Splunk LLC – Accessibility Conformance Report International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Splunk Real User Monitoring (0.0.334-1)

Report Date: January 2025

Product Description: Splunk Real User Monitoring tracks user interactions to improve application usability and performance.

Contact Information: accessibility@splunk.com

Notes: The following evaluations were used for this ACR:
- Real User Monitoring (RUM) - Unit 04 of 05
- Splunk APM Platform - Unit 03 of 05
- Splunk APM Platform - Unit 04 of 05
- Shared Components - Unit 05 of 05

Evaluation Methods Used: Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Level A and AA. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. The following is a list of the assistive technologies (ATs) used:

- NVDA/Chrome

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

1

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.0	Level A - Yes Level AA - Yes Level AAA - No
Web Content Accessibility Guidelines 2.1	Level A - Yes Level AA - Yes Level AAA - No
Web Content Accessibility Guidelines 2.2	Level A - No Level AA - No Level AAA - No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	Yes

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

2

Terms

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

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

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the
WCAG 2.0 Conformance Requirements.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

3

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Exceptions include: • Images have insufficiently descriptive textual equivalents • Decorative images have unnecessary textual equivalents • Meaningful font icons and images have no textual equivalents

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

4

Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria - 9.1.2.1 (Web) - 10.1.2.1 (Non-web document) - 11.1.2.1.1 (Open Functionality Software) - 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Web: Partially Supports	Web: The product provides an alternative for time-based media that presents equivalent information for prerecorded audio-only or video-only content. Exceptions include: - RUM - Video-only content does not have a transcript, audio file, or non-animated textual representation

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

5

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria - 9.1.2.2 (Web) - 10.1.2.2 (Non-web document) - 11.1.2.2 (Open Functionality Software) - 11.1.2.2 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Web: Supports	Web: The product provides captions for prerecorded synchronized media (video with audio).

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

6

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria - 9.1.2.3 (Web) - 10.1.2.3 (Non-web document) - 11.1.2.3.1 (Open Functionality Software) - 11.1.2.3.2 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Web: Supports	Web: The product provides appropriate audio descriptions or a media alternative for prerecorded video media.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

7

level access

| 1.3.1 Info and Relationships (Level A)

Also applies to:

EN 301 549 Criteria

• 9.1.3.1 (Web)
• 10.1.3.1 (Non-web document)
• 11.1.3.1.1 (Open Functionality Software)
• 11.1.3.1.2 (Closed Software)
• 11.8.2 (Authoring Tool)
• 12.1.2 (Product Docs)
• 12.2.4 (Support Docs)

Revised Section 508

• 501 (Web)(Software)
• 504.2 (Authoring Tool)
• 602.3 (Support Docs) | Web: Partially Supports | Web: The product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include:

• Headings have visual levels that do not match their programmatic levels
• Some content has heading markup but does not function as a heading while other content functions as a heading but does not have heading markup
• Data tables do not use table markup, and some data table headers are empty or have no corresponding data cells
• Form field constraints and errors are not associated with their corresponding fields
• Content updates do not define focus updates appropriately
• Meaningful <canvas> elements have no textual equivalents
• There are <table> elements used for layout purposes that are not marked as presentational
• Lists are improperly structured
• Bolded text does not use proper markup
• Dialogs and <progress> elements do not have accessible names
• Visually grouped form controls are not programmatically grouped
• Mandatory form fields are not indicated visually |

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

8

Criteria	Conformance Level	Remarks and Explanations
		• After closing a dialog, focus does not return to the element that opened the dialog
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning. Exceptions include: • RUM - Session Details • Shared Components - New Detector • Shared Components - Install Configuration

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

9

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound. Exceptions include: • RUM - Applications Overview

