Amadeus specifications review guidelines

What?	Recommendations for specifications review Part of Amadeus specifications guidelines
Why?	To produce specifications content which • complies with Amadeus specifications guidelines • is understandable and correct
Who?	• By who? Amadeus product definition analyst community • For who? Anybody reviewing specifications in Amadeus
How?	You can suggest changes and enhancements in the guidelines by adding comments Those guidelines must be referenced in local specifications (review) guidelines, if any.
When?	Check it every time after writing specifications, all specifications need to be reviewed
Related contents	Learning session in workday regarding specifications review

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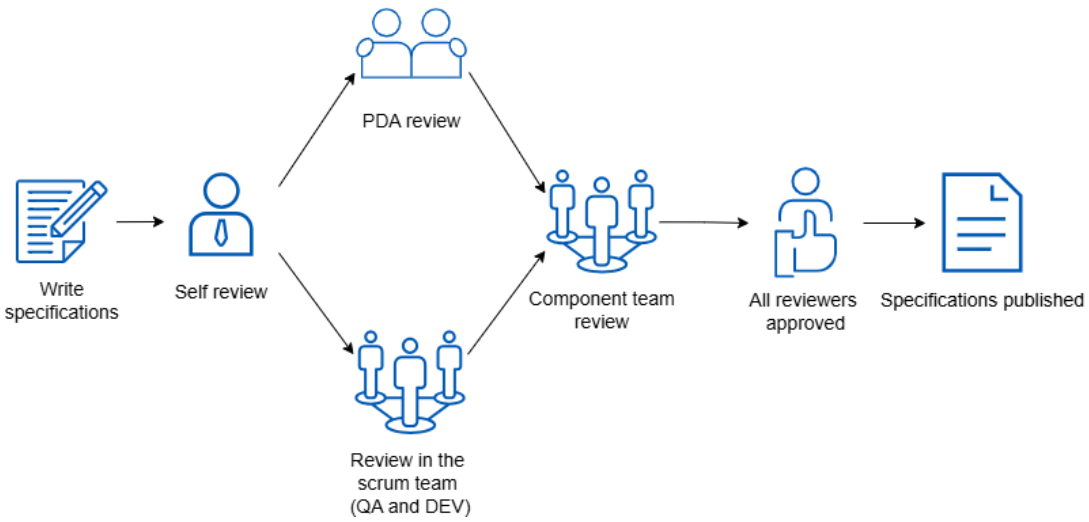
Process overview



Question	Answer	More details and to go further
🎯 **What are the objectives of reviewing specifications?**	Ensure specifications delivery is • Of good quality ◦ easy to find and use ◦ following specifications guidelines (Amadeus specifications guidelines and additional relevant local guidelines if applicable) ◦ understandable ◦ complete and accurate, with only relevant information • Fully integrated and harmonized within the existing specifications ◦ describing a solution coherent with the rest of the product ◦ aligned with business requirement and designed	Appropriate solution should have been checked at solution design time, but still specifications review acts as a gate keeper.

	solution ◦ not over-engineered ◦ not going against product vision	
What are the benefits of specifications review?	• Learning opportunity for PDA writer and reviewer to grow, learn and improve in specifications writing. • For reviewer, opportunity to discover new functionalities. • For all, opportunity to suggest updates to specifications guidelines.	• Following these guidelines should help avoid common pain points of specifications review (delays, frustration, friction, low quality, waste of time)
Which specifications updates are reviewed?	Any update or creation of new functional specifications that is not just a typo or formatting.	• Sometimes it is useful to split the review into several smaller reviews. • Different functionalities shouldn't be grouped into a same review. • The writer should inform reviewers about what needs to be reviewed. ◦ The writer should clearly state whether the reviewer should check only the updates or the entire document. ◦ Some examples when reviewing only the updates: ▪ Describe the changes in detail in the request for review: • Provide the list of chapters/paragraphs modified

