ONE Record pilots 2019
Lessons learned

Introduction

The purpose of this document is to capture the feedback received from the 2019 pilot participants and use this to further improve the 2020 use cases moving forward.

Aim of the pilots

The pilots in 2019 had five main objectives:

- Test and finetune the ONE Record data model as approved by the Cargo Services Committee in March 2019

- Develop detailed API & Security specifications

- Develop operational processes for freight movement in a ONE Record environment

- Test basic FHL/FWB creation & statuses data exchange

- Build on Internet of Logistics and continuously expand the data model

By working on these objectives, it allowed the project to be agile and continuously evolve and improve.

Achievements

Six pilot streams (26 companies) around the world were deployed each testing the basics (AWB and statuses) as well as an improvement feature all in the ONE Record environment. By testing separately, it allowed for the faster deployment and development of the data model. Moreover, it allowed for better error-proofing, as stakeholders wouldn't be influenced by others,

These pilots are working on changing how the industry handles data, demonstrating it's possible to go from a document centric model to a data centric model and enrich the current data offering to the entire logistics supply chain.

Additionally, by getting the data model agreed upon, it allows the working group to demonstrate the holistic paperless cargo vision that has long been wished for by this industry.

Each pilot stream managed to achieve their set objectives. However, the purpose of the pilots is to evaluate and test, therefore the following improvements and open issues were discovered and shared between all participants:

Improvements

As the pilots progressed, and each had a different focus, it allowed for a more versatile feedback and the following improvements are the outcomes of this (in no particular order):

- Resource dedication and planning are key factors than an organisation must keep in mind in order to prevent shifting timelines. A slight change in resource allocation can have a great impact on the overall delivery of the project, as multiple stakeholders are involved in each pilot streams. Commitment should be made clear at the beginning of the project.

- Customs onboarding would be beneficial for the entire project as this would accelerate the adoption of ONE Record on a global scale. It has been recognized that these

stakeholders have the influence to bring the most value and expedite adoption.

- Senior management buy-in is critical. Without this, the project simply can't be implemented within an organization. Quite a few participants had issues especially with such an industry project in its early stages. Convincing is not easy.

- In order to get management support, the idea was raised to create an online demonstrator, more examples, templates and more visualization of the project. This would enable stakeholders to better visualize what the project aims to do and how.

- An overall, publicly available, dashboard and tracker on the ONE Record project would be greatly appreciated. This could then be distributed during sales/networking meetings.

- Mapping of data fields is crucial as the world switches over to this new data sharing standard. Backward compatibility is desirable and to be included whenever possible although it shouldn't dictate the creation and subsequent evolution of ONE Record.

Actions have been put in place to address the points above.

Open issues

Within the pilot community the following issues were raised, however it's important to note that this didn't hamper the progress in general for each participant:

- Security was the most important topic. It was recognized that the API/Sec group worked hard on finding a common model and standard. Skilfully the pilots went about using bilateral security and testing the data model understanding that security would be a layer that can be incorporated in the future.

- As pilots progressed, it is inevitable that roadblocks or other such challenges occur.

By testing in separate groups, the biggest hurdle was the sharing of such implementation challenges. Even though mechanisms were put in place to allow for sharing of experiences, there was potential left in taking advantage of these opportunities.

- Currently, due to the nature of the technology and forward thinking of this new data sharing standard. too much focus is still placed on current business model and trying to do old methods with new technology.

- Technical performance, handling of failure scenarios due to network or system availability. This is currently out of scope as the working group fine tunes the standard. However, this would be company specific as it relates to their own IT mitigation actions. Some form of recommendation can be created in consultation with the working group.

- Role of customs and data accessibility remains high on the current agenda.

- Stakeholders should be more diverse, less airline dominated, in seeking a total industry solution. GHA's are currently a minority.

IATA management

IATA is playing the co-ordination role in this project, linking companies together, keeping the momentum and generally acting as the secretariat so that stakeholders can focus on testing and improving rather than administrative tasks. Below are the feedbacks received:

- IATA is tasked with a monumental challenge to change the world and the team has done well in trying to motivate the industry

- IATA Team were exceedingly accessible and helpful when clarifications were need or questions were raised

- Decision to use open forum, GitHub, was wise and will assist solution to be all inclusive; this principle will be extended in

the following phases, as Github should not only be used as a central repository for the current standard version, but as a repository for all discussions, change requests and work on the standard in general.

- Great work done by IATA as always in co-ordination and leading the industry members to achieve the common goal.

Actions for 2020 use case

Currently, IATA is also working on a model for Non-Disclosure Agreement that uses a similar mechanism as the Multilateral eAWB Agreement whereby each party signs an NDA with IATA and is covered with all other parties testing ONE Record. This will facilitate the expansion and pilot testing of the use cases with new participants.

Building on the achievements and success of the 2019 pilots, the aim of the 2020 use cases is twofold:

- Connect the nodes together and expand the network

- Develop the data model even further to special cargo and beyond operational data (i.e. quote and booking)

- Testing security and global authentication

As previously mentioned, the improvements & open issues will be used, resolved and look forward to the next feedback at the end of 2020.

Ultimately, ONE Record aims to provide our industry with a more efficient and seamless gateway that enables better and secure communication with relevant industry stakeholders in real-time. This is done by exchanging and sharing additional shipment information beyond the limited scope of today's CIMP/CXML messaging standards for better customer service.

As circumstance change, so can the ONE Record roadmap. If a focus area is deemed more important, use case participants are free to change the scope and address the required topic.