

# Accessibility 508 Compliance

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## Overview

ServiceNow supports several specifications in the Section 508 of the US compliance code <sup>[1]</sup>. See the tables below for details on the level of support. This information is extracted from the official *Voluntary Product Accessibility Template* document.

## Additional Information

See Checking Your Release Version for instructions on determining which version of ServiceNow you are using.

## Voluntary Product Accessibility Template (VPAT)

**Date:** August 19, 2013

**Product Name:** ServiceNow Service Automation

**Product Version Number:** Calgary

**Vendor Company Name:** ServiceNow

**Vendor Contact Name:** ServiceNow Compliance

**Vendor Contact Email:** compliance@servicenow.com

## APPENDIX A: Suggested Language Guide

### Voluntary Product Accessibility Template

#### Summary Table

Criteria	Level of Support & Supporting Features	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	Supports with exceptions	
Section 1194.22 Web-based Internet Information and Applications	Supports with exceptions	
Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multi-media Products	Not Applicable	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Supports	
Section 1194.41 Information, Documentation and Support	Supports	

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## Section 1194.21 Software Applications and Operating Systems - Detail

### Voluntary Product Accessibility Template

Criteria	Level of Support & Supporting Features	Remarks and Explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports with exceptions	<ul style="list-style-type: none"> <li>Header links, buttons, and search input are keyboard accessible.</li> <li>Navigator is keyboard accessible.</li> <li>Lists and forms are keyboard accessible.</li> <li>Service catalog forms are keyboard accessible, but it is not possible to navigate between tabs on a service catalog order guide with the keyboard.</li> <li>Spell check functionality is not keyboard accessible.</li> </ul>
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports with exceptions	<ul style="list-style-type: none"> <li>Form elements use default focus indicators.</li> <li>Some product pages do not display default focus indicators.</li> </ul>
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports with exceptions	<ul style="list-style-type: none"> <li>Visible focus is shown for the element being displayed.</li> <li>Focus is accessible to assistive technology.</li> <li>Homepages do not show visible focus for elements. The focus state is still accessible by assistive technologies.</li> </ul>
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports with exceptions	<ul style="list-style-type: none"> <li>Images have alt text specified.</li> <li>Reference fields are controls that do not correctly identify text to assistive technologies. Users with AT are recommended to use reference lookup tool instead to use these controls.</li> </ul>
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	The product uses a consistent set of icons throughout the interface. Where images are used to convey consistent meanings, the images display the same alternative text.
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	Textual information can be accessed by assistive technology.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	The product can be viewed with Windows High Contrast Mode and Mac OSX contrast features.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports	Very few animations are used, but when used alternative text is specified.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports with exceptions	Fields marked as mandatory are designated with a colored indicator. The field state is accessible to assistive technologies such as screen readers. Colors can be customized to be black and white and tooltips/alt tags are provided to convey information.

(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Supports	Many basic product colors can be customized, such as the banner, banner color, and certain header form elements. These may be used in a way that does not hinder contrast tools.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	There are no flashing or blinking objects within the platform.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports with exceptions	<ul style="list-style-type: none"> <li>All form fields have labels and can be accessed with assistive technology.</li> <li>All form submission buttons can be accessed with assistive technology.</li> <li>Some field decorations are accessed out of order from their respective fields when using assistive technology.</li> </ul>

**Section 1194.22 Web-based Intranet and Internet information and Applications - Detail Voluntary Product Accessibility Template**

Criteria	Level of Support & Supporting Features	Remarks and Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	Alternative text is specified for non-text elements.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	The product does not use video or audio.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports with exceptions	Mandatory markers use color for state. Mandatory status is still accessible using assistive technology. Markers can be customized in color to be black and white.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	While rendering the document with style sheets is more visually appealing, the product is still usable and readable without the use of style sheets.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Supports	Image regions on reports have text alternates.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Supports	Client-side image maps are provided for charts and reports.
(g) Row and column headers shall be identified for data tables.	Supports	Tables use body tags appropriately to distinguish between headers and content.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not applicable	Multiple rows of column headers are not used.
(i) Frames shall be titled with text that facilitates frame identification and navigation .	Supports with exceptions	Frames have title attributes that accurately describe their purpose.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	There are no flashing or blinking objects within the platform with frequency greater than 2 Hz and lower than 55 Hz.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not applicable	No such page is present because the content is sufficiently accessible to users.

