Esri Accessibility Conformance Report
ArcGIS Business Analyst Pro

Report Date: May 12, 2022

Table of Contents

List of Tables

Esri Accessibility Conformance Report

Product Information

Product Name/Version: ArcGIS Business Analyst Pro (ArcGIS Pro version 2.9)

Report Template: Revised Section 508 Edition (based on VPAT® version 2.4)

Product Release Date: November 11, 2021

Report Date: May 12, 2022

Product Description: ArcGIS Pro is a desktop application on the ArcGIS platform that includes tools for authoring, managing, analyzing, and sharing maps, data, and reports. ArcGIS Pro supports data visualization; advanced analysis; and authoritative data maintenance in 2D, 3D, and 4D.

The Business Analyst extension to ArcGIS Pro combines tools and workflows with extensive demographic, consumer spending, and business data to deliver on-demand analysis, presentation-ready reports and maps.

Notes: This report applies to both the use of, and authoring of content within, the ArcGIS Business Analyst Pro extension for the ArcGIS Pro application.

Evaluation Methods Used: The product was tested by certified accessibility professionals on a selection of representative user-interface and functionality within ArcGIS Business Analyst for Pro using, among other assistive technologies, JAWS 2020 and Microsoft Accessibility Insights.

Contact Information: Environmental Systems Research Institute, Inc. (Esri)

For more information regarding Esri accessibility and Section 508, visit https://www.esri.com/en-us/legal/accessibility.

Specific inquiries may be emailed to EsriAccessibility@esri.com, or mailed to Esri, Contracts and Legal Department, 380 New York Street, Redlands, California 92373.

Table 1: Applicable Standards and Guidelines

Standards / Guidelines	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 Standards	(Yes)
EN 301 549 V3.1.1	(Yes)

Table 2: Record of Changes

Version	Date	Description of Changes
1.0	05/12/2022	Evaluation results and explanations updated by testing vendor (initial version)
2.0	07/20/2022	Updated to 2.4 VPAT® template and Esri ACR format
2.1	08/04/2022	Evaluation results and explanations updated by certified accessibility professionals and Esri internal

Purpose

The Voluntary Product Accessibility Template (VPAT®) – used to create Esri Accessibility Conformance Reports – is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the VPAT® is to assist customers and buyers in making preliminary assessments regarding the availability of commercially-available Information and Communication Technology (ICT) products and services with features that support accessibility.

Background

On March 20, 2017, the Architectural and Transportation Barriers Compliance Board (Access Board) revised, updated, and combined standards for ICT developed, procured, maintained, or used by federal agencies covered by Section 508 of the Rehabilitation Act of 1973 and Section 255 of the Communications Act of 1934. The revisions and updates to these standards are intended to ensure that electronic media is accessible to and usable by individuals with disabilities.

Terms

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

Table 3: Conformance Level Definitions

Conformance Level	Definition
Supports	The functionality of the product has at least one method that meets the criterion or meets with equivalent facilitation.
Partially Supports	Product does not entirely meet the letter and intent of the criterion, but does provide some level of access. OR Product provides alternative methods to meet the intent of 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.

Revised Section 508 Considerations

Application and Administration

Information and Communication Technology (ICT) that is procured, developed, maintained, or used by agencies shall conform to these requirements. Section 508 of the Rehabilitation Act (29 U.S.C. 794d) applies to federal departments and agencies, including the U.S. Postal Service. The term "agency" is defined in Section E103 to include the United States Postal Service and other federal agencies and departments as specified in 44 U.S.C. 3502. That section of the U.S.C. defines agency to mean any executive department, military department, Government corporation, Government controlled corporation, or other establishment in the executive branch of the Government (including the Executive Office of the President), or any independent regulatory agency, but does not include (a) the General Accounting Office; (b) Federal Election Commission; (c) the governments of the District of Columbia and of the territories and possessions of the United States, and their various subdivisions; or (d) Government-owned contractor-operated facilities, including laboratories engaged in national defense research and production activities.

All sections of the technical standards may apply to this product and are individually addressed in the following sections.

Scoping Requirements

Section 508 Chapter 2 addresses application and scoping of the Revised 508 Standards, including exceptions. Multiple significant changes were made to this chapter, including:

- Adding a category to E205.3, official agency communications that are non-public facing electronic covered content;

- Clarifying the application of WCAG 2.0 to non-Web documents and software; and

- Made corresponding changes to E205.4 and E207.2, including adding E205.4.1 and E207.3, which specify the word substitution necessary to apply WCAG 2.0 to non-Web content.

207.2 WCAG Conformance. User interface components and content of platforms and applications shall conform to Level A and Level AA Success Criteria and Conformance Requirements specified for webpages in WCAG 2.0.

Functional Performance Criteria

301.1 Scope. The requirements of Chapter 3 shall apply to ICT where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

Hardware

401.1 Scope. The requirements of Chapter 4 shall apply to ICT that is hardware where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

EXCEPTION: Hardware that is assistive technology shall not be required to conform to the requirements of this chapter. This applies to the majority of ArcGIS software, services, and solutions.

402.1 General. ICT with closed functionality shall be operable without requiring the user to attach or install assistive technology other than personal headsets or other audio couplers, and shall conform to 402.