		• Provide a screenshot of the changes ▪ Highlight it using specific formatting in the specifications itself (⚠️A strong process is needed to remove highlights at the end of the review) ▪ In Confluence, provide the link of the version comparison. ▪ In specifications as code, it is the diff of your pull request.
🕐 When is specifications review done?	• When writer requests the review ◦ writer has finished writing specifications ◦ writer has done a self review • It is possible to provide feedback on existing specifications at any time • It is recommended to have a periodical review of the full specifications to ensure that the documentation is still aligned with the product	• Writer can request ◦ design and structure advice before starting writing specifications ◦ intermediate specifications review if relevant (for example if some information are missing to write some parts) • See IP weeks & enablers - PD A recommended activities for good practice to handle the feedback on existing specifications
🧐 Who reviews the specifications?	• Mandatory ◦ Self review ◦ Agile team review ▪ 1 developer (DEV) ▪ 1 quality engineer (QA) ◦ 1 product definition analyst (PDA) review	• PDA reviewer is ideally in the same Agile team as the writer, else in the same train, line team or department • Component team reviewer is ideally a PDA • It is possible to

	◦ 1 component team review • Recommended ◦ product manager/product owner/epic owner • Optional ◦ more product analysts, developers, quality engineers	◦ get PDA and component team review at the same time if specifications gets reviewed by a PDA from component team. ◦ get component team review at the same time as Agile team review if reviewers in the Agile team are also members of the component team • Product Managers/Product Owner/Epic Owner are recommended and not mandatory because: ◦ some specifications (internal applications of Amadeus) are not relevant for them. ◦ PMs perform a review of the solution in previous steps of the process (like HLS/HLD) and they ensure at this time that the product delivered is aligned with original requirements.
🤠 What are the responsibilities of each specifications review stakeholder?	• The writer: the person updating specifications, ideally a PDA, must ◦ respect Amadeus specifications guidelines ◦ ensure specifications are in line with initial (customer) requirement definition ◦ request specifications review, and provide the details of what is to be reviewed ◦ ensure specifications gets reviewed and approved • Any reviewer ◦ ensure specifications is free of typo, understandable, accurate, complete and well integrated with the rest ◦ ensure the specifications content is in line with their understanding of the need and of the product • DEV and QA reviewers from the Agile team: ◦ ensure that the code and the tested behavior are or will be	

	aligned with specifications • PDA reviewer: ◦ ensure the quality and compliance of the specifications with the guidelines outlined at Amadeus specifications guidelines • Specifications/component team owners: ◦ ensure that the solution aligns with the overall product vision. ◦ ensure that any applicable internal guidelines are followed. ◦ ensure specifications are in line with initial (customer) requirement definition	

🔢 What is the sequence of mandatory specifications reviews?	1. Self specifications review 2. PDA review and Agile team review 3. Component team review	• Do not proceed to the next review until all comments from the current step have been addressed and approval has been obtained. • If the PDA writing the specifications isn't very experienced, it's recommended to have the PDA review done before the DEV and QA team review. • If the specifications writer is an experienced PDA, it's recommended to get feedback from DEV and QA before the PDA peer review.
📢 How to request a specifications review?	• For Agile team review, Agile team is self organized • For PDA review either apply the existing guidelines or find the appropriate point of contact in the line or agile organization • For component team review, each component team must define the process to communicate when the specifications are ready to be reviewed.	• For Agile team review, usually specifications review request is done by ◦ requesting it in daily ◦ or assigning Jira ticket to reviewers ◦ or creating sub-tasks for review ◦ or workflows in Confluence ◦ or pull request in specifications as code • For PDA review: ◦ apply the guidelines of: ▪ the organization responsible for the product or ▪ the organization of the (agile/line) to which the PDA belongs

