


# Google Accessibility Conformance Report

International edition, based on VPAT® Version 2.5<sup>1</sup>

Name of product/version:	Cloud Service Mesh (formerly Anthos Service Mesh)
Report date:	23 September 2024
Product description:	Web application
Contact information:	<a href="mailto:gcp-accessibility@google.com">gcp-accessibility@google.com</a>
Evaluation methods used:	<p>This conformance report is based on the results of an accessibility audit of a representative sample of pages and components across selected user journeys, for the purpose of assessing conformance to accessibility guidelines.</p> <p>The <a href="#">W3C Website Accessibility Conformance Evaluation Methodology</a> (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.</p> <p>The following applications were used as part of the audit to identify potential accessibility issues:</p> <ul style="list-style-type: none"><li>• Desktop browsers: Chrome (JAWS) and Firefox (NVDA)</li><li>• Assistive technologies: JAWS and NVDA</li><li>• Accessibility testing tools: ARC Toolkit and Colour Contrast Analyser</li></ul>
Applicable standards/guidelines:	<p>This report covers the degree of conformance for the following accessibility standards/guidelines:</p> <ul style="list-style-type: none"><li>• <a href="#">Web Content Accessibility Guidelines (WCAG) 2.0</a> Level A and AA</li><li>• <a href="#">Web Content Accessibility Guidelines (WCAG) 2.1</a> Level A and AA</li><li>• <a href="#">Web Content Accessibility Guidelines (WCAG) 2.2</a> Level A and AA</li></ul>

---

<sup>1</sup> “Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)

- 
- [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)
  - [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 \(2021-03\)](#)

## Table of contents

Google Accessibility Conformance Report	1
Table of contents	3
Terms	4
WCAG 2.x Report	5
Table 1: Success Criteria, Level A	5
Table 2: Success Criteria, Level AA	27
Table 3: Success Criteria, Level AAA	41
Revised Section 508 Report	42
Chapter 3: Functional Performance Criteria (FPC)	42
Chapter 4: Hardware	44
Chapter 5: Software	45
Chapter 6: Support Documentation and Services	46
EN 301 549 Report	47
Chapter 4: Functional Performance Statements (FPS)	47
Chapter 5: Generic Requirements	49
Chapter 6: ICT with Two-Way Voice Communication	54
Chapter 7: ICT with Video Capabilities	55
Chapter 8: Hardware	56
Chapter 9: Web	57
Chapter 10: Non-Web Documents	58
Chapter 11: Software	59
Chapter 12: Documentation and Support Services	60
Chapter 13: ICT Providing Relay or Emergency Service Access	61
Legal disclaimer	62

## 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.x Report

The WCAG 2.x Report documents conformance with WCAG 2.0, 2.1, and 2.2.

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 — Web, Sections 10.1–10.4 of Chapter 10 — Non-Web Documents, Sections 11.1–11.4 and 11.8.2 of Chapter 11 — Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 — Documentation and Support Services
- Revised Section 508: Chapter 5 — 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 — 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.x 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**

Criteria	Conformance level	Remarks and explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"><li>• 9.1.1.1 (Web)</li><li>• 10.1.1.1 (Non-web document)</li><li>• 11.1.1.1.1 (Open Functionality Software)</li><li>• 11.1.1.1.2 (Closed Functionality Software)</li><li>• 11.8.2 (Authoring Tool)</li><li>• 12.1.2 (Product Docs)</li><li>• 12.2.4 (Support Docs)</li></ul> <p>Revised Section 508</p> <ul style="list-style-type: none"><li>• 501 (Web)(Software)</li></ul>	Partially supports	<p>Supports with the following exceptions:</p> <ul style="list-style-type: none"><li>• In the “Inbound Services Grid”, the lock icon under the “Request port” column header does not have a descriptive text alternative.</li><li>• In the expanded “Current Status of SLO Panel” tab, the tick mark to indicate the “Successful” status does not have a descriptive text alternative.</li><li>• The line chart does not have a descriptive text alternative in the following components:<ul style="list-style-type: none"><li>o Service Level Indicator Tabbed Content Chart (Custom)</li></ul></li></ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>o Latency Chart</li> <li>• In the “Service Status Card”, the image that indicates the “inactive” status does not have a descriptive text alternative.</li> <li>• In the “Topology Metric Flowchart”, icons in the “frontend” and “adservice” flowchart nodes representing a “Canonical Service” do not have a descriptive text alternative.</li> <li>• In the “Unreachable clusters detected disclosure” banner, the image that indicates the link opens in the new tab does not have a text alternative.</li> </ul>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to Audio-only and Video-only (Prerecorded).