Software

501.1 Scope. The requirements of Chapter 5 shall apply to software where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

EXCEPTION: Where Web applications do not have access to platform accessibility services and do not include components that have access to platform accessibility services, they shall not be required to conform to 502 or 503 provided that they conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

502.1 General. Software shall interoperate with assistive technology and shall conform to 502.

502.2 Documented Accessibility Features. Software with platform features defined in platform documentation as accessibility features shall conform to 502.2.

Support Documentation and Services

602.1 General. Documentation that supports the use of ICT shall conform to 602.

Web Content Accessibility Guidelines (WCAG) Report

WCAG Principle 1: Perceivable

Information and user interface components must be presentable to users in ways they can perceive. Criteria also apply to Revised Section 508 standards for Web and Software (501), Author Tools (504.2), and Support Documentation (602.3). Report contains Level A and AA only (Revised Section 508 does not apply to AAA).

Table 4: WCAG Principle 1 Success Criteria - Perceivable

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. • Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. • Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. • Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. • Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. • CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content	Partially Supports	**BA extension:** When working with the Territory Design solution, the user may find challenges understanding the data visualizations provided in the Chart Pane. An alternative method to consume the data is provided through a table format. **ArcGIS Pro:** Users may find some challenges with working with symbolizing map layers. In the Symbology Pane, for several symbology options, the histograms shown do not include an alternative text description.

Criteria	Conformance Level	Remarks and Explanations
are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities. • Decoration, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.		
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.	Not Applicable	The product does not contain audio-only or video-only contents.
1.2.2 Captions (Prerecorded) (Level A) Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Not Applicable	The product does not contain prerecorded content requiring synchronized captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Not Applicable	The product does not contain prerecorded content requiring synchronized audio description.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	Not Applicable	The product does not have any live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	Not Applicable	The product does not have any prerecorded video content.
1.3.1 Info and Relationships (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	Partially Supports	**BA extension:** Some functionalities do not have consistent role and content structure associations, such as unlabeled buttons, unannounced headings and labels, roles and structure of tables, making navigation challenging when using Business Analyst Data Source (BA Data Source Dialog), Data Browser Multi-Select, Suitability Analysis (BA Ribbon Context Menu, Ribbon Buttons, Data Browser), Territory Design (Charts Pane, Charts Properties Pane, Assign Pane, and "View Details" of the Territory Solution in Geoprocessing Pane), Target Marketing (Guided Process, Quadrant Analysis), Infographics (Report Player, Configuration dialog box), Huff Model Calibration (Huff Model Calibration), Statistical Data Collections (Dialog box). **ArcGIS Pro:** In the History Pane, identifying the folder button for "Current Workspace" and "Scratch Workspace" may present challenges since the relationship of these is unclear in relation to the folder icon.

Criteria	Conformance Level	Remarks and Explanations
		When making a "New Layout" for a project, there may be challenges in identifying the labels associated or grouped with some controls control that receive focus, such as the controls indicating "Portrait" or "Landscape" orientations.
		In the Contents Pane, the screen reader does not identify properly the table in the Feature Layer - Data - Table - Attribute Table. There may also be challenges when navigating the table as the "Parameter" and "Value" columns are not read aloud.
1.3.2 Meaningful Sequence (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	Partially Supports	**BA extension:** In the Configuration dialog box when working with the Infographics Report Player, the user may find challenges because parts of the information sequencing presented visually is not the same as the information presented in the spoken form. **ArcGIS Pro:** In the "Options" Dialog box for a Project, under the "Navigation" tab, the sequential order of the content in "set options for navigating maps and scenes" is inconsistent with other sections where similar keyboard operations, such as using the up/down arrows, should occur. A similar challenge may be experienced by a screen reader user when navigating the "Geoprocessing" tab options.
1.3.3 Sensory Characteristics (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.		
1.3.4 Orientation (Level AA – WCAG 2.1 only) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.	Supports	The product does not restrict display orientation.
1.3.5 Identify Input Purpose (Level AA – WCAG 2.1 only) The purpose of each input field collecting information about the user can be programmatically determined when: • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data.	Partially Supports	**BA extension:** No remarks or explanations, as this product conforms to this criterion. **ArcGIS Pro:** After opening a project and loading the Content Pane, some user input fields in the "Layer Properties" present challenges via screen-reader. Similarly, in the Attributes pane, the table showing the attributes of a selection do not show clear instructions or relation about the possible user inputs.
1.4.1 Use of Color (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Partially Supports	**BA extension:** User may find challenges when going through the guided workflow of Business and Facilities Search, specifically in Step 1, some color is used to visualize invalid values without providing an alternate form of error identification. Additionally, in the guided workflow for Evaluate Site analysis, in Step 4, there is also a reliance on color to provide information.

Criteria	Conformance Level	Remarks and Explanations
		ArcGIS Pro: No remarks or explanations, as this product conforms to this criterion.
1.4.2 Audio Control (Level A) If any audio on a Webpage plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.	Not Applicable	The product does not contain any audio component that plays automatically for more than 3 seconds.
1.4.3 Contrast (Minimum) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.	Supports	
1.4.4 Resize text (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	Supports	
1.4.5 Images of Text (Level AA)	Supports	**BA extension:**

