

# Pega Accessibility Conformance Report – WCAG Edition

(Based on VPAT Version 2.5)



**Name of Product/Version:** Pega Government Platform on Constellation v24.1.2

**Report Date:** November 2024

**Product Description:** Pega Government Platform™ is a low-code solution that provides a public sector-oriented foundation with processes, data structures, and components that you can reuse to modernize existing government systems and accelerate implementations. Pega Government Platform augments Pega Platform with public sector-specific capabilities, including a government data model, UI templates, dashboards, reports, workflows, and case types

**Contact Information:** [Accessibility@Pega.com](mailto:Accessibility@Pega.com)

**Notes:** none

## Evaluation Methods Used:

Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Level A and AA standards. Testing included third party audit by Level Access based on a representative sample to cover the components and functionality of user flows. Assistive technologies and tools used for testing included JAWS/Chrome, automated scanning tools, native Zoom controls and Developer tools.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A 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.
- **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

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 2.0 Conformance Requirements](#).

# Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Partially supports	Meets requirements for non-text content with the exception of the following <ul style="list-style-type: none"> <li>• Datepicker dialog – allows navigation behind</li> <li>• State is missing for pulse filter control</li> <li>• Multi-select selections has navigation challenges</li> <li>• Aria-hidden needed for svg (low)</li> </ul>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Supports	
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially supports	Meets requirements with exception of the following incidents <ul style="list-style-type: none"> <li>• Implicit headings are missing heading level for case type, status, type of work and last update, conduct interview, generate case summary</li> <li>• Hierarchy does not match heading level</li> <li>• Unneeded landmarks in dialog modal</li> <li>• Unneeded fieldset for single radio button</li> <li>• Some sub-lists are not marked properly</li> </ul>
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	
<a href="#">3.2.2 On Input</a> (Level A)	Supports	
<a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)	Supports	
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	Meaning of asterisk on required fields can be configured
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)	Supports	
<a href="#">4.1.1 Parsing</a> (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially supports	Supports name role value requirements with the following exceptions: <ul style="list-style-type: none"> <li>Some elements have inappropriate aria role, e.g., pulse filter control, Multi-select combobox,</li> </ul>

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Supports	
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Supports	
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)	Partially supports	Supports reflow requirements with some exceptions at 400%: <ul style="list-style-type: none"> <li>Explore data: Create incident, create button, generate summary</li> <li>A few scenarios with changing text spacing and trying to reflow/zoom 400%</li> </ul>
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)	Partially supports	Supports contrast requirements with the following exceptions: <ul style="list-style-type: none"> <li>Rich text editor pressed state</li> <li>Graph lines for multi-line graph in Dashboard</li> </ul>
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2)	Partially supports	Content that appears on hover may be moved over with a pointer without disappearing with the following exceptions: Pulse, Create flow
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)	Supports	
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)	Supports	
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)	Supports	
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)	Supports	
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)	Partially supports	Status messages are announced appropriately with the following exceptions: <ul style="list-style-type: none"> <li>Global search – search results found/not found</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• Search table – search results found/not found</li> <li>• Loading indicator in utilities pane</li> </ul>

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