

Certification Audit Report

LTS 2018-10 Client Gold

Organization:	Landesverband der Tourismusorganisationen Südtirols
Version:	2018-10 Gold Client
Date/Period of audit:	From 2020-11-27 to 2020-12-07 Final audit on 2020-12-07
Location:	remote (due to coronavirus) On-site reaudit in date 2020-12-07 in LTS office Gerbergasse 60 Bolzano
Auditor:	Seppi Ulrich
Technical reference personnel:	IZ, DL

General

The audit took place between 27th November and 07th Dezember with the purpose to prove the AlpineBits V2018-10 standard conformity of TIC-Web (client software).

The major part was verified through few online-meetings in the period of testing, the final reaudit was taken on site instead.

In addition to the auditor Seppi Ulrich, also IZ has participated as internal technical reference person to clarify questions.

Methodology

TIC-Web AlpineBits client has been tested against all fundamental rules and characteristics described by the AlpineBits Standard V2018-10 document. All request messages invoked by TIC-Web's client have been validated against the correspondent rule(s) described by the standard. All functional tests have been verified by the auditor through interrogation, live observation and using the official AlpineBits server as testing and monitoring tool to validate all client's requests. All XML messages have been validated through the official AlpineBits XSD + RNG files and OTA 2015A XSD files. For the schema validation the official AlpineBits schema validation service <https://development.alpinebits.org/#/validator> has been used.

All AlpineBits rules relative to the HTTPS protocol have been validated using the official AlpineBits test server.

What hasn't been validated

The certification audit didn't consider following criterias:

- software and hardware stability
- software and hardware security
- request frequency, load and density
- price calculation algorithm

Actions validated

Following action and message types have been validated in order they are listed:

- OTA_Ping:Handshaking
- OTA_HotelDescriptiveContentNotif:Inventory (Push)
- OTA_HotelAvailNotif:FreeRooms
- OTA_Read:GuestRequests (Pull)
- OTA_NotifReport:GuestRequests
- OTA_HotelRatePlanNotif:RatePlans

Credentials used for certification audit

AlpineBits Server URL	https://development.alpinebits.org/server-2018-10/
Credentials used (username):	AB-Cert-LTS
HotelCode	AB-Cert-LTS
X_AlpineBits_ClientID	ABCert-X-AlpineBits-LTS
X_AlpineBits_ProtocolVersion	2018-10

Client supported capabilities

- action_OTA_Ping
- action_OTA_HotelAvailNotif
- OTA_HotelAvailNotif_accept_categories
- OTA_HotelAvailNotif_accept_rooms
- OTA_HotelAvailNotif_accept_deltas
- OTA_HotelAvailNotif_accept_BookingThreshold
- action_OTA_Read
- action_OTA_HotelDescriptiveContentNotif_Inventory
- OTA_HotelDescriptiveContentNotif_Inventory_use_rooms
- OTA_HotelDescriptiveContentNotif_Inventory_occupancy_children
- action_OTA_HotelRatePlanNotif_RatePlans
- OTA_HotelRatePlanNotif_accept_ArrivalDOW
- OTA_HotelRatePlanNotif_accept_DepartureDOW
- OTA_HotelRatePlanNotif_accept_RatePlan_RoomType_BookingRule
- OTA_HotelRatePlanNotif_accept_FreeNightsOffers
- OTA_HotelRatePlanNotif_accept_FamilyOffers
- OTA_HotelRatePlanNotif_accept_overlay
- OTA_HotelRatePlanNotif_accept_OfferRule_BookingOffset
- OTA_HotelRatePlanNotif_accept_OfferRule_DOWLOS

The client does also support GZIP.

Capabilities not supported

- OTA_HotelRatePlanNotif_accept_RatePlan_BookingRule
- OTA_HotelRatePlanNotif_accept_RatePlan_mixed_BookingRule
- action_OTA_HotelRatePlan_BaseRates
- OTA_HotelRatePlan_BaseRates_deltas
- action_OTA_HotelDescriptiveInfo_Inventory (Inventory/Basic pull)

- action_OTA_HotelDescriptiveContentNotif_Info (Inventory/HotelInfo push)
- action_OTA_HotelDescriptiveInfo_Info (Inventory/HotelInfo pull)

Further the client does **not** use following optional features:

- purging availability (the client does delete availabilities or mark them as occupied, but does not purging them as described by the document)
- SelectionCriteria in GuestReuest messages
- BookingRules without the attribute Code (BookingRules are always linked to room categories)
- RatePlans: Remove Message (CompleteSet is used instead)
- Supplements

The non-support of all these features does **not** break the AlpineBits standard conformity.

Result

While the audit the customer's client has been tested on 142 rules described by the AlpineBits standard V2018-10. 136 rules resulted well implemented.

Indeed six non-conformities have been identified and indicated to the customer. All have been resolved in the course of the following days and were successfully validated while the re-audit in date 7th December so that, at the end, any functionality resulted AlpineBits 2018-10 compliant.