

Pegasystems Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Pega Government Platform (PGP) – Version 8.6

Report Date: January 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.

Contact Information: Accessibility@pega.com

Notes: N/A

Evaluation Methods Used: Pega PGP accessibility audit involved a combination of manual and functional testing on the desktop platform. Level Access (Level) comprehensively tested a selection of pages representative of Pega PGP 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). The level also functionally tested a typical user flow with two different types of assistive technology: JAWS 2022 screen reader, and Dragon® NaturallySpeaking 15.5 dictation software.

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 (No) Level AA (No) Level AAA (No)

Standard/Guideline	Included In Report
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 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>1.1.1 Non-text Content (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"> • Hidden content is rendered to screen reader users. • Decorative icons are rendered to screen reader users and icons lack null alternative text. • Meaningful images and icons do not have informative alternative text. The images lack alt attributes. • Meaningful CSS background images do not have a text alternative. • Image buttons lack informative labels. • Custom controls do not indicate expanded, collapsed, and current state. • Custom controls do not indicate role information.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p>	<p>Supports</p>	<p>Pega PGP does not include any “audio-only” or “video-only” content.</p>

1.2.2 Captions (Prerecorded) (Level A)	Supports	Pega PGP does not include any "synchronized multimedia".
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	No content requiring audio description or a media alternative is present on Pega PGP.
1.3.1 Info and Relationships (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"> • Table cells are used for layout purposes without indicating so. • Form fields lack explicit labels. The visual labels are not programmatically associated with the corresponding form fields. • List items with role="listitem" lack appropriate markup. These are not found in list containers. • List structure is used for indentation purposes. • List of items are implicit and lack list structure. • Heading elements lack structural and hierarchical order. • The heading levels do not match the headings' visual importance.

		<ul style="list-style-type: none">• The headings are implicitly styled with CSS rules without heading elements.• Heading levels are used unnecessarily for static text.• Special text formatting is given via CSS only, without HTML markup.• Live regions are not indicated for dynamically changing content.• Data table markups are used for layout purposes without indicating so.• Placeholder values are used to explain input fields.• Groups of form fields lack appropriate markups. These form fields lack fieldset and legend elements.• Radio button groups are not grouped programmatically.• Dialogs lack proper structure; dialog boundaries are not communicated.• Data tables are not formatted with proper data table markups. Data tables do not associate column headers with data cells within the calendar component.• Data tables are not structured properly. Data tables are nested within the data table header cells.
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		<ul style="list-style-type: none"> • Focus does not update appropriately as content updates. • ARIA landmark, region, and sections are not identifiable; lack a unique accessible name.
1.3.2 Meaningful Sequence (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"> • Reading order is not logical on the page and within the modal dialog.
1.3.3 Sensory Characteristics (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"> • Asterisk (*) is used for required field indication but not communicated textually.
1.4.1 Use of Color (Level A)	Partially Supports	<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</p>

		<p>Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Elements use color as the only visual means to convey state, selection, or other information. • The Page tabs are visually formatted with color as tabs but do not provide state or role information.
1.4.2 Audio Control (Level A)	Supports	No audio content that plays automatically is present on Pega PGP.
2.1.1 Keyboard (Level A)	Partially Supports	<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"> • Interactive elements are not focusable and are not actionable from the keyboard. • Frequently, custom controls are not focusable and also are not actionable from the keyboard. • Inactive elements receive keyboard focus. • Occasionally, only the title attribute is used on the interactive elements to

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

		<p>content and actionable elements. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • The focus does not move on the open dialogs. • The focus does not remain within the modal dialog • The focus order does not always match the expected focus order. • The keyboard focus does not return properly from the dialogs. • Often, content updates do not define focus updates appropriately.
2.4.4 Link Purpose (In Context) (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"> • “Rich Text” and “Local File” links are provided with redundant information. • Frequently, link text is not meaningful within context.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	Pega PGP does not require multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (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.
2.5.3 Label in Name (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"> • Some form fields are not programmatically associated with visual labels. • Programmatic label does not always include the form field's visual label.
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	Pega PGP does not have functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	In Pega PGP the default language is programmatically determined for all pages.
3.2.1 On Focus (Level A)	Supports	No user interface component within Pega PGP initiates a change of context when receiving focus.
3.2.2 On Input (Level A)	Supports	The controls on Pega PGP do not change page context on input.
3.3.1 Error Identification (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"> • An error message does not appear at the beginning of the form after submit. • Error messages are not indicated clearly. The field-specific error message(s) are not associated with the form field(s) in error.
3.3.2 Labels or Instructions (Level A)	Partially Support	<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"> • Form fields are not programmatically associated with their corresponding labels. • Groups of form fields lack appropriate markups. These form fields lack fieldset and legend elements. • Form fields lack instructive text at the beginning of the form • For some form fields, there are no visual nor programmatic instructions provided.
4.1.1 Parsing (Level A)	Partially Supports	<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"> • Elements contain a non-unique id attribute. • Frequently, some elements are not well-formed. • Some elements are nested inappropriately; a div element is nested within a span element.
<p>4.1.2 Name, Role, Value (Level A)</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"> • Frequently, controls are provided with inappropriate ARIA roles and states and/or properties. • Controls are provided with invalid ARIA properties (states, roles, and/or properties). • Controls are provided with non-unique ID attribute. • Controls are provided with missing ID attribute for referencing an ARIA aria-describedby attribute. • Controls are provided with redundant role attribute. • Custom controls do not indicate expanded, collapsed, and current state. • Page tabs do not indicate role and state.

