

Atlassian Accessibility VPAT: Jira Service Management

VPAT® Version 2.3 (Revised) – March 2020

NAME OF PRODUCT/VERSION	Jira Service Management
PRODUCT DESCRIPTION	Jira Service Management is a help request tracker from Atlassian. With Jira Service Management, companies can receive, track, manage, and resolve customer requests. Customers submit help requests through a customer portal, an embeddable widget, or via email.
DATE	March 2020
CONTACT INFORMATION	https://support.atlassian.com/contact/ or email a11y@atlassian.com
NOTES	<p>The scope of this VPAT includes select pages and features of the Jira Service Management.</p> <p>These include:</p> <p>Classic project</p> <ul style="list-style-type: none">• Projects• Queues• New queues• Issue• Reports: Workload• Reports: Customer Satisfaction• Reports: Requests deflected• Knowledge base• Knowledge base articles• Project settings: Details• Project settings: People• Project settings: Email request <p>Next Gen project</p> <ul style="list-style-type: none">• Project settings: Request type• Project settings: widget• Project settings: Customer notifications

	<ul style="list-style-type: none"> • Project settings: Knowledge base • Project settings: Customer satisfaction • Project settings: automation <p>Customer Portal</p> <ul style="list-style-type: none"> • Raise a request - Select request type • Raise a request – New employee <p>Out of scope</p> <p>Sign up, Documentation, Global elements such as the main navigation, search</p>
EVALUATION METHODS USED	<p>Conformance to the listed WCAG 2.1 A, and AA accessibility standards has been evaluated using a combination of automated analysis tools and manual testing along with assistive technologies. The following operating system, browsers, toolsets and screen readers were used for evaluation:</p> <ul style="list-style-type: none"> • JAWS 2018/Chrome Version 79.0.3945.79 (Official Build) (64-bit) on PC running Windows 10 • Windows high contrast mode/IE 11 • Paciello Group Contrast Checker • AXE plugin for Chrome • Nu HTML Checker • Text spacing bookmarklet

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, at http://www.w3.org/TR/2008/RECWCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)

Web Content Accessibility Guidelines 2.1 at https://www.w3.org/TR/WCAG21/	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards – the U.S. Federal accessibility standard, published by the U.S. Access Board in the Federal Register on January 18, 2017 and corrected on January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, V2.1.2 (2018-08)	Yes

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0/2.1 Level AAA.

WCAG 2.1 Report

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, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- 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 2.1 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

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Some images fail the 1.1.1 Non-text Content success criteria for the following reasons:</p> <ul style="list-style-type: none"> • Some informative images do not have alternate text. • Some image controls (links / buttons) do not have alternate text. • Some decorative images are not hidden from screen readers or have redundant / un-useful alternate text. • Sometimes CSS background images are used for controls or to provide information. When high contrast mode is turned on, CSS background images disappear, and the functionality or content is lost.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	<p>Frequently, information, structures and relationships conveyed through presentation are not available to assistive technology users, including:</p> <ul style="list-style-type: none"> • all pages have no core landmark structure • sometimes related items such as the breadcrumbs are not marked up as lists • sometimes information displayed on screen is not announced by the screen reader • sometimes form controls are not grouped • sometimes form labels are not associated with inputs • sometimes heading structure is not semantic or hierarchical.
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supported	<p>Instructions rely solely on sensory characteristics such as visual location.</p> <ul style="list-style-type: none"> • There is one instance where content refers to the position of an element on the page without providing its label in code or describing its visual presentation.
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	<p>Elements / content use colour to provide information.</p> <ul style="list-style-type: none"> • Often colour is used to differentiate links from plain text • often buttons use colour to indicate state or convey meaning • once an error is identified by colour alone • occasionally status is communicated via colour
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	<p>Some information / controls are not accessible using only a keyboard.</p> <p>Frequently, controls are not operable using a keyboard when a screen reader is running.</p> <ul style="list-style-type: none"> • drag and drop elements • combobox, listbox and dropdown component • tooltips • rich text editor controls • workflows and workflow navigation • colour picker • date pickers • sliders.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Does not support	Single character shortcuts are used but there is no way to disable or remap the keys.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) 	Does not support	<p>Time limits for notifications / alerts can't be extended.</p> <p>Notifications display for 10 seconds before automatically being dismissed.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1(Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Partially supports	<p>Pages do not include skip links which enable keyboard users to bypass repeated blocks of content.</p> <p>Pages have no landmark structure.</p>
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to:</p>	Does not support	Frequently focus is not managed and navigation does not flow in a logical order.

