



Dynatrace Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version:	Dynatrace SaaS 1.xxx (1.278 and higher)
Report Date:	October 2023
Product Description:	Software intelligence platform for the enterprise cloud
Contact Information:	accessibility@dynatrace.com
Notes:	<p>A comprehensive assessment of 14 screens and 4 components was performed between April and May 2023. A follow-up evaluation was made of issues discovered during the initial assessment and completed in September 2023.</p> <p>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.</p>

Scope

The scope includes the following screens:

Screen	Name
1	Login
2	Launcher/Home Page
3	New Notebook
4	New Dashboard
5	Workflows
6	New Workflow
7	Workflow Execution
8	Hub Home
9	Hub Manage
10	Get data into Dynatrace
11	Hub Listing
12	Problems
13	Problem Details*
14	Service Details*

The scope of the assessment includes the following components:

Component	Name
1	Left Navigation
2	Search
3	Timeframe selector*
4	Top Navigation*

*) Screens and components considered "classic". See [Accessibility of classic screens and components](#) for more information.

Evaluation Methods Used

A combination of automated and manual testing techniques were employed for the initial accessibility assessment. Manual assessment was performed using Chrome v.117.0 on Windows 10 and included exclusive use of the keyboard. Automated tools used included axe Auditor and the axe DevTools browser extension. Assistive technologies employed included NVDA v.2023.1.

This report also reflects remediation of several issues identified in the initial assessment. Each remediated issue was validated using the same testing techniques that were employed in the initial assessment.

In addition to this annual assessment, Dynatrace applies automated accessibility tests using axe-core as well as manual self-assessment using Microsoft Accessibility Insights browser extension and common screen reader software (e.g., NVDA).

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	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	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.

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
<p>1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except in situations listed in WCAG 2.1.1.1.</p>	Partially Supports	<p>Most non-text content has text alternatives or has a text alternate that serves an equivalent purpose. However, exceptions exist:</p> <ul style="list-style-type: none"> Detailed alternative description is missing found on page(s)/component(s): Service Details; Problems. Text alternative is missing found on page(s)/component(s): Problem Details. [role='img'] elements must have an alternative text found on page(s)/component(s): Problems. Text alternative does not serve the same purpose as image found on page(s)/component(s): Hub Listing. Informative CSS image is missing text alternative found on page(s)/component(s): Service Details.
<p>1.2.1 Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only 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"> Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content. 	Supports	Prerecorded audio-only files are not present.
<p>1.2.2 Captions (Prerecorded): 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	Prerecorded videos are not present.
<p>1.2.3 Audio Description or Media Alternative (Prerecorded): 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	Prerecorded videos are not present, therefore audio description is not required.
<p>1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	Partially Supports	Most information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. However, there are exceptions:

Criteria	Supporting Feature	Remarks and Explanations
		<ul style="list-style-type: none"> Group of form controls not associated with group label found on page(s)/component(s): Timeframe flyout. Text should not be marked as a heading found on page(s)/component(s): Top Nav; Service Details; Problem Details. Visual heading text is not marked as heading found on page(s)/component(s): Top Nav; Service Details; Problem Details; Notebooks; Problems.
<p>1.3.2 Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>	Partially Supports	<p>The reading and navigation order of most content is logical and intuitive. However, exceptions exist:</p> <ul style="list-style-type: none"> aria-hidden="true" is used incorrectly found on page(s)/component(s): Problem Details; Hub Listing. Able to browse outside modal with screen reader found on page(s)/component(s): Service Details. Hidden content is readable with a screen reader found on page(s)/component(s): Service Details; Problem Details. Desktop, RWD Tablet & Mobile: aria-hidden="true" is used incorrectly found on page(s)/component(s): New Notebook. Reading order of static content changes meaning found on page(s)/component(s): Problem Details.
<p>1.3.3 Sensory Characteristics: 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>Content does not rely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound for understanding and operating content.</p>
<p>1.4.1 Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Partially Supports	<p>For most content, color is not used as the sole method of conveying content or distinguishing visual elements. However, there are some exceptions:</p> <ul style="list-style-type: none"> Color alone is used to convey info found on page(s)/component(s): Problems. Link contrast is not at least 3:1 with surrounding text found on page(s)/component(s): Problems. Links must be distinguishable without relying on color found on page(s)/component(s): Service Details. Color alone is used to convey info found on page(s)/component(s): Problems.
<p>1.4.2 Audio Control: 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	<p>A mechanism is provided to stop, pause, mute, or adjust volume for audio that automatically plays for more than 3 seconds.</p>
<p>2.1.1 Keyboard: 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</p>	Partially Supports	<p>Most functionalities are available using the keyboard (unless the functionality cannot be accomplished in any known way using a keyboard) and if present some shortcut keys and accesskeys may conflict with existing browser and screen reader shortcuts and some functionalities based on custom gestures may not be</p>

