

Report on the Responses to the ICAO-NET Publications Survey

EXECUTIVE SUMMARY

Introduction

As reflected in the Corporate Risk Register, (C-WP/15292, *Progress Report on Enterprise Risk Management*, Appendix A, CORP-07 refers), ICAO faces risks due to limitations on the effective protection of its intellectual property, resulting in unauthorized use of ICAO publications and the referencing of out-of-date publications.

In order to strengthen the development of technical solutions to improve the protection of ICAO's publications, the Secretariat prepared a survey on the access and usage of ICAO publications on ICAO-NET. The survey was intended to inform ICAO on how to best protect its intellectual property and reputation while simultaneously providing optimal delivery of electronic publications on ICAO-NET.

State Letter 2022/37 (ICAO-NET Publications Survey) was issued on 23 March, 2022 inviting all Member States and cooperating international organizations to respond to the survey. All ICAO-NET users were eligible to participate in the online survey. They were informed about the survey when they logged into ICAO-NET through a banner inviting them to participate in the survey.

The online survey was made available on ICAO-NET as of 23 March 2022. The survey was closed on 15 April 2022.

Key information about the ICAO-NET Publications Survey (displayed to all people who accessed ICAO-NET Publications survey from 23 March to 15 April 2022)

- *ICAO is collecting ICAO-NET user experience feedback on accessing ICAO publications from all Member States and cooperating international organizations.*
- *The survey will assist ICAO in providing the best possible delivery of electronic documentation and to protect ICAO's intellectual property.*
- *The information will remain confidential and will be for ICAO use only.*
- *This survey will take no more than 12 minutes to complete.*

Main Findings

The ICAO-NET Publication survey was conducted in the six official UN languages: English, French, Spanish, Russian, Arabic and Chinese. An overview of the number of responses in corresponding languages is shown in Table 1.

Table 1. Number of responses in corresponding languages

Language	English	Spanish	French	Russian	Arabic	Chinese	Total
Number of responses	272	116	13	4	3	2	410 ¹
%	66%	28%	3%	1%	1%	0%	100%

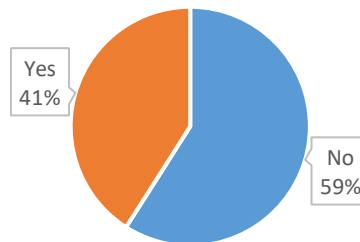
The results of the survey indicate the following key conclusions.

Reuse of Content

There is a high demand for accessing publications on ICAO-NET. A majority of respondents visit the portal on a weekly basis and indicated that the primary purpose of their visit is to read and download publications. Approximately 40 per cent of respondents also indicated that documents are downloaded and shared with colleagues and/or other stakeholders via internal State servers or document repositories. Downloading publications on a weekly basis implies a high likelihood of sharing information.

Figure 1. Sharing ICAO publications with others

When you access ICAO publications on ICAO-NET, do you share these documents with others (e.g. with colleagues or other stakeholders)?



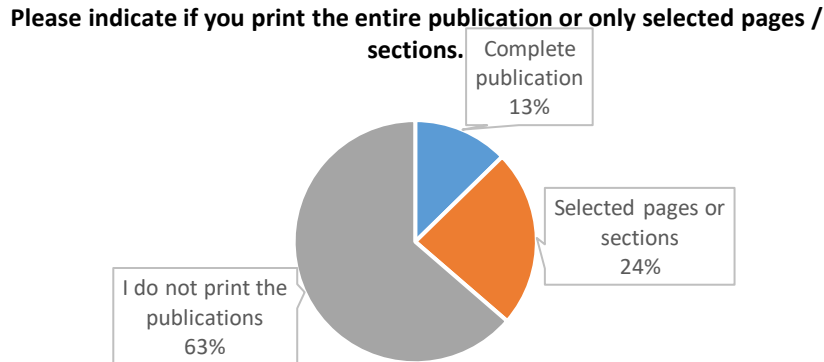
Document Permissions

While Member State users commonly copy and paste content from ICAO publications, some respondents (13 per cent) indicated that complete publications are printed. However, 63 per cent of respondents replied that they do not print the publication. Therefore, limits to printing can be considered in the future. Features allowing for annotating, copying and pasting of content should continue to be supported and encouraged as a large number of respondents (20 per cent) in several questions indicated such features

¹ Statistical validity of the results: population size: 4,128, confidence level: 95%, margin of error: 5%, required minimum sample size: 352, achieved sample size: 410. Total number of responses is statistically significant, as the achieved sample size exceeds the required minimum sample size at a 95 % confidence level, with 5% of margin of error. In other words, the results are representative in relation to the total population.

to be critical to their daily jobs, which were often specified to be related to implementation of aviation legislation.

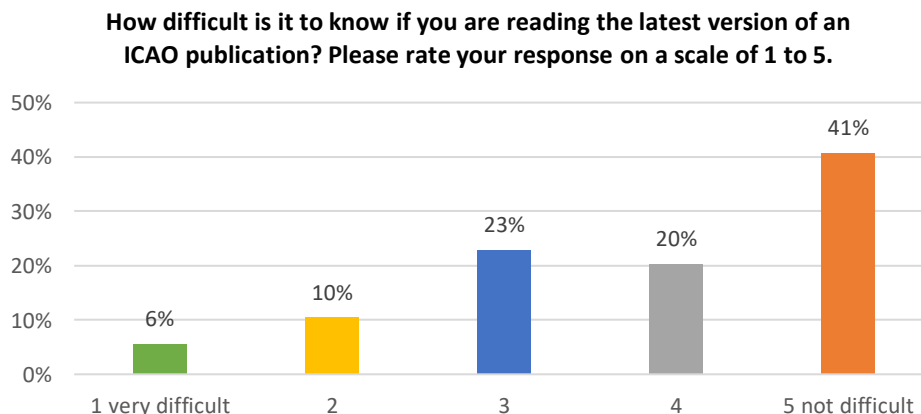
Figure 2. Printing of publications from ICAO-NET



Document Accessibility

A large number of respondents (10 per cent) indicated the need to access both obsolete and current versions of documents in order to implement national laws and regulations. Furthermore, 74 per cent responded that it is important to access the latest information from ICAO, and further expressed that they would appreciate if ICAO publication updates were more informative in specifying version details, and/or specifying which page numbers or sections have undergone updates. At the same time, when asked about the difficulty level of knowing whether a user was reading the latest version of an ICAO publication, the majority of respondents (41 per cent) indicated it was not difficult. What is not clear from the survey results however, is how users identify whether an ICAO publication is the latest version, or an older one. Currently, the date of an edition is indicated on the cover page of each ICAO publication. However, there is no means for the reader to confirm whether this is the latest edition or version. Since it is important for the ICAO-NET users to know they are reading the latest ICAO publication, it is recommended that a digital rights management feature support users with date and/or version information.

Figure 3. Level of difficulty to read the latest version of an ICAO publication



Overall feedback towards access-controlled ICAO documents

The survey indicates that implementing access controls to ICAO publications on the ICAO-NET portal would be perceived negatively by users. Respondents indicated that they would not be ready for changes to access-control due to the impact on their daily jobs. Users believed access-control measures would cause additional, time consuming steps.

The challenges with more strict digital rights management features was clearly indicated in one of the survey questions where users had a chance to experience what an access-controlled ICAO publication could potentially be like. A majority of the users (about 45 per cent) struggled with the experience or did not manage to access the sample file at all, which further implies it will be important that good technical support tools, including guidance and troubleshooting material be available to support users, should more control be imposed by ICAO in the future. Successful implementation of access controls would also benefit from a change management plan that communicates the overall reasons and value to the Organization for making such a change. It is important that ICAO Member States support this change.

