

The ICAO logo is a circular emblem featuring a globe with latitude and longitude lines, surrounded by a laurel wreath. The text "ICAO" is at the top, "OACI" is on the right, and "ИКАО" is on the left. At the bottom, the Chinese characters "国际民航组织" are written.

Information Technology in support of technical cooperation projects

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History

- 1990s – TCB now operating in a fast-paced business environment
- Need to improve efficiency in supporting technical cooperation field projects
- 1999 - Implementation of the Information Technology Masterplan
- Alignment of ICT with business strategy to better support field projects

Types of support for Projects

1. Intranet – information technology (IT) in support of internal functions.
2. Extranet – information *and communications* technologies (ICT) supporting both internal and external functions
3. IT components in field projects
 - networks, hardware, applications, AIMS
 - project management support

Intranet

➤ Database applications in support of internal functions

- Financial
- Field Personnel Administration
- Recruitment
- Purchasing
- Fellowships



➤ Workflow applications supporting processes

- Requests for recruitment
- Purchase requisitioning & ordering
- Fellowships requests
- Selection & approval processes

Move From - Forms, Binders, Reference Files

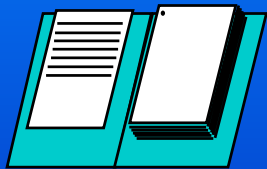
Paper forms

Name _____
Address _____
Phone _____

And then something else _____
and another thing _____

- Documents
- TCB forms
- e-Mail
- FAX messages
- Phone memoranda

Binders



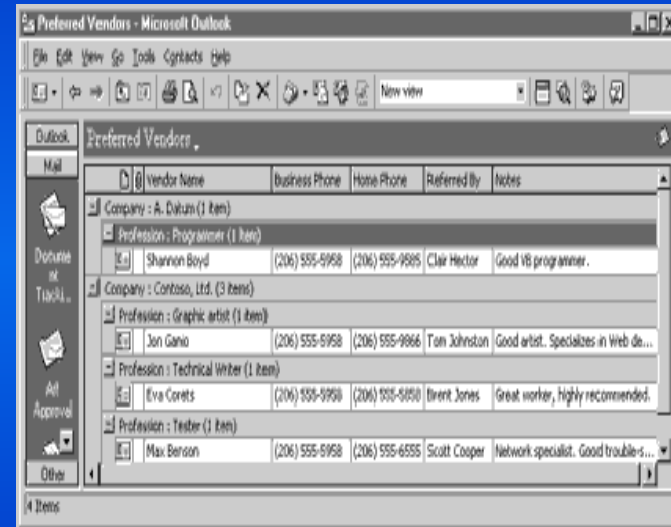
- Photographs
- Technical drawings
- Regular mail