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

10

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria - 9.1.4.1 (Web) - 10.1.4.1 (Non-web document) - 11.1.4.1 (Open Functionality Software) - 11.1.4.1 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Web: Partially Supports	Web: The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response. Exceptions include: - APM Platform - Dashboard Service 3 - APM Platform - Triggered Critical Alert - APM Platform – Metrics - APM Platform - Log Observer - APM Platform - Log Observer - Fields section - APM Platform - Global Data Links - APM Platform - Homepage - Part 1 - APM Platform - Log Observer Connect - Set Up Service Account - Shared Components - New Detector 3 - Shared Components - Subscription Usage - Shared Components - Data Management - Shared Components - Dashboard Variables Modals

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

11

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Audio content in the product that plays automatically can be muted, paused, or stopped using a control near the top of the page, and/or allows the user to control the volume independently of system audio.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

12

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator. Exceptions include: • APM Platform - Dashboard types of Charts • APM Platform - Triggered Critical Alert • APM Platform - Dashboard Data tables and events • APM Platform - Dashboard filters • APM Platform - Dashboard services • APM Platform – Metrics • APM Platform – Log Observer • APM Platform – Log Observer – Fields section • APM Platform – Log Observer 2 - Saved Queries and Info Dialog • APM Platform - Homepage - Part 2 • APM Platform - View Profile - Personal Information • APM Platform – Global Data Links • Shared Components - Install Configuration • Shared Components - New Detectors • Shared Components - Subscription Usage • Shared Components - Add Integration • Shared Components - Dashboard Variables Modals 1 and 2

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

13

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria 9.2.1.2 (Web) 10.2.1.2 (Non-web document) 11.2.1.2 (Open Functionality Software) 11.2.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports	Web: Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard. Exceptions include: - APM Platform - Dashboard types of charts 2 - APM Platform - Dashboard Service 3 - APM Platform - Metrics

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

14

Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria 9.2.1.4 (Web) 10.2.1.4 (Non-web document) 11.2.1.4.1 (Open Functionality Software) 11.2.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: The product uses character key shortcuts that can be turned off, remapped to non-printable keyboard characters (such as Ctrl, Alt, etc.), or that are active only when the intended component has focus.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

15

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product allows users to turn off, adjust, or extend time limits imposed for content before expiration

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

16

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria - 9.2.2.2 (Web) - 10.2.2.2 (Non-web document) - 11.2.2.2 (Open Functionality Software) - 11.2.2.2 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Web: Supports	Web: The product allows users to pause, stop, or hide moving, blinking, scrolling, or auto-updating content.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

17

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria 9.2.3.1 (Web) 10.2.3.1 (Non-web document) 11.2.3.1 (Open Functionality Software) 11.2.3.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: The flashing content in the product does not flash more than three times a second.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

18

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Partially Supports	Web: When user interface components receive keyboard focus, they are, at minimum, partially visible. Exceptions include: • APM Platform - Log Observer

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

19

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports	Web: Pages of the product provide titles that adequately describe their topic or purpose. Exceptions include: - RUM - Dashboard (landing page) I - Shared Components - Data Management

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product ensures that focusable components receive focus in an order that preserves meaning and operability. Exceptions include: • RUM - Dashboard (landing page) I • RUM - Session Replay • APM Platform - Dashboard types of Charts 3 • APM Platform - View Profile - Personal Information • Shared Components - Data Management

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

21

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria - 9.2.4.4 (Web) - 10.2.4.4 (Non-web document) - 11.2.4.4 (Open Functionality Software) - 11.2.4.4 (Closed Software - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Web: Partially Supports	Web: The product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context. Exceptions include: - APM Platform - Triggered Critical Alert - APM Platform – Metrics - APM Platform - Homepage - Part 1 - Shared Components - Dashboard Variables Modals

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

22

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria 9.2.5.1 (Web) 10.2.5.1 (Non-web document) 11.2.5.1 (Open Functionality Software) 11.2.5.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: The product ensures functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

23

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: The product ensures that functionality on pointer down-event is completed only when the user releases the pointer or allows the user to abort and/or undo the action.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

24

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria 9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text. Exceptions include: - Form controls have visual labels that are not programmatically associated with the control - Buttons do not have accessible names - Controls have accessible names that do not include the text of their visual labels