Leveraging similar digital rights management technology to that used on the ICAO online store will ensure Member States, including those with limited resources or capacity, have access to the latest updated versions of ICAO Annexes, Procedures for Air Navigation Services (PANS), documents and circulars. The digital management of ICAO intellectual property will support the authorized use and distribution of documents in all languages. It is therefore recommended that the Assembly agree to adopt a gradual digital rights management solution to protect ICAO's intellectual property in 2023.

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SECTION 1 – General Information

ICAO is grateful to all those who took the time to respond to the ICAO-NET Publications survey. ICAO received a total of 410 formal responses online, representing nearly 10% of all ICAO-NET visitors who accessed the site during the survey period. A comprehensive list of respondents by Member State and Organization is displayed in Appendix 1.

An invitation to participate in the survey was released in a State Letter distributed to 193 Member States, all 7 ICAO Regional Offices, as well as 105 cooperating international organizations. A similar survey conducted in 2016 (Survey on access to ICAO publications, SL 2016/102) received 86 formal responses. The survey was sent to 349 recipients (Member States and Regional Offices) of the 191 Member States.

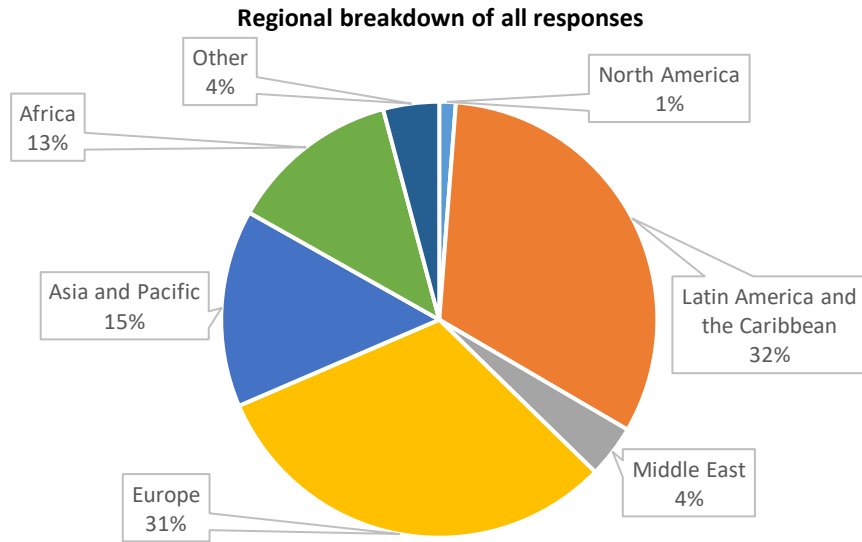
Contrary to previous ICAO surveys commonly conducted on Microsoft SharePoint, the current survey was conducted on Microsoft Forms in order to provide an optimal user experience and overall ease of use. This was likely a contributing factor to the high survey response rate.

Question 1: Please select the name of the ICAO Member State or cooperating international organization you are representing.

Key results regarding the number of responses:

- There were a total of 410 responses.
- 99 of the 193 Member States (51%) were represented in the total number of responses.
- 11 of the 105 cooperating international organizations (12%) were represented in the total number of survey responses.
- 6 responses were considered as "other" (e.g. ICAO Staff).

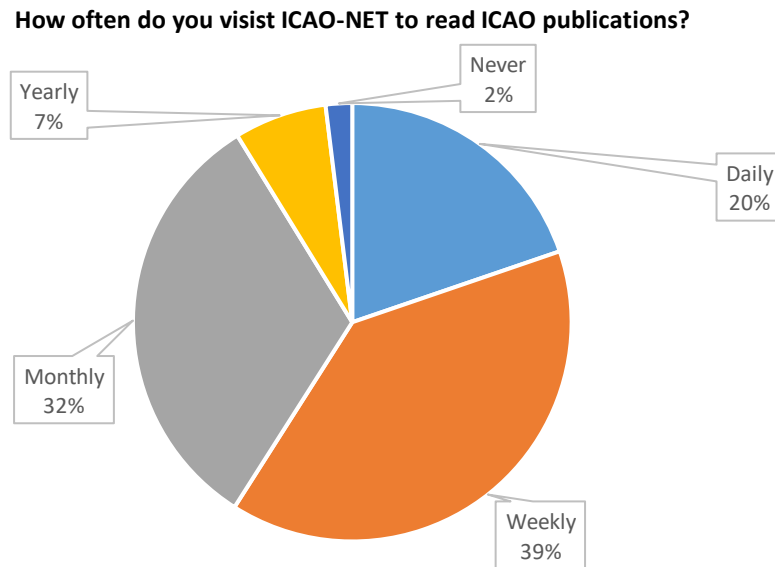
Figure 2. Replies received by region



Question 2: How often do you visit ICAO-NET to read ICAO Publications?

Overall, it can be concluded that there is a high demand for accessing publications on ICAO-NET. More than 90% of respondents access ICAO-NET at least monthly with one fifth (20%) of respondents indicating that they access the portal daily.

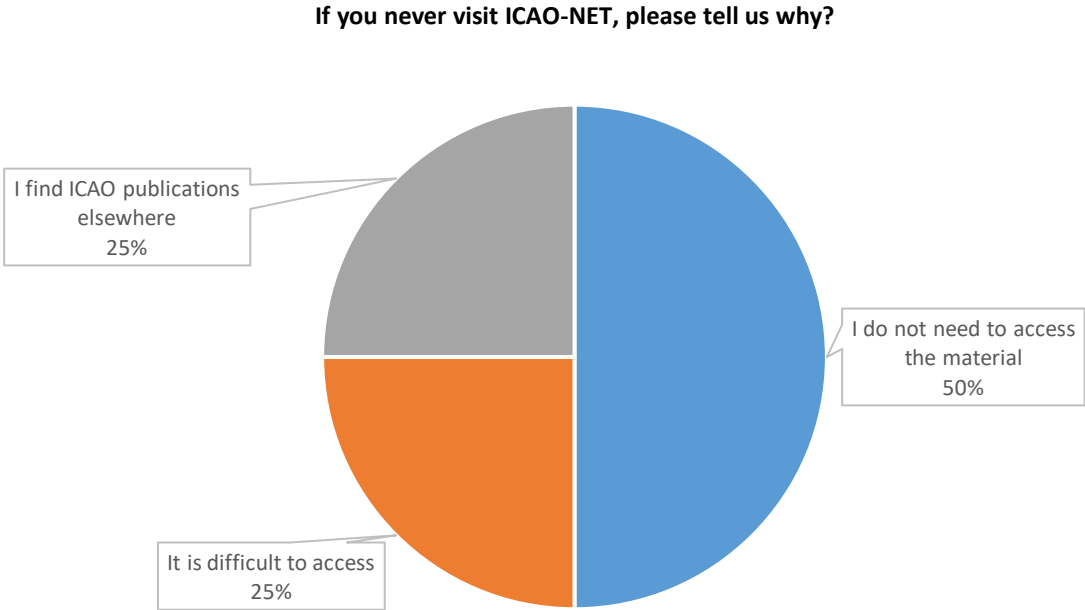
Figure 3. Frequency of visits to ICAO-NET



Question 3: If you never visit ICAO-NET, please tell us why.

Only a very few respondents (2% or 8 of the 410 respondents) indicated that they never visit ICAO-NET. In such cases, the most common reason was that they do not need to access the material. A detailed breakdown is provided below.