Criteria	Supporting Feature	Remarks and Explanations
<p>path of the user's movement and not just the endpoints.</p>		<p>available when a screen reader is turned on. However, exceptions exist:</p> <ul style="list-style-type: none"> • Action cannot be performed with a screen reader turned on found on page(s)/component(s): Service Details. • Device-dependent event handlers are used found on page(s)/component(s): Service Details; Create New Workflow; Problems. • Drag and drop feature is not keyboard accessible found on page(s)/component(s): Create New Workflow. • Function cannot be performed by keyboard alone found on page(s)/component(s): Service Details; Problem Details; Create New Workflow; Problems; Hub Manage. • Desktop, RWD Tablet & Mobile: Device-dependent event handlers are used found on page(s)/component(s): Left Navigation.
<p>2.1.2 No Keyboard Trap: 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	Keyboard focus is not locked or trapped in a particular area and the user is able to navigate to and from all navigable elements using only a keyboard.
<p>2.1.4 Character Key Shortcuts: 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"> • Turn off: A mechanism is available to turn the shortcut off; • Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc). • Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus. 	Supports	If a single character key shortcut exists, then at least one of the following is true: single character key shortcuts can be turned off, remapped or are only active when the relevant user interface component is in focus.
<p>2.2.1 Timing Adjustable: 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"> • Turn off: User is allowed to turn off time limit before encountering it; or • Adjust: 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 • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action 	Partially Supports	<p>In most cases, the user is given an option to turn off, adjust, or extend the time limit. However, exceptions exist:</p> <ul style="list-style-type: none"> • Content visually appears and disappears with no ability to adjust timing found on page(s)/component(s): Service Details; Problem Details; Login.

Criteria	Supporting Feature	Remarks and Explanations
<p>(for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or</p> <ul style="list-style-type: none"> • Real-time Exception: 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 • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours. 		
<p>2.2.2 Pause, Stop, Hide: For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> • Moving, blinking, scrolling: 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 • Auto-updating: 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. 	Supports	Moving, blinking, scrolling, or auto-updating information can be paused, stopped, hidden or controlled by the user.
<p>2.3.1 Three Flashes or Below Threshold: 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	The tested application does not contain flashing content.
<p>2.4.1 Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.</p>	Supports	Method is provided to skip navigation and other page elements that are repeated across web pages and frames have appropriate titles.
<p>2.4.2 Page Titled: Web pages have titles that describe topic or purpose.</p>	Partially Supports	<p>Most pages have descriptive and informative valid titles. However, exceptions exist:</p> <ul style="list-style-type: none"> • Page <title> does not identify the purpose of the page found on page(s)/component(s): Problem Details; Hub Manage.
<p>2.4.3 Focus Order: 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	<ul style="list-style-type: none"> • The navigation order of most links, form elements, etc. are logical and intuitive. However, there are exceptions. • Hidden or empty element receives focus found on page(s)/component(s): Service Details; Problem Details.

