Industry Open API Hub
Provider Manual v1.0

Purpose of this Document

This document is to provide a quick tutorial guide for API providers onboard the IATA Industry Open API Hub ("API Hub"). API Providers can be any airline industry organization which are publishing APIs, such as airlines, airline solution providers, IT start-ups, or other industry parties.

The document aims to summarize the basic steps for setting up your organization and managing your APIs on the hub.

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1. Onboarding the hub

1.1. Accessing the hub

The Industry Open API Hub is an industry service that is managed in the IATA Customer Portal. Any representative of an industry organization as API provider or consumer can obtain access to the hub service.

New user: please follow the below steps to sign up and obtain access.

1. Register an account on IATA’s Customer Portal, by clicking “Sign Up” button in the API hub landing page, or directly opening the user creation page (https://portal.iata.org/s/login/SelfRegister).

2. Specify your business email address, and fill in the user creation form including the Sector of your organization.
4. Find the “Industry API Hub” service under the “Favorite Services”, and click “Request Access”. Your access request will be sent to the IATA admin for approval.

5. Once the access request is approved, you should see “Industry API Hub” service under “My Services” section. You can access the hub by clicking “Go to Service”.

**Existing user** - you can access the API Hub service from IATA Customer Portal, by following the below steps.

1. Log in to the Customer Portal

2. Find “Industry API Hub” service in the “Favourite Services” section, and click “Go to Service”

1.2. Onboarding an organization

At the current stage, a user must be the representative of an industry organization, to use the hub as an API provider or consumer. The organization empowers the user to operate on behalf of the organization in the hub, such as managing the organization, publishing APIs, consuming APIs, etc.

1.2.1 New organization

You can follow the below steps to onboard your organization

1. Contact hub admin (openapi@iata.org) to create your organization

2. The hub admin will create the organization and assign you the role of Organization Admin.
More information on the role of Organization Admin ([https://enterprise-docs.rapidapi.com/docs/user-personas#organization-admin](https://enterprise-docs.rapidapi.com/docs/user-personas#organization-admin)).

### 1.2.2 Existing organization

If your organization has been onboarded in the hub, contact your Organization Admin to invite you as a user to the organization and the appropriate team(s). An organization is made up of the various teams that are managed by the Organization Admin.

The Organization Admin is responsible to manage organization, teams, users, and APIs. Check the organization management articles in the hub documentation site ([https://enterprise-docs.rapidapi.com/docs/](https://enterprise-docs.rapidapi.com/docs/))

### 1.3. Creating a Team

The Organization Admin can create multiple teams under the organization. Each team may represent a department or branch of the organization, that develops and manages specific set of APIs. For example, an airline may have a team managing distribution APIs, and another team for customer experience related APIs.

To create a team within your organization, please follow the below steps:

1. Select ‘Manage Teams’ in the organization Dashboard
2. Create New Team
3. Input new team info
   - Name
   - Description
   - File

4. New team will be visible in the organization Dashboard

For more Information on team management: https://enterprise-docs.rapidapi.com/docs/manage-teams

1.4. Adding Teammates

The Organization Admin can add teammates to a team.

To add teammates, please follow the below steps:

1. Navigate to “Manage Teams” in the Organization Dashboard. Select a Team and click on ‘Edit´

2. Invite new Team members (email and role)

For more Information on teammates management: https://enterprise-docs.rapidapi.com/docs/manage-teammates
2. Publishing an API

2.1. Creating an API

To create an API of your organization in the API Hub, please follow the below steps:

1. In the API Hub main screen, select `My APIs`

2. Click on `Add New API` in the menu

3. Input API basic information
   - Name (cannot be changed afterwards)
   - Short Description
   - Category
   - Specification

4. Add API (Confirmation email will be sent)

5. If you choose to use UI to specify API details, input the information, such as
   - Long Description
   - Image
   - Website
   - Tags
**Tips:** Configure logos to distinguish your organization and APIs in the hub.

For more Information on creating API: [https://enterprise-docs.rapidapi.com/docs/adding-and-updating-openapi-documents](https://enterprise-docs.rapidapi.com/docs/adding-and-updating-openapi-documents)

### 2.2. API documentation

You can add document of the API, such as developer guide, onboarding procedure, tutorials, etc.