Figure 4. Why some respondents never visit ICAO-NET



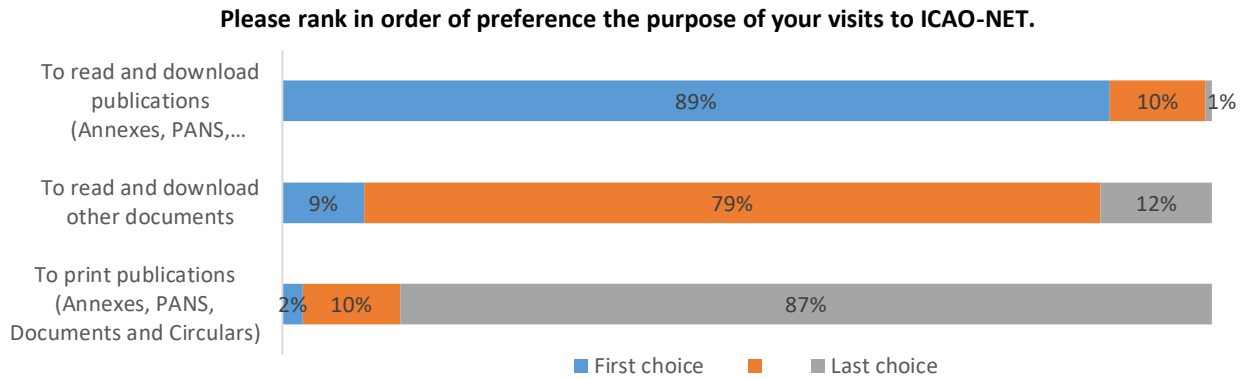
Question 4: Please rank in order of preference the purpose of your visits to ICAO-NET.

89% of respondents chose option 1: to read and download publications (Annexes, PANS, Documents and Circulars) as their first preference when asked about the purpose of their visits to ICAO-NET.

79% of respondents chose option 2: to read and download other publications (e.g. State Letters) as their second preference when asked about the purpose of their visits to ICAO-NET.

87% of respondents chose option 3: to print publications (Annexes, PANS, Documents and Circulars) as their third preference when asked about the purpose of their visits to ICAO-NET. As per the results in question 6, 63 % of respondents indicated they do not print the publications, 24 % indicated they prints selected pages or sections and 13 % indicated they print the complete publications.

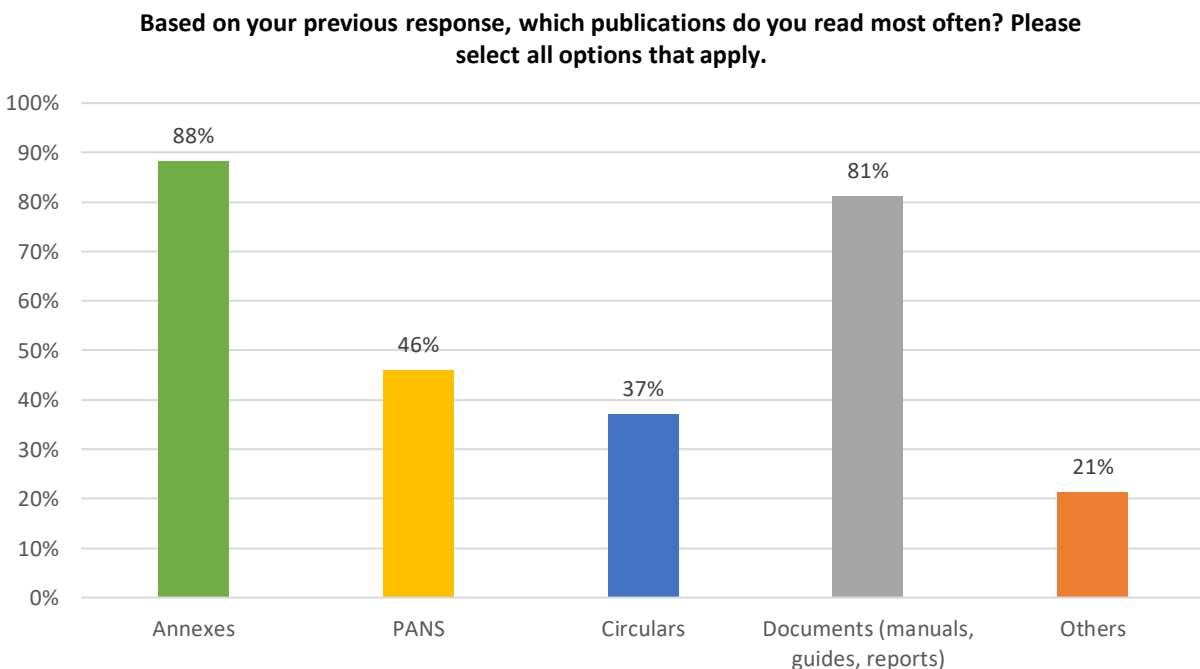
Figure 5. Overview of the purpose of visits to ICAO-NET



Question Q5: Based on your previous response, which publications do you read most often? Please select all options that apply.

Question 5 allowed respondents to choose more than one option as part of their response. The outcome of the overall results shows that the majority of respondents most often read Annexes and Documents (such as manuals, guides, reports). This can indicate that both regulatory documentation and guidance material developed by the Organization are valuable for ICAO-NET users.

Figure 6. Publications read most often

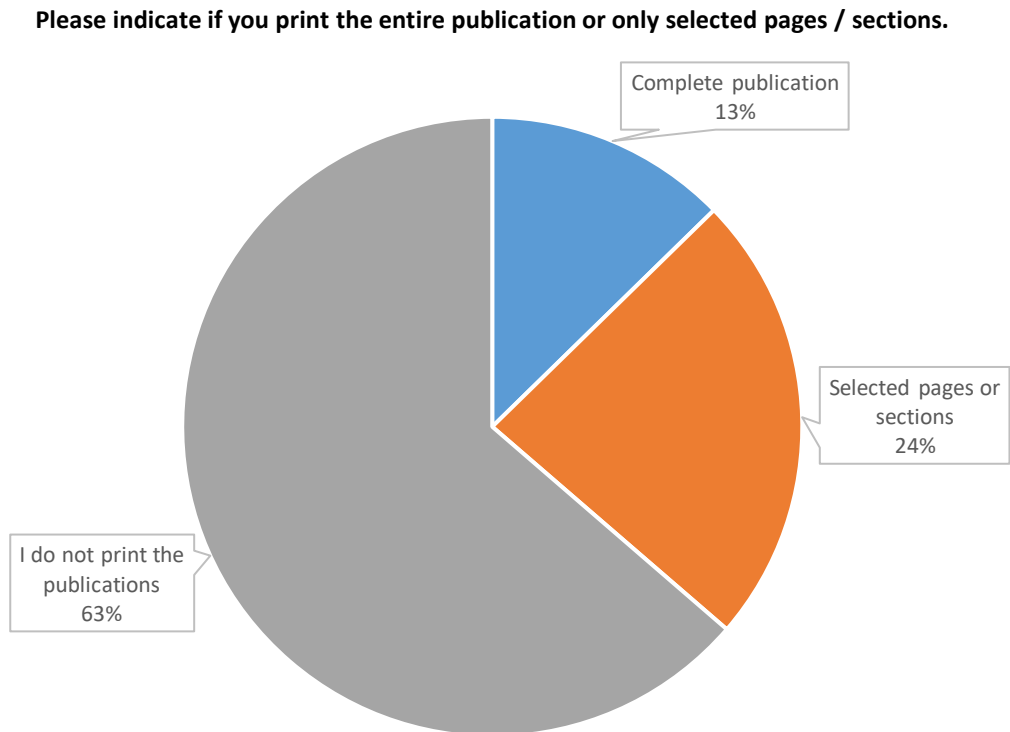


Question 6: Please indicate if you print the entire publication or only selected pages / sections.

