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# Common AeRonautical Virtual (CRV) Network – Operations Manual





# Contents



- What is the Operations Manual?
- Where is the Operations Manual?
- How to use the Operations Manual
- Questions



# WHAT IS OPERATIONS MANUAL?



# What is the Operations Manual

- From the Foreword in the Operations Manual

“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. ”



# The Operations Manual layout

- Laid out as per ITIL v3, for the areas that are applicable to the CRV. It is acknowledged that ITIL v4 is now available.
- ITILv3 is:
  - Service Strategy
  - Service Design
  - Service Transition
  - Service Operation
  - Continuous Service Improvement



# WHERE IS THE OPERATIONS MANUAL?



The Operations Manual is located in the APAC CRV Portal hosted in the Airways New Zealand O365 environment located here:

<https://airwayscorporation.sharepoint.com/:w:/r/teams/APACCRV/Shared%20Documents/Operations%20Manual/Current%20Version/APAC%20CRV%20Operations%20Manual.docx?d=w3b36e5c790d44e0eb7b48941ee4f2386&csf=1&web=1&e=Pm3KVB>

The screenshot shows a SharePoint interface for a private group named 'APAC CRV'. The top navigation bar is blue with the 'SharePoint' logo and a search box. The left-hand navigation pane includes a home icon, a globe icon, and a list of site sections: Home, Terms of Reference, Proof-of-Concept, IP-Addressing, Registrations, Documents (highlighted in yellow), Tasks, Notebook, Conversations, Pages, Site contents, Recycle bin, and Edit. The main content area features a world map where the Asia-Pacific region is highlighted in blue. A red label 'Bangkok' is positioned over the map, and a dark blue box with the white text 'PCCW Global' is overlaid on the map.



- Home
- Terms of Reference
- Proof-of-Concept
- Shared with us
- IP-Addressing
- Registrations
- Documents**
- Tasks
- Notebook
- Conversations
- Pages
- Site contents
- Recycle bin
- Edit

## AC APAC CRV Private group

+ New Upload Edit in grid view Sync Add shortcut to OneDrive Export Power Apps

### Documents

Name	Modified	Modified By
Common Package	March 25, 2018	Hickford, Vaughan
Dial Plan	September 25, 2018	Palmer, Terence
General	January 14	Kelepi Dainaki
Implementation Plan	April 18, 2018	Hickford, Vaughan
Inter Network connections	January 13	Hickford, Vaughan
<b>Operations Manual</b>	March 25, 2018	Palmer, Terence
Reporting	May 9, 2019	Hickford, Vaughan
Service Provider or Consumer Requests	May 3, 2020	Palmer, Terence
CRV Contact Point - AP058 - Attachment - Revised 29-08-17.docx	August 30, 2018	Palmer, Terence
Distribution List of CRV Pioneer Staets - 18 States.docx	August 29, 2018	Palmer, Terence

