it gets trapped and it is not possible for the users to move focus to any other controls. It is not possible to navigate out of the Document editor using the TAB key. There is no other documented keyboard method for navigating out of this area.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Web: Supports	Web: The website does not contain any character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Web: Supports	Web: The website does not have content that is time-limited.
2.2.2 Pause, Stop, Hide (Level A)	Web: Supports	Web: The website does not contain moving contents.
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Supports	Web: The website does not utilize any flashing content.
2.4.1 Bypass Blocks (Level A)	Web: Supports	Web: The website provides a mechanism to skip the repetitive content
2.4.2 Page Titled (Level A)	Web: Partially Supports	Web: The website provides a title for most of the pages.

Criteria	Conformance Level	Remarks and Explanations
		<p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> Some pages do not have a unique title that identifies the purpose of the page.
2.4.3 Focus Order (Level A)	Web: Partially Supports	<p>Web: Many focusable components receive focus in order that preserves meaning and operability.</p> <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> In some instances, the focus order of the interactive elements on the page is not logical. Focus does not move to the updated content. Focus does not move to the dialog when it opens. Keyboard focus does not remain in the dialog when it is open.
2.4.4 Link Purpose (In Context) (Level A)	Web: Supports	Web: The purpose of each link can be determined from the link text
2.5.1 Pointer Gestures (Level A 2.1 only)	Web: Supports	Web: All the functionality in the website can be operated through a single pointer
2.5.2 Pointer Cancellation (Level A 2.1 only)	Web: Supports	Web: The website do not use a pointer to execute any part of the function
2.5.3 Label in Name (Level A 2.1 only)	Web: Partially Supports	Web: On the website where user interface components with labels include text, the name containing the text is presented visually for most of the elements.

Criteria	Conformance Level	Remarks and Explanations
		<p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> For some user interface components with labels that include text or images of text, the name that contains the text is not presented visually.
2.5.4 Motion Actuation (Level A 2.1 only)	Web: Supports	Web: The websites do not have functionality that requires device motion or user motion
3.1.1 Language of Page (Level A)	Web: Supports	Web: The website contains lang attribute
3.2.1 On Focus (Level A)	Web: Supports	Web: When any component receives focus, it does not initiate a change of context.
3.2.2 On Input (Level A)	Web: Partially Supports	<p>Web: The websites generally do not initiate a change in context when the setting of a user interface component is changed, except where a user has been advised of that behavior.</p> <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> Map/Satellite controls in the Google map have checkboxes underneath. When these are triggered, the focus is lost and must start from the top of the page. When the user activates the Mask/Unmask Tax ID, the focus moves to the top of the page.
3.3.1 Error Identification (Level A)	Web: Does Not Support	<p>Web: On the website, error messages are not clearly indicated.</p> <p>A rating of Does Not Support has been given for the following reasons:</p>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> When a user submits the form with an invalid entry, error messages are not being conveyed to screen reader users. Error messages are not clearly indicated and use generic text.
3.3.2 Labels or Instructions (Level A)	Web: Partially Supports	<p>Web: In nearly all cases, the website provides labels or instructions for user input.</p> <p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> In some instances, error messages are not associated with the input field.
4.1.1 Parsing (Level A)	Web: Partially Supports	<p>Web: The website uses HTML and ARIA, which is mostly compliant with the relevant specifications.</p> <p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> On several pages, the HTML includes duplicate ID values, which are not valid.
4.1.2 Name, Role, Value (Level A)	Web: Partially Supports	<p>Web: In the website, most of the user interface components provide appropriate name, role, state, and value information.</p> <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> Some form fields do not provide a programmatically associated label. Dialog boundaries are not communicated.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Some custom controls lack a textual name, state, and role information. Some elements contain invalid ARIA roles, name, and states.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: Supports	Web: The website does not contain synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Web: Supports	Web: The website does not contain synchronized media.
1.3.4 Orientation (Level AA 2.1 only)	Web: Supports	Web: The websites do not restrict their view and operation to a single display orientation, such as portrait or landscape.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Web: Partially Supports	<p>Web: Most of the common input fields on the website identify the input purpose.</p> <p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> Some common text input fields are missing autocomplete attributes.
1.4.3 Contrast (Minimum) (Level AA)	Web: Partially Supports	Web: The visual presentation of text and images of text mostly have a contrast ratio of at least 4.5:1 and 3.1 for large text.

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		<p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> There are some specific color combinations that do not meet the success criteria.
1.4.4 Resize text (Level AA)	Web: Partially Supports	<p>Web: In nearly all instances, the websites allow content to be resized without assistive technology up to 200 percent without loss of content or functionality.</p> <p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> There are few instances where the content is lost or cutoff when viewing the page at 200 percent browser zoom.
1.4.5 Images of Text (Level AA)	Web: Supports	Web: The website does not have an image of text.
1.4.10 Reflow (Level AA 2.1 only)	Web: Partially Supports	<p>Web: Most of the pages on the website do not require two-dimensional scrolling to access the content at a smaller screen size.</p> <p>A rating of Partially Supports has be given for the following reason:</p> <ul style="list-style-type: none"> Many controls on the website require two-dimensional scrolling to access most content when viewed at smaller screen sizes and/or with browser zoom.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Web: Partially Supports	Web: Most of the actionable elements provide a contrast ratio of 3:1.

Criteria	Conformance Level	Remarks and Explanations
		<p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • The Delete and Edit controls do not provide sufficient color contrast. • The gray color form controls over the white background do not provide sufficient color contrast. • The graph components do not provide sufficient color contrast.
1.4.12 Text Spacing (Level AA 2.1 only)	Web: Supports	Web: The website supports custom text spacing without loss of content and functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Web: Supports	Web: The contents on the website which are displayed on pointer hover or keyboard focus are dismissable, hoverable, and persistent.
2.4.5 Multiple Ways (Level AA)	Web: Supports	Web: Where appropriate, the website provides multiple ways to locate content.
2.4.6 Headings and Labels (Level AA)	Web: Partially Supports	<p>Web: Most of the headings and labels describe their topic or purpose.</p> <p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • The website contains a few button elements that do not provide a unique label.
2.4.7 Focus Visible (Level AA)	Web: Partially Supports	<p>Web: For most of the components, the keyboard focus is indicated visually.</p> <p>A rating of Partially Supports has been given for the following reason:</p>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> There are some instances where keyboard focus is not indicated visually.
3.1.2 Language of Parts (Level AA)	Web: Supports	Web: The human language of each passage or phrase in the content can be programmatically determined as there are no changes in the language of the website.
3.2.3 Consistent Navigation (Level AA)	Web: Supports	Web: Navigational mechanisms that are repeated on multiple web pages within a set of web pages occur in the same relative order each time they are repeated unless a change is initiated by the user.
3.2.4 Consistent Identification (Level AA)	Web: Supports	Web: Components that have the same functionality within the product are identified consistently.
3.3.3 Error Suggestion (Level AA)	Web: Partially Supports	<p>Web: In most instances, the website provides identification of where user input does not comply with constraints on that input.</p> <p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> For the Select Relationship control, the error icon does not provide a suggestion on how to fix the issue.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Web: Supports	Web: The website gives users the opportunity to confirm the details of form submission when appropriate.
4.1.3 Status Messages (Level AA 2.1 only)	Web: Partially Supports	Web: Most status messages can be programmatically determined through role or properties such that they can be presented to users of assistive technology without receiving focus.

Criteria	Conformance Level	Remarks and Explanations
		<p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> When a user select files to upload on the Upload Document page, the table below gets updated. However, the same information is not conveyed to screen reader users.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated

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