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>For example, focus is not managed:</p> <ul style="list-style-type: none"> • often while opening, navigating and closing modals site-wide • some SVG elements are focusable • some hidden elements, such as input fields receive focus. • some elements receive focus twice
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3 (Open Functionality Software) • 11.2.5.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially supports	Frequently Edit buttons that are used to display input fields are labelled onscreen by the edited contents value which is different to the buttons label in code.
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) 	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>3.1.1 Language of Page</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p><u>3.2.1 On Focus</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p><u>3.2.2 On Input</u> (Level A)</p> Also applies to: EN 301 549 Criteria	Partially supports	There are two instances where form controls trigger an unexpected change in context on input without warning.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • Checking a radio button activates and shifts focus to a modal. • Checking a checkbox opens a menu and sets focus on it.
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	Validated form fields display error messages however the errors are not linked to the appropriate fields in code.
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) 	Does not support	Many form fields do not have a visible label or use placeholder text for the label.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does not support	<p>There are lots of parsing errors throughout the site that may impact the ability of assistive technology to completely and accurately report page content/state:</p> <ul style="list-style-type: none"> • incomplete start and end tags • elements are not nested according to their specifications • elements contain duplicate attributes • IDs are not unique.
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does not support	<p>Many elements do not expose a name, role, state or value to the accessibility API, which makes it difficult for assistive technology users to understand and interact with those elements.</p> <ul style="list-style-type: none"> • elements are not labelled, or the labels are placed on the wrong element • custom elements do not convey their current state using ARIA • custom elements do not have a valid role

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> some elements have inappropriate ARIA attributes

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not applicable	
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.2.5 (Web) 10.1.2.5 (Non-web document) 11.1.2.5 (Open Functionality Software) 11.1.2.5 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Not evaluated	Testing was carried out on top only.
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5 (Open Functionality Software) • 11.1.3.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Does Not Support	There are many instances of text that fails to meet the minimum contrast requirements.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>1.4.4 Resize text</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	Text cannot be resized up to 200% without loss of content and functionality. <ul style="list-style-type: none"> • Text wraps to a single line making it unreadable • Text is cut off, truncates or overlaps its container • Text inside of modals is overlapped by sticky elements • Text is displayed outside of the viewport and can't be scrolled
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10.1 (Open Functionality Software) • 11.1.4.10.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Does Not support	<p>The site is not responsive and will not scale to 400% without loss of content and functionality.</p> <ul style="list-style-type: none"> • Horizontal scroll bar is displayed. • Content is displayed outside of the viewport or overlapped by elements within the page.
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Does Not Support	<p>Many user interface components and meaningful graphics have low contrast and would be difficult to see for people with low vision.</p> <p>Some non-text objects and state indicators fail minimum contrast ratio of 3:1</p>
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>There is some loss of content when text spacing is increased, such as when:</p> <ul style="list-style-type: none"> • text inside the project cards is cut off • table data truncates instead of wrapping • form field data is cut off

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially Supports	Some tooltips that display content on hover or focus can't be dismissed without moving focus away from the trigger element.
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) 	Partially Supports	Most headings and labels are informative and provide an adequate description of the content or elements that follow them, however there are some instances where headings and labels are not descriptive.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	Most interactive elements have a visible focus indicator, however: <ul style="list-style-type: none"> • some focus indicators are not visible when the site is viewed with Windows high contrast mode enabled • some interactive elements such as buttons do not have a visible focus indicator
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 	Partially Supports	<p>Most elements are identified consistently, however:</p> <ul style="list-style-type: none"> • some links contain different link text but go to the same destination.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.3 (Web) 10.3.3.3 (Non-web document) 11.3.3.3 (Open Functionality Software) 11.3.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	<p>Most errors provide suggestions to fix the problem, however:</p> <ul style="list-style-type: none"> there is one instance where a form field has validation and does not include an error message, the error is indicated through colour alone.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not applicable	
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Does Not Support	Many status messages are not provided to assistive technology users.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) – Does not apply • 11.4.1.3 (Open Functionality Software) – Does not apply • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		Examples include: <ul style="list-style-type: none"> • Loading screens site-wide • Notifications • Auto-suggestions

Table 3: Success Criteria, Level AAA

Notes: Jira Service Management has not been evaluated for WCAG 2.1 Level AAA conformance.