Criteria	Supporting Feature	Remarks and Explanations
		<ul style="list-style-type: none"> Keyboard focus is lost or misplaced due to user interaction or content update found on page(s)/component(s): Notebooks. Keyboard focus is not maintained in modal found on page(s)/component(s): Service Details. Keyboard focus is not placed on the opened modal found on page(s)/component(s): Notebooks. Keyboard focus order is not logical found on page(s)/component(s): Top Nav; Problem Details; New Dashboard. Modal is closed, focus is not returned to trigger found on page(s)/component(s): Notebooks. Desktop, RWD Tablet & Mobile: Modal is closed, focus is not returned to trigger found on page(s)/component(s): Launcher/HomePage. Keyboard focus does not move to the intended target found on page(s)/component(s): Service Details.
<p>2.4.4 Link Purpose (In Context): 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>	Partially Supports	<p>The purpose of most links can be determined from the link text alone, or from the link text and the context. However, exceptions exist:</p> <ul style="list-style-type: none"> Purpose of link is not clear in context found on page(s)/component(s): Top Nav.
<p>2.5.1 Pointer Gestures: 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	All functionality that can be operated with a pointer can be operated with single-point actions.
<p>2.5.2 Pointer Cancellation: 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"> No Down-Event: The down-event of the pointer is not used to execute any part of the function; Abort or Undo: 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; Up Reversal: The up-event reverses any outcome of the preceding down-event; Essential: Completing the function on the down-event is essential. 	Supports	For functionality that can be operated using a single-pointer at least one of the following is true: no down-event, abort/undo, up reversal or essential.
<p>2.5.3 Label in Name: For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p>	Partially Supports	<p>For most user interface components that include visible text labels, the accessible name also matches (or includes) the visible text in the label. However, exceptions exist:</p> <ul style="list-style-type: none"> Accessible name does not contain the visible label found on page(s)/component(s): Service Details. Accessible name missing found on page(s)/component(s): Service Details; Problem Details.

Criteria	Supporting Feature	Remarks and Explanations
<p>2.5.4 Motion Actuation: 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"> • Supported Interface: The motion is used to operate functionality through an accessibility supported interface; • Essential: The motion is essential for the function and doing so would invalidate the activity. 	Supports	Functionality that can be triggered by device motion or user motion detected by a device can be disabled and the functionality can be operated without using motion.
<p>3.1.1 Language of Page: The default human language of each Web page can be programmatically determined.</p>	Supports	The language of the page/s are correctly identifiable.
<p>3.2.1 On Focus: When any component receives focus, it does not initiate a change of context.</p>	Supports	When an element receives focus a substantial change to the page, the spawning of a pop-up window or a focus change does not occur that would disorient the user.
<p>3.2.2 On Input: 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</p>	Supports	When a user inputs information or interacts with a control, it does not result in a substantial change to the page that could disorient the user unless the user is informed of the change ahead of time.
<p>3.3.1 Error Identification: 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.</p>	Partially Supports	<p>In most cases, efficient, intuitive and clearly identified text-based alerts are provided to users for form validation cues and errors. However, exceptions exist:</p> <ul style="list-style-type: none"> • Form field with error not identified found on page(s)/component(s): Problem Details.
<p>3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input.</p>	Partially Supports	<p>For most form fields requiring user input sufficient labels, instructions and error messages are provided. However, exceptions exist:</p> <ul style="list-style-type: none"> • Label is not persistent found on page(s)/component(s): Top Nav; Timeframe flyout. • Visible label missing found on page(s)/component(s): Top Nav; Service Details; Create New Workflow. • Instructions missing for assistive technology users found on page(s)/component(s): New Dashboard. • Instructions are inaccurate or incomplete for assistive technology users found on page(s)/component(s): Notebooks.
<p>4.1.1 Parsing: 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.</p>	Partially Supports	<p>In most cases, elements have complete start and end tags, are nested according to specifications, do not contain duplicate attributes and have unique IDs.</p> <p>However, exceptions exist:</p> <ul style="list-style-type: none"> • Certain ARIA roles must contain particular children found on page(s)/component(s): Top Nav; Service Details.

