

Logo AIS	SERVICE LEVEL AGREEMENT	<i>Code No.:</i> SLA – 01 <i>Version:</i> 01 <i>Date:</i> 19/10/2012 <i>Issue No.:</i> 01
	Aeronautical Information Service (AIS) (Other Office)	<i>Page 1 of 18</i>

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SERVICE LEVEL AGREEMENT

Aeronautical Information Service (Other Office)

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<i>Position</i>			
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Logo AIS	SERVICE LEVEL AGREEMENT	Code No.: SLA – 01 Version: 01 Date: 19/10/2012 Issue No.: 01
	Aeronautical Information Service (AIS) (Other Office)	<i>Page 2 of 18</i>

Scope and Field of Application

The scope of this Agreement covers the provision of data by (other Office) and the Aeronautical Information Service (AIS) and subsequent management thereof, which involves:

- entering;
- editing;
- formatting;
- publication/storage, and
- distribution/provision

aeronautical information/data through:

- the AIP, with the corresponding amendments;
- the AIP supplements;
- NOTAMs and PIBs;
- AIC and AIRAC; and
- checklists and lists of valid NOTAMs.

This agreement applies to both the Aeronautical Information Service (AIS) and the office (other Office).

Logo AIS	SERVICE LEVEL AGREEMENT	Code No.: SLA – 01 Version: 01 Date: 19/10/2012 Issue No.: 01
	Aeronautical Information Service (AIS) (Other Office)	<i>Page 3 of 18</i>

Control of changes

Document

<i>Coding:</i>	AC
<i>Title:</i>	Service Level Agreement
<i>Owner:</i>	AIS – (other Office)
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<i>Date</i>	<i>Version</i>	<i>Reason for the modification</i>	<i>Responsible party</i>
19/10/2012	01	Document definition	SAM/AIM/4

This Agreement will be updated whenever a new versión thereof is produced.

Logo AIS	SERVICE LEVEL AGREEMENT	Code No.: SLA – 01 Version: 01 Date: 19/10/2012 Issue No.: 01
	Aeronautical Information Service (AIS) (Other Office)	<i>Page 5 of 18</i>

Table of Contents

SCOPE	2
CONTROL OF CHANGES	ERROR! BOOKMARK NOT DEFINED.
RECORD SHEET AND LIST OF AMENDMENTS.....	4
REFERENCE DOCUMENTATION.....	ERROR! BOOKMARK NOT DEFINED.
TERMS AND DEFINITIONS.....	ERROR! BOOKMARK NOT DEFINED.
1. INTRODUCTION.....	ERROR! BOOKMARK NOT DEFINED.
2. DESCRIPTION OF THE SERVICE	ERROR! BOOKMARK NOT DEFINED.
2.1. <i>Regulations applicable to the data originator</i>	11
2.1.1. <i>Data originator rights</i>	11
2.1.2. <i>Data originator duties</i>	Error! Bookmark not defined.
2.2. <i>Regulations applicable to the AIS</i>	12
2.2.1. <i>AIS rights with respect to the data</i>	12
2.2.2. <i>AIS duties with respect to the data</i>	12
2.3. <i>Período de validez</i>	<i>Error! Bookmark not defined.</i>
3. LEVEL OF THE SERVICES TO BE PROVIDED	ERROR! BOOKMARK NOT DEFINED.
3.1. <i>Quality requirements</i>	<i>Error! Bookmark not defined.</i>
3.2. <i>Metadata</i>	14
3.3. <i>Dates</i>	<i>Error! Bookmark not defined.</i>
3.4. <i>List of persons authorised to deliver data</i>	14
3.5. <i>Means for data delivery</i>	14
3.5.1. <i>Digital</i>	15
3.5.2. <i>Printed</i>	Error! Bookmark not defined.
3.6. <i>Service level indicators</i>	<i>Error! Bookmark not defined.</i>
4. MANAGEMENT OF THE AGREEMENT.....	ERROR! BOOKMARK NOT DEFINED.
4.1. <i>Conflict settlement</i>	<i>Error! Bookmark not defined.</i>
4.2. <i>Revision of the Agreement</i>	<i>Error! Bookmark not defined.</i>
5. SIGNATURES.....	ERROR! BOOKMARK NOT DEFINED.

