Travelport Desktop SDK Certification Process

The Travelport Desktop SDKs include the Universal Desktop SDK, which allows developers to customize Universal Desktop, and the Smartpoint SDK, which allows developers to customize Smartpoint.

The certification process covers Global API Support engagement from the introductory call with a customer at the beginning of their development phase, through to move-to-production certification review, and to three weeks beyond final customer deployment. Other internal Travelport teams are also engaged as part of this process to ensure that capacity, performance, security, and product considerations are all addressed. Follow-up activity for the certification process includes scheduled checkpoints with customers in the months and years following deployment.

The key elements of the certification process are to:

- Work with customers to establish a close and ongoing relationship.

- Conduct fact finding to ensure we understand exactly what customers are developing, their approach and business goals, and associated timelines.

- Make an initial Getting Started/Introduction call to ensure customers understand all product resources, available tools, support procedures, as well as how to contact us in case of emergencies.

- Provide dedicated support for all incoming problem tickets during the assigned certification period, from development through three weeks into production deployment.

- Work with customers to validate that credentials are functioning correctly, and that customers' initial setups meet their needs.

- Prepare customers for the move-to-production evaluation requirements, so they are ready when they reach that point in the process.

- Conduct the certification evaluation as part of move-to-production procedure. This evaluation varies somewhat depending on the Travelport product being used and the type of application that has been developed (website versus application extension).

- Issue the associated certificate document for the certification evaluation and approval.

- Work with customers through completion of their applications, which may include multiple software releases over the course of lengthy development cycle(s).

- Conduct proactive follow-up checks periodically to ensure that Travelport maintains awareness of customer applications, and certify any significant software changes.

To complete the certification evaluation, Travelport requires **three weeks** advance notice prior to a customer's desired move-to-production date. The evaluation may contain either recommended or required changes. Any required changes must be completed and validated by Travelport before the customer can be Certified and approval is given to move to production.

- For Universal Desktop SDK components, *move to production* means that the component is loaded to Travelport Administration Portal where it is available to deploy to Universal Desktop users.

- For Smartpoint SDK plug-ins, *move to production* means that the plug-in is signed, so that when it is deployed to users, Smartpoint is able to load the plug-in.

Benefits of certification

Each SDK application or plug-in must be certified by Travelport prior to deployment to Universal Desktop or Smartpoint users. Customers must contact Travelport API Support **three weeks prior** to the move-to-production date to begin the certification process.

The goal of the certification process is to validate that a customer's application or plug-in is suitable for access to Travelport's Production environment and does not adversely impact the functionality of Universal Desktop or Smartpoint. Certification is mutually beneficial to both Travelport and our customers by ensuring that client components are:

- Designed to meet a customer's business needs

- Coded to transact efficiently and effectively, thereby avoiding excessive transaction fees

- Complying with Travelport's recommendations and best practices

- Within Travelport's capacity requirements in order to protect our content to the benefit of all Travelport customers

- Secure so that customer and Travelport data is protected

Certification process

For more information about certification, refer to the Universal Desktop SDK online help or the Smartpoint SDK online help.

1. The certification process begins when Global API Support engages the customer on a welcome call. During this call, Global API Support ensures that the customer understands all product resources, available tools, support procedures, as well as how to contact us in case of emergencies.

2. The customer begins development. If problems arise during development:

- Smartpoint SDK customers should report problems to their Travelport technical specialist. The customer can also post questions on the Smartpoint SDK forum.

- For Universal Desktop SDK modules:
    a. The customer creates a problem ticket via ORS.
    b. Global API Support investigates the problem and engages other teams as necessary.
    c. Global API Support communicates to the customer via ORS about the status and resolution of the problem.

3. Three weeks prior to the customer's desired move-to-production date, the customer notifies Travelport to begin the certification evaluation.

    - Smartpoint SDK customers:
        a. Complete a functional design document and user guide. Templates for this documentation is available in the online help in the Certification topic.
        b. Provide Source code to their Travelport partner specialist.

    - Universal Desktop SDK customers:
        a. Complete required documentation for the application or plug-in.

            o This documentation includes a questionnaire, functional design document, and user guide, all of which is attached to the ORS request that requests certification. Templates or instructions for each of these documents are available from the Certification section of the Universal Desktop SDK online help.

        b. Emails source code to a regional support team.

4. Teams within Travelport evaluate the custom component and documentation to ensure that the module:

    - Performs as stated

    - Complies with best practices, recommendations, and security requirements

    - Uses resources efficiently so as not to cause excessive transactions and to protect Travelport's content

    - Protects Travelport and user data

5. After the evaluation, the customer is notified of the results.

    For Universal Desktop SDK customers, results are provided in the ORS request.
    - If the custom component fails evaluation, the ORS request is updated with the reasons for failure. The customer updates the custom component and/or documentation based on feedback, then resubmits the custom component for evaluation (step 3). Any required changes must be completed and validated by Travelport before the customer can be Certified and approval is given to move to production.

    - If the custom component passes evaluation, continue with step 6.

6. For modules or plug-ins that pass evaluation, a Certification certificate is issued.

    - For Smartpoint SDK customers, the plug-in is signed and available to be loaded into Smartpoint.

- For Universal Desktop SDK modules, the certification is issued through the ORS request, the custom component information is added to the Administration Portal, and the custom component is assigned to a release of Universal Desktop.
  Important: It is the responsibility of the Agency Administrator to assign the custom component to users.

Please Note: After the initial certification evaluation, additional certification evaluations may be required as functionality is added or updated.