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

25

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria - 9.2.5.4 (Web) - 10.2.5.4 (Non-web document) - 11.2.5.4 (Open Functionality Software) - 11.2.5.4 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: The product ensures that functionality triggered by device or user motion can also be operated by conventional user interface components.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

26

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product ensures that the default human language used on each page can be programmatically determined.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

27

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product ensures that interface components do not initiate a change of context when receiving focus.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

28

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Help mechanisms occur in the same order relative to other page content in the product.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

29

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

30

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Where user input is required, the product presents adequate labels or instructions for successfully providing that input. Exceptions include: • Form fields do not have persistent visual labels • Form fields inappropriately rely on the placeholder attribute to supply their accessible names
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: User information that is required to be entered again in the same process is made available to the user without the user having to re-enter information.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Apply	Does Not Apply

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

32

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria - 9.4.1.2 (Web) - 10.4.1.2 (Non-web document) - 11.4.1.2.1 (Open Functionality Software) - 11.4.1.2.2 (Closed Software) – Does not apply - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Web: Partially Supports	Web: The product ensures that user interface components have name, role, state, and value information that can be programmatically determined. Exceptions include: - Custom controls and tabs do not provide proper textual name, role, and state information - Frame titles are not meaningful - Elements have invalid ARIA attributes or values - Buttons have insufficiently descriptive accessible names - Link and form elements are improperly nested within one another

le∕el
access

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

33

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: The product provides real-time captions for live synchronized media (video with audio).

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

34

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product provides appropriate audio descriptions for prerecorded synchronized media (video with audio).

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

35

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: The product does not restrict its view and operation to a single display orientation, such as portrait or landscape.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

36

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria - 9.1.3.5 (Web) - 10.1.3.5 (Non-web document) - 11.1.3.5.1 (Open Functionality Software) - 11.1.3.5.2 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

37

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include: • Contrast ratios for text or images of text with its background ranges from 4.4:1 to 1.4:1

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

38

| 1.4.4 Resize text (Level AA)

Also applies to:

EN 301 549 Criteria

• 9.1.4.4 (Web)
• 10.1.4.4 (Non-web document)
• 11.1.4.4.1 (Open Functionality Software)
• 11.1.4.4.2 (Closed Software)
• 11.8.2 (Authoring Tool)
• 12.1.2 (Product Docs)
• 12.2.4 (Support Docs)

Revised Section 508

• 501 (Web)(Software)
• 504.2 (Authoring Tool)
• 602.3 (Support Docs) | Web: Partially Supports | Web: The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality. Exceptions include:

• RUM - Session Details page
• APM Platform - Dashboard types of Charts 3
• APM Platform - Dashboard services
• APM Platform – Triggered Critical Alert
• APM Platform - Dashboard Data tables and events
• APM Platform – Metrics
• APM Platform – Log Observer Connect - Set Up Observability Cloud
• APM Platform – Log Observer
• APM Platform - Log Observer 2 - Info Dialog
• APM Platform - Log Observer - Fields section
• APM Platform - Homepage - Part 1 and Part 2
• APM Platform - Log Observer Connect - Add New Connection Dialog
• APM Platform - Log Observer Connect - Your Connections
• Shared Components - New Detector
• Shared Components - Subscription Usage
• Shared Components - Data Management
• Shared Components - Add Integration
• Shared Components - Dashboard Variables Modals |

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

39

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: The images of text contained in the product are essential and can be visually customized to user viewing requirements.

| [1.4.10 Reflow](#) (Level AA 2.1 only)

Also applies to:

EN 301 549 Criteria

- 9.1.4.10 (Web)
- 10.1.4.10 (Non-web document)
- 11.1.4.10 (Open Functionality Software)
- 11.1.4.10 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

Revised Section 508 – Does not apply | Web: Partially Supports | Web: The product allows for resizing of content to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions. Exceptions include:

