

AI SRE Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: AI SRE

Report Date: September 8, 2025

Product Description:

Contact Information:

Notes: The testing process was carried out in compliance to the WCAG 2.2 AA guidelines. The product was found to be overall partially supportive.

As a summary, there are some elements and functionalities that are not being supported such as zoom, status, focus, headings etc. However, the page is navigable, and, in majority cases, there is a solution for the features that are not being supported.

Accessibility for Americans with Disabilities Act (ADA) application compliance requires all public and (large) private organizations to make their applications and web content conform with mandatory accessibility standards (WCAG 2.2). WCAG is simply a set of formal guidelines on how to develop accessible web content. These standards represent a higher level of accessibility than 508 standards, although they are identical or very similar. WCAG focuses primarily on HTML accessibility.

Evaluation Methods Used:

The product was tested against all of the applicable 55 success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Level A and AA. The testing methodology included a combination of automated testing, manual testing conducted via paired testing methodology involving two testers, one of them is a non-sighted and the other is a sighted accessibility expert. This testing methodology ensures that every aspect related to accessibility and user experience is included in our analysis. Below is a list of some of the technologies and environments used:

- Assistive technologies: Screen readers NVDA, Jaws, Voiceover
- Keyboard only interaction, Browser zoom
- Tools: Axe, Color Contrast Analyzer
- Browsers: Chrome, Edge, Firefox, Safari
- Accessibility plugins: Axe
- Desktop: Windows 10, Mac

The combinations of technologies used were the following:

- Windows with Firefox/ Chrome and NVDA
- Windows with Chrome and Jaws
- Windows with Edge and Jaws
- Mac with Safari and Voiceover
- Windows with Chrome and Axe
- Windows with Google Chrome and Zoom
- Windows with Google Chrome and Colour Contrast Analyzer

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)

Standard/Guideline	Included In Report
	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)

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

Tables 1 and 2 also document conformance with:

- EN 301 549:
 - Clause 9 - Web
 - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
 - Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
 - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
 - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
 - Chapter 6 - 602.3 Electronic Support Documentation

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 2.1 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>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Remarks: Proper alt text is provided to graphics present inside the application, however exceptions are present:</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Overview> Tooltip is not provided for 'x' icon. 2. Overview> Tooltip is not provided for 'expand/collapse' icon. 3. Overview> Decorative clock icon is not hidden for screen reader users. 4. SLOs> New SLO> Tooltip is not provided for 'pen' icon.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	<p>Not Applicable</p>	<p>Remarks: There is no audio only and video only content present in the application.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	<p>Remarks:</p> <p>There is no multimedia content present in the application.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	<p>Remarks:</p> <p>There is no multimedia content present in the application.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 	Partially Supports	<p>Remark:</p> <p>Screen reader properly identifies most of the information available in the application and the</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>screen reader user is easily able to perceive the relationships between an element and its role. However exceptions are present:</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Overview> Landmark regions such as header, main and footer are not defined for the web page. 2. Overview> Heading hierarchy of the page is incorrect. 3. Overview> Breadcrumbs are not tagged in breadcrumb menu. 4. Overview> Visually appearing headings are not tagged in heading.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Remark:</p> <p>Screen reader reads all of the content present in the application in a meaningful sequence with the help of arrow keys and other reading commands.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>Remark:</p> <p>No symbol is used to convey information in the application.</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>Remark:</p> <p>No color is used to convey information in the application.</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) 	<p>Not Applicable</p>	<p>Remark:</p> <p>There is no such audio available in the application, which plays automatically as soon as the page is launched.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.1.1 Keyboard (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	<p>Remark:</p> <p>Application has support for keyboard interaction, as all of the interactive elements are accessible using the keyboard commands.</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Supports	<p>Remark:</p> <p>Application has a good support for keyboard interaction and there is no keyboard trap issue throughout the application.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	Not Applicable	<p>Remark:</p> <p>There are no such character key shortcuts required in the application to operate any feature, which clashes with the predefined screen reader shortcuts.</p>
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	<p>Remark:</p> <p>There is no session time out functionality present in the application.</p>
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	Does Not Supports	<p>Remark:</p> <p>There is moving content present in the application. Related instance is:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		Instance: 1. Incidents> Details> Pause stop and hide mechanism is not provided for 'AI' animation.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	Remark: There is no flashing / blinking content present anywhere in the application.
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) 	Does Not Supports	Remark: Skip to main content link is not present in the application.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Does Not Support</p>	<p>Remark:</p> <p>Appropriate page titles are not provided for all web pages.</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Remark:</p> <p>Focus order is moving in a correct sequence throughout the application. However exceptions are present:</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Incidents> New Incident> Screen reader focus does not automatically move to the first invalid edit field. 2. Incidents> After hitting enter on 'three dot icon' button, focus does not move to sub elements present inside it. 3. Runbooks> New Runbook> Tab focus is not constrained within 'Create New Runbook' popup.

