



# Dynatrace Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version:	Dynatrace 1.xxx (1.246 and higher)
Report Date:	August 2022
Product Description:	Software intelligence platform for the enterprise cloud
Contact Information:	<a href="mailto:accessibility@dynatrace.com">accessibility@dynatrace.com</a>
Notes:	<p>A comprehensive assessment of 11 screens and 5 components was performed between 02/04/2022 and 03/03/2022. A follow-up evaluation was made of issues discovered during the initial assessment and completed on 08/03/2022.</p> <p>This report was created upon completion of that follow-up accessibility evaluation performed between Deque Systems and Dynatrace. The report is considered accurate at the time of publishing.</p>

# Scope

The scope includes the following screens:

Screen	Name
1	Problems / Detail page
2	Problems / Visual resolution path
3	Services
4	Services / Detail page
5	Services / Service flow
6	Dashboards
7	Dashboards / Edit
8	Data explorer
9	Problems (RWD - iPad - 768)
10	Services (RWD - iPad - 768)
11	Hosts / Detail page (RWD - iPad - 768)

The scope of the assessment includes the following components:

Component	Name
1	Header
2	Search
3	Product menu
4	Filter bar
5	Filter sidebar

## Evaluation Methods Used

- This report was created upon completion of an accessibility evaluation performed between Deque Systems and Dynatrace and was limited only to evaluation of specific pages listed below. The report is considered accurate at the time of publishing.
- Manual assessment was performed using Chrome/NVDA on Windows 10.
- Manual assessment of RWD screens using iPad running on iOS 15.
- Automated tools used included the Deque aXe browser extension & Deque aXe Auditor.

# Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A ( <b>Yes</b> ) Level AA ( <b>Yes</b> ) Level AAA ( <b>No</b> )
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A ( <b>Yes</b> ) Level AA ( <b>Yes</b> ) Level AAA ( <b>No</b> )

## Terms

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

<b>Supports</b>	The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
<b>Partially Supports</b>	Some functionality of the product does not meet the criterion.
<b>Does Not Support</b>	The majority of product functionality does not meet the criterion.
<b>Not Applicable</b>	The criterion is not relevant to the product.
<b>Not Evaluated</b>	The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Criteria	Supporting Feature	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> : All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except in situations listed in <a href="#">WCAG 2.1.1.1</a> .	Partially Supports	Most of the non-text content that is presented to the user has a text alternative that serves the equivalent purpose.  However, there is an exception: <ul style="list-style-type: none"> <li>Images must have alternate text in "Visual Resolution detail" web page.</li> </ul>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> : For prerecorded audio-only and prerecorded video-only	Supports	Dynatrace web application does not contain prerecorded audio-only or video-only media.

Criteria	Supporting Feature	Remarks and Explanations
<p>media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:</p> <ul style="list-style-type: none"> <li>• <b>Prerecorded Audio-only:</b> An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.</li> <li>• <b>Prerecorded Video-only:</b> Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.</li> </ul>		
<p><a href="#">1.2.2 Captions (Prerecorded):</a> Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Supports	Dynatrace web application does not contain prerecorded audio content.
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded):</a> An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Supports	Dynatrace web application does not contain live prerecorded video content.
<p><a href="#">1.3.1 Info and Relationships:</a> Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	Partially Supports	<p>Most of the information, structure, and relationships conveyed through presentation can be programmatically determined.</p> <p>However, there are few exceptions:</p> <ul style="list-style-type: none"> <li>• Form field is not labeled in "Header" component.</li> <li>• Visual heading text is not marked as heading in "Problem detail page failure increase" web page.</li> <li>• Non-decorative content is inserted using CSS Pseudo elements in "Problem detail page failure increase" web page.</li> </ul>
<p><a href="#">1.3.2 Meaningful Sequence:</a> When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>	Partially Supports	<p>In most of the application, correct reading sequence is programmatically determined.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>• Hidden content is readable with a screen reader in "Side Nav bar" component.</li> </ul>
<p><a href="#">1.3.3 Sensory Characteristics:</a> Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.</p>	Supports	
<p><a href="#">1.4.1 Use of Color:</a> Color is not used as the only visual means of conveying information, indicating an action,</p>	Partially Supports	Color is not the only visual means of conveying information for most of the controls.

Criteria	Supporting Feature	Remarks and Explanations
prompting a response, or distinguishing a visual element.		<p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>Color alone is used to convey info in "Visual Resolution detail", "Data Explorer - Configure new tile" and "New dashboard" web pages.</li> </ul>
<p><a href="#">1.4.2 Audio Control</a>: If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p>	Supports	Dynatrace web application does not contain audio content that plays automatically.
<p><a href="#">2.1.1 Keyboard</a>: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p>	Partially Supports	<p>All functionality of the content is operable through keyboard interface without requiring specific timings for individual keystrokes.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>Controls are inaccessible by keyboard and conforming alternate is not present in "Header" component, "Visual Resolution detail", "Data Explorer - Configure new tile" and "New dashboard" web pages.</li> </ul>
<p><a href="#">2.1.2 No Keyboard Trap</a>: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p>	Supports	
<p><a href="#">2.1.4 Character Key Shortcuts</a>: If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <ul style="list-style-type: none"> <li><b>Turn off</b>: A mechanism is available to turn the shortcut off;</li> <li><b>Remap</b>: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc).</li> <li><b>Active only on focus</b>: The keyboard shortcut for a user interface component is only active when that component has focus.</li> </ul>	Supports	
<p><a href="#">2.2.1 Timing Adjustable</a>: For each time limit that is set by the content, at least one of the following is true:</p> <ul style="list-style-type: none"> <li><b>Turn off</b>: User is allowed to turn off time limit before encountering it; or</li> </ul>	Supports	