- RUM - Dashboard (landing page) I
- Session Details Page
- APM Platform - Dashboard filters
- APM Platform - Dashboard types of Charts 3
- APM Platform - Dashboard services
- APM Platform – Triggered Critical Alert
- APM Platform - Dashboard Data tables and events
- APM Platform – Metrics
- APM Platform – Log Observer
- APM Platform – Log Observer 2 - Info Dialog
- APM Platform – Log Observer - Fields section
- APM Platform - Homepage - Part 1 and Part 2
- APM Platform - Log Observer Connect - Add New Connection Dialog
- APM Platform - Log Observer Connect - Set Up Service Account
- APM Platform - Log Observer Connect - Set Up Observability Cloud
- Shared Components - New Detector
- Shared Components - Subscription Usage
- Shared Components - Data Management |

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

41

Criteria	Conformance Level	Remarks and Explanations
		• Shared Components - Dashboard Variables Modals
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: Visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include: • User interface components with borders whose color contrast ratios range from 2.9:1 to 1.15:1 • User interface components with contrast ratios ranging from 2.9:1 to 1.1:1 • Graphical objects with contrast ratios ranging from 2.9:1 to 1.07:1

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

42

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: The product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality. Exceptions include: • APM Platform - Triggered Critical Alert • APM Platform - Log Observer • APM Platform - Log Observer 2 - Info Dialog • APM Platform - Log Observer - Fields section • APM Platform - Homepage - Part 1 • APM Platform - Log Observer Connect - Set Up Service Account • Shared Components - Data Management • Shared Components - Dashboard Variables Modals

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

43

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: Content in the product that is triggered by hover or focus remains visible while triggered, remains visible while moving the pointer over it, and can be dismissed without moving the pointer or changing focus if it obscures other content. Exceptions include: • APM Platform - Dashboard types of charts • APM Platform - Dashboard services • APM Platform – Triggered Critical Alert

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

44

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: The product provides multiple ways to navigate through pages in the product.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

45

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Headings and labels provided in the product adequately describe the topic or purpose of the content with which they are associated. Exceptions include: • Buttons have insufficiently descriptive accessible names

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

46

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.7 (Web) 10.2.4.7 (Non-web document) 11.2.4.7 (Open Functionality Software) 11.2.4.7 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports	Web: The product provides a visible indication of keyboard focus for elements on each page. Exceptions include: - RUM - Performance Summary Popup - APM Platform - Dashboard types of charts - APM Platform - Dashboard Service 3 - APM Platform - Triggered Critical Alert - APM Platform – Log Observer - APM Platform - Log Observer 2 - Info Dialog - APM Platform - Homepage - Part 1 - Shared Components - New Detectors - Shared Components - Dashboard Variables Modals
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: When user interface components receive keyboard focus they are, at minimum, partially visible.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

47

Criteria	Conformance Level	Remarks and Explanations
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: When dragging movement is needed for operation the product allows the functionality to be accomplished by a single pointer without dragging.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The size of targets in the product meet the requirements of this criterion.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

48

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria - 9.3.1.2 (Web) - 10.3.1.2 (Non-web document) - 11.3.1.2 (Open Functionality Software) – Does not apply - 11.3.1.2 (Closed Software) – Does not apply - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Web: Supports	Web: Where pages of the product contain text in multiple languages, the language used for each passage can be programmatically determined.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

49

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

50

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: The product ensures that components with the same functionality are identified consistently across pages of the product.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

51

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.3 (Web) 10.3.3.3 (Non-web document) 11.3.3.3 (Open Functionality Software) 11.3.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports	Web: Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error. Exceptions include: - APM Platform - Dashboard Service 3 - Shared Components – New Detector 3

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

52

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not cause financial transactions or legal commitments to occur. User-controllable data is checked before submission and can be reversed or revised after submission.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The product does not require users to complete a cognitive function test during its authentication process.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

53

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: When status messages appear, the product automatically provides those messages to assistive technology without requiring focus. Exceptions include: - Error messages are not announced by the screen reader - Loading indicators are not announced for screen reader users - Dynamically changing content areas do not indicate live regions - Search results appear but are not announced to screen reader users

