

**Detail Design Document**

**For [API Name] API**



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# Revision Log

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Author** | **Version** | **Changes** |
| 28-Feb-2020 | Ajay Gupta | 1.0 | Initial Draft |

# Purpose of this Document

This document is to capture the comprehensive set of technical requirements. The requirements are specific to the Michelin APIM API proxy implementation and cover all aspects: design, architecture, and interactions of Michelin APIM with other components.

# System Overview

## 2.1 Functional scope of the current solution

Current solution for HR department (Service du personnel) who would like to improve response time to Michelin employee requests and to better measure the SLA associated.

Today there are multiple channels where Michelin employee can ask questions to HR department

* use Michelin Employee Portal
* use Eddy chatbot to find response on Travel, Expenses and Intouch
* Call the HR support that use ServiceNow (HR cases)

HR Support use ServiceNow module to create HR case which works quite fine.

but Eddy chatbot and Michelin employee portal create an email when they have not the answer, addressed to HR support.  
Then there is a delay between email creation and HR case creation.

HR department wants to reduce this delay for HR case creation and measure the response time directly in ServiceNow (SLA)

**Automatic HR Case creation:**

* Users request information or queries via Employee Portal or Eddy Chatbot (HR, Travel & Expense)
* If the user is satisfied with the response the case is closed
* If the user is not satisfied with the response Eddy Chatbot or Employee Portal will call the ServiceNow HR API
* HR case is created in ServiceNow automatically via ServiceNow HR case API
* The HR case will then proceed with the usual process of providing a solution and then closing the case

System Context – External Sources to ServiceNow (HR Case creation)



## API documentation:



## 2.3 Sequence Diagram



# Client-Side Requirements

## 3.1 Michelin APIM Clients

Internal systems, Browser, Chatbot

## Connectivity

Public Cloud (Need to confirm with the consumer – Basically chatbot and Employee Portal)

# Security Requirements – Client Side

## Transport Security

HTTPs (one-way).

## Client IP Control

No client IP control is needed

# Target Requirements

## Michelin APIM Targets

Cloud Based Application (SAAS + PAAS) -> Public Cloud

## 5.2 Connectivity

HTTPs (one-way).

## 

# Security Requirements – Target Side

## Transport Security

SSL

## 6.2 IP Control

NA

# Performance

## 7.1 Target Response Times

No details available.

## 7.2 Target Throughput

Not required.

# Michelin APIM Solution

## API Proxy / Target details

API Name: **snow-hrcasecreation**

|  |  |
| --- | --- |
| SAG Env. | Software AG endpoints URL’s |
| DEV | https://eu-west.dev1.apigateway.michelingroup.com/gateway/snow-hrcasecreation/1.0/api/snow/hrcase/processCase |
| QUALIF | https://eu-west.dev2.apigateway.michelingroup.com/gateway/snow-hrcasecreation/1.0/api/snow/hrcase/processCase |
| INDUS | https://eu-west.test.apigateway.michelingroup.com/gateway/snow-hrcasecreation/1.0/api/snow/hrcase/processCase |
| PROD | https://eu-west.apigateway.michelingroup.com/gateway/snow-hrcasecreation/1.0/api/snow/hrcase/processCase |

|  |  |  |
| --- | --- | --- |
| Native Env. | Native Endpoint URL’s | Alias |
| DEV | https://snw4admins.service-now.com/api/snow/hr\_case/processCase | snow-http-endpoint |
| QA | https://snwqua.service-now.com/api/snow/hr\_case/processCase | snow-http-endpoint |
| INDUS | https://snwindus.service-now.com/api/snow/hr\_case/processCase | snow-http-endpoint |
| PROD | https://michelin.service-now.com/api/snow/hr\_case/processCase | snow-http-endpoint |

## 8.1 Threat Protection

|  |  |
| --- | --- |
| Requirement | Implemented(Y) |
| JSON Threat Protection | N |

## 8.2 Transport

|  |  |
| --- | --- |
| Requirement | Implemented(Y) |
| Enable HTTP / HTTPS | Y |

## 8.3 Identify & Access

|  |  |
| --- | --- |
| Requirement | Implemented(Y) |
| Identify & Authorize Application | Y |

## 8.4 Routing

|  |  |
| --- | --- |
| Requirement | Implemented(Y) |
| Straight Through Routing | Y |
| Outbound Authentication Transport | Y |

## 8.5 Traffic Monitoring

|  |  |
| --- | --- |
| Requirement | Implemented(Y) |
| Log Invocation | Y |

## 8.6 Error Handling

|  |  |
| --- | --- |
| Requirement | Implemented(Y) |
| Conditional Error Processing | Y |

# Developer Portal Requirements

## 9.1 Branding

Logo image.

## 9.2 API Package & Monetization

N.A.