
SOUTH AMERICAN AIG REGIONAL COOPERATION MECHANISM (ARCM)

**FOURTH AIG AUTHORITIES MEETING
(Brasilia, Brazil, 23 to 25 May 2017)**

Item 12 Other matters

IMPROVEMENT OF THE ARCM WEB PAGE

(Presented by the Secretariat)

Summary

This information paper addresses aspects that could improve the operation of the web page developed for the South American AIG Regional Cooperation Mechanism (ARCM).

References

- Report of the Third SAM AIG Authorities Meeting (AIG-SAM/3), Lima, Peru, 7-9 March 2016.
- ARCM AIG Regulation
- Annex 13 – Aircraft accident and incident investigation
- Doc 9946 – Manual on regional accident and incident investigation organization (RAIO).

1. Introduction

1.1 The South American AIG Regional Cooperation Mechanism (ARCM) was created to assist States that so requested on aspects related to aircraft accident and incident investigation within a regional cooperation environment that would help to improve effective implementation in the AIG area and contribute to reduce the aircraft accident and incident rate in the SAM Region below the global rate in all segments of aviation.

1.2 The importance of implementing the ARCM web page lies mainly on the need to establish an official communication channel among all States for the exchange of information, making the ARCM more dependable and reliable.

1.3 It should also provide basic website services, such as e-mail, news, calendar, and specific services, such as access to the SDCPS, technical support, and documentation.

2. Analysis of the problem

2.1 Every organisation needs to communicate its mission, strategies, services, and vision to the community as a whole in a safe and efficient manner. That is the reason why the ARCM web platform (<http://arcm-sam.org>) was developed.

2.2 The ARCM web platform was developed in stages, collecting all existing information and standards on web design and service provision, followed by a stage of design and layout, international registration of the domain, hosting setup, and storage of the completed design.

2.3 The creation of the web page took into account that web documents had to be hosted in a highly available server and that the goal was to be of help by providing accurate information and clear menus.

2.4 Users may access the system with all the functionalities of a desktop platform, make notifications, analyse the information reported to the ARCM, graphs, etc., from any device with internet connection.

2.5 The following ARCM web page services were considered during the analysis:

- a) connection to the SDCPS;
- b) web mail for ARCM members;
- c) library;
- d) platform for document uploading, calendar activities, and news editing; and
- e) support and queries.

2.6 **Appendix A** to this information paper (AIG-SAM/4-IP/03) contains details of the ARCM web page functional model, with the proposed improvements. The proposed improvements may be seen in the functional model, at:

<http://arcm-sam.org/v2>

3. Suggested action

1.1 The Meeting is invited to:

- a) take note of the information presented in this information paper and in **Appendix A**; and
- b) make comments accordingly.

ARCM | Web

Information paper

Improvements to the ARCM website
arcm-sam.org

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General

The ARCM (South American AIG Regional Cooperation Mechanism) website was developed by the Technical Committee for the AIG-SAM/3 meeting (Lima 2016). At that time, the challenge was to have an institutional site that would give identity and scope to all AIG bodies of the SAM Region and of the world.

The ARCM vision is dynamic, the topics of interest keep broadening, and there is a need for a technological tool that will give ARCM members access to the information in a clear and intuitive manner.

This attachment to the information paper (AIG-SAM/4-IP/03) shows the details of the ARCM website functional model with the proposed improvements.

Improvements

As shown in Figure N° 1, the current website version contains the most common functionalities required by business websites, such as translation (Spanish/English), adaptability to mobile devices, messaging, etc., but still does not have the functionalities required to fulfil the mission of the Regional Mechanism, such as access to shared access tools (SDCPS), webmail service (user@arcm-sam.org), professional images, accessibility, etc.



Fig N°1 "arcm-sam.org"

A proposed improvement involves inserting more information in the home page; it is a fact that users spend no more than 20 to 60 seconds when seeking information and no more than 5 (five) clicks to access it.

Another proposal is to replace text with icons to enhance the user experience and facilitate use of the site, increasing visits and web positioning.

Figure N°2 shows the proposed ARCM home page, containing more information, easier access, and professional images.

