



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

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 updates are currently in DRAFT for publication pending updates from PCCW and the next Ad Hoc Groups meeting

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 as 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

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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