Logo AIS	SERVICE LEVEL AGREEMENT	Code No.: SLA – 01 Version: 01 Date: 19/10/2012 Issue No.: 01
	Aeronautical Information Service (AIS) (Other Office)	<i>Page 6 of 18</i>

Reference Documentation

Regarding the regulatory technical documents applicable to the AIS:

- ICAO Annex 4 – Aeronautical Charts
- ICAO Annex 5 – Units of Measurement to be used in Air and Ground Operations
- ICAO Annex 11 – Air Traffic Services
- ICAO Annex 14 – Aerodromes
- ICAO Annex 15 – Aeronautical Information Services
- ICAO Doc 8126 – Aeronautical Information Services Manual
- ICAO Doc 8400 – ICAO Abbreviations and Codes
- ICAO Doc 8697 – Aeronautical Chart Manual
- ICAO Doc 9674 – WGS-84 Manual
- (National regulations)

Logo AIS	SERVICE LEVEL AGREEMENT	Code No.: SLA – 01 Version: 01 Date: 19/10/2012 Issue No.: 01
	Aeronautical Information Service (AIS) (Other Office)	<i>Page 7 of 18</i>

Terms and definitions

The abbreviations contained in the State AIP are adopted.

Definitions

- Service Level Agreement (SLA): is a written contract between a service provider and its customer to define the agreed level of quality of that service. For this Agreement, the “service provider” will be considered to be the data originator, and the “customer” will be considered to be the Aeronautical Information Service.
- Accuracy: A degree of conformance between the estimated or measures value and the true value.
- Integrity (aeronautical data): The classification is based on the potential risk resulting from the use of altered data. Aeronautical data are classified as:
 - a) Ordinary data: very low probability that the use of altered ordinary data will seriously jeopardise the safe continuation of the flight and landing of an aircraft to such an extent as to cause a catastrophe;
 - b) Essential data: low probability that the use of altered essential data will seriously jeopardise the safe continuation of the flight and landing of an aircraft to such an extent as to cause a catastrophe; and
 - c) Critical data: high probability that the use of altered critical data will seriously jeopardise the safe continuation of the flight and landing of an aircraft to such an extent as to cause a catastrophe.
- Metadata: Information about data, or the set of features associated to any data. Therefore, metadata describe the content, quality, format, and other characteristics of a resource. In general, they respond to the following questions:
 - What: Title and description of a data set or service
 - When: When the data set or service, and the various updates, if any, were created. It may also indicate until when this data set is reliable.
 - How: How data was obtained and processed and how can it be accessed. In the case of service metadata, it must indicate how to access or use the service.

Logo AIS	SERVICE LEVEL AGREEMENT	<i>Code No.:</i> SLA – 01 <i>Version:</i> 01 <i>Date:</i> 19/10/2012 <i>Issue No.:</i> 01
	Aeronautical Information Service (AIS) (Other Office)	<i>Page 8 of 18</i>

– **Where:** The geographical area or extension covered by the data, based on latitude/longitude, x and y coordinates, or an administrative area described by its name.

- Data originator: (Other Office)
- Precision: The smallest different that can be reliably distinguished by a measurement process.
- Resolution: Number of units or digits with which a measured or estimated value is expressed or used.

Abbreviations

- SLA: Service level agreement

Logo AIS	SERVICE LEVEL AGREEMENT	Code No.: SLA – 01 Version: 01 Date: 19/10/2012 Issue No.: 01
	Aeronautical Information Service (AIS) (Other Office)	<i>Page 9 of 18</i>

1. Introduction

The **Service Level Agreement (SLA)** is a formal agreement between:

The Aeronautical Information Service (AIS) and
(other Office);

that defines the services provided, the indicators associated to said services, acceptable and non acceptable levels, the responsibility of the data originator and the Aeronautical Information Service, and the measures to be adopted under specific circumstances.

