



International Civil Aviation Organization

Future Air Navigation Systems Interoperability Team-Asia (FIT-ASIA)

Bangkok, Thailand, 27 August 2012

Agenda Item 4: Data Link Guidance Material

ISPACG CRA Website – Problem Reporting and Performance Monitoring

(Presented by New Zealand)

SUMMARY

This paper presents an overview of the Informal South Pacific Coordinating Group (ISPACG) Central Reporting Agency (CRA) website. This website provides the ISPACG stakeholders with on-line FANS1/A data link problem reporting and enables CRA feedback via the website to the originator. The website also provides ISPACG stakeholders with information on FANS1/A performance by displaying the communications and surveillance performance observed during post-implementation monitoring. The problem reporting section of the website is also used by stakeholders of the North Atlantic Data link Monitoring Agency (DLMA) and a number of other global stakeholders in FANS1/A. The website is available for use by stakeholders in FIT-ASIA.

This paper relates to –

Strategic Objectives:

- A: *Safety – Enhance global civil aviation safety*
- C: *Environmental Protection and Sustainable Development of Air Transport – Foster harmonized and economically viable development of international civil aviation that does not unduly harm the environment*

Global Plan Initiatives:

- GPI-8 Collaborative airspace design and management
- GPI-9 Situational awareness
- GPI-17 Data link applications

1. INTRODUCTION

1.1 ISPACG use a website based problem reporting and resolution database. This has been in use since 2009 and has been successful in facilitating problem reporting in the South Pacific and North Atlantic.

1.2 The website is also used to display performance information on the FANS1/A system obtained by post implementation monitoring. This performance monitoring has been successful in identifying problems and driving continuous performance improvement in the FANS1/A system.

