

Safety Analysis Workshop

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SSP Coordination Meeting – Lima, Peru

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Safety Intelligence Objectives

- Create **actionable information** for use by decision makers in defining **aviation safety strategies**
- Identify targeted **areas of current and emerging risk** and develop specific alternatives to be considered for effective mitigation



Safety Self-assessment

- Who am I?
- What are my problems?
- What are my priorities?
- Who can help me?



Safety Intelligence Frameworks



<http://www.icao.int/safety/istars>

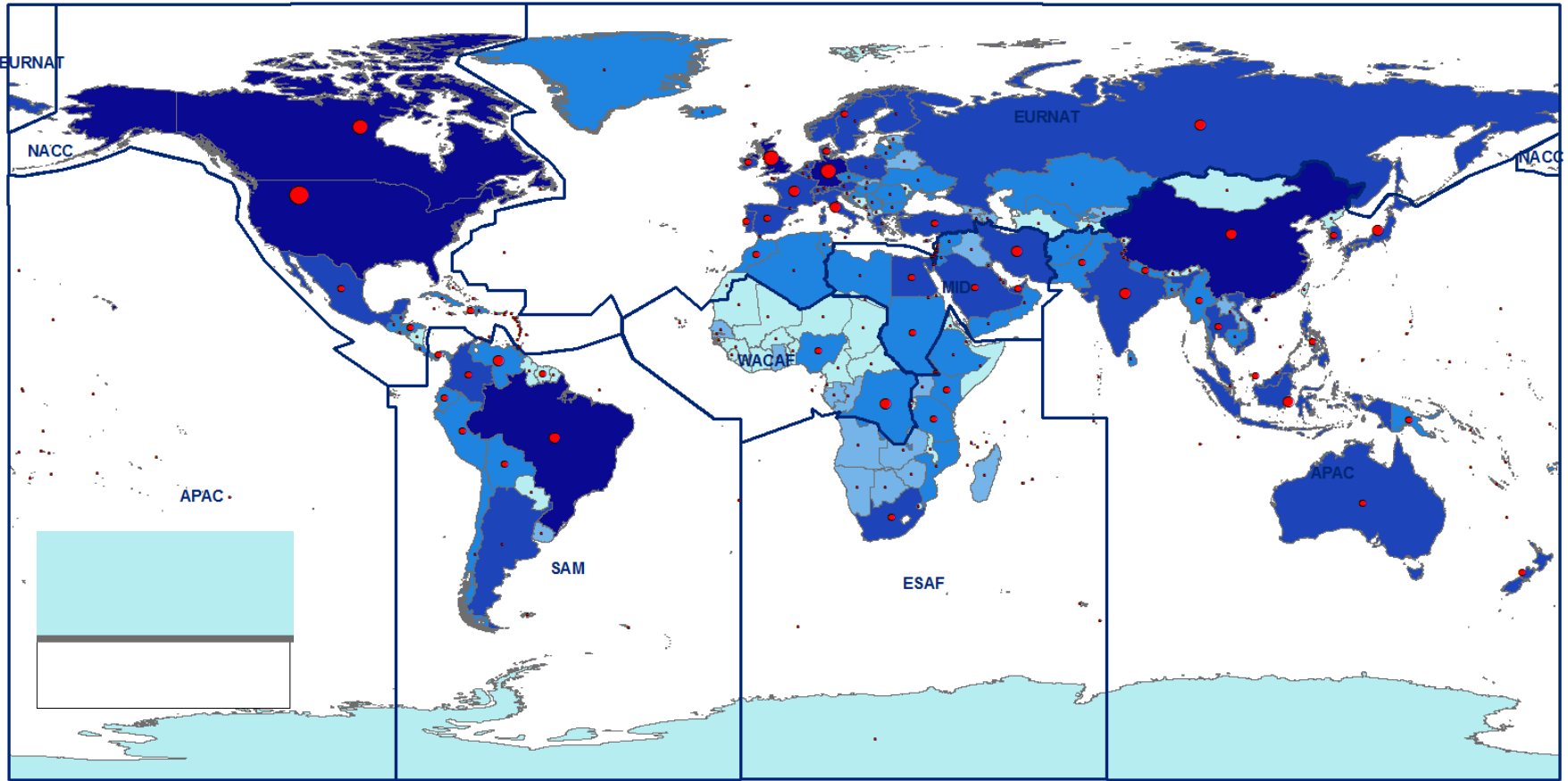
- Accident, traffic, fleet and USOAP Audit Data
- Integrated safety analysis results



