Esri Accessibility Conformance Report
ArcGIS Enterprise

Product Version: 10.8.1
Report Date: 11/30/2020

Table of Contents

List of Tables

Esri Accessibility Conformance Report

Product Information

Product Name/Version: ArcGIS Enterprise / 10.8.1

VPAT Version: Revised Section 508 Edition (based on VPAT version 2.4)

Product Release Date: 7/28/2020

Report Date: 11/30/2020

Product Description: ArcGIS Enterprise is the foundational system for geographic information system (GIS) technology, mapping and visualization, analytics, and Esri's suite of applications. Running in customers' own infrastructure, it is software that can be used in the cloud and on-premises.

Notes: This report covers ArcGIS Enterprise sites, the Enterprise portal Content, Scene Viewer, and Settings tabs.

Evaluation Methods Used: The product was tested by certified accessibility professionals on mobile and desktop environments. Assistive technology and browser combinations tested include JAWS 2020 and Chrome, iOS VoiceOver & Safari, ZoomText 2020 and Chrome, and Dragon Professional and Chrome. The Chrome, VoiceOver & Safari versions tested against were the latest as of August 2020.

Additional accessibility evaluation was also conducted on this product by Esri internal analysts, and supplemental language has been included in the 'Conformance Level' and/or 'Remarks and Explanations' sections within the report tables. Any additions made to this document by Esri internal analysts are identified in additional notes throughout the report.

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)

Table 2: Record of Changes

Version	Date	Description of Changes
1.0	11/30/2020	Evaluation results and explanations updated by Level Access
2.0	12/04/2020	Updated to 2.4 VPAT template and Esri ACR format
2.1	1/19/2021	Evaluation results and explanations updated by Esri internal (WCAG Success Criteria 1.1.1, 2.1.1)
3.0	3/1/2021	Evaluation results updated in Revised Section 508 Report sections (Chapters 3, 5, and 6) by 3rd party and Esri internal

Purpose

The Voluntary Product Accessibility Template (VPAT) – also known as an Accessibility Conformance Report – 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.

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 Requirements (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).

Some Success Criteria within this section contain supplemental language provided by Esri internal analysts: 1.1.1 Non-text Content.

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	Partially Supports	Some content within the product includes appropriate textual alternatives (e.g. content thumbnails, item icons, and Living Atlas settings). Some content does not. Examples include: • SVGs used throughout the site do not properly provide alternative text. • Charts do not have informative alternative text. • Thumbnail images for popular content do not have informative alternative text.

Criteria	Conformance Level	Remarks and Explanations
rather than a computer, then text alternatives that identify and describe the purpose of the non-text content 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 provide prerecorded audio-only or video-only content.
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 provide prerecorded audio-only or video-only content.
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,	Not Applicable	The product does not provide prerecorded audio-only or video-only content.

Criteria	Conformance Level	Remarks and Explanations
except when the media is a media alternative for text and is clearly labeled as such.		
1.2.4 Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	Not Applicable	The site does not include any live video content requiring captioning.
1.2.5 Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	Not Applicable	The site does not include any audiovisual content requiring alternatives.
1.3.1 Info and Relationships (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	Does not Support	Some user interface elements provide programmatic information about structure and relationships, however many do not. Examples include: • Headings throughout the product are conveyed solely through visual presentation. When items are programmatic headings, the heading levels often do not match the overall page structure. • Dynamically changing content is not identified as live regions and changes are not communicated to assistive technology. • Lists are incorrectly marked up and are either missing attributes, have inappropriate attributes or are not nested correctly. • Tables used for layout, but have not been set as presentation.
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.	Supports	The product presents content in a meaningful sequence.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) 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.	Supports	Whenever instructions are provided by the product, such as those within the interactive legend, an individual sensory characteristic is never relied on as the sole means of identifying content.
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 site does not restrict users to viewing content in either portrait or landscape orientations.
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	
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	Some content within the site does not use color alone to convey meaning; however, a few core elements within the site rely on color alone to differentiate content. Examples include: • Active/selected page tabs rely on color alone to indicate selection with no programmatically associated state. • Selected menu items rely on color alone to indicate selection with no programmatically

Criteria	Conformance Level	Remarks and Explanations
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 include audio that plays automatically.
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.	Partially Supports	Body text within the product generally contains sufficient color contrast; however, many other portions of the product have insufficient color contrast ratios. Examples include: • Grey, teal, orange, pink, green and blue text is used throughout the product on white or grey backgrounds which does not provide sufficient contrast.
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.	Partially Supports	The site generally allows users to magnify a browser to up to 200% on desktop experiences. On mobile environments, users may be prevented from magnifying their screens. Examples include: • Content is lost, cutoff, or overlaps when viewing the web page at 200% browser zoom within the Feature Layer modal, content details table and My Scene navigation.
1.4.5 Images of Text (Level AA)	Supports	The site does not include images of text, with the exception of logos, which are exempt from this criterion.

