

## Accessibility



### Making Life at Work Better – for everyone.

Working towards a more inclusive future with the #1 enterprise solution for the ITSM, service desk and customer self-service sectors\*

At Hornbill, we are committed to innovation and understand that inclusion is a powerful driving force behind meaningful innovation.

As a result, we are equally committed to enabling as many people as possible to use our products with confidence, and we welcome the opportunity to cater for those with disabilities or impairments that may present challenges when using certain online technologies.

We are constantly exploring ways to make Hornbill more accessible and recognise that,

while we are making good progress, there is still further to go.

Our mission to create a customer experience so compelling that it changes the business DNA of our customers is closely intertwined with our ongoing accessibility efforts.

As we continue to make progress on this important journey, we will keep striving for greater inclusion and for unlocking the potential in every member of our team and yours.

## Accessibility at Hornbill

We are committed to accessibility at Hornbill.

The current de-facto standard for accessibility outlined by the World Wide Web Consortium (W3C) is WCAG (Web Content Accessibility Guidelines).

Specifically, WCAG 2.2 Level A. These guidelines are outlined at

<https://www.w3.org/WAI/standards-guidelines/wcag/new-in-22/>

## Commitment to Accessibility Improvements

Hornbill is committed to improving accessibility of the Hornbill Service Manager product and documentation so that everyone can benefit from the advantages of our service management technology.

Hornbill Service Manager is WCAG 2.2 Level A compliant and meets around 90% of all applicable AA and AAA WCAG 2.1 and WCAG 2.2 requirements.

We are working to evaluate Hornbill against the remaining five requirements across WCAG 2.1

and 2.2 and implement these for full compliance.

In conjunction with this, we are working to ensure that the achieved WCAG standards are maintained across changes and developments to the Hornbill software product – by (a) ensuring accessibility is considered at the early stages of new feature development and UI redesign and (b) integrating specific, automated WCAG accessibility testing into the product lifecycle.

## Hornbill Accessibility Capabilities

Guideline	Description	Level	Status
1.1.1	Non-text content	A	Fully met
1.2.2	Audio-only and Video-only (Prerecorded)	A	Fully met
1.2.3	Audio Description or Media Alternative (Prerecorded)	A	Fully met
1.3.1	Info and Relationships	A	Fully met
1.3.2	Meaningful Sequence	A	Fully met
1.3.3	Sensory Characteristics	A	Fully met
1.3.4	Orientation (Added in 2.1)	AA	Fully met
1.3.5	Identify Input Purpose (Added in 2.1)	AA	Fully met
1.3.6	Identify Purpose	AAA	Fully met
1.4.1	Use of Color	A	Fully met
1.4.2	Audio Control	A	Fully met
1.4.3	Contrast (Minimum)	AA	Fully met
1.4.4	Resize Text	AA	Fully met
1.4.5	Images of Text	AA	Fully met
1.4.6	Contrast (Enhanced)	AAA	Fully met
1.4.7	Low or No Background Audio	AAA	Fully met
1.4.8	Visual Presentation	AAA	Fully met
1.4.9	Images of Text (No Exception)	AAA	Fully met
1.4.10	Reflow	AA	Fully met
1.4.11	Non-text Contrast	AA	Fully met
1.4.12	Text Spacing	AA	Fully met
1.4.13	Content on Hover or Focus	AA	Fully met
2.1.1	Keyboard	A	Fully met
2.1.2	No Keyboard Trap	A	Fully met
2.1.4	Character Key Shortcuts	A	Fully met
2.2.1	Timing Adjustable	A	Fully met
2.2.2	Pause, Stop, Hide	A	Fully met
2.2.3	No Timing	AAA	Fully met
2.3.1	Three Flashes or Below Threshold	A	Fully met
2.3.2	Three Flashes	AAA	Fully met
2.4.1	Bypass Blocks	A	Fully met
2.4.2	Page Titled	A	Fully met
2.4.3	Focus Order	A	Fully met
2.4.4	Link Purpose (In Context)	A	Fully met
2.4.5	Multiple Ways	AA	Fully met
2.4.6	Headings and Labels	AA	Fully met
2.4.7	Focus Visible	AA	Fully met

2.4.8	Location	AAA	Fully met
2.4.10	Section Headings	AAA	Fully met
2.4.12	Focus Not Obscured (Minimum)	AA	Fully met
2.4.13	Focus Not Obscured (Enhanced)	AAA	Fully met
2.5.1	Pointer Gestures	A	Fully met
2.5.2	Pointer Cancellation	A	Fully met
2.5.3	Label in Name	A	Fully met
2.5.4	Motion Actuation	A	Fully met
2.5.6	Concurrent Input Mechanisms	AAA	Fully met
2.5.8	Target Size (Minimum)	AA	Fully met
3.1.1	Language of Page	A	Fully met
3.1.2	Language of Parts	AA	Fully met
3.1.4	Abbreviations	AAA	Fully met
3.2.1	On Focus	A	Fully met
3.2.2	On Input	A	Fully met
3.2.3	Consistent Navigation	AA	Fully met
3.2.4	Consistent Identification	AA	Fully met
3.2.5	Change on Request	AAA	Fully met
3.2.6	Consistent Help	A	Fully met
3.3.1	Error Identification	A	Fully met
3.3.2	Labels or Instructions	A	Fully met
3.3.3	Error Suggestion	AA	Fully met
3.3.4	Error Prevention (Legal, Financial, Data)	AA	Fully met
3.3.5	Help	AAA	Fully met
3.3.6	Error Prevention (All)	AAA	Fully met
3.3.7	Redundant Entry	A	Fully met
3.3.8	Accessible Authentication (Minimum)	AA	Fully met
3.3.9	Accessible Authentication (Enhanced)	AAA	Fully met
4.1.2	Name, Role, Value	A	Fully met
4.1.3	Status Messages	AA	Fully met

Releasing constantly means that the position is always changing but the latest on how we match up to this standard can be found at <https://docs.hornbill.com/esp-fundamentals/about/accessibility-report-wcag-2-2>

## Feedback

We welcome all feedback on the accessibility of any of our Hornbill applications. If you encounter

issues or challenges, please let us know by emailing [hello@hornbill.com](mailto:hello@hornbill.com).