Criteria	Conformance Level	Remarks and Explanations
		4. SLOs> New SLO> After hitting enter on 'i' icon, focus does move inside its popup.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	<p>Remark:</p> <p>Appropriate link text is provided to all of the links available in the application.</p>
<p>2.5.1 Pointer Gestures (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	Supports	<p>Remark:</p> <p>All <u>functionality</u> that uses multipoint or path-based gestures for operation can be operated with a <u>single pointer</u> without a path-based gesture.</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) 	Supports	<p>Remark:</p> <p>Entire Application supports pointer cancellation as the down-event of the pointer is not used to</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 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		execute any part of the function, elements trigger only by using the up-event.
<p>2.5.3 Label in Name (Level A 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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	Supports	<p>Remark:</p> Visual label matches with the accessible or programmatic name for all of the elements.
<p>2.5.4 Motion Actuation (Level A 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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	Not Applicable	<p>Remark:</p> There is no functionality in the application that can be operated by device motion or user motion.
<p>3.1.1 Language of Page (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.3.1.1 (Web) ● 10.3.1.1 (Non-web document) ● 11.3.1.1.1 (Open Functionality Software) 	Supports	<p>Remark:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		Lang attribute 'En' is provided for all of the pages in the application.
<p><u>3.2.1 On Focus</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	<p>Remark:</p> Application does not have any feature / functionality, which triggers automatically on receiving the focus.
<p><u>3.2.2 On Input</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Supports	<p>Remark:</p> Change of context does not happen anywhere in the application when changing the setting of any UI component.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	<p>Remark: Consistent help is provided on the site.</p>
<p>3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	<p>Remark: Descriptive and precise error/ alert/ success messages are implemented in the application. However exceptions are present:</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Incidents> New Incident> No success message is implemented for the user to know that new incident has been created or not. 2. Incidents> Add Key Event> No alert message is implemented for the user to know that event has been created or not.
<p>3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	Partially Supports	<p>Remark: Appropriate label is provided for edit field present in the application. However exceptions are present:</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Incidents> New Incident> Edit field does not have semantic labels.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		2. Incidents> New Incident> The mandatory form fields is not announced as required by the screen reader.
<u>3.3.7 Redundant Entry</u> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Remark: This success criteria is not applicable for this application. No redundant entry is required in site.
<u>4.1.1 Parsing</u> (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 <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 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 .
<u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.4.1.2 (Web) ● 10.4.1.2 (Non-web document) ● 11.4.1.2.1 (Open Functionality Software) 	Partially Supports	Remark: Most of the components present in the application have proper name/label, role/state and value, which helps screen reader user to