Likewise, the Director of Civil Aviation is also included in this Agreement as regulator in those cases in which conflicts cannot be resolved between the parties to the SLA

The basic objectives of this SLA are as follows:

- Improve communication. It facilitates two-way communication between the parties. This communication starts at the beginning of the SLA process and continues throughout the life of the agreement. Both parties must get together in order to understand the needs, priorities, and concerns of their counterpart, and thus understand the consequences of not meeting their obligations.
- Protect against excessive expectations. The process facilitates the identification and discussion of expectations and the resources needed to meet them. Consequently, it helps to identify the service levels that are acceptable to both parties and that are attainable and achievable.
- Define mutually agreed standards. A standard is set against which performance can be measured. Customer expectations are identified, the boundaries of service provision are defined, and responsibilities are clarified. An SLA and the communication process involved in its establishment help to minimise conflicts between the parties and provide a means for conflict resolution should a problem arise.
- Measure service effectiveness. As the SLA defines the standards against which the service can be measured and assessed, it provides the basis for assessing the efficacy of the service.

The Agreement must ensure that both parties have a clear understanding of the bases on which data shall be provided, received and used.

This is especially important since most of such data will be part of the Integrated Aeronautical Information Package and will be disseminated to all the aeronautical community, both national and international.

Logo AIS	SERVICE LEVEL AGREEMENT	<i>Code No.:</i> SLA – 01 <i>Version:</i> 01 <i>Date:</i> 19/10/2012 <i>Issue No.:</i> 01
	Aeronautical Information Service (AIS) (Other Office)	<i>Page 10 of 18</i>

An agreement of these characteristics is based on the fact that Annex 15 “Aeronautical Information Services”, 3.2, states the need to implement a Quality Management System in AIS which, in turn, means that data entering the system must have a level of quality that meets the requirements contained in that Annex.

Logo AIS	SERVICE LEVEL AGREEMENT	Code No.: SLA – 01 Version: 01 Date: 19/10/2012 Issue No.: 01
	Aeronautical Information Service (AIS) (Other Office)	<i>Page 11 of 18</i>

2. Service Description

A description follows of a set of rights and obligations of both the originator and the AIS, which they shall comply with in relation to the provision and handling, respectively, of the data involved.

2.1. Regulations applicable to the data originator

2.1.1. Data originator rights

- a) Request the information generated by the AIS, both in relation to the data specified in 3. and to any other contained in the Integrated Aeronautical Information Package, which may be delivered in printed or digital format.
- b) Make all the changes to data specified in 3. as and when so required, provided the established deadlines are met.

2.1.2. Data originator obligations

- a) Provide the data established in 3. with the requirements and/or formats defined in this agreement in both Spanish and English (see “AIS obligations concerning data”).
- b) Introduce any changes to such data as promptly as possible, meeting the requirements and/or formats established in this agreement.
- c) For those cases in which data is directly related to operational changes (Annex 15, Appendix 4), its delivery shall be based on the AIRAC cycles. In order to know the dates and operation of the AIRAC system, refer to the current Aeronautical Information Circular (AIC) “Use of the AIRAC system”. The reported information will not be modified again at least up to 28 days after the effective date, unless the reported circumstance is of a temporary basis and does not prevail throughout the period (Annex 15, Ch. 6, 6.1 General specifications, 6.1.1).

