# Jira Service Management (Cloud) Accessibility Conformance Report International Edition

**(Based on VPAT**® **Version 2.5)**

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| --- | --- |
| **Name of Product/Version** | Jira Service Management (Cloud) |
| **Report Date** | 17th December 2024 |
| **Product Description** | Jira Service Management is a help request tracker from Atlassian. With Jira Service Management, companies can receive, track, manage, and resolve customer requests. Customers submit help requests through a customer portal, an embeddable widget, or via email. JSM consolidation refers to the process of combining multiple Jira Service Management instances into a single instance. This consolidation helps streamline operations, improve efficiency, and centralize support processes. It allows organizations to manage their service desk operations more effectively and provide a unified experience to their customers |
| **Contact Information** | [a11y@atlassian.com](mailto:a11y@atlassian.com) |
| **Notes** | Atlassian Accessibility QA team performed an accessibility audit for the Jira Service Management (Cloud) |
| **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 14.5 | 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:

## JIRA Service Management Core

### Primary experiences

|  |
| --- |
| Pages/ Components |
| Assets |
| Issue View |
| Help Center |
| Portal |
| Side Navigation |
| Queues |
| Project Setting SLA’s |

### Secondary experiences

|  |
| --- |
| Pages/ Components |
| Projects |
| Reports: Report Workload |
| Reports: Customer Satisfaction |
| Reports: Requests Deflected |
| Project Settings: Details |
| Project Settings: People |
| Project Settings: Email Request |
| Project Settings: Request Types |
| Project Settings: Widget |
| Project Settings: Customer Notifications |
| Project Settings: Customer Satisfaction |
| Project Settings: Automation |
| Project Settings: Knowledge Base |
| Project Settings: Features |
| Project Settings: Forms |
| Create Form | Builds |
| Form Templates |
| Preview Form |
| Form Settings |
| Project Settings: External Requests |
| Project Settings: Change management |
| Project Settings: Incident management |
| Project Settings: Customer permissions |
| Project Settings: Language support |
| Project Settings: Portal settings |
| Project Settings: Chat |
| Project Settings: Apps |
| New Queues |
| Knowledge Base |
| Raise a Request |
| Header |
| Quickstart |
| Manage Queues |
| Change Calendar |
| Services |
| Reports: New Reports |
| On-call |
| Customers |
| Customers Login |
| Request View (Including Form) |
| View Request Type |
| Request type issue view |
| Request type workflow status |
| Organization |

## JIRA Service Management Consolidation

|  |
| --- |
| Pages/ Components |
| Alert Issue Sync: Team sync |
| Alert Issue Sync: Team sync detail |
| Alert Issue Sync: Team sync create |
| Alert Issue Sync: Global sync |
| Alert Issue Sync: Global sync detail |
| Alert Issue Sync: Global sync create |
| Alert: Alert list |
| Alert: Alert list with search query values |
| Alert: Alert list with detail view |
| Alert: Alert detail |
| Policies: Team Policies (Alert and Notification) |
| Policies: Global Policies |
| Heartbeats |
| Maintenance: Team Maintenance |
| Maintenance: Global Maintenance |
| Personal Settings: General Settings |
| Personal Settings: Project Notification |
| Personal Settings: Alert Notification |
| Transitioning |
| Automation: Rule List |
| Automation: New Trigger |
| Automation: Rule-Library |
| Automation: Audit-log |
| ChatOps: Chat and Video Tools |
| ChatOps: Slack Integration |
| ChatOps: Edit Slack Integration |
| ChatOps: MSTeams Integration |
| ChatOps: Edit MSTeams Integration |
| Integrations: Global integrations |
| Integrations: Global integration detail |
| Integrations: Global integration list |
| Integrations: Global integration creation |
| Integrations: Team integrations |
| Integrations: Team integration detail |
| Integrations: Team integration list |
| Integrations: Team integration creation |
| Integrations: Integration-specific logs |
| On-call: On-call |
| On-call: Global schedules |
| On-call: Who is on-call page |
| On-call: On-call schedules Widget |
| On-call: Incoming call list |
| On-call: Incoming call detail |
| Team roles: Member Roles |
| Team roles: Role Assignment |
| Team roles: Custom Roles |
| Team roles: Role Based Notifications |
| Team roles: Role Based Notification Detail |
| Audit Logs: Audit logs page |
| Download logs - Expired Link page: Download logs - Expired Link page |
| API Key Management: API Key Management |