Criteria	Conformance Level	Remarks and Explanations
If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:		No remarks or explanations, as this product conforms to this criterion.
• Customizable: The image of text can be visually customized to the user's requirements;		**ArcGIS Pro:**
• Essential: A particular presentation of text is essential to the information being conveyed.		Text is used to convey information rather than images of text.
Note: Logotypes (text that is part of a logo or brand name) are considered essential.		
1.4.10 **Reflow (Level AA – WCAG 2.1 only)** Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: • Vertical scrolling content at a width equivalent to 320 CSS pixels • Horizontal scrolling content at a height equivalent to 256 CSS pixels	Partially Supports	**BA extension:** When text scale is increased at 200%, it may present challenges to the user when using the main navigation menu ribbon, as menu titles cut off; as well as challenges having to scroll in two dimensions to be able to read text in the side panes. When working with the Quadrant Analysis for Target Marketing, some labels may become not visible when window is resized. Additionally, in the Report Player for Infographics, some text content is not responsive according to the size of a window. **ArcGIS Pro:** Exception made for parts of the content which require two-dimensional layout for usage or meaning. Examples of content which require two-dimensional layout are images, maps, diagrams, video, presentations, data tables, and interfaces where it is

Criteria	Conformance Level	Remarks and Explanations
		necessary to keep toolbars in view while manipulating content.
1.4.11 Non-text Contrast (Level AA – WCAG 2.1 only) The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s).	Supports	
1.4.12 Text Spacing (Level AA – WCAG 2.1 only) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property: • Line height (line spacing) to at least 1.5 times the font size • Spacing following paragraphs to at least 2 times the font size • Letter spacing (tracking) to at least 0.12 times the font size • Word spacing to at least 0.16 times the font size.	Not Applicable	The product does not contain content implemented using markup languages.
1.4.13 Content on Hover or Focus (Level AA – WCAG 2.1 only) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: • **Dismissible**: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content	Partially Supports	**BA extension:** Help information buttons, tooltips with descriptions, and data detail values in data visualizations only provide information on mouse hover, and not available when using keyboard navigation. Such challenges are presented in Target Marketing (Guided Workflow, Quadrant Analysis), Infographics (Report Player), Suitability Analysis (Data Browser), and in Statistical Data Collections (Dialog box).

Criteria	Conformance Level	Remarks and Explanations
• **Hoverable**: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing • **Persistent**: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.		**ArcGIS Pro:** No remarks or explanations, as this product conforms to this criterion.

WCAG Principle 2: Operable

User interface components and navigation must be operable. Criteria also apply to Revised Section 508 standards for Web and Software (501), Author Tools (504.2), and Support Documentation (602.3). Report contains Level A and AA only (Revised Section 508 does not apply to AAA).

Table 5: WCAG Principle 2 Success Criteria - Operable

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. *Note 1: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.* *Note 2: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.*	Partially Supports	**BA extension:** For some areas of Business Analyst, users may have challenges when operating the content with keyboard or alternate keyboard alone, specifically for parts in Business Analyst Data Source (BA Data Source Dialog), Data Browser Multi-Select, Suitability Analysis (BA Ribbon Context Menu, Ribbon Buttons), Territory Design (Charts Pane, Assign Pane, and Ribbon buttons), Target Marketing (Quadrant Analysis), Infographics (Report Player), Statistical Data Collections (Dialog box), Business and Facilities Search (Business Search Tab). **ArcGIS Pro:** Most of the application supports keyboard-only navigation, except for some parts of certain features and options that may present challenges when working on a project, including the Contents Pane, the Geoprocessing Pane, the Catalog View in the Client Area, the Options dialog box for project settings (Selection tab, Device Location tab, Raster and Imagery tab, Text and Graphics tab), when creating a New Layout, the Analysis ribbon tab for Environments History, when working with Feature Classes Iterator tool, the Attributes Pane, the Graphics tab when working on a map, the

Criteria	Conformance Level	Remarks and Explanations
		Symbology Pane and Feature Layer ribbon when working with map layers.
2.1.2 No Keyboard Trap (Level A) If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.	Partially Supports	**BA extension:** Most of the application supports this functionality. However, when working with tables in Statistical Data Collections (Dialog box), users may experience challenges as there is no easy exit, unless the user goes through the entire set of rows in the table. **ArcGIS Pro:** Most of the application supports this functionality. However, when working with the Metadata tab under Toolboxes in the Catalog View, users may present challenges navigating through the tabs.
2.1.4 Character Key Shortcuts (Level A – WCAG 2.1 only) If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: • **Turn off**: A mechanism is available to turn the shortcut off • **Remap**: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.) • **Active only on focus**: The keyboard shortcut for a user interface component is only active when that component has focus.	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) For each time limit that is set by the content, at least one of the following is true: • Turn off: The user is allowed to turn off the time limit before encountering it; or • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours. *Note: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action.*	Not Applicable	This product does not have time limits set by content.
2.2.2 Pause, Stop, Hide (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
For moving, blinking, scrolling, or auto-updating information, all of the following are true: • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.		
2.3.1 Three Flashes or Below Threshold (Level A) Webpages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. *Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Webpage (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.*	Partially Supports	**BA extension:** No remarks or explanations, as this product conforms to this criterion. **ArcGIS Pro:** The Flicker button in the Feature Layer ribbon under the Appearance tab may be challenging for some users, as the flicker function can be configured manually by the user to increase the flashes of the flicker on a map. Users should check and adjust this setting.
2.4.1 Bypass Blocks (Level A) A mechanism is available to bypass blocks of content that are repeated on multiple Webpages.	Not Applicable	This product does not repeat contain content on multiple web pages.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 **Page Titled (Level A)** Webpages have titles that describe topic or purpose.	Partially Supports	**BA extension:** Some areas, such as the dialog box for Statistical Data Collections, may benefit from providing visible page titles to help users find content and orient themselves better. **ArcGIS Pro:** No remarks or explanations, as this product conforms to this criterion.
2.4.3 **Focus Order (Level A)** If a Webpage can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.	Partially Supports	**BA extension:** Some functionalities may present challenges when navigating focusable components that do not always follow a logical tab order according to the visual reading order, and that have redundant tab stops, such as Color Coded Layers, Statistical Data Collections (Dialog box), Infographics (Report Player, Configuration), Business and Facilities Search (Business Search Tab), Target Marketing (Guided workflow, Quadrant Analysis). **ArcGIS Pro:** Some functionalities may present challenges when navigating focusable components following a logical, sequential pattern, such as the Geoprocessing Pane, the Options dialog box for project settings (Navigation tab, Selection tab, Geoprocessing tab, and Full Video Motion tab), the Layers tab in the