Reference



- Manuals
- Guides
- Catalogues

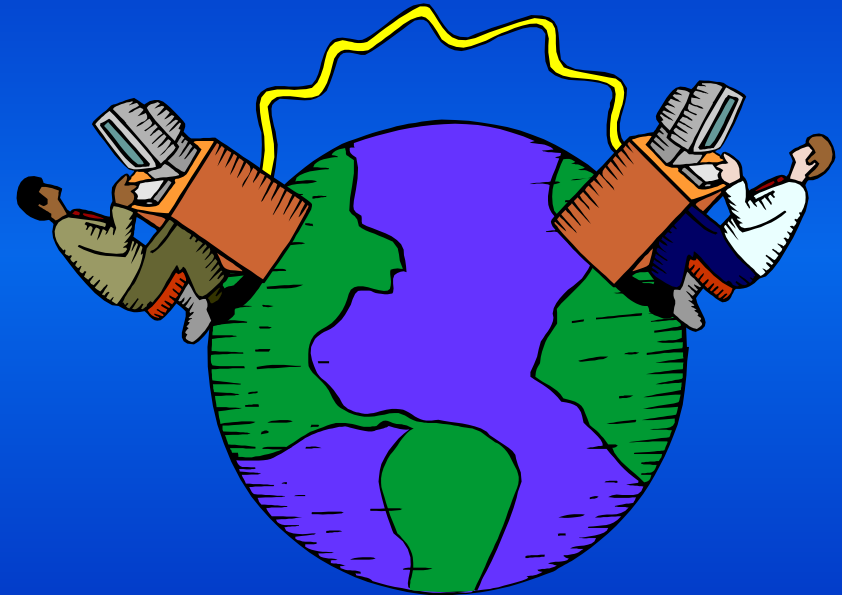
Electronic folders & Knowledge bases



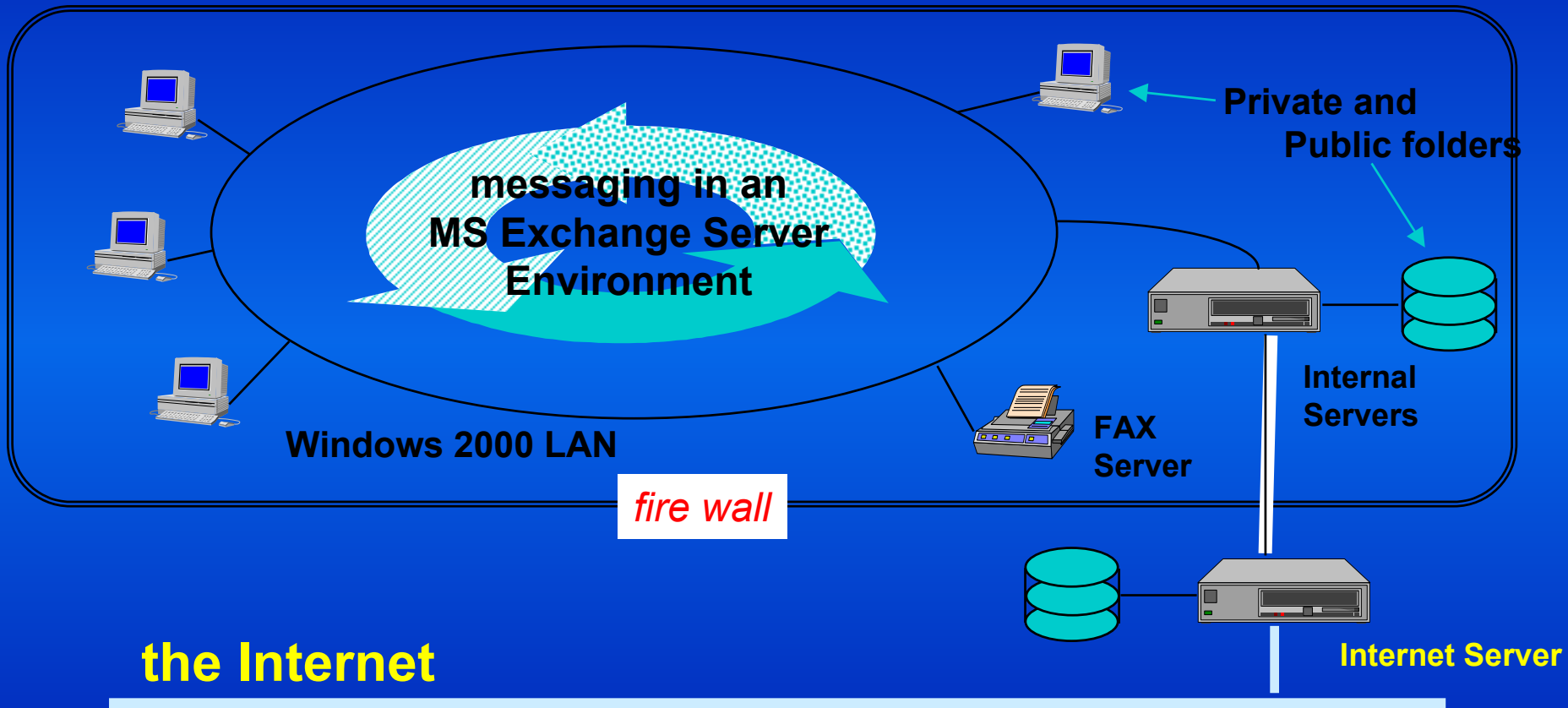
Extranet

➤ ICT in support of external functions

- TCB web-site
- Web recruitment
- Web tendering
- Mission support
 - Uroam & Webmail applications



The Technology Infrastructure



- Experts
- Projects
- Suppliers
- States



TCB IT Environment

- Standardized desktop office tools
- Customized forms for better Recruitment & Procurement tracking
- Shared project folders
- Centralized fax facility
- Integrated database applications
- TCB Web Site

<http://www.icao.int/icao/en/tcb>

➤ (local)

http://www.icao.int/icao/en/tcb

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ICAO's Technical Co-operation Programme will assist you in project implementation with

Neutrality, Transparency and Objectivity.