Criteria	Supporting Feature	Remarks and Explanations
		<ul style="list-style-type: none"> Anchor or button nested inside another anchor or button found on page(s)/component(s): Service Details.
<p>4.1.2 Name, Role, Value: 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.</p>	Partially Supports	<p>In most cases, the name, role, and value of user interface components can be programmatically determined. However, exceptions exist:</p> <ul style="list-style-type: none"> Button: Button does not have a name found on page(s)/component(s): Service Details. Button: Button is missing both a role and a name found on page(s)/component(s): Service Details; Problem Details; Problems. Buttons must have discernible text found on page(s)/component(s): Service Details; Create New Workflow; Timeframe flyout; Workflow Execution. Combobox: Combobox is missing appropriate roles and/or attributes found on page(s)/component(s): Service Details; Problems. Elements must only use allowed ARIA attributes found on page(s)/component(s): Service Details; Problem Details; Timeframe flyout; Workflow Execution. Form field: Form field is not labeled found on page(s)/component(s): Service Details; Problem Details; Notebooks; New Dashboard. Role: The element's role is missing or incorrect found on page(s)/component(s): Problem Details; Timeframe flyout. States/Properties: The element has missing or incorrect states or properties found on page(s)/component(s): Notebooks. Tooltip: Tooltip content is not accessible to screen readers found on page(s)/component(s): Service Details; Notebooks; Problems; New Dashboard; Hub Manage. Listbox: Listbox is missing appropriate roles and/or attributes found on page(s)/component(s): Top Nav; Service Details. ARIA input fields must have an accessible name found on page(s)/component(s): Timeframe flyout. Button: Button does not have a role found on page(s)/component(s): Service Details; Problem Details; Create New Workflow; Problems; New Dashboard. Button: Button pressed state is not conveyed found on page(s)/component(s): Problem Details. Elements must only use allowed ARIA attributes found on page(s)/component(s): Service Details; Problem Details; Timeframe flyout; Workflow Execution. Frames must have an accessible name found on page(s)/component(s): Top Nav; Service Details; Problem Details; Problems. Links must have discernible text found on page(s)/component(s): Service Details.

Criteria	Supporting Feature	Remarks and Explanations
		<ul style="list-style-type: none"> • State: Expand/collapse state of the element is missing or incorrect found on page(s)/component(s): Top Nav; Service Details; Problem Details; Notebooks; New Dashboard. • State: Selected state of the element is missing or incorrect found on page(s)/component(s): Top Nav; Hub Home; Notebooks; New Dashboard; Timeframe flyout. • Listbox: Listbox is missing appropriate roles and/or attributes - WARNING: VERY RARE found on page(s)/component(s): Top Nav; Service Details. • ARIA hidden elements must not be focusable or contain focusable elements found on page(s)/component(s): Service Details; Problem Details. • Link: Link disabled state is not conveyed found on page(s)/component(s): Problem Details. • Breadcrumb: Breadcrumb region is missing appropriate roles and/or attributes found on page(s)/component(s): Problem Details. • Dialog / Alert Dialog: Dialog is missing appropriate role and/or attributes found on page(s)/component(s): Service Details. • Role: The element's role is missing or incorrect found on page(s)/component(s): Problem Details; Timeframe flyout. • Menu items not exposed to the screen reader users found on page(s)/component(s): Hub Home; Hub Manage.