Criteria	Supporting Feature	Remarks and Explanations
<ul style="list-style-type: none"> <li>• <b>Adjust:</b> The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or</li> <li>• <b>Extend:</b> The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or</li> <li>• <b>Real-time Exception:</b> The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or</li> <li>• <b>Essential Exception:</b> The time limit is essential and extending it would invalidate the activity; or</li> <li>• <b>20 Hour Exception:</b> The time limit is longer than 20 hours.</li> </ul>		
<p><a href="#">2.2.2 Pause, Stop, Hide:</a> For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> <li>• <b>Moving, blinking, scrolling:</b> For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and</li> <li>• <b>Auto-updating:</b> For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</li> </ul>	Supports	Dynatrace web application does not contain any moving, blinking, scrolling, or auto-updating information
<p><a href="#">2.3.1 Three Flashes or Below Threshold:</a> Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.</p>	Supports	
<p><a href="#">2.4.1 Bypass Blocks:</a> A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.</p>	Supports	
<p><a href="#">2.4.2 Page Titled:</a> Web pages have titles that describe topic or purpose.</p>	Supports	
<p><a href="#">2.4.3 Focus Order:</a> If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	Partially Supports	<p>Focus order on web page is sequentially through most of the application.</p> <p>However, there are few exceptions:</p>

Criteria	Supporting Feature	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Hidden or empty element receives focus in "New dashboard" web page.</li> <li>Keyboard focus is lost or misplaced due to user interaction or content update in "Dashboard" web page.</li> </ul>
<p><a href="#">2.4.4 Link Purpose (In Context)</a>: The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.</p>	Supports	
<p><a href="#">2.5.1 Pointer Gestures</a>: All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.</p>	Supports	Dynatrace web application does not contain any user interface component or input that requires single pointer or gesture to operate.
<p><a href="#">2.5.2 Pointer Cancellation</a>: For functionality that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> <li><b>No Down-Event</b>: The down-event of the pointer is not used to execute any part of the function;</li> <li><b>Abort or Undo</b>: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion;</li> <li><b>Up Reversal</b>: The up-event reverses any outcome of the preceding down-event;</li> <li><b>Essential</b>: Completing the function on the down-event is essential.</li> </ul>	Supports	
<p><a href="#">2.5.3 Label in Name</a>: For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p>	Supports	
<p><a href="#">2.5.4 Motion Actuation</a>: Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"> <li><b>Supported Interface</b>: The motion is used to operate functionality through an accessibility supported interface;</li> <li><b>Essential</b>: The motion is essential for the function and doing so would invalidate the activity.</li> </ul>	Supports	Dynatrace web application does not include any content or functionality that is controlled by motion.
<p><a href="#">3.1.1 Language of Page</a>: The default human language of each Web page can be programmatically determined.</p>	Supports	

Criteria	Supporting Feature	Remarks and Explanations
<a href="#">3.2.1 On Focus</a> : When any component receives focus, it does not initiate a change of context.	Supports	
<a href="#">3.2.2 On Input</a> : Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component	Partially Supports	In most of the cases, changing the setting of any user interface component does not automatically cause a change of context.  However, there is an exception: <ul style="list-style-type: none"> <li>Form field causes unexpected change in "Dashboard" web page.</li> </ul>
<a href="#">3.3.1 Error Identification</a> : If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	Supports	
<a href="#">3.3.2 Labels or Instructions</a> : Labels or instructions are provided when content requires user input.	Supports	
<a href="#">4.1.1 Parsing</a> : In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.	Partially Supports	Most of the elements across the Dynatrace web application are nested according to their specifications and IDs are unique.  However, there are few exceptions: <ul style="list-style-type: none"> <li>Certain ARIA roles must be contained by particular parents in "Dashboard" web page.</li> <li>Certain ARIA roles must contain particular children in "Service" web page.</li> </ul>
<a href="#">4.1.2 Name, Role, Value</a> : For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.	Does Not Support	Majority of the user interface components do not provide programmatic name, role, and/or state

**Table 2: Success Criteria, Level AA**

Criteria	Supporting Feature	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> : Captions are provided for all live audio content in synchronized media.	Supports	Dynatrace web application does not contain live audio content.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> : Audio description is provided for all prerecorded video content in synchronized media.	Supports	Dynatrace web application does not contain prerecorded video content.