The majority of respondents (63%) indicated they do not print the publications. 24% indicated they print selected pages or sections and 13% indicated they print the complete publication.

Based on the above results, the recommendation is to restrict printing in the future. When implemented, this restriction can contribute to the goals of reducing unauthorized use of ICAO publications and referencing of out-of-date publications. It will also contribute to ICAO's overall goal of improving the efficiency and effectiveness of the Organization through digitalization, where shifting away from paper, not only serves such goal but also is a better choice from the sustainability perspective.

Figure 7. Printing of publications from ICAO-NET

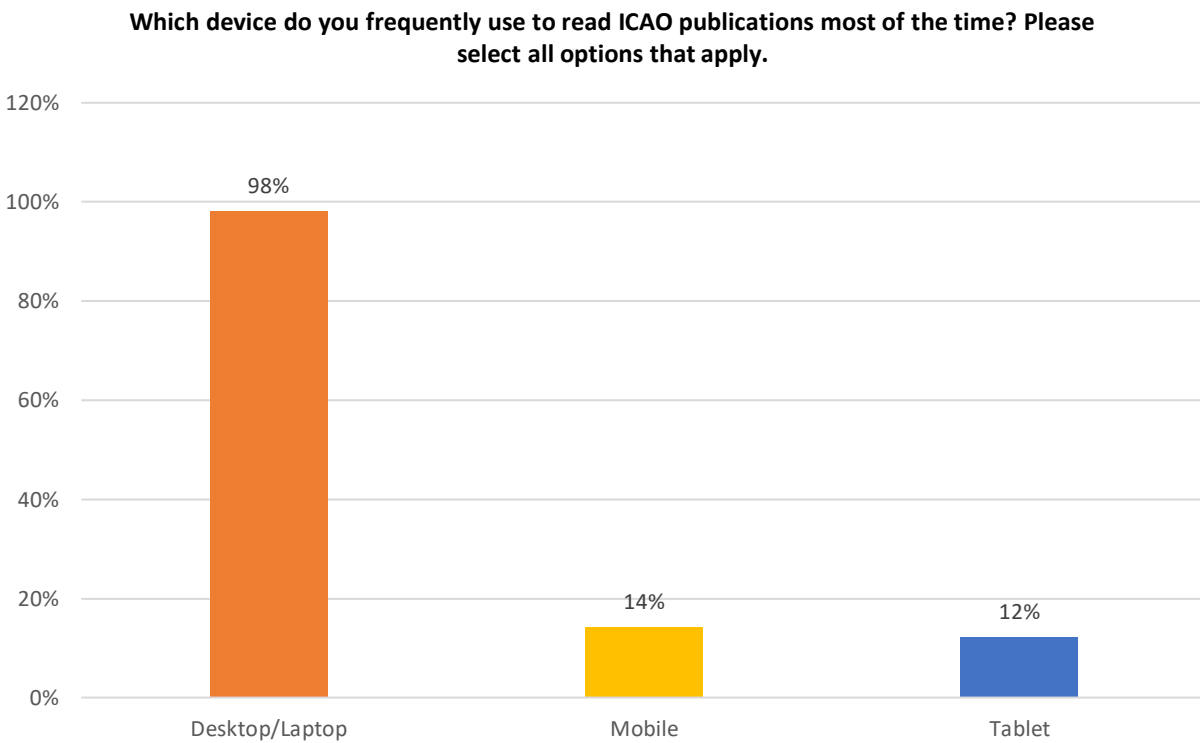


SECTION 2 – Technical Requirements

Question 7: Which device do you frequently use to read ICAO publications most of the time? Please select all options that apply.

The outcome of the overall results shows majority of the respondents (98%) most often use a Desktop/Laptop to read ICAO publications.

Figure 1. Devices used most often to access ICAO publications

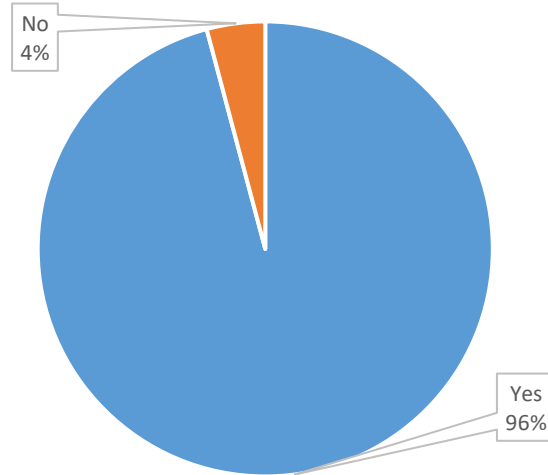


Question 8: Do you have Adobe Reader installed on your computer or device?

The Adobe digital rights management technology already used with ICAO online store requires the use of Adobe Reader and 96% of total survey respondents indicated they already had Adobe Reader installed on their computer or device. This dependency on Adobe Reader will therefore not be an impediment for ICAO-NET users.

Figure 9. Usage of Adobe Reader

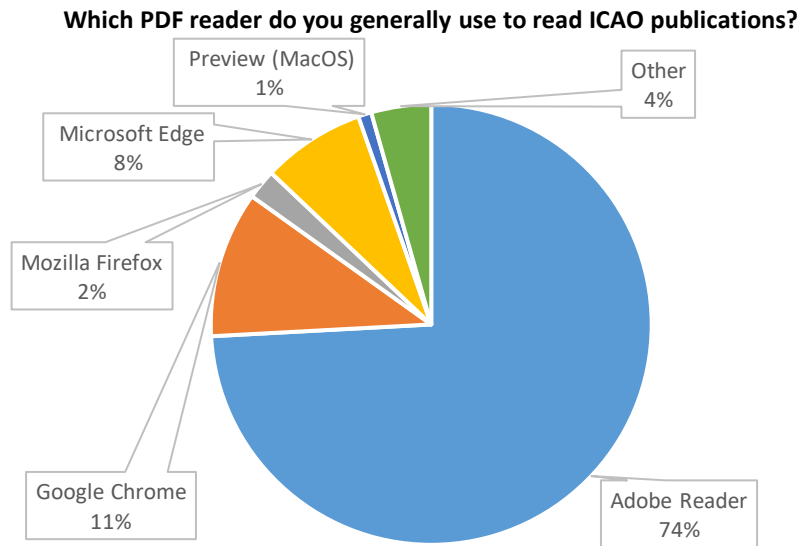
Do you have Adobe Reader installed on your computer or device?



Question 9: Which PDF reader do you generally use to read ICAO publications?

74% of respondents replied that they generally use Adobe Reader to read ICAO publications. Other PDF readers represented 11% or less of the total responses, and include Google Chrome, Mozilla Firefox, Microsoft Edge and Preview (MacOS).

