MENA ARCM/4

COMMITTE MEETING

Rabat, Monday July 10, 2023

PRESENTATION

AGENDA

OVERVIEW

Summary of work done and action items of the previuos MENA ARCM/3 Committee meeting

DATABASE UPDATE

Update on the collected and validated data to include all submitted questionnaires

TECHNICAL ASSISTANCE REVIEW

Review of a submitted technical assistance request aiming for process enhancement

ONLINE SHARE FOLDER

Proposal of an online share folder to manage the MENA ARCM database and activities

INTRODUCTION

This presentation, in continuation of MENA ARCM/2-PPT/1 and MENA ARCM/3-PPT1/2/3, intends to present the MENA ARCM Committee with an update on the database, technical assistance process, and share folder development.

Database Enhancement

Introduced collected data and validated data to include all areas and sub-areas of cooperation that were incorporated in the MENA ARCM Database Questionnaire.

Key Deliverables

- Presented the Committee with a statistical analysis of the current database
- Introduced defined areas and subareas of cooperation
- Outlined the technical assistance process and documentations
- Initiated technical assistance KPIs and NDA

Action Items

- Re-invite State Members to submit their updated questionnaire
- Update Database
- Initiate a technical assistance request to test the process
- Create an online MENA ARCM share folder

MENA ARCM/3 OUTCOME

DATABASE

DATABASE HIGHLIGHTS

MENA ARCM/3

Presented Statistical Data Analysis

Database highlights have been presented to the Committee showing **8 States** out of 14 submitted their updated questionnaire

May – July 2023

Re-Invited States to Submit Updated Data

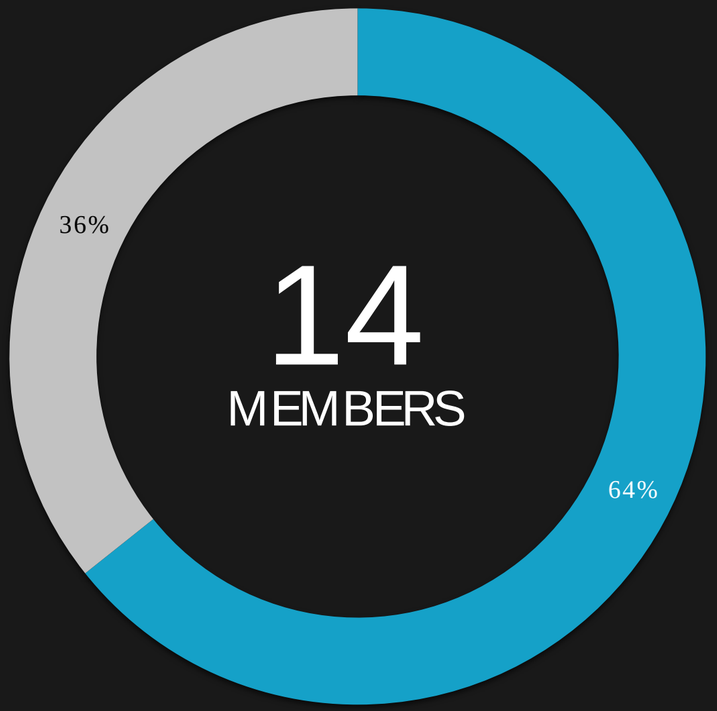
Emails and follow-up reminders have been sent to **5 States** who did not share their updated questionnaire

