



Raising a Change Request for Enhanced and Simplified Distribution Messages

Introduction

Standard Setting is a core activity of IATA. Member Airlines and Strategic Partners offer their expertise to develop these standards which are then adopted under the governance of the Passenger Standards Conference and implemented in the Industry.

Standard Setting Groups

Under the governance of the Conference, different groups are established to develop specific areas of standards. For Offer and Order Management Standards that support enhanced and simplified distribution (initiated as the “NDC” and “ONE Order” program), these groups are the Offer Group and the Order Group. These groups operate under Terms of Reference, and have a mandate to develop changes to industry standards which include schemas and Implementation Guidance. Each group has a core membership of airlines and Strategic Partners who have committed to ongoing involvement in the activity, but are open to all airlines and Strategic Partners, together with other industry stakeholders depending on the topics of discussion. The groups oversee the development of proposals, and proposals are then endorsed through majority support of airlines. Changes endorsed by the group are then adopted within the Conference mechanism as appropriate.

How to bring an issue to a Standard Setting Group

Requesting a change to the standard involves a few simple steps to ensure that your issue is diverted to the correct industry group for assistance. If you know the group, simply contact the IATA Secretary directly and request an opportunity to raise your issue to the Group. Please come prepared to a monthly call (or face to face as appropriate) to present your idea, either verbally or with supporting documentation, for the group to assess. The group will discuss the issue, and if there is general consensus that a change to an industry standard may be required, this will be added to the group’s work plan and other participants may volunteer to help define requirements and propose solutions, through follow-up calls and meetings.

The IATA Secretary of the group will assist you in progressing the proposal through the required stages, which will involve completion of a Change Request template ensuring you have covered all the required questions (such as your problem description, use cases and proposed solution if you have one). Once the proposal is finalized, it can be presented to the group for endorsement. It is very important that the proponent of the change participates fully in this process, to ensure that the requirements are met by the change to the standard.



Participating in Standard Setting Groups

If you are an airline or an IATA Strategic partner, you are always welcome to attend Standard Setting group calls or meetings. If you are another type of organisation, you may still participate to discuss your proposal, with the approval of the group Chair.

Even if you don't attend calls or meetings of standard setting groups, the discussions around standard change proposals are always open to airlines and Strategic Partners. To follow the activity of an Standard Setting group, navigate to <https://standards.iata.org> and register on our Standard Settings Platform to request membership.

More Information

For more information, please contact the Standards Team via standards@iata.org.