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

54

Table 3: Success Criteria, Level AAA

Notes:

Revised Section 508 Report

Notes:

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

55

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The product's features mostly allow people without vision to use screen readers to interact with user interface elements except as disclosed in: • 1.1.1 Non-text Content • 1.2.1 Audio-only and Video-only (Prerecorded) • 1.3.1 Info and Relationships • 1.3.2 Meaningful Sequence • 1.3.3 Sensory Characteristics • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap • 2.4.1 Bypass Blocks • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) • 2.4.6 Headings and Labels • 3.3.3 Error Suggestion • 4.1.2 Name, Role, Value

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

56

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	The product's features mostly allow people with vision loss to interact with user interface elements except as disclosed in: • 1.1.1 Non-text Content • 1.2.1 Audio-only and Video-only (Prerecorded) • 1.3.1 Info and Relationships • 1.3.2 Meaningful Sequence • 1.3.3 Sensory Characteristics • 1.4.1 Use of Color • 1.4.3 Contrast (Minimum) • 1.4.4 Resize Text • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap • 2.4.1 Bypass Blocks • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) • 2.4.6 Headings and Labels • 2.4.7 Focus Visible • 3.3.2 Labels or Instructions • 3.3.3 Error Suggestion • 4.1.2 Name, Role, Value

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

57

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Partially Supports	The product's features mostly allow users without perception of color to interact with user interface elements except as disclosed in: • 1.4.1 Use of Color • 1.4.3 Contrast (Minimum) • 3.3.1 Error Identification
302.4 Without Hearing	Partially Supports	The product is mostly usable by people without hearing except as disclosed in: • 1.1.1 Non-text Content • 1.2.1 Audio-only and Video only (Prerecorded) • 1.3.3 Sensory Characteristics
302.5 With Limited Hearing	Partially Supports	The product is usable by people with limited hearing except as disclosed in: • 1.1.1 Non-text Content • 1.2.1 Audio-only and Video only (Prerecorded) • 1.3.3 Sensory Characteristics
302.6 Without Speech	Supports	The product is usable by people without speech.

le/el access

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

58

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Partially Supports	The product features mostly allow people with limited manipulation to interact with user interface elements except as disclosed in: • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.6 Headings and labels • 2.4.7 Focus visible • 3.3.3 Error suggestion • 4.1.2 Name, role, value
302.8 With Limited Reach and Strength	Supports	The product's features allow people with limited reach or strength to interact with the user interface.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

59

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The product's features mostly allow people with limited language, cognition, and learning abilities to interact with the user interface except as disclosed in: 1.2.1 Audio-only and Video-only (Prerecorded) 1.3.1 Info and Relationships 1.3.2 Meaningful Sequence 1.3.3 Sensory Characteristics 1.4.1 Use of Color 2.1.1 Keyboard 2.4.1 Bypass Blocks 2.4.2 Page Titled 2.4.3 Focus Order 2.4.4 Link Purpose (In Context) 2.4.6 Headings and Labels 2.4.7 Focus Visible 3.3.2 Labels or Instructions 3.3.3 Error Suggestion 4.1.2 Name, Role, Value

Chapter 4: **Hardware**

Notes:

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

60

Chapter 5: [Software](#)

Notes:

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Applicable – not tested	Documentation listing and explanation of how to use the accessibility and compatibility features was not included in the scope of this evaluation.
602.3 Electronic Support Documentation	See [WCAG 2.1](#) section	See information in WCAG 2.1 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – not tested	Non-electronic documentation formats and other alternate formats usable by individuals with disabilities were not included in the scope of this evaluation.
603 Support Services	Heading cell – no response required	Heading cell – no response required

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

61

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Applicable – not tested	ICT support services that include information on the accessibility and compatibility features required by 602.2 were not included in the scope of this evaluation.
603.3 Accommodation of Communication Needs	Applicable – not tested	Direct user support services or referral to a point of contact that accommodates a user with disabilities was not included in the scope of this evaluation.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