Logo AIS	SERVICE LEVEL AGREEMENT	Code No.: SLA – 01 Version: 01 Date: 19/10/2012 Issue No.: 01
	Aeronautical Information Service (AIS) (Other Office)	<i>Page 12 of 18</i>

2.2. Regulations applicable to the AIS

2.2.1. AIS concerning data

- a) The data received may be converted to other formats (example: digital)
- b) All the information generated by the AIS may be placed at the disposal of users through printed, digital, and other media, included the AIS website.
- c) All the information generated by the AIS may be exchanged with other AIS that so request, in accordance with the conventions listed in Annex 15 15, 3.3.4 and 3.3.5.
- d) All data that, upon being sent to the AIS, does not meet the requirements and/or formats established in this agreement will be sent back to the originator and will not be used to generate any product of the Integrated Aeronautical Information Package until the established requirements have been met.

2.2.2. AIS obligations in relation to data

- a) Data received will be kept in its original format
- b) All information generated by the AIS may be requested by the data originator, and may be delivered in printed or digital format
- c) In the case of any changes or report of changes that affect the data indicated in 3. and that do not come from the originator, the AIS will primarily contact the originator and until such time that the latter does not send the new data with the requirements and/or formats established in this agreement, they will not be used to generate any products of the Integrated Aeronautical Information Package.
- d) When new data or modifications to existing data made by the originator are received, the AIS will conduct the corresponding verifications and will prepare a draft for its publication, which will be sent to the originator for approval, without which no changes to the data involved will be published.
- e) In case the information is not received in English, the AIS may proceed to its translation, and the originator may not ask for the modification of the terms or phrases used, unless the meaning of the information is the opposite to what it was intended.

Logo AIS	SERVICE LEVEL AGREEMENT	Code No.: SLA – 01 Version: 01 Date: 19/10/2012 Issue No.: 01
	Aeronautical Information Service (AIS) (Other Office)	<i>Page 13 of 18</i>

2.3. Validity

This Agreement will be valid during the following period (2 years at the most):

<i>Start</i>	<i>End</i>
00/00/0000	00/00/0000

Logo AIS	SERVICE LEVEL AGREEMENT	Code No.: SLA – 01 Version: 01 Date: 19/10/2012 Issue No.: 01
	Aeronautical Information Service (AIS) (Other Office)	<i>Page 14 of 18</i>

3. Level of the services to be provided

3.1. Quality requirements

The data and the quality requirements to be met by such data are listed below.

<i>Data</i>	<i>Accuracy</i>	<i>Resolution</i>	<i>Integrity</i>	<i>Remarks</i>

3.2. Metadata

<i>Data</i>	<i>What</i>	<i>When</i>	<i>How</i>	<i>Where</i>

3.3. Dates

All data will be provided in accordance with the following criteria:

- Data will include the effective date (“as of” date) in the following format:
 - Day/month/year time:minute in UTC (e.g.: 05/10/2011 08:27 UTC)
- Data will include the effectiveness period (“until” date), which may be of a permanent nature:
 - Day/month/year hour:minute in UTC (e.g.: 05/10/2011 08:27 UTC, or permanent)
 The “Estimated” concept may also be included when specifying a given date/time for the end of the effectiveness period.

3.4. List of persons authorised to deliver data

<i>Name</i>	<i>Position</i>	<i>Telephone</i>

3.5. Means for delivering data

Data indicated in 3.1 and 3.2 may be delivered through the following means:

Logo AIS	SERVICE LEVEL AGREEMENT	Code No.: SLA – 01 Version: 01 Date: 19/10/2012 Issue No.: 01
	Aeronautical Information Service (AIS) (Other Office)	<i>Page 15 of 18</i>

3.5.1. Digital

This will be the preferred format. Data shall be delivered with its corresponding value, with the indicated precision, and with the 32-bit cyclic redundancy check (CRC) resulting from the application of that algorithm to the new data.

In turn, such data shall be accompanied by the signature of the authorised person (which shall appear in 3.6).

To this end, the CDs, DVDs, or emails containing the data together with the 32-bit cyclic redundancy check (CRC) will be valid.

3.5.2. Printed

This will be the alternative format. Data shall be delivered with its corresponding value, with the indicated precision, and with the 32-bit cyclic redundancy check (CRC) that results from applying such algorithm to the new data.