## 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 a few pages, the informative and functional images are missing textual description.    On some pages, the decorative images are either missing empty alt attribute 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 not present in the scope of pages tested.  Jira Service Management allows users to upload audio and video in comments & description. 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 comments & description. 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 comments & description. 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. * Error message is not associated with respective form fields. * Visual headings are not marked up as HTML headings. * Table is either missing captions or it is defined with an empty header. * Landmarks are either not defined or inappropriately defined. * Related elements either lack list markup or are defined unnecessarily. * A few of the form elements are missing grouping of elements. * Instruction text is not associated with respective form fields. * Some form fields are not explicitly associated with or incorrectly associated. * Data Tables are not defined programmatically. * Empty headings are defined on the page.   On the "New Report" page, layout table has been announced for screen reader users.  On the “Heartbeats” and “Alert Notification” pages, separator is not hidden. |
| [**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 some pages, content in an expand 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 some pages, color is the only medium used to distinguish the link inside the paragraph.  On few pages, color is the only medium to distinguish the selected state & 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 | Some interactive elements are not keyboard operable across some pages.   * Links * Buttons * Tooltips * Drop-downs * Combo-boxes * Tabs * Checkbox * Non-modal dialog |
| [**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 | Some of the pages have either identical, incomplete, or inaccurate page titles. |
| [**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 some pages,   * When some modal dialogs are triggered, focus does not move logically within the respective dialog. * Keyboard focus does not return to triggering control when the dialog is dismissed. * When some of the modal dialogs are triggered, focus does not restrict within the respective dialog. * Some interactive elements follow an illogical tabbing order. * Some non-interactive elements receive keyboard focus.   On few pages, hidden elements receive keyboard focus.  On the “Assets | Object View” page, the checkboxes receive focus twice.  On the “Project notification,” all radio buttons receive keyboard focus.  On the Global schedules page, keyboard focus does not return to the triggered element after closing the popup. |
| [**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 the “Help Center” and “Raise a request” pages, there are lengthy link text announced.  On "On-call Schedule widget” page, the link text is non-descriptive of its purpose.  On “Transitioning” page, the links have labels that are identical. |
| [**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 With Exceptions | On some pages, the accessible names of an input and links do not match with their visual labels. |
| [**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 |  |
| [**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 some pages, the error message is either difficult to locate or not programmatically defined.  On “Team maintenance” & “Incoming call list” pages, the error messages are generic and non-descriptive. |
| [**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 some pages, form fields controls are missing visible labels.  On some pages, the instructions are missing for the mandatory fields.  On some pages, the mandatory fields are not identified. |
| [**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 some pages, interactive controls are defined with inappropriate aria attributes.  Some custom controls mentioned below do not have role, state, value and properties defined programmatically.     * Button * Link * Tooltip * Modal dialog * Dropdown * Combo box * Checkboxes * Tabs * Input field * Expand/collapse * Slider * Non-modal * Drag and drop   On the “Queue | All Open” page, the sortable tables do not have sortable state defined programmatically.  On the “Alert list” page, the interactive elements are nested incorrectly.  On the “Test maintenance” page, the visually hidden content is programmatically hidden. |

### 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 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 comments & description. 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 a mobile device.   Atlassian has a separate mobile web application which is not part of the scope 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 With Exceptions | | On some pages, insufficient color contrast is observed for standard text and large text content. |
| [**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 few pages, content is not available when the text is 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 | | Supports With Exceptions | | On some pages, the content and functionality fail to reflow. |
| [**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 is found for some functional images, key images, border of input fields, checkboxes 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 few pages, the text gets cut off when the spacing styles are 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 and inappropriate.   On the “Assets | Object View” page, the buttons do not have labels. |
| [**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 few pages, focus is not clearly visible for interactive elements.  On some pages, the focus is not visible for interactive elements. |
| [**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 “Chat and Video tools” page, focused interactive element are completely hidden behind 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 some pages, the dragging functionality is missing single pointer alternatives. |
| [**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 some pages, there are interactive controls with insufficient target size. |
| [**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 * Error message * Dynamically added content * Search results   On few pages, feedback message is not announced. |

### Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

## Revised Section 508 Report

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, 3.3.1, 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, 3.3.1, 3.3.2, 4.1.2, and * Table 2: 1.4.3, 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, 3.3.1 and * Table 2: 1.4.3. |
| 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 most of 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 feature 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, 3.2.2, 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 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 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 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 is not a part of the accessibility review.

## EN 301 549 Report

Notes: Not Evaluated