

PNRGOV LESSONS LEARNT HIGH LEVEL CHECKLIST		
Item	Topic	All Carrier Govt
1	Plan a realistic project timeframe after evaluation is complete and strategy aligned with industry standards and regulatory guidance. Early engagement with Carriers and providers is recommended. Other implementations may impact your project planning.	Govt
2	<p>Familiarise with international documentation (ICAO Doc 9944 Guidelines on PNR) and (PNRGOV Implementation Guides, Principles and modifications process)</p> <p>a. Implementers should note the origin of each data element when planning to consume/process/store it. The origin of the data element can provide contextual clues as to the probability that real-life implementations will remain within common usage.</p> <p>b. States should plan to be able to handle incoming data of varying quality and put systems and processes in place for the review of data quality levels and follow-up with airlines on an ongoing basis in the pursuit of continuous improvement. For example, in the event that the receiving system receives a data item that it has identified as “invalid” one of the following steps should be considered:</p> <ul style="list-style-type: none"> Add the item and flag it as Invalid Reject the data item and accept the rest of the PNRGOV message Reject the PNR and accept the rest of the PNRGOV message Reject the entire PNRGOV message <p>States previously implementing PNRGOV message processing have found value in only rejecting individual elements that are invalid whilst accepting the remainder of the message.</p>	
3	<p>Identify the data that will be transmitted - While the data elements are listed in ICAO Doc 9944 it will depend on what data the airline has stored.</p> <p>a. Determine what data of the structured message will be stored, evaluated, parsed etc. (system architecture)</p> <p>b. Provide country Recipient ID information for PNRGOV Message Header (identified in the UNB & UNG of EDIFACT Implementation Guide)</p> <p>c. Determine how RES/DCS information will be incorporated within the standard PNRGOV Message [note: attach/reference Excel table].⁴ This will be dependent on the airline system.</p> <p>d. PAXLST (DCS collected data) Message is separate from PNRGOV (RES - booking) data.</p>	Govt ²
4	Engage with stakeholders to establish your objectives for processing the data. To maximise the benefit to the Government, the mapping must apply rules to the data intelligently.	Govt
5	<p>Identify flights, routes and operators covered under this agreement</p> <p>a. Will the data be for inbound, outbound, and/or thru flights?</p> <p>b. Will the data requested be for flights from all countries or specified countries only?</p>	All

6	<p>Determine messaging agreement requirement</p> <ul style="list-style-type: none"> a. Agreement or a Code of Practice b. Technical Guide, for example Interface Control Documents 	Govt
7	<p>Scope the financial requirements and budget for setting up and maintaining a PNR program</p> <ul style="list-style-type: none"> a. Procurement process b. Set-up and implementation cost c. Connectivity d. Recurring monthly or annual costs e. Accommodation and office costs f. Ongoing development costs, such as new versions or to meet regulatory change 	All
8	<p>Determine messaging path and set-up requirements (Provider or direct connection)</p> <ul style="list-style-type: none"> a. Provider: Utilizing existing network connectivity, or new network connectivity, including IT aggregators b. Direct Connection, i.e. VPN 	All
9	<p>Determine the message timing and event requirements and the requirement to send full message(s) and/or only changes</p> <ul style="list-style-type: none"> a. Time and event triggers Consider the impact to Govt databases receiving multiple updates from multiple active trips for the same PNR/passenger b. Types of Messages – Full Messages that include everyone booked or on-board (FCO) and/or Messages that include only changed PNR or added PNR's c. Determine if a response time/SLA (Service Level Agreement) is required for messages 	<p>Govt</p> <p><i>May depend on Carrier system</i></p>
10	<p>Determine the message format (EDIFACT or XML) and version, considering the current carrier and provider capabilities.</p> <ul style="list-style-type: none"> a. Decide which version will be supported for which message format. Forward/Backward compatible 	Govt
11	<p>Determine the protocol or delivery method for message delivery (such as MQ, web services, FTP). It should be noted that MQ is widely supported by the airline industry.</p> <ul style="list-style-type: none"> a. Document the delivery method and provide the information such as queues, IP Addresses and/or ports to the specified carrier/government b. Supported options of obtaining PNRGOV data: Schedule Push, Real-Time Push or Ad-hoc 	Govt
12	<p>Evaluate and plan for data security and compliance for both production and test environments.</p>	All
13	<p>Determine and plan for volume, retention and capacity of the data</p> <ul style="list-style-type: none"> a. Prepare for the complexities related to the frequency of data pushes and the necessary databases/technology needed in order to handle very large quantities of data (note - multiple active trips) b. Identify needs to handle volume traffic for integration environment. c. Identify needs to handle volume traffic for production environment. 	Govt

14	Determine monitoring, reporting, and tracking	All
15	Evaluate the actual message exchange for PNRGOV, ACKRES and GOVREQ a. Verify structured PNRGOV message meets the standard EDIFACT/XML guidelines per the version supported b. Confirm whether ACKRES will be provided c. If ACKRES will be provided verify if Data Element “ERC” will be utilized and if so what 9321 code sets will be utilized per the IATA Code Set Directory. d. Identify if request for Ad-hoc pushes will be automated (GOVREQ) or manual e. Determine if COA - Confirmation of arrival - will be support via direct connection or via communications provider	All
16	Consider your ongoing message upgrade strategy a. Concurrent support for older and new versions a. Determine if new versions will be supported b. Determine if versions will be backwards/forwards compatible	All
17	Consider if the development will be done in-house or by a third party provider	All
18	Review the examples in all guides to ensure they work in your system and that the example message or parts of messages comply with published documents.	All
19	Test for the new implementation and for impact to existing PNRGOV transmissions (regression testing)	All
20	Prepare for support requirements, including both business and IT teams for normal, escalation and outage situations a. Provide information for day to day operation inquiries, escalation procedures and outage situations b. 24x7x365 contact information c. Outage notification – both scheduled and unscheduled outages. d. Recovery	All
21	Identify administrative, technical and operational contact procedures and contacts a. Group-id or individual contact – if an individual, is there a back-up contact? b. Note – time zone differences.	All
22	Successfully implement and maintain a. Determine implementation monitoring for a period of time after implementation. b. Determine contact information during implementation monitoring period c. Ongoing maintenance and BAU (business as usual) support.	All