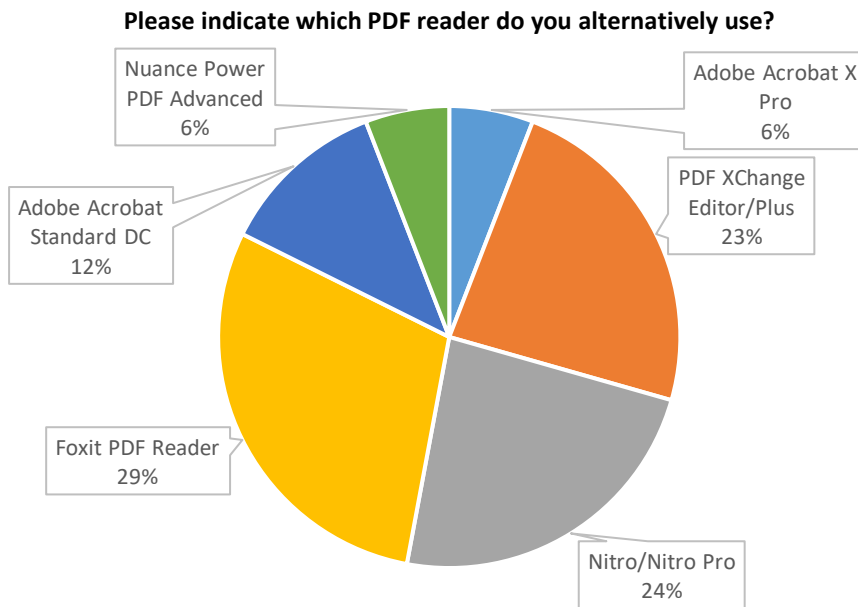
Figure 10. Overview of PDF readers that respondents use to read ICAO publications



Question 10: Please indicate which PDF reader you alternatively use.

Few respondents (4% or 18 of 410) indicated that they use other PDF readers in Q9. A breakdown of other PDF readers can be seen below.

Figure 11. Breakdown of other PDF readers



SECTION 3 – User Experience

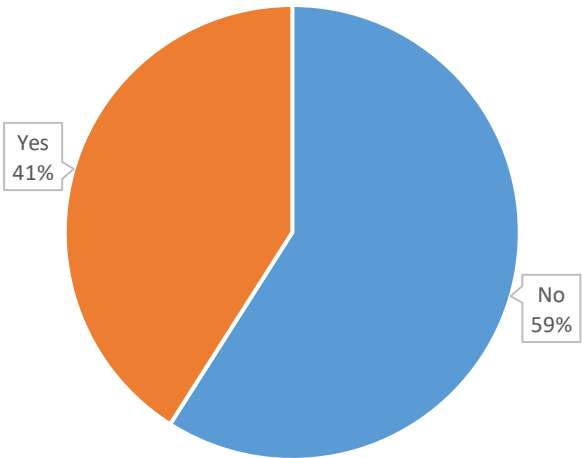
Question 11: When you access ICAO publications on ICAO-NET, do you share these documents with others (e.g. with colleagues or other stakeholders)?

When asked about the sharing of ICAO publications after accessing ICAO-NET, about 40% of respondents indicated that they share them with colleagues or other stakeholders. About 60% indicated they do not share ICAO publications.

Responses to Question 11 indicate that ICAO Member States share ICAO publications with colleagues or stakeholders who do not access ICAO-NET.

Figure 2. Sharing ICAO publications with others

When you access ICAO publications on ICAO-NET, do you share these documents with others (e.g. with colleagues or other stakeholders)?



Question 12: Briefly describe where and how publications are distributed and shared.

98% of the survey respondents who answered “yes” in the previous question provided a brief description of where and how publications are distributed.

A majority of the comments (46%) confirmed that they share and distribute ICAO publications with colleagues, relevant stakeholders, CAA officials and/or auditors. It was often also added that the purpose of sharing with these specific people was a result of their job or project.

57 comments (35%) indicated that they download and share ICAO publications via email. Email was the most common communication channel provided when asked to describe how respondents shared ICAO publications. A very few other channels mentioned were WhatsApp and MS Teams.

27 comments (16%) described that ICAO publications are downloaded and shared in document repositories such as SharePoint, an internal server or library, Dropbox, One Drive or even a company website.

A very few respondents (2%) indicated that they share ICAO publications by printing them first and then share them further.

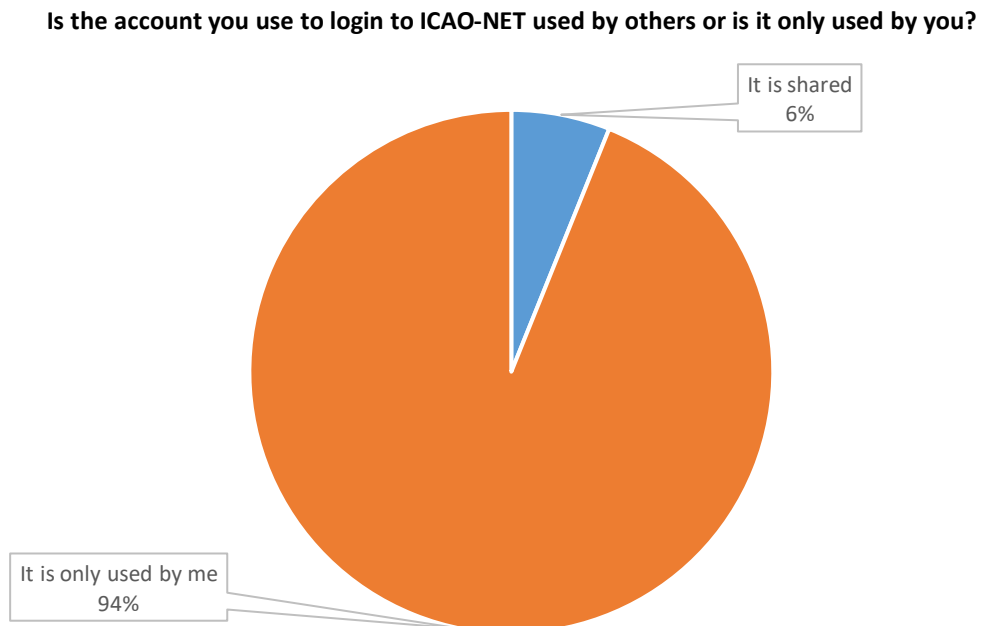
Based on these data points, it can be concluded that a significant number of ICAO-NET users download ICAO publications and share them further. The publications are mostly shared internally within a user's company and/or with colleagues. However, from that point on further sharing can take place (ICAO-NET > user's company > users' company colleagues > further to other people).

Question 13: Is the account you use to login to ICAO-NET used by others or is it only used by you?

When asked about whether the respondents shared their ICAO-NET user account with others, 94% of respondents replied that the account was only used by themselves.

Hence, it can be concluded that the sharing of ICAO publications is rather secondary, meaning that the ICAO-NET users access publications first themselves, after which some of them share them with other colleagues or stakeholders.

Figure 13. Overview of ICAO-NET account sharing

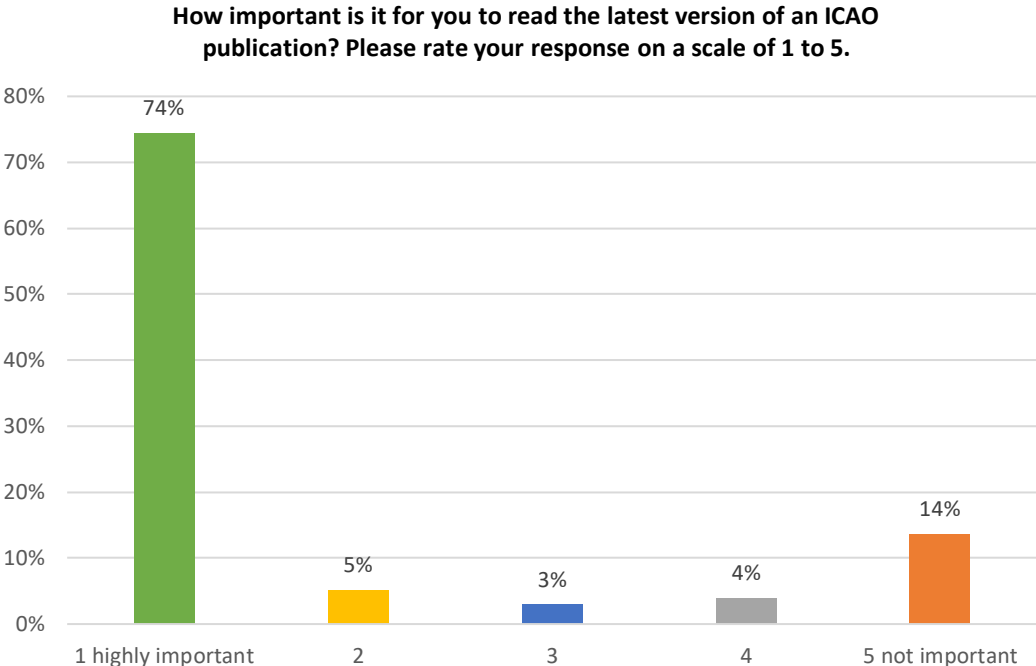


Question 14: How important is it for you to read the latest version of an ICAO publication? Please rate your response on a scale of 1 to 5.