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.2 (Web)</li> <li>10.1.2.2 (Non-web document)</li> <li>11.1.2.2 (Open Functionality Software)</li> <li>11.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to Captions (Prerecorded).
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to Audio Description or Media Alternative (Prerecorded).

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software) – Informative only</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	Partially supports	<p>Supports with the following exceptions:</p> <ul style="list-style-type: none"> <li>• Visual headings are not marked up as headings in the following components: <ul style="list-style-type: none"> <li>o Inbound Filter Bar</li> <li>o Column Display</li> <li>o Options Dialog</li> <li>o Alerts Timeline</li> <li>o Toolbar</li> <li>o Current Status of SLO Panel (Custom)</li> <li>o Service Level Indicator Tabbed Content - Chart (Custom)</li> <li>o Service Details - Details tab</li> </ul> </li> </ul>



Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>o Service Grid Column Display Options</li> </ul> <ul style="list-style-type: none"> <li>• The “Mutual Authentication” icon in the “Inbound Services” grid is hidden from screen reader users.</li> <li>• In the “Current Status of SLO” panel, the checkmark image that signifies the “success status” and minus image that signifies the “Disabled status” are hidden from screen reader users.</li> <li>• In the expanded “Current Status of SLO” Panel Tab Control “Successful status” and “Disabled status” icons are hidden from screen reader users.</li> <li>• In the “Service Status Card” the grey circle that indicates the inactive state is hidden from the screen reader users.</li> <li>• The "Current status of 1 SLO" table does not have the correct markup for an HTML table.</li> <li>• Latency line chart legend items are presented as an unordered list but not marked up as a list.</li> <li>• The “adservice” detail under “Details” is presented as a description list but not marked up as a list.</li> <li>• The “Topology Metric” flowchart is not accessible for screen reader users.</li> <li>• Heading levels and visual document structure are mismatched in the following components:</li> </ul>

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> <li>o Service Details</li> <li>o Service Details - Connections tab</li> </ul>
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software) – Informative only</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially supports	<p>Supports with the following exception:</p> <ul style="list-style-type: none"> <li>• In the “Unreachable clusters detected” banner, the reading order of content inside the “Show more” disclosure does not follow the focus order.</li> </ul>
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> </ul>	Supports	

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Partially supports	<p>Supports with the following exception:</p> <ul style="list-style-type: none"> <li>• In the “Latency” chart, color alone is used to distinguish the lines.</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>1.4.2 Audio Control</u></b> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.2 (Web)</li> <li>10.1.4.2 (Non-web document)</li> <li>11.1.4.2 (Open Functionality Software)</li> <li>11.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to Audio Control.
<p><b><u>2.1.1 Keyboard</u></b> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.1.1 (Web)</li> <li>10.2.1.1 (Non-web document)</li> <li>11.2.1.1.1 (Open Functionality Software)</li> <li>11.2.1.1.2 (Closed Software)</li> </ul>	Partially supports	<p>Supports with the following exceptions:</p> <ul style="list-style-type: none"> <li>In the “Inbound Services” grid, the “front end” link is not accessible using the keyboard.</li> <li>In the “Service Level Indicator” chart, the pop-ups inside the chart are not keyboard accessible using the keyboard.</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>• In the “Latency” chart, the pop-ups inside the chart are not accessible using keyboard.</li> <li>• The “Topology” tree view is not accessible using the keyboard.</li> </ul>
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	

Criteria	Conformance level	Remarks and explanations
<p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	The “Keyboard shortcuts” dialog allows users to turn off and remap single-key shortcuts.
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to Timing Adjustable.

Criteria	Conformance level	Remarks and explanations
Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> <li>• 11.2.2.2 (Open Functionality Software)</li> <li>• 11.2.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to Pause, Stop, Hide.
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> </ul>	Supports	

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.2.3.1 (Open Functionality Software)</li> <li>• 11.2.3.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>	Supports	The product provides a skip link to bypass navigation bars.



Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b><u>2.4.2 Page Titled</u></b> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b><u>2.4.3 Focus Order</u></b> (Level A) Also applies to: EN 301 549 Criteria</p>	Partially supports	Supports with the following exceptions:

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 9.2.4.3 (Web)</li> <li>• 10.2.4.3 (Non-web document)</li> <li>• 11.2.4.3 (Open Functionality Software)</li> <li>• 11.2.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>• In the filter bar, the order in which the added filters receive focus is not logical.</li> <li>• In the “Unreachable clusters detected” disclosure, the dynamically added content is not added to the focus order directly after the element that exposed the content.</li> </ul>
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non-web document)</li> <li>• 11.2.4.4 (Open Functionality Software)</li> <li>• 11.2.4.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Partially supports	<p>Supports with the following exception:</p> <ul style="list-style-type: none"> <li>• In “Service Details - Details tab”, the “View Details” link does not adequately convey its purpose.</li> </ul>

Criteria	Conformance level	Remarks and explanations
Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.5.1 Pointer Gestures</u></b> (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"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	
<p><b><u>2.5.2 Pointer Cancellation</u></b> (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"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> </ul>	Partially supports	Supports with the following exceptions: <ul style="list-style-type: none"> <li>• Moving the pointer out of the chart does not cancel area selection in the following components: <ul style="list-style-type: none"> <li>o Service Level Indicator Tabbed Content – Chart</li> <li>o Latency Chart</li> </ul> </li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.2.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b><u>2.5.3 Label in Name</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non-web document)</li> <li>• 11.2.5.3.1 (Open Functionality Software)</li> <li>• 11.2.5.3.2 (Closed Software) – Informative only</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Partially supports	<p>Supports with the following exceptions:</p> <ul style="list-style-type: none"> <li>• For elements with a visible text label, the accessible name does not contain the visible text in the following components: <ul style="list-style-type: none"> <li>o “Filter” in the filter bar</li> <li>o “View details” link in Service Details - Details tab</li> <li>o The “Legend” button in Topology View</li> <li>o “Front end” link in Inbound Services Grid</li> </ul> </li> </ul>
<p><b><u>2.5.4 Motion Actuation</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> </ul>	Not applicable	<p>The criterion is not relevant to the product. The product does not have a feature relevant to Motion Actuation.</p>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 10.2.5.4 (Non-web document)</li> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b><u>3.1.1 Language of Page</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> <li>• 10.3.1.1 (Non-web document)</li> <li>• 11.3.1.1.1 (Open Functionality Software)</li> <li>• 11.3.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Supports	

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>3.2.1 On Focus</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.1 (Web)</li> <li>10.3.2.1 (Non-web document)</li> <li>11.3.2.1 (Open Functionality Software)</li> <li>11.3.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	
<p><b><u>3.2.2 On Input</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.2 (Web)</li> <li>10.3.2.2 (Non-web document)</li> <li>11.3.2.2 (Open Functionality Software)</li> <li>11.3.2.2 (Closed Software)</li> </ul>	Supports	

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>3.2.6 Consistent Help</u></b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Not applicable	The criterion is not relevant to the product. The product does not contain any help mechanisms which are repeated on multiple pages.
<p><b><u>3.3.1 Error Identification</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>	Supports	

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.2 (Web)</li> <li>• 10.3.3.2 (Non-web document)</li> <li>• 11.3.3.2 (Open Functionality Software)</li> <li>• 11.3.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially supports	<p>Supports with the following exceptions:</p> <p>In the “Alert timeline” slider:</p> <ul style="list-style-type: none"> <li>• Controls to set the beginning and end of the timeline do not have visible labels.</li> <li>• The “First pin selector” and “Second pin selector” labels are not descriptive.</li> </ul>
<p><b><u>3.3.7 Redundant Entry</u></b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	



