



**Common Regional Virtual Private Network (CRV) Operations Group  
(OG) of Asia/Pacific Air Navigation Planning and  
Implementation Regional Group (APANPIRG) (APANPIRG CRV OG)**

**OPERATIONS MANUAL**



## FOREWORD

## 1. Introduction

- 1.1. The Common Regional Virtual Private Network Operations Group (CRV OG) Operations Manual is an informal publication prepared by the CRV Task Force, intended to provide, for easy reference of interested parties, a consolidation of material, particularly of a procedural nature, about the work of the CRV OG and its contributory bodies. It contains the Terms of Reference of the CRV OG established by the Asia/Pacific Air Navigation Planning and Implementation Regional Group (APANPIRG) (Decision 27/34). It also contains the working arrangements and internal instructions developed by the Group for the practical application of its Terms of Reference.
- 1.2. The document describes; Terms of Reference; Composition; Position within ICAO; Working Arrangements; Rules of Procedure and Practices governing the Conduct of Business.
- 1.3. The framework of Part and Sections headings in addition to the page numbering has been devised to provide flexibility and the facilitation of the revision of additional or new material. Each Part includes an Introduction giving its purpose and status. A Table of Contents is also provided which serves also as a subject index and as a check list for the current pages.
- 1.4. All pages bear the date of issuance. Replacement pages will be issued as necessary and any portion of a page that has been revised will be identified by a vertical line in the margin. Additional material will be incorporated in the existing Sections or will be the subject of new Sections, as required.
- 1.5. Changes to text will be identified by a vertical line in the margin in the following manner;
  - N for new or revised text;
  - E for editorial modification that do not alter the substance or meaning of the text;
  - D for deleted text

For practical reasons, this shall not be applied to title pages or to the routine insertion and deletion of Conclusions and Decisions. The absence of change bars, when data or page numbers have changed, will signify reissue of the section concerned or rearrangement of text (e.g., following an insertion or deletion with no other changes).
- 1.6. The Operations Manual will be distributed to Members and Observers of APANPIRG, the ICAO Secretariat, and to other States and international organizations participating in meetings, contributing to, or having interest in the work of the CRV OG and/or its Contributory Bodies.

COMMON REGIONAL VIRTUAL PRIVATE NETWORK  
OPERATIONS GROUP (CRV OG)

OPERATIONS MANUAL

PART I

TERMS OF REFERENCE,  
COMPOSITION AND POSITION IN ICAO OF THE CRV OG

## 1. Background

The establishment of APANPIRG CRV OG was proposed during the deliberations of the CRV Task Force (TF) as a dedicated group to provide oversight of the CRV operations and the performance of the CRV Service Provider. The APANPIRG CRV OG is formally established by APANPIRG Decision 27/34.

## 2. Terms of Reference

The Common Regional Virtual Private Network (VPN) Operations Group (OG) will provide oversight of the function and performance of the CRV and the performance of the Service Provider. The following are the activities to be performed:

- a) Oversee the implementation of the CRV post Contract Award;
- b) Manage issues arising from the transition with CRV TF, if any;
- c) Co-ordinate and standardize the establishment or upgrade of CRV services as required;
- d) Co-ordinate activities with other ICAO CRV OGs, if any, to make sure that decision making and communication with CRV Service Provider is consistent and timely;
- e) Oversee the performance of the CRV Service Provider, including customer service;
- f) Oversee the performance of the CRV network;
- g) Oversee the escalation and solving by the CRV Service Provider of issues associated with the provision of the CRV, including safety and security related issues;
- h) Assist with the resolution of issues associated with the provision of the CRV among the CRV Users as required, including safety and security related issues;
- i) Assist with the migration of Aeronautical Fixed Services (AFS) onto the CRV, in line with the GANP and seamless ATM plan;
- j) Maintain CRV OG documentation associated with the function, performance and management of the CRV, including the CRV OG Operations Manual, a list of CRV users and a record of variations to the common tender package;
- k) Accept deliverables from the CRV Service Provider on behalf of the CRV Users as required;
- l) Promote the use of CRV; and
- m) Perform any other activity as required by CRV operations.

## 3. Reporting

The CRV OG will report to Asia/Pacific Air Navigation Planning and Implementation Regional Group (APANPIRG) through ACSICG and CNS SG.

## 4. Participation

The CRV OG will include all APAC Member States/Administrations, and any other organization as needed.

## 5. Conduct of the work

It is anticipated that the CRV OG will conduct its work primarily by Web Conferences, teleconferences and other electronic means of communications. Face to Face meetings of CRV OG may be required on an annual basis. The ICAO APAC Regional Office will provide secretariat support for the CRV OG.

## 6. Rapporteur

There will be two Co-Chairpersons of the CRV OG, one primarily responsible for Asia coordination and the other for Pacific coordination.

## 7. Position within ICAO

7.1. CRV OG shall be the guiding and co-ordinating organ for all activities conducted within ICAO concerning the Common Regional VPN for the Asia and Pacific Regions. However it shall not assume authority vested in other ICAO bodies, except where such bodies have

specifically delegated their authority to the Group. The activities of the Group shall be subject to review by the APANPIRG.

- 7.2. The work of groups established and meetings held within the framework of ICAO, concerned with the Asia and Pacific CRV shall be coordinated with the CRV OG to ensure full harmonization with all regional activities regarding the development and operation of the Asia/Pacific system.

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PART II

WORKING ARRANGEMENTS

1. APANPIRG Procedural Handbook

- 1.1. The CRV shall be guided by the APANPIRG Procedural Handbook to ensure that work arrangements are consistent with its parent body

2. Administration of the CRV OG

- 2.1. The CRV shall be administered as follows:

- 2.1.1. by two (2) Chairpersons, one elected from the Representatives designated by member States of the Group from ASIA Region and one from the PACIFIC region; and

- 2.1.2. by ICAO Regional Director, Asia and Pacific Office designated as Secretary CRV OG by the Secretary General of ICAO. In the execution of duties the Secretary will be supported by the Asia and Pacific Regional Office.

- 2.2. The Chairpersons, in close co-ordination with the Secretary, shall arrange for the most efficient working of the Group. The Group shall always work with a minimum of formality and paperwork.

- 2.3. Between meetings of the CRV OG, some subjects may be dealt with by correspondence among appointed Representatives of Member States through the Secretary of the CRV OG. However, if States are to be consulted this should be done through the ICAO Regional Director, Asia and Pacific Office.

## PART X – SERVICE STRATEGY

Assist with the migration of Aeronautical Fixed Services (AFS) onto the CRV, in line with the GANP and seamless ATM plan;

## PART X – SERVICE DESIGN

### CRV Capacity Management

Co-ordinate and standardize the establishment or upgrade of CRV services as required

### CRV Supplier Management

Oversee the performance of the CRV Service Provider, including customer service;

Oversee the escalation and solving by the CRV Service Provider of issues associated with the provision of the CRV, including safety and security related issues

## PART X – SERVICE TRANSITION

### CRV Service Acceptance

Accept deliverables from the CRV Service Provider on behalf of the CRV Users as required;

### CRV Configuration Management

Maintain CRV OG documentation associated with the function, performance and management of the CRV, including the CRV OG Operations Manual, a list of CRV users and a record of variations to the common tender package;

### CRV Deployment

Oversee the implementation of the CRV post Contract Award;

Manage issues arising from the transition with CRV TF, if any

## PART X – SERVICE OPERATION

### CRV Performance Management

Oversee the performance of the CRV network;

## PART X – CONTINUAL SERVICE IMPROVEMENT

Promote the use of CRV

Coordination with Other Regional Private Networks