The majority of respondents (74 %) indicated that it is highly important to read the latest version of an ICAO publication. For 14% of respondents it was not important whether they read the latest version of an ICAO publication, and 3% were indifferent in terms importance.

On a scale of 1 (highly important) to 5 (not important), the average score for importance for reading the latest version of an ICAO publication was 1.77, which also indicates that it is highly important for ICAO-NET users to be reading the latest versions of ICAO publications.

Figure 14. Level of importance to read the latest version of an ICAO publication



Question 15: How difficult is it to know if you are reading the latest version of an ICAO publication? Please rate your response on a scale of 1 to 5.

When asked about the difficulty level of knowing whether a user was reading the latest version of an ICAO publication, the majority of respondents (41%) indicated it was not difficult. The second most selected level of difficulty was 3, which indicates that 23% of respondents do not feel strongly about the level of difficulty. 20% of respondents indicated the difficulty level is 4 (somewhat difficult).

The average level of difficulty for knowing whether one is reading the latest version of an ICAO publication is 3.8, which indicates that it is rather easy to know whether one is reading the latest version of an ICAO publication.

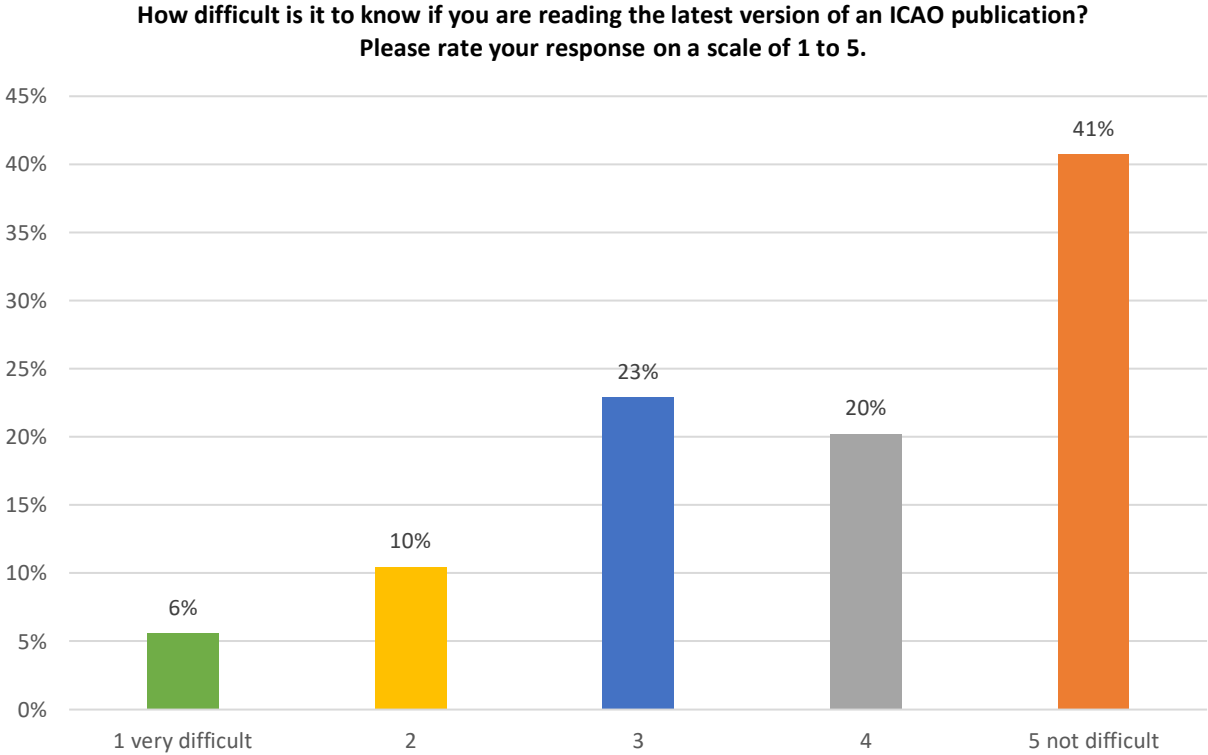
What is not made clear from this question is how users identify whether an ICAO publication they are reading is the latest version, or an older one. Currently, the reader is believed to identify the latest version by the date of an edition, which is indicated on the cover page of each ICAO publication. However, there is no certainty for the reader to confirm whether this is the latest edition or version by just reading this information.

Since it is important for ICAO-NET user to know whether they are reading the latest ICAO publication, it is recommended to implement a digital rights management feature that could provide ICAO-NET users and their relevant stakeholders' assurances that the document is the most up to date edition.

Figure 15. Example of an ICAO publication (Doc 8168 – Aircraft Operations) with edition and date details



Figure 16. Level of difficulty to read the latest version of an ICAO publication



SECTION 4 - Digital Rights Management

Digital Rights Management (DRM) tools are a set of access control technologies for managing the use of copyrighted works. This technology allows copyright owners, such as ICAO, to control the distribution, access, modification and versioning of their documents. The ICAO DRM platform (Adobe AEM Forms Rights Management) allows ICAO to protect the Organization's intellectual property through the authorized use of ICAO publications while ensuring readers are accessing the latest editions.

In order for the survey respondent to experience the functionalities of an access-controlled file, they were asked to complete the following steps:

1. *Make sure you are logged in to ICAO-NET.*
2. *Download the sample file through the following link <https://bit.ly/36pbyJq> . The sample PDF file will download in your web browser and will require the use of Adobe Reader to view it.*
3. *Insert the username "icao-net" and password "icao-net" to access the sample file.*
4. *While viewing the sample file, please interact with it as you would with any other ICAO publication.*

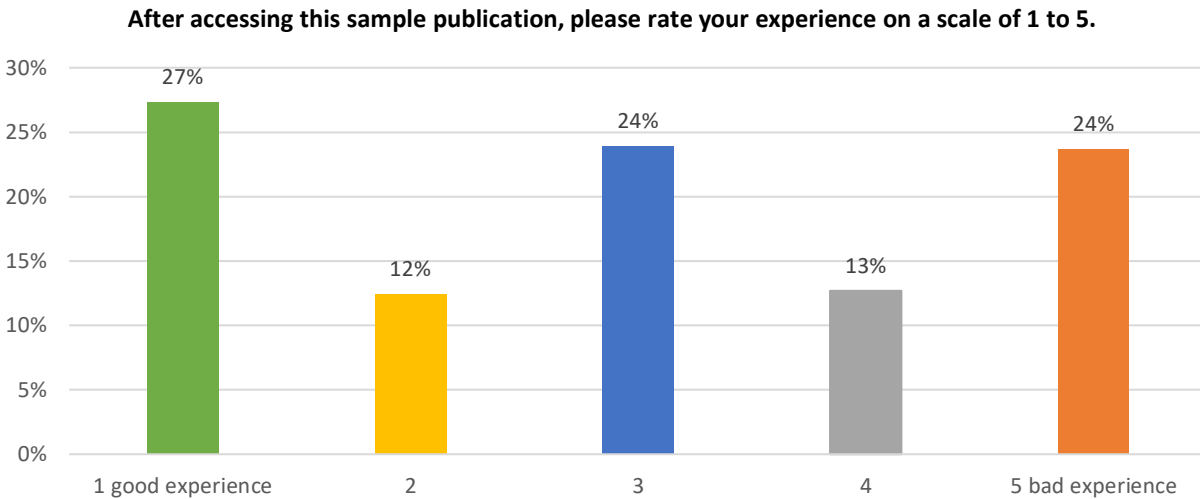
Please note that the access-controlled sample does not act as a usual ICAO publication. It requires a username and password to access it. You will also notice that printing, editing, copying and pasting any content has been restricted. After accessing this sample publication, please rate your experience on a scale of 1 to 5.