Criteria	Conformance Level	Remarks and Explanations
		Attributes Pane, and in the Symbology Pane when working with map layers.
2.4.4 Link Purpose (In Context) (Level A) The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.	Partially Supports	**BA extension:** This criterion is fulfilled in most functionalities. However, users may encounter some challenges when working with Territory Design (Geoprocessing pane) as some links are visually descriptive, however link labels are not announced in spoken form by the screen reader. **ArcGIS Pro:** No remarks or explanations, as this product conforms to this criterion.
2.4.5 Multiple Ways (Level AA) More than one way is available to locate a Webpage within a set of Webpages except where the Webpage is the result of, or a step in, a process.	Supports	
2.4.6 Headings and Labels (Level AA) Headings and labels describe topic or purpose.	Partially Supports	**BA extension:** Some labels announced in spoken form are convoluted or do not clearly describe the purpose of the content or UI control. This occurs in Target Marketing (Guided process, Quadrant Analysis), specifically in Steps 3 and 5 of the guided process, there are lengthy, convoluted labels, announced by the screen reader. Similar challenges may be experienced in Infographics (Configuration), Territory

Criteria	Conformance Level	Remarks and Explanations
		Design (Charts Pane, Assign Pane, Ribbon Buttons), and Suitability Analysis (Data Browser).

ArcGIS Pro:

In some functionalities, the screen-reader does not announce certain headings nor show consistency with visible labels providing information to the user, including labels in the Layer Properties dialog box, in the Options dialog box for project settings (Navigation tab, Selection tab, Editing tab, Device Location tab, Raster and Imagery tab, Full Motion Video tab, and Text and Graphics tab), when navigating the settings for a new portal, when sharing a Map Package, in the Attributes Pane, and when working with map layers the Feature Layer ribbon and the Attribute Table in Client Area.

Some buttons do not have a label to indicate the purpose of the control, including buttons in the Catalog View in the Client Area, in the Geoprocessing Pane, in the Catalog Pane, the Attributes Pane, in the Options dialog box for project settings (Full Motion Video tab, Editing tab), in the Layer Properties, and in the Attribute table and Symbology Pane when symbolizing map layers.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Partially Supports	**BA extension:** There are some instances in which the focus indicator is not visible for the user, therefore making it challenging to choose between options or understand current position. The areas affected include Evaluate Site (Step 1 of Guided Process),

Criteria	Conformance Level	Remarks and Explanations
		Target Marketing (Quadrant Analysis), Business and Facilities Search (Business Search Tab), and Territory Design (Charts Pane).
		ArcGIS Pro:
		When opening a New Project, operating some controls with keyboard-only navigation may present challenges because the focus in not visible. Additionally when navigating different content blocks in the Options dialog box for project settings, there text fields that do not show a visible focus, including the Current Settings tab, the Units tab, and Metadata tab.
		When exporting a Layout, navigating the History Pane, creating a Feature Class, and when selecting "Sequential Numbering" in the Edit tab may present challenges to the user as well.
2.5.1 Pointer Gestures (Level A – WCAG 2.1 only) All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.	Not Applicable	The product can be used without multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A – WCAG 2.1 only) For functionality that can be operated using a single pointer, at least one of the following is true: • **No Down-Event**: The down-event of the pointer is not used to execute any part of the function • **Abort or Undo**: Completion of the function is on the up-event, and a mechanism is available to abort the	Not Applicable	The product can be operated without using a single pointer.

Criteria	Conformance Level	Remarks and Explanations
function before completion or to undo the function after completion • **Up Reversal**: The up-event reverses any outcome of the preceding down-event • **Essential**: Completing the function on the down-event is essential		
[2.5.3](#) **Label in Name (Level A – WCAG 2.1 only)** For user interface components with labels that include text or images of text, the name contains the text that is presented visually.	Partially Supports	**BA extension:** No remarks or explanations, as this product conforms to this criterion. **ArcGIS Pro:** Some components throughout the Layer Properties dialog box, the Options dialog box for project settings (Navigation tab, Selection tab, Editing tab, Device Location tab, Raster and Imagery tab, Full Motion Video tab, and Text and Graphics tab), the settings for a new portal, and in the Attributes Pane may present challenges understanding the announced label versus the visible text label due to inconsistencies.
[2.5.4](#) **Motion Actuation (Level A – WCAG 2.1 only)** Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:	Not Applicable	The product does not provide functionality that can be operated by device motion or user motion.

