QualityLogic

Outlook Insight Knowledge Interpreter
Accessibility Conformance Report

DATE: January 23rd, 2024

REVISION NUMBER: v1.2

Contents

1. Revision History

Version	Date	Description	Name
Revision 1.0	11/1/2023	Initial Draft	Dawn Constantine
Revision 1.1	1/10/2024	Updated conformance	Dawn Constantine
Revision 1.2	1/23/2024	Updated conformance	Dawn Constantine

2. Summary of the Evaluation Findings

This Accessibility Conformance Report uses the VPAT® Version 2.5 (Revised) template to describe the conformance of the Outlook Insight Knowledge Interpreter with WCAG 2.2 AA guidelines.

Product Description

The Outlook Insight Knowledge Interpreter under review is a chat interface which connects users with an AI language model that has been specifically adapted for retrieval and explanation of indexed information related to and sourced from Washington State's Department of Vocational Rehabilitation.

Additional Notes

This audit was conducted in accordance with the accessibility audit process developed by QualityLogic. This process was based on WCAG-EM (WCAG Evaluation Methodology). Details on evaluation methods and scope can be found in the Scope of Evaluation section below.

Evaluation Findings

Based on this evaluation, the Outlook Insight Knowledge Interpreter meets WCAG 2.2, Conformance Level AA. Detailed review results are available in the Results and Recommended Actions section below. Resources for follow-up study are listed in the References section below. Feedback on this evaluation is welcome. Any questions can be directed to accessibility@qualitylogic.com.

Scope of Evaluation

The Outlook Insight Knowledge Interpreter was audited to verify compliance with the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA by the QualityLogic team from October 30th, 2023, through November 1st, 2023, again on January 10th, 2024 through January 10th, 2024, and once more on January 23rd, 2024 through January 23rd, 2024.

Accessibility compliance was audited with automated accessibility tests and manually with the following assistive technologies:

- Job Access With Speech (JAWS) 2024
- Non Visual Desktop Access (NVDA)
- Mac, iOS, and iPadOS VoiceOver

- Android TalkBack

The following web browsers were tested on:

- Windows 10
    - Google Chrome
    - Mozilla Firefox
    - Microsoft Edge
- MacOS
    - Google Chrome
    - Mozilla Firefox
    - Safari
- iOS and iPadOS
    - Safari
- Android
    - Google Chrome

Outlook Insight Knowledge Interpreter webpages included in the evaluation were:

- DVR CSM Knowledge Interpreter - https://dev.outlookinsight.ai/

3. Results and Recommended Actions

Below are the audit results for conformance against WCAG 2.2 AA standards.

Each WCAG guideline is rated using one of the following conformance levels:

- Supports – The functionality of the product has at least one method that meets the criterion without known defects or meets with the equivalent facilitation.
- Partially Supports – Some functionality of the product does not meet the criterion.
- Does Not Support – The majority of the 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 2.2 Level AAA.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Supports	No issues were identified in the audit that fail to this guideline.
1.2.1 Audio-only and Video-only (Prerecorded)	Supports	No issues were identified in the audit that fail to this guideline.
1.2.2 Captions (Prerecorded)	Supports	No issues were identified in the audit that fail to this guideline.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Supports	No issues were identified in the audit that fail to this guideline.
1.3.1 Info and Relationships	Supports	No issues were identified in the audit that fail to this guideline.
1.3.2 Meaningful Sequence	Supports	No issues were identified in the audit that fail to this guideline.
1.3.3 Sensory Characteristics	Supports	No issues were identified in the audit that fail to this guideline.
1.4.1 Use of Color	Supports	No issues were identified in the audit that fail to this guideline.
1.4.2 Audio Control	Supports	No issues were identified in the audit that fail to this guideline.
2.1.1 Keyboard	Supports	No issues were identified in the audit that fail to this guideline.
2.1.2 No Keyboard Trap	Supports	No issues were identified in the audit that fail to this guideline.
2.1.4 Character Key Shortcuts (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
2.2.1 Timing Adjustable	Supports	No issues were identified in the audit that fail to this guideline.
2.2.2 Pause, Stop, Hide	Supports	No issues were identified in the audit that fail to this guideline.
2.3.1 Three Flashes or Below Threshold	Supports	No issues were identified in the audit that fail to this guideline.
2.4.1 Bypass Blocks	Supports	No issues were identified in the audit that fail to this guideline.
2.4.2 Page Titled	Supports	No issues were identified in the audit that fail to this guideline.
2.4.3 Focus Order	Supports	No issues were identified in the audit that fail to this guideline.
2.4.4 Link Purpose (In Context)	Supports	No issues were identified in the audit that fail to this guideline.
2.5.1 Pointer Gestures (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
2.5.2 Pointer Cancellation (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.

2.5.3 Label in Name (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
2.5.4 Motion Actuation (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
3.1.1 Language of the Page	Supports	No issues were identified in the audit that fail to this guideline.
3.2.1 On Focus	Supports	No issues were identified in the audit that fail to this guideline.
3.2.2 On Input	Supports	No issues were identified in the audit that fail to this guideline.
3.2.6 Consistent Help (WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
3.3.1 Error Identification	Supports	No issues were identified in the audit that fail to this guideline.
3.3.2 Labels or Instructions	Supports	No issues were identified in the audit that fail to this guideline.
3.3.7 Redundant Entry (WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
4.1.2 Name, Role, Value	Supports	No issues were identified in the audit that fail to this guideline.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Supports	No issues were identified in the audit that fail to this guideline.
1.2.5 Audio Description (Prerecorded)	Supports	No issues were identified in the audit that fail to this guideline.
1.3.4 Orientation (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
1.3.5 Identify Input Purpose (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
1.4.3 Contrast (Minimum)	Supports	No issues were identified in the audit that fail to this guideline.
1.4.4 Resize Text	Supports	No issues were identified in the audit that fail to this guideline.
1.4.5 Images of Text	Supports	No issues were identified in the audit that fail to this guideline.
1.4.10 Reflow (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.