In the various fields of civil aviation, such as: **Restructuring, Flight Operations and Safety, Aviation and Airports Security, CNS/ATM, and Provision of Experts, Equipment and Training.**

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Technical Co-operation Bureau Vacancy List

This Vacancy Listing shows all Vacancy postings and offers a link to the Vacancy Details for each post. Any questions that you have may be answered at our Recruitment Description page. The current jobs posted are:

- [General Aviation Flight Operations Inspector \(OPAS\)](#) **New**
- [Information Technology \(IT\) Systems Expert](#) **New**
- [Cargo Systems and Ground Support Equipment Services Expert](#) **New**
- [Human Resource/Training Expert](#) **New**
- [Airline Passenger and Baggage Handling Systems Expert](#) **New**
- [Airline Ops/Transfer Expert and Team Leader](#) **New**
- [Quantity Surveyor \(OPAS\)](#)
- [Cost Estimator \(OPAS\)](#)
- [Senior Air Traffic Controller \(OPAS\)](#)
- [Air Traffic Services Instructor \(OPAS\)](#)
- [ATC/ATM Expert/Instructor](#)
- [Airport and Engine Emissions Consultant](#)
- [Fire and Rescue Training Officer](#)

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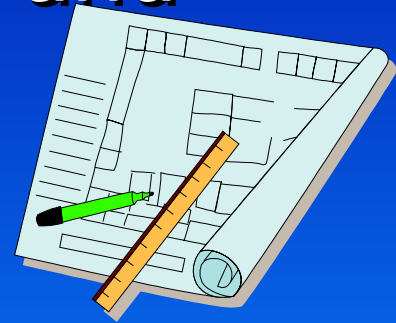
People Issues

- Collaborative Software Solutions place substantial emphasis on people issues
- Long standing habits and procedures are challenged
- Manage culture shift
- Increased need for communication



Moving forward

- Align IT with operational goals and objectives
- Refine internal processes
- Strong team to meet the needs of our Field Projects
- Leverage internet technologies
<http://www.icao.int/icao/en/tcb/>



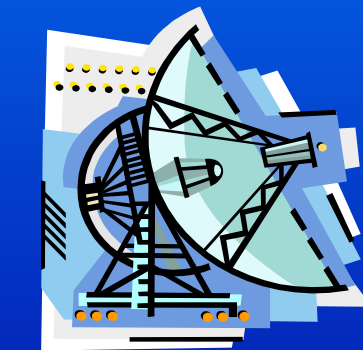
The Goal

ICAO/TCB



- *Transparency*
- *Shared access*
- *Security*

Projects



Suppliers

ICT Field Projects

- Some 15 IT projects in past 2 years
Approximately \$2,000,000
 - ✓ Afghanistan – rebuilding
 - ✓ Ecuador – network, business applications
 - ✓ Syria – network, office applications

ICT components

- Application software
 - ✓ Administrative office tools
 - ✓ Database application
 - ✓ Electronic messaging
- Network infrastructure
 - ✓ Servers, workstations, storage devices
 - ✓ LANs, WANs
- Training
 - ✓ Technical
 - ✓ End-user

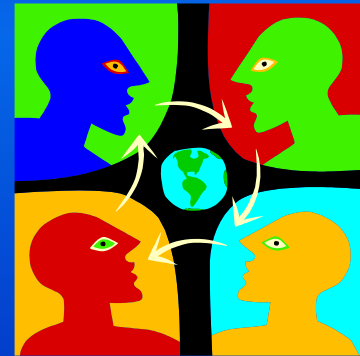
Support not only technology

- Success more about relationships and collaboration than about technology
- Field project stakeholders:
 - ✓ Member states, DGCCAs, Donors
 - ✓ Suppliers
 - ✓ ICAO
- Management of projects requires methodology, teamwork



Virtual team

- A group of people working on interdependent tasks with the goal of reaching a common objective
 - ✓ *Communication* with clients, partners and suppliers
 - ✓ Standard project management methodologies
 - ✓ Exchange of project data
 - ✓ Different team members bring complimentary skills to project



Project Management Methodologies

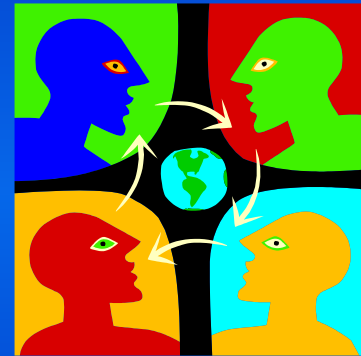
- PM has been found to enable:
 - ✓ Fast proactive resolution of problems
 - ✓ Avoidance of scope creep
 - ✓ Change control
 - ✓ Effective communication with all parties
 - ✓ Higher quality product – first time
 - ✓ Positive organizational change
 - ✓ Very effective for distributed projects