<http://gis.icao.int>

- Georeferenced Data visualization maps
- Routes, traffic and airspace maps

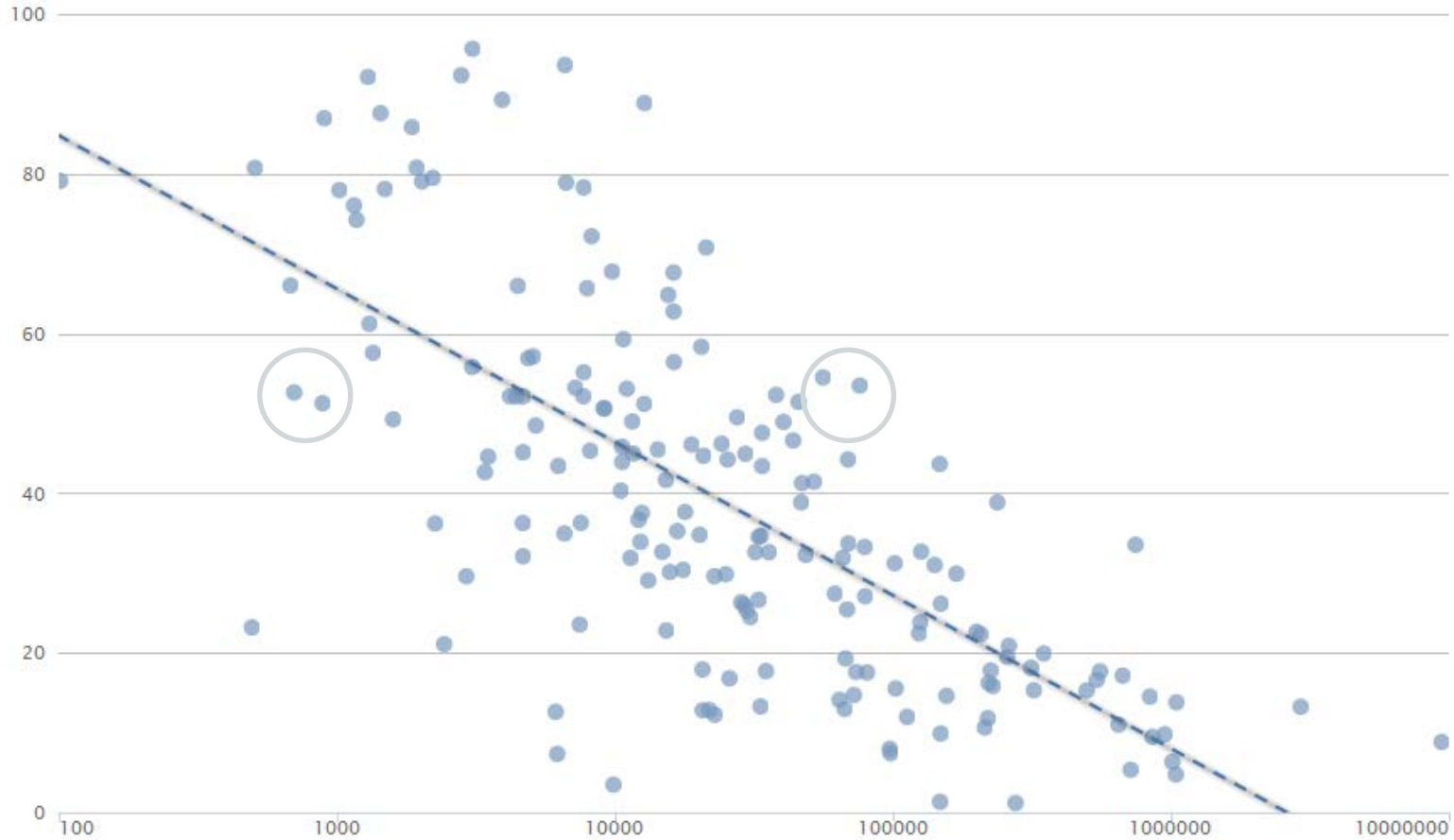
Departure analysis





Risk analysis

Level of implementation of Defenses



Exposure

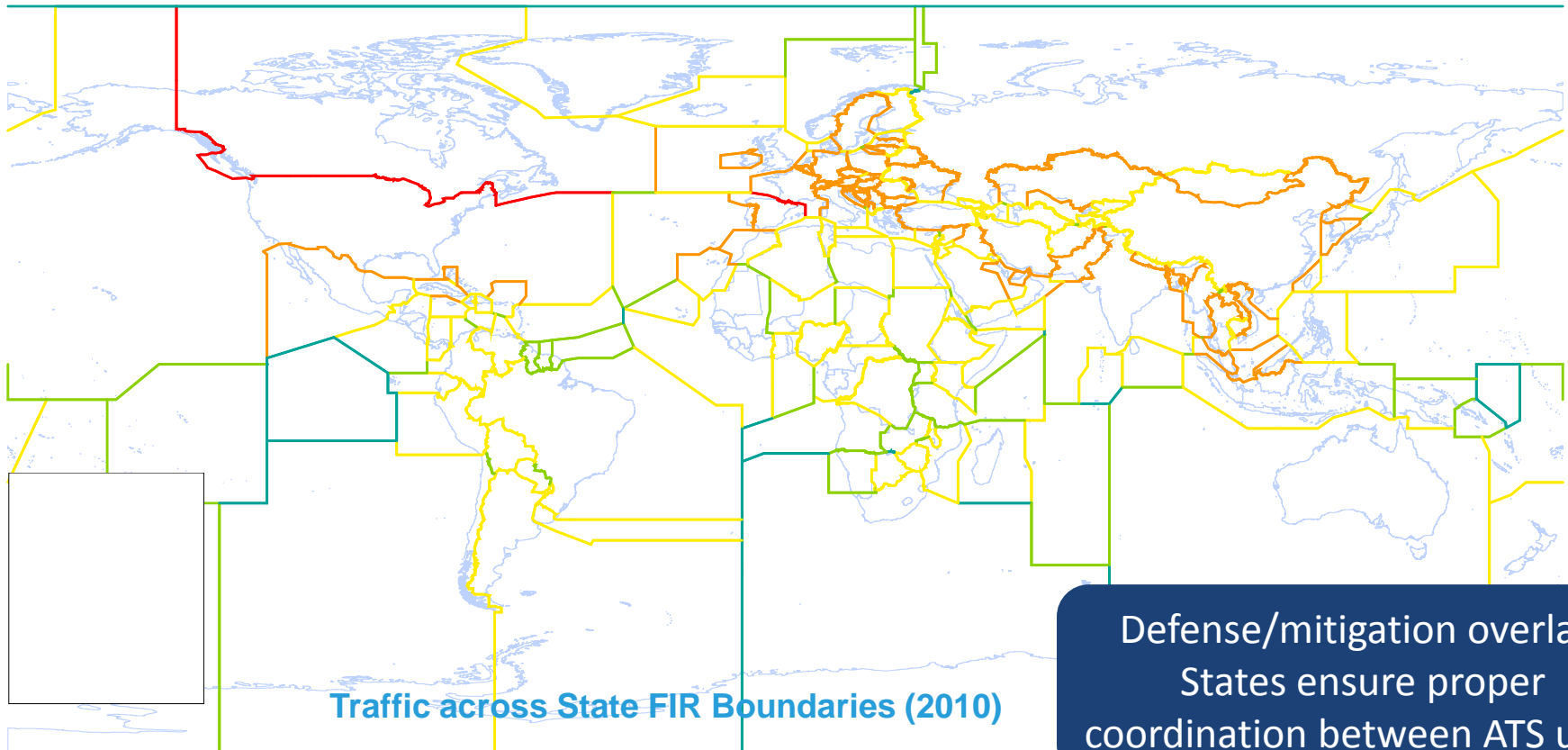


Evaluating Risk

Handover and coordination between States

Hazard=Flights

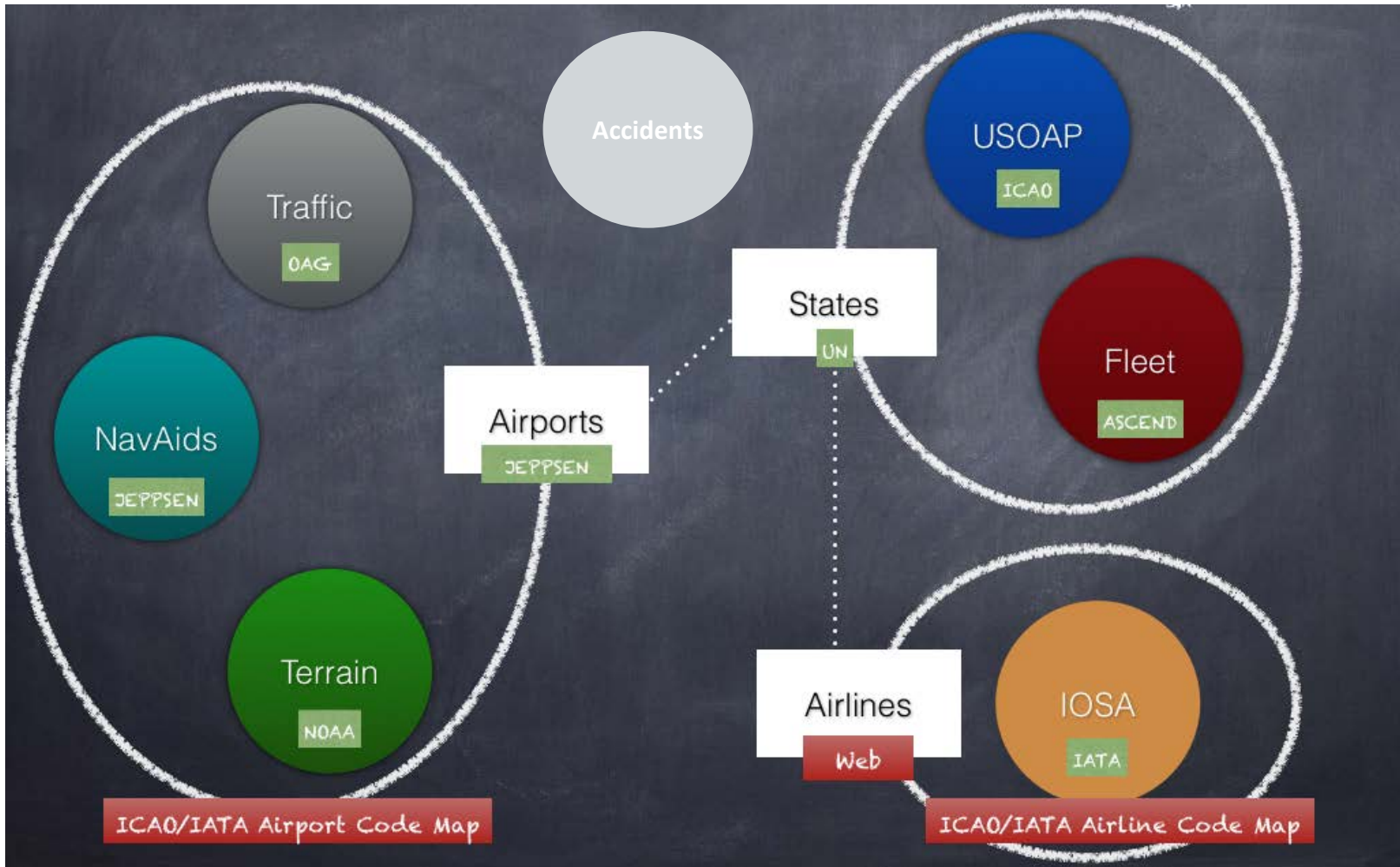
Areal Unit =State Airspace Boundaries



Traffic across State FIR Boundaries (2010)

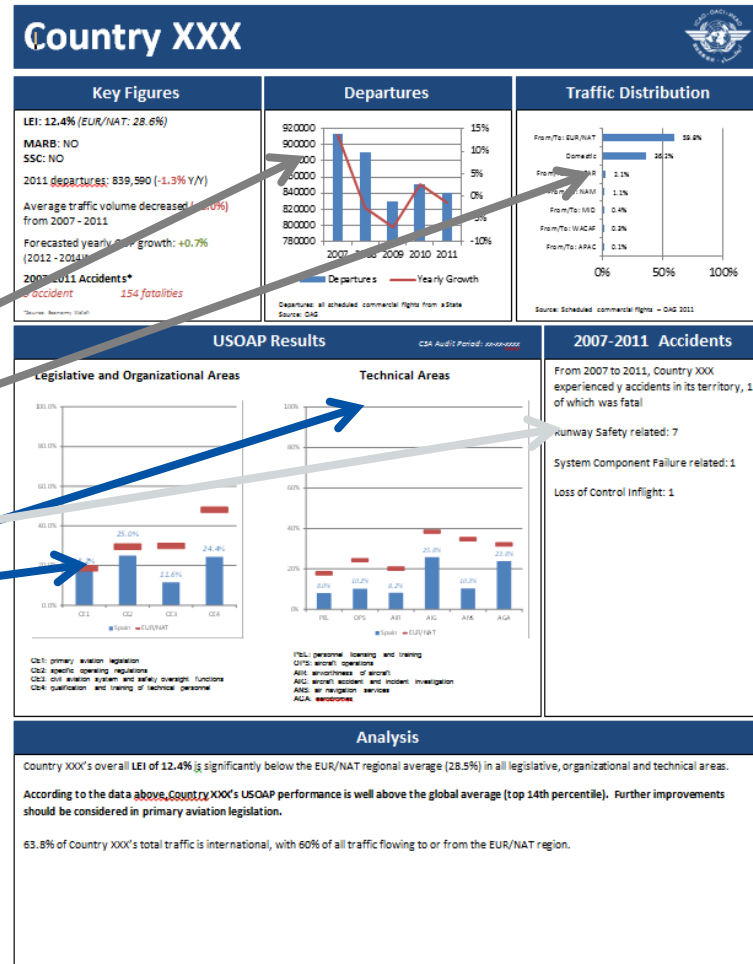
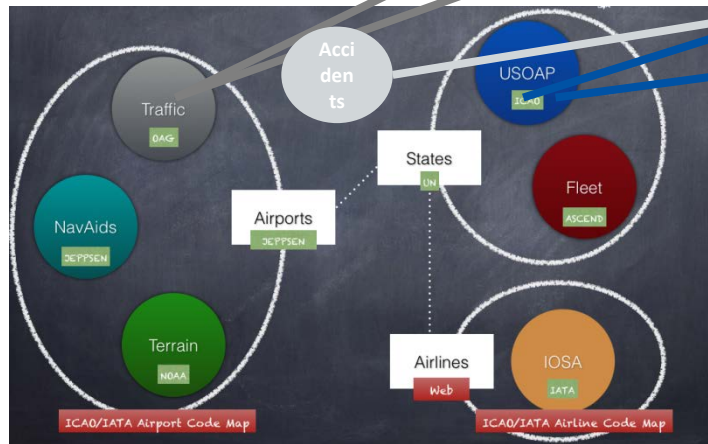
Defense/mitigation overlay:
States ensure proper
coordination between ATS units

iSTARS Data



Risk Profiling

- Identify Key Indicators
- Define charts
- Build a message



SPACE 2

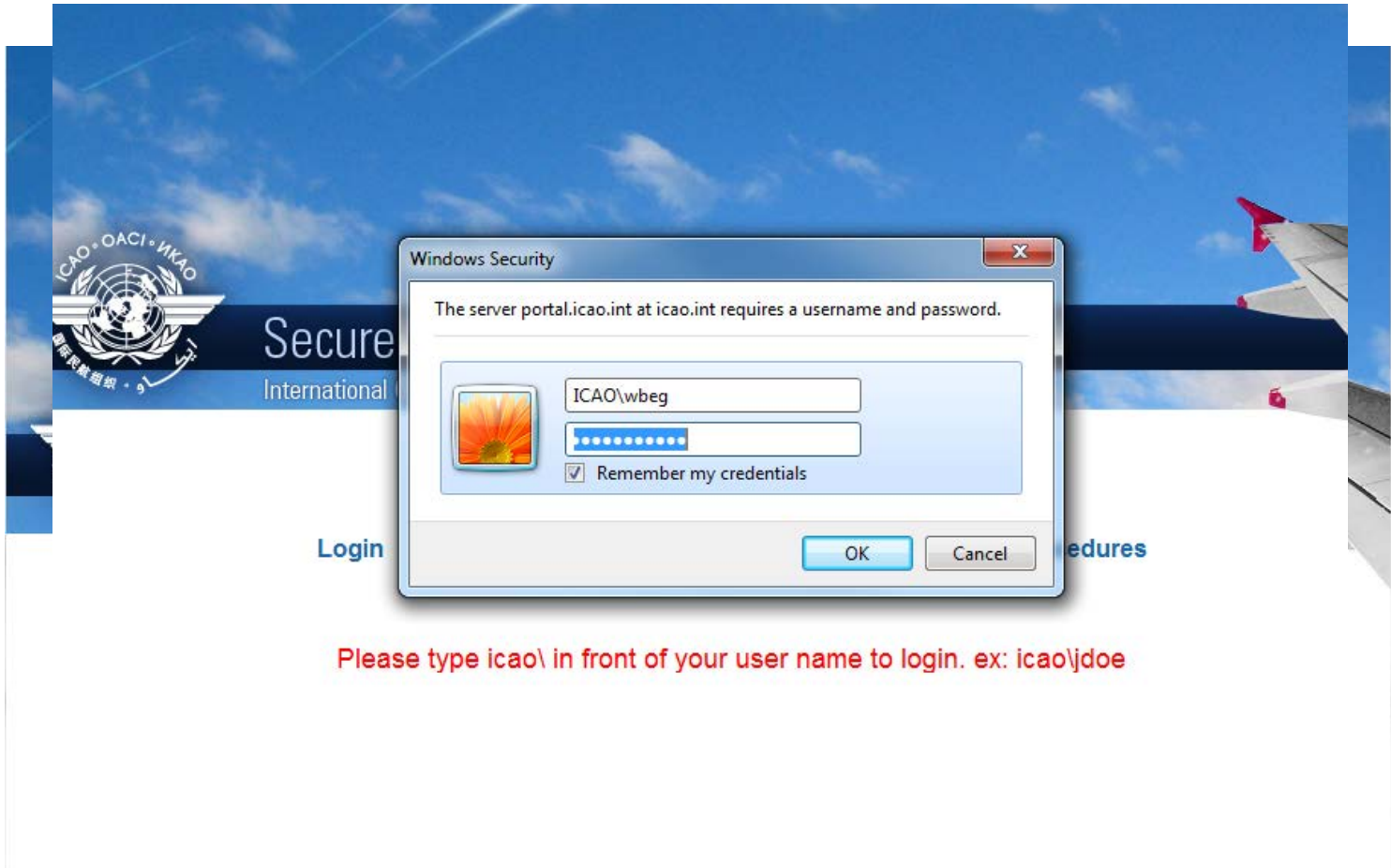


Objective

The objective of this module is to provide an overview of the SPACE 2 – iSTARS to and its functionalities.