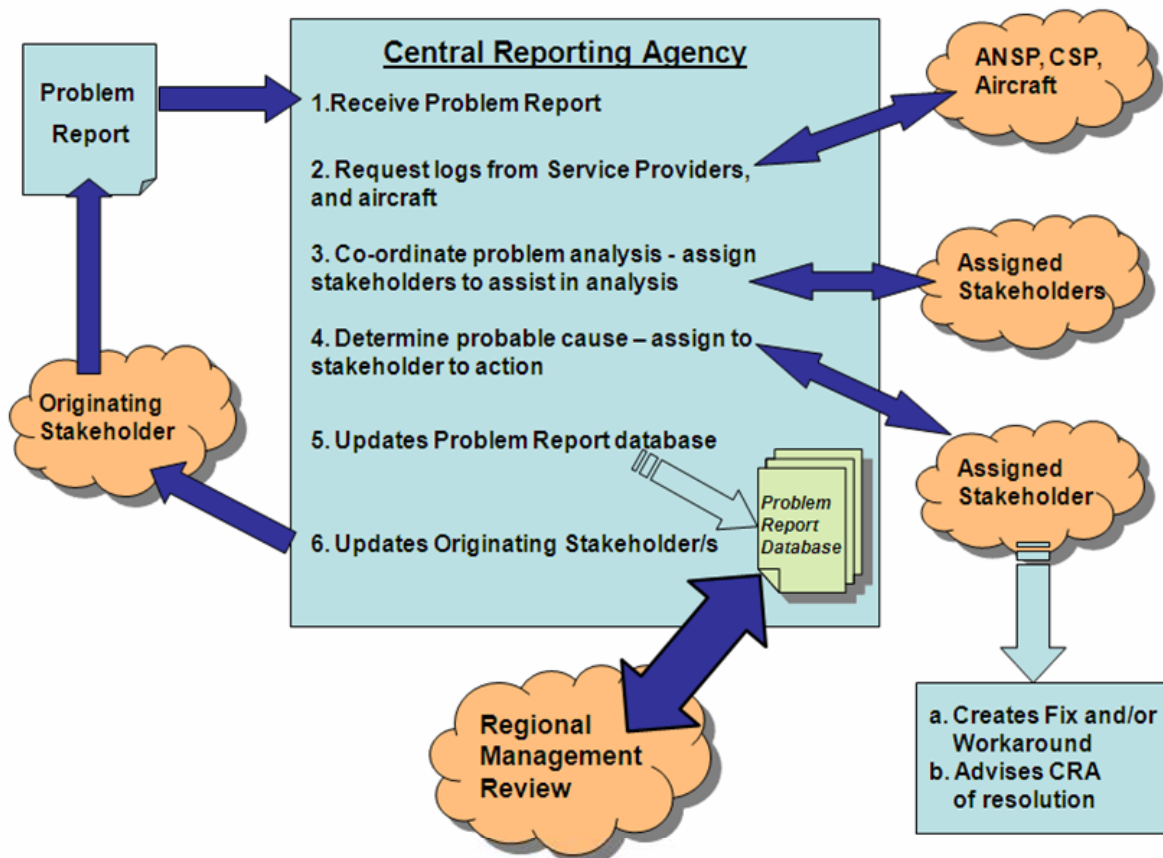
2. DISCUSSION

Website History

2.1 In 2009 the ISPACG FIT recommended the establishment of a website that would provide stakeholders with a readily accessible means of filing FANS1/A problem reports and providing the CRA with the means to provide feedback. The Asia/Pacific regional guidance material for end-to-end safety and performance monitoring of Air Traffic Service (ATS) data link systems contains in paragraph 7.14 a recommendation that when reporting FANS1/A problems the problem description, the results of the analysis and the plan for corrective action are entered into a database covering data link problems, both in a complete form to allow continued analysis and monitoring of the corrective action and in a de-identified form for the information of other stakeholders. ISPACG agreed that a web based system would provide such a facility.

2.2 The CRA web site at <http://www.ispacg-cra.com/> commenced operations in late 2009 with the ISPACG stakeholders. Stakeholders of the North Atlantic Data Link Monitoring Agency (NAT DLMA) joined the website in 2010 and it is used now used for problem reporting in both the ISPACG and NAT regions.

2.3 The website problem reporting section assists the ISPACG Central Reporting Agency and stakeholders to comply with the ICAO guidance on problem reporting and resolution in the GOLD and Asia/Pacific end-to-end safety and performance monitoring of ATS data link systems as depicted in the diagram below.



Website Content

2.4 The website provides access to a problem reporting database, information on FANS1/A system availability, and information on FANS1/A performance. A description of the problem reporting database can be found in Appendix A.

2.5 The FANS1/A performance section provides all website users with access to the FANS1/A communications and surveillance performance that has been obtained from post implementation monitoring in the ISPACG region. The graphical and tabular material found in these sections is based on the guidance in Appendix D of the Global Operational Data Link Manual (GOLD). Information is also provided on current performance issues and a ground system compliance register that captures ISPACG ANSP compliance to the safety requirements in RTCA DO306 Oceanic Safety and Performance Standard for Air Traffic Data Link Services.

