

Leidos Digital Solutions, Inc. Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: Intranet Quorum (IQ) version 4.1A revision 18 and above.

Product Description: Intranet Quorum (IQ) is the leading Constituent Relationship Management tool in the public sector. IQ is a powerful, highly intuitive communications tool made up of a suite of fully integrated communications and service tracking applications. IQ is structured around a centralized database where every interaction is saved in one place, allowing a team to collaborate and share data in real time.

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Notes: The scope of this VPAT includes the features of the IQ Software. Integrated third party software is not included.

Evaluation Methods Used:

- Operating Systems: Windows 10
- Desktop browsers: Internet Explorer, Chrome, Firefox
- Assistive technology: JAWS, NVDA
- Accessibility tools: Browser developer tools, Web Accessibility Toolbar (WAT), Contrast Analyzer (included in the WAT)

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
Web Content Accessibility Guidelines 2.0	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 be used only in WCAG 2.0 Level AAA.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	IQ provides text alternatives for non-text content.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	IQ does not include audio or video.
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	IQ does not include audio or video.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	IQ does not include or support synchronized media.
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Information, structure and relationships are properly conveyed through semantically correct markup.
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	IQ has been developed to provide a meaningful sequence that can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	IQ does not rely on sensory characteristics for instructions or components. Instructions are provided in a textual format rather than size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	IQ does not rely on color alone to convey information, indicate an action, prompt a response, or distinguish a visible element. However, a user may optionally categorize Message and Event records by color. When navigating a Message or Event record, both the color and the meaning are read in JAWS and NVDA.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	IQ does not include audio or video.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	All IQ functionality is available through keyboard navigation.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	IQ supports keyboard navigation through all components of a page without causing any keyboard traps.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	IQ provides a “Session Time Out” alert that is set for four hours by default. When the warning dialog appears, JAWS and NVDA will announce the contents of the dialog allowing the user to continue. This setting can be changed under System Settings.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	IQ does not present content or information that moves, blinks, scrolls, or starts automatically.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	IQ does not have any content or functionality that flashes.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 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	<p>IQ offers “Skip to Main Content” links at the top of all pages allowing users to skip blocks of content.</p> <p>IQ also offers HTML header tags allowing users to “jump” to headers or page sections.</p>
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	IQ pages are titled appropriately to describe their topic or purpose.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The IQ interface has meaningful focus and allows users to navigate in such a way that preserves meaning and operability.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	IQ uses link text and/or the title attribute to define the purpose of each link.

Criteria	Conformance Level	Remarks and Explanations
<u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The language of IQ web pages is identified at the top of each page using the HTML attribute, lang: (lang="en").
<u>3.2.1 On Focus</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	IQ does not automatically cause a change of context when an item receives focus.
<u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	In general, changing the setting of a user interface component does not cause a change in context. However, when it does, the user is notified of the change.
<u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	When an input error occurs, IQ identifies the error and alerts the user with descriptive text.
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Most input fields within IQ provide a title or label. In those cases where additional instructions are required, additional text is provided to assist users.
<u>4.1.1 Parsing</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	IQ content is implemented so that elements have complete start and end tags and all IDs are unique. However, some elements may contain duplicate attributes.
<u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	IQ presents the correct name, role, state, and properties for all user interface components.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	IQ does not include audio or video.
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	IQ does not include any prerecorded audio.
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The IQ application does not use color alone.
<u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Text within the IQ web application can be resized up to 200% without the use of assistive technology.
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The IQ product does not present images of text.
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 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	The IQ user interface is straightforward and provides multiple ways of accessing required content.

Criteria	Conformance Level	Remarks and Explanations
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Headings and labels throughout the IQ product are descriptive and inform users of their topic or purpose.
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Visual focus of the keyboard indicator is maintained throughout the IQ application.
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	The IQ product is presented in one language: English. Since there is no deviation from the default language, this criteria is Not Applicable.
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 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	IQ uses consistent navigation throughout the product for all users who interact with repeated content.
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 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	IQ functional controls and components are consistent across the IQ interface. This allows users to rely on their familiarity with such components and controls when navigating IQ particularly those using assistive technologies.
<u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	When an input error is detected within the IQ interface, the user will receive an appropriate suggestion for correction of the input error.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	The IQ product does not cause legal commitments or financial transactions to occur.

Table 3: Success Criteria, Level AAA

Intranet Quorum has not been evaluated for WCAG 2.0 Level AAA compliance.

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Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	IQ provides semantically correct markup so that users without vision can navigate application content with assistive technologies. Most features within IQ are available by keyboard only.
302.2 With Limited Vision	Supports	IQ supports browser magnification and can be navigated using accessible technologies.
302.3 Without Perception of Color	Supports	IQ does not use color alone to convey information.
302.4 Without Hearing	Not Applicable	IQ does not provide audio features.
302.5 With Limited Hearing	Not Applicable	IQ does not provide audio features.
302.6 Without Speech	Not Applicable	The IQ application does not depend on or operate in any fashion with speech.
302.7 With Limited Manipulation	Supports	The IQ application is available to users with limited manipulation through use of keyboards and/or pointing devices.
302.8 With Limited Reach and Strength	Supports	The IQ application is available to users with limited reach and/or strength through the use of keyboards, pointing devices, and by mouse.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Users with limited language, cognitive, or learning abilities are not prohibited from using the IQ application.

Chapter 4: Hardware

Intranet Quorum is a web-based application and is not subject to this section.

Chapter 5: Software

Intranet Quorum is a web-based application and is not subject to this section.

Chapter 6: [Support Documentation and Services](#)

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Supported	Accessibility and compatibility documentation for IQ may be requested by end users by contacting their IQ Program Manager or Information Technology Consultant (ITC).
602.3 Electronic Support Documentation	Partially Supported	IQ uses third-party software for its support documentation found within the IQ product. Navigation between the table of contents and the actual Help content is accomplished by navigating the two frames available to assistive technology. However, once a user navigates back to the frame containing the table of contents, they are placed back at the top of the frame.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All IQ documentation is provided in electronic format.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supports	Accessibility and compatibility features for IQ may be requested by end users by contacting their IQ Program Manager or Information Technology Consultant (ITC).
603.3 Accommodation of Communication Needs	Supports	IQ support is available via email and telephone. Email may be sent to the IQ Customer Service Center at Support@IQServiceDesk.com . Telephone support is available by dialing 703-206-0188. Please note that we do not offer TTY relay services, speech-to-speech (STS) relay services, and voice carry over (VCO) TTY, and hearing carry over (HCO) TTY relay services.

Legal Disclaimer

Leidos DSI makes no warranties, expressed or implied, in this document. The information contained in this document represents the Section 508 compliance of this product to the best of our ability based on our interpretation of the current Section 508 standards at the time of evaluation. Please contact us to report any accessibility conformance concerns for re-evaluation or correction, if necessary.