Access through portal site

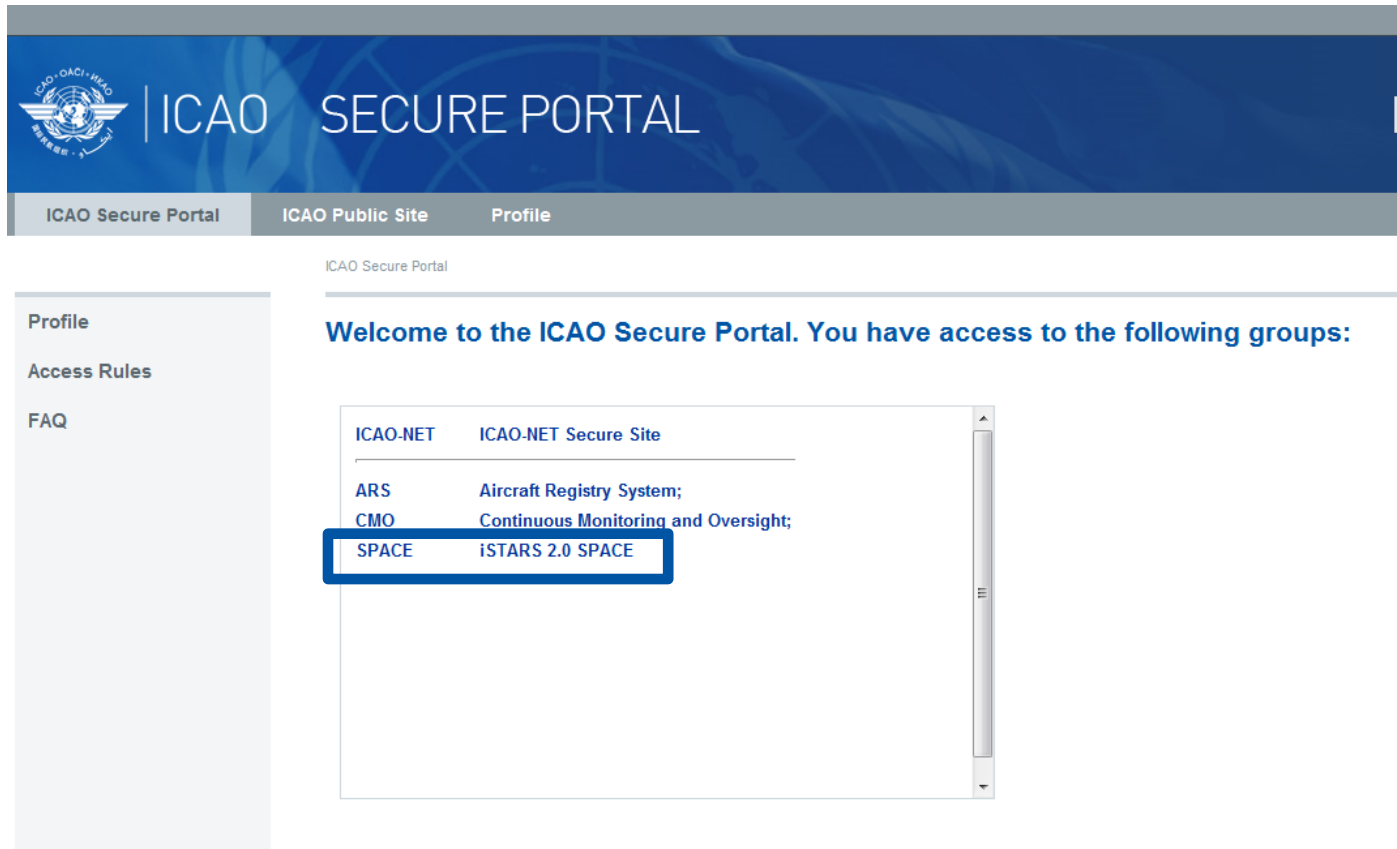
<http://portal.icao.int>



Please type icao\ in front of your user name to login. ex: icao\jdoe

Access through portal site

<http://portal.icao.int>



The screenshot shows the ICAO Secure Portal interface. At the top, there is a blue header with the ICAO logo and the text "ICAO SECURE PORTAL". Below the header is a navigation bar with three tabs: "ICAO Secure Portal", "ICAO Public Site", and "Profile". The "ICAO Secure Portal" tab is selected. The main content area displays the text "Welcome to the ICAO Secure Portal. You have access to the following groups:" followed by a list of groups. The groups listed are: "ICAO-NET" (ICAQ-NET Secure Site), "ARS" (Aircraft Registry System), "CMO" (Continuous Monitoring and Oversight), and "SPACE" (iSTARS 2.0 SPACE). The "SPACE" group is highlighted with a blue box. On the left side, there is a sidebar with links for "Profile", "Access Rules", and "FAQ".

ICAQ SECURE PORTAL

ICAO Secure Portal ICAQ Public Site Profile

ICAQ Secure Portal

Profile
Access Rules
FAQ

Welcome to the ICAQ Secure Portal. You have access to the following groups:

ICAQ-NET	ICAQ-NET Secure Site
ARS	Aircraft Registry System;
CMO	Continuous Monitoring and Oversight;
SPACE	iSTARS 2.0 SPACE



ICAO

SAFETY

SPACE iSTARS 2.0



SPACE

iSTARS 2.0



MY APPS

CATALOGUE

GROUP MANAGER

NEWS

SUPPORT

CONTACT US

PROFILE

Latest News

17
DEC

MAP Builder released

[Read +](#)

20
SEP

iSTARS 2.0 SPACE (beta) is ready

[Read +](#)

27
JUN

Airport traffic app enhanced

[Read +](#)

Welcome to iSTARS 2.0 SPACE

You and 1 other user are currently online

Hello, Wajahat! Welcome to our new website. You have installed 11 apps.

SPACE is the new version of iSTARS. The Catalogue contains all previous iSTARS apps plus some brand new ones. Apps in our new version allow more granular user access and are much faster as they are connected to our cloud based Safety Intelligence Engine (SIE).

Keep in mind that SPACE is still new, so please contact us if you experience any problems.

[Go to Catalogue...](#)

Most Installed Apps

Total Apps installed: 4102 (+10 per day)



USOAP Charts (295)



ICAO DOCs (325)



ADREP (237)

[Go to my Apps >](#)

New App Idea

Viewing safety information online is very convenient. However, it may be useful also to have that information in a consolidated PDF report, to print, share via email or attach to a paper. We propose to **add a Print2PDF feature to all apps.**

100 users want this!

[I want!](#)

Latest Applications

[View full catalogue >](#)



MAP Builder



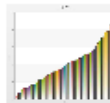
Airport Punctuality



Connections



Airports



USOAP Charts



ADREP

Contact Us

You have a request to make or a comment regarding our website or one of our application?

Please don't hesitate to contact us and share your vision and ideas with us.

[Contact Us!](#)

SPACE iSTARS 2.0



MY APPS

Allows you to access applications selected by you personally in your platform

List of all applications selected by you

My Applications [Help](#)

Desk 1



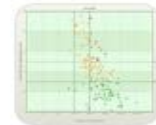
Fleet Info



ADREP



Airports



LEI by Traffic



USOAP Charts



USOAP DataTables



Safety Audit Information



PQ Tester



Safety DNA



USOAP Info



Activity Manager

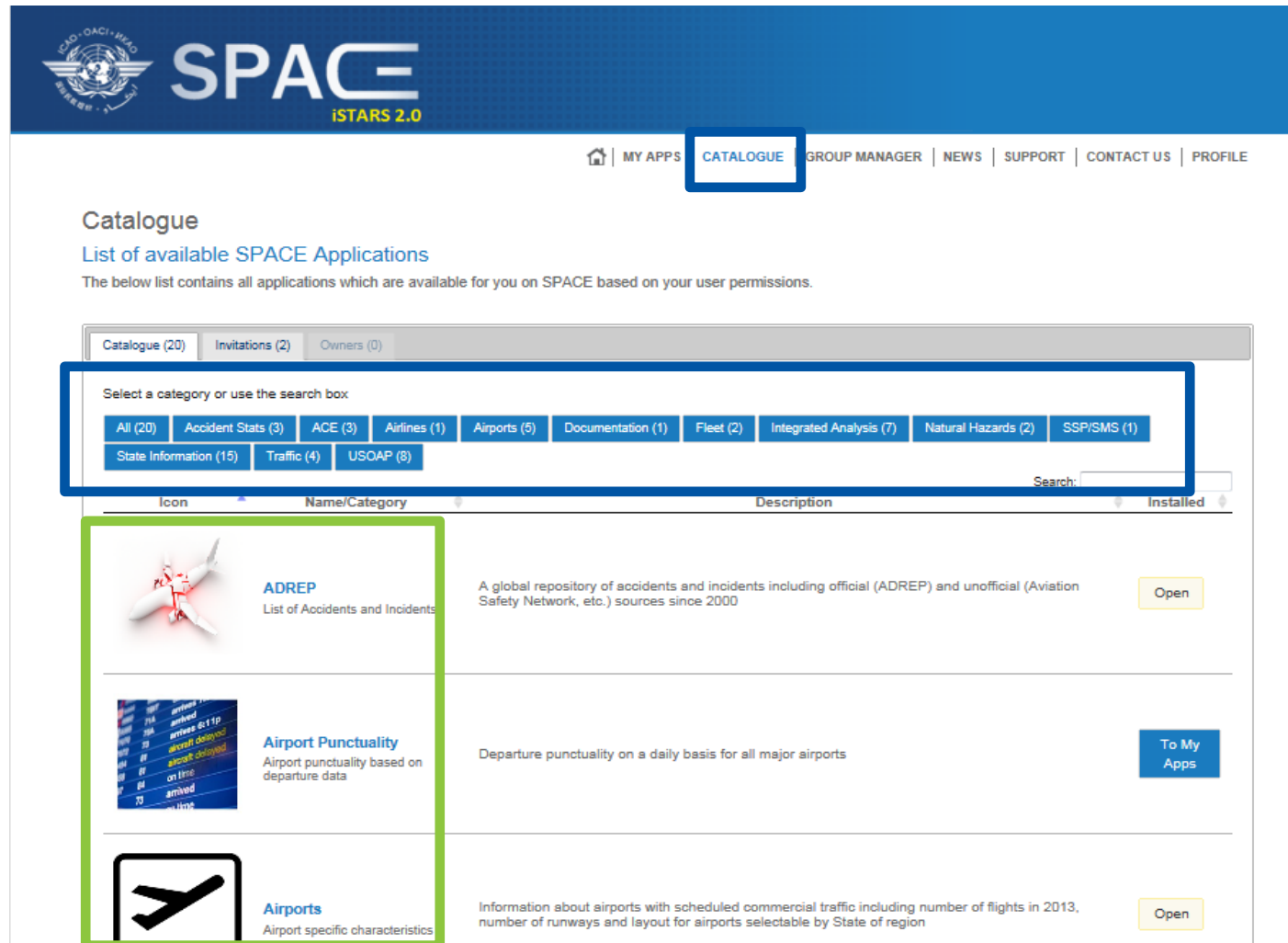
SPACE iSTARS 2.0

CATALOGUE

Allows you to access all applications available to you by various categories

All categories available to you




All applications available under each category



The screenshot shows the 'Catalogue' page of the SPACE iSTARS 2.0 application. The page header includes the ICAO logo and the text 'SPACE iSTARS 2.0'. A navigation menu at the top right contains links for 'MY APPS', 'CATALOGUE' (highlighted with a blue box), 'GROUP MANAGER', 'NEWS', 'SUPPORT', 'CONTACT US', and 'PROFILE'. Below the header, the 'Catalogue' section is titled 'List of available SPACE Applications' and includes a note: 'The below list contains all applications which are available for you on SPACE based on your user permissions.'

A filter bar at the top of the application list shows 'Catalogue (20)', 'Invitations (2)', and 'Owners (0)'. Below this, a search box is followed by a row of category buttons: 'All (20)', 'Accident Stats (3)', 'ACE (3)', 'Airlines (1)', 'Airports (5)', 'Documentation (1)', 'Fleet (2)', 'Integrated Analysis (7)', 'Natural Hazards (2)', and 'SSP/SMS (1)'. A second row of buttons includes 'State Information (15)', 'Traffic (4)', and 'USOAP (8)'. A search input field is located to the right of these buttons.

