



ARPPTV API Support Process

1 Overview and general conditions

- 1.1 *This documents describes the test and live system support process for setup, issues or possible issues with ARPPTV via the ARPPTV API in test or production environments.*
- 1.2 *This document does not relate to the provision of support to end users of ARPPTV via the Web interface.*
- 1.3 *Support will be provided only to licenced ARPPTV API Integrators having accepted the ARPPTV API License and Terms of Use and the ARPPTV Non-Disclosure Agreement Relating to the ARPPTV API.*
- 1.4 *It is assumed that any API Integrator is proficient in SOAP-based web services and with the WS-Security standards.*
- 1.5 *Any systems that interface with the ARPPTVAPI will implement full logging and tracing of requests, responses (including the unique MessageID), date and time of call, user and related exception message (if any) when processing ARPPTV API calls.*
- 1.6 *Front Line Support is provided by ARPP. Second Line Support may be provided by Optimad only after a Front Line Support Request has been raised with ARPP and ARPP has established that it should be referred to Optimad Second Line Support.*

2 Support Process –API Integrators’ systems integrating the ARPPTV API

- 2.1 *Setup*
 - 2.1.1 *API Integrators will provide to ARPP email and phone details for primary technical contact, secondary technical contact and contact for escalation.*
 - 2.1.2 *Upon authorisation by ARPP Optimad will issue to the API Integrator’s primary and secondary technical contact:*
 - (a) *Current PubID and ARPPTV API Web Services Definition*
 - (b) *Any planned, revised PubID or ARPPTV Web Services Definition with release date (where appropriate)*
 - 2.1.3 *Upon authorisation Optimad will provide to ARPP for transmission to the API Integrator, an ARPPTV API user profile consisting of the following fields by email:*

- (a) *Partner key*
 - (b) *Partner ID*
 - (c) *Details on the level of WS-Security expected (for the test platform a temporary, low WS-Security compliance level can be requested)*
 - (d) *Agreed allowed values for Partner Name and Platform*
 - (e) *X.509 certificate in p12 format (NB. This includes the root PubID CA certificate) with an expiration date.*
 - (f) *p12 file password (this will be communicated out of band – Optimad will call main telephone number of the organisation)*
 - (g) *Two profiles will be provided, one for the test PubID web service at <https://uat.pubid.fr> and <https://uat.arpp.tv> and one for the live service at <https://www.pubid.fr> and <https://www.arpp.tv>*
- 2.1.4 *A small number of test FilmIDs will be setup on the ARPPTV test platform and the ARPPTV API user will be granted read access to these. The sample is intended to provide a reasonable and realistic data set and covers films in various state combinations.*
- 2.2 *First Line Support to end users of the API Integrator's services*
- 2.2.1 *First line support will be delivered to end users of the API Integrator's services by the API Integrator's service team.*
- 2.3 *Support to API Integrators*
- 2.3.1 *As neither ARPP nor Optimad have direct access to live environments of the API Integrator and in most cases have no visibility of the source code utilized to provide the client API functions, a multi-layer support process is required.*
- 2.3.2 *A system of first line and second line support will be used.*
- 2.3.3 *Before any contact with ARPP Front Line Support the API Integrator will:*
- (a) *Determine whether the issue is a duplicate of a known issue or a new issue. If new the issue must be given a clear succinct title and, where possible, a unique ticket ID generated by the API Integrator's issue tracking system or equivalent. If a duplicate then the instance of the issue should be documented in the API Integrator's issue tracking system or equivalent.*
 - (b) *Document the context and the end user steps which caused the issue on live environment, including any data elements selected or entered.*
 - (c) *Confirm that the request and response are both fully valid XML documents according to the ARPPTV Web Service Interface API document.*
 - (d) *Where an issue is encountered on the production system reproduce on the API Integrator's test environment. Optimad expects any API Integrator to be able to replay ARPPTV responses, that they have stored, to their API software client application(s) without contact with Optimad.*
 - (e) *Examine API Integrator's system logs and trace. Optimad mandates, in agreement with ARPP, that any systems that interface with its APIs will implement full logging*

and tracing of requests, responses (including the unique MessageID), date and time of call, user and related exception message (if any) when processing API calls.

- (f) *Clearly document context and steps to reproduce in an email. This will be an extension of step but will include the following:*
- (i) *date/time issue occurred*
 - (ii) *MessageID*
 - (iii) *user name, phone number, email and company name (NB. Optimad will not contact the end user and, if contacted, will refer the end user to the API Integrator's support)*
 - (iv) *relevant screen shots*
 - (v) *detailed user steps to leading up to the issue*
 - (vi) *film IDs involved*
 - (vii) *statement of whether or not the issue is reproducible*
 - (viii) *validation of the issue against the ARPPTV Web Service Interface API document, stating if scenario is captured in that document*
 - (ix) *record of all information forwarded to ARPP in a structured email to support@arpp.org. The subject line should start with @issueid: issuetitle. Where an issue is encountered on a development or test environment the subject line must be prefixed with "dev" or "test".*
 - (x) *once an issue has been reported, and is subsequently resolved by the API Integrator, a full description of how the issue was resolved must be provided via email by the API Integrator.*
- (g) *If the issue is not reproducible on test environment, and ARPP and Optimad can see that all other options have been exhausted, then Optimad may take an export from the ARPPTV live database. This will be imported into test database to allow continuing issue investigation by third party within test environments.*
- This may only be used as a last resort once all other options are unavailable as it is time consuming (up to 2 day turnaround), and can severely disrupt internal development and testing. The work to do this would be charged at €500 per export and will not start until a purchase order is issued.*
- It should be stated if the issue is reproducible once this is completed. If the problem turns out to be the fault of Optimad solely then this fee will be cancelled or refunded.*

2.4 *Second Line Support*

2.4.1 *Second line support will be delivered by Optimad Second Line Support team only after the first line support process is complete as described above.*

2.4.2 *The list below outlines the sequential steps of the second line support process:*

- (a) *Log in Optimad Issue Tracking system as a (potential) Customer Bug and confirm the issue title. All Optimad issue IDs begin with "OTD-". The API Integrator's issue*

tracking system ticket ID will be linked to this OTD ID. All subsequent emails related to the issue must include this ID and the issue title in the subject.

- (b) Investigate issue by reviewing logs and trace information*
- (c) Reconfirm whether any XML request and response is compliant with the ARPPTV Web Service Interface API document*
- (d) If request is not compliant then this will be communicated to the API Integrator. If request is compliant then this will be communicated to the API Integrator.*
- (e) If the response is not compliant then steps will begin to be taken to resolve the issue.*
- (f) Following the deployment process Optimad will clearly communicate to the API Integrator the issue number(s) involved and the new version of the ARPPTV system.*

2.5 If any issue is not initially reproducible then Optimad will monitor and analyse the information that can be collected from subsequent instances.

2.6 Charges

2.6.1 Any work carried out by Optimad providing support or assistance to a specific API Integrator which turns out to be not related to a problem with ARPPTV will be charged on a time and materials basis. The current rate is €415 (excl. VAT) per half day, in units of half days.

3 New versions of the ARPPTV API

3.1 A new version of the ARPPTV Web Service API document will be issued along with a timeline for the new API version to be available on the test and live systems.

3.2 Any previous versions of the ARPPTV API will be maintained on the live and test systems, where possible, for 6 months following a new release unless specific agreement with Optimad.