



Network Manager
nominated by
the European Commission



Human resources

Common AIS Staff Profiling (CASP)

Workshop for the development of AIS management and oversight for Civil Aviation Authorities (CAA) and Air Navigation Service Providers (ANSPs)

31 July – 4 August 2017

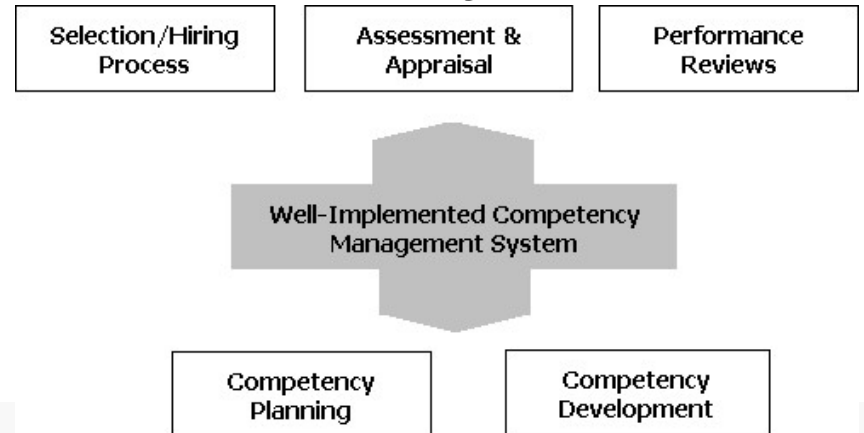
Dakar

Gaston Liegeois
Directorate Network Manager
gaston.liegeois@eurocontrol.int

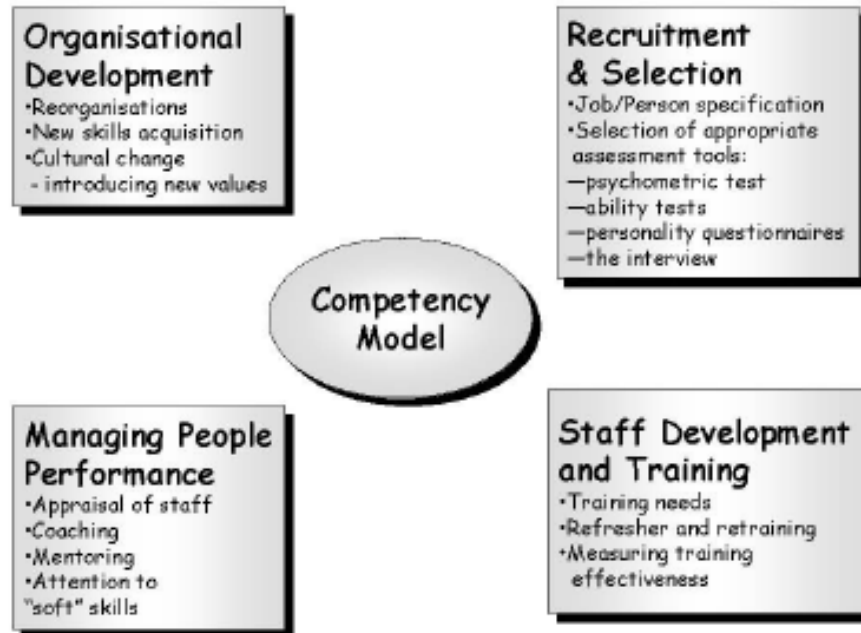
Common AIS Staff Profiling (CASP)

What is it about?

- Guidelines for AIS organisations to support the implementation of competency management processes.
 - Mapping of competencies with AIS/MAP work functions and associated ARO functions
 - Description of competency management processes
 - Enables the use and deployment of the validated competency information repository
- Staff profiling to identify the knowledge, skills, experience and competencies required for AIS job roles and related organisation
- Production of job descriptions, person specifications
- Development of selection criteria
- Identification of training need



