

Voluntary Product Accessibility

Date:	4 September 2020
Product name:	ServiceNow Connector Module
Product version:	1.0
Contact for more information:	legal@quest.com

Applicable Standards/Guidelines

This report covers the degree of conformance for the **Web Content Accessibility Guidelines (WCAG) 2.0 Level AA**, at <http://www.w3.org/TR/2008/REC-WCAG20-20081211/>. The Revised Section 508 standards require conformance to the WCAG 2.0 Level AA.

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.
- **Supports with Exceptions:** 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.

WCAG 2.0 Report

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supported	
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	
1.3.1 Info and Relationships (Level A)	Supported	
1.3.2 Meaningful Sequence (Level A)	Supported	
1.3.3 Sensory Characteristics (Level A)	Supported	
1.4.1 Use of Color (Level A)	Supported	
1.4.2 Audio Control (Level A)	Not Applicable	
2.1.1 Keyboard (Level A)	Supported	
2.1.2 No Keyboard Trap (Level A)	Supported	
2.2.1 Timing Adjustable (Level A)	Not Applicable	
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A)	Supported	
<u>2.4.1 Bypass Blocks</u> (Level A)	Not Applicable	
<u>2.4.2 Page Titled</u> (Level A)	Supported	
<u>2.4.3 Focus Order</u> (Level A)	Supported	
<u>2.4.4 Link Purpose (In Context)</u> (Level A)	Supported	
<u>3.1.1 Language of Page</u> (Level A)	Supported	
<u>3.2.1 On Focus</u> (Level A)	Supported	
<u>3.2.2 On Input</u> (Level A)	Supported	
<u>3.3.1 Error Identification</u> (Level A)	Supported	
<u>3.3.2 Labels or Instructions</u> (Level A)	Supported	
<u>4.1.1 Parsing</u> (Level A)	Supported	
<u>4.1.2 Name, Role, Value</u> (Level A)	Supported	

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	
1.4.3 Contrast (Minimum) (Level AA)	Supported	
1.4.4 Resize text (Level AA)	Supported	
1.4.5 Images of Text (Level AA)	Supported	
2.4.5 Multiple Ways (Level AA)	Supported	
2.4.6 Headings and Labels (Level AA)	Supported	
2.4.7 Focus Visible (Level AA)	Supported	
3.1.2 Language of Parts (Level AA)	Supported	
3.2.3 Consistent Navigation (Level AA)	Supported	
3.2.4 Consistent Identification (Level AA)	Supported	
3.3.3 Error Suggestion (Level AA)	Supported	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	