MENA ARCM/4

Current Database Status

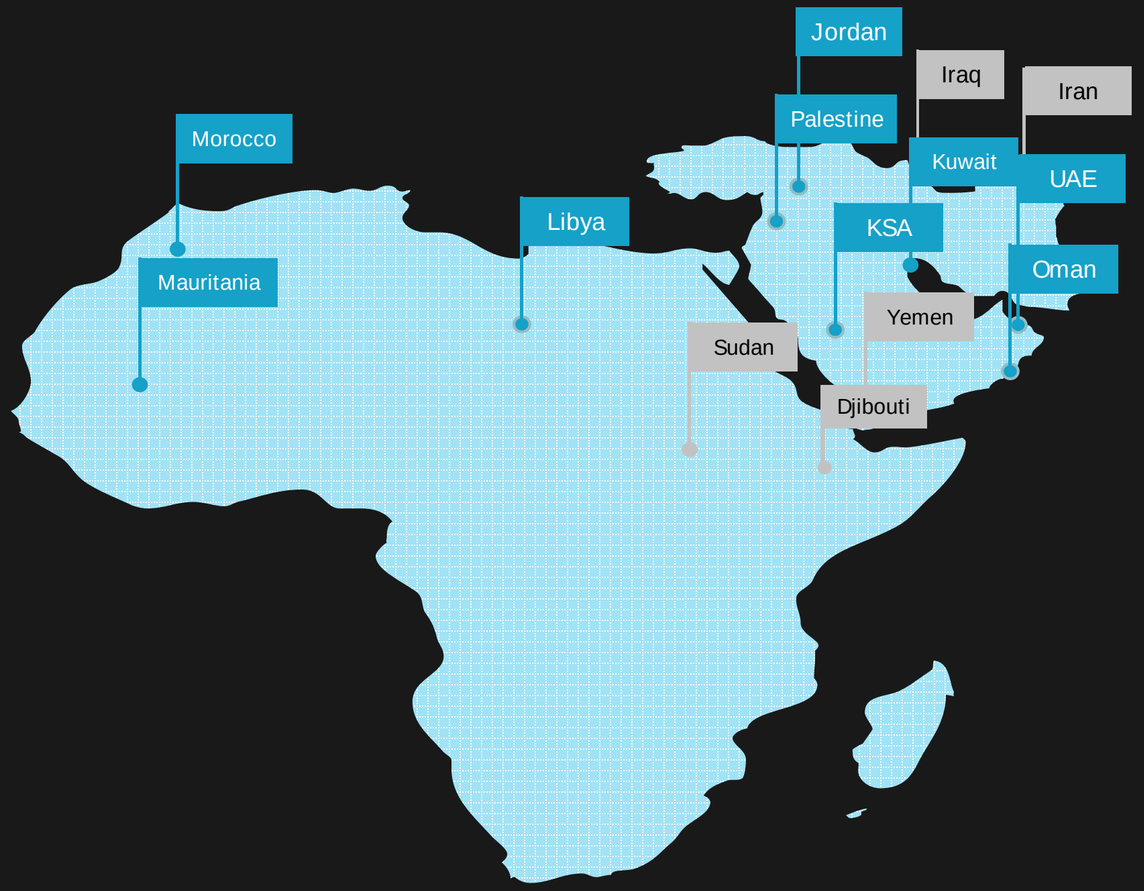
Consists of **9 States** up-to-date data including all 7 areas and 26 sub-areas of cooperation

HIGHLIGHTS



Received & Validated

Not Received



TECHNICAL
ASSITANCE

TECHNICAL ASSISTANCE PROCESS

Requesting State

Access Database

- View area of cooperation
- Select needed capability
- Select providing state

Fill the form

"Request information section"

Submit the form

Through email if (current database "Excel")
Or via platform

Review & decide by Providing State

If Accepted

Fill the form

"Decision information section"

Providing State

Conduct Work

Fill & submit form

"Completion of work section"

Evaluation

Database Updated

By coordinator (Excel), Automatically if (online platform)

