Leidos Digital Solutions, Inc. Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.4 (Revised) – December 2023

Name of Product/Version: Intranet Quorum (IQ) IQ 4.2 revision 8 and above

Product Description: Intranet Quorum (IQ) CRM software is a communications and process management tool used by the public sector including U.S. Congress, governors offices, state and local governments, and Federal agencies.

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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, 11
Desktop browsers: Edge, Chrome, Firefox
Assistive technology: JAWS, NVDA
Accessibility tools: Browser developer tools, Web Accessibility Toolbar (WAT), Contrast Analyzer (included in the WAT), Accessibility Insights for Web.

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 or WCAG 2.0	Level A (Yes)
Web Content Accessibility Guidelines 2.1 or WCAG 2.1	Level AA (Yes)
Web Content Accessibility Guidelines 2.2 or WCAG 2.2	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
1.1.1 Non-text Content (Level A)	Supports	IQ provides text alternatives for non-text content.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	IQ does not include audio or video.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	IQ does not include audio or video.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	IQ does not include or support synchronized media.
1.3.1 Info and Relationships (Level A)	Supports	Information, structure and relationships are properly conveyed through semantically correct markup.
1.3.2 Meaningful Sequence (Level A)	Supports	IQ has been developed to provide a meaningful sequence that can be programmatically determined.
1.3.3 Sensory Characteristics (Level A)	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)	Supports	IQ does not rely on color alone to convey information, indicate an action, prompt a response, or distinguish a visible element. Note that Messages and Events can be categorized by color, but this is not required for usage. 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)	Not Applicable	IQ does not include audio or video.
2.1.1 Keyboard (Level A)	Supports	All IQ functionality is available through keyboard navigation.
2.1.2 No Keyboard Trap (Level A)	Supports	IQ supports keyboard navigation through all components of a page without causing any keyboard traps.

Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A) WCAG 2.1	Supports	There are no single character commands which would interfere with screen readers.
2.2.1 Timing Adjustable (Level A)	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.
2.2.2 Pause, Stop, Hide (Level A)	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)	Not Applicable	IQ does not have any content or functionality that flashes.
2.4.1 Bypass Blocks (Level A)	Supports	IQ offers "Skip to Main Content" links at the top of all pages allowing users to skip blocks of content. IQ also offers HTML header tags allowing users to "jump" to headers or page sections.
2.4.2 Page Titled (Level A)	Supports	IQ pages are titled appropriately to describe their topic or purpose.
2.4.3 Focus Order (Level A)	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)	Supports	IQ uses link text and/or the title attribute to define the purpose of each link.
2.5.1 Pointer Gestures (Level A) WCAG 2.1	Not Applicable	IQ does not use multipoint or path-based gestures.
2.5.2 Pointer Cancellation (Level A) WCAG 2.1	Supports	IQ drag and drop supports abort capability.
2.5.3 Label in Name (Level A) WCAG 2.1	Partially Supports	Not all components include exact text match.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A) WCAG 2.1	Not Applicable	IQ does not use motion-based interface components.
3.1.1 Language of Page (Level A)	Supports	The language of IQ web pages is identified at the top of each page using the HTML attribute lang: (lang="en")
3.2.1 On Focus (Level A)	Supports	IQ does not automatically cause a change of context when an item receives focus.
3.2.2 On Input (Level A)	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.
3.2.6 Consistent Help (Level A) WCAG 2.2	Supports	IQ Help is in a consistent location on every page shown in the software.
3.3.1 Error Identification (Level A)	Supports	When an input error occurs, IQ identifies the error and alerts the user with descriptive text.
3.3.2 Labels or Instructions (Level A)	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.
3.3.7 Redundant Entry (Level A) WCAG 2.2	Supports	Information previously entered or provided by the user is not required to be re-entered unless essential to security or accurate functionality.
4.1.1 Parsing (Level A)	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.
4.1.2 Name, Role, Value (Level A)	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
1.2.4 Captions (Live) (Level AA)	Not Applicable	IQ does not include audio or video.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	IQ does not include any prerecorded audio.
1.3.4 Orientation (Level AA) WCAG 2.1	Supports	Browser application is agnostic to display orientation and responsive design to form factor size.
1.3.5 Identify Input Purpose (Level AA) WCAG 2.1	Partially Supports	IQ does not use HTML5 Types, however, tooltips and additional label information provide guidance on data entry.
1.4.3 Contrast (Minimum) (Level AA)	Supports	The IQ application does not rely on color alone to distinguish text.
1.4.4 Resize text (Level AA)	Supports	Text within the IQ web application can be resized up to 200% without the use of assistive technology.
1.4.5 Images of Text (Level AA)	Supports	The IQ product does not present images of text.
1.4.10 Reflow (Level AA) WCAG 2.1	Partially Supports	IQ adheres using responsive design; however, some screens will create two dimensions of required scrolling.
1.4.11 Non-Text Contrast (Level AA) WCAG 2.1	Partially Supports	Most graphical controls adhere to this standard. In cases where it might not, IQ provides tooltips for additional information.
1.4.12 Text Spacing (Level AA) WCAG 2.1	Partially Supports	IQ does not provide the ability to override using markup languages, however, the HTML editor within the product respects the style properties.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (AA) WCAG 2.1	Supports	IQ addresses these criteria for hover and keyboard focus triggers.
2.4.5 Multiple Ways (Level AA)	Supports	The IQ user interface is straightforward and provides multiple ways of accessing required content.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels throughout the IQ product are descriptive and inform users of their topic or purpose.
2.4.7 Focus Visible (Level AA)	Supports	Visual focus of the keyboard indicator is maintained throughout the IQ application.
2.4.11 Focus Not Obscured (Minimum) (Level AA) WCAG 2.2	Supports	Interface components in IQ do not hide author-created content.
2.5.7 Dragging Movements (Level AA) WCAG 2.2	Partially Supports	Most tasks in IQ do not require drag-and-drop functionality, however, advanced features such as eNewsletter, webform and survey design do require it.
2.5.8 Target Size (Minimum) (Level AA) WCAG 2.2	Partially supports	IQ has many pointer inputs that meet this criterion, however some targets can be found that are 16 by 16 pixels.
3.1.2 Language of Parts (Level AA)	Not Applicable	The IQ product is presented in one language: English. Since there is no deviation from the default language, this criteria in Not Applicable.
3.2.3 Consistent Navigation (Level AA)	Supports	IQ uses consistent navigation throughout the product for all users who interact with repeated content.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA)	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.
3.3.3 Error Suggestion (Level AA)	Supports	When an input error is detected within the IQ interface, the user will receive an appropriate suggestion for correction of the input error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	The IQ product does not cause legal commitments or financial transactions to occur.
3.3.8 Accessible Authentication (Minimum) (Level AA) WCAG 2.2	Not Applicable	IQ relies on customer identity provider, single sign-on (SSO) for authentication.
4.1.3 Status Messages (Level AA) WCAG 2.1	Partially Supports	Key status update messages are read by assistive technologies and primarily do receive focus, however there are cases where status messages do not receive focus and may not be presented by assistive technologies.

Table 3: Success Criteria, Level AAA

Intranet Quorum has not been evaluated for WCAG 2.2 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.

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