1.4.11 Non-text Contrast (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
1.4.12 Text Spacing (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
1.4.13 Content on Hover or Focus (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
2.4.5 Multiple Ways	Supports	No issues were identified in the audit that fail to this guideline.
2.4.6 Headings and Labels	Supports	No issues were identified in the audit that fail to this guideline.
2.4.7 Focus Visible	Supports	No issues were identified in the audit that fail to this guideline.
2.4.11 Focus Not Obscured (Minimum) (WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
2.5.7 Dragging Movements (WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
2.5.8 Target Size (Minimum) (WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
3.1.2 Language of the Parts	Supports	No issues were identified in the audit that fail to this guideline.
3.2.3 Consistent Navigation	Supports	No issues were identified in the audit that fail to this guideline.
3.2.4 Consistent Identification	Supports	No issues were identified in the audit that fail to this guideline.
3.3.3 Error Suggestion	Supports	No issues were identified in the audit that fail to this guideline.
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	No issues were identified in the audit that fail to this guideline.
3.3.8 Accessible Authentication (Minimum) (WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
4.1.3 Status Messages (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.

Defects

The following defects and compliance issues were identified during the audit.

Issue severity is categorized into the following levels:

- Blocker: This issue blocks access to critical areas on the product under test or has a large impact on core functionality
- Critical: This issue fails one of the WCAG 2.X success criteria

An issue's status can be one of the following:

- Open: A fix has not been implemented for this issue and it still infringes upon the compliance of the product under test.
- 3rd Party – Open: This issue is due to the utilization of 3rd party content that cannot be addressed by the author. Issues with this status still infringe upon the compliance of the product under test.
- Closed: This issue is fixed and no longer poses an issue for accessibility. Issues with this status do not infringe upon the compliance of the product under test.

Summary	Requirements	Severity	Status
Knowledge Interpreter - Heading levels do not follow sequential order	1.3.1 Info and Relationships	Critical	Closed
Knowledge Interpreter - Add regions for navigation	1.3.1 Info and Relationships	Critical	Closed
Knowledge Interpreter - No instructions given for where and how to read the response	1.3.1 Info and Relationships 1.3.2 Meaningful Sequence	Critical	Closed
Knowledge Interpreter - [Blocker] Unable to select analysis panel content	1.3.1 Info and Relationships 2.1.1 Keyboard	Blocker	Closed
Knowledge Interpreter - Allow the chat texts to be focusable	1.3.1 Info and Relationships 2.4.3 Focus Order	Critical	Closed
Knowledge Interpreter - No announcement for the opened Analysis panel	1.3.1 Info and Relationships 4.1.3 Status Messages	Critical	Closed
Knowledge Interpreter - Implement an alert on page load to provide context for the modal	1.3.1 Info and Relationships 4.1.3 Status Messages	Critical	Closed
Knowledge Interpreter - Response citations and questions are not in the focus order	1.3.2 Meaningful Sequence 2.4.3 Focus Order	Critical	Closed
Knowledge Interpreter - Relocate clear chat button to be after the message input field	1.3.2 Meaningful Sequence 2.4.3 Focus Order	Critical	Closed
Knowledge Interpreter - Two-dimensional scrolling is required to view all content at reflow levels of zoom	1.4.10 Reflow	Critical	Closed
Knowledge Interpreter - Tabbing from the input box puts focus on the feedback button	1.3.1 Info and Relationships	Critical	Closed

Knowledge Interpreter - Illogical focus order throughout the page	2.4.3 Focus Order	Critical	Closed
Knowledge Interpreter - Sample questions aren't in the focus order	2.4.3 Focus Order	Critical	Closed
Knowledge Interpreter - Some buttons lack a visual focus indicator	2.4.7 Focus Visible	Critical	Closed
Knowledge Interpreter - Question input lacks a true label	3.3.2 Labels or Instructions	Critical	Closed
Knowledge Interpreter - Submit button is announced twice by assistive technology	4.1.2 Name, Role, Value	Critical	Closed
Knowledge Interpreter - Follow-up question elements have a misleading role	4.1.2 Name, Role, Value	Critical	Closed
Knowledge Interpreter - Buttons in the Analysis panel lack a value of e.g. selected or expanded	4.1.2 Name, Role, Value	Critical	Closed
Knowledge Interpreter - Citations are announced twice on Mac and mobile	4.1.2 Name, Role, Value	Critical	Closed
Knowledge Interpreter - Repetitive alert messages are announced in rapid succession	4.1.3 Status Messages	Critical	Closed
Knowledge Interpreter - Questions Are Groups With Voiceover on Mac	4.1.2 Name, Role, Value	Critical	Closed

4. References

- Web Content Accessibility Guidelines (WCAG) Overview (https://www.w3.org/WAI/intro/wcag)
- Web Content Accessibility Guidelines 2.2 (https://www.w3.org/TR/WCAG22/)
- Techniques for WCAG 2.2 (https://www.w3.org/WAI/WCAG22/Techniques/)
- Accessibility Evaluation Resources (http://www.w3.org/WAI/eval/)
- Website Accessibility Conformance Evaluation Methodology, WCAG-EM (https://www.w3.org/TR/WCAG-EM/)
- Web Accessibility Evaluation Tools List (https://www.w3.org/WAI/ER/tools/)
- Using Combined Expertise to Evaluate Web Accessibility (https://www.w3.org/WAI/eval/reviewteams)