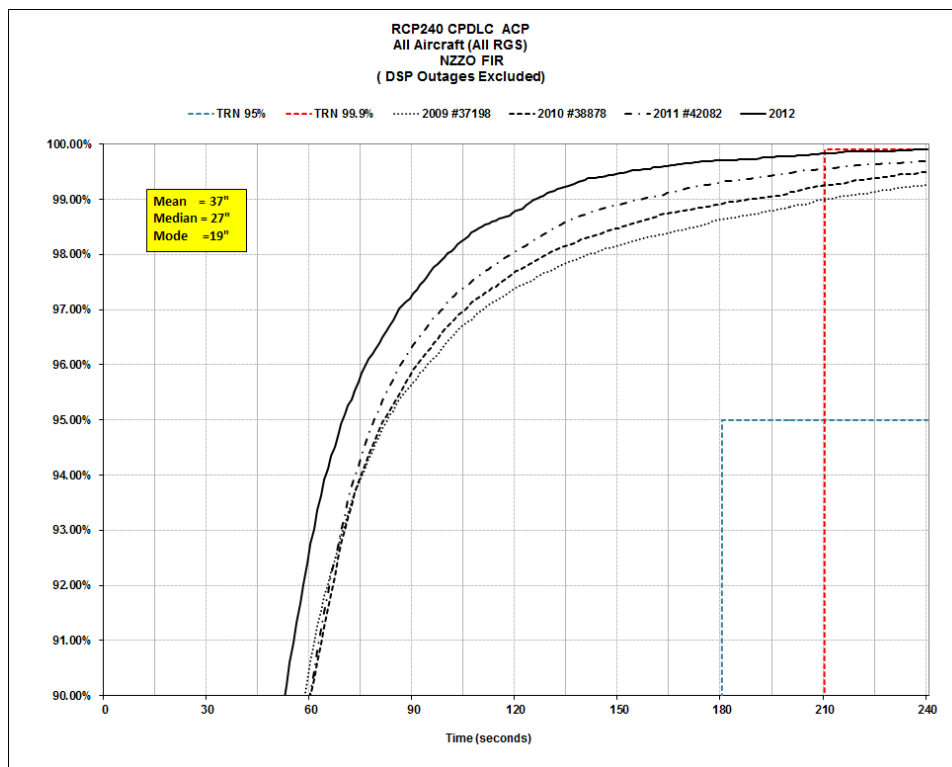
Post Implementation Monitoring

2.6 The ICAO Global Plan calls for the implementation of a performance based system and ICAO Annex 11 requires that data link system performance is monitored to verify that an acceptable level of safety continues to be met. Annex 11 at paragraph 2.2.7.5 states:

“Any significant safety-related change to the ATC system, including the implementation of a reduced separation minimum or a new procedure, shall only be effected after a safety assessment has demonstrated that an acceptable level of safety will be met and users have been consulted. When appropriate, the responsible authority shall ensure that adequate provision is made for post-implementation monitoring to verify that the defined level of safety continues to be met.”

2.7 Monitoring of FANS 1/A data communications in terms of RCP and surveillance performance is an important part of the performance based system described in the ICAO global plan. The performance data gathered by the ISPACG ANSP is in accordance with the guidelines in GOLD Annex D.

2.8 Since performance monitoring to the GOLD guidelines started in 2009, problems identified and then resolved have seen a steady improvement in the overall FANS performance. This improvement is in the graph below which shows the performance improvement in Actual Communications Performance since 2009.



2.9 ISPACG have found that it is difficult to get all aircraft operators to participate in problem reporting particularly the flight deck. Some operators have facilitated problem reporting by making it possible for flight crew to communicate the problem directly to the AOC via ACARS. The AOC then communicate the problem to a nominated person to file on the website. ISPACG are also investigating the possibility of making CRA database registration a compulsory requirement for all aircraft operators.

Access to the Website

2.10 To help standardize problem reporting between regions and to facilitate sharing of information FIT ASIA stakeholders are encouraged to use the ISPACG CRA website to file all FANS related problem reports.

3. ACTION BY THE MEETING

3.1 The meeting is invited to:

- a) note the information contained in this paper; and
- b) discuss whether the ISPACG CRA website could assist FIT-ASIA in establishing a problem reporting and resolution process.

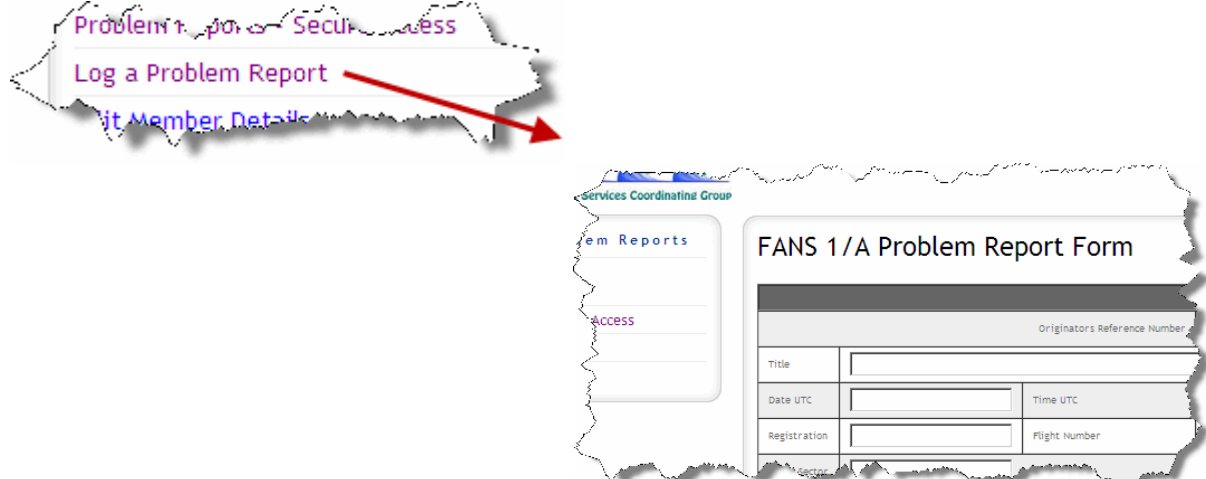
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Appendix A