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		understand the actual purpose and nature of these components. Exceptions: <ol style="list-style-type: none"> 1. Overview> Expand/ collapse state of 'Last 7 days' button is not defined. 2. Overview> Name and role of 'expand/ collapse' icon is not defined. 3. Incidents> Role of 'status, severity' dropdowns are not defined. 4. SLOs> New SLO> Name and role of 'i' and 'pen' icons are not defined.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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	<p>Not Applicable</p>	<p>Remark:</p> <p>There is no live multimedia content present in the application.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	<p>Remark:</p> <p>There is no multimedia content present in the application which requires audio description.</p>
<p><u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	Supports	<p>Remark:</p> <p>Application provides supports and works equally in both landscape/portrait orientation modes.</p>
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) ● 11.1.3.5.1 (Open Functionality Software) 	Partially Supports	<p>Remark:</p> <p>Purpose of edit field is not programmatically determined.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.1.3.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Remark:</p> <p>Application has sufficient contrast ratio i.e. 4.5:1 for most of the elements present in the application. However exceptions are present:</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Overview> The color contrast ratio of text '65.3%' is less than the standard ratio 4.5:1. 2. Overview> Project> The color contrast ratio of placeholder text is less than the standard ratio 4.5:1. 3. Incidents> The color contrast ratio of text 'Service Latency Spike' etc are less than the standard ratio 4.5:1. 4. Overview> Project> Account> The color contrast ratio of text 'Default' is less than the standard ratio 4.5:1.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.4 (Web) ● 10.1.4.4 (Non-web document) ● 11.1.4.4.1 (Open Functionality Software) 	<p>Partially Supports</p>	<p>Remark:</p> <p>Application is operable and readable while resizing the content using the browser zoom feature. However exception is present:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		Exception: 1. Overview> At 200% browser zoom both horizontal and vertical bars appear.
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	Remark: There is no such information present in the application, which is in the form of Image of text.
<u>1.4.10 Reflow</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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	Partially Supports	Remark: Application is operable and readable while resizing the content using the browser zoom feature. However exception is present: Exception: 1. Overview > At 400% browser zoom both horizontal and vertical bars appear.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Remark:</p> <p>Application has sufficient contrast ratio i.e. 3:1 for most of the elements present in the application. However exceptions are present:</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Overview> The color contrast ratio of border line of combo box is less than the standard ratio 3:1. 2. Overview> Project> The color contrast ratio of border line of edit field is less than the standard ratio 3:1. 3. Overview> The color contrast ratio of 'x' icon is less than the standard ratio 3:1. 4. Runbooks> The color contrast ratio of 'three dot' icons are less than the standard ratio 3:1.
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Remark:</p> <p>Application provides support for people with low vision and cognitive disabilities as it allows users to view the application content in their desired text (Letter, word, line and paragraph) spacing. However an exception is present:</p> <p>Exception:</p> <ol style="list-style-type: none"> 1. Overview> On applying text spacing, text 'project' truncates.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Remark:</p> <p>There are web element available in the application which triggers the additional content after receiving pointer hover or keyboard focus.</p>
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 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 	<p>Does Not Support</p>	<p>Remark:</p> <p>Multiple ways of navigation is not present in the application.</p>
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	<p>Support</p>	<p>Remark:</p> <p>Headings present in the application are descriptive enough to understand their purpose</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		and sufficient label is provided for each form field wherever descriptive label is needed.
<p>2.4.7 Focus Visible (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	<p>Remark:</p> Tab focus indicator is clearly visible on interactive elements.
<p>2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	<p>Remark:</p> When element receives keyboard focus, then the component is not entirely hidden due to author-created content.
<p>2.5.7 Dragging Movements (Level AA 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	<p>Remark:</p> No such dragging elements are present in the application.