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	<p>Due to the multitude of issues users with visual disabilities will have in using Jira Service Management, a rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none">• As described in 1.1.1 Non-text Content, much of the non-text content lacks proper text alternatives.• As described in 1.3.1 Info and Relationships, textual equivalents of visual information and relationships are missing on many controls and elements.• As described in 1.3.3 Sensory Characteristics, some instructions refer to the position of elements on the page without referencing the elements' labels in code.• As described in 1.4.1 Use of Color, some content and functionality use colour to convey meaning.• As described in 2.1.1 Keyboard, some interactive elements and content are not accessible using a keyboard. Many elements are not accessible using a keyboard when a screen reader is running.• As described in 2.1.4 Character Key Shortcuts, shortcuts are used which cannot be disabled or remapped and so could interfere with assistive technologies.• As described in 2.2.1 Timing Adjustable, notifications are dismissed automatically after 10 seconds.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • As described in 2.4.1 Bypass Blocks, there are no skip links or landmark structure provided in any pages. • As described in 2.4.3 Focus Order, keyboard focus is not always appropriately managed. • As described in 2.5.3 Label in Name, some elements' visible labels are different to the labels defined in code. • As described in 3.2.2 On Input, some elements trigger a change of context without warning. • As described in 3.3.1 Error identification and 3.3.3 Error suggestion, some error messages lack explicitly associated labels or error text. • As described in 3.3.2 Labels or Instructions, many form fields and icons lack explicitly associated labels. • As described in 4.1.1 Parsing, some element IDs are duplicated, there are incomplete start and end tags, some elements are not nested properly, and some elements contain duplicate attributes. • As described in 4.1.2 Name, Role, Value, many critical elements are not exposed correctly to screen readers due to improperly implemented ARIA roles and attributes, and state changes are not always communicated. • As described in 1.4.13 Content on Hover or Focus, some elements that appear on hover or focus are not easily dismissed and cover up other content. • As described in 4.1.3 Status Messages, Jira Service Management fails to provide status messages that can be presented to users of assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Does Not Support	<p>A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> • As described in 1.1.1 Non-text Content, much of the non-text content lacks proper text alternatives. • As described in 1.3.3 Sensory Characteristics, some instructions refer to the position of elements on the page without referencing the elements' labels in code. • As described in 1.4.1 Use of Color, some content and functionality use colour to convey meaning. • As described in 1.4.3 Contrast (Minimum) and 1.4.11 Non-text Contrast, some text and user interface components have insufficient contrast with its background. • As described in 1.4.4 Resize text and 1.4.10 Reflow, some critical content and functionality will be lost when resized up to 200% and at 400%, horizontal scrolling is required on most pages in Jira Service . • As described in 1.4.12 Text Spacing, some text displayed in tables and form fields truncates or is cut off when text spacing is increased. • As described in 2.1.1 Keyboard, some interactive elements and content are not accessible using a keyboard. Many elements are not accessible using a keyboard when a screen reader is running. • As described in 2.1.4 Character Key Shortcuts, shortcuts are used which cannot be disabled or remapped and so could interfere with assistive technologies. • As described in 2.2.1 Timing Adjustable, notifications are dismissed automatically after 10 seconds.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • As described in 2.4.7 Focus Visible some elements do not have a visible focus indicator. Focus indicators are not visible with Windows high contrast settings enabled. • As described in 2.4.1 Bypass Blocks, there are no skip links or landmark structure provided in any pages. • As described in 2.4.3 Focus Order, keyboard focus is not always appropriately managed. • As described in 3.3.2 Labels or Instructions, many form fields use placeholder text instead of permanently visible labels.
302.3 Without Perception of Color	Does Not Support	<p>A rating for web of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> • As described in 1.4.1 Use of Color, some content and functionality use colour to convey meaning. • As described in 1.4.3 Contrast (Minimum) and 1.4.11 Non-text Contrast, some text and user interface components have insufficient contrast with the background.
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially Supports	<p>Jira Service does not require operation of more than one control at the same time but a rating of Partially Supports has been given for the following reasons:</p>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • As described in 1.4.13 Content on Hover or Focus, some content displayed on hover or focus such as tooltips are not easily dismissed and cover up other areas of content. • As described in 2.1.1 Keyboard, some interactive elements and content are not accessible using a keyboard. • As described in 2.1.4 Character Key Shortcuts, single character shortcuts are provided and there is no way to disable or remap them. • As described in 2.2.1 Timing Adjustable, notifications are dismissed automatically after 10 seconds. • As described in 2.4.1 Bypass Blocks, there are no skip links provided in any pages. • As described in 2.4.3 Focus Order, focus of user interface controls is not managed in a logical or sequential order across many features. There are redundant / duplicate elements which add additional steps to navigate when using a keyboard. • As described in 2.4.7 Focus Visible some elements do not have a visible focus indicator. Focus indicators are not visible with Windows high contrast settings enabled. • As described in 2.5.3 Label in Name, some elements' visible labels are different to the labels defined in code.
302.8 With Limited Reach and Strength	Partially Supports	Jira Service Management does not require operation of more than one control at the same time but a rating of Partially Supports has been given for the following reasons:

