Esri Accessibility Conformance Report
ArcGIS Insights

Product Version: 2020.3
Report Date: 10/01/2020

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Esri Accessibility Conformance Report

Product Information

Product Name/Version: ArcGIS Insights 2020.3

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

Product Release Date: 10/01/2020

Report Date: 10/01/2020

Product Description: ArcGIS Insights empowers analysts to unlock new insights by combing the best of spatial analysis with open data science and business intelligence workflows. Users can perform a variety of analyses, such as exploratory, spatial, and statistical, all within one intuitive interface. The interface connects to multiple data sources and adapts to the data being examined. Insights is interoperable, allowing results to be taken into other ArcGIS products or 3rd party analytical systems.

Notes: This report addresses accessibility features for Insights Desktop, Insights in Online, and Insights in Enterprise. Additional accessibility improvements are being developed, and will be made available in the next product release.

Evaluation Methods Used: Several screen reader technologies were used for the product evaluation and creation of this document. This includes JAWS, Windows Narrator, and Mac VoiceOver. Additionally, color contrasts were determined using Accessibility Insights for Windows.

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 (not yet evaluated)	Level A (No)
	Level AA (No)
	Level AAA (No)
Revised Section 508 Standards	(Yes)

Table 2: Record of Changes

Version	Date	Description of Changes
1.0	10/01/2020	Updated to 2.0 VPAT template
1.1	10/01/2020	Aligns with 2020.3 release

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).

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 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	Partially Supports	New Workbook Page: On the 'Let's Get to Work' page, the Map, Chart, Table, View, etc. icons lack alt-text. Non-text Content: Some menu buttons and fields do not have alt-text for graphics, controls, input, menus: • Not Applicable: Time-Based Media, Test, CAPTCHA • Do all non-decorative graphics have a textual equivalent that expresses the meaning of the element? Maps inherently require some visual capabilities. However, map cards do narrate the card type, as well as its name. • Do all buttons, checkboxes, and other form fields have a label or text alternative? No • Do all tables have a text equivalent describing the purpose of the table? No, the Data Table UI is currently not accessible. • Do all other non-text objects (graphs, charts, etc.,) have a textual equivalent? No, several items are missing alt-text (Insights logo, Profile Picture, Info Icon)

Criteria	Conformance Level	Remarks and Explanations
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	
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	
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	
1.2.4 Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	Not Applicable	
1.2.5 Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	Not Applicable	
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	The following experienced challenges: • "Add" (Plus symbol) button is missing appropriate label • The "Search Field" is missing appropriate label

Criteria	Conformance Level	Remarks and Explanations
		• "Table Data" card is missing appropriate labels on "X", "ƒx", and "□" (dock) buttons • "Chart Statistics" "Custom" menu's warning does not have sufficient information • "Share" Modal is missing appropriate label • "Datasets" are missing appropriate labels • Enable Location menu items "▼" symbol is missing appropriate label • "Action" button is missing appropriate labels
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	Kernel Gateway Connection Pop-up is not in appropriate tabbing order (The background of the modal is not set to "disabled" and due to this, screen-readers and keyboard-users are able to toggle through all the options, buttons, fields, etc.).
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.	Partially Supports	Maps, charts, and some tables rely on sensory characteristics.
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.	Not Evaluated	
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.	Not Evaluated	
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.	Not Applicable	

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	
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	Open Workbook page: White font on turquoise (#49b0f2) card header have a contrast of 2.39. Light gray font (#cccccc) in table header of cards have a 1.6 ratio to the white table background. "Let's get to work" and "Drag data to the page to create maps, charts, and tables" text has low color 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.	Supports	
1.4.5 Images of Text (Level AA) 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.*	Not Applicable	
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:	Not Evaluated	Exception made for parts of the content which require two-dimensional layout for usage or meaning.

Criteria	Conformance Level	Remarks and Explanations
• Vertical scrolling content at a width equivalent to 320 CSS pixels • Horizontal scrolling content at a height equivalent to 256 CSS pixels		Examples of content which require two-dimensional layout are images, maps, diagrams, video, presentations, data tables, and interfaces where it is 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).	Not Evaluated	
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 Evaluated	
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	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations

- **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.

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	Home page: The Home, Help, & Profile menus are accessible from the keyboard. • "Show/Hide" button for the header on Chart Modal is inaccessible by keyboard-only users • Map, Chart, and Table card heading names cannot be edited in keyboard-only mode • Map, Chart, and Table Cards cannot be resized in keyboard-only mode
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. *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	Some aspects of the workbook are not accessible. • "Display field" within Dataset options is un-scrollable for keyboard only users • "←" (Back Arrow) on Modal "Card" is inaccessible in keyboard-only mode • " Data Table" Card's header bar is not accessible in keyboard-only mode • Kernel Gateway Connection is not in tabbing order
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:	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
• **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.		
[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	Turn off Not Applicable, Adjust Not Applicable, Extend Not Applicable, Real-time Exception Not Applicable, Essential Exception Not Applicable, 20 Hour Exception Not applicable.