On Line Problem Reporting – User Guide

Log a problem report

Log in to the secure area then select Log a Problem Report



The FANS 1/A Problem Report Form is displayed. The form contains the following fields:

Originators Reference Number: Originators problem report reference e.g. ANZ_2009-23

Title: A short title which conveys the main issue of the reported problem e.g. CPDLC transfer failure

Date UTC: UTC date of occurrence e.g. 19 Oct 2009

Time UTC: Time in HHMM e.g. 2105-2130

Registration: ICAO FPL registration of aircraft if applicable e.g. XC-RTG

Flight Number: ICAO FPL call-sign if applicable e.g. DEL456

Flight Sector: If applicable the departure and destination airfield of the flight e.g. NZAA-YBBN

Originator : Name of person filing the problem report.

Aircraft Type: ICAO aircraft designator e.g. B77W

Organization: Name of the originators organization e.g. Airways New Zealand

Active Center: Controlling Centre at time of occurrence if applicable e.g. NZZO

Next Center: Next controlling centre at time of occurrence if applicable e.g. YBBB

Position: Position of occurrence e.g. 31S163E

Problem Description: Detailed description of problem.

Attach File: Area of web page where originator and assigned stakeholders can attach up to 5 files for use in the investigation. These may include such things as ANSP data files, or explanatory information.

Additional Data: Area set aside for feedback from assigned stakeholders. This may include the results of the investigation and the agreed action plan. Stakeholders may also use the Attach File area above to transmit data to the CRA if required.

When all data has been entered select the **Submit PR** button and the report will be logged.

You can verify the report has been accepted by checking that the report can be viewed.

Viewing your problem reports

Log in to the secure area and select View your problem reports. This opens the Problems Reports (Normal) page on the site. This page displays a listing of all the problem reports you have raised and a listing of all problem reports that have been assigned to by the CRA for investigation. It also contains a description of the different problem report status classifications. ANSP users also have read only access to all problem reports in the database.

Problem Reports (Normal)

Welcome Paul Radford to the Normal Problem Reports page.

From this area you can:

- [View your problem reports](#)
- [Log a new problem report](#)

Status Descriptions

- RAISED** - the PR has been filed by the originator but has not yet been processed by the CRA.
- ACTIVE** - CRA has processed the PR and allocated a CRA # and someone to investigate it. During this phase the PR is under investigation.
- OPEN** - The investigation is complete however some form of correction is required before it can be closed.
- CLOSED AS DUPLICATE** - Closed because problem is already covered under another PR.
- CLOSED** - closed.

Your Problem Reports

Orig ID	CRA Ref	Title	Date UTC	Status	Actions
ACNZ 2009-15	-	ACNZ 2009-15 Deteriorating Performance from [REDACTED]	15 October 2009	RAISED	View
ACNZ 2009-14	746	ACNZ 2009-13 Delayed ADS [REDACTED]	29 September 2009	ACTIVE	View

The listing contains the originators ID, CRA reference, Short Title, Date, Status, and an Actions column with [View](#) as an option. Selecting View opens the complete problem report record.

View Problem Report

Originators Reference Number		ACNZ 2009-14	
Title	ACNZ 2009-14 Traffic Delays		
Date UTC	24 September 2009	Time UTC	1525-1621
Registration	Various	Flight Number	Various
Flight Sector	Various		
Originator	Radford	Aircraft Type	Various
Organisation	Airways New Zealand		
Active Center	NZZO	Next Center	Various
Position	Various SOPAC		

After selecting view changes can be made to the data in the problem report and additional data can be uploaded by selecting **update PR** button.

The listing can be sorted by left mouse selecting the header column names. For example selecting Orig ID will sort the list by the originators ID, selecting CRA Ref will sort by the CRA reference number assigned to the problem. An arrow will display in the header to display the direction of sort. The sort direction can be changed by a further selection as illustrated below.