Criteria	Conformance Level	Remarks and Explanations
• Supported Interface: The motion is used to operate functionality through an accessibility supported interface		
• Essential: The motion is essential for the function and doing so would invalidate the activity		

WCAG Principle 3: Understandable

Information and the operation of user interface must be understandable. Criteria also apply to Revised Section 508 standards for Web and Software (501), Author Tools (504.2), and Support Documentation (602.3). Report contains Level A and AA only (Revised Section 508 does not apply to AAA).

Table 6: WCAG Principle 3 Success Criteria - Understandable

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) The default human language of each Webpage can be programmatically determined.	Supports	
3.1.2 Language of Parts (Level AA) The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.	Supports	
3.2.1 On Focus (Level A) When any component receives focus, it does not initiate a change of context.	Partially Supports	**BA extension:** No remarks or explanations, as this product conforms to this criterion. **ArcGIS Pro:** The focus changes context when selecting the icons to open the dialog boxes for "Calculate Field" and "Select by Attributes" in the Attributes Table when users work with symbolizing map layers. Similarly, when "Charts" is selected as the primary symbology option, the focus changes context when indicating different options under the "Shape_Length" field in the table.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.	Partially Supports	**BA extension:** Some functionalities do not have the context change, specifically Evaluate Site (Step One: Location), Business and Facilities Search (Business Search tab), Territory Design (Charts Pane, Ribbon), and Suitability Analysis (Suitability Pane, Data Browser) **ArcGIS Pro:** When the user is within the modal "Layer Properties: National Geographic World Map", the screen reader does not announce a change in the content caused by a selection of a control. In the Feature Class tool, the user is not informed of the change in context when some options are on focus. Similar challenges may be present when interacting with some Layer Properties in the Content Pane, and with the Offline Help tree view.
3.2.3 Consistent Navigation (Level AA) Navigational mechanisms that are repeated on multiple Webpages within a set of Webpages occur in the same relative order each time they are repeated, unless a change is initiated by the user.	Partially Supports	**BA extension:** Most of this criterion is fulfilled; however, users may encounters some challenges when working with Infographics (Report Player) because the keyboard navigation is not consistent with the usual navigation commands applied to expandable/collapsible UI components. **ArcGIS Pro:**

Criteria	Conformance Level	Remarks and Explanations
		In the Catalog Pane, the description informing the user about whether items have loaded, if any, is not being shown consistently.
		When using the Layer Properties dialog box, the Attributes Pane, and the Attributes Table in Client Area, the user may have challenges because some UI components do not announce a consistent form of navigating similar controls, for example up/down arrow options to increase/decrease values show inconsistencies, as well as UI controls using the spacebar to expand/collapse an item on a list.
3.2.4 Consistent Identification (Level AA) Components that have the same functionality within a set of Webpages are identified consistently.	Partially Supports	**BA extension:** No remarks or explanations, as this product conforms to this criterion. **ArcGIS Pro:** In the Options dialog box for project settings, some textbox UI components are described as radio buttons by the screen reader, which may cause when selecting the appropriate input options.
3.3.1 Error Identification (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	Partially Supports	**BA extension:** No remarks or explanations, as this product conforms to this criterion.

Criteria	Conformance Level	Remarks and Explanations
		ArcGIS Pro:
		When working with symbolizing map layers in the Attributes Table options, some error messages are not announced by the screen reader when the user makes changes to text fields such as "Input Table".
3.3.2 Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	Partially Supports	**BA extension:** Some functionalities do not have the labels or instructions, specifically Territory Design (Ribbon), Suitability Analysis (Data Browser), and Target Marketing (Guided Process, Catalog Pane, Quadrant Analysis). **ArcGIS Pro:** Some functionalities have labels not associated with their controls, nor provide helpful instructions to a screen reader user for better understanding how to interact with certain controls. These challenges may be present in the Content Pane, in the Layer Properties dialog box, when working with Feature Classes, when using the tables in the Attributes Pane, and when symbolizing map layers using the Attributes Table and Symbology Pane.
3.3.3 Error Suggestion (Level A) If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	Supports	

Criteria	Conformance Level	Remarks and Explanations
3.3.4 **Error Prevention (Legal, Financial, Data) (Level AA)** For Webpages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	Not Applicable	The product does not cause legal commitments or financial transactions for the user to occur, does not modify or delete user-controllable data in data storage systems, and does not submit user test responses, unless submissions are reversible, checked, and/or confirmed by the user.

WCAG Principle 4: Robust

Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies. Criteria also apply to Revised Section 508 standards for Web and Software (501), Author Tools (504.2), and Support Documentation (602.3). Report contains Level A and AA only (Revised Section 508 does not apply to AAA).

Table 7: WCAG Principle 4 Success Criteria - Robust

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. *Note: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.*	Not Applicable	The product does not contain content implemented using markup languages.
4.1.2 Name, Role, Value (Level A) For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. *Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.*	Does Not Support	**BA extension:** Some functionalities do not have the name, role, or value , specifically Business Analyst Data Source (BA Data Source Dialog), Suitability Analysis (BA Ribbon Context Menu, Ribbon Buttons, Data Browser), Territory Design(Ribbon, Charts Pane, Assign Pane), Business and Facilities Search (Business Search Tab), Target Marketing (Guided Process, Quadrant Analysis), Infographics (Report Player), Huff Model Calibration (Huff Model Calibration), Evaluate Site (Step 4: Summary, Step Three: Analysis, Step 2: Buffer, Step One: Location), Color Coded Layer(Color Coded Layer).