Question 16: *After accessing this sample publication, please rate your experience on a scale of 1 to 5.*

When asked about their experience accessing the sample file, a small majority of respondents (27%) indicated that they had a good experience and an additional 24% of respondents indicated they were neutral or indifferent about their experience, meaning they found it neither good nor bad. A further 24% of people indicated they had a bad experience.

The average score for the sample file experience was 2.93, which further implies that people found the experience neither good nor bad. A strong reason for the neutral result is that many users were not able to easily access the sample file, or successfully login to the sample file. In fact, access events from the DRM platform indicate that only approximately one third of respondents successfully accessed the sample document. This reveals that imposing strictly access-controlled documents to the end user would generate a large number of questions and/or issues and hence a user-friendly approach should be considered and necessary guidance and technical support provided in English which is the primary language of the ICAO-NET portal.

Figure 16. Rate of experience in accessing the sample file



Question 17: Please briefly explain this rating.

A majority of the respondents (87%) provided a brief explanation of their rating of their experience accessing the sample file.

39% of these explanations specified they had a good experience with accessing the sample file as they faced no issues, problems or difficulties with accessing the sample file. They also described the process to have been easy, straightforward and simple and indicated they had a normal access experience as with any other PDF file.

31% of the total respondents to question 17 indicated that they couldn't access the sample file. Approximately half of these responses did not specify in detail why they couldn't access the sample file, and the other half indicated they couldn't do so because the username and password did not work. A few specified they couldn't access the sample file because either didn't have Adobe Reader or didn't manage to successfully download it, although instructions for download were provided, or the URL link to download the sample file did not work.

14% of the total respondents to question 17 explained that the experience to access the sample file was confusing, and that the additional log in requirement was unnecessary. They also explained how they often need to access several ICAO publications at the same time, and if an additional login to each document were to be required, their work would become very complicated and time consuming (14%).

Other results for sample file experience:

- 11% of respondents indicated that they need to copy-paste ICAO publications for their job.
- 3% of respondents indicated they need to print ICAO documents for archiving purposes or again, for their job.

- 1% of respondents indicated that if ICAO restricts its publications on ICAO-NET, it would become impossible to read them offline on their tablet or mobile.
- Another 1% indicated directly, it would become more difficult to share documents further should ICAO publications be restricted on ICAO-NET.
- Lastly, 1% of respondents indicated they did not like the restrictions they experienced and expressed it would not be a great idea for ICAO to implement such restrictions on their publications.

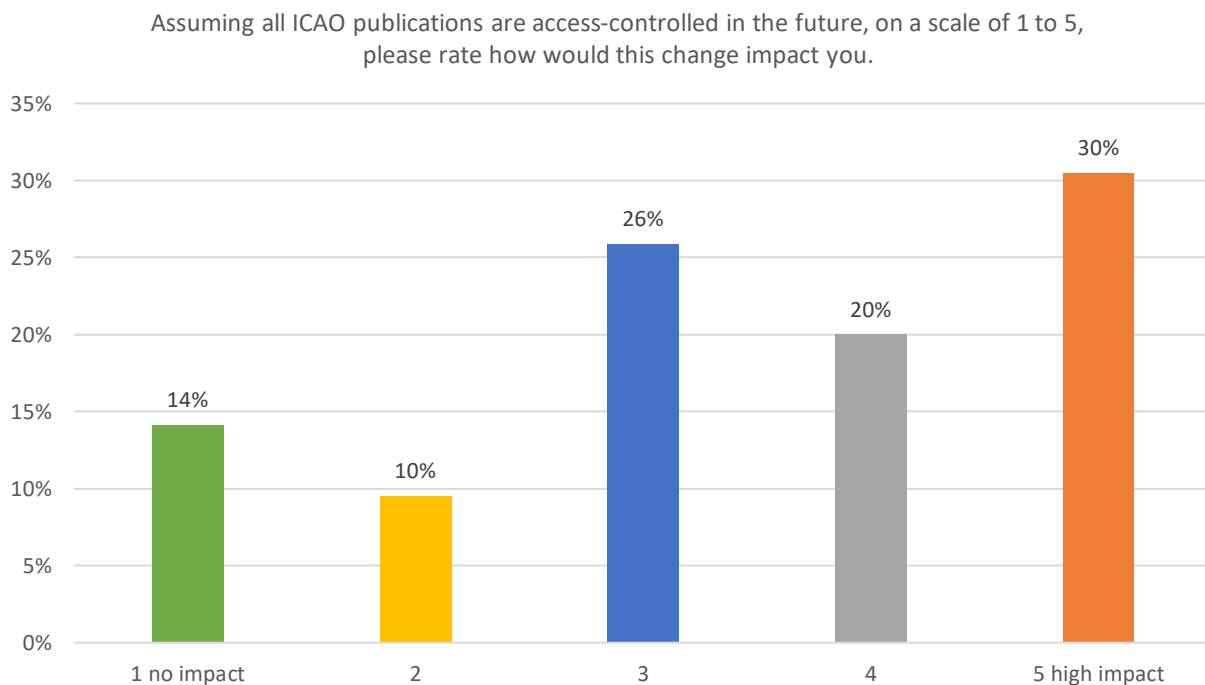
From the responses, it will be important that good technical support tools, including guidance and troubleshooting material be available to support users.

Question 18: Assuming all ICAO publications are access-controlled in the future, on a scale of 1 to 5, please rate how this change would impact you.

Assuming all ICAO publications are access-controlled in the future, 30% of respondents anticipate there would be a high impact on. 20% of respondents anticipate some impact and 26% of respondents anticipate there will be a slight impact on them.

The average score for the impact level for ICAO possibly changing its publications to be all strictly access-controlled was 3.43, which further implies that on average people will be somewhat impacted by such change.

Figure 18. Level of impact if all ICAO publications would become access-controlled in the future



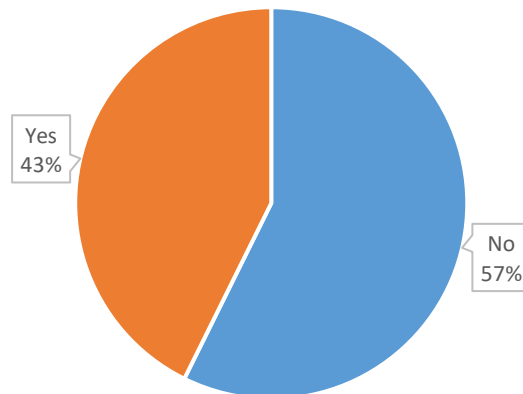
Question 19: Do you anticipate any technical issues if all ICAO publications will be access-controlled in the future?