- Trend of the Future

Who are Project Stakeholders

➤ Anyone with vested interest in project:

- ✓ Customers
- ✓ Sponsor(s)
- ✓ User(s)
- ✓ Suppliers
- ✓ Management
- ✓ Financers
- ✓ Project team



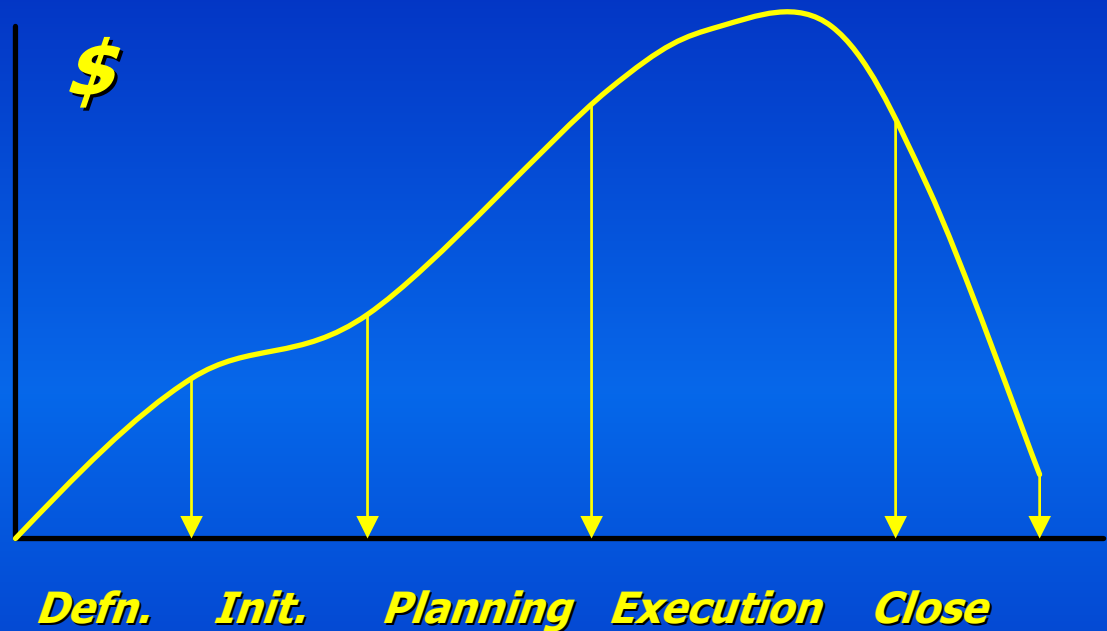
Phased Implementation - Control

- ✓ Facilitate control
- ✓ Incremental commitment
- ✓ Project reviews
- ✓ 'Closure' of each phase
- ✓ Facilitate scope/change management
- ✓ Define tasks per phase
- ✓ Focus on 'special issues' in each phase

Project Phases

➤ Each phase is a major milestone

- ✓ Definition
- ✓ Initiation
- ✓ Planning
- ✓ Execution
- ✓ Close-out



➤ Once completed, commit to next phase

Where ICAO/TCB can help

- Pre-implementation
 - ✓ Feasibility studies
 - ✓ Site surveys
 - ✓ Requirements definition
 - ✓ Technical advice & specifications
 - ✓ Communication plan
 - ✓ Technical evaluation of bids
 - ✓ Competitive procurement

Where ICAO/TCB can help

➤ Implementation

- ✓ Project tracking
- ✓ Problem intervention & resolution
- ✓ Acceptance testing

➤ Post-implementation

- ✓ Guarantee support during warranty period
- ✓ Post warranty technical assistance

Project Success

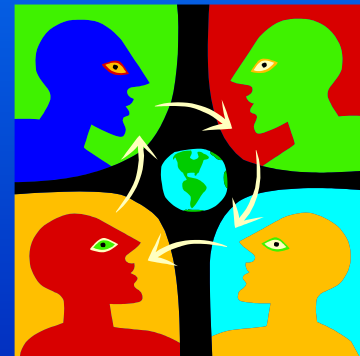
➤ How do we quantify it?