Criteria	Conformance Level	Remarks and Explanations
		ArcGIS Pro:
		Some controls do not indicate properties with the appropriate Name for the screen reader to read; also others do not indicate status changes in the Role of the control, such as announcing "expanded /collapsed" when some buttons are selected.
		Additionally, hints or prefixes to provide additional information about the function of a control are not indicated consistently, such as the number of options in a list (like 1 of 3). These challenges may be present in the Content Pane, in the Catalog View of the Client Area, in the Map Properties dialog box, in the Share Web Map Pane, in the Options dialog box for project settings, in the Layout Insert ribbon, when exporting a Layout, in the Analysis tab ribbon, when creating a Feature Class, in the Portal settings page, visualizing a Raster, with the offline Help system, in the Attributes Pane, in the Modify Features Pane, in the on-screen navigator Scene View, in the Package Map Pane; and in the Attribute table in the Client Area, the Symbology Pane, and the Feature Layer ribbon when symbolizing map layers.
[4.1.3](#) **Status Messages (Level AA – WCAG 2.1 only)** In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.	Partially Supports	**BA extension:** Some functionalities do not have the status messages, specifically Statistical Data Collections (Dialog Sources), Territory Design (Assign Pane), Suitability Analysis (Data Browser).

Criteria	Conformance Level	Remarks and Explanations
		ArcGIS Pro: Some functions do not indicate status messages announced by the screen reader informing the user about modal changes. Examples include, not announcing the results after running a search in the Content Pane, whether an action was successful or not when Authoring a Map; in the Indexes tab under the Content Pane, the message showing the status of a recalculation is not announced; no message indicates the status changes in several tabs under the Options dialog box; whether an exported layout has been completed successfully or not; and in the Portals settings, several status messages are not announced, such as when selecting "Set as active portal", "Test availability", and "Remove portal connection". Some areas and user actions in the Symbology pane would benefit from adding status messages, including actions after changing chart types, or applying style settings to symbology options.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria

Table 8: Revised Section 508 Chapter 3 - Functional Performance Criteria

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Partially Supports	This product is partly usable by people without vision. A rating of Partially Supports has been given for the following reasons: Users without vision will have some difficulty using the product, as described in WCAG criteria: • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap • 2.4.3 Focus order • 2.4.6 Headings and labels • 3.2.2 On Input • 4.1.2 Name, role, value
302.2 With Limited Vision Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Partially Supports	This product is partly usable by people with limited vision. A rating of Partially Supports has been given for the following reasons: Users with limited vision will have some difficulty using the product, as described in WCAG criteria: • 1.1.1 Non-text Content

Criteria	Conformance Level	Remarks and Explanations
		• 1.3.1 Info and Relationships
		• 2.1.1 Keyboard
		• 2.1.2 No Keyboard Trap
		• 2.4.2 Page Titled
		• 2.4.3 Focus order
		• 2.4.6 Headings and labels
		• 3.2.2 On Input
		• 4.1.2 Name, role, value
302.3 Without Perception of Color Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Supports	The product features allow users without perception of color to access the product.
302.4 Without Hearing Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supports	The product features allow users without hearing to access the product.
302.5 With Limited Hearing Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Supports	The product features allow users without hearing to access the product.
302.6 Without Speech Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Supports	The product features allow users without speech to access the product.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Partially Supports	A rating of Partially Supports has been given for the following reasons: Users with limited manipulation will have some difficulty using the product, as described in WCAG criteria: • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap • 2.4.3 Focus order • 2.4.6 Headings and labels • 4.1.2 Name, role, value
302.8 With Limited Reach and Strength Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Supports	The product features can be operated by people with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Partially Supports	A rating of Partially Supports has been given for the following reasons: Users with limited language, cognitive, and learning abilities will have some difficulty using the product, as described in WCAG criteria: • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap

Criteria	Conformance Level	Remarks and Explanations
		• 2.4.3 Focus order
		• 2.4.6 Headings and labels
		• 3.2.2 On Input
		• 4.1.2 Name, role, value

[Chapter 4](): Hardware

ArcGIS Business Analyst Pro is not impacted by Chapter 4: Hardware. This section has been removed from the report.

Chapter 5: Software

Table 9: Revised Section 508 Chapter 5 - Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA		See information in WCAG 2.1 report sections
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Not Applicable	The product is not platform software.
502.2.2 No Disruption of Accessibility Features Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Supports	The product does not disrupt platform accessibility features.
502.3 Accessibility Services		
502.3.1 Object Information The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Partially Supports	As noted in 1.3.1 Info and Relationships and 4.1.2 Name, Role, Value, most objects in the product do not expose name, role, or state information to assistive technology.
502.3.2 Modification of Object Information States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Partially Supports	As noted in 1.3.1 Info and Relationships and 4.1.2 Name, Role, Value, most objects in the product do not expose name, role, or state information to assistive technology many objects cannot be modified by keyboard.