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.8 Target Size (Minimum) (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	<p>Remark:</p> <p>Appropriate size, spacing etc are provided for the elements.</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	<p>Remark:</p> <p>No application content is available in foreign language.</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 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 	Supports	<p>Remark:</p> <p>Repeated components are occurring in the same order in the application, which helps screen reader and cognitive user to predict the location of different elements.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 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 	<p>Supports</p>	<p>Remark:</p> <p>Elements that have the same functionality across multiple pages in the application have same labels or same name.</p>
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Remark:</p> <p>Sufficient and descriptive error message appears in application.</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.4 (Web) ● 10.3.3.4 (Non-web document) ● 11.3.3.4 (Open Functionality Software) 	<p>Not Applicable</p>	<p>Remark:</p> <p>This success criterion is related to legal commitment, financial data, etc., which involves serious risk, if no option, is provided for user to review or revert the data before submission.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.3.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>However, application does not have any such forms, where such risk is associated.</p>
<p><u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p>Not Applicable</p>	<p>Remark:</p> <p>No cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process.</p>
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Remark:</p> <p>Alert/ notification/ message appears in the application and is announced automatically by screen reader. However exceptions are present:</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Incidents> New Incident> Error message is not automatically announced by screen reader. 2. Incidents> New Incident> Loading status is not announced automatically by screen reader. 3. Incidents> INC-40: dsds> Screen reader does not automatically announce the timer.

Criteria	Conformance Level	Remarks and Explanations
		4. Overview> Project> Screen reader does not automatically announce the typeahead search results.

Table 3: Success Criteria, Level AAA

Notes: This section is Not Applicable

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>Remark:</p> <p>NVDA and Jaws screen reader equally supports the application. Users using these screen readers can easily operate the application. However exceptions are present:</p> <p>Exceptions:</p> <p>1. Overview> Landmark regions such as header, main and footer are not defined for the web page.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>2. Overview> Heading hierarchy of the page is incorrect.</p> <p>3. Overview> Breadcrumbs are not tagged in breadcrumb menu.</p> <p>4. Overview> Visually appearing headings are not tagged in heading.</p>
302.2 With Limited Vision	Partially Supports	<p>Remark:</p> <p>Color scheme is appropriate and color contrast ratio of most of the interactive elements is equal to or greater than standard ratio of 4.5:1/3:1. However exceptions are present:</p> <p>Exceptions:</p> <p>1. Overview> The color contrast ratio of text '65.3%' is less than the standard ratio 4.5:1.</p> <p>2. Overview> Project> The color contrast ratio of placeholder text is less than the standard ratio 4.5:1.</p> <p>3. Incidents> The color contrast ratio of text 'Service Latency Spike' etc are less than the standard ratio 4.5:1.</p>

Criteria	Conformance Level	Remarks and Explanations
		4. Overview> Project> Account> The color contrast ratio of text 'Default' is less than the standard ratio 4.5:1.
302.3 Without Perception of Color	Not Applicable	Remark: No color is used to convey information in the application.
302.4 Without Hearing	Not Applicable	Remarks: There is no multimedia content present in the application.
302.5 With Limited Hearing	Not Applicable	Remarks: There is no multimedia content present in the application.
302.6 Without Speech	Not Applicable	Remark: Speech is not required to complete any task or activity.
302.7 With Limited Manipulation	Not Applicable	Remark: There are no such complicated keyboard actions required in the application to perform any task, which requires simultaneous actions or fine motor control.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Supports (Keyboard)	Remark: Application has a good support for keyboard interaction, as all of the interactive elements are accessible using the keyboard commands.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Remark: Many features in the application have good support for users with cognitive disabilities due to following reasons: <ol style="list-style-type: none"> 1. Application does not have any moving text/images/animations, which disrupts in reading. 2. Application does not have any multimedia, which plays automatically and confuses the user. 3. Application does not have any flashing object, which causes seizure.

Chapter 4: [Hardware](#)

Notes: This section is Not Applicable

Chapter 5: [Software](#)

Notes: This section is 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
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does Not Support	Remark: There is no section available in the application, which describes the information regarding accessibility and its compatibility with different assistive technologies.
602.3 Electronic Support Documentation	See WCAG 2.2 section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Remark: Since, the application provides information through the digital medium and it allows user to access the ‘Help’ feature for further help regarding the digital content and documentation. There is no such requirement of alternate formats for non-electronic support documentation as support services are available electronically.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does Not Support	There is no accessibility information section available in the application, which provides information regarding accessibility and compatibility features.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Does Not Support	There is no phone number/ email address mentioned under support section, using which user can contact tech support.

