

# **BigFix Service Management Accessibility Conformance Report**

## **WCAG Edition**

(Based on VPAT® Version 2.5Rev)

**Name of Product/Version: BigFix Service Management Version 27.0**

**Report Date: 25<sup>th</sup> March 2026**

**Product Description:** HCL BigFix Service Management is a no-code AI-driven enterprise service management product that elevates service experience for business and support users, driving excellence across IT and beyond, mainly designed for three distinct personas: Consumers who interact with self-service portals, Fulfillers/Support Users who manage and resolve service workflows, and Administrators who configure and govern the platform through back-end interfaces not exposed to the general user base.

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## Evaluation Methods Used:

To achieve full compliance with WCAG 2.2 accessibility standards, we utilized a mix of manual evaluation methods and automated testing tools during the accessibility audit.

### Manual Evaluation:

We conducted comprehensive manual testing using **NVDA Version 2025.3.3** screen reader on **Chrome browser version 146.0.7680.165 & OS build 26220.7523**, to simulate the experience of users who rely on assistive technologies. This testing focused on the following aspects:

1. Ensuring the correct reading order and logical navigation through interactive elements.
2. Verifying the proper announcement of roles, states, and properties (such as links, buttons, form fields, and expanded/collapsed states).
3. Checking the consistency of accessible names, labels, and descriptions.
4. Testing keyboard-only navigation to confirm that all functionalities can be accessed without a mouse.

### Tool-Based Evaluation:

To enhance our manual findings and accelerate the identification of common accessibility issues, we employed the following tools:

1. **Axe DevTools:** We utilized this tool to conduct automated scans that detect significant issues such as missing labels, incorrect landmark structures, heading hierarchy errors, and potential keyboard traps. Additionally, we used the guided manual assessment feature to evaluate deeper issues like meaningful sequences, focus management, and accessible forms.

2. **Color Contrast Analyzer (CCA):** This tool was applied to ensure that all text, icons, and interactive elements meet the minimum color contrast ratios necessary for users with low vision, thereby promoting readability and usability.

By combining manual evaluations with automated testing, we were able to identify a wide range of accessibility barriers effectively.

The accessibility conformance evaluation was conducted on the staging environment of version 27.0 of BigFix Service Management application( URL listed below). The staging environment used for evaluation is functionally identical to the production instance; all features, interfaces, and user flows assessed herein are fully representative of the production deployment of version 27.0.

Page Name	Role	URL
BigFix Service Management	Consumer, Fulfiller, Admin	<a href="https://supportstg.bigfixsm.io/">https://supportstg.bigfixsm.io/</a>

These pages were selected based on representative coverage of critical user flows, interactive components, and content templates.

## 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 (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA (No)

## Terms

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

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

# WCAG 2.2 Report

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 2.2 Conformance Requirements](#).

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	No prerecorded audio-only or video-only content in the application.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	No Captions (Prerecorded) content in the application.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	No Audio Description or Media Alternative (Prerecorded) content in the application.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	No videos or audio recordings launch automatically when a page is loaded.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Not Applicable	No Timing Adjustable Control content in the application.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not Applicable	No moving, blinking, scrolling, or auto-updating information is provided.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Not Applicable	No Three Flashes or Below Threshold Control content in the application.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)	Not Applicable	Application does not contain device or user Motion functionality.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	
<a href="#">3.2.2 On Input</a> (Level A)	Supports	
<a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)	Supports	
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)	Supports	
<a href="#">4.1.1 Parsing</a> (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Does Not Apply	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	<p>Select elements are missing accessible names, which makes them unclear to screen reader users. These accessibility issues are dependent on external components and cannot be remediate within the product itself.</p> <p>For example, in the BFSM interface, few specific select control has no programmatically associated label, preventing assistive technology from conveying its purpose.</p>

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	No live time-based media present.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	No Audio Description (Prerecorded) content in the application.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2)	Not Applicable	No Orientation content in the application.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)	Does Not Support	At 400% zoom and reflow, content and controls become truncated, overlapped, or missing, making pages difficult to read and operate.  For example, in the BFSM interface, elements such as the "Incident report," navigation controls, chat box, and tables are cut off or overlap, and some tabs redirect incorrectly when zoomed to 400%
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)	Supports	
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)	Supports	
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)	Supports	
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Not Applicable	Application does not cause legal commitments or financial transactions to occur for the user.
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)	Supports	
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)	Supports	

### Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">1.4.8 Visual Presentation</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">2.2.3 No Timing</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">2.2.4 Interruptions</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">2.2.5 Re-authenticating</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
<a href="#">2.3.2 Three Flashes</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
<a href="#">2.4.8 Location</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">2.4.10 Section Headings</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">2.4.12 Focus Not Obscured (Enhanced)</a> (Level AAA 2.2 only)	Not Evaluated	Not Evaluated
<a href="#">2.4.13 Focus Appearance</a> (Level AAA 2.2 only)	Not Evaluated	Not Evaluated
<a href="#">2.5.5 Target Size</a> (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
<a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
<a href="#">3.1.3 Unusual Words</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">3.1.4 Abbreviations</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">3.1.5 Reading Level</a> (Level AAA)	Not Evaluated	Not Evaluated

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.1.6 Pronunciation</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">3.2.5 Change on Request</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">3.3.5 Help</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">3.3.9 Accessible Authentication (Enhanced)</a> (Level AAA 2.2 only)	Not Evaluated	Not Evaluated

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