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • As described in 1.4.13 Content on Hover or Focus, some content displayed on hover or focus such as tooltips are not easily dismissed and cover up other areas of content. • As described in 2.1.1 Keyboard, some interactive elements and content are not accessible using a keyboard. • As described in 2.1.4 Character Key Shortcuts, single character shortcuts are provided and there is no way to disable or remap them. • As described in 2.2.1 Timing Adjustable, notifications are dismissed automatically after 10 seconds. • As described in 2.4.1 Bypass Blocks, there are no skip links provided in any pages. • As described in 2.4.3 Focus Order, focus of user interface controls is not managed in a logical or sequential order across many features. • As described in 2.4.7 Focus Visible some elements do not have a visible focus indicator. Focus indicators are not visible with Windows high contrast settings enabled.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • As described in 1.4.1 Use of Color, some content and functionality use colour to convey meaning. • As described in 1.4.4 Resize text and 1.4.10 Reflow, some critical content and functionality will be lost when resized up to 200% and at 400%, horizontal scrolling is required on most pages in Jira Service . • As described in 1.4.12 Text Spacing, some text displayed in tables and form fields truncates or is cut off when text spacing is increased.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • As described in 2.1.4 Character Key Shortcuts, shortcuts are used which cannot be disabled or remapped and so could interfere with assistive technologies. • As described in 2.2.1 Timing Adjustable, notifications are dismissed automatically after 10 seconds. • As described in 2.4.3 Focus Order, focus of user interface controls is not managed in a logical or sequential order across many features. • As described in 2.4.6 Headings and Labels, important page headings are not descriptive. • As described in 2.4.7 Focus Visible some elements do not have a visible focus indicator. Focus indicators are not visible with Windows high contrast settings enabled. • As described in 3.3.2 Labels or Instructions, placeholder text is used as a replacement for permanently visible labels. • As described in 3.3.1 Error identification and 3.3.3 Error suggestion, there are form fields with validation, where no error is provided to tell the user what went wrong.

Chapter 4: [Hardware](#)

Notes: Jira Service Management is a web application and is not subject to the requirements of this section.

Chapter 5: [Software](#)

Notes: Jira Service Management is a web application and is not subject to the requirements of this section.

Chapter 6: Support Documentation and Services

Notes: Not evaluated.

