



ICAO

International Civil Aviation Organization

**Ninth Meeting of the Common aeRonautical Virtual
Private Network Operations Group (CRV OG/9)**

Video Teleconference, 25 – 27 January 2022

Agenda Item 3: CRV OG Reference documents

**OUTCOMES OF AD-HOC EXPERT STRATEGY, DESIGN, TRANSITION AND,
OPERATIONS GROUPS**

(Presented by Airways New Zealand)

SUMMARY

This paper presents an update on the progress of the of the Ad Hoc expert groups for Strategy, Design, Transition and Operations

1. INTRODUCTION

1.1 At the CRV O/G8 meeting held via TEAMS during 17-19 May 2021, it was agreed to create Ad Hoc Groups of experts to progress sections of the CRV Operations Manual.

1.2 The Groups were created as follows:

Expert Group Name	Volunteered Member	Group leader
Service Strategy	Singapore, USA, India	New Zealand/Fiji
Service Design	Singapore, USA, Hong Kong China	New Zealand/Fiji
Service Transition	China, Singapore	New Zealand/Fiji
Service Operations	Australia, China, Singapore, India	New Zealand/Fij

2. DISCUSSION

2.1 The Ad Hoc Groups first met on 13th September 2021 via Microsoft TEAMS and agreed to progress the following items:

Service Strategy

- Contract Details (USA) – add to 4.4 Business Relationship Management
- LOA considerations (India) – add to 4.4.5.a Pre-sales
- 3 day test window (Singapore) – add to Service Transition and reflect in Service Strategy 4.4.6

Service Design

- VOIP Plan (USA) – add to the portal

Service Transition

- Clarity for Billing start and received documents (Singapore) - add to Service Transition and reflect in Service Strategy 4.4.6
- Joining Process (China) – review under 7.3 Request fulfilment

Service Operation

- Manual move of services at a PCCW POP for maintenance to preserve operations (Australia) – Event Management? Investigate with PCCW
- Risk Table - (New Zealand)

2.2 The Ad Hoc Groups met for the second time on 12th November 2021 via Microsoft TEAMS and discussed progress of the above-mentioned items. Progress to this date was very good with items identified for the next round of updates.

2.3 The third meeting of the Ad Hoc Groups was held on 13th January 2022 via Microsoft TEAMS.

Progress is as follows:

Service Strategy

- Contract Details (USA) – add to 4.4 Business Relationship Management – COMPLETED
- LOA considerations (India) – add to 4.4.5.a Pre-sales stage – awaiting update from India, unfortunately the CRV representative has come down with COVID.
- 3 day test window (Singapore) – add to Service Transition and reflect in Service Strategy 4.4.6 – added to the Manual, awaiting feedback from PCCW.

Service Design

- VOIP Plan (USA) – add to the portal – COMPLETED. Will need to be updated for PNG and to be presented at CRV OG/9 for other updates. USA WP. A link to the Dial Plan needs to be added to the Operations Manual.

Service Transition

- Clarity for Billing start and received documents (Singapore) - add to Service Transition and reflect in Service Strategy 4.4.6 – awaiting feedback from PCCW.

- Joining Process (China) – review under 7.3 Request fulfilment - COMPLETED

Service Operation

- Manual move of services at a PCCW POP for maintenance to preserve operations (Australia) – Event Management? Investigate with PCCW – Added to the Manual, awaiting feedback from PCCW.
- Risk Table - (New Zealand) – NOT COMPLETED

2.4 The work by the Ad Hoc Groups has identified the following areas for further development:

- Separation of PCCWs Change Management form from the Change Management Process.
- Documentation Change Management for all documents not just the Operations Manual
- Incident Management from the point of view of a Member of CRV and add examples of the PCCW emails to the Common Package.
- Event Management from the point of view of a Member of CRV and add examples of the PCCW emails to the Common Package.
- Common Package Review
- A Voice ICD from a previous OG meeting to be moved to the Common Package and referenced from the Operations Manual.
- A refresher webinar on the Operations Manual and the Portal
- Clarity around the Chairs responsibility/authority outside the OG meetings.

2.5 The next meeting is planned for 10th March 2022 with the aim to publish the next version by 31st March 2022.

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
