5th World Financial Symposium

17 – 20 September 2018

Madrid Marriott Auditorium Hotel & Conference Center

7th SIS General Meeting

18th September 2018
Madrid Marriott Auditorium Hotel & Conference Center

SIS Solution Update

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Agenda

↗ SIS Usage and Performance

↗ SIS Solution Security Update

↗ SIS Major Releases Evolution

↗ SIS Infrastructure Update

SIS Users

↗ SIS IS-WEB users (by end Aug 2018)

↗ +14,000 users configured for Active SIS Members (**+35%** / Aug 2017)

↗ + 5,600 users truly active on IS-WEB (**+47%** / Aug 2017)

SIS File Processing Performance

↗ File processing performance remains at high levels with **99.59**% files processed within less than 10 min over the last 12 months

    ↗ One exception occurred in May P1 2018 in relation to a security fix put via Major Rel. 1.12 which impacted file validation process.
>> *Correction was made via Hot Fix day after as to gain back usual performance*

↗ Reminder: consider to send multiple files when

    ↗ High number of transactions
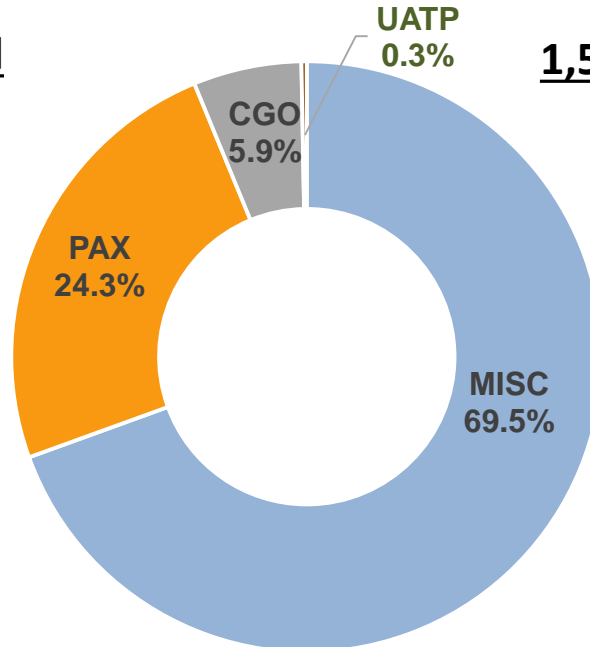   ↗ High ratio of RMs vs Prime Coupons

SIS File Processing Performance (Sep 17-Aug 18)

+ 288,000 Files submitted

Processing Time	Share
< 1 min	**75.0%**
1 - 2 mins	15.3%
2 - 5 mins	6.5%
5 - 10 mins	2.0%
> 10 mins	1.2%

98.80 % < 10 mins

1,5 M invoices

Processing Time	Share
< 1 min	**89.7%**
1 - 2 mins	7.1%
2 - 5 mins	2.6%
5 - 10 mins	0.51%
> 10 mins	0.12%

99.88 % < 10 mins

UATP 0.3%
CGO 5.9%
PAX 24.3%
MISC 69.5%

SIS Solution Security Update

↗ Why this is important ?

   ↗ SIS is part of critical applications for our airline industry

   ↗ Access to SIS and SIS data should remain secure

SIS Solution Security Update (2)

↗ Several security controls are performed systematically on SIS Solution under IATA Security team review/control

  ↗ Periodical vulnerability scanning helping proactive actions
  ↗ Application code security and Penetration Tests performed <u>for every </u>Major Release via a company selected by SIS vendor
  ↗ External Penetration Tests performed yearly via a company selected by IATA Security (rotation of company every year)

SIS Solution Security Update (3)

↗ Findings reported, if any, are prioritized and deployed at the earliest to SIS application via our Maintenance Releases schedule or via a Hot Fix if required

↗ To come: **Reinforcement of Password policy to higher standards** (details to follow)

SIS Solution Security Update (4)

↗ SIS application itself is **<u>secure</u>** but …**YOU** need to

1. Keep the operating system of your computer up to date
2. Ensure that an antivirus product protects your computer
3. Access IS-WEB using the most recent browsers

Access IS-WEB via recent web browsers: Why?

↗ Only recent web browser versions are getting patched with latest security fixes
  ↗ Don't take a chance to be exposed

↗ **SIS is leveraging on recent browsers capabilities**
  ↗ e.g. in SIS Rel. 1.13, one change (CMP#743 - Upload Multiple Input Files from Screen Upload File), so if you don't have a recent web browser version
    … **this feature will simply not work !**

IS-WEB Browsers Restrictions : what we did

↗ At last SIS GM meeting (DUB), you were asked to update your browsers and IATA Security 2018 audits have reinforced the <u>need for action</u>

↗ Since Aug 17th 2018, <u>first </u>IS-WEB browsers restrictions are in place
  ↗ For Chrome v51, Firefox v51, IE v8, Edge v12, Safari v7 and any version below
  ↗ with a **Browser Error** returned from IS-WEB if old versions conditions met
  ↗ + 400 active users requested via email to upgrade

SIS Continues to Evolve

↗ Since last GM 2017 (DUB), we improved SIS solution via these Major Rel.