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

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Does Not Support	<p>Due to the multitude of issues users with visual disabilities will have in using Jira Service Management, a rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none">• As described in 1.1.1 Non-text Content, much of the non-text content lacks proper text alternatives.• As described in 1.3.1 Info and Relationships, textual equivalents of visual information and relationships are missing on many controls and elements.• As described in 1.3.3 Sensory Characteristics, some instructions refer to the position of elements on the page without referencing the elements' labels in code.• As described in 1.4.1 Use of Color, some content and functionality use colour to convey meaning.• As described in 2.1.1 Keyboard, some interactive elements and content are not accessible using a keyboard. Many elements are not accessible using a keyboard when a screen reader is running.• As described in 2.1.4 Character Key Shortcuts, shortcuts are used which cannot be disabled or remapped and so could interfere with assistive technologies.• As described in 2.2.1 Timing Adjustable, notifications are dismissed automatically after 10 seconds.• As described in 2.4.1 Bypass Blocks, there are no skip links or landmark structure provided in any pages.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • As described in 2.4.3 Focus Order, keyboard focus is not always appropriately managed. • As described in 2.5.3 Label in Name, some elements' visible labels are different to the labels defined in code. • As described in 3.2.2 On Input, some elements trigger a change of context without warning. • As described in 3.3.1 Error identification and 3.3.3 Error suggestion, some error messages lack explicitly associated labels or error text. • As described in 3.3.2 Labels or Instructions, many form fields and icons lack explicitly associated labels. • As described in 4.1.1 Parsing, some element IDs are duplicated, there are incomplete start and end tags, some elements are not nested properly, and some elements contain duplicate attributes. • As described in 4.1.2 Name, Role, Value, many critical elements are not exposed correctly to screen readers due to improperly implemented ARIA roles and attributes, and state changes are not always communicated. • As described in 1.4.13 Content on Hover or Focus, some elements that appear on hover or focus are not easily dismissed and cover up other content. • As described in 4.1.3 Status Messages, Jira Service Management fails to provide status messages that can be presented to users of assistive technologies.
4.2.2 Usage with limited vision	Does Not Support	<p>A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> • As described in 1.1.1 Non-text Content, much of the non-text content lacks proper text alternatives.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • As described in 1.3.3 Sensory Characteristics, some instructions refer to the position of elements on the page without referencing the elements' labels in code. • As described in 1.4.1 Use of Color, some content and functionality use colour to convey meaning. • As described in 1.4.3 Contrast (Minimum) and 1.4.11 Non-text Contrast, some text and user interface components have insufficient contrast with its background. • As described in 1.4.4 Resize text and 1.4.10 Reflow, some critical content and functionality will be lost when resized up to 200% and at 400%, horizontal scrolling is required on most pages in Jira Service . • As described in 1.4.12 Text Spacing, some text displayed in tables and form fields truncates or is cut off when text spacing is increased. • As described in 2.1.1 Keyboard, some interactive elements and content are not accessible using a keyboard. Many elements are not accessible using a keyboard when a screen reader is running. • As described in 2.1.4 Character Key Shortcuts, shortcuts are used which cannot be disabled or remapped and so could interfere with assistive technologies. • As described in 2.2.1 Timing Adjustable, notifications are dismissed automatically after 10 seconds. • As described in 2.4.7 Focus Visible some elements do not have a visible focus indicator. Focus indicators are not visible with Windows high contrast settings enabled. • As described in 2.4.1 Bypass Blocks, there are no skip links or landmark structure provided in any pages.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> As described in 2.4.3 Focus Order, keyboard focus is not always appropriately managed. As described in 3.3.2 Labels or Instructions, many form fields use placeholder text instead of permanently visible labels.
4.2.3 Usage without perception of colour	Does Not Support	<p>A rating for web of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> As described in 1.4.1 Use of Color, some content and functionality use colour to convey meaning. As described in 1.4.3 Contrast (Minimum) and 1.4.11 Non-text Contrast, some text and user interface components have insufficient contrast with its background.
4.2.4 Usage without hearing	Supports	
4.2.5 Usage with limited hearing	Supports	
4.2.6 Usage without vocal capability	Supports	
4.2.7 Usage with limited manipulation or strength	Partially Supports	<p>Jira Service does not require operation of more than one control at the same time but a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> As described in 1.4.13 Content on Hover or Focus, some content displayed on hover or focus such as tooltips are not easily dismissed and cover up other areas of content. As described in 2.1.1 Keyboard, some interactive elements and content are not accessible using a keyboard. As described in 2.1.4 Character Key Shortcuts, single character shortcuts are provided and there is no way to disable or remap them.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • As described in 2.2.1 Timing Adjustable, notifications are dismissed automatically after 10 seconds. • As described in 2.4.1 Bypass Blocks, there are no skip links provided in any pages. • As described in 2.4.3 Focus Order, focus of user interface controls is not managed in a logical or sequential order across many features. There are redundant / duplicate elements which add additional steps to navigate when using a keyboard. • As described in 2.4.7 Focus Visible some elements do not have a visible focus indicator. Focus indicators are not visible with Windows high contrast settings enabled. • As described in 2.5.3 Label in Name, some elements' visible labels are different to the labels defined in code.
4.2.8 Usage with limited reach	Supports	
4.2.9 Minimize photosensitive seizure triggers	Supports	
4.2.10 Usage with limited cognition	Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • As described in 1.4.1 Use of Color, some content and functionality use colour to convey meaning. • As described in 1.4.4 Resize text and 1.4.10 Reflow, some critical content and functionality will be lost when resized up to 200% and at 400%, horizontal scrolling is required on most pages in Jira Service Management. • As described in 1.4.12 Text Spacing, some text displayed in tables and form fields truncates or is cut off when text spacing is increased.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> As described in 2.1.4 Character Key Shortcuts, shortcuts are used which cannot be disabled or remapped and so could interfere with assistive technologies. As described in 2.2.1 Timing Adjustable, notifications are dismissed automatically after 10 seconds. As described in 2.4.3 Focus Order, focus of user interface controls is not managed in a logical or sequential order across many features. As described in 2.4.6 Headings and Labels, important page headings are not descriptive. As described in 2.4.7 Focus Visible some elements do not have a visible focus indicator. Focus indicators are not visible with Windows high contrast settings enabled. As described in 3.3.2 Labels or Instructions, placeholder text is used as a replacement for permanently visible labels. As described in 3.3.1 Error identification and 3.3.3 Error suggestion, there are form fields with validation, where no error is provided to tell the user what went wrong.
4.2.11 Privacy	Not applicable	