		◦ if no guideline is available the writer contacts a PDA in the *same* Agile team or *ask* Agile or line organization which PDA to involve • For component team review, specifications review request can be done via ◦ Teams chat ◦ Confluence page ◦ E-mail ◦ pull request in specifications as code ◦ ...
🙂 **How to provide specifications review feedback?**	• Review is a priority: perform the review as soon as possible, be responsive. • ✅ Dos ◦ Be constructive and polite ◦ Use inline comments ◦ Give reasoning, if applicable, by referring to Amadeus specifications guidelines ◦ Consider the possibility to suggest/propose alternatives with its reasoning ◦ Flag optional comments ◦ Appreciate good things ◦ Consider calling the writer to avoid iterative comments and misunderstanding • ❌ Don't ◦ Don't over-comment (over style, every punctuation, ...)	• Review should be provided ideally the next day, at maximum within one week. • Use "we" instead of "you" • Use questions instead of negations • Use labels to identify the type of comment (suggestion, question, blocking, non-blocking) Example of feedback: ✅ Good comments • "Please use active voice as recommended in B.3 of Amadeus specifications guidelines (comment applicable in several places of this specifications)" • "I am not sure if the behavior is this or that? Please reformulate the specifications to make it clearer if it is behavior x or y."

	◦ Don't update the specifications by yourself	• "What about this alternative text: "blah blah" with shorter sentence(s) easier to understand/read?" • "Great! This diagram explains well the process" • "**issue (non-blocking):** These buttons should be red, but let's handle this in a follow-up." ❌ Poor comments • "Reformulate" • "Not clear"
🎁 **How to receive specifications review feedback?**	• Handling of comments is a priority: do it as soon as possible, be responsive. • Feedback is a gift: reviewer took time to review and is committed to specifications quality • Consider if a comment applies to other places in the specifications than the place it has been made • Make sure to address all comments • When needed clarify directly in the specifications. You don't need to do it in the comment. • Do not hesitate to contact reviewer if a comment is not clear or if you are not sure about the comment validity	• Handling of comments should be done ideally the next day, at maximum within one week. • In Confluence ◦ Writer notifies reviewer that comments have been handled ◦ Reviewer resolves the comments if satisfied with the changes, else reply to the comment explaining what is missing ◦ Writer is responsible for ensuring reviewers resolve all their comments
✅ **When is a specifications review finished?**	• When all review comments have been handled	• In Confluence, review comments handled mean

	• When all reviewers have given their approval on the last specifications version	◦ inline comments related to the update are resolved ◦ bottom page comments are deleted • In specifications as code, pull request is merged
How to integrate specifications review process in Agile team process?	Definition of done must contain: • Specifications written/updated • Agile team specifications review done • PDA review done • Component team review requested (or done*) A task must be created to ensure that when component team review is done, comments are handled and specifications get final approval.	* How to decide if the component team review should be "**done**" or "**requested**": • "Component team review **done**": the component team is part of the Agile team so there is no external dependency • "Component team review **requested**": to avoid any risk of external dependency blocking the team
What are the best practices for the component team specifications review process?	• The owners of the component team specifications: ◦ define the specifications review process ◦ track the requested reviews (target date, assignee, status, ...) • The component team specifications review guidelines/process: ◦ are in line with Amadeus specifications review guidelines ◦ explain clearly how to request component team review	• specifications review guidelines can be integrated into the specifications guidelines • Examples of questions to answer in the specifications review guidelines: ◦ how to request the review? ◦ how many reviewers are needed? ◦ what are the prerequisites? ◦ ... • Example to ensure the review process is easy to find: ◦ follow Specifications - welcoming page template from Documentation guidelines ap

	◦ are easy to find, clear, easy to follow	plied to Confluence spaces to provide easy access to specifications (review) guideline ◦ add the link to the guidelines as a shortcut of the space ◦ reference the specifications (review) guideline in the header/footer of the space
🛠️ **Which tools are recommended for specifications review?**	• Use Amadeus specifications guidelines and local specifications guidelines (if any) • if in Confluence, what is practical for review is: ◦ inline comments ◦ possibility to define a review workflow in “Comala” • If in “specifications as code”, what is practical for review is: ◦ gathering of changes in a pull request ◦ blocking comments ◦ to get notified when a reviewer has finished to review your specifications (be it with or without comments) ◦ possibility of adding automatic checks on specifications text	• It is possible to create a review checklist to assist reviewers ◦ with first check being following Amadeus specifications guidelines