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: • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed. *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	The product generally provides an equivalent responsive view to users. At the required dimensions, users will not need to scroll either horizontally or vertically. Exceptions include: • Modal content requires two dimensional scrolling when zoomed. • Buttons within several locations become hidden when zooming and content is reflowed.
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).	Partially Supports	Most icons and other non-text content that are a part of user interface components contain a color contrast ratio of at least 3.0:1. Exceptions include: • Icons, controls and fields within the My Scene navigation lack sufficient contrast. • Icons within the Dashboard Filters lack sufficient contrast.
1.4.12 **Text Spacing (Level AA – WCAG 2.1 only)**	Supports	The site does not prevent users from changing text spacing.

Criteria	Conformance Level	Remarks and Explanations
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.		
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: • **Dismissable**: 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 • **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.	Partially Supports	Content on the websites which is displayed on pointer hover or keyboard focus is generally dismissible, hoverable and persistent. However, there are instances where it does not conform to this criterion. Examples include: • The content that appears within Dashboard Filters on hover and/or focus obscures content and cannot be dismissed by a keyboard and/or mouse.

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).

Some Success Criteria within this section contain supplemental language provided by Esri internal analysts: 2.1.1 Keyboard.

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	Some content within the product is interactive through the use of the keyboard alone. Some pieces of functionality, however, are not navigable using the keyboard alone. Examples include: • Some tooltips cannot be navigated to and activated. • Some filtering details for graphs. • Some close buttons for modal dialogs cannot be navigated to and activated. • Drag-and-drop functionality cannot be accomplished with the keyboard. • Custom components are not in the keyboard focus order and cannot be activated using the keyboard.
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	Partially Supports	The product mostly does not include any keyboard traps with one exception. Examples include: • When a user interacts with the "Expires link" available on every card, focus moves to the opened popup and remains trapped within.

Criteria	Conformance Level	Remarks and Explanations
standard exit methods, the user is advised of the method for moving focus away. *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.*		
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.	Not Applicable	The product does not provide any keyboard shortcuts to users.
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	Not Applicable	The product does not include any timeouts for users.

Criteria	Conformance Level	Remarks and Explanations
• 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.*		
2.2.2 Pause, Stop, Hide (Level A) 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	Not Applicable	The product does not include any moving, blinking, scrolling, or auto-updating content.

Criteria	Conformance Level	Remarks and Explanations
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.		

Note 1: For requirements related to flickering or flashing content, refer to Guideline 2.3.

Note 2: 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.

Note 3: Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.

Note 4: An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.

Criteria	Conformance Level	Remarks and Explanations
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*	Supports	No content in the product flashes more than three times in one second.

Criteria	Conformance Level	Remarks and Explanations
success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.		
2.4.1 Bypass Blocks (Level A) A mechanism is available to bypass blocks of content that are repeated on multiple Webpages.	Partially Supports	The site mostly has a mechanism to skip past blocks of content However, an instance exists. Examples include: • The "My Scene Navigation" cannot be skipped.
2.4.2 Page Titled (Level A) Webpages have titles that describe topic or purpose.	Partially Supports	Most pages contain appropriate page titles describing their topic and functionality. Examples include: • A page is missing a programmatic page title. • Pages are missing unique page titles.
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	The product provides a meaningful focus order for most static page content; however, some content cannot be navigated to and the order does not match what is expected. Examples include: • Focus does not move to new content when content updates. • Close button within modal dialogs is not in the focus order. • The entire left-hand menu must be navigated before accessing content related to each menu item.
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	Partially Supports	Most links within the product contain informative link text. Exceptions include: • Repeated use of the same link text.