The application list is presented in a table with columns for 'Icon', 'Name/Category', 'Description', and 'Installed'. Three applications are visible:

Icon	Name/Category	Description	Installed
	ADREP List of Accidents and Incidents	A global repository of accidents and incidents including official (ADREP) and unofficial (Aviation Safety Network, etc.) sources since 2000	Open
	Airport Punctuality Airport punctuality based on departure data	Departure punctuality on a daily basis for all major airports	To My Apps
	Airports Airport specific characteristics	Information about airports with scheduled commercial traffic including number of flights in 2013, number of runways and layout for airports selectable by State of region	Open

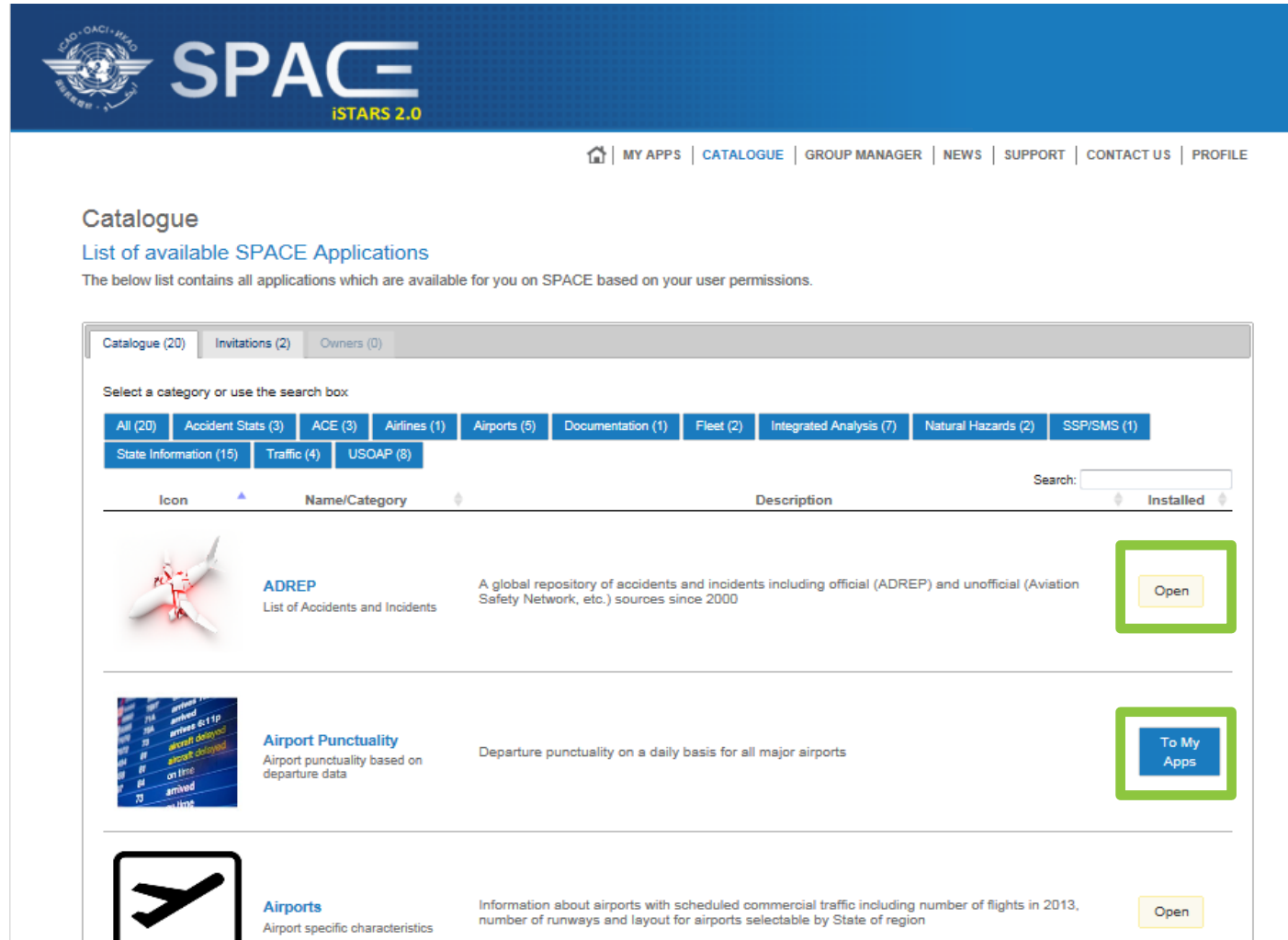
SPACE iSTARS 2.0

To my Apps

You must select this option if you would like to include the application as part of your personal platform (**MY APPS**)

Open

This appears if the application is already part of your personal platform (**MY APPS**)



ICAO SAFETY

SPACE iSTARS 2.0

[MY APPS](#) | [CATALOGUE](#) | [GROUP MANAGER](#) | [NEWS](#) | [SUPPORT](#) | [CONTACT US](#) | [PROFILE](#)

Catalogue

List of available SPACE Applications




The below list contains all applications which are available for you on SPACE based on your user permissions.

Catalogue (20) | Invitations (2) | Owners (0)

Select a category or use the search box

[All \(20\)](#) | [Accident Stats \(3\)](#) | [ACE \(3\)](#) | [Airlines \(1\)](#) | [Airports \(5\)](#) | [Documentation \(1\)](#) | [Fleet \(2\)](#) | [Integrated Analysis \(7\)](#) | [Natural Hazards \(2\)](#) | [SSP/SMS \(1\)](#)
[State Information \(15\)](#) | [Traffic \(4\)](#) | [USOAP \(8\)](#)

Search:

Icon	Name/Category	Description	Installed
	ADREP List of Accidents and Incidents	A global repository of accidents and incidents including official (ADREP) and unofficial (Aviation Safety Network, etc.) sources since 2000	Open
	Airport Punctuality Airport punctuality based on departure data	Departure punctuality on a daily basis for all major airports	To My Apps
	Airports Airport specific characteristics	Information about airports with scheduled commercial traffic including number of flights in 2013, number of runways and layout for airports selectable by State of region	Open

SPACE iSTARS 2.0

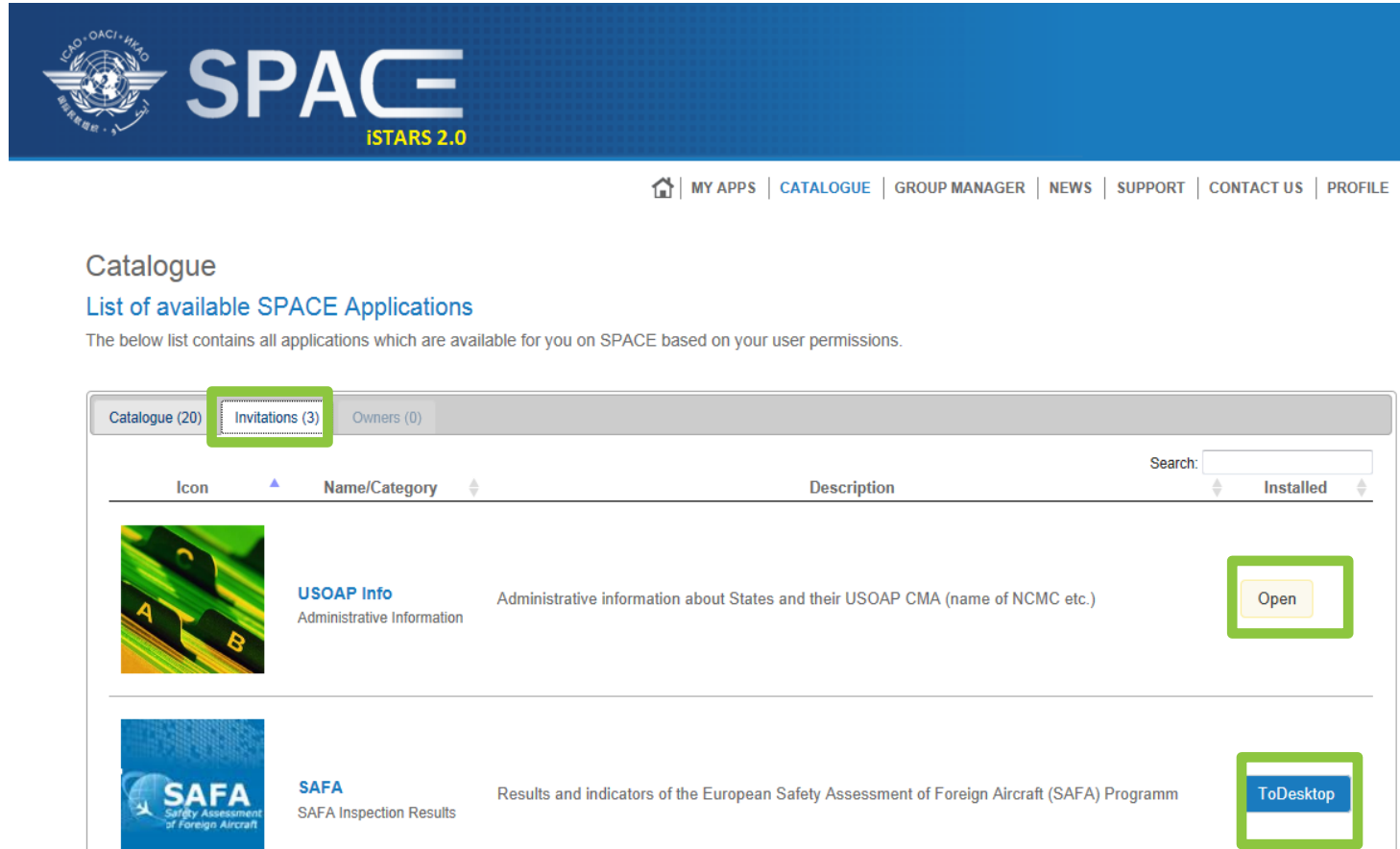
Invitations

Allows you to access applications by permission.

To Desktop

This appears if the application is not yet part of your personal platform (**MY APPS**). Click on it to include in you desktop/platform **Open**

This appears if the application is already part of your personal platform (**MY APPS**)





SPACE iSTARS 2.0

Home | MY APPS | CATALOGUE | GROUP MANAGER | NEWS | SUPPORT | CONTACT US | PROFILE

Catalogue

List of available SPACE Applications

The below list contains all applications which are available for you on SPACE based on your user permissions.

Icon	Name/Category	Description	Installed
	USOAP Info Administrative Information	Administrative information about States and their USOAP CMA (name of NCMC etc.)	Open
	SAFA SAFA Inspection Results	Results and indicators of the European Safety Assessment of Foreign Aircraft (SAFA) Programm	ToDesktop

SPACE iSTARS 2.0

EXAMPLE 1

Here's how the My Applications tab is used.

LEI by Traffic

Let's see this application in depth

The screenshot displays the 'My Applications' dashboard within the SPACE iSTARS 2.0 interface. The dashboard is organized into a grid of application tiles. The 'LEI by Traffic' application is highlighted with a green border. The dashboard also includes a navigation menu at the top and a 'Desk 1' label.

Navigation Menu: MY APPS | CATALOGUE | GROUP MANAGER | NEWS | SUPPORT | CONTACT US | PROFILE

My Applications [Help](#)

Desk 1

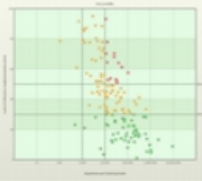
Application Name	Icon Description
Fleet Info	Hand holding a tablet with an airplane icon
ADREP	Red and white crash report icon
Airports	Black and white airport terminal icon
LEI by Traffic	Map with flight paths and a green border
USOAP Charts	Bar chart icon
USOAP DataTables	Blue circle with a percentage sign
Safety Audit Information	Scales of justice with question marks
PQ Tester	Blue globe with wings
Safety DNA	Yellow and blue DNA double helix
USOAP Info	Green and yellow keyboard keys labeled A and B
Activity Manager	Red and white puzzle pieces
SAFA	Blue square with 'SAFA' text and a globe

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SPACE iSTARS 2.0

LEI by Traffic

Measured as the LEI for individual States by their number of schedule departures
 Allows you to see the regional/global trend.



Choose your predictor(s)
 Choose between one of the predicting indicators below.