Table 2: Success Criteria, Level AA

Criteria	Supporting Feature	Remarks and Explanations
<p>1.2.4 Captions (Live): Captions are provided for all live audio content in synchronized media.</p>	Supports	Live multimedia files with audio are not present, therefore synchronized captions are not required.
<p>1.2.5 Audio Description (Prerecorded): Audio description is provided for all prerecorded video content in synchronized media.</p>	Supports	Prerecorded multimedia files are not present, therefore audio descriptions are not required.
<p>1.3.4 Orientation: 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	Orientation of the content is not locked to either landscape or portrait, unless a specific orientation is essential for the functionality.
<p>1.3.5 Identify Input Purpose: The purpose of each input field collecting information about the user can be programmatically determined when:</p> <p>The input field serves a purpose identified in the Input Purposes for User Interface Components section; and</p> <p>The content is implemented using technologies with support for identifying the expected meaning for form input data.</p>	Supports	Common input fields that collect an individual's personal data are programmatically defined based on the list of 53 Input Purposes for User Interface Components.
<p>1.4.3 Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:</p> <p>Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;</p> <p>Incidental: 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.</p> <p>Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.</p>	Partially Supports	<p>Most text and images of regular text have sufficient contrast ratios with the background. However, exceptions exist:</p> <ul style="list-style-type: none"> • Elements must have sufficient color contrast found on page(s)/component(s): Top Nav; Service Details; Problem Details; Problems. • Link or button text lacks 4.5:1 contrast ratio on hover or focus found on page(s)/component(s): Top Nav; Service Details; Problem Details; Problems; Timeframe flyout. • Placeholder text lacks 4.5:1 contrast ratio found on page(s)/component(s): Top Nav; Service Details; Problems. • Text content lacks 4.5:1 contrast ratio found on page(s)/component(s): Top Nav; Service Details; Problem Details; Create New Workflow; Problems; New Dashboard. • Link or button text lacks 4.5:1 contrast ratio on hover or focus found on page(s)/component(s): Top Nav; Service Details; Problem Details; Problems; Timeframe flyout. • Dark Theme: Link or button text lacks 4.5:1 contrast ratio on hover or focus found on page(s)/component(s): New Dashboard; Timeframe flyout.
<p>1.4.4 Resize text: 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>	Partially Supports	Most content is readable and functional when browser zoom is set to 200% of its initial size. However, exceptions exist:

Criteria	Supporting Feature	Remarks and Explanations
		<ul style="list-style-type: none"> Content is lost at 200% zoom found on page(s)/component(s): Service Details; Problem Details; Notebooks. Functionality is lost at 200% zoom found on page(s)/component(s): Top Nav; Notebooks; Search; New Dashboard; Hub Manage. Functionality is lost at 200% zoom found on page(s)/component(s): Top Nav; Notebooks; Search; New Dashboard; Hub Manage.
<p>1.4.5 Images of Text: 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> <p>Customizable: The image of text can be visually customized to the user's requirements; Essential: A particular presentation of text is essential to the information being conveyed.</p>	Supports	When the same visual presentation can be made using text alone, an image is not used to present that text.
<p>1.4.10 Reflow: Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <p>Vertical scrolling content at a width equivalent to 320 CSS pixels; Horizontal scrolling content at a height equivalent to 256 CSS pixels;</p> <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p>	Partially Supports	<p>Most of the content is viewable without scrolling horizontally when the viewport is set to 320 CSS pixels wide. However, exceptions exist:</p> <ul style="list-style-type: none"> Content overlaps other content at 320px width equivalent found on page(s)/component(s): Top Nav; Service Details; Problem Details; Notebooks; Problems; Search; Left Navigation; New Dashboard; Hub Manage. Content does not reflow to fit 320px width equivalent found on page(s)/component(s): Top Nav; Service Details; Problem Details; Create New Workflow; Notebooks; Workflow Execution; Workflows.
<p>1.4.11 Non-text Contrast: The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):</p> <p>User Interface Components: 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; Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.</p>	Partially Supports	<p>Most of the boundaries of the active user component's hit area, its visual state and any graphics required to understand content have sufficient contrast ratios of 3 to 1 with adjacent color(s) or background. However, exceptions exist:</p> <ul style="list-style-type: none"> Active user interface component lacks 3 to 1 contrast ratio found on page(s)/component(s): Service Details; Problem Details; Problems; Login. An icon lacks 3 to 1 contrast ratio found on page(s)/component(s): Service Details; Problem Details; Problems. State of active component lacks 3 to 1 contrast ratio found on page(s)/component(s): Top Nav; Service Details; Problem Details; Problems. Graphical object lacks 3 to 1 contrast ratio found on page(s)/component(s): Service Details; Problem Details.
<p>1.4.12 Text Spacing: 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>	Partially Supports	<p>Most of the spacing between letters, words, lines of text and paragraphs can be adjusted. However, exceptions exist:</p> <ul style="list-style-type: none"> Text spacing content cut off found on page(s)/component(s): Top Nav; Service Details.

