



## **Member Support / Vendors**

CLIEDIS provides its members with an extensive library of resources to help support implementations of CITS feeds that aid the carrier (creator of the feeds), the vendor and distributor (receiver of the feeds). These are accessed through the CLIEDIS Resource Centre on the CLIEDIS website ([www.cliedis.ca](http://www.cliedis.ca)). Non-members have access to a limited set of information but can see what else is available by accessing the site.

In addition to the online resources available, member training and webinars, we also provide individual support to our members within the limits of the CLIEDIS resources available.

CLIEDIS will:

- Work one-on-one with companies to provide guidance, education and answer questions relating to specific CITS feeds.
- Evaluate requirements, review mappings to ensure all use cases are accounted for.
- Learn your system functionality to ensure the data being sent is accurately reflected.
- Review code mappings for completion, accuracy and consistency.
- Mediate issues between trading partners to determine the best possible resolution.
- Work with companies and their trading partners to identify and deal with any exceptions.
- Approve feeds in advance of your receipt to ensure completeness and accuracy of data in the feed to the best extent possible. Approval is considered a pre-cursor to user acceptance testing.

Limitations:

- CLIEDIS does not offer project management services.
- CLIEDIS does not offer development or programming resources.
- CLIEDIS is not involved in vendor project management, pricing, development, scheduling.
- CLIEDIS does not handle system or end user quality assurance testing.
- CLIEDIS does not get involved in data security assessments.
- CLIEDIS has no enforceability; we are not a policing organization. Compliance and support of the standards is voluntary for all parties involved.