Criteria	Conformance Level	Remarks and Explanations
determined link context, except where the purpose of the link would be ambiguous to users in general.		• The "expand/collapse" controls are not labelled.
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	All pages within the site can be navigated to in more than one way, unless the page is a step in a flow.
2.4.6 Headings and Labels (Level AA) Headings and labels describe topic or purpose.	Partially Supports	Most headings and labels within the site accurately describe the content they are introducing or labelling. Exceptions include: • Clear contents icon button and Close menu button within Settings Search navigation are not labeled.
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	Most user interface components within the site have a visible indication of focus. However, some components have a focus indicator that is not highly visible, and a few contain no focus indicator at all. Examples include: • Visible focus is missing or has low visibility when navigating submenus, menus and radio buttons with modals.
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 site does not rely on any pointer gestures or mouse movement.
2.5.2 Pointer Cancellation (Level A – WCAG 2.1 only)	Not Applicable	The site does not rely on mouse down events to activate any piece of content on the site.

Criteria	Conformance Level	Remarks and Explanations
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 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	Most programmatic names for links and buttons include the labels visually displayed to users. Exceptions include: • Buttons are missing programmatically associated labels. • Form fields are missing programmatically associated labels.
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: • Supported Interface: The motion is used to operate functionality through an accessibility supported interface	Not Applicable	The site does not include any functionality that relies on users moving a device.

Criteria	Conformance Level	Remarks and Explanations
• 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.	Partially Supports	The language is mostly programmatically determinable within the product. However, in one instance it does not meet the success criteria. Examples includes • Incorrect language code is used on the Search Results page.
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	The website and support documents indicate the human language of every page or document and does not contain parts which are in a different human language than the whole page or document.
3.2.1 On Focus (Level A) When any component receives focus, it does not initiate a change of context.	Supports	No page refreshes, major content adjustments, or other changes of context occur when a component receives focus.
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.	Supports	The site does not create a page or other change of context on user input.
3.2.3 Consistent Navigation (Level AA)	Supports	The main navigation for the site is repeated in the same relative order on each page of the site.

Criteria	Conformance Level	Remarks and Explanations
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.		
3.2.4 Consistent Identification (Level AA) Components that have the same functionality within a set of Webpages are identified consistently.	Supports	All components within the site are consistently identified with the same labels.
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	Most errors within the product are explicitly announced to all users when they are displayed to users. Exceptions include: • Error messages are not informative. • Error messages are not programmatically associated with fields in error.
3.3.2 Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	Partially Supports	The product provides instructions for relevant content. Most content contains visual labels. Exceptions include: • <fieldset> and <legend> are not used with groups or radio buttons. • Some required fields are not identified as required.
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	When errors are presented to users, suggestions to correct errors are supplied to users.

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.	Supports	When users submit content to the site, inputs are checked. Before major commitments made by the site, users are able to confirm their decision. Changes to user- controllable data, including settings in a user's profile, are reversable and checked.

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).

Some Success Criteria within this section contain supplemental language provided by Esri internal analysts: 4.1.3 Status Messages.

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.*	Partially Supports	Most elements within the site contain unique id attributes, accurate start and end tags, and are nested according to the relevant specifications. Exceptions include: • ID attributes are not unique in the same DOM and have been supplied to multiple elements.
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	Some user interface components within the site contain appropriate programmatic names and roles, and states; however, many components do not. Examples include: • Invalid ARIA attributes and/or values are used across the application. • Unsupported use of ARIA attributes within HTML elements across the application. • Non-native HTML elements and custom controls are missing necessary names, roles and values/states across the application.

Criteria	Conformance Level	Remarks and Explanations
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.	Does Not Support	Some status messages within the product are available programmatically; however, many are not explicitly provided to users. Examples include: • When most dynamic page changes occur, status messages do not expressly announce that content has changed within a page.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria

Some Success Criteria within this section contain supplemental language provided by Esri internal analysts: 302.1 Without Vision, 302.2 With Limited Vision.

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.	Does Not Support	Most functions of the product are not usable without vision. Examples include: • As noted in 1.3.1 Info and Relationships, heading elements are often not conveyed programmatically within the product. • As noted in 1.4.1 Color Alone, core functionality of the product such as the map's legend relies on a user's ability to differentiate colors. • As noted in 2.1.2 No Keyboard Trap, some functionality of the product creates a keyboard trap. • As noted in 2.4.1 Bypass Blocks, some content does have a method to by bypassed. • As noted in 2.4.2 Page Titled, some pages do not have a title. • As noted in 2.4.3 Focus Order, some content does not follow a logical focus order.