Competency Management Objectives

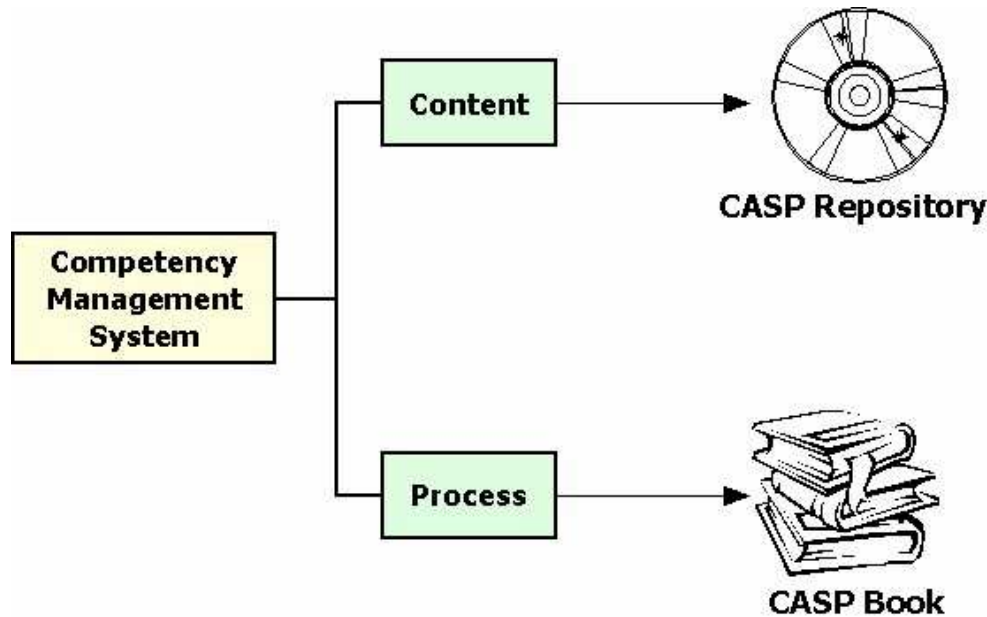


- Qualified and experienced staff in sufficient numbers are prerequisites for an AIS organisation to provide safe and timely aeronautical information.

- Competency management ensures that an AIS organisation has the right competencies at the right time by identifying competency gaps and facilitating appropriate training, compensation and recruitment programmes based on current or future competency needs.