62

EN 301 549 Report

Notes:

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

Notes:

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

63

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Where the product provides visual modes of operation, it sometimes allows at least one mode of operation that does not require vision so that users without vision can use screen readers to interact with user interface elements as disclosed in: • 1.1.1 Non-text content • 1.2.1 Audio-only and video only (prerecorded) • 1.3.1 Info and relationships • 1.3.2 Meaningful sequence • 1.3.3 Sensory characteristics • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.6 Headings and labels • 3.3.2 Labels or instructions • 3.3.3 Error suggestion • 4.1.2 Name, role, value • 4.1.3 Status messages

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

64

Criteria	Conformance Level	Remarks and Explanations
4.2.2 Usage with limited vision	Partially Supports	Where the product provides visual modes of operation, it sometimes provides features that enable users to make better use of their limited vision as disclosed in: • 1.1.1 Non-text content • 1.2.1 Audio-only and video only (prerecorded) • 1.3.3 Sensory characteristics • 1.4.1 Use of Color • 1.4.3 Contrast (minimum) • 1.4.4 Resize text • 1.4.10 Reflow • 1.4.11 Non-Text Contrast • 1.4.12 Text Spacing • 1.4.13 Content on Hover or Focus • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.6 Headings and labels • 2.4.7 Focus visible • 3.3.2 Labels or instructions • 3.3.3 Error suggestion • 4.1.2 Name, role, value • 4.1.3 Status messages

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

65

Criteria	Conformance Level	Remarks and Explanations
4.2.3 Usage without perception of colour	Partially Supports	Where the product provides visual modes of operation, it sometimes allows at least one mode of operation that does not require user perception of color as disclosed in: • 1.3.3 Sensory characteristics • 1.4.1 Use of Color • 1.4.3 Contrast (minimum) • 1.4.11 Non-Text Contrast • 4.1.3 Status messages
4.2.4 Usage without hearing	Partially Supports	Where the product provides auditory modes of operation, it mostly allows at least one mode of operation that does not require hearing as disclosed in: • 1.2.1 Audio-only and video only (prerecorded)
4.2.5 Usage with limited hearing	Partially Supports	Where the product provides auditory modes of operation, functions of the product are mostly usable for users with limited hearing as disclosed in: • 1.2.1 Audio-only and video only (prerecorded) • 4.1.3 Status messages

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

66

Criteria	Conformance Level	Remarks and Explanations
4.2.6 Usage with no or limited vocal capability	Supports	Where the product requires vocal input from users, functions of the product do not require users to generate vocal output.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Where the product requires manual actions, functions of the product can mostly be used through alternative actions not requiring manipulation, simultaneous action or hand strength as disclosed in: • 1.4.13 Content on Hover or Focus • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.6 Headings and labels • 2.4.7 Focus visible • 2.5.3 Label in Name • 4.1.3 Status messages

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

67

Criteria	Conformance Level	Remarks and Explanations
4.2.8 Usage with limited reach	Partially Supports	Where the product requires manual actions, functions of the product can mostly be used through alternative actions not requiring manipulation, simultaneous action or hand strength as disclosed in: • 2.5.3 Label in Name • 4.1.3 Status messages
4.2.9 Minimize photosensitive seizure triggers	Partially Supports	Where the product provides visual modes of operation, the potential for triggering photosensitive seizures is not minimized as disclosed in: • 4.1.3 Status messages

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

68

Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition, language or learning	Partially Supports	The product mostly allows for functionality that provides features and/or presentation that makes it simpler and easier to understand, operate and use as disclosed in: • 1.4.12 Text Spacing • 1.4.13 Content on Hover or Focus • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.6 Headings and labels • 2.4.7 Focus visible • 2.5.3 Label in Name • 3.3.2 Labels or instructions • 3.3.3 Error suggestion • 4.1.3 Status messages
4.2.11 Privacy	Supports	The product maintains user privacy when accessibility features are used.