Criteria	Conformance Level	Remarks and Explanations
502.3.3 Row, Column, and Headers If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	Partially Supports	As noted in 1.3.1 Info and Relationships, many table elements do not provide programmatic information about structure and relationships.
502.3.4 Values Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Does Not Support	As noted in 4.1.2 Name, Role, Value, many values are not perceivable.
502.3.5 Modification of Values Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Partially Supports	As noted in 2.1.1 Keyboard and 4.1.2 Name, Role, Value, many values cannot be modified by keyboard users.
502.3.6 Label Relationships Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.	Partially Supports	As noted in 1.3.1 Info and Relationships and 4.1.2 Name, Role, Value, some elements are not properly labelled.
502.3.7 Hierarchical Relationships Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	Partially Supports	As noted in 1.3.1 Info and Relationships and 4.1.1 Parsing, some structural hierarchical elements are not properly implemented.
502.3.8 Text The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Partially Supports	As noted in 1.1.1 Non-text Content, 1.3.1 Info and Relationships, and 4.1.2 Name, Role, Value, many text headings are only visually presented and many controls are not properly implemented.

Criteria	Conformance Level	Remarks and Explanations
502.3.9 Modification of Text Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Partially Supports	As noted in 2.1.1 Keyboard and 4.1.2 Name, Role, Value, some inputs do not provide accessible names to modify input.
502.3.10 List of Actions A list of all actions that can be executed on an object shall be programmatically determinable.	Does Not Support	As noted in 3.3.2 Labels or Instructions and 4.1.2 Name, Role, Value, many custom controls are missing roles, names and values/states.
502.3.11 Actions on Objects Applications shall allow assistive technology to programmatically execute available actions on objects.	Partially Supports	As noted in 2.1.1 Keyboard and 4.1.2 Name, Role, Value, many custom controls are missing roles, names and values/states.
502.3.12 Focus Cursor Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Partially Supports	As noted in 2.4.7 Focus Visible and 4.1.2 Name, Role, Value, some elements lack support for focus cursor visibility.
502.3.13 Modification of Focus Cursor Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Partially Supports	As noted in 2.1.1 Keyboard and 4.1.2 Name, Role, Value, many controls are not in the focus order.
502.3.14 Event Notification Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	Does Not Support	As noted in 2.1.1 Keyboard, 2.1.2 No Keyboard Trap and 4.1.2 Name, Role, Value, dynamically changing content is not communicated to assistive technologies.
502.4 Platform Accessibility Features	Not Applicable	The product is not platform software.

Criteria	Conformance Level	Remarks and Explanations
503 Applications		
503.2 User Preferences Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor. EXCEPTION: Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2.	Not Applicable	
503.3 Alternative User Interfaces Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Not Applicable	
503.4 User Controls for Captions and Audio Description		
503.4.1 Caption Controls Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.	Not Applicable	
503.4.2 Audio Description Controls Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
504 Authoring Tools		
504.2 Content Creation or Editing Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility. Exception: Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code.	Partially Supports	See information throughout WCAG report.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.	Not Applicable	See information throughout WCAG report.
504.2.2 PDF Export Authoring tools capable of exporting PDF files that conform to ISO 32000–1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289–1:2016 (PDF/UA– 1) (incorporated by reference, see 702.3.1).	Partially Supports	See information throughout WCAG report.

Criteria	Conformance Level	Remarks and Explanations
504.3 Prompts Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.	Partially Supports	See information throughout WCAG report.
504.4 Templates Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.	Partially Supports	See information throughout WCAG report.

Chapter 6: Support Documentation and Services

The language included in this section is based on an internal evaluation of the ArcGIS Business Analyst Pro support documentation and services.

Table 10: Revised Section 508 Chapter 6 - Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
602 Support Documentation		
602.2 Accessibility and Compatibility Features Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Partially Supports	Web-based electronic support documentation is available for this product. Some information pertaining accessibility features or assistive technology compatibility with built-in features found in Chapter 5: Software are not included in documentation.
602.3 Electronic Support Documentation Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	Supports	Web-based electronic support documentation is available for this product.
602.4 Alternate Formats for Non-Electronic Support Documentation Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Not Applicable	Web-based electronic support documentation is available for this product.

Criteria	Conformance Level	Remarks and Explanations
603 Support Services		

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Supports	Technical support is available directly to the user for this product, and Esri Accessibility contact information is provided in this report.
603.3 Accommodation of Communication Needs Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supports	Technical support is available directly to the user for this product, and Esri Accessibility contact information is provided in this report.

EN 301 549 Report

Chapter 4: Functional Performance Statements (FPS)

Table 11: EN 301 549 Chapter 4 - Functional Performance Statements

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage Without Vision Where ICT provides visual modes of operation, the ICT provides at least one mode of operation that does not require vision. This is essential for users without vision and benefits many more users in different situations.	Partially Supports	This product is partly usable by people without vision. A rating of Partially Supports has been given for the following reasons: Users without vision will have some difficulty using the product, as described in WCAG criteria: • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap • 2.4.3 Focus order • 2.4.6 Headings and labels • 3.2.2 On Input • 4.1.2 Name, role, value
4.2.2 Usage With Limited Vision Where ICT provides visual modes of operation, the ICT provides features that enable users to make better use of their limited vision. This is essential for users with limited vision and benefits many more users in different situations.	Partially Supports	This product is partly usable by people with limited vision. A rating of Partially Supports has been given for the following reasons: Users with limited vision will have some difficulty using the product, as described in WCAG criteria: • 1.1.1 Non-text Content

Criteria	Conformance Level	Remarks and Explanations
		• 1.3.1 Info and Relationships
		• 2.1.1 Keyboard
		• 2.1.2 No Keyboard Trap
		• 2.4.2 Page Titled
		• 2.4.3 Focus order
		• 2.4.6 Headings and labels
		• 3.2.2 On Input
		4.1.2 Name, role, value
4.2.3 Usage Without Perception of Color Where ICT provides visual modes of operation, the ICT provides a visual mode of operation that does not require user perception of color. This is essential for users with limited color perception and benefits many more users in different situations.	Supports	The product features allow users without perception of color to access the product.
4.2.4 Usage Without Hearing Where ICT provides auditory modes of operation, the ICT provides at least one mode of operation that does not require hearing. This is essential for users without hearing and benefits many more users in different situations.	Supports	The product features allow users without hearing to access the product.
4.2.5 Usage With Limited Hearing Where ICT provides auditory modes of operation, the ICT provides enhanced audio features. This is essential for users with limited hearing and benefits many more users in different situations.	Supports	The product features allow users without hearing to access the product.