In turn, such data shall be accompanied by the signature of the authorised person (which shall appear 3.6).

To this end, the printed material, fax or email will be valid.

If so requested by the originator, the AIS may deliver an application so that the originator may calculate the 32-bit CRC.

3.6. Service level indicators

In order to assess service performance, the following measurements will be used:

<i>Measurement</i>	<i>Description</i>	<i>Objective</i>
Quality of the data	Data are delivered by the originator with the required quality levels	100 %
Terms	Data will be delivered by the originator to the AIS within the stipulated terms	<ul style="list-style-type: none"> – 100%: 56 days before the date of publication for data affecting safety, in accordance with Annex 15, Appendix 4. (See current AIC “Use of the AIRAC system”). – 95%: during the seven days prior to the effective

Logo AIS	SERVICE LEVEL AGREEMENT	Code No.: SLA – 01 Version: 01 Date: 19/10/2012 Issue No.: 01
	Aeronautical Information Service (AIS) (Other Office)	<i>Page 16 of 18</i>

		<p>date, for data not affecting safety.</p> <ul style="list-style-type: none"> – 100%: during the three days prior the effective date for data not affecting safety. <p>After the three days prior to the effective date, the AIS shall be consulted. The publication of this last information will be subject to negotiation.</p>
Format	Data will be delivered by the originator to the AIS without errors in accordance with the format established in this SLA	95 %
Draft for publication	The AIS will deliver to the originator the draft publication for validation within the established timetable	<ul style="list-style-type: none"> – 100%: 20 days after the date of publication for data affecting safety – 95%: on the two days prior to the effective date, for data not affecting safety. – 100%: one day before the effective date, for data not affecting safety.
Publication	The AIS will publish the information on the stipulated deadlines, preferably using the AIRAC cycle	95 %
Quality of the publication	The Integrated Aeronautical Information Package will be provided in accordance with the applicable standards	95 %

Logo AIS	SERVICE LEVEL AGREEMENT	Code No.: SLA – 01 Version: 01 Date: 19/10/2012 Issue No.: 01
	Aeronautical Information Service (AIS) (Other Office)	<i>Page 17 of 18</i>

4. Management of the Agreement

4.1. Conflict settlement

In case of differences with respect to that established in this SLA, the following procedure will be followed:

- a) the person responsible for the Aeronautical Information Service will consult with the persons authorised to send data, stating the difference and striving to jointly abide by the agreement;
- b) in case no solution is found, the problem will be referred to the Director of Civil Aviation so that he/she may establish an *ad-hoc* group to study the problem and find a solution to it.

Until such time that the problem is resolved, the data involved will be kept in abeyance.

4.2. Revision of the Agreement

This Agreement will be in force for the following period (2 years at the most), after which it will be reviewed.

During the effective period of this Agreement, the parties may not unilaterally modify it totally or partially.

In the event any of the parties deems it advisable to review it before that period, a meeting will be held between the parties to analyse the changes and then, if agreed, to include them in a new SLA that shall supersede the existing one.

After the validity period, the Agreement must be reviewed by both parties, modified (if necessary), or l período de validez, el Acuerdo deberá ser revisado obligatoriamente por ambas partes, modificado (si fuese necesario) or endorsed by signing a new Agreement, which will be valid for no more than 2 years.

Logo AIS	SERVICE LEVEL AGREEMENT	Code No.: SLA – 01 Version: 01 Date: 19/10/2012 Issue No.: 01
	Aeronautical Information Service (AIS) (Other Office)	<i>Page 18 of 18</i>

5. Signatures

The Director of Civil Aviation	
<i>Name:</i>	
<i>Position:</i>	
<i>Signature:</i>	
<i>Date:</i>	

On behalf of (other Office)	
<i>Name:</i>	
<i>Position:</i>	
<i>Signature:</i>	
<i>Date:</i>	

On behalf of the AIS	
<i>Name:</i>	
<i>Position:</i>	
<i>Signature:</i>	
<i>Date:</i>	