Competency Management

Major components

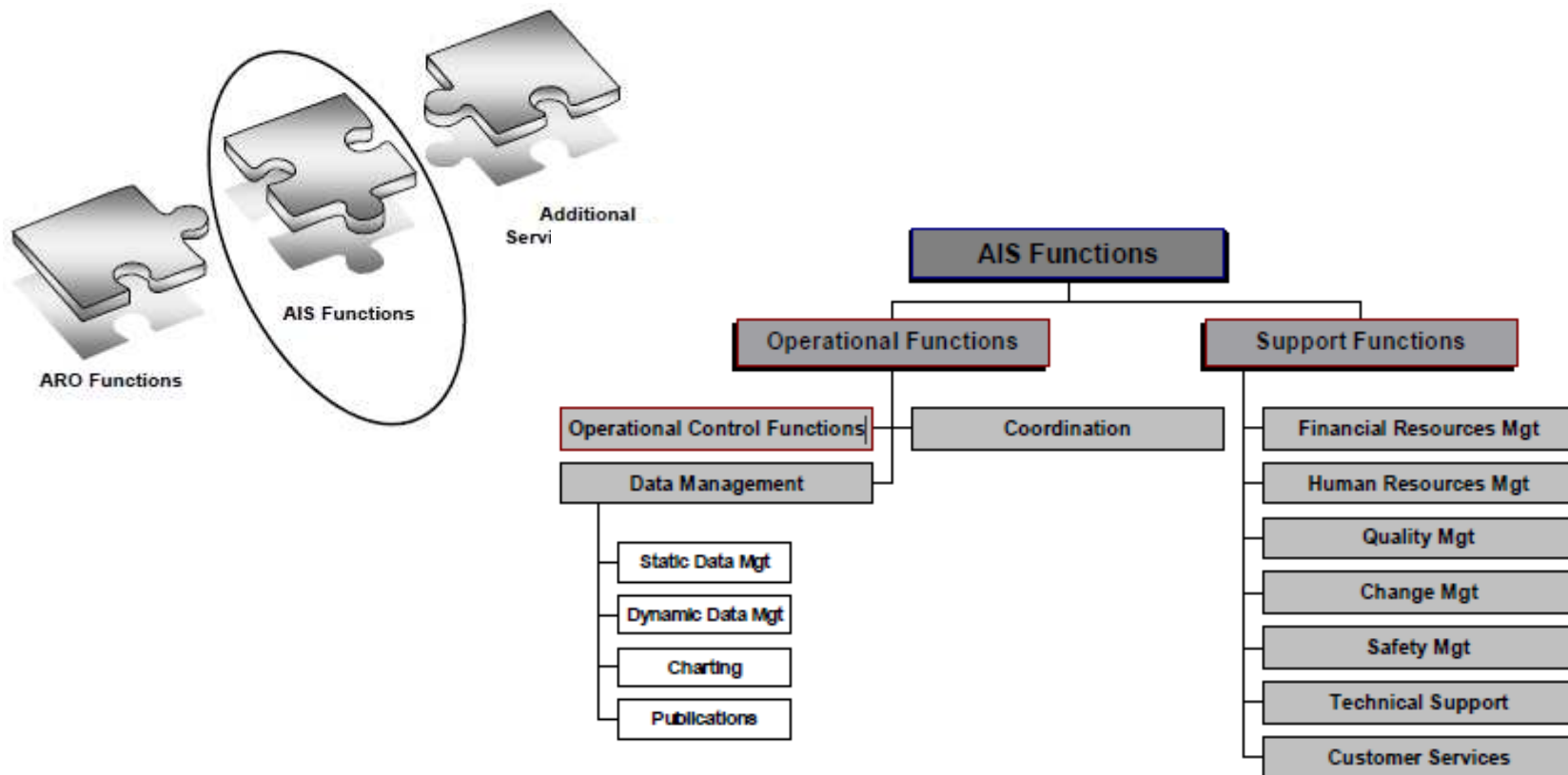


- **Content:** includes traditional competency inventory information and consists of:
 - Organisational data such as job families, job titles, proficiency standards, employee names, job/role descriptions, individuals' CVs,
 - Job and assignment history
- **Process:** allows the deployment of the CASP repository taking into account policies, standards, roles, responsibilities, procedures, etc.

Common AIS Staff Profiling (CASP)

Functional analysis of an AIS organisation

- How AIS work functions are organised? What are the categories?



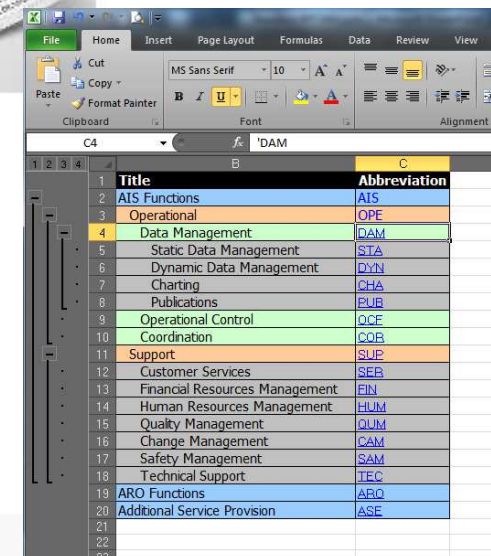
Common AIS Staff Profiling (CASP) Repository

| AIS Functions | | | |
|---------------|---|-------|---|
| OPE | Operational | SUP | Support Function |
| DAM | Data Management | SUP-a | identify customer requirements |
| DAM-a | code/decode aeronautical information | SUP-b | develop strategic business plans |
| DAM-b | translate aeronautical information | SUP-c | provide legal management |
| DAM-c | perform quality checks on aeronautical data/information | SUP-d | revise national operational manuals |
| DAM-d | process post flight information | SUP-e | update ICAO and Eurocontrol documents |
| DAM-e | provide data for compiling statistical data | SUP-f | compile statistical information |
| DAM-f | ensure traceability of aeronautical data/information | SUP-g | print aeronautical publications |
| DAM-g | process raw data | SUP-h | manage stock |
| STA | Static Data | SUP-i | maintain aeronautical national publications library |
| STA-a | compile static data | SUP-j | develop business plan |
| STA-b | compile positional data | SER | Customer Services |
| STA-c | process static data | SER-a | manage customers' accounts for AIS services and products |
| STA-d | maintain database of static data | SER-b | administer AIS customer services |
| STA-e | maintain foreign static AIS publications | SER-c | distribute aeronautical publications |
| STA-f | prepare static data for national and international database | SER-d | provide help-desk for AIS services and products |
| DYN | Dynamic Data | FIN | Financial Resource Management |