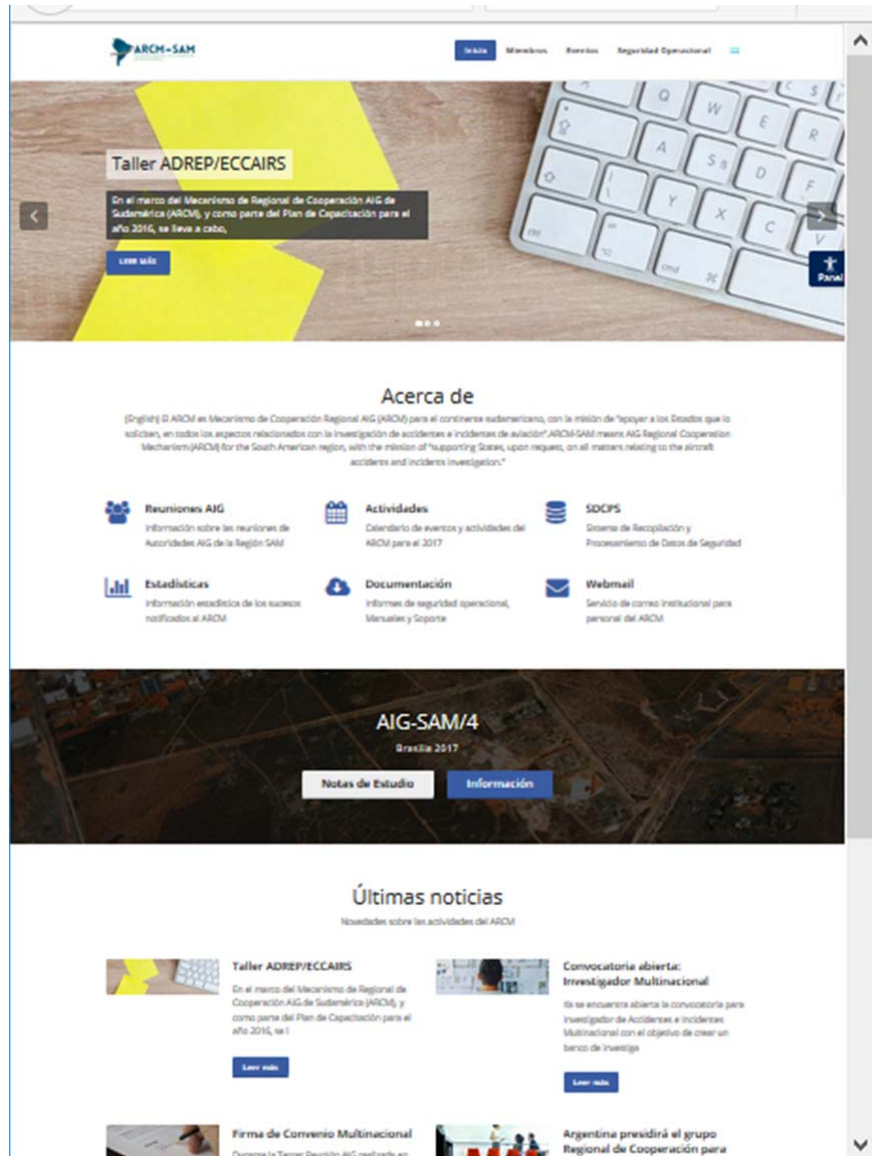


Fig N°2 "Proposed arcm-sam.org"

Not everything is visual; this proposal includes improvements in internal programming to enable new website functionalities.

-Accessibility:

We have incorporated a tool to facilitate access to information by visually impaired individuals (colour blindness, etc.), improve contrast, increase font size, highlight links, etc.



Fig N° 3 "High accessibility contrast"

-Tools



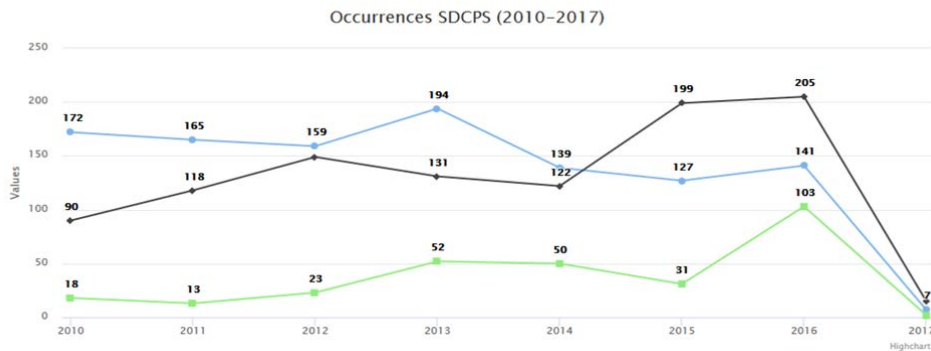
Fig N° 4 "Web tools"

In addition to information on meetings, the new site gives quick access to tools such as the ARCM SDCPS (safety data collection and processing system) for reporting occurrences to the Regional Mechanism, documentation, access to email accounts of ARCM staff, and statistics.