Criteria	Conformance Level	Remarks and Explanations
4.2.6 Usage With No or Limited Vocal Capacity Where ICT requires vocal input from users, the ICT provides at least one mode of operation that does not require them to generate vocal output. This is essential users with no or limited vocal capability and benefits many more users in different situations.	Supports	The product features allow users without vocal capacity to access the product.
4.2.7 Usage With Limited Manipulation or Strength Where ICT requires manual actions, the ICT provides features that enable users to make use of the ICT through alternative actions not requiring manipulation, simultaneous action or hand strength. This is essential for users with limited manipulation or strength and benefits many more users in different situations.	Partially Supports	A rating of Partially Supports has been given for the following reasons: Users with limited manipulation or strength will have some difficulty using the product, as described in WCAG criteria: • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap • 2.4.3 Focus order • 2.4.6 Headings and labels • 4.1.2 Name, role, value
4.2.8 Usage With Limited Reach Where ICT products are free-standing or installed, all the elements required for operation will need to be within reach of all users. This is essential for users with limited reach and benefits many more users in different situations.	Supports	The product features can be operated by people with limited reach.
4.2.9 Minimize Photosensitive Seizure Triggers Where ICT provides visual modes of operation, the ICT provides at least one mode of operation that minimizes the potential for	Supports	The product allow people who are sensitive to flashing to access and adjust the product.

Criteria	Conformance Level	Remarks and Explanations
triggering photosensitive seizures. This is essential for users with photosensitive seizure triggers.		
4.2.10 Usage With Limited Cognition, Language, or Learning The ICT provides features and/or presentation that makes it simpler and easier to understand, operate and use. This is essential for users with limited cognition, language or learning, and benefits many more users in different situations.	Partially Supports	A rating of Partially Supports has been given for the following reasons: Users with limited language, cognitive, and learning abilities will have some difficulty using the product, as described in WCAG criteria: • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap • 2.4.3 Focus order • 2.4.6 Headings and labels • 3.2.2 On Input • 4.1.2 Name, role, value
4.2.11 Privacy Where ICT provides features for accessibility, the ICT maintains the privacy of users of these features at the same level as other users.	Supports	The product respects the privacy of assistive technology users.

Chapter 5: Generic Requirements

ArcGIS Business Analyst Pro is not impacted by Chapter 5: Generic Requirements. This section has been removed from the report.

Chapter 6: ICT with Two-Way Voice Communication

ArcGIS Business Analyst Pro is not impacted by Chapter 6: ICT with Two-Way Voice Communication. This section has been removed from the report.

Chapter 7: ICT with Video Capabilities

ArcGIS Business Analyst Pro is not impacted by Chapter 7: ICT with Voice Capabilities. This section has been removed from the report.

Chapter 8: Hardware

ArcGIS Business Analyst Pro is not impacted by Chapter 8: Hardware. This section has been removed from the report.

Chapter 9: Web (see WCAG section)

This section has been removed from the report.

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

ArcGIS Business Analyst Pro is not impacted by Chapter 10: Non-Web Documents. This section has been removed from the report.

[Chapter 11](#): Software (see Revised Section 508 section – Chapter 5: Software)

This section has been removed from the report.

[Chapter 12](): Documentation and Support Services

The language included in this section is based on an internal evaluation of the ArcGIS Business Analyst Pro support documentation and services.

Table 12: EN 301 549 Chapter 12 - Documentation and Support Services

Criteria	Conformance Level	Remarks and Explanations
12.1 Product Documentation		
12.1.1 Accessibility and Compatibility Features Product documentation provided with the ICT whether provided separately or integrated within the ICT shall list and explain how to use the accessibility and compatibility features of the ICT.	Partially Supports	Web-based electronic support documentation is available for this product. Some information pertaining accessibility features or assistive technology compatibility with built-in features found in Chapter 5: Software are not included in documentation.
12.1.2 Accessible Documentation Product documentation provided with the ICT shall be made available in at least one of the following electronic formats: web or non-web.	Supports	Web-based electronic support documentation is available for this product.
12.2 Support Services		
12.2.2 Information on Accessibility and Compatibility Features ICT support services shall provide information on the accessibility and compatibility features that are mentioned in the product documentation.	Supports	Technical support is available directly to the user for this product, and Esri Accessibility contact information is provided in this report.
12.2.3 Effective Communication ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point.	Supports	Technical support is available directly to the user for this product, and Esri Accessibility contact information is provided in this report.

Criteria	Conformance Level	Remarks and Explanations
12.2.4 Accessible Documentation Documentation provided by support services shall be made available in at least one of the following electronic formats: web or non-web.	Supports	Web-based electronic support documentation is available for this product.