LEI by Traffic

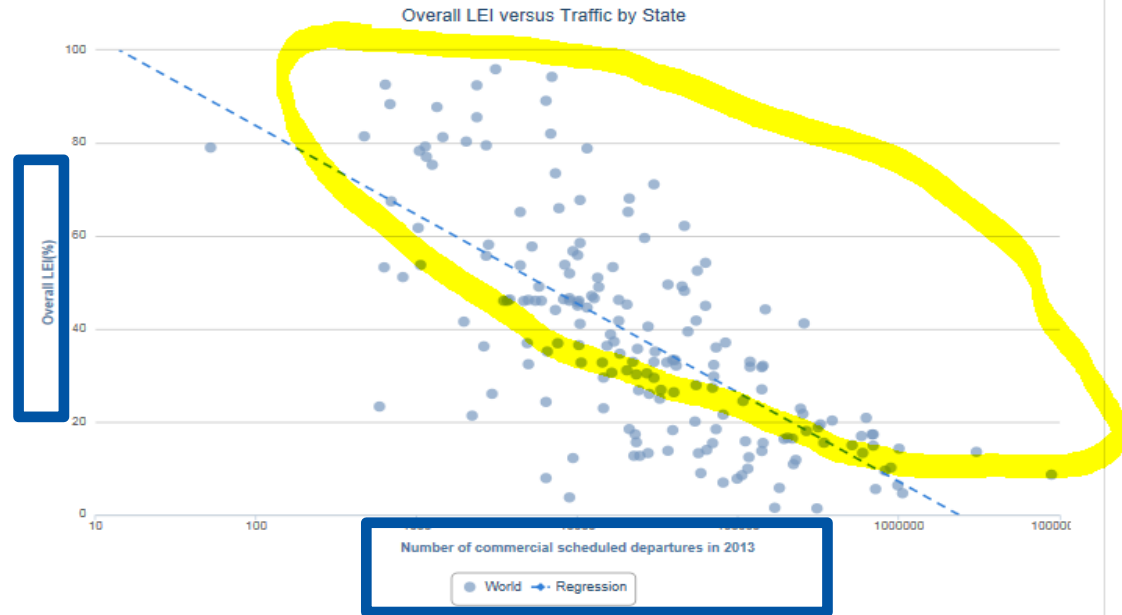
Safety risk analysis

The below chart shows USOAP LEI versus commercial scheduled departures in 2013 per State for a defined group of States.

You can select a group of States from the drop-down menu. If a specific group of States does not exist, you can create that group through the "Manage my groups" section on the left. you can also view the composition of a selected group.

The LEI values may differ slightly from those published in the USOAP audit reports that were published from the period 2006 to 2010 due to changes in the LEI calculation algorithm as well as changes in the protocol question grouping structure performed since the State's audit.

Show State Names:
[View group composition](#)



Above the trend line (highlighted) are usually States of concern for ICAO as they represent States with LEI higher than the trend. This is used as one of the factors for prioritization of USOAP activities in the regions

SPACE iSTARS 2.0

Graph generation

Can be done for the world or various predetermined regions and sub regions/categories

State names can also be identified by ticking in the box.

LEI by Traffic

Safety risk analysis

The below chart shows USOAP LEI versus commercial scheduled departures in 2013 per State for a defined group of States.

You can select a group of States from the drop-down menu. If a specific group of States does not exist, you can create that group through the "Manage my groups" section on the left. you can also view the composition of a selected group.

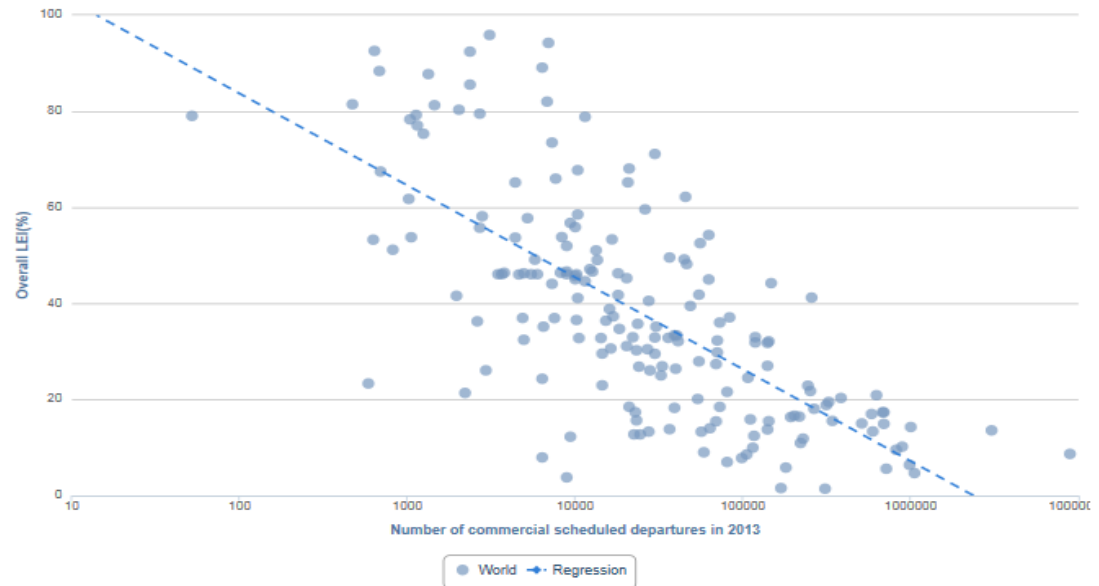
The LEI values may differ slightly from those published in the USOAP audit reports that were published from the period 2006 to 2010 due to changes in the LEI calculation algorithm as well as changes in the protocol question grouping structure performed since the State's audit.

World
 ▼

Show State Names

[View group composition](#)

Overall LEI versus Traffic by State



SPACE iSTARS 2.0

EXAMPLE 2

Here's how the My Applications tab is used.

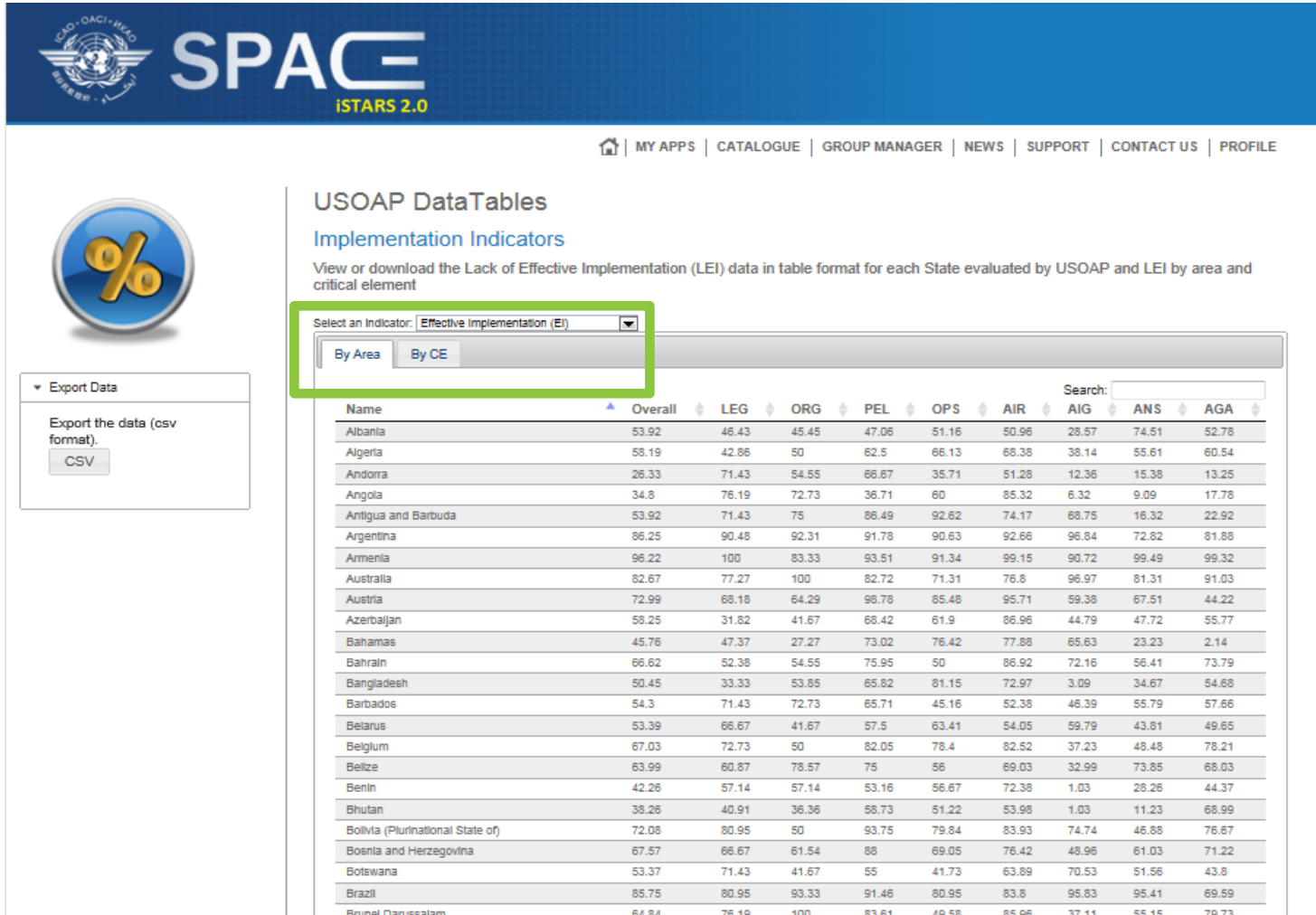
USOAP Data tables

This is another application very useful for States to measure their performances versus other States

The screenshot shows the 'My Applications' dashboard in the SPACE iSTARS 2.0 system. The dashboard features a grid of application icons. The 'USOAP Data Tables' icon, which depicts a blue circle with a white percentage sign, is highlighted with a green border. Other visible icons include 'Fleet Info', 'ADREP', 'Airports', 'LEI by Traffic', 'USOAP Charts', 'Safety Audit Information', 'PQ Tester', 'Safety DNA', 'USOAP Info', 'Activity Manager', and 'SAFA'. The top navigation bar includes links for 'MY APPS', 'CATALOGUE', 'GROUP MANAGER', 'NEWS', 'SUPPORT', 'CONTACT US', and 'PROFILE'. The 'My Applications' title is accompanied by a 'Help' link. A 'Desk 1' indicator is also present.

SPACE iSTARS 2.0

USOAP Data Tables
 Allows States to
 measure their
 effective
 implementation (EI)
 or lack of effective
 implementation
 (LEI) by audit areas
 or by Critical
 Elements



The screenshot shows the SPACE iSTARS 2.0 web application interface. At the top, there is a navigation bar with links for MY APPS, CATALOGUE, GROUP MANAGER, NEWS, SUPPORT, CONTACT US, and PROFILE. The main content area is titled "USOAP Data Tables" and "Implementation Indicators". Below this, there is a description: "View or download the Lack of Effective Implementation (LEI) data in table format for each State evaluated by USOAP and LEI by area and critical element".

On the left side, there is a circular icon with a percentage sign and a button labeled "Export Data". Below the icon, there is a text box that says "Export the data (csv format)." and a "CSV" button.

The main data area features a table with the following columns: Name, Overall, LEG, ORG, PEL, OPS, AIR, AIG, ANS, and AGA. The table lists various countries and their corresponding scores for each category. A search bar is located at the top right of the table area.

At the top of the table area, there is a dropdown menu labeled "Select an Indicator:" with "Effective Implementation (EI)" selected. Below this, there are two radio buttons: "By Area" and "By CE".