When asked about anticipation of technical issues if all ICAO publications were to be access-controlled in the future, 57% of respondents anticipate not facing any technical issues, and 43% of respondents anticipate that there will be technical issues.

Overall, this result aligns well with the rest of the report where people indicate that approximately half of the issues faced, will be technology-related if ICAO publications were to be access-controlled in the future. The other half of the issues faced will relate to workflow processes which will become more cumbersome and slow as restricted documents will create extra steps and hurdles in their daily jobs.

Figure 20. Assumption of technical issues if all ICAO publications will be access-controlled in the future

Do you anticipate any technical issues if all ICAO publications will be access-controlled in the future?



Question 20: Briefly describe any technical problems that your State or Organization may experience when receiving access-controlled documents from ICAO.

Question 20 was available for all respondents who answered “yes” to question 19. A majority of the comments in question 20 were very similar in style to question 17 where respondents were asked to describe their sample file experience.

That said, the majority of people indicated that should they receive access-controlled documents from ICAO, their daily work would become more complicated and difficult, and they would experience a negative impact on their daily tasks, especially when the tasks involve implementing local legislation (41%). They also expressed their concern for the number of user accesses (accounts) that shall be necessary if more restrictions will be imposed as well as the frequency of logging into documents that may be required.

The second largest group of comments (36%) focused on expressing concerns over any potential IT issues that would occur from having to receive access-controlled documents from ICAO. Specific technical issues that were mentioned included issues with Adobe. Respondents were also very concerned about offline access to ICAO documents should they encounter connectivity issues, especially if they should need normal or urgent access to ICAO publications offline. Several respondents also described how hindering smooth access to ICAO publications might influence safety, security and surveillance of aviation-related matters such as legislation.

About 9% of respondents highlighted their concern for the copy-pasting and printing features, explaining that information sharing with colleagues and other stakeholders is very critical for their job

About 3% of respondents explained how they would not encounter any technical issues and found access-controlled documents practical and simple.

About 1% of respondents put forward some requirements for ICAO to consider should we restrict documents in the future. These included the following: as long as further distribution to local intranet were to be fine, access-controlled documents would be fine. They also expressed the need for training if more restrictions were to go forward and indicated that access to Member States/CAAs should always remain free.

Based on the responses, it can be concluded that implementing access controls to ICAO publications on the ICAO-NET portal will mean a significant change for users. The general feedback indicates that this can be perceived as adding barriers to previously unrestricted ICAO publications that will result in complicating the day-to-day work of stakeholders. Implementation of access controls should therefore be accompanied by a change management plan that communicates the overall reasons and value to the Organization for making such a change. It is important that ICAO Member States support this change.

Question 21: (Optional) Do you have any other feedback you would like to share with us regarding ICAO-NET?

Although optional, question 21 received 72 open feedback comments that were very similar to questions 17 and 20 (18% of total survey responses).

Almost one fifth of the respondents (24%) indicated how the current state of ICAO-NET is excellent as-is and that it's a great daily tool and platform that the respondents use in their work.

About 22% of respondents expressed that they would not be happy with any restrictions on ICAO-NET, as it would be considered a set-back in their daily work. The majority of these would be unhappy users in such case also suggested several conditions they would like to be considered should ICAO impose restrictions on its publications available on ICAO-NET. Some examples of such conditions were: allowing copy-pasting, not requiring several logins, and allowing free access while the PDF is open, but restricting all access when the PDF is closed by the prime user who accesses ICAO-NET.

About 18% of the respondents commented that ICAO-NET as a whole shall be improved as it is considered old fashioned. More specifically, respondents indicated that the platform would benefit from a revamp to make the website more user-friendly and intuitive.

Approximately 14% of users indicated that they would like to have all ICAO publications available with unrestricted access, (including the 5 bestsellers that are not currently available on ICAO-NET). They also further specified that Member States/CAAs and people involved in the ICAO panels should always be granted free access to all ICAO publications.

About 10% of respondents pointed out that they would like to have more information when ICAO publications are updated. They would like to see versioning details, and know in more detail which page numbers or sections have been updated within one publication.

Based on this feedback, it can be further concluded that implementing access controls for ICAO publications on the ICAO-NET portal will mean a significant change for users. A large number of them want to see certain conditions being considered and/or be part of the change management process in order to improve the ICAO-NET portal. ICAO publications are critical resources for the users in their daily jobs and, for many of them, restrictions create significant hurdles in their State level assignments.

Question 22: (Optional) Please provide your name and title for tabulation purposes and further communication, if needed.

In total 133 people (32%) shared their name and title with ICAO for further tabulations purposes and further communication.

Question 23: (Optional) Please provide your business email for tabulation purposes and further communication, if needed.

In total 223 respondents (54%) shared their email address with ICAO for further tabulations purposes and further communication.

APPENDIX

Appendix 1. List of Respondent States to the Survey

Table 1. Member States with number of respondents

Member States with number of respondents					
Albania	1	Germany	1	Paraguay	1
Angola	3	Ghana	1	Peru	2
Argentina	2	Guinea	1	Philippines	8
Armenia	1	Guyana	1	Poland	1
Australia	14	Iceland	7	Portugal	1
Austria	10	Indonesia	2	Qatar	1
Bahrain	1	Iraq	1	Republic of Korea	1
Belarus	1	Ireland	1	Republic of Moldova	1
Belgium	1	Italy	2	Romania	2
Belize	1	Jordan	1	Rwanda	1
Bosnia and Herzegovina	1	Kazakhstan	1	San Marino	1
Brazil	5	Kenya	2	Saudi Arabia	2
Burkina Faso	1	Kuwait	3	Senegal	2
Burundi	1	Kyrgyzstan	1	Serbia	3
Cabo Verde	2	Lao People's Democratic Republic	2	Sierra Leone	1
Canada	3	Latvia	1	Singapore	1
Chad	3	Libya	1	Slovenia	11
Chile	19	Mali	1	Spain	1
China	3	Mauritius	10	Sweden	1
Colombia	80	Mexico	3	Thailand	16
Congo	2	Mongolia	1	Togo	1
Costa Rica	3	Namibia	8	Tunisia	1
Côte d'Ivoire	1	Nepal	1	Turkey	23
Cuba	3	Netherlands	29	Turkmenistan	1
Cyprus	1	New Zealand	5	Ukraine	2
Denmark	15	Nicaragua	2	United Arab Emirates	1
Dominican Republic	5	Niger	1	United Kingdom	2
El Salvador	1	Nigeria	1	United Republic of Tanzania	1
Equatorial Guinea	1	North Macedonia	1	United States	2
Eswatini	5	Oman	5	Uruguay	1
Finland	1	Pakistan	1	Uzbekistan	1
France	1	Panama	1	Venezuela (Bolivarian Republic of)	2
Georgia	4	Papua New Guinea	1	Yemen	1
Total					393

Table 2. Cooperating International Organizations with number of respondents

Cooperating International Organizations with number of respondents	
Eurocontrol	3
The International Air Transport Association (IATA)	2
International Federation of Air Traffic Controllers' Associations (IFATCA)	1
European Union Aviation Safety Agency (EASA)	1
European Commission (EU)	1
World Meteorological Organization (WMO)	1
Royal Aeronautical Society (RAeS)	1
Sistema Regional de Cooperación para la Vigilancia de la Seguridad Operacional (SRVSOP)	1
Total	11

Table 3. "Other" with number of respondents

"Other" with number of respondents	
ICAO (staff)	3
I am in Australia but I don't represent Australia	1
Bermuda	2
Total	6