# Jira Service Management Data Center Accessibility Conformance Report International Edition

**(Based on VPAT**® **Version 2.5)**

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| --- | --- |
| **Name of Product/Version** | Jira Service Management Data Center (Version 10.3.0) |
| **Report Date** | 2nd January 2025 |
| **Product Description** | Jira Service Management Data Center is a self-hosted enterprise solution for managing IT services at scale. With Jira Service Management DC, you can deploy your instance across multiple nodes to increase performance and reliability. This helps ensure that your team has access to the tools they need to manage incidents, problems, changes, and service requests effectively. |
| **Contact Information** | [a11y@atlassian.com](mailto:a11y@atlassian.com) |
| **Notes** | Atlassian Accessibility QA team performed an accessibility audit for the Jira Service Management Data Center. |
| **Evaluation Methods Used** | The [WCAG-EM](https://www.w3.org/WAI/test-evaluate/conformance/wcag-em/) was used to select a representative sample of pages (including modal dialogs) to perform the audit. |

## Test Environment

|  |  |  |
| --- | --- | --- |
| Operating System | Browser | Assistive Technology |
| Windows 11 | Google Chrome | JAWS 2023 |
| Windows 11 | Mozilla Firefox | NVDA 2023 |
| Mac OS 14.6 | Safari | VoiceOver Latest |

## Scope

## The WCAG-EM was used to select a representative sample of pages to perform the audit. The pages are organized by customer experience:

## Pages/Components

|  |
| --- |
| Main page |
| Help center – Home |
| Help center – Raise Request |
| Help center – Report server for fix |
| Help center – View request |
| Help center – Read article |
| Help center – Approvals |
| Help center – View/Approve request |
| Project – All open |
| Project – Waiting for support |
| View issue in queue view & comments |
| Ongoing major incident |

## 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](https://www.w3.org/TR/WCAG21/) | Level A: Yes  Level AA: Yes  Level AAA: No |
| [Web Content Accessibility Guidelines 2.1](http://www.w3.org/TR/WCAG20/) | Level A: Yes  Level AA: Yes  Level AAA: No |
| [Web Content Accessibility Guidelines 2.2](http://www.w3.org/TR/WCAG20/) | Level A: Yes  Level AA: Yes  Level AAA: No |
| [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](https://www.access-board.gov/ict/) | Yes |
| [EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)](https://www.access-board.gov/ict/)  *AND* [EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)](http://www.w3.org/TR/WCAG20/) | No |

## Terms

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

|  |  |
| --- | --- |
| **Term** | **Description** |
| Supports | The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation. |
| Supports With Exceptions | 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 only be used in WCAG Level AAA criteria. |

## WCAG 2.2 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 2.2 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](https://www.access-board.gov/ict/#conformance-reqs).

### Table 1: Success Criteria, Level A

Notes: Applicable for a sample set of pages.