You should follow below steps to add API documentation:

1. In the API Hub main screen, select `My APIs`
2. Navigate to “Definition” of your API
3. Select `Docs` tab
4. Use the markdown editor to add API documentation

For more Information on API Documentation: [https://enterprise-docs.rapidapi.com/docs/docs](https://enterprise-docs.rapidapi.com/docs/docs)

### 2.3. Setup API Connectivity

In addition to basic discoverability through the API Hub, you can also configure the hub to connect to your APIs, such as an API managed in your sandbox or production environment. This allows more efficient evaluation process that the consumers can interact with the API right after the discovery, and receive live responses.

It is recommended to specify whether developers can connect from the hub to one of the live API environments, in the description or documentation.
To set up API connectivity, please follow these steps:

1. In the API Hub main screen, select “My APIs”
2. Navigate to “Definition” of your API
3. Under “API Spec” section, define the API URL, authentication parameters under “Access control”.

For more information on configuring API authentication: https://enterprise-docs.rapidapi.com/docs/configuring-api-authentication.

2.4. Make the API public

You can make your API publicly visible in the hub, by making it public.

To set an API to public or private, please follow these steps:

1. In the API Hub main screen, select “My APIs”
2. Navigate to “Definition” of the API to be published
3. Check the box "I confirm that I own or have rights to publish this API according to the IATA Terms of Service"

4. Change Toggle button as “Public”

5. In the Organization Dashboard, the Organization Admin will receive an approval request. Once the admin approves the request, the API is public in the hub.

For more Information on making the API public: https://enterprise-docs.rapidapi.com/docs/private-apis
2.5. API Quality

You may want to check below recommendation on the quality of API in the hub. It helps to promote the discoverability and usability of your APIs, and offer better developer experience.

2.5.1 Thorough API information

Developers will like your API, if they can find all relevant information to easily understand the API from the hub. You should always try to describe your API as accurately and thoroughly as possible.

The information include:

1. Basic information, such as name, description, category, endpoint, example response, Terms of Use, etc
2. API documentation, such as tutorials, data structure, how to get access, request limit, etc.

In addition, you can use “Tags” or “Spotlights” to better describe your APIs.

2.5.1.1 Tags

You can define tags for your API, such as technology type, provider type, certification, etc.

The tags are shown on the API page. The tag and the tag values can be used as criteria when consumers search for relevant APIs.

2.5.1.2 Spotlights

You may want to use spotlights to link external resources, such as developer guide, API website, introductory video, etc to the “About” section of API page in the hub.

2.5.2 API connectivity

It helps developers to evaluate and decide to use your API, by allowing them to connect to your API live environment (sandbox, production, etc) and be able to get the “200” response as easy as possible. In the meantime, providers have full control over the API and the data in the hub.

As an API provider:

1. You can setup and control the API access, by Configuring API Authentication and defining Secret Headers & Parameters in the hub.

2. You can also define Rate Limit of your API, to control the number of developer requests that are allowed from the hub within a given timeframe.

2.5.3 Follow industry best practices and programs

You can achieve IATA certification or adopt industry programs for your API. Any APIs achieved IATA certification, such as NDC, Open Air, ONE Record certification, will be assigned a specific tag. It showcases to the consumers that, this API follows industry best practices being recognized by IATA. The consumers can search by tag to discover the certified APIs in the hub.

The certified APIs are listed under the corresponding collections in the hub landing page as well.
2.5.4 Developer Engagement

The API Hub is your direct communication channel with your developers.

1. You can find all your API subscribers in the Provider Dashboard and send an announcement to them.
2. You can receive messages directly from hub users, and reply to them.
3. You can see all discussions created by developers.
4. Developers can vote on the API by providing the rate.

You should engage developers actively and offer good developer experience in your API.

1. Actively respond to developer messages or discussions.
2. Use Announcement to communicate your API roadmap and updates actively to the subscribers if applicable.
3. If you allow direct connectivity from the hub to your API, make sure the connectivity works as expected so developers can evaluate at any time.

3. More questions?

Please check API Hub FAQ, the solution documentation (https://enterprise-docs.rapidapi.com) or contact IATA Hub Admin (openapi@iata.org).