







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 it • You 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>
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[specifications guidelines](#)

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 you specification 3. 🌐 Reference all products/services in Amadeus specifications portal 	<ol style="list-style-type: none"> 1. 🌐 Unique tool and place for specifications <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

Easy to use and understand (B)

1. 📄 Organize similarly the information from one page to another
2. 📑 Have a table of content
3. 🎯 Write in a clear language
Main recommendations:
 - Use
 - 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

• Roadmaps

2. 📄 Follow [Specifications - welcoming page template](#)
3. 📄 Add/update a specification reference in Amadeus specifications portal
1. 📄 Consider following [Amadeus specifications template](#)
2. 📄 In Confluence use "table of contents" macro
3. 🎯 Tips to write clearly
 - [Language Translation Office \(LTO\) Writing Center](#)
 - [Documentation Style Guide.pdf](#) from Amadeus Learning Services
 - [How to write User Guides \(cookbook\)](#) 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 [Amadeus 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 4. 🖨️ Use visuals (diagrams, flows, ...) as much as possible 5. 🔑 Have a glossary listing key concepts, each linking to its definition in Amadeus Wiki 	<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? ▪ Masterclasses 6. Think about Digital Accessibility <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
<p>📅 Complete, accurate and up to date (C)</p>	<ol style="list-style-type: none"> 1. 🌐 Respect the single source of truth principle: do not copy/paste content 2. 👤 Make sure content answers all possible questions on the topic: <ul style="list-style-type: none"> ◦ Why? ◦ How? ◦ What? 	<ol style="list-style-type: none"> 1. 🌐 Links and include are useful tools for single source of truth. Confluence benefits of other tools such as Page properties and page properties report in Confluence. This principle applies to text, tables, examples, diagrams, errors, and settings.

- 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.

		<p>b. ⓘ There is no PDA community guideline to track a specification update yet, you can participate to the initiative</p> <p>📖 How to track a specification update</p>
<p>📖 Entry point to related topics (D)</p>	<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>	<ul style="list-style-type: none"> • ➕ Some additional content best practices <ul style="list-style-type: none"> ◦ External User Guides have their own tools: <ul style="list-style-type: none"> ▪ Written in the User Guide Editor ▪ Published to customers in the Amadeus for Developers Portal ◦ 📖 Guidelines to improve traceability between specifications and tests
<p>🔒 Security (E)</p>	<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 	<ol style="list-style-type: none"> 1. 👤 If your content is <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: <ul style="list-style-type: none"> • 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.