-Statistics

Statistics are integrated into the SDCPS, and are programmed in a language called *javascript*, which permits the dynamic and functional display of processed information.

El ARCM publica las estadísticas de los sucesos de la Región SAM, notificados a través de su SDCPS (Sistema de Recolección y Procesamiento de Datos) con fines informativos. La información publicada puede ser modificada, para mas información sdcps@arcm-sam.org



-Fig N° 4 "Web statistics"

-elearning

One of the innovative tools contained in the proposal is the “e-learning” training module, which is a significant advantage with a positive impact on the Regional Mechanism, which requires specialists and experts in different areas, and where geographical and economic limitations become a barrier to training and dissemination of safety in the region.

This technological training platform constitutes an area of opportunity for the development of the ARCM.

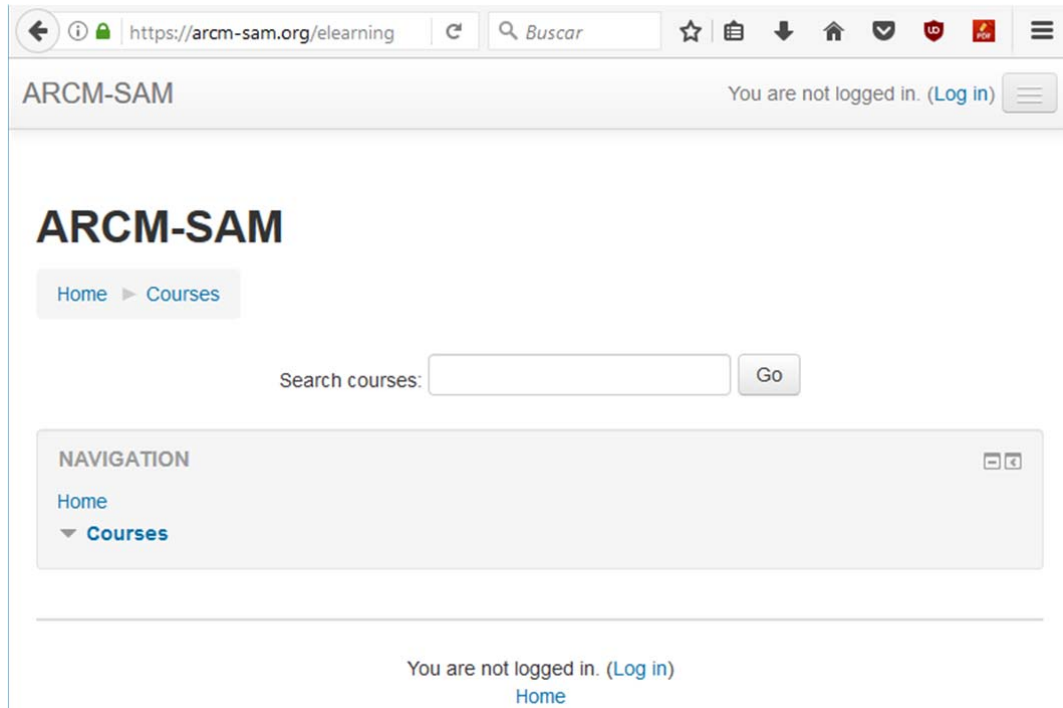


Fig N° 5 “ ARCM technological training platform”

Conclusions

We believe that, with the proposed improvements to the ARCM web page, the ARCM will take a quality leap in terms of information display and consolidation as a source of safety data.

We will have a wider reach, more resources, and more tools available to all.

As already stated, this appendix to the information paper (AIG-SAM/4-IP/03) shows the details of the ARCM website functional model, with the proposed improvements. The proposed improvements may be seen in the functional model, at:

<http://arcm-sam.org/v2>