



(Lima, Peru, 16 – 20 April 2018)

Agenda Item 3: Analysis of the availability and flight plans errors in the NAM/CAR/SAM Regions

LESSONS LEARNED IN AIDC MANAGAMENT OVER AMHS

(Presented by Cuba)

SUMMARY

This working paper has the objective of transmitting lessons learned from the AIDC use over the operational AMHS in Cuba and suggests a group of actions that can improve the quality of the service provided.

References:

- ANI/WG/3 Meeting held from 4 to 6 April 2016 in Mexico City
- Document NAM ICD version E

1. Introduction

1.1 Take into account the ANI/WG/3/6 final project regarding the implementation of the AMHS in the CAR Region, held 4 to 6 April 2016.

1.2 Since March 2017, the basic level of the AMHS fixed messaging service developed by Cuba for communication with adjacent centres has been operationally used.

1.3 At present Cuba has an AIDC operational interface with the United States, Mexico (Merida), COCESNA with class I, and for this the ICD NAM was used. The AIDC interface with Jamaica is in the face test, which will be performed with the same ICD.

2. Discussion

2.1 Taking into account the implementation time in Cuba, based on the experiences of our technicians and with the objective of improving the services; we share our lessons learned with the meeting.

- a) permanently monitor traffic, establishing maximum time between processed consecutive messages, has been the way of working the AMHS system in Cuba since its entry into operational service. Once it is detected by the surveillance applications that said times have expired, alarms are activated that indicate to technicians that the system should be checked urgently. As a result, interruption stop times in the messaging system are considerably low;

- b) all AMHS system, which is operational, must comply rigorously with their address tables updating according to those published in the ATS Messaging Management Centre (AMC) site, in accordance with the AIRAC cycles. Failure to comply with this updating not only affects the State in question, but potentially could affect adjacent States;
- c) for different reasons, situations of contingency of traffic messaging can be generated, such as:
 - Partially unsubscribe from the MEVA III network.
 - Loss of connectivity of extreme points.
 - The adjacent message centre is not available.
 - Solar storms.

for these events it is suggested that the following solutions could be considered by States:

- Have double link availability to en-route messages.
 - An alternate adjacent message centre, given that the centre usually in service is out of service.
- d) a necessary practice in the AMHS message centres is to permanently check the non-delivery reports (NDR) generated by the messaging systems, mainly those that are not related to unknown addresses. This procedure guarantees that abnormal situations related, for example, with failed address updates or problems with routing, be detected as soon as possible;
 - e) it is necessary to have in the States or FIR in the region the AMHS technicians point of contact **list updated**, so that it could be possible to coordinate, as soon as possible, any necessary action with those centres with which messages are exchanged. Likewise, it is also suggested that data such as full names, email addresses and telephone numbers of the responsible technician of each AMHS centre be available and updated in the AMC.

3. Conclusion

3.1 In view of the foregoing, the Meeting could formulate the following project:

DRAFT DECISION/XX

**GENERALIZE LESSONS LEARNED BY STATES DURING
THE IMPLEMENTATION OF AIDC MANAGEMENT
USING AMHS**

4. Suggested Action

4.1 The Meeting is invited to:

- a) review the information provided in this working paper;
- b) consider the adoption of the draft conclusion contained in para. 3; and
- c) adopt other actions that are considered pertinent.

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