   ↗ SIS Rel. 1.11 – Nov 2017
     ↗ **5 CMPs**   >> Please refer to Release Communication link to review changes

   ↗ SIS Rel. 1.12 – May 2018
     ↗ **7 CMPs**   >> Please refer to Release Communication link to review changes

↗ Next is SIS Rel. 1.13 in Nov 2018

Next SIS Major Release 1.13 - Nov 2018

CMP #	Subject	Affected Billing Categories	Affects Record Structure?	Changes in Validation?
656	Dispute Management for MISC Invoices	MISC	No	No
708	Default Location for MISC Payables Invoices	MISC	No	No
709	MISC Document Packages	MISC	No	No
723	SIS to Accept UTF-8 Characters	MISC	No	No
736	SIS Validation of Cargo Prime Billings	CGO	No	**Yes**
740	Changes to SIS User and Account Management	ALL	No	No
742	New General Terms Document to be included in OAR	ALL	No	No
743	Upload Multiple Input Files from Screen Upload File	ALL	No	No
745	Changes to Process of Updating Location	ALL	No	No

(*) — (row 656)

(*) CMP#656 will be deployed later this year and post Nov 2018 via a SIS Maintenance Release
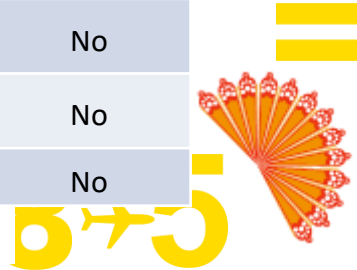
Next SIS Major Release 1.13 - Nov 2018 (2)

↗ All SIS technical documentation and details on changes ahead are on IATA SIS Website Technical Documentation page

    ↗ SIS Major Rel. 1.13 communication link

    ↗ Updated ISPG version 3.9.0.1

↗ Deployment is planned on Nov 7th, 2018 after (Oct P4 closure) and before the start of Nov P1 2018 clearance
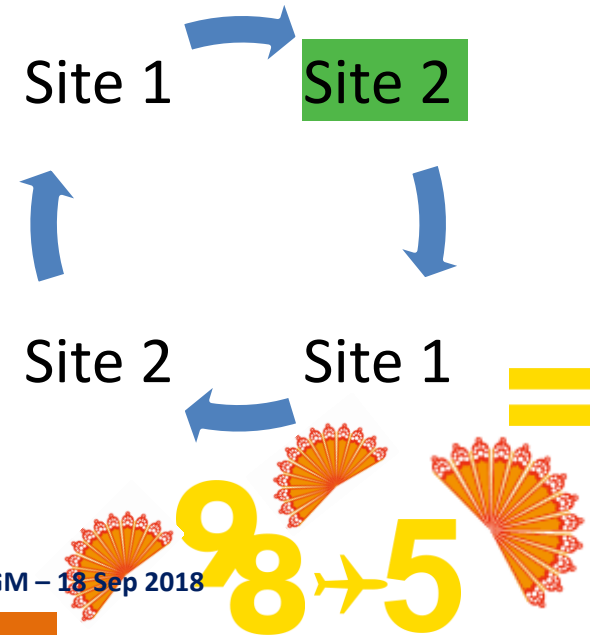
SIS Infrastructure Update

↗ As per our SOC2 requirement we executed a Site Switchover on Feb 24th 2018 between our two sites

    ↗ SIS now operates from the Site 2 "backup" and will return to the Site 1 "primary" in Feb 2019

Site 1   Site 2

Site 2   Site 1

SIS Infrastructure Update (2)

↗ Behind the scene : we keep SIS Infrastructure up to date !

   ↗ Upgrade to a more recent storage version (SAN) was required and this was achieved in two steps in Jan / Feb 2018

   ↗ Oracle database version upgrade in Jul /Aug 2018

What's Coming Ahead

↗ CMP# 656: MISC Dispute Management - to be deployed in Dec 2018 (date TBC)

↗ Implementation of new Password Policy prior end of year

↗ Additional IS-WEB Browsers restriction (2nd Phase) to keep only recent browsers versions (date TBC)

↗ SIS Site Switchover (return to Site 1 – "primary") by end of Feb 2019

↗ SIS Major Release 1.14 by May 2019

Q&A

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Thank You !