Criteria	Conformance Level	Remarks and Explanations
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 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.*	Not Applicable	Moving, blinking, scrolling Not Applicable Auto-updating Not Applicable.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
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.*		
2.4.1 Bypass Blocks (Level A) A mechanism is available to bypass blocks of content that are repeated on multiple Webpages.	Not Applicable	The following experienced challenges: Portal (Sites, Home, Gallery, Map).
2.4.2 Page Titled (Level A) Webpages have titles that describe topic or purpose.	Partially Supports	The following sections experienced challenges with JAWS. Mac voice reader and Windows narrator function as expected. Create Charts and Maps, General, Share, Connect to Data, Perform Analysis, Workbooks, Enable Location (Specific Exceptions: Page Title, Workbook Title).
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 following sections experienced challenges with JAWS. Mac voice reader and Windows narrator function as expected. Create Charts and Maps, General, Share, Connect to Data, Perform Analysis, Workbooks, Enable Location (Specific Exception: Kernel Gateway Connection is not in tabbing order).
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.	Does Not Support	
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.	Partially Supports	
2.4.6 Headings and Labels (Level AA) Headings and labels describe topic or purpose.	Partially Supports	Open Workbook page: Page is missing an <H1> tag

Criteria	Conformance Level	Remarks and Explanations
		• "Add" (Plus symbol) button is missing appropriate label • "Table Data" card is missing appropriate labels on "X", "ƒx", and "☐" (dock) buttons • Pages do not have a header which can be read by Clicking H from the keyboard."Share" Modal is missing appropriate label • "Datasets" are missing appropriate labels • Enable Location menu items "▼" symbol is missing appropriate label
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	Focus indicator on Modal "Cards" is indistinguishable from header background, because of color contrast.
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 Evaluated	
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 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	Not Evaluated	
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.	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
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 • Essential: The motion is essential for the function and doing so would invalidate the activity	Not Evaluated	

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.	Not Applicable	The language settings are determined by Portal, rather than the Insights App itself.
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.	Not Applicable	
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	
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.	Supports	
3.2.4 Consistent Identification (Level AA) Components that have the same functionality within a set of Webpages are identified consistently.	Supports	
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	"Chart Statistics" "Custom" menu item announces "Warning Image" with no further details when inputting an improper value when using a screen-reader.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	Partially Supports	Home Page: The Duplicate and Settings icons do not have title tags that differentiate them from on another. The Search field is missing a label. Open Workbook Page: Description fields in cards lack field labels and instructional text. - Edit "Page (X)" Title field is missing label "Edit Workbook Title" field is missing label - X-Axis "Group" & "Sub-Group" and Y-Axis "Group" & "Sub-Group" in Charts are missing labels - Modal "Card X" name is missing label
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.	Not Applicable	
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	Reversible Not Applicable, Checked Not Applicable, Confirmed Not Applicable.

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.*	Supports	
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.*	Partially Supports	Home page: The Home, Help, and Profile menus are accessible from the keyboard, but the menu options are not announced to assistive technology. • the heading "Data Sets" is not labeled/read-aloud as a heading • After entering a search text in the "Search for a field" field under "Search all Datasets", Narrator does not indicate any results were found or not • "Share" Modal not defined as appropriate heading tag, and is not read aloud while using Narrator • "Table Data" Card is not interpreted by a screen-reader as a type=table • "Chart Statistics" "Custom" menu item announces "Warning Image" with no further details when inputting an improper value when using a screen-reader
4.1.3 Status Messages (Level AA – WCAG 2.1 only)	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
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.		

Revised Section 508 Report

Chapter 3: Functional Performance Criteria

In the Section 508 tables, when subsections of criteria do not apply to the product, the section may be summarized or removed as long as an explanation is provided explaining why a criterion does not apply. Another alternative is to leave the table and add a summary why the section does not apply.

