

Amadeus specifications guidelines

What?	<p> Recommendations for specifications writing</p> <p>Golden rules for useful and used specifications 😊</p> <ul style="list-style-type: none"> Easy to find (A) Easy to use and understand (B) Complete, accurate and up to date (C) Entry point to related topics (D) Security (E)
Why?	<p>To produce specifications content</p> <ul style="list-style-type: none">• Homogeneous• Complete and useful• Easy to find and read
Who?	<ul style="list-style-type: none">• By who? Amadeus product definition analyst community• For who? Anybody writing/involved in specifications in Amadeus
How?	<ul style="list-style-type: none">This page needs to be referenced in your own specification, for anybody writing specifications in itYou can suggest changes and enhancements in the guidelines:<ul style="list-style-type: none">◦ By adding comments◦ By sending a mail to PDA community core team (see Communicate with PDA community) or by contacting a PDA community core team member on PDA community core team members list◦ Some enrichments are already planned and listed on Review and enrich specifications guidelines



✓ Recommended trainings & videos

- [Confluence training](#)
- [PDA Class training](#)
- [Session - 3 UX principles for great documentation](#) (45 minutes video to show how guidelines improve specifications)

✓ When to write/update specifications ?

Anytime

- before code is loaded in production
- ideally before code is loaded in test
- can be before coding, same time as coding, after coding

 Join us to contribute to the next steps: [Review and enrich](#)

When?	<p>Check it any time you write or review specifications (use references in review comments: A2 for example)</p> <p>Some of these guidelines can be extended to user guides, troubleshooting guides ...</p>	specifications guidelines
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Golden rules for useful and used specifications 😊

Rules	Guidelines	More details and to go further
Easy to find (A)	<ol style="list-style-type: none"> 1. Have all your specifications in a unique tool/place 2. Have a welcoming page for your specification 3. Reference all products/services in Amadeus specifications portal 	<p>1. Unique tool and place for specifications</p> <ul style="list-style-type: none"> ◦ Tool recommended for specifications at Amadeus level is Confluence. ◦ Do not mix specification content with other content: <ul style="list-style-type: none"> ▪ Have a dedicated space(s) for your specifications ▪ For more details on specification space structure, see: Specifications - Confluence space type ▪ For non-specification content, refer to Documentation guidelines applied to Confluence spaces ▪ Especially do not mix it with: <ul style="list-style-type: none"> • Team information • Projects

		<ul style="list-style-type: none"> • Roadmaps <p>2. Follow Specifications - welcoming page template</p> <p>3. Add/update a specification reference in Amadeus specifications portal</p>
Easy to use and understand (B)	<ol style="list-style-type: none"> 1. Organize similarly the information from one page to another 2. Have a table of content 3. Write in a clear language <p>Main recommendations:</p> <ul style="list-style-type: none"> ◦ Use <ul style="list-style-type: none"> ▪ American English ▪ short sentences ▪ present tense ▪ defined subjects/actors (the product, the user, the application, the process, ...) ▪ active form: "The product does something" ▪ bullets points as much as possible ▪ capital letters only when relevant (beginning of a sentence, letters for acronyms, trademark) ▪ examples to illustrate described behavior 	<ol style="list-style-type: none"> 1. Consider following Amadeus specifications template 2. In Confluence use "table of contents" macro 3. Tips to write clearly <ul style="list-style-type: none"> ◦ Language Translation Office (LTO) Writing Center ◦ Documentation Style Guide.pdf from Amadeus Learning Services ◦ How to write User Guide s (cookbook) from Amadeus API ◦ Hemingway online app ◦ Amadeus UX Writing Style Guide ◦ Technical writing style by wikiversity 4. Diagrams in Confluence The recommended tool for diagrams is PLantUML. 5. In glossary, for each term have just a link or an extract of its respective page in madeus Wiki (create page if not existing yet)

	<ul style="list-style-type: none"> ▪ same word consistently for the same concept ◦ Do not use <ul style="list-style-type: none"> ▪ conditional / modal verbs (would, should, could, will, can, may, might, need ...) ▪ contractions (don't; isn't, there's, what's, ...) ▪ abbreviations (as much as possible) ▪ we and you ▪ words that have an expiry date (new, old, future, ...) ◦ Do not abuse of <ul style="list-style-type: none"> ▪ negative form ▪ this, it <p>4. Use visuals (diagrams, flows, ...) as much as possible</p> <p>5. Have a glossary listing key concepts, each linking to its definition in Amadeus Wiki</p>	<ul style="list-style-type: none"> ◦ Guidelines/support to contribute to Amadeus Wiki <ul style="list-style-type: none"> ▪ How to create a page? ▪ How to edit a page? ▪ <u>Masterclasses</u> 6. Think about <u>Digital Accessibility</u> <ul style="list-style-type: none"> ◦ Clear and ordered headings and lists ◦ Simple tables, with clear header row, used for content and not for formatting ◦ Add alternative text to pictures and tables ◦ Clear links (no generic “Click here”, etc...) ◦ Do not use color as the only vector of information ◦ Specify in glossary the synonyms and the preferred term to be used consistently
Complete, accurate and up to date (C)	<p>1. Respect the single source of truth principle: do not copy/paste content</p> <p>2. Make sure content answers all possible questions on the topic:</p> <ul style="list-style-type: none"> ◦ Why? ◦ How? ◦ What? 	<p>1. Links and include are useful tools for single source of truth.</p> <p>Confluence benefits of other tools such as Page properties and page properties repository in Confluence.</p> <p>This principle applies to text, tables, examples, diagrams, errors, and settings.</p>

- When?
- 3. Keep the specification minimal
- 4.  Document all errors and configurations/settings/activation variables related to your writing
- 5.  Update/enhance your specifications after each change (project & maintenance fix)
- 6. ** Have your specifications reviewed following [Amadeus specifications review guidelines](#)

2.  Help to have a complete content:
- [TTA Amadeus Architecture Principles](#)
 - [Amadeus specifications templates](#)
3. What minimal means:
- a. Avoid mentioning other processes out of scope/done by other entities
 - b. Use as less words as possible
4.   About how to document errors, there is no PDA community guideline yet, you can participate to the initiative: [Guidelines to handle error documentation in Amadeus](#)
5.  Some additional recommendations when updating specifications
- a. Take care as well of the related content:
 - Review and update the full page;
 - if the existing page is in a bad shape:
 - review and update the section in which the change is being done;
 - open a functional debt task to improve the full page.

	b.  There is no PDA community guideline to track a specification update yet, you can participate to the initiative How to track a specification update
 Entry point to related topics (D)	<p> Link any documentation that can help the understanding of the product/process in “Additional information” sections (ref Product specification template structure and Process specification template structure)</p>
 Security (E)	<ol style="list-style-type: none"> 1.  Think about access to your specification: by default allow view/review/edit for any Amadeus user. 2.  It is NOT recommended to share specifications with customers <p>1.  If your content is</p> <ul style="list-style-type: none"> ◦ NOT sensitive (no personal information, no trade secret ...) ▪ recommendation is to let any Amadeus user to see and comment your content. ▪ Regarding the edit rights, it is a team choice, but granting them by default to any Amadeus users: • exempts you from having to give the edit rights to newcomers in your team

- allows other teams to correct your typos if they find some
- If in Confluence, allows other teams to see and understand some Confluence tips you might be using

- sensitive, consider putting in place restrictions.

2. 🔒 Specifications are part of Amadeus's intellectual property and should not be shared without a prior written agreement regarding their use.