

# AMHS COMM Center OPERATIONAL PROCEDURES

## – Remember!

- When all else fails reboot!
- It's always the comm
- Security has become a security issue
- AMHS is simply a tool used to accomplish a necessary ATM task.



# AMHS COMM Center OPERATIONAL PROCEDURES

- Current Situation (AFTN or Whatever)
  - Point-to-point dealing mostly with adjacencies
    - Call other center hold traffic or arrange for rerouting.
    - Most Performance issues limited to circuits between centers
    - Performance a local matter.
    - Increasing traffic loads



# AMHS COMM Center OPERATIONAL PROCEDURES

- Simple ? Straight Forward?
  - Or simply what we already know
- Future more complex???
  - Access
  - Control
  - Encryption?
  - Fault Management
  - Coordination



# AMHS COMM Center OPERATIONAL PROCEDURES

- Security

- What level of information do we make public?
  - How do we protect our systems
  - System Compromised (anywhere)
  - Denial of Service
  - Malicious Messages
  - Operation procedure covers the prevention of breaches as well as the recovery from compromise.
- Shared Auditing System
  - Traceability
  - Breach is local matter but impact possibly global



# AMHS COMM Center OPERATIONAL PROCEDURES

- Trouble Reporting
  - Fault Management
    - Resolution Process
    - Reporting
- Help Desks
  - Will you have a help desk?
  - Even required?
  - Will everybody have capability!



# AMHS COMM Center OPERATIONAL PROCEDURES

- COORDINATION
  - Between Centers
  - Between Service Providers
    - Multiple ISPs
      - Public v. Private
    - Global
    - Addressing
    - Updates, outages,
    - Users, User Agents



# AMHS COMM Center OPERATIONAL PROCEDURES

- Communication Barriers (Things that make fault resolution, reporting, and management more difficult)



# AMHS COMM Center OPERATIONAL PROCEDURES

- Maintenance Alerts, System Alerts
  - Notification Process
    - Degraded service
    - Routing Failures
    - Scheduled Outages
    - Equipment & Software Updates
  - Level raises from local and adjacent to global
  - Off-line vs On-line activities



# AMHS COMM Center OPERATIONAL PROCEDURES

- Holding Traffic
- Draining Traffic
- Storing Messages



# AMHS COMM Center OPERATIONAL PROCEDURES

- Dealing with Non-Deliverables
  - Address
  - Content
  - Format



# AMHS COMM Center OPERATIONAL PROCEDURES

- Testing Strategy
  - New systems
  - Updates



# AMHS COMM Center OPERATIONAL PROCEDURES

- Risk Mitigation
  - Safety Management Systems
    - Safety management must be considered a management process and a routine operational process. Part of our everyday ATM business.
    - Part of routine daily business practice.
    - ICAO Website:  
<http://www.icao.int/anb/safetymanagement/>



# AMHS COMM Center OPERATIONAL PROCEDURES

- Summary

- Remember it is not what we call the process or what system name with give the system. The system is designed and built to meet the demands of a process employed in Air Traffic Management. Not the other way around.
- Regional and International guidelines published and available.
- Success depends on commitment to performance and shared goals of success.