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	• Home Page: The Home, Help, and Profile menus are accessible from the keyboard, but the menu options are not announced to assistive technology. • The Insights logo, Esri logo, workbook images, user profile avatar, and Duplicate and Settings icons do not have alt-text. • "Table Data" Card is not interpreted by a screen-reader as a type=table • "ƒx" (function) list-item in "Table Data" "add field" menu is mislabeled as type=image • "Share" Modal not defined as appropriate heading tag, and is not read aloud while using Narrator • Modal "Card" cannot be resized in keyboard-only mode • the "Search for a field" field under "Search all Datasets" does not announce results

Criteria	Conformance Level	Remarks and Explanations
		• On Datasets, the heading Data Sets is not read as a heading. Narrator indicates there are no headings on the page after clicking H.
		• Enable Location menu items "▼" symbol is labeled as null instead of "more options" for each "Location Type" dropdown
		• "ⓘ" (Info icon) in "Chart Categories" is labeled as null and does not adequately describe the function of the button.
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.	Supports	
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	
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.	Not Applicable	Note: hearing is not required for ArcGIS Enterprise with Insights.
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	Note: hearing is not required for ArcGIS Enterprise with Insights.
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	Note: speech is not required for ArcGIS Enterprise with Insights.

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	Map and Chart cards can only be resized with drag-and-drop motion of a mouse. Modal "Card" can only be moved to a new page with drag-and-drop motion of a mouse.
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.	Not Applicable	
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.	Not Applicable	ArcGIS Insights requires interpretation of charts, maps, and tables, as well as understanding of basic statistics and analysis concepts. This requires cognitive skill.

Chapter 4: Hardware

In the Section 508 tables, when subsections of criteria do not apply to the product, the section may be summarized or removed as long as an explanation is provided explaining why a criterion does not apply. Another alternative is to leave the table and add a summary why the section does not apply.

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

Chapter 5: Software

In the Section 508 tables, when subsections of criteria do not apply to the product, the section may be summarized or removed as long as an explanation is provided explaining why a criterion does not apply. Another alternative is to leave the table and add a summary why the section does not apply.

Table 9: Revised Section 508 Chapter 5 - Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG section	See information in WCAG section
502.2 Documented Accessibility Features Software with platform features defined in platform documentation as accessibility features shall conform to 502.2.	Not Applicable	
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	
502.2.2 No Disruption of Accessibility Features Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Not Applicable	
502.3 Accessibility Services Platform software and software tools that are provided by the platform developer shall provide a documented set of accessibility services that support applications running on the platform to interoperate with assistive technology and shall conform to 502.3. Applications that are also platforms shall expose the underlying platform accessibility services or implement other documented accessibility services.	Not Applicable	
502.3.1 Object Information The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Partially Supports	• Home page: The Duplicate and Settings icons do not have title tags that differentiate them from one another. The Search field is missing a label. • Open Workbook Page: Description fields in cards lack field labels and instructional text. • "ⓘ" (Info icon) in "Chart Categories" is labeled as null and does not adequately describe the function of the button.

Criteria	Conformance Level	Remarks and Explanations
		• "Choose a dataset" button in "Search all datasets" menu has an empty button label • The radio-buttons below a dataset are type "Form-Field" and not type "button", and therefore not announced as list of buttons when using screen reader. • "Page Options" button in footer has an empty button label • "Edit Workbook Title" field is missing label
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	"Display field" within Dataset options menu is un-scrollable for keyboard-only users.
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.	Supports	
502.3.4 Values Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Supports	
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.	Supports	
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.	Supports	
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.	Supports	

Criteria	Conformance Level	Remarks and Explanations
502.3.8 Text The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Supports	
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.	Supports	
502.3.10 List of Actions A list of all actions that can be executed on an object shall be programmatically determinable.	Supports	
502.3.11 Actions on Objects Applications shall allow assistive technology to programmatically execute available actions on objects.	Partially Supports	
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	Focus indicator on Modal "Cards" is indistinguishable from header background.
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.	Supports	
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.	Supports	

Criteria	Conformance Level	Remarks and Explanations
502.4 Platform Accessibility Features Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces—Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below: A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; B. Section 9.3.4 Provide adjustment of delay before key acceptance; C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; D. Section 10.6.7 Allow users to choose visual alternative for audio output; E. Section 10.6.8 Synchronize audio equivalents for visual events; F. Section 10.6.9 Provide speech output services; and G. Section 10.7.1 Display any captions provided.	Not Applicable	
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.	Partially Supports	High contrast mode is not supported.
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 Where ICT displays video with synchronized audio, ICT shall provide user controls for closed captions and audio descriptions conforming to 503.4.	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
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	
504.2 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	The "Create Relationships" modal is not selectable from the mouse. Map, chart, or table card" cannot be moved to new page in without the use of a mouse.
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	
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	

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.	Not Applicable	
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.	Not Applicable	

Chapter 6: Support Documentation and Services

In the Section 508 tables, when subsections of criteria do not apply to the product, the section may be summarized or removed as long as an explanation is provided explaining why a criterion does not apply. Another alternative is to leave the table and add a summary why the section does not apply.

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	
603.1 General Support Services 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	