Criteria	Supporting Feature	Remarks and Explanations
<p><a href="#">1.3.4 Orientation</a>: Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.</p>	Supports	
<p><a href="#">1.3.5 Identify Input Purpose</a>: The purpose of each input field collecting information about the user can be programmatically determined when:</p> <ul style="list-style-type: none"> <li>• The input field serves a purpose identified in the Input Purposes for User Interface Components section; and</li> <li>• The content is implemented using technologies with support for identifying the expected meaning for form input data.</li> </ul>	Supports	
<p><a href="#">1.4.3 Contrast (Minimum)</a>: The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> <li>• <b>Large Text</b>: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;</li> <li>• <b>Incidental</b>: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</li> <li>• <b>Logotypes</b>: Text that is part of a logo or brand name has no minimum contrast requirement.</li> </ul>	Partially Supports <sup>1</sup>	<p>Most of the visual text and images of text has a contrast ratio of at least 4.5:1.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>• Text content lacks 4.5:1 contrast ratio in "Side Nav bar" component, "New dashboard" and "Problem detail page failure increase" web pages</li> </ul>
<p><a href="#">1.4.4 Resize text</a>: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p>	Supports	
<p><a href="#">1.4.5 Images of Text</a>: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:</p> <ul style="list-style-type: none"> <li>• <b>Customizable</b>: The image of text can be visually customized to the user's requirements;</li> <li>• <b>Essential</b>: A particular presentation of text is essential to the information being conveyed.</li> </ul>	Supports	
<p><a href="#">1.4.10 Reflow</a>: Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> <li>• Vertical scrolling content at a width equivalent to 320 CSS pixels;</li> <li>• Horizontal scrolling content at a height equivalent to 256 CSS pixels;</li> </ul>	Partially Supports	<p>Most of the content can be presented at 320px equivalent width without any information loss &amp; horizontal scrolling.</p> <p>However, there is an exceptions:</p>

<sup>1</sup> For details, see "Ad 1.4.3 Contrast (Minimum)"

Criteria	Supporting Feature	Remarks and Explanations
<p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p>		<ul style="list-style-type: none"> <li>Content overlaps other content at 320px width equivalent in "Data Explorer - Configure new tile" web page.</li> </ul>
<p><a href="#">1.4.11 Non-text Contrast</a>: The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):</p> <ul style="list-style-type: none"> <li><b>User Interface Components</b>: Visual information used to indicate states and boundaries of user interface components, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;</li> <li><b>Graphical Objects</b>: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.</li> </ul>	Supports	
<p><a href="#">1.4.12 Text Spacing</a>: In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> <li>Line height (line spacing) to at least 1.5 times the font size;</li> <li>Spacing following paragraphs to at least 2 times the font size;</li> <li>Letter spacing (tracking) to at least 0.12 times the font size;</li> </ul> <p>Word spacing to at least 0.16 times the font size.</p>	Supports	
<p><a href="#">1.4.13 Content on Hover or Focus</a>: Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> <li><b>Dismissable</b>: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content;</li> <li><b>Hoverable</b>: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;</li> <li><b>Persistent</b>: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.</li> </ul>	Supports	
<p><a href="#">2.4.5 Multiple Ways</a>: More than one way is available to locate a Web page within a set of Web pages except</p>	Supports	

Criteria	Supporting Feature	Remarks and Explanations
<p>where the Web Page is the result of, or a step in, a process.</p>		
<p><a href="#">2.4.6 Headings and Labels</a>: Headings and labels describe topic or purpose.</p>	Partially Supports	<p>Most of the headings and labels describe the topic or purpose.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> <li>• Programmatic label does not convey purpose of control in "Header "component.</li> </ul>
<p><a href="#">2.4.7 Focus Visible</a>: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	Partially Supports	<p>Focus Indicator is visible on most of the interactive controls in the page.</p> <p>However, there are few exceptions:</p> <ul style="list-style-type: none"> <li>• Focus indicator is missing in "Dashboard" web page.</li> <li>• Focus indicator is not visible in "Understanding dependencies- Service flow" web page</li> </ul>
<p><a href="#">3.1.2 Language of Parts</a>: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p>	Supports	
<p><a href="#">3.2.3 Consistent Navigation</a>: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.</p>	Supports	
<p><a href="#">3.2.4 Consistent Identification</a>: Components that have the same functionality within a set of Web pages are identified consistently.</p>	Supports	
<p><a href="#">3.3.3 Error Suggestion</a>: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p>	Supports	
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a>: For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>Reversible</b>: Submissions are reversible.</li> </ul>	Supports	

Criteria	Supporting Feature	Remarks and Explanations
<ul style="list-style-type: none"> <li>• <b>Checked:</b> Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</li> <li>• <b>Confirmed:</b> A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</li> </ul>		
<a href="#">4.1.3 Status Messages:</a> In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.	Supports	

### Table 3: Success Criteria, Level AAA

Level AAA success criteria are not within the scope of this conformance evaluation.

## Appendix

### Ad 1.4.3 Contrast (Minimum)

Remediation of remaining issues around the required contrast ratios entails a major rework of Dynatrace's current design language. Development of a fully accessible design language is underway, and the results will be shown in next year's iteration of this report.

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