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (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) | Supports With Exceptions | On few pages, the informative and functional images are missing or incomplete with textual description.  On few pages, the decorative images are either missing empty alt or textual description is provided unnecessarily. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (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) | Not Applicable | Pre-recorded audio-only and video-only content is present in the scope of pages tested.  Jira Service Management allows users to upload audio and video in pages & comments. In this case, the user will have to provide alternatives for those files. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (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) | Not Applicable | Pre-recorded audio-only and video-only content is not present in the scope of pages tested.  Jira Service Management allows users to upload audio and video in pages & comments. In this case, the user will have to provide alternatives for those files. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (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) | Not Applicable | Pre-recorded audio-only and video-only content is not present in the scope of pages tested.  Jira Service Management allows users to upload audio and video in pages & comments. In this case, the user will have to provide alternatives for those files. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (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) | Supports With Exceptions | On some pages,   * Heading levels are defined inappropriately. * Related elements either lack list markup or are defined unnecessarily. * Form controls are missing label. * Visual headings are not marked up as HTML headings. * Landmarks are either not defined or inappropriately defined.   On “Ongoing major incidents”, “Project | All open”, and “Project | Waiting for support” pages, caption is not defined for table.  On “Help center | Home” page, form controls are grouped unnecessarily. |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-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) | Supports With Exceptions | On a few pages, the content in an expanded component is not presented in the correct sequence in the HTML code.  For example, expanded contents are placed at the end of the HTML page (DOM) rather than directly after the expand button. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding)(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) | Supports |  |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-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) | Supports With Exceptions | On a few pages, color is only the medium used to distinguish links from the surrounding text.  On a few pages, color is only the medium used to distinguish selected state.  On “View issue in queue view & comments” page, color is only medium used for conveying error message. |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (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) | Not Applicable |  |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (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) | Supports With Exceptions | Few interactive elements are not keyboard operable across few pages.   * Buttons * Drag and drop elements * Resizing image |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (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) | Supports |  |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (Level A 2.1 and 2.2)  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 | Supports | Character key shortcuts are present across all the pages.  There is a mechanism to turn off the keyboard shortcuts. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (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) | Supports |  |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (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) | Not Applicable |  |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (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) | Not Applicable |  |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (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 | Supports |  |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (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) | Supports With Exceptions | On “Ongoing major incident” page, have inaccurate page title.  On “Project | All open” page have incomplete page title. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-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) | Supports With Exceptions | On few pages,   * The non-interactive elements receive keyboard focus. * Keyboard focus does not return to the triggering control when the dialog is dismissed. * Few interactive elements follow an illogical tabbing order.   On “Help center | Home” and “Help center | Report a server for fix” page, hidden content receives keyboard focus.  On the “Help center | Report a server for fix” page, keyboard focus does not set on the modal dialog. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (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) | Supports With Exceptions | On “Help center | Home” page, the links have labels that are identical.  On “Help center | Home” page, lengthy link text is provided for the link. |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (Level A 2.1 and 2.2)  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 | Not Applicable |  |
| [**2.5.2 Pointer Cancellation**](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (Level A 2.1 and 2.2)  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 | Supports |  |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (Level A 2.1 and 2.2)  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 | Supports |  |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (Level A 2.1 and 2.2)  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 | Not Applicable |  |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (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) | Supports |  |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-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) | Supports |  |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (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) | Supports With Exceptions | On “Help center | Report server for a fix” page, selecting the options prompts a significant change of context on the page. |
| [**3.2.6 Consistent Help**](https://www.w3.org/TR/WCAG22/#consistent-help)(Level A 2.2 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Not Applicable |  |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (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) | Supports With Exceptions | On “Projects | All open” and “View issue in queue view & comments” page, error message is difficult to locate. |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (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) | Supports With Exceptions | On “Help center | View request” page, the visual labels are not announced.  On “View issue in queue view & comments” page, the visual label is missing. |
| [**3.3.7 Redundant Entry**](https://www.w3.org/TR/WCAG22/#redundant-entry)(Level A 2.2 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Supports |  |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A)  Applies to:  WCAG 2.0 and 2.1 – Always answer ‘Supports’  WCAG 2.2 (obsolete and removed) - Does not apply  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) | Supports | For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the [WCAG 2.0 Editorial Errata](https://www.w3.org/WAI/WCAG20/errata/#editorial) and the [WCAG 2.1 Editorial Errata](https://www.w3.org/WAI/WCAG21/errata/#editorial). |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (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) | Supports With Exceptions | On a few pages, interactive controls are defined with inappropriate aria attributes.  A few custom controls mentioned below do not have role, state, value and properties defined programmatically.   * Button * Tabs * Drag and drop * Checkboxes * Modal dialog * Non-modal dialog   The state of the expandable controls is not defined programmatically.  On a few pages, hidden content receives keyboard focus.  On “Projects | All open” and “Projects | Waiting for support” pages, the radio group does not have an accessible name. |

### Table 2: Success Criteria, Level AA

Notes: Applicable for sample set of pages.

| **Criteria** | **Conformance Level** | | **Remarks and Explanations** |
| --- | --- | --- | --- |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) (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) | | | Not Applicable |  |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (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) | | | Not Applicable | Pre-recorded multimedia content is not present in the scope of pages tested.  Jira Service Management allows users to upload audio and video in pages & comments. In this case, the user will have to provide alternatives for those files. |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation) (Level AA 2.1 and 2.2)  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 | | | Does Not Support | This website is not designed to be used on mobile devices.  Atlassian has a separate mobile web application which is not a part of the of this VPAT. |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (Level AA 2.1 and 2.2)  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 | | | Supports |  |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (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) | | | Supports |  |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (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) | | | Supports With Exceptions | On “View issues in queue view & comments” page, a horizontal scroll bar appears.  On “Project | Waiting server” page, content is not available when resized to 200% browser zoom. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (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) | | | Supports |  |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow) (Level AA 2.1 and 2.2)  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 | | | Does Not Supports |  |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (Level AA 2.1 and 2.2)  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 | | | Supports With Exceptions | Insufficient color contrast found for some functional, informative and graph images, border of input fields, and focus indicator of user interface controls. |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing) (Level AA 2.1 and 2.2)  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 | | | Supports With Exceptions | On “Help Center | Read Article” page, the text spacing style cannot be applied. |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (Level AA 2.1 and 2.2)  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 | | | Supports |  |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (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 | | | Supports |  |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (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) | | | Supports With Exceptions | On some pages, the buttons have labels that are identical, non-descriptive, incomplete and inappropriate. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-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) | | | Supports With Exceptions | On some pages, the focus is not clearly visible for interactive elements.  On “Help Center | report server for fix” page, the focus is not visible on checkbox. |
| [**2.4.11 Focus Not Obscured (Minimum)**](https://www.w3.org/TR/WCAG22/#focus-not-obscured-minimum) (Level AA 2.2 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | | | Supports With Exceptions | On “View issue in queue view & comments” page, focused interactive element completely hidden behind the sticky content. |
| [**2.5.7 Dragging Movements**](https://www.w3.org/TR/WCAG22/#dragging-movements)(Level AA 2.2 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | | | Supports With Exceptions | On “Help Center | Report server for fix” and “Project | All open” pages, dragging movement functionality is inaccessible for keyboard only users and screen reader users. |
| [**2.5.8 Target Size (Minimum)**](https://www.w3.org/TR/WCAG22/#target-size-minimum)(Level AA 2.2 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | | | Supports With Exceptions | On “Help Center | Report server for fix” and “Help Center | Raise Request” pages, the target size of the interactive elements is insufficient. |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (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) | | | Not Applicable |  |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (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 | | | Supports |  |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (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 | | | Supports |  |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (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) | | | Supports |  |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (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) | | | Not Applicable |  |
| [**3.3.8 Accessible Authentication (Minimum)**](https://www.w3.org/TR/WCAG22/#accessible-authentication-minimum) (Level AA 2.2 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | | | Not Applicable |  |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(Level AA 2.1 and 2.2)  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 | | | Supports With Exceptions | The following dynamic updates are not determined programmatically on some of the pages:   * Status message announcement * Search results announcement * Dynamic content announcement   Error message is not getting announced on “View issue in queue view & comments” page. |

### Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

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Notes: Applicable for sample set of pages.

### Chapter 3: [Functional Performance Criteria](https://www.access-board.gov/ict/#chapter-3-functional-performance-criteria) (FPC)

Notes: Applicable for sample set of pages.

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| 302.1Without Vision | Supports With Exceptions | The website features allow people with vision loss to use page readers to interact with user interface elements. Some challenges may occur while accessing the website as disclosed in   * Table 1: 1.1.1, 1.3.1, 1.3.2, 1.4.1, 2.1.1, 2.4.2, 2.4.3, 2.4.4,3.2.2, 3.3.1, 3.3.2, 4.1.2, and * Table 2: 2.4.6. |
| 302.2 With Limited Vision | Supports With Exceptions | The website features allow people with limited vision loss to access most of the interface elements. Some challenges may occur while accessing the website as disclosed in   * Table 1: 1.1.1, 1.3.1, 1.4.1, 2.1.1, 2.4.2, 2.4.3, 2.4.4, 3.2.2, 3.3.2, 4.1.2, and * Table 2: 1.4.4, 2.4.6, 2.4.7. |
| 302.3Without Perception of Color | Supports With Exceptions | The website features allow people without perception of color to access most of the content and functionality. Some challenges of color alone used to convey information and insufficient color contrast are found as disclosed in   * Table 1: 1.4.1. |
| 302.4Without Hearing | Supports | The website features allow people without hearing to access most of the content and functionality of the website. |
| 302.5With Limited Hearing | Supports | The website features allow people with limited hearing to access all the content and functionality of the website. |
| 302.6Without Speech | Supports | The website features allow people without speech to access all the content and functionality as controls do not require speech input. |
| 302.7With Limited Manipulation | Supports With Exceptions | The website features can be operated by people with limited manipulation. A few challenges may occur while accessing the websites as disclosed in   * Table 1: 1.3.1, 2.1.1, 2.4.2, 2.4.3, 2.4.4, 4.1.2, and * Table 2: 2.4.6, 2.4.7. |
| 302.8With Limited Reach and Strength | Supports With Exceptions | The website features can be operated by the people with limited reach and strength. A few challenges may occur while accessing the websites as disclosed in   * Table 1: 1.3.1, 2.1.1, 2.4.3, and * Table 2: 2.4.7. |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Supports With Exceptions | The website features can be accessed by people with limited language, cognitive and learning abilities. A few challenges may occur while accessing the website as disclosed in   * Table 1: 2.4.2, 2.4.4, 3.3.1, 3.3.2 and * Table 2: 2.4.6, 2.4.7. |

### Chapter 4: [Hardware](https://www.access-board.gov/ict/#chapter-4-hardware)

Notes: Jira Service Management Data Center is not hardware and thus, all the requirements of this section are not applicable.

### Chapter 5: [Software](https://www.access-board.gov/ict/#chapter-5-software)

Notes: Jira Service Management Data Center is not software and thus, all the requirements of this section are not applicable.

### Chapter 6: [Support Documentation and Services](https://www.access-board.gov/ict/#chapter-6-support-documentation-and-services)

Notes: Support documentation and services of Jira Service Management Data Center is not a part of the accessibility review.

## EN 301 549 Report

Notes: Not Evaluated