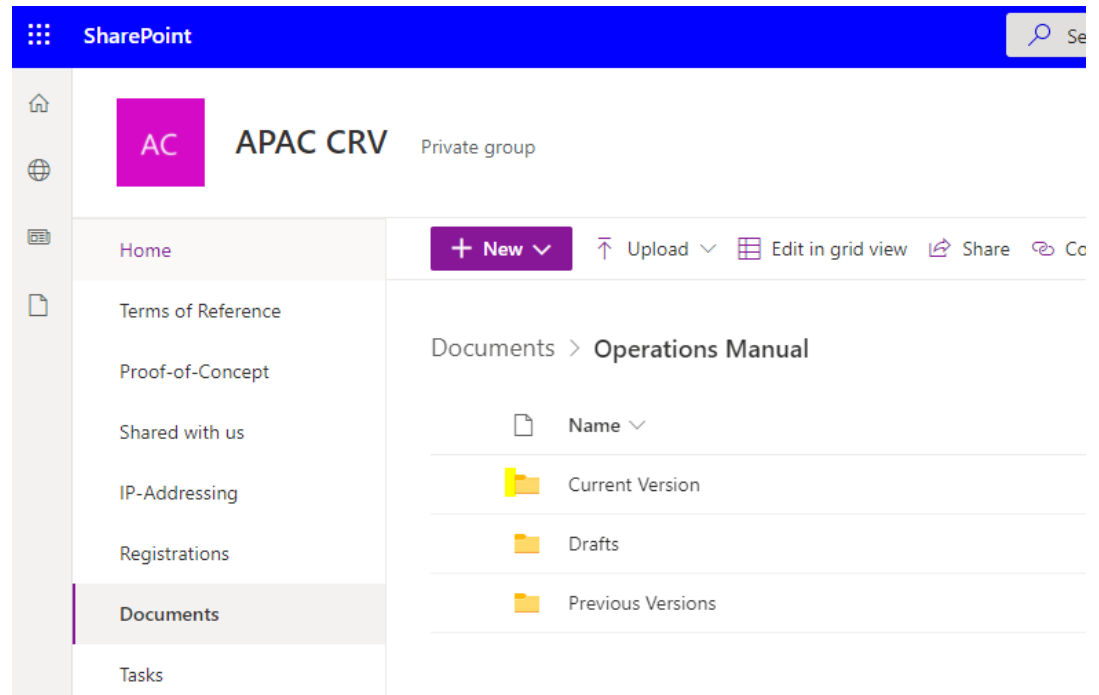


## Operations Manual Folders

**Current Version** – This folder contains a single file and that is the currently published version.

**Drafts** – this folder contains the current, being worked on Draft update to the published Operations Manual

**Previous Versions** – this folder contains all previous versions of the Operations Manual, both DRAFT before endorsement and previously published Operations Manuals.





# APAC CRV Operations Manual

The screenshot displays the SharePoint interface for a site named 'APAC CRV'. The top navigation bar is blue with the 'SharePoint' logo and a search box. The left sidebar contains navigation options: Home, Terms of Reference, Proof-of-Concept, Shared with us, IP-Addressing, Registrations, Documents (highlighted), and Tasks. The main content area shows the breadcrumb path 'Documents > Operations Manual > Current Version'. Below this, there is a table with one document listed: 'APAC CRV Operations Manual.docx', which is highlighted in yellow. The table has a header row with 'Name' and a dropdown arrow. Above the table, there are action buttons: '+ New', 'Upload', 'Edit in grid view', 'Share', 'Copy link', and 'S'.



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Process

# HOW TO USE THE OPERATIONS MANUAL.



# Opening the Manual

- The manual will open within the browser, all browsers are supported.
- It is possible to open in word by selecting Editing – Open in Desktop App.
- It must be noted that at present the manual will open in an editable form.



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# Front Page



**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**



# Contents page

- The contents page has links to all subsequent pages.
- High level headings are:
  - Part 1 Foreword
  - Part II TOR
  - Part III Working Arrangements
  - Part IV Service Strategy
  - Part V Service Design
  - Part VI Service Transition
  - Part VII Service Operation
  - Part VIII Continual Service Improvement



## Part I Foreword

- The foreword describes the purpose of the Operations Manual, how the Operations Manual came into effect and the layout of the Operations Manual.



## Part II TOR

- In this section:
  - Background to the establishment of the Operations Group
  - a copy of the CRV Operations Group Terms of Reference
  - Reporting
  - Participation
  - Conduct of the work
  - Rapporteur
  - Position within ICAO



## Part III Working Arrangements

- This section contains:
  - Reference to the APANPIRG Procedural Handbook
  - Administration of the the CRV OG



## Part IV Service Strategy

- Strategy Management
- Service Portfolio Management
- Financial Management
- Business Relationship Management
- Demand Management



## Part V Service Design

- Service Catalogue Management
- Availability Management
- Capacity Management
- IT Service Continuity Management
- Service Level Management
- Design Co-Ordination
- Information Security Management
- Supplier Management



## Part VI Service Transition

- Transition Planning and Support
- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Service Validation and Testing Management
- Change Evaluation
- Knowledge Management



## Part VII Service Operation

- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management



# Part VIII Continual Service Improvement

- Service Review
- Process Evaluation
- Definition of CSI Initiatives
- Monitoring CSI Initiatives



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# QUESTIONS



ICAO

North American  
Central American  
and Caribbean  
(NACC) Office  
Mexico City

South American  
(SAM) Office  
Lima

ICAO  
Headquarters  
Montréal

Western and  
Central African  
(WACAF) Office  
Dakar

European and  
North Atlantic  
(EUR/NAT) Office  
Paris

Middle East  
(MID) Office  
Cairo

Eastern and  
Southern African  
(ESAF) Office  
Nairobi

Asia and Pacific  
(APAC) Sub-office  
Beijing

Asia and Pacific  
(APAC) Office  
Bangkok



THANK YOU

*Aviation is safe because it has the culture to learn and react*

<http://www.icao.int/safety/globaltracking>