| DYN-a | process foreign dynamic data | FIN-a | plan finance |
| DYN-b | publish NOTAM | FIN-b | control finance |
| DYN-c | publish NOTAM Checklist | FIN-c | execute financial transactions |
| DYN-d | publish Trigger NOTAM | HUM | Human Resource Management |
| DYN-e | publish SNOTAM | HUM-a | ensure availability of sufficient AIS Staff |
| DYN-f | publish ASHTAM | HUM-b | determine training requirements |
| DYN-g | produce PIB | HUM-c | arrange and follow-up training |
| DYN-h | prepare tailored dynamic data | HUM-d | define job descriptions |
| DYN-i | maintain dynamic database | HUM-e | conduct the process of staff selection and recruitment |
| CHA | Charting | HUM-f | ensure compliance of AIS staff with competency requirements |
| CHA-a | maintain aeronautical chart library | HUM-g | prepare staff resource planning |
| CHA-b | publish aeronautical charts | QUM | Quality Management |
| PUB | Publications | QUM-a | establish quality management system |
| PUB-a | publish AIC | QUM-b | maintain quality management system |
| PUB-b | publish AIP | QUM-c | monitor customer satisfaction |
| PUB-c | publish AIP AMDT | GAM | Change Management |
| PUB-d | publish AIP SUP | CAM-a | identify opportunities and trends for change |
| PUB-e | publish NOTAM summaries | CAM-b | plan change |
| PUB-f | publish additional information for specific purposes | CAM-c | implement change |
| OCF | Operational Control Functions | CAM-d | review results of change |
| OCF-a | supervise data management | SAM | Safety Management |
| OCF-b | supervise customer services | SAM-a | analyse safety improvement reports |
| OCF-c | manage staff resources | SAM-b | implement safety improvement procedures |
| OCF-d | develop operating standards and procedures | SAM-c | undertake risk assessments |
| GOR | Co-ordination | SAM-d | implement procedures to delete risks |
| COR-a | coordinate with data sources | SAM-e | establish safety management system |
| COR-b | coordinate between AIS functions | TEC | Technical Support |
| COR-c | coordinate with customers | TEC-a | design technical systems |
| | | TEC-b | implement technical systems |
| | | TEC-c | maintain technical systems |

