



ICAO

*International Civil Aviation Organization*

**Tenth Meeting of the Common aeRonautical Virtual  
Private Network Operations Group (CRV OG/10)**

Video Teleconference, 18 April 2022

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**Agenda Item 3:** Next meetings and any other business

## **CRV OG OPERATIONS MANUAL**

(Presented by Airways New Zealand)

### **SUMMARY**

This paper presents the status of the current Draft of the CRV Operations Manual.

## **1. INTRODUCTION**

- 1.1 Since publication of the CRV Operations Manual in December 2020, there have been many updates including those coming from the Ad Hoc Groups.
- 1.2 The current DRAFT version of the Operations Manual is ready for publication as version 1.1

## **2. DISCUSSION**

- 2.1 The following updates have been made to the Foreword Section: No changes.
- 2.2 The following updates have been made to the Terms of Reference, Composition and Position in ICAO of the CRV OG Section: No changes.
- 2.3 The following updates have been made to the Working Arrangements Section: No changes.
- 2.4 The following updates have been made to the Service Strategy Section:
  - i. Added CRV Contract details to 4.4 Business Relationship Management as 4.4.1.CRV Contract.
  - ii. Updated 4.4.2 Legal Documentation relationship chart.
  - iii. Updated 4.4.3 Design and Implementation document flow and subsequent document descriptions where necessary in 4.4.4 Common Package, 4.4.5 Joining Stage, 4.4.6 Pre-Sales Stage, 4.4.7 Implementation Stage, 4.4.8 Operation Stage.

The changes include adding an LOA with Peer States, Service Commencement Notice, indication of Billing Commencement and the 3-day testing window.

- 2.5 The following updates have been made to the Service Design Section:
  - i. A link to the Voice Dial Plan has been provided in 5.6 Design Co-ordination and is available [here](#).
  - ii. A link to the CRV over drawing has been provided in 5.4 IT Service Continuity Management and is available [here](#).
  - iii.
- 2.6 The following updates have been made to the Service Transition Section:
  - i. 6.2 Change Management has been updated with the split PCCW [Change Management Process](#) document and PCCWs [Change Request Form](#).
  - ii.
- 2.7 The following updates have been made to the Service Operation Section:
  - i. 7.1 Event Management has been updated to include a high-level process that applies to both the Provider and the User.
  - ii. 7.3 Request Fulfilment, reorganized the procedure detail to provide better clarity.
  - iii.
- 2.8 The following updates have been made to the Continual Service Improvement Section:
  - i. Added the Ad Hoc Groups table.
- 2.9 The following updates have been made to the Definitions Section: No changes.
- 2.10 The following Sections have been added:
  - i. Documentation Management

2.2 If there is any Conclusion/Decision which is expected from the meeting, please complete the following table:

<b>Decision CRV OG/10/02 - Publish the current draft of the APAC CRV Operations Manual</b>	
What: The current Draft of the APAC CRV Operations Manual is ready for publication following updates from the Ad Hoc groups.	Expected impact: <input type="checkbox"/> Political / Global <input type="checkbox"/> Inter-regional <input type="checkbox"/> Economic <input type="checkbox"/> Environmental <input checked="" type="checkbox"/> Ops/Technical
Why: Ongoing improvements to the documentation supporting the APAC CRV network	Follow-up: <input type="checkbox"/> Required from States
When: 18-Apr-21	Status: Draft to be adopted by Subgroup
Who: <input type="checkbox"/> Sub groups <input type="checkbox"/> APAC States <input type="checkbox"/> ICAO APAC RO <input type="checkbox"/> ICAO HQ <input checked="" type="checkbox"/> Other: CRV OG	

**3. ACTION BY THE MEETING**

3.1 The meeting is invited to:

- a) note the information contained in this paper; and
- b) discuss any relevant matter as appropriate

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