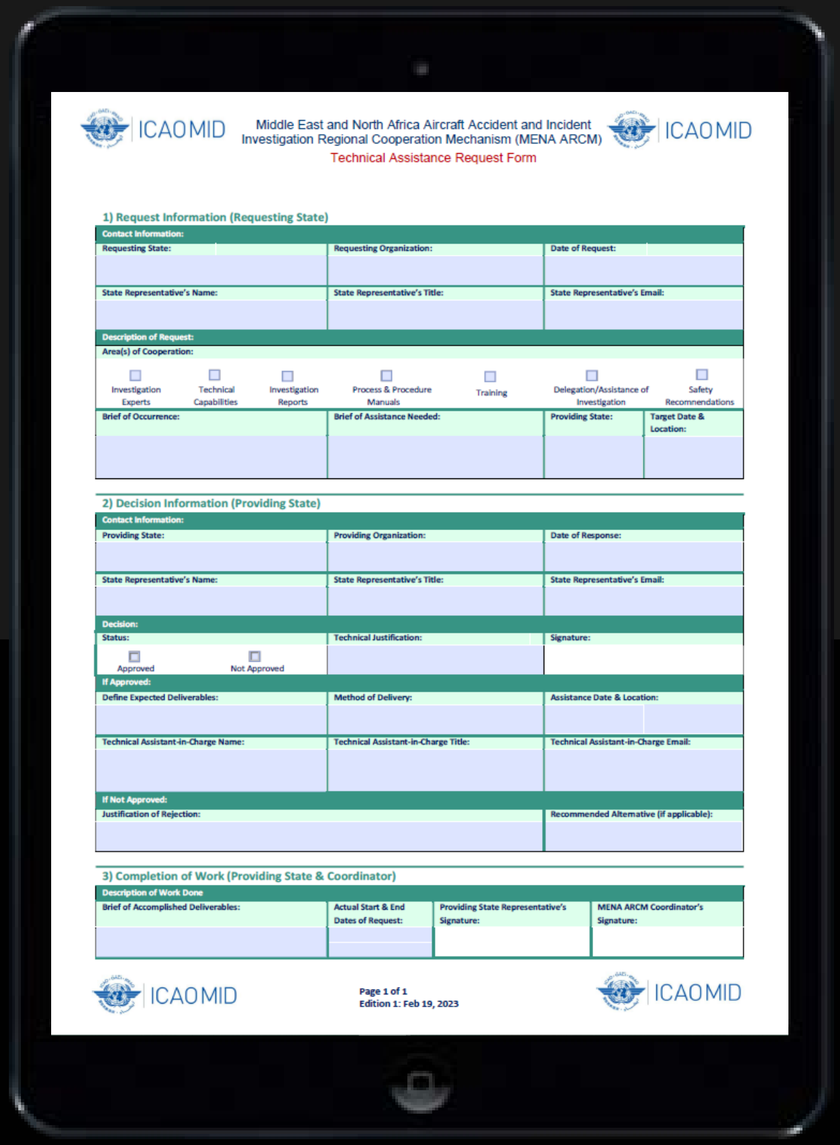
TECHNICAL ASSITANCE FORM

Mandatory

For all types of technical assistance requests

Fill

By requesting state and providing state



ICAO MID

Middle East and North Africa Aircraft Accident and Incident Investigation Regional Cooperation Mechanism (MENA ARCM)

ICAO MID

Technical Assistance Request Form

1) Request Information (Requesting State)

Contact Information:		
Requesting State:	Requesting Organization:	Date of Request:
State Representative's Name:	State Representative's Title:	State Representative's Email:
Description of Request:		
Area(s) of Cooperation:		

☐ Investigation Experts ☐ Technical Capabilities ☐ Investigation Reports ☐ Process & Procedure Manuals ☐ Training ☐ Delegation/Assistance of Investigation ☐ Safety Recommendations

Brief of Occurrence:	Brief of Assistance Needed:	Providing State:	Target Date & Location:

2) Decision Information (Providing State)

Contact Information:		
Providing State:	Providing Organization:	Date of Response:
State Representative's Name:	State Representative's Title:	State Representative's Email:
Decision:		
Status:	Technical Justification:	Signature:

☐ Approved ☐ Not Approved

If Approved:		
Define Expected Deliverables:	Method of Delivery:	Assistance Date & Location:
Technical Assistant-in-Charge Name:	Technical Assistant-in-Charge Title:	Technical Assistant-in-Charge Email:
If Not Approved:		
Justification of Rejection:		Recommended Alternative (if applicable):