Criteria	Conformance level	Remarks and explanations
<p><b><u>4.1.1 Parsing</u></b> (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.1 (Web)</li> <li>• 10.4.1.1 (Non-web document)</li> <li>• 11.4.1.1.1 (Open Functionality Software)</li> <li>• 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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.
<p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.2 (Web)</li> <li>• 10.4.1.2 (Non-web document)</li> <li>• 11.4.1.2.1 (Open Functionality Software)</li> </ul>	Partially supports	<p>Supports with the following exceptions:</p> <ul style="list-style-type: none"> <li>• Widgets do not follow established design pattern in the following components: <ul style="list-style-type: none"> <li>o “Traffic type” tooltip in “Inbound Services” grid</li> </ul> </li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.4.1.2.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>o Slider in “Alerts Timeline”</li> <li>o Menu in “Current Status of SLO” panel</li> <li>o Tooltip in adservice Scorecard - Latency 50th percentile</li> <li>o List box in “Topology Metric” combo box</li> <li>o Interval picker combo box in “Action bar”</li> <li>• In the “Inbound Services” grid, the context of the “Mutual Authentication” icon in the “Traffic type” button is hidden from screen reader users.</li> <li>• In the “Alerts Firing” tabbed content, the “Policy link” column header is not visually available.</li> <li>• In the “Current Status of SLO” panel, the checkmark image that signifies “Success status” and the minus image that signifies “Disabled status” are hidden from screen reader users.</li> <li>• In the “Service Status” card, the gray circle that indicates the inactive state is hidden from screen reader users.</li> <li>• The last node in the “Topology Metric” flowchart does not have an accessible name.</li> <li>• The tree and last tree item in the “Topology Metric” flow chart do not have accessible names.</li> </ul>

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> <li>The currently displayed rows in “Service Grid” are not announced to screen reader users.</li> </ul>

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

Criteria	Conformance level	Remarks and explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-web document)</li> <li>11.1.2.4 (Open Functionality Software)</li> <li>11.1.2.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to Captions (Live).
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p>	Not applicable	The criterion is not relevant to the product. The product does not have

Criteria	Conformance level	Remarks and explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non-web document)</li> <li>• 11.1.2.5 (Open Functionality Software)</li> <li>• 11.1.2.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<p>a feature relevant to Audio Description (Prerecorded).</p>
<p><b><u>1.3.4 Orientation</u></b> (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"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	<p>Supports</p>	

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.5 (Web)</li> <li>10.1.3.5 (Non-web document)</li> <li>11.1.3.5.1 (Open Functionality Software)</li> <li>11.1.3.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to Identify Input Purpose.
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.3 (Web)</li> <li>10.1.4.3 (Non-web document)</li> <li>11.1.4.3 (Open Functionality Software)</li> <li>11.1.4.3 (Closed Software)</li> </ul>	Partially supports	Supports with the following exception: <ul style="list-style-type: none"> <li>In the “Latency chart”, the legend text for “99%” below the chart does not have required color contrast ratio of 4.5:1.</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.4.4 Resize text</u></b> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially supports	<p>Supports with the following exceptions:</p> <p>When the page is zoomed to 200% the following issues are observed:</p> <ul style="list-style-type: none"> <li>• In the “Alerts Timeline” slider, the first thumb and the second thumb overlap.</li> <li>• In the “Topology Metric Flowchart”, the “services” node in the flowchart is clipped.</li> <li>• The “List view” list is not visible.</li> <li>• The “List view” sort-by combo box is not visible.</li> </ul>
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p>	Supports	

