










Summary

	INTERNAL EFFICIENCY	CUSTOMER EXPERIENCE	RISK
			
			
			
			
			
			

Internal Efficiency

(Measuring the efficiency of your internal processes and tools for pain-free API documentation and conformance)

Customer Experience

(The experience from your customer's perspective – do they have what they need to connect quickly?)

Risk

(Do you processes and tools allow you to comply with regulations and reduce the risk of API-related issues in the future?)

Things You Do Well Today

- Machine-readable internal API documentation
- Storing transforms centrally
- Formal report capturing spec restrictions

- Have an externally-documented API
- Machine-readable external API formats
- Formal report capturing spec transformations

- Audit trail of spec transformations
- Monitor production for scope

Short-Term Quick Wins

- Process to pass customer doc feedback to BA/PM

- Formalise capture of scope restrictions

Medium-Term Improvements

- Move towards machine readable internal API documents

- Make API documents machine readable
- Track customer change and follow up personally

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