

OMMO Analytics

SOP - Managed Connector Setup

Standard operating procedure for OMMO Analytics delivery, support, and managed client operations.

Owner	OMMO Group Company
Product	OMMO Analytics
Version	1.0
Status	Active operating draft

Purpose

Connect client systems using the safest available method while keeping client-facing status simple.

Scope

Applies to available and prepared connectors in OMMO Analytics.

Roles

- Technical owner: configures connector.
- Admin owner: updates visible status.
- Client admin: approves access.

Required inputs

- OAuth credentials or app credentials.
- API keys only where OAuth is not available.
- Redirect URL.
- Tenant ID.
- Required scopes.
- Webhook URL if supported.

Procedure

- Confirm connector metadata and documentation.
- Use OAuth where available.
- Store tokens securely under the tenant.

- Run the first connection test.
- Set client-facing status to Connected, Needs review, Maintenance, Expired, or Disconnected.
- Keep raw error details admin-only.

Quality checks

- No passwords stored for platforms that support OAuth.
- Token scope matches least-privilege needs.
- Client sees simple status, admins see error details.
- Reconnect path is documented.

Records to maintain

- Connection timestamp.
- Token status.
- Scopes.
- Test result.
- Admin-only error notes.