Criteria	Conformance level	Remarks and explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>1.4.10 Reflow</b> (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"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10 (Open Functionality Software)</li> <li>• 11.1.4.10 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	Partially supports	<p>Supports with the following exceptions:</p> <p>When the page is viewed in a small viewport:</p> <ul style="list-style-type: none"> <li>• In the “Filter bar”, the filter control is not operable and filter listbox obscures the input.</li> <li>• The “List view” component is not visible.</li> <li>• The “List view” sort-by combo box is not visible.</li> <li>• The “Service details” content is not visible.</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		<ul style="list-style-type: none"> <li>The “Service” grid content and pagination are not visible.</li> <li>The “Topology view” is not visible.</li> <li>The “Topology” legend is not visible.</li> </ul>
<p><b><u>1.4.11 Non-text Contrast</u></b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.11 (Web)</li> <li>10.1.4.11 (Non-web document)</li> <li>11.1.4.11 (Open Functionality Software)</li> <li>11.1.4.11 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Partially supports	Supports with the following exceptions: <ul style="list-style-type: none"> <li>The mutual authentication traffic type icon in the “Inbound service” grid</li> <li>The “Alerts firing disabled status” icon in the following components: <ul style="list-style-type: none"> <li>Current Status of SLO Panel</li> <li>Expanded Current Status of SLO Panel Tab Control</li> </ul> </li> <li>In the “Latency” chart, the “99%” line and representative dot in the legend and pop-up, upon cursor hover</li> </ul>
<p><b><u>1.4.12 Text Spacing</u></b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.12 (Web)</li> <li>10.1.4.12 (Non-web document)</li> <li>11.1.4.12 (Open Functionality Software)</li> </ul>	Partially supports	Supports with the following exceptions: <ul style="list-style-type: none"> <li>When text spacing properties are applied, the AM/PM text has low color contrast in the “Alerts Timeline”.</li> <li>Users are not able to override text spacing in the “Service Level Indicator” Content.</li> </ul>



Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		<ul style="list-style-type: none"> <li>• Users are not able to override text spacing in the “Latency” chart.</li> </ul>
<p><b><u>1.4.13 Content on Hover or Focus</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Partially supports	<p>Supports with the following exceptions:</p> <ul style="list-style-type: none"> <li>• When the page is viewed in a small viewport, help information tooltips are not dismissible: <ul style="list-style-type: none"> <li>o In the “Latency” heading</li> <li>o For the “View Traces” link</li> <li>o In “Latency 50th percentile”</li> </ul> </li> <li>• The child nodes in “Topology” are not hoverable and dismissible.</li> </ul>
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> </ul>	Supports	<p>Except for steps in a process, users can locate web pages through global menus, section menus, and contextual links.</p>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>	Partially supports	<p>Supports with the following exceptions:</p> <p>Control labels are not descriptive:</p> <ul style="list-style-type: none"> <li>• “Select All” checkbox in the “Inbound” filter bar column display option.</li> <li>• “Status” and “90% - Availability - Calendar month” buttons in the “Current Status of SLO” panel</li> <li>• Chart group label in the “Service Level Indicator” tabbed panel</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>• Chart group label in the “Latency” chart</li> <li>• The “Help” button and the “Help” tooltip in the “latency” heading</li> <li>• The “Help” popup and the “Help” tooltip in “View Traces” link.</li> <li>• The contextual help button and the help dialog in the “adservice Scorecard - Latency 50th percentile”</li> <li>• The contextual help button and the help dialog in the “Service Details - Details tab”</li> <li>• The “Select all” checkbox in the “Service grid” column display option.</li> <li>• The “Help” dialog in the “Services Grid”</li> </ul>
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> <li>• 11.2.4.7 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>	Supports	

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.4.11 Focus Not Obscured (Minimum)</u></b> (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><b><u>2.5.7 Dragging Movements</u></b> (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><b><u>2.5.8 Target Size (Minimum)</u></b> (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><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> <li>• 10.3.1.2 (Non-web document)</li> <li>• 11.3.1.2 (Open Functionality Software) – Does not apply</li> </ul>	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to Language of Parts.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.3.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508	Supports	

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not</li> </ul>	Supports	

Criteria	Conformance level	Remarks and explanations
apply to non-web docs		
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.4 (Web)</li> <li>• 10.3.3.4 (Non-web document)</li> <li>• 11.3.3.4 (Open Functionality Software)</li> </ul>	Not applicable	The criterion is not relevant to the product. The product does not contain pages that cause legal commitments or financial transactions, modify or delete user-controllable data in a data storage system, or submit user test responses.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.3.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>3.3.8 Accessible Authentication (Minimum)</u></b> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Not applicable	The criterion is not relevant to the product. The product does not contain any authentication processes.
<p><b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.3 (Web)</li> <li>• 10.4.1.3 (Non-web document)</li> <li>• 11.4.1.3 (Open Functionality Software)</li> <li>• 11.4.1.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>	Supports	



Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		

**Table 3: Success Criteria, Level AAA**

Notes: Not evaluated

## Revised Section 508 Report

### Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Partially supports	Supports with the exceptions documented in the following WCAG sections: <ul style="list-style-type: none"><li>• 1.1.1 Non-text Content</li><li>• 1.3.1 Info and Relationships</li><li>• 1.3.2 Meaningful Sequence</li><li>• 2.1.1 Keyboard</li><li>• 2.4.3 Focus Order</li><li>• 2.4.4 Link Purpose (In Context)</li><li>• 2.4.6 Headings and Labels</li><li>• 3.3.2 Labels or Instructions</li><li>• 4.1.2 Name, Role, Value</li></ul>
302.2 With Limited Vision	Partially supports	Supports with the exceptions listed in 302.1 Without Vision, and the additional exceptions documented in the following WCAG sections: <ul style="list-style-type: none"><li>• 1.4.1 Use of Color</li><li>• 1.4.3 Contrast (Minimum)</li><li>• 1.4.4 Resize Text</li></ul>
302.3 Without Perception of Color	Partially supports	Supports with the exceptions documented in the WCAG section 1.4.1 Use of Color
302.4 Without Hearing	Supports	The product doesn't have audio content that would require user hearing.
302.5 With Limited Hearing	Supports	The product doesn't have audio content that would require user hearing.
302.6 Without Speech	Supports	The product doesn't have functionality that would require user speech.
302.7 With Limited Manipulation	Partially supports	Supports with the exceptions documented in the following WCAG sections: <ul style="list-style-type: none"><li>• 2.1.1 Keyboard</li></ul>

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> <li>2.4.3 Focus Order</li> </ul>
302.8 With Limited Reach and Strength	Supports	The product is usable with limited reach and strength. The product does not include hardware relevant for this criterion.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The product is usable with limited Language, Cognitive, and Learning Abilities.

## Chapter 4: Hardware

Notes: Not applicable. The product is not a hardware product.

## Chapter 5: Software

Notes: Not applicable. The product is a web application and does not have authoring tool functionality.

## Chapter 6: Support Documentation and Services

Notes: Not evaluated. Pending evaluation of the shared documentation website and shared support services for Google Cloud products.

Criteria	Conformance level	Remarks and explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation		
602.4 Alternate Formats for Non-Electronic Support Documentation		
<b><u>603 Support Services</u></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		

# EN 301 549 Report

## Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially supports	Supports with the exceptions documented in the following WCAG sections: <ul style="list-style-type: none"><li>• 1.1.1 Non-text Content</li><li>• 1.3.1 Info and Relationships</li><li>• 1.3.2 Meaningful Sequence</li><li>• 2.1.1 Keyboard</li><li>• 2.4.3 Focus Order</li><li>• 2.4.4 Link Purpose (In Context)</li><li>• 2.4.6 Headings and Labels</li><li>• 3.3.2 Labels or Instructions</li><li>• 4.1.2 Name, Role, Value</li></ul>
4.2.2 Usage with limited vision	Partially supports	Supports with the exceptions listed in 4.2.1 Usage Without Vision, and the additional exceptions documented in the following WCAG sections: <ul style="list-style-type: none"><li>• 1.4.1 Use of Color</li><li>• 1.4.3 Contrast (Minimum)</li><li>• 1.4.4 Resize Text</li><li>• 1.4.10 Reflow</li><li>• 1.4.11 Non-text Contrast</li><li>• 1.4.12 Text Spacing</li><li>• 1.4.13 Content on Hover or Focus</li><li>• 2.5.2 Pointer Cancellation</li></ul>
4.2.3 Usage without perception of colour	Partially supports	Supports with the exceptions documented in the WCAG section 1.4.1 Use of Color.
4.2.4 Usage without hearing	Supports	The product doesn't have audio content that would require user hearing.
4.2.5 Usage with limited hearing	Supports	The product doesn't have audio content that would require user hearing.