Chapter [5: Generic Requirements](#)

Notes: The Jira Service Management is a web application and is not subject to the requirements of this section.

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	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

Criteria	Conformance Level	Remarks and Explanations
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Not Applicable	
5.1.3.2 Auditory output delivery including speech	Not Applicable	
5.1.3.3 Auditory output correlation	Not Applicable	
5.1.3.4 Speech output user control	Not Applicable	
5.1.3.5 Speech output automatic interruption	Not Applicable	
5.1.3.6 Speech output for non-text content	Not Applicable	
5.1.3.7 Speech output for video information	Not Applicable	
5.1.3.8 Masked entry	Not Applicable	
5.1.3.9 Private access to personal data	Not Applicable	
5.1.3.10 Non-interfering audio output	Not Applicable	
5.1.3.11 Private listening	Not Applicable	
5.1.3.12 Speaker volume	Not Applicable	
5.1.3.13 Volume reset	Not Applicable	
5.1.3.14 Spoken languages	Not Applicable	
5.1.3.15 Non-visual error identification	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	
5.1.4 Functionality closed to text enlargement	Not Applicable	
5.1.5 Visual output for auditory information	Not Applicable	
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	
5.2 Activation of accessibility features	Not Applicable	
5.3 Biometrics	Not Applicable	
5.4 Preservation of accessibility information during conversion	Not Applicable	Note: Export features were not evaluated.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	
5.5.2 Operable parts discernibility	Not Applicable	
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	
5.6.2 Visual status	Not Applicable	
5.7 Key repeat	Not Applicable	
5.8 Double-strike key acceptance	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
5.9 Simultaneous user actions	Not Applicable	

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

Notes: The Jira Service Management is a web application and is not subject to the requirements of this section.

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

Notes: The Jira Service Management is a web application and is not subject to the requirements of this section.

Chapter [8: Hardware](#)

Notes: The Jira Service Management is a web application and is not subject to the requirements of this section.

Chapter [9: Web](#) (see [WCAG 2.1 section](#))

Chapter [10: Non-Web Software](#)

Notes: The Jira Service Management is a web application and is not subject to the requirements of this section.

Chapter [11: Software](#)

Notes: The Jira Service Management is a web application and is not subject to the requirements of this section.

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

Notes: Documentation was out of scope of this report.

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Not Evaluated	
12.1.2 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
12.2.3 Effective communication	Not Evaluated	
12.2.4 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section

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

Notes: Jira Service Management is not subject to the requirements of this section.

Legal Disclaimer

The information herein is provided in good faith based on Jira Service Management at the time of the review and does not represent a legally-binding claim. Please contact us to report any accessibility errors or conformance claim errors for re-evaluation and correction, if necessary.