(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supports	Content created by script contains text that can be read by assistive technology.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l).	Not applicable	Applets, plug-ins, or other applications are not needed to use the product.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports with exceptions	<ul style="list-style-type: none"> <li>All form fields have labels and can be accessed with assistive technology.</li> <li>All form submission buttons can be accessed with assistive technology.</li> <li>Some field decorations are accessed out of order from their respective fields when using assistive technology.</li> </ul>
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Skip links are provided at the beginning of the content that skips to the navigation or content of the product.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	No timed response is required by the product.

## Section 1194.23 Telecommunications Products - Detail

### Voluntary Product Accessibility Template

Criteria	Level of Support & Supporting Features	Remarks and Explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not applicable	
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not applicable	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not applicable	
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not applicable	
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not applicable	
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not applicable	
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not applicable	
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not applicable	
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not applicable	

<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>	<p>Not applicable</p>
<p>(k) (1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>Not applicable</p>
<p>(k) (2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>	<p>Not applicable</p>
<p>(k) (3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>	<p>Not applicable</p>
<p>(k) (4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>	<p>Not applicable</p>

## Section 1194.24 Video and Multi-media Products – Detail

### Voluntary Product Accessibility Template

Criteria	Level of Support & Supporting Features	Remarks and Explanations
<p>(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>	<p>Not applicable</p>	
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>Not applicable</p>	
<p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>	<p>Not applicable</p>	
<p>(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.</p>	<p>Not applicable</p>	
<p>(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.</p>	<p>Not applicable</p>	

## Section 1194.25 Self-Contained, Closed Products – Detail

### Voluntary Product Accessibility Template

Criteria	Level of Support & Supporting Features	Remarks and Explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not applicable	
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with 1194.23 (k) (1) through (4).	Not applicable	
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not applicable	
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	Not applicable	
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.	Not applicable	
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Not applicable	
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	Not applicable	
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not applicable	
(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.	Not applicable	
(j) (2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.	Not applicable	
(j) (3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.	Not applicable	
(j) (4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.	Not applicable	

## Section 1194.26 Desktop and Portable Computers

### Voluntary Product Accessibility Template

Criteria	Level of Support & Supporting Features	Remarks and Explanations
(a) All mechanically operated controls and keys shall comply with 1194.23 (k) (1) through (4).	Not applicable	
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with 1194.23 (k) (1) through (4).	Not applicable	
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not applicable	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.	Not applicable	

## Section 1194.31 Functional Performance Criteria – Detail

### Voluntary Product Accessibility Template

Criteria	Level of Support & Supporting Features	Remarks and Explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports	The product can be used by users with assistive technologies that have been implemented for use by the blind or visually impaired.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	The product can be operated by users with magnification software. Additionally, the product itself allows for text magnification without separate magnification software.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.	Supports	User hearing is not required for use of the product.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not applicable	
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Not applicable	
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	Fine motor control or simultaneous actions are not required for using the product.

## Section 1194.41 Information, Documentation and Support – Detail

### Voluntary Product Accessibility Template

Criteria	Level of Support & Supporting Features	Remarks and Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	<ul style="list-style-type: none"><li>All documentation is online at <a href="http://wiki.servicenow.com">wiki.servicenow.com</a>.</li><li>The product does allow for alternative product documentation sources. If specific documentation is needed, it may be authored to cater to specific needs of end users.</li></ul>
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Electronic versions of accessibility features can be provided upon request.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support is delivered via email, phone, or by accessing <a href="http://hi.service-now.com">hi.service-now.com</a> , which uses the product itself as an interface.

## References

[1] <http://www.section508.gov/>



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