Criteria	Conformance Level	Remarks and Explanations
4.2.6 Usage without vocal capability	Supports	The product doesn't have functionality that would require user speech.
4.2.7 Usage with limited manipulation or strength	Partially supports	Supports with the exceptions documented in the following WCAG sections: <ul style="list-style-type: none"> <li>• 2.1.1 Keyboard</li> <li>• 2.4.3 Focus Order</li> <li>• 2.5.2 Pointer Cancellation</li> <li>• 2.5.3 Label in Name</li> </ul>
4.2.8 Usage with limited reach	Supports	The product is usable with limited reach. The product does not include hardware relevant for this criterion.
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does not have flashing content.
4.2.10 Usage with limited cognition	Partially supports	Supports with the exceptions listed in 4.2.1 Usage Without Vision, and the additional exceptions documented in the following WCAG sections: <ul style="list-style-type: none"> <li>• 1.4.12 Text Spacing</li> <li>• 1.4.13 Content on Hover or Focus</li> <li>• 2.5.2 Pointer Cancellation</li> </ul>
4.2.11 Privacy	Supports	The product maintains equivalent privacy for users of accessibility features.



## Chapter 5: Generic Requirements

Criteria	Conformance Level	Remarks and Explanations
<b>5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2 General</b>	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
<b>5.1.3 Non-visual access</b>	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.2 Auditory output delivery including speech	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.3 Auditory output correlation	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.4 Speech output user control	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.5 Speech output automatic interruption	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.6 Speech output for non-text content	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.7 Speech output for video information	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.8 Masked entry	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.9 Private access to personal data	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.10 Non-interfering audio output	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.11 Private listening	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.12 Speaker volume	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.13 Volume reset	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.14 Spoken languages	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.15 Non-visual error identification	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.4 Functionality closed to text enlargement	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from enlarging text.
5.1.5 Visual output for auditory information	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.1.5 Visual output for auditory information.
<b>5.1.6 Operation without keyboard interface</b>	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from operating a keyboard interface.

Criteria	Conformance Level	Remarks and Explanations
5.1.6.2 Input focus	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from operating a keyboard interface.
5.2 Activation of accessibility features	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.2 Activation of accessibility features.
5.3 Biometrics	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.3 Biometrics.
5.4 Preservation of accessibility information during conversion	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.4 Preservation of accessibility information during conversion.
<b>5.5 Operable parts</b>	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.5 Operable parts – 5.5.1 Means of operation.
5.5.2 Operable parts discernibility	Supports	On-screen controls, such as buttons, are distinguishable without user vision.
<b>5.6 Locking or toggle controls</b>	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.6 Locking or toggle controls – 5.6.1 Tactile or auditory status.

Criteria	Conformance Level	Remarks and Explanations
5.6.2 Visual status	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.6 Locking or toggle controls – 5.6.2 Visual status.
5.7 Key repeat	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.7 Key repeat.
5.8 Double-strike key acceptance	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.8 Double-strike key acceptance.
5.9 Simultaneous user actions	Supports	The product does not require simultaneous user actions. The product is compatible with system settings for sequential key presses, such as Sticky Keys.

## **Chapter 6: ICT with Two-Way Voice Communication**

Notes: Not applicable. The product does not contain functionality relating to, nor does it require/rely on, two-way voice communication.

## **Chapter 7: ICT with Video Capabilities**

Notes: Not applicable. The product does not display, transmit, convert, or record video.

## Chapter 8: Hardware

Notes: Not applicable. The product is not a hardware product.



## Chapter 9: [Web](#)

See the WCAG 2.x Report section.

## Chapter 10: Non-Web Documents

Notes: Not applicable. The product does not include non-web documents.

## Chapter 11: Software

Notes: Not applicable. The product is a web application and does not have authoring tool functionality.

## Chapter 12: Documentation and Support Services

Notes: Not evaluated. Pending evaluation of the shared documentation website and shared support services for Google Cloud products.

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features		
12.1.2 Accessible documentation		
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features		
12.2.3 Effective communication		
12.2.4 Accessible documentation		

## **Chapter 13: ICT Providing Relay or Emergency Service Access**

Notes: Not applicable. The product does not provide relay or emergency service access.

## Legal disclaimer

*© 2024 Google LLC. As of the date of its publication indicated in the information table at the beginning of this Conformance Report, this Conformance Report represents the current view of Google regarding information about the subject Google product as outlined in the ITI's "VPAT® International Edition Version 2.5." Google cannot guarantee that any information in this Conformance Report will remain accurate after such date of publication, but Google works continuously to monitor the accessibility of its products and provide updates from time to time. Any modification or customization to the subject product may render some or all of this Conformance Report to become inapplicable. This Conformance Report is provided "as is" and for informational purposes only.*