



**Agenda Item 1: Implementation of Provision of Electronic Terrain and Obstacle Data (e-TOD)**

**Service Level Agreement (SLA)**

(Presented by the Secretariat)

<b>SUMMARY</b>	
This working paper presents information on the Service Level Agreement (SLA) requirement and requests an Action Plan for its implementation in the States that have not completed it yet.	
<b>REFERENCIAS</b>	
<ul style="list-style-type: none"><li>• Annex 15 – Aeronautical Information Services</li><li>• ICAO Roadmap for the transition from AIS to AIM</li><li>• SAM/AIM meetings reports</li><li>• Reports of PPRC/4 Meeting</li></ul>	
<b>ICAO Strategic Objectives</b>	<i>A – Safety</i> <i>B – Air Navigation Capacity and Efficiency</i> <i>E – Environmental protection</i>

**1. Introducción**

1.1 Annex 15 “Aeronautical Information Services”, in Chapter 2.1.5, indicates that “Each contracting State shall ensure that formal arrangements are established between originators of aeronautical data and aeronautical information and the aeronautical information service in relation to the timely and complete provision of aeronautical data and aeronautical information”.

1.2 In the Roadmap for the transition from AIS to AIM, step 18 indicates that agreements shall be established with the originators of the data.

1.3 SAM/AIM meetings have indicated that agreements should be established between the AIS services and data providers through a Service Level Agreement (SLA).

1.4 During PPRC/3 and PPRC/4 meetings, concern has been expressed regarding the low level of SLA signed and implemented in the States between data providers and AIS services.

**2. Analysis**

2.1 In the Roadmap for the transition from AIS to AIM, step 18 indicates that maintaining quality data is possible only if their source is of good quality. States will be required to better control relationships along the whole data chain from the producer to the distributor. This could be done through

the form of template service level agreements with data originators, neighboring States, information service providers or others.

2.2 During several SAM/AIM meetings emphasis was made in this issue but no progress could be achieved due to the reluctance of data providers to sign agreements with AIM Offices, besides some regulation restrictions of some States. The reason is due to the requirements stipulated by AIM to comply with SARPs, regarding data quality, accuracy and integrity. In this regard, the Region has not shown progress during this year. **Current implementation is only 21%. Among the States that have implemented this requirement, Brazil should be considered since they have regulations in this regard.**

2.3 States should be aware that in order to ensure the quality of the data provided by data originators, these should be outlined within formal agreements. These agreements should contain at least:

- the scope of the aeronautical data or aeronautical information to be provided;
- the accuracy, resolution and integrity requirements for each data item supplied;
- the required methods for demonstrating that the data provided conforms with the specified requirements;
- the nature of action to be taken in the event of discovery of a data error or inconsistency in any data provided;
- the following minimum criteria for notification of data changes: criteria for determining the timeliness of data provision based on the operational or safety significance of the change, any prior notice of expected changes, the means to be adopted for notification.

2.4 The Secretariat, with the support of Regional Project RLA/06/901, has prepared a guide including a SLA model. It should be noted that the SLA is a form of contract signed by the associated parties outlining the terms for the arrangement of the data provision.

2.5 In the provision of the information, the establishment of communication channels between data providers and the AIM service is a very important issue. The working agreements between AIM and all the departments/organizations providing raw data for their publication should clearly establish the communication channels.

2.6 The SLA establishes a formal agreement between the AIM and other department/organization to ensure the publication of information coming from this department or organization. It covers the required range and complies with all the data requirements.

2.7 The establishment of Service Level Agreements (SLA) in the States is very important, since it is considered a critical component for traceability and data quality and directly impacts in quality processes. In this regard, it is necessary to require the different data providers to comply with AIM requirements supported by the SARPs or national Regulations in order to be able to retransmit such information and data to users in compliance with ICAO requirements.

2.8 The Meeting could recommend actions or urge States to establish mechanisms or action plans that ensure the implementation of SLA. In addition, the Meeting should consider that the SLA is a tool that will ensure that the data provided by the departments/organizations comply with the requirements with regard to accuracy, resolution and integrity.

3. **Suggested action**

3.1 That SAM States:

- a) take note of the information provided in this working paper;
- b) consider the need to issue a recommendation regarding the implementation of SLA;  
and
- c) inform the Meeting on the current or future difficulties that may be encountered to carry out the implementation of SLA in the periods indicated in Annex 15 and the Roadmap.

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