		<ul style="list-style-type: none"> • Custom controls do not indicate role information. • Main navigation links do not provide textual state information (expanded, collapsed, and current). • Form fields lack explicit labels. The visual labels are not programmatically associated with the corresponding form fields. • Placeholder values are used to explain input fields. • Radio button groups are not grouped programmatically. • Dialogs lack proper structure; dialog boundaries are not communicated. • Image buttons lack accessible name. • An Iframe lacks a meaningful title.
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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	No content requiring live captions is present on Pega PGP.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	No content requiring audio description is present on Pega PGP.
1.3.4 Orientation (Level AA 2.1 only)	Supports	Content within Pega PGP does not restrict its view and operation to a single display orientation.

<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<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"> • 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.
<p>1.4.3 Contrast (Minimum) (Level AA)</p>	<p>Partially Supports</p>	<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"> • Several text elements or images of text do not meet the WCAG 2.0 required minimum color contrast ratio of 4.5:1. • The placeholder value does not meet the WCAG 2.0 required minimum color contrast ratio of 4.5:1.
<p>1.4.4 Resize text (Level AA)</p>	<p>Partially Supports</p>	<p>Pega PGP allows text to be resized up to 200 percent without loss of</p>

		<p>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"> • Content is cutoff at 200% browser zoom. • Content is not available when text is resized at 200% browser zoom. • Frames have absolute sizing.
1.4.5 Images of Text (Level AA)	Supports	The elements within Pega PGP uses text instead of images of text.
1.4.10 Reflow (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"> • In some instances, content is lost or overlapped when the horizontal width is 320 CSS pixels. • In some instances, content is not available when the horizontal width is 320 CSS pixels and the vertical width is 256 CCSS pixels.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	In Pega PGP, the visual presentation of non-text content provides sufficient contrast. However, a rating of Partially

		<p>Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Form fields' outlines do not meet the minimum contrast ratio of 3.1. • Focus indicator on some interactive elements does not meet the minimum contrast ratio of 3.1. • Foreground or background color of some interactive elements does not meet the minimum contrast ratio of 3.1. • Blue outline against White/Gray background on the links does not provide a sufficient contrast ratio of 3.1. • "X" control on the dialogs lacks sufficient contrast.
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<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"> • Content is cutoff when users attempt to override text spacing.
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<p>The majority of the content that appears on hover or focus within</p>

		<p>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"> • Hover content for controls cannot be dismissed using the keyboard method.
2.4.5 Multiple Ways (Level AA)	Supports	<p>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.</p>
2.4.6 Headings and Labels (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"> • Some links do not uniquely describe the purpose of the links. • Button labels are not unique.
2.4.7 Focus Visible (Level AA)	Partially Supports	<p>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:</p> <ul style="list-style-type: none"> • Several actionable elements lack visible focus indication when users use the TAB and

		<p>SHIFT+TAB key to navigate through the elements.</p> <ul style="list-style-type: none"> Some interactive controls have visible focus indication but the indication does not meet the minimum contrast ratio of 3.1.
3.1.2 Language of Parts (Level AA)	Supports	Pega PGP does not use inline language changes.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation is consistent throughout Pega PGP.
3.2.4 Consistent Identification (Level AA)	Supports	Controls and interfaces on Pega PGP are consistent with each other.
3.3.3 Error Suggestion (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"> Invalid error message for the form fields does not provide suggestions on how to fix the error.
3.3.4 Error Prevention (Legal, Financial, Data) (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	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.
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Table 3: Success Criteria, Level AAA

Notes: Not Evaluated.

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