Name	Overall	LEG	ORG	PEL	OPS	AIR	AIG	ANS	AGA
Albania	53.92	46.43	45.45	47.06	51.16	50.96	28.57	74.51	52.78
Algeria	58.19	42.86	50	62.5	66.13	68.38	38.14	55.61	60.54
Andorra	26.33	71.43	54.55	66.67	35.71	51.28	12.36	15.38	13.25
Angola	34.8	76.19	72.73	36.71	60	85.32	6.32	9.09	17.78
Antigua and Barbuda	53.92	71.43	75	86.49	92.62	74.17	68.75	16.32	22.92
Argentina	86.25	90.48	92.31	91.78	90.63	92.66	96.84	72.82	81.88
Armenia	96.22	100	83.33	93.51	91.34	99.15	90.72	99.49	99.32
Australia	82.67	77.27	100	82.72	71.31	76.8	96.97	81.31	91.03
Austria	72.99	68.18	64.29	98.78	85.46	95.71	59.38	67.51	44.22
Azerbaijan	58.25	31.82	41.67	68.42	61.9	86.96	44.79	47.72	55.77
Bahamas	45.76	47.37	27.27	73.02	76.42	77.88	65.63	23.23	2.14
Bahrain	66.62	52.38	54.55	75.95	50	86.92	72.16	56.41	73.79
Bangladesh	50.45	33.33	53.85	65.82	81.15	72.97	3.09	34.67	54.68
Barbados	54.3	71.43	72.73	65.71	45.16	52.38	46.39	55.79	57.66
Belarus	53.39	66.67	41.67	57.5	63.41	54.05	59.79	43.81	49.65
Belgium	67.03	72.73	50	82.05	78.4	82.52	37.23	48.48	78.21
Belize	63.99	60.87	78.57	75	56	69.03	32.99	73.85	68.03
Benin	42.26	57.14	57.14	53.16	56.67	72.38	1.03	28.26	44.37
Bhutan	38.26	40.91	36.36	58.73	51.22	53.98	1.03	11.23	68.99
Bolivia (Plurinational State of)	72.08	80.95	50	93.75	79.84	83.93	74.74	46.88	76.67
Bosnia and Herzegovina	67.57	66.67	61.54	88	69.05	76.42	48.96	61.03	71.22
Botswana	53.37	71.43	41.67	55	41.73	63.89	70.53	51.56	43.8
Brazil	85.75	80.95	93.33	91.46	80.95	83.8	95.83	95.41	69.59
Brunei Darussalam	84.84	76.19	100	83.61	49.58	85.96	37.11	55.15	79.73

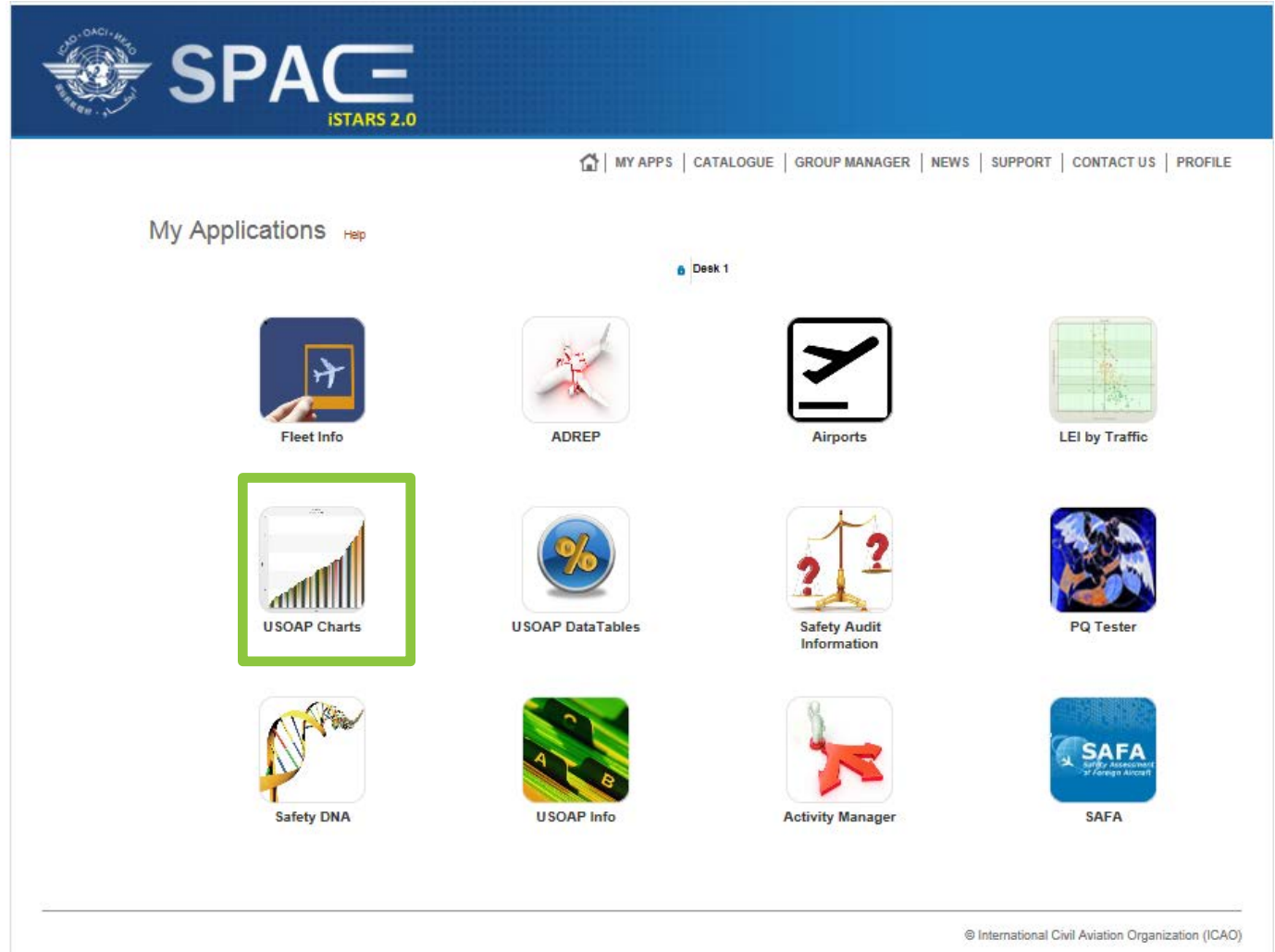
SPACE iSTARS 2.0

EXAMPLE 3

Here's how the My Applications tab is used.

USOAP Charts

Finally another application very useful for States to measure their performances versus other States and regions and to help States conduct a detailed analysis all the way down to individual PQs can be done using this application



My Applications [Help](#)


Desk 1

- Fleet Info
- ADREP
- Airports
- LEI by Traffic
- USOAP Charts**
- USOAP DataTables
- Safety Audit Information
- PQ Tester
- Safety DNA
- USOAP Info
- Activity Manager
- SAFA

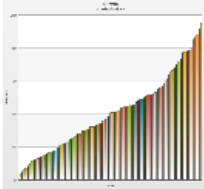
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SPACE iSTARS 2.0

USOAP Charts
By selecting the regional or global average, States can measure their effective over all implementation against the selection



[MY APPS](#) | [CATALOGUE](#) | [GROUP MANAGER](#) | [NEWS](#) | [SUPPORT](#) | [CONTACT US](#) | [PROFILE](#)



Options

Show statistical lines and bands on the chart

Numbers as EI (100-LEI)

Help

USOAP Charts

State USOAP data

These two column charts display the lack of effective implementation for the selected group of States. Clicking on a column on the upper graph will generate the view for that area on the lower graph.

You can select a group of States from the drop-down menu. If a specific group of States does not exist, you can create that group through the "Manage my groups" section on the left. You can also view the composition of a selected group. By clicking or hovering over the bars in the graph, a bubble tooltip appears with the name of the State. Clicking on that name brings you to the detailed USOAP results for that State (not implemented on iPads).

The LEI values may differ slightly from those published in the USOAP audit reports that were published from the period 2006 to 2010 due to changes in the LEI calculation algorithm as well as changes in the protocol question grouping structure performed since the State's audit.

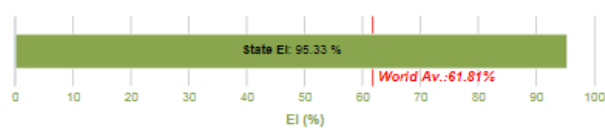
Select Group World and State Canada

Lowest Implementation

Toggle Distribution Chart
 Toggle Timeline Chart

Overall EI

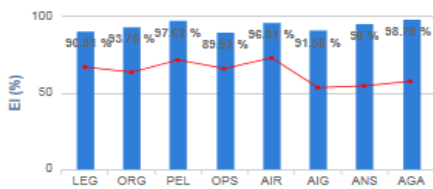
Canada versus World



Ei (%)

EI by Area

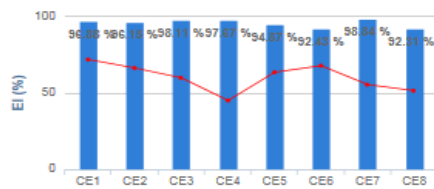
Canada versus World



Area	EI (%)
LEG	96.33%
ORG	83.75%
PEL	97.02%
OPS	83.02%
AIR	96.81%
AIG	91.08%
ANS	88.0%
AGA	88.74%

EI by CE

Canada versus World



CE	EI (%)
CE1	96.05%
CE2	86.15%
CE3	98.11%
CE4	97.07%
CE5	94.87%
CE6	92.00%
CE7	98.88%
CE8	92.11%

SPACE iSTARS 2.0

This analysis can be done in further details by audit Areas and by CEs



[MY APPS](#) | [CATALOGUE](#) | [GROUP MANAGER](#) | [NEWS](#) | [SUPPORT](#) | [CONTACT US](#) | [PROFILE](#)



Options

Show statistical lines and bands on the chart

Numbers as EI (100-LEI)

Help

USOAP Charts

State USOAP data

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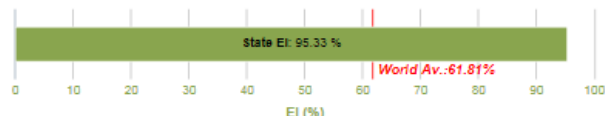
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Select Group World and State Canada

Lowest Available

Overall EI

Canada versus World



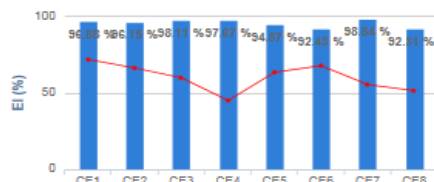
Entity	EI (%)
State (Canada)	95.33%
World Av.	61.81%