EN 301 549 Report

Notes:

Clause [4: Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	<p>Remark:</p> <p>NVDA and Jaws screen reader equally supports the application. Users using these screen readers can easily operate the application. However exceptions are present:</p> <p>Exceptions:</p> <ol style="list-style-type: none">1. Overview> Landmark regions such as header, main and footer are not defined for the web page.2. Overview> Heading hierarchy of the page is incorrect.3. Overview> Breadcrumbs are not tagged in breadcrumb menu.4. Overview> Visually appearing headings are not tagged in heading.
4.2.2 Usage with limited vision	Partially Supports	<p>Remark:</p>

		<p>Color scheme is appropriate and color contrast ratio of most of the interactive elements is equal to or greater than standard ratio of 4.5:1/3:1. However exceptions are present:</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Overview> The color contrast ratio of text '65.3%' is less than the standard ratio 4.5:1. 2. Overview> Project> The color contrast ratio of placeholder text is less than the standard ratio 4.5:1. 3. Incidents> The color contrast ratio of text 'Service Latency Spike' etc are less than the standard ratio 4.5:1. 4. Overview> Project> Account> The color contrast ratio of text 'Default' is less than the standard ratio 4.5:1.
4.2.3 Usage without perception of colour	Not Applicable	<p>Remark:</p> <p>No color is used to convey information in the application.</p>
4.2.4 Usage without hearing	Not Applicable	<p>Remarks:</p> <p>There is no multimedia content present in the application.</p>
4.2.5 Usage with limited hearing	Not Applicable	<p>Remarks:</p>

		There is no multimedia content present in the application.
4.2.6 Usage with no or limited vocal capability	Not Applicable	Remark: Speech is not required to complete any task or activity.
4.2.7 Usage with limited manipulation or strength	Supports (Keyboard)	Remark: Application has a good support for keyboard interaction, as all of the interactive elements are accessible using the keyboard commands.
4.2.8 Usage with limited reach	Not Applicable	Remark: There are no such complicated keyboard actions required in the application to perform any task, which requires simultaneous actions or fine motor control.
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	Remark: No such elements which causes seizure effect is present in the application.

4.2.10 Usage with limited cognition, language or learning	Supports	<p>Remark:</p> <p>Many features in the application have good support for users with cognitive disabilities due to following reasons:</p> <ol style="list-style-type: none"> 1. Application does not have any moving text/images/animations, which disrupts in reading. 2. Application does not have any multimedia, which plays automatically and confuses the user. 3. Application does not have any flashing object, which causes seizure.
4.2.11 Privacy	Supports	<p>Remark:</p> <p>No such elements are present in the application which is violating the privacy.</p>

Clause [5: Generic Requirements](#)

Notes: This section is not applicable.

Clause [6: ICT with Two-Way Voice Communication](#)

Notes: This section is not applicable.

Clause [7: ICT with Video Capabilities](#)

Notes: This section is not applicable.

Clause [8: Hardware](#)

Notes: This section is not applicable.

Clause [9: Web](#) (see [WCAG 2.x section](#))

Notes:

Clause [10: Non-Web Documents](#)

Notes: This section is not applicable.

Clause [11: Software](#)

Notes: This section is not applicable.

Clause [12: Documentation and Support Services](#)

Notes:

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	Does Not Support	Remark: There is no section available in the application, which describes the information regarding accessibility and its compatibility with different assistive technologies.
12.1.2 Accessible documentation	See WCAG 2.2 section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
12.2.2 Information on accessibility and compatibility features	Does Not Support	There is no accessibility information section available in the application, which provides information regarding accessibility and compatibility features.
12.2.3 Effective communication	Does Not Support	There is no phone number/ email address mentioned under support section, using which user can contact tech support.
12.2.4 Accessible documentation	See WCAG 2.2 section	See information in WCAG 2.x section

Clause [13: ICT Providing Relay or Emergency Service Access](#)

Notes: This section is Not Applicable

Legal Disclaimer (AI SRE)

Include your company legal disclaimer here, if needed.