- Documents:
 - [Common AIS Staff Profiling Guidelines](#)
 - [CASP Repository](#)



Common AIS Staff Profiling



| Title | Abbreviation |
|--------------------------------|--------------|
| AIS Functions | AIS |
| Operational | OPE |
| Data Management | DAM |
| Static Data Management | STA |
| Dynamic Data Management | DYN |
| Charting | CHA |
| Publications | PUB |
| Operational Control | OCF |
| Coordination | COB |
| Support | SUP |
| Customer Services | SER |
| Financial Resources Management | FIN |
| Human Resources Management | HUM |
| Quality Management | QUM |
| Change Management | CAM |
| Safety Management | SAM |
| Technical Support | TEC |
| ARO Functions | ARO |
| Additional Service Provision | ASE |

Common AIS Staff Profiling (CASP)

URL



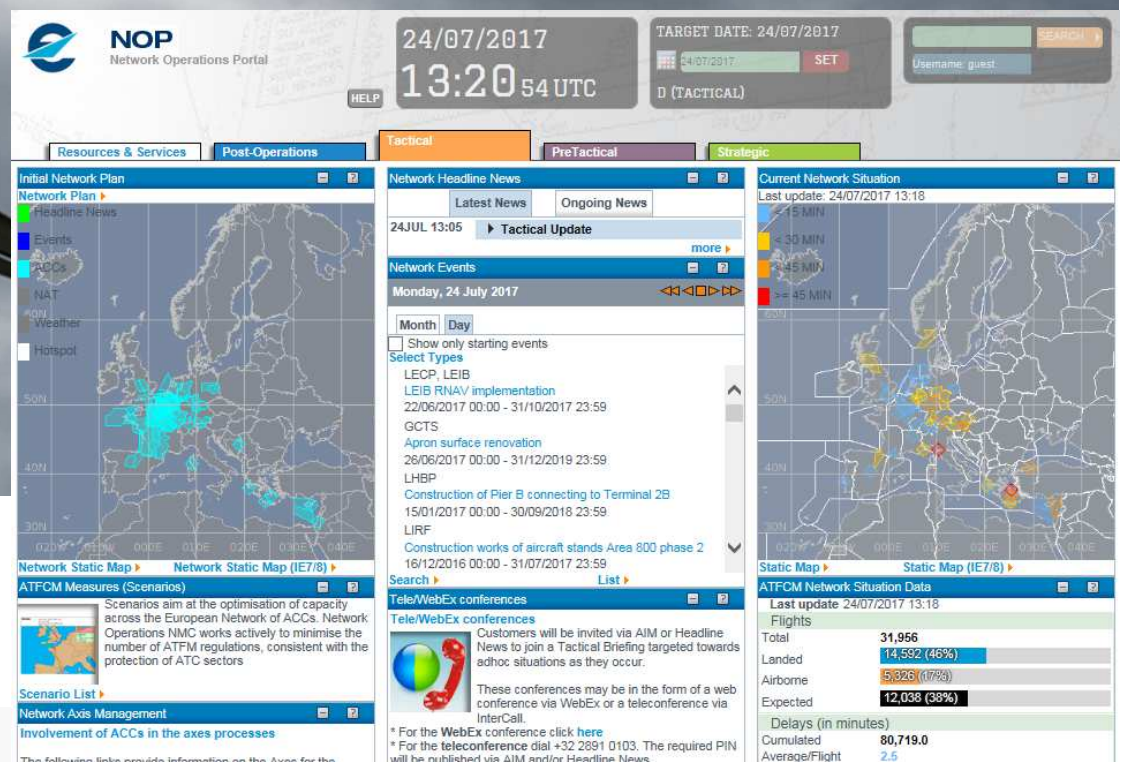
CASP Direct Benefits

- ◆ For AIS Staff:
 - Ability to demonstrate competencies;
 - Clarity and transparency of AIS activities.
- ◆ For AIS Managers:
 - Framework for HRM in AIS e.g. – resource planning.
- ◆ For ATM Operational Services:
 - Improved quality, safety, cost;
 - Improved AIS staff performance.
- ◆ For Regulatory Bodies:
 - ISO Certificate maintenance;
 - useful input for States if licensing considered.
- ◆ For overall Business:
 - potential market for Training;
 - Reduction of isolated development costs.
- ◆ For Interoperability & Standardisation:
 - Improved staff mobility - internal and external

- Hyperlinks:
 - <http://www.eurocontrol.int/publications/common-ais-staff-profiling-casp>
 - http://www.eurocontrol.int/sites/default/files/field_tabs/content/documents/information-management/2010-casp-repository-v2.xls
- AIS Training Development Guidelines
 - Assist training managers and course designers to create efficient and effective training programmes to meet the operational requirements of the Aeronautical Information Services.
 - <http://www.eurocontrol.int/publications/ais-training-development-guidelines-ais-tdg>

Thank You

gaston.liegeois@eurocontrol.int

NOP Network Operations Portal

24/07/2017 13:20:54 UTC

TARGET DATE: 24/07/2017

24/07/2017 SET

Username: guest

HELP

Resources & Services | Post-Operations | **Tactical** | PreTactical | Strategic

Initial Network Plan

Network Plan

- Headline News
- Events
- ATCCs
- NAT
- Weather
- Hotspot

Network Static Map | Network Static Map (IE7/8)

ATFCM Measures (Scenarios)

Scenarios aim at the optimisation of capacity across the European Network of ACCs. Network Operations NMC works actively to minimise the number of ATFM regulations, consistent with the protection of ATC sectors

Scenario List

Network Axis Management

Involvement of ACCs in the axes processes

The following links provide information on the Axes for the

Network Headline News

Latest News | Ongoing News

24 JUL 13:05 Tactical Update

Network Events

Monday, 24 July 2017

Month | Day

Show only starting events

Select Types

- LECP, LEIB
- LEIB RNAV implementation
- 22/06/2017 00:00 - 31/10/2017 23:59
- GCTS
- Apron surface renovation
- 26/06/2017 00:00 - 31/12/2019 23:59
- LHBP
- Construction of Pier B connecting to Terminal 2B
- 15/01/2017 00:00 - 30/09/2018 23:59
- LIRF
- Construction works of aircraft stands Area 800 phase 2
- 16/12/2016 00:00 - 31/07/2017 23:59

Search | List

Tele/WebEx conferences

Customers will be invited via AIM or Headline News to join a Tactical Briefing targeted towards adhoc situations as they occur.

These conferences may be in the form of a web conference via WebEx or a teleconference via InterCall.

* For the WebEx conference click here

* For the teleconference dial +32 2891 0103. The required PIN will be published via AIM and/or Headline News

Current Network Situation

Last update: 24/07/2017 13:18

15 MIN

30 MIN

45 MIN

1 HOUR

1.5 HOUR

2 HOUR

Static Map | Static Map (IE7/8)

ATFCM Network Situation Data

Last update: 24/07/2017 13:18

Flights

| | |
|----------|--------------|
| Total | 31,956 |
| Landed | 14,592 (46%) |
| Airborne | 5,926 (17%) |
| Expected | 12,038 (38%) |

Delays (in minutes)

| | |
|----------------|----------|
| Cumulated | 80,719.0 |
| Average/Flight | 2.5 |



Network Manager
nominated by
the European Commission