EI by Area



Area	EI (%)
LEG	90.33%
ORG	83.75%
PEL	97.02%
OPS	83.02%
AIR	96.81%
AIG	91.08%
ANS	98.0%
AGA	98.75%

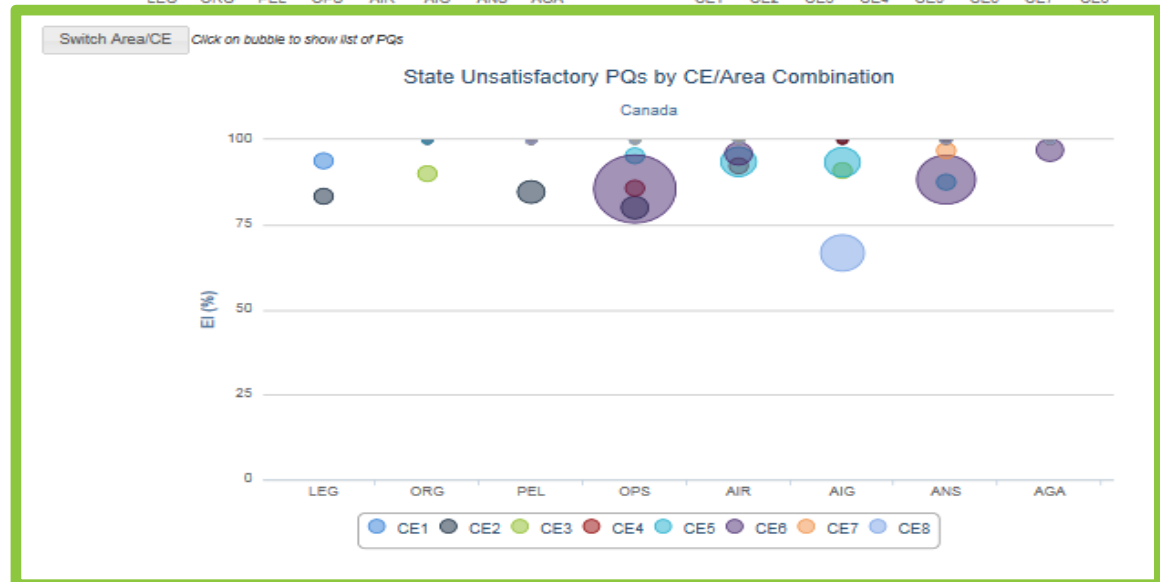
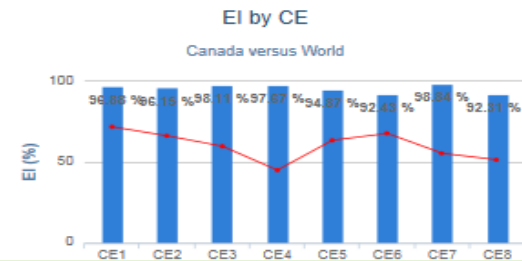
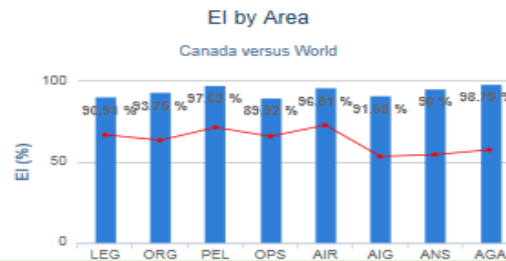
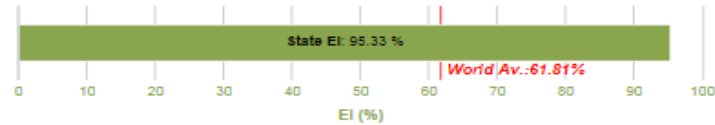
EI by CE



CE	EI (%)
CE1	96.05%
CE2	96.15%
CE3	95.0%
CE4	97.07%
CE5	94.87%
CE6	92.00%
CE7	98.88%
CE8	92.11%

SPACE iSTARS 2.0

This analysis can be done even further by separating each audit area by CE (each combination represented by a circle)



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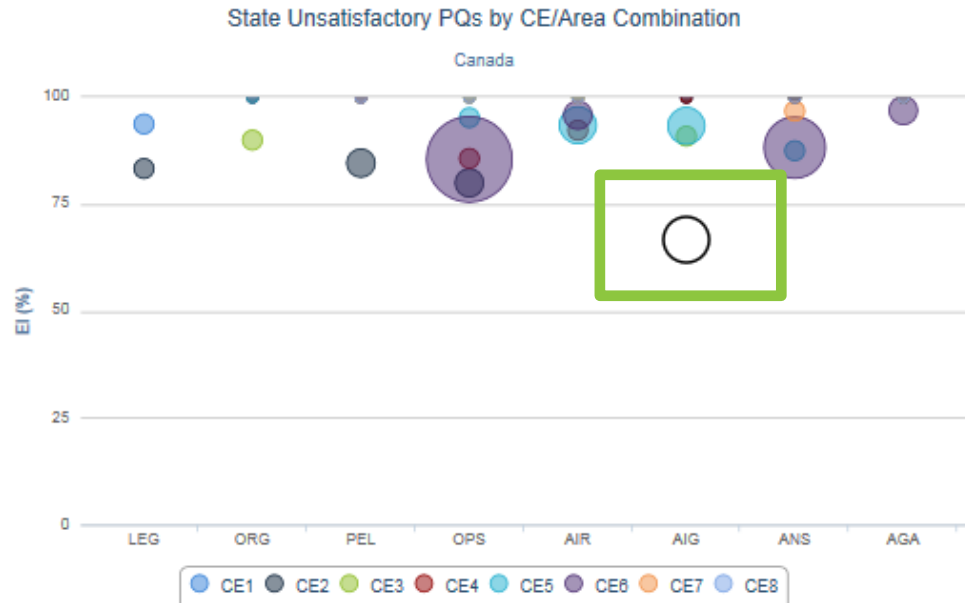
By scrolling over any one of the circles (each representing a CE) users can further determine what are the EI and LEI implementations broken down by CE under each Audit area.

For example: Going over the BLUE circle we find out that there are 4 not satisfactory PQs in the AIG audit area representing CE 8 and the total Effective Implementation of this AIG-CE8 combination is 66.67%



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By clicking on the circle, one can determine which are the PQs that were identified as not satisfactory in the circle for the combination selected in the previous slide (AIG – CE8).



Unsatisfactory PQs (4) for CAN in CE8 related to AIG

Search:

PQNumber ▲	Question	Area	CE
6.431	Has the State, as the State conducting the investigation, developed and implemented procedures to ensure that it sends preliminary reports, when the aircraft involved in an accident is of a maximum mass of over 2 250 kg, to all involved States and ICAO?	AIG	8
6.435	Has the State, as the State conducting the investigation, developed and implemented procedures to ensure that it sends accident data reports involving aircraft of a maximum mass of over 2 250 kg to ICAO, as soon as practicable after the investigation?	AIG	8
6.437	Has the State, as the State conducting the investigation, developed and implemented procedures to ensure that it sends incident data reports to ICAO for investigations into incidents to aircraft of a maximum mass of over 5 700 kg?	AIG	8
6.509	Is the database created in a standardized format to facilitate data exchange?	AIG	8

Showing 1 to 4 of 4 entries

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Many other interesting applications can be used by users to measure their States performances vs. their region or the global averages.

The screenshot displays the SPACE iSTARS 2.0 dashboard. At the top left is the ICAO logo and the text 'SPACE iSTARS 2.0'. A navigation menu at the top right includes links for 'MY APPS', 'CATALOGUE', 'GROUP MANAGER', 'NEWS', 'SUPPORT', 'CONTACT US', and 'PROFILE'. Below the navigation, the main content area is titled 'My Applications' with a 'Help' link. A 'Desk 1' tab is active. The dashboard features a grid of 12 application icons, each with a label below it: 'Fleet Info' (airplane in a frame), 'ADREP' (airplane crash), 'Airports' (airplane silhouette), 'LEI by Traffic' (map), 'USOAP Charts' (bar chart), 'USOAP DataTables' (percentage sign), 'Safety Audit Information' (scales of justice), 'PQ Tester' (airplane), 'Safety DNA' (DNA helix), 'USOAP Info' (keyboard keys), 'Activity Manager' (red ribbon), and 'SAFA' (SAFA logo).

SPACE iSTARS 2.0

You can create your own group for analysis by clicking on

Create a new group

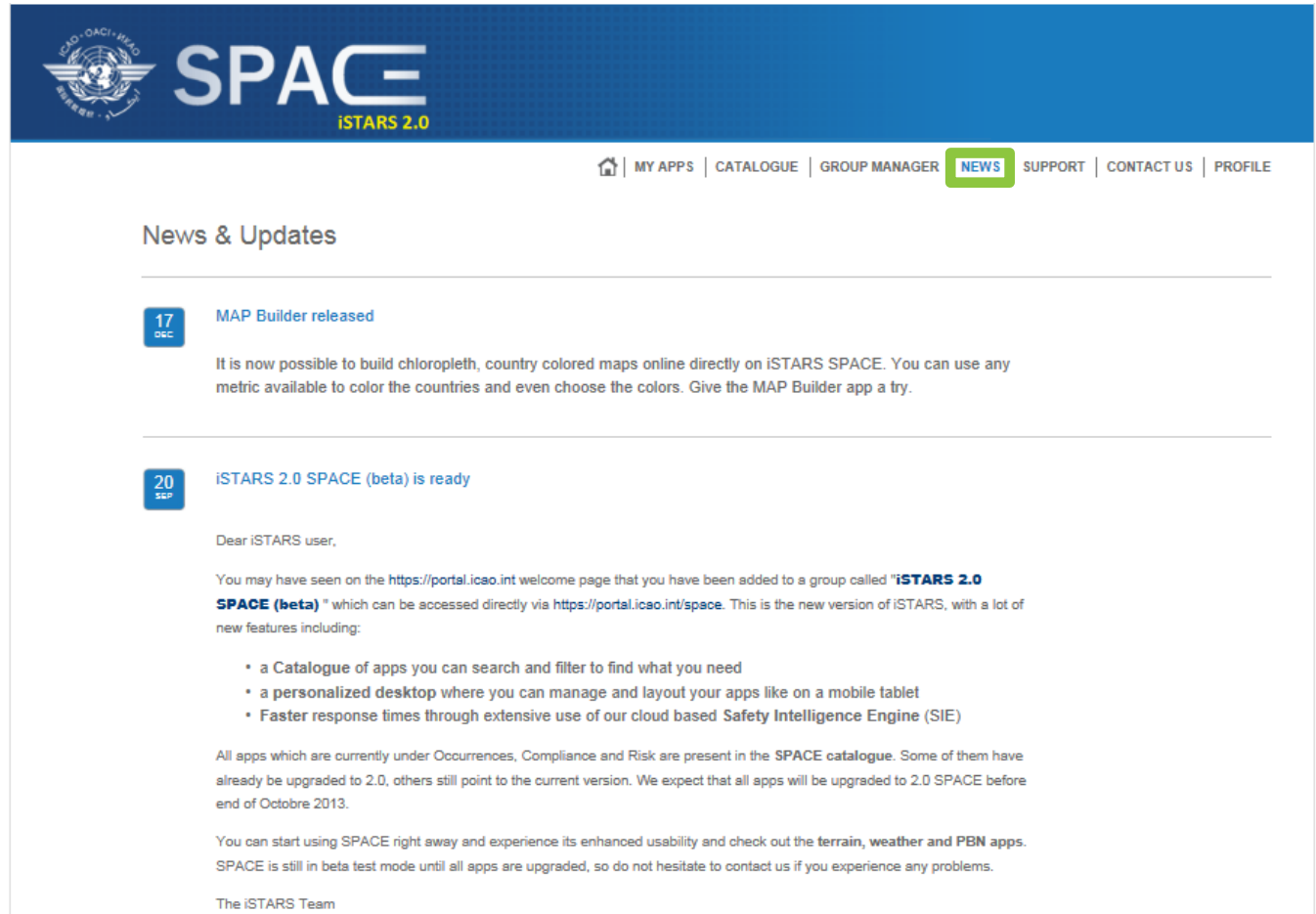
and by filling in the required fields

and finally by selecting States of your interest and clicking on “Create”

The screenshot displays the 'Group Manager' interface for SPACE iSTARS 2.0. The main header includes the ICAO logo and the text 'SPACE iSTARS 2.0'. Navigation links include 'MY APPS', 'CATALOGUE', 'GROUP MANAGER' (highlighted with a green box), 'NEWS', 'SUPPORT', 'CONTACT US', and 'PROFILE'. The 'Group Manager' section is titled 'Manage Groups of States and Territories' and contains a 'Create a new group' button (highlighted with a blue box) and a 'Show My Groups' dropdown menu. A modal dialog box titled 'Create a new group' is open, featuring the following fields: 'Custom group name *', 'Description *', 'Is iSTARS Group' (checkbox), and 'Share my group' (checkbox). Below these fields is a 'States *' dropdown menu showing 'no selected option' and '253 available options', with a list of countries including Afghanistan, Armenia, Azerbaijan, Bahrain, Bangladesh, Bhutan, Brunei Darussalam, Cambodia, China, China, Macao Special Administrative Region, Cyprus, and Democratic People's. The dialog box has 'Create' and 'Cancel' buttons at the bottom.

