




OTRS Extensions are now verified
providing you with even
more confidence and quality!




Use OTRS Extensions and play it safe.

 was introduced in 2013 as an official security and quality seal.

With this, we facilitate the differentiation of those extensions which are verified and recommended by the manufacturer and those which are circulating on the market but do not have any quality assurance.

Play it safe and use only extensions with the  quality seal!

You can easily see which extensions are verified... and the benefits you gain!

Users, service providers, and software developers benefit from the use of packages that are backed by  with

- a transparent and verifiable **quality standard**
- **safety** with the exclusion of licensing problems
- **compliance** with data protection regulations and extra methods to protect personal data
- **system stability and integrity**
- recommendations and instructions in order to **optimize** the coding style.

As part of the verification process, the package is measured against a large number of criteria which must be fulfilled in order to obtain the quality seal.

OTRS Group will consider all aspects that could affect performance and security from the manufacturers perspective. Only extensions that comply with all of these criteria will be verified by OTRS Group.

Screening criteria for maximum safety

1. Development guidelines (<http://doc.otrs.org>)

- OPM information has to contain only currently published frameworks (e.g. instructions with OTRS 3.x.x are not allowed)
- Name of the developer or the company in OPM
- The development language must be English
 - The writing of the Perldoc for all core functions must be exclusively in English
 - Use of semantic separation of structure and layout (HTML, CSS)
- Provision of unit tests for the core functions
- The OTRSCoDePolicy (<https://github.com/OTRS/otrscodepolicy>) must be approved without any objections

2. Stability

- The GI has to be used for soap communication
- New OTRS version functionalities have to be considered for future upgrades (e.g. Free Text Field have to be ported to Dynamic Fields)
- Package usability has to be guaranteed on all supported browsers (CSS, Java Script, HTML) and databases
- Database-specific SQL can not be used
- Uninstall Security:
 - has to offer complete package removal, if desired
 - Display of warning message before deleting data from the database

3. Performance

- No significant deterioration of scalability or performance (Benchmarking available via unit tests)
- Intelligent coding
- Avoidance of unnecessary loop passes
- Use of existing core functions
- Use of caching
 - Core-Cache (Kernel/System/Cache.pm)
 - Frontend Cache

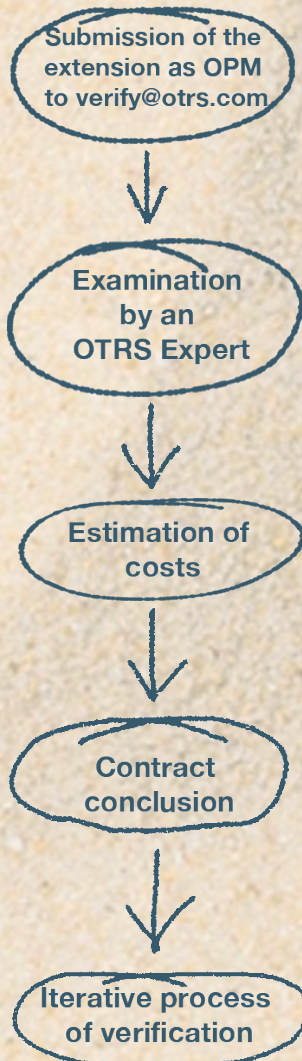
4. Safety and security

- Use of quoting in order to avoid the risk of XSS and SQL injection
- Obligation to use SQL binds
- No malicious code

5. Miscellaneous

- Compatible with all freely available packages of OTRS Group (ITSM, FAQ, etc.)
- Protection of licensing rights of third parties and of OTRS (AGPL)

One way for everyone: the verification process





Still have questions?

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We reserve the right to exclude submitted packages from the verification process.



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