Criteria	Conformance Level	Remarks and Explanations
		• As noted in 2.4.4 Link Purpose (In Context), some links do not provide context to their purpose.
		• As noted in 2.4.6 Headings and Labels, some instances for headings or labels are not present to communicate the context of content.
		• As noted in 3.1.1 Language of Page, some instances of the page language have to be programmatically identified.
		• As noted in 3.3.1 Error Identification, some instances of error messages not being identifiable.
		Most functions of the product are not usable with limited vision. Examples include:
		• As noted in 3.3.2 Labels or Instructions, some instances of labels and/or instructions that are not present or do not provide sufficient context.
		• As noted in 4.1.1 Parsing, there are some instances of HTML that are not valid.
		• As noted in 4.1.2 Name, Role, Value, many interactive elements within the product do not contain appropriate name, role, or state information.
		• As noted in 4.1.3 Status Messages, many dynamically displayed status messages are not communicated.

Criteria	Conformance Level	Remarks and Explanations
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.	Does Not Support	Most functions of the product are not usable with limited vision. Examples include: • As noted in 1.4.1 Color Alone, core functionality of the product such as the map's legend relies on a user's ability to differentiate colors. • As noted in 1.4.3 Contrast (Minimum), some instances of the minimum contrast ratio not being met. • As noted in 1.4.4 Resize text, some instances where text cannot be resized. • As noted in 1.4.10 Reflow, some instances where content requires scrolling in two dimensions when reflowed. • As noted in 1.4.11 Non-text Contrast, some instances where the contrast of non- text elements is insufficient and below 3:1 contrast ratio. • As noted in 1.4.13 Content on Hover or Focus, some instances where content does not meet the success criterion.
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.	Does not Support	Many functions of the product do not rely solely on color to communicate information. However, as noted in 1.4.1 Color Alone, core functionality of the product, such as the map's legend, relies on a user's ability to differentiate colors.
302.4 Without Hearing	Not Applicable	The product does not require the use of hearing.

Criteria	Conformance Level	Remarks and Explanations
Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.		
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.	Not Applicable	The product does not require the use of hearing.
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.	Not Applicable	The product does not require the use of speech.

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.	Does Not Support	Some functions of the product will be usable with limited manipulation or strength; however, most will not. Examples include: • As noted in 2.1.1 Keyboard, core content cannot be adjusted or viewed. • As noted in 2.1.2 No Keyboard Trap, some functionality of the product creates a keyboard trap. • As noted in 2.4.1 Bypass Blocks, some content does have a method to by bypassed. • As noted in 2.4.3 Focus Order, some content does not follow a logical focus order. • As noted in 2.4.7 Focus Visible, some instances for the focus indicator is not visible for actionable elements. • As noted in 2.5.3 Label in Name, some instances of the visible label not including or matching or being included in the accessible name.
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 is functional with limited reach.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Users with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology or accessibility features of their chosen platform. The product does support some of these features, notably a heavy use

Criteria	Conformance Level	Remarks and Explanations
ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.		of icons to supplement or replace text. However, the product relies on complex user interface components, that are not fully customizable.

[Chapter 4](): Hardware

ArcGIS Enterprise 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.	Does Not Support	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.	Does Not Support	As noted in 2.1.1 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.	Does Not Support	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 by keyboard users
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.	Does Not Support	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.	Does Not Support	As noted in 1.3.1 Info and Relationships and 4.1.2 Name, Role, Value, many 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.	Does Not Support	As noted in 1.3.1 Info and Relationships and 4.1.1 Parsing, many 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.	Does Not Support	As noted in 1.1.1 Non-text Content, 1.3.1 Info and Relationships, 1.4.5 Images of Text, and 4.1.2 Name, Role, Value, many text headings are only visually presented and many controls are not properly

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.	Does Not Support	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.	Does Not Support	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
503 Applications		

Criteria	Conformance Level	Remarks and Explanations
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 Evaluated	
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	The product does not provide an alternative user interface that functions as assistive technology
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	
504 Authoring Tools		

Criteria	Conformance Level	Remarks and Explanations
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.	See WCAG conformance levels	See information in WCAG 2.1 report sections
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.	See WCAG conformance levels	See information in WCAG 2.1 report sections
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).	Not Applicable	
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.	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
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	Templates do not support all users of assistive technologies

Chapter 6: Support Documentation and Services

This section was not evaluated under the scope of this effort, so the language included in this report is based on the accessibility evaluation of the previous version of this product (ArcGIS Enterprise 1.7.1).

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

Criteria	Conformance Level	Remarks and Explanations
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.	Not Applicable	
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	
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	

Criteria	Conformance Level	Remarks and Explanations
603.1 General ICT support services including, but not limited to, help desks, call centers, training services, and automated self-service technical support, shall conform to 603.	Supports	
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	
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	