Criteria	Supporting Feature	Remarks and Explanations
<p>Line height (line spacing) to at least 1.5 times the font size; Spacing following paragraphs to at least 2 times the font size; Letter spacing (tracking) to at least 0.12 times the font size; Word spacing to at least 0.16 times the font size.</p>		
<p>1.4.13 Content on Hover or Focus: Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: Dismissable: 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; Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.</p>	Partially Supports	<p>When additional content is triggered on pointer hover or on keyboard focus, most of that additional content can be perceived and dismissed. However, exceptions exist:</p> <ul style="list-style-type: none"> • Additional content not dismissible found on page(s)/component(s): Service Details; Problems. • Hover content disappearing found on page(s)/component(s): Service Details; Problems.
<p>2.4.5 Multiple Ways: More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.</p>	Supports	Multiple ways are available to find other pages on the site.
<p>2.4.6 Headings and Labels: Headings and labels describe topic or purpose.</p>	Partially Supports	<p>Most headings and labels for form and interactive controls are informative. However, exceptions exist:</p> <ul style="list-style-type: none"> • Buttons have the same name but different actions found on page(s)/component(s): Service Details; Notebooks. • Programmatic label does not convey the purpose of control found on page(s)/component(s): Top Nav; Service Details; Problems; New Dashboard; Timeframe flyout.
<p>2.4.7 Focus Visible: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	Partially Supports	<p>In most cases, it is visually apparent which page elements have current keyboard focus. However, the following issues exist:</p> <ul style="list-style-type: none"> • Focus indicator is missing found on page(s)/component(s): Service Details; Problems. • Focus indicator is missing found on page(s)/component(s): Service Details; Problems.
<p>3.1.2 Language of Parts: 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</p>	Supports	The language of sections of content that are different from page/s default language are correctly identified.

Criteria	Supporting Feature	Remarks and Explanations
become part of the vernacular of the immediately surrounding text.		
3.2.3 Consistent Navigation : 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.	Supports	Navigation patterns that are repeated on web pages are presented in the same relative order each time they appear and do not change order when navigating through the site.
3.2.4 Consistent Identification : Components that have the same functionality within a set of Web pages are identified consistently.	Supports	Labels, names, and text alternatives for content that have the same functionality across multiple web pages are consistently identified.
3.3.3 Error Suggestion : 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.	Supports	If input errors are automatically detected, suggestions are provided in text for fixing the input in a timely and accessible manner before the data is submitted to the server.
3.3.4 Error Prevention (Legal, Financial, Data) : 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: Reversible : Submissions are reversible. Checked : Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. Confirmed : A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	Supports	If the user can change or delete legal, financial, student exam responses, or unrecoverable/unintentionally modified or deleted data, the changes/deletions are reversible, verified, or confirmed.
4.1.3 Status Messages : 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.	Partially Supports	In most cases, status messages can be programmatically determined by assistive technologies without receiving focus. However, exceptions exist: <ul style="list-style-type: none"> Status message not automatically announced found on page(s)/component(s): Top Nav; Service Details; Problem Details; Create New Workflow; Notebooks; Problems; Hub Listing. Desktop, RWD Tablet & Mobile: Status message not automatically announced found on page(s)/component(s): Search. Status message not automatically announced found on page(s)/component(s): Top Nav; Service Details; Problem Details; Create New Workflow; Notebooks; Problems; Hub Listing.

Table 3: Success Criteria, Level AAA

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

Appendix

Accessibility of classic screens and components

The new Dynatrace SaaS Platform integrates all previously existing features as apps composed from screens and components considered "classic". All these classic screens and components are going to be replaced by fully WCAG 2.1 AA compliant apps. Non-blocking accessibility issues are going to be addressed during this redesign.

Most existing exceptions relate to classic screens and components, which is why significant improvements can be expected in next year's iteration of this conformance report. Exceptions for new screens and components are highlighted in **bold text**.

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