SPACE iSTARS 2.0

Any modifications or introduction of new applications will be identified through the “NEWS” tab

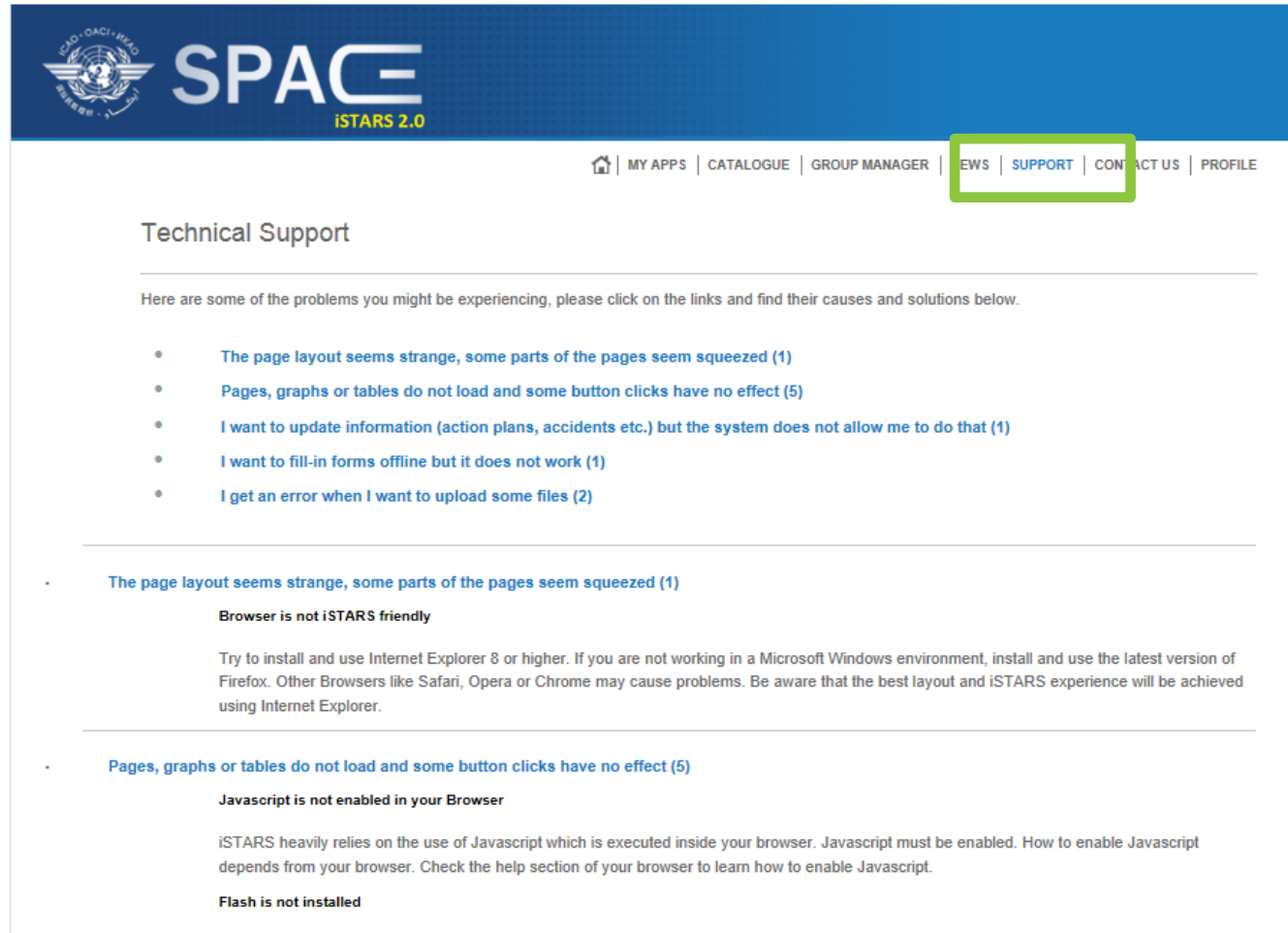


The screenshot shows the top navigation bar of the SPACE iSTARS 2.0 website. The header is dark blue with the ICAO logo and the text 'SPACE iSTARS 2.0'. The navigation menu includes 'MY APPS', 'CATALOGUE', 'GROUP MANAGER', 'NEWS' (highlighted in green), 'SUPPORT', 'CONTACT US', and 'PROFILE'. Below the navigation is a 'News & Updates' section with two news items:

- 17 DEC** MAP Builder released
It is now possible to build choropleth, country colored maps online directly on iSTARS SPACE. You can use any metric available to color the countries and even choose the colors. Give the MAP Builder app a try.
- 20 SEP** iSTARS 2.0 SPACE (beta) is ready
Dear iSTARS user,
You may have seen on the <https://portal.icao.int> welcome page that you have been added to a group called “**iSTARS 2.0 SPACE (beta)**” which can be accessed directly via <https://portal.icao.int/space>. This is the new version of iSTARS, with a lot of new features including:
 - a **Catalogue** of apps you can search and filter to find what you need
 - a **personalized desktop** where you can manage and layout your apps like on a mobile tablet
 - **Faster response times** through extensive use of our cloud based **Safety Intelligence Engine (SIE)**All apps which are currently under Occurrences, Compliance and Risk are present in the **SPACE catalogue**. Some of them have already be upgraded to 2.0, others still point to the current version. We expect that all apps will be upgraded to 2.0 SPACE before end of Octobre 2013.
You can start using SPACE right away and experience its enhanced usability and check out the **terrain, weather and PBN apps**. SPACE is still in beta test mode until all apps are upgraded, so do not hesitate to contact us if you experience any problems.
The iSTARS Team

SPACE iSTARS 2.0

Questions and answers (Q&A) service can be attained through the “SUPPORT” tab



The screenshot shows the top navigation bar of the SPACE iSTARS 2.0 website. The 'SUPPORT' link is highlighted with a green box. Below the navigation bar, the 'Technical Support' section is visible, containing a list of common issues and their solutions.

Technical Support

Here are some of the problems you might be experiencing, please click on the links and find their causes and solutions below.

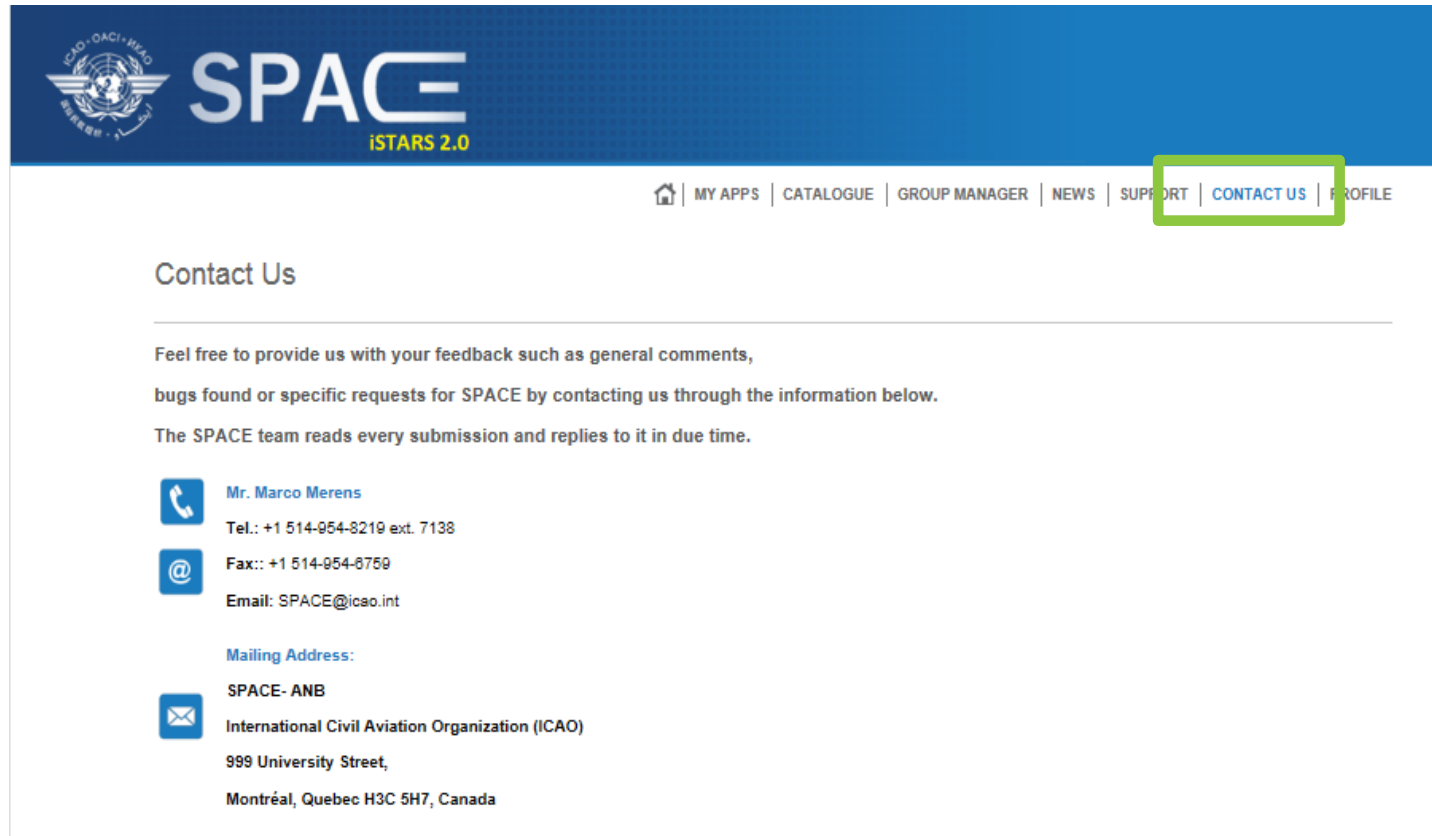
- [The page layout seems strange, some parts of the pages seem squeezed \(1\)](#)
- [Pages, graphs or tables do not load and some button clicks have no effect \(5\)](#)
- [I want to update information \(action plans, accidents etc.\) but the system does not allow me to do that \(1\)](#)
- [I want to fill-in forms offline but it does not work \(1\)](#)
- [I get an error when I want to upload some files \(2\)](#)

- [The page layout seems strange, some parts of the pages seem squeezed \(1\)](#)
 - Browser is not iSTARS friendly**
 - Try to install and use Internet Explorer 8 or higher. If you are not working in a Microsoft Windows environment, install and use the latest version of Firefox. Other Browsers like Safari, Opera or Chrome may cause problems. Be aware that the best layout and iSTARS experience will be achieved using Internet Explorer.


- [Pages, graphs or tables do not load and some button clicks have no effect \(5\)](#)
 - Javascript is not enabled in your Browser**
 - iSTARS heavily relies on the use of Javascript which is executed inside your browser. Javascript must be enabled. How to enable Javascript depends from your browser. Check the help section of your browser to learn how to enable Javascript.
 - Flash is not installed**

SPACE iSTARS 2.0

SPACE 2 – iSTARS administrator can be contacted by using the “CONTACT US” tab for continuous assistance.




The screenshot shows the top navigation bar of the SPACE iSTARS 2.0 website. The 'CONTACT US' link is highlighted with a green box. Below the navigation bar, the 'Contact Us' section is displayed, providing contact information for Mr. Marco Merens, including telephone, fax, and email addresses, as well as the mailing address at the ICAO ANB in Montreal.


 **SPACE**
iSTARS 2.0

[HOME](#) | [MY APPS](#) | [CATALOGUE](#) | [GROUP MANAGER](#) | [NEWS](#) | [SUPPORT](#) | **[CONTACT US](#)** | [PROFILE](#)

Contact Us

Feel free to provide us with your feedback such as general comments, bugs found or specific requests for SPACE by contacting us through the information below. The SPACE team reads every submission and replies to it in due time.

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 **Fax:** +1 514-954-8759
Email: SPACE@icao.int

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Montréal, Quebec H3C 5H7, Canada



ICAO

SAFETY



ICAO

North American
Central American
and Caribbean
(NACC) Office
Mexico City

South American
(SAM) Office
Lima

ICAO
Headquarters
Montréal

Western and
Central African
(WACAF) Office
Dakar

European and
North Atlantic
(EUR/NAT) Office
Paris

Middle East
(MID) Office
Cairo

Eastern and
Southern African
(ESAF) Office
Nairobi

Asia and Pacific
(APAC) Sub-office
Beijing

Asia and Pacific
(APAC) Office
Bangkok



THANK YOU