Qantas.com 3rd Party Requirements

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Ver.	Date Released	Modifications	Author(s)	Reviewer(s) and Department
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Qantas.com 3rd Party Requirements

1. Purpose of document

This document sets out a list of requirements or questions that Qantas.com will need fulfilled or answered by 3rd parties that will provide customer facing products.

2. Interface Development Requirements

Please refer to the following document:

http://www.qantas.com.au/styleguide_redesign/img/Qantas_Interface_Development_Requirements.pdf

3. Data Service/Feed Requirements

All 3rd parties need to provide a data service to Qantas.com.

The data provided to Qantas.com should be enough to allow Qantas.com to potentially develop and host the product themselves if Qantas.com decides to do so.

3.1 Method of data delivery

The expected method of data delivery is via **Web service. JSONP** or **XML feed** is also acceptable but is not preferred.

3.2 Data format

As a general rule, all data provided via the **Web service** should be delivered as:

1) **RAW** data with an option to request,

2) **Processed** format if necessary

Relevant filtering mechanisms will also be necessary to assist in delivering more relevant and/or smaller chunks of data as necessary. Those necessary filters can be elaborated further when outlining the requirements for any particular 3rd party products.

3.3 Performance & Scalability

The potential loads that the Data Service/Feed will need to be capable of handling (on-top of general site usage if the same server/s is used) is up to **250,000 request per hour**, with an **end-to-end response time 3-4 seconds** for Qantas.com regardless of region or location of request.

Note: Qantas.com traffic is growing by an average of 20% year on year, it would be necessary for the 3rd party to take this into consideration.

4. Frequent Flyer Requirements

Provide the ability to:

1. Log into Qantas Frequent Flyer and,

2. Deliver a customised experience to the end-user if they are a Frequent Flyer member.

3. Deliver relevant data through the Data Service/Feed to Frequent Flyer members or specific Frequent Flyer member tiers on Qantas.com.

Qantas 3rd party Single Sign-on documentation can be provided upon request.

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5. General Questions for 3rd parties

1. If there are existing Data Services, please provide examples.

2. If any, what cost would be involved for the usage of the 3rd party Data Service/Feed?

3. If any, what encryption mechanisms are used to deliver or request Data Service/Feed?

4. Do the 3rd party use a CDN for either the site or data services?

5. Do the 3rd party intend on hitting Qantas.com for any feed or data services? If so, at what sorts of capacity / frequency?

If you have any queries regarding this document then feel free to contact either:

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