API Documentation: Getting Ecosystem Information to Vendors Quickly

Equus Software is a recognized innovator in global workforce management solutions that make it easy to move, track, and manage mobile talent. The Equus Ecosystem connects HR, talent, and service provider systems to give you a single system to manage all your global mobility data.

The Equus Ecosystem implementation team needed to update existing content and develop new content for 15 priority topics to deliver recent and relevant ecosystem API information to vendors and service providers quickly.

The implementation team also wanted to enhance the architecture and user experience of its IT toolkit by creating a clearer, logical, user-friendly experience for new and existing team members, clients, and stakeholders assimilating to the site and toolkit.

USE CASES

Content/Information Architecture, Technical Writing, Technical Editing, Wiki, Project Management

TECHNOLOGIES

Equus Assignment Pro, Atlassian (Confluence, Jira), Microsoft 365

Documenting the API ecosystem

Contentiful prepared instruction manuals, standards and guidelines, journal articles, project plans, and other documents to communicate complex and technical information in a manner that is easily understandable. Specific API documentation included:

- The Ecosystem Glossary and Ecosystem Connection Implementer's Guide
- Connection, Authentication, Integration, and Troubleshooting Guides
- Service Provider Supplements for Immigration, Tax, Insurance, Move Management, Temporary Living, and Relocation and Destination

Authentication confirms the identify of an individual or system

EQUUS Ecosystem

ECOSYSTEM API

Authentication Guide for Service Providers

The *Ecosystem API: Authentication Guide for Service Providers* is a technical document for the Equus Ecosystem. This guide provides an overview of the authentication methods supported by the Ecosystem API for connections to and from the Equus Hub. This guide also includes instructions for setting up OAuth 2.0, X509 certificate, and RSA authentications for each supported authentication method.

Of the authentication methods supported by the Equus Hub for communication to and from service providers' systems, Equus recommends using OAuth 2.0, because of its high level of security and the fact that it is relatively straightforward to troubleshoot issues that may arise.

X509 certificate authentication, which is sometimes called Mutual SSL authentication, is also quite secure. But this method of authentication can be difficult to troubleshoot and requires periodic certificate renewal activities.

RSA security is relatively simple to implement but may be considered less secure than OAuth 2.0 and X509 authentication methods.

Basic authentication is the easiest to use but is also considered the least secure option. For this reason, Basic authentication is not supported for authentication of connections coming into the Equus Hub.

The Equus Hub supports industry-standard authentication methods to facilitate communication to and from service providers' systems.

| noncedate | This nonce value is the UTC date and time the request was created, and it is presented in a sortable date/time format. |
| signature | This is a Base64-encoded string created by the Equus Hub using the private key portion of an RSA key pair to generate a hash of the noncedate value. |

To configure this authentication method, an Ecosystem Integration Analyst will generate an RSA public/private key pair within the Equus Hub.

- The public portion of the key pair is shared with the service provider, who will use this to validate the digital signature (shown in Exhibit 2) from the Equus Hub.
- The private portion of the key pair remains in the Equus Hub's encrypted database.

When an HTTPS request arrives, the service provider can use the public key and noncedate to verify that the signature value was created using the private key portion of the key pair generated by the Equus Hub.

Exhibit 2: Example headers for the RSA authentication method

```
{
  "content-length": "2158",
  "noncedate": "2020-06-11T01:36:32",
  "signature":
"Yb1lMxaY60Zu7VdOfz+6XeH7jgbdugejtWZISh4XxQ+oI6ju0EUCnqkocYDRZ29T4hO
ZeCGpKMVTTx3pvKkixBjaNiVXKWt4XxB9tcXMuZvUaOOLu6Go3Pzsszi928pIDCzagh2
d7SR1U4RHMU72hVWDLfnmLv1GPMblGrHhnwCeeJD3FeZUxHHb9iLwXVhGG4RCMNh7L9w
aB7u8GmnyfVcENSmTR77enSHNwW/3HjnMsnxzJAdR0QRaI39GpnwkSCd+N8liXBmTjGb
KWI8vz2w41891KULc6OtzUO2D1SBN9ErSuTY2IO9a9banmK+ekEk4bDfchZjdS/UKFXR
Y4A==",
  "vendorid": "f90871cd-e35d-4a28-b77a-ce37acec1ec0b",
  "assignmentprocompanyid": "1",
  "eventtype": "Initiation",
  "assignmentproinstanceid": "5d39e9b6-7079-42c0-a1a2-8c902c3d0e4d",

  "content-type": "application/json"
}
```

2.4 Basic Authentication

The Basic authentication method is only an option for securing requests made to service providers' systems from the Equus Hub. This method is a simple option that allows authentication with a username and password.

Stop reinventing the wheel with each new client

Contentiful supported the Equus Ecosystem implementation team with a **New Client Space Toolkit** to collect and manage client requests, requirements, tasks, and activities related to implementation. Contentiful designed and implemented a Confluence-based overview/landing page for the team site and developed an introduction to the toolkit describing its objective, goals, and governance.

New Client Space Toolkit Mockups

MOCKUP #1

Don't reinvent the wheel with each new Equus client

Here's everything you need to get your new client's site up and running, smoothly and successfully.

I have this brand new idea

Onboarding and Setup

Sales and Pre-Kickoff
Provide brief description of this stage and its main objective.

Setting Up Your Site
Provide brief description of this stage and its main objective.

Preparing and Running a Kick-Off Meeting
Provide brief description of this stage and its main objective.

Identifying Policies and Services
Provide brief description of this stage and its main objective.

Confirming Employee and Assignment Data Fields
Provide brief description of this stage and its main objective.

Conducting Workshops, Gathering Requirements
Provide brief description of this stage and its main objective.

Client-Specific Modules and Configurations
Provide brief description of this stage and its main objective.

Testing Methodology and Best Practice
Provide brief description of this stage and its main objective.

Going "Live," Migrating to Steady-State, Hypercare
Provide brief description of this stage and its main objective.

Governance and Knowledge Transfer

Project Management
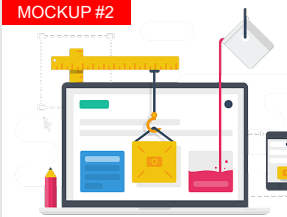Provide brief description of this stage and its main objective.

Training
Provide brief description of this stage and its main objective.

Workshops, Working Sessions, and Meetings
Provide brief description of this stage and its main objective.

MOCKUP #2

Everything you need to get a new client site up and running, smoothly and successfully

Onboarding and Setup

Sales and Pre-Kickoff
Brief description of this stage and its main objective

Setting Up Your Site
Brief description of this stage and its main objective

Preparing and Running a Kick-Off Meeting
Brief description of this stage and its main objective

Identifying Policies and Services
Brief description of this stage and its main objective

Confirming Employee and Assignment Data Fields
Brief description of this stage and its main objective

Conducting Workshops, Gathering Requirements
Brief description of this stage and its main objective

Client-Specific Modules and Configurations
Brief description of this stage and its main objective

Testing Methodology and Best Practice
Brief description of this stage and its main objective

Going "Live," Migrating to Steady-State, Hypercare
Brief description of this stage and its main objective

Governance and Knowledge Transfer

Project Management
Brief description of this stage and its main objective

Training
Brief description of this stage and its main objective

Workshops, Working Sessions, and Meetings
Brief description of this stage and its main objective

Let's connect