



FOURTEENTH AIR NAVIGATION CONFERENCE

Montréal, Canada, 26 August to 6 September 2024

Agenda Item 3: Air navigation system performance improvement

3.1: Proposals to improve the efficiency of air navigation services contributing to LTAG

**ENHANCING BUSINESS CONTINUITY MANAGEMENT IN
AERONAUTICAL INFORMATION SERVICES (AIS)**

(Presented by United Arab Emirates)

EXECUTIVE SUMMARY

This paper highlights the importance of robust business continuity management (BCM) for aeronautical information services (AIS). Disruptions of AIS vital data and services, including NOTAM publication and flight planning processing, can severely impact air traffic operations, leading to delays and safety concerns. This paper underscores the vital need for a comprehensive BCM approach in AIS. We advocate for strategies including risk assessment, impact analysis, and robust contingency plans for data backup, alternative service provision, and rapid service restoration. The United Arab Emirates' exemplary integration of BCM regulations for AIS service providers offers a model for other States to follow.

Action: The Conference is invited to agree to the recommendation in paragraph 3.

1. INTRODUCTION

1.1 The provision of accurate and timely aeronautical information services (AIS) is critical for the safety and efficiency of air navigation. Disruptions to AIS can have significant consequences, including flight delays, cancellations, and even accidents. Therefore, robust business continuity management (BCM) practices are essential for ensuring the continued availability of AIS during disruptions. This working paper examines the importance of BCM in AIS, with a specific focus on the United Arab Emirates' approach to integrating BCM provisions into its regulations and oversight mechanisms.

1.2 The paper will explore best practices for BCM in AIS and discuss how other States can learn from the United Arab Emirates' experience.

2. DISCUSSION

2.1 The Importance of BCM in AIS

2.1.1 AIS encompasses a wide range of information products and services, including NOTAMs, flight planning data, and aeronautical publications. Any disruption to AIS can have a cascading effect on

air traffic operations. For example, delayed or inaccurate NOTAMs can prevent pilots from being aware of critical airspace restrictions, while disruptions to flight planning data can lead to inefficiencies and delays in air traffic flow.

2.1.2 The consequences of disruptions to AIS can be severe. Delays can cause economic losses for airlines and passengers. In extreme cases, disruptions can contribute to accidents if pilots are not aware of critical information. Therefore, implementing effective BCM practices is essential for mitigating the risks associated with disruptions to AIS.

2.2 Best practices for BCM in AIS

2.2.1 Risk assessment: Identifying potential threats and vulnerabilities that could disrupt AIS services. This includes natural disasters, cyberattacks, technical failures, and human error.

2.2.2 Business impact analysis: Determining the impact of disruptions on AIS services, including the potential costs, reputational damage, and safety risks.

2.2.3 Development of a BCM plan: This plan should outline strategies for preventing disruptions, mitigating their impact, and ensuring the rapid restoration of AIS services. The plan should include provisions for:

- a) Data back-up and recovery: Ensuring critical AIS data is regularly backed up and can be quickly restored in the event of a disruption.
- b) Alternative backup equipment: Having alternative methods for delivering AIS information if the primary systems are unavailable. This could include using satellite communications or pre-printed NOTAMs.
- c) Personnel training: Training staff on BCM procedures and ensuring they are prepared to respond to disruptions.
- d) Testing and exercising: Regularly testing and exercising the BCM plan to identify and address any weaknesses.

2.3 The United Arab Emirates' approach to BCM in AIS

2.3.1 The United Arab Emirates has taken a proactive approach to BCM in AIS. The United Arab Emirates General Civil Aviation Authority (GCAA) has incorporated BCM requirements into its regulations and oversight mechanisms. These provisions mandate that AIS service providers to develop and implement BCM plans that ensure the least number of disruptions to operations. The GCAA also conducts audits to ensure that AIS service providers are complying with these requirements.

2.3.2 By integrating BCM into its regulatory framework, the United Arab Emirates has established a clear expectation for robust BCM practices within the AIS industry. This approach can serve as a model for other states seeking to improve their BCM capabilities.

3. **CONCLUSION**

3.1 The Conference is invited to agree to the following recommendation:

That States:

- a) Member States should review and update their national regulations for AIS to include specific requirements for BCM. These regulations should require AIS service providers to develop and implement BCM plans that meet specific standards; and

that ICAO:

- b) add an appendix into ICAO Doc 10066, *Procedures for Air Navigation Services — Aeronautical Information Management (PANS-AIM)* on BCM for AIS that would provide guidance to Member States on best practices for implementing BCM in AIS. It would cover topics such as risk assessment, business impact analysis, BCM plan development, testing and exercising, and data backup and recovery.

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