- ✓ On time
- ✓ On budget
- ✓ Full scope
- ✓ Acceptable high quality
- ✓ Successful end product
- ✓ 'Stakeholder' satisfaction
- ✓ ***Final Acceptance Certificate***

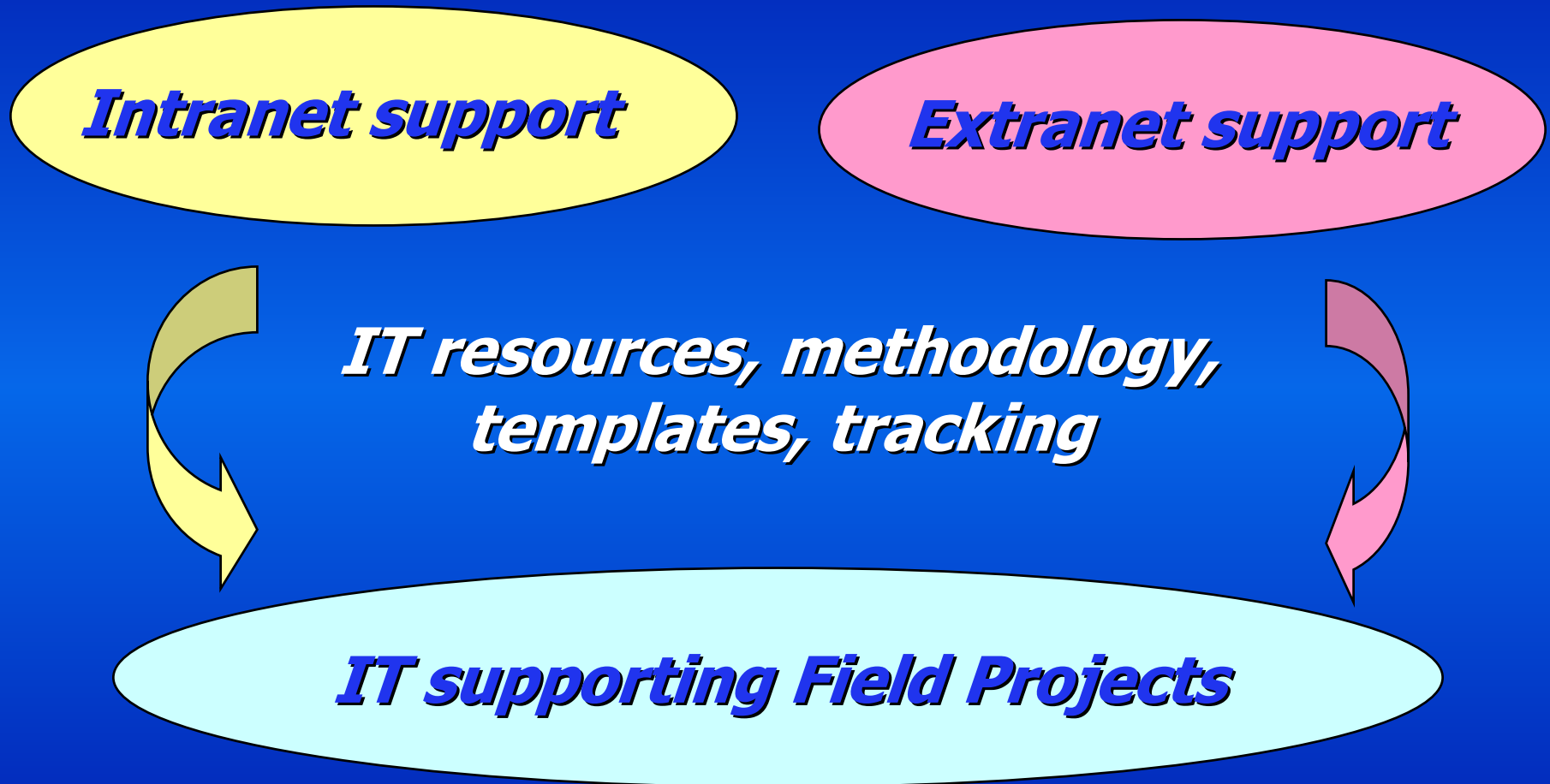
Together we can achieve it.

Looking to the future

- Take advantage of new technologies introducing virtual private networks, net-meeting etc.
- Build strong lasting relationships with all our partners through improved *communication*
- Focus on teamwork --> success



Summary



INTERNATIONAL CIVIL AVIATION ORGANIZATION