Chapter 5: **Generic Requirements**

Notes:

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

69

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not Applicable	The product does not have any closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	The product does not have any closed functionality.
5.1.3.3 Auditory output correlation	Not Applicable	The product does not have any closed functionality.
5.1.3.4 Speech output user control	Not Applicable	The product does not have any closed functionality.
5.1.3.5 Speech output automatic interruption	Not Applicable	The product does not have any closed functionality.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

70

Criteria	Conformance Level	Remarks and Explanations
5.1.3.6 Speech output for non-text content	Not Applicable	The product does not have any closed functionality.
5.1.3.7 Speech output for video information	Not Applicable	The product does not have any closed functionality.
5.1.3.8 Masked entry	Not Applicable	The product does not have any closed functionality.
5.1.3.9 Private access to personal data	Not Applicable	The product does not have any closed functionality.
5.1.3.10 Non-interfering audio output	Not Applicable	The product does not have any closed functionality.
5.1.3.11 Private listening volume	Not Applicable	The product does not have any closed functionality.
5.1.3.12 Speaker volume	Not Applicable	The product does not have any closed functionality.
5.1.3.13 Volume reset	Not Applicable	The product does not have any closed functionality.
5.1.3.14 Spoken languages	Not Applicable	The product does not have any closed functionality.

le/el access

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

71

Criteria	Conformance Level	Remarks and Explanations
5.1.3.15 Non-visual error identification	Not Applicable	The product does not have any closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	The product does not have any closed functionality.
5.1.4 Functionality closed to text enlargement	Not Applicable	The product does not have any closed functionality.
5.1.5 Visual output for auditory information	Not Applicable	The product does not have any closed functionality.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	The product does not have any closed functionality.
5.1.7 Access without speech	Not Applicable	The product does not have any closed functionality.
5.2 Activation of accessibility features	Not Applicable	The product does not have any closed functionality.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

72

Criteria	Conformance Level	Remarks and Explanations
5.3 Biometrics	Not Applicable	The product does not have any closed functionality.
5.4 Preservation of accessibility information during conversion	Not Applicable	The product does not have any closed functionality.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	The product does not have any closed functionality.
5.5.2 Operable parts discernibility	Not Applicable	The product does not have any closed functionality.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	The product does not have any closed functionality.
5.6.2 Visual status	Not Applicable	The product does not have any closed functionality.
5.7 Key repeat	Not Applicable	The product does not have any closed functionality.
5.8 Double-strike key acceptance	Not Applicable	The product does not have any closed functionality.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

73

Criteria	Conformance Level	Remarks and Explanations
5.9 Simultaneous user actions	Not Applicable	The product does not have any closed functionality.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

74

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

Notes:

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

Notes:

Chapter 8: [Hardware](#)

Notes:

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

Notes:

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

Notes:

Chapter 11: [Software](#)

Notes:

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

Notes:

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

75

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Applicable – Not tested	Product documentation was not included in this audit's scope
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Applicable – Not tested	Information on the accessibility and compatibility features that are mentioned in the product documentation was not included in this audit's scope.
12.2.3 Effective communication	Applicable – Not tested	ICT support services was not included in this audit's scope.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes:

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

76

Legal Disclaimer (Company)

As of the testing date to which this publication relates to (indicated in Report Date), this document describes the subject Splunk LLC ability to support certain WCAG standards for informational purposes only and the contents are subject to change without notice. This document does not represent a legal commitment and is provided "as is." Splunk LLC cannot guarantee that any information in this document will remain accurate after such date, and Splunk LLC works continuously to monitor the accessibility of its products and provide updates from time to time. Any modification or customization to the subject product may render some or all this document to become inapplicable. Splunk LLC specifically disclaims any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. Splunk LLC further makes no representation concerning the ability of assistive technologies or other products to interoperate with the subject Splunk LLC.

Level Access | Client - Confidential | VPAT® Version 2.5 – November 2023
"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of Information Technology Industry Council (ITI)

77