3) Completion of Work (Providing State & Coordinator)

Description of Work Done			
Brief of Accomplished Deliverables:	Actual Start & End Dates of Request:	Providing State Representative's Signature:	MENA ARCM Coordinator's Signature:

ICAO MID

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Edition 1: Feb 19, 2023

ICAO MID

Control

Used for documentation and tracking purposes

Complete

Signed, controlled and evaluated by coordinator

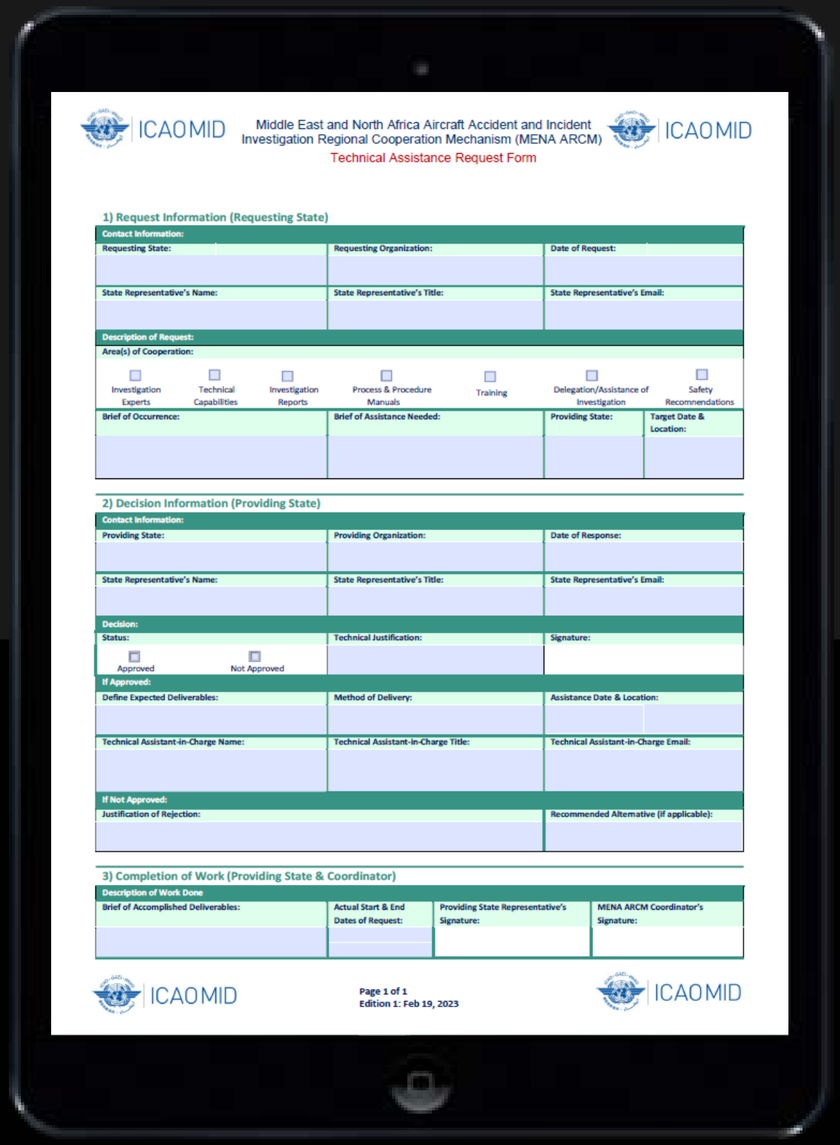
TEST REQUEST OVERVIEW

Mandatory

For all types of technical assistance requests

Fill

By requesting state and providing state



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Complete

Signed, controlled and evaluated by coordinator

TEST REQUEST OVERVIEW

By Email

2 Submissions

within 24 hours

4 Emails

Requesting State

Date: 8 June 2023

Areas of Cooperation: 1) Technical Capabilities. 2) Training

Target Delivery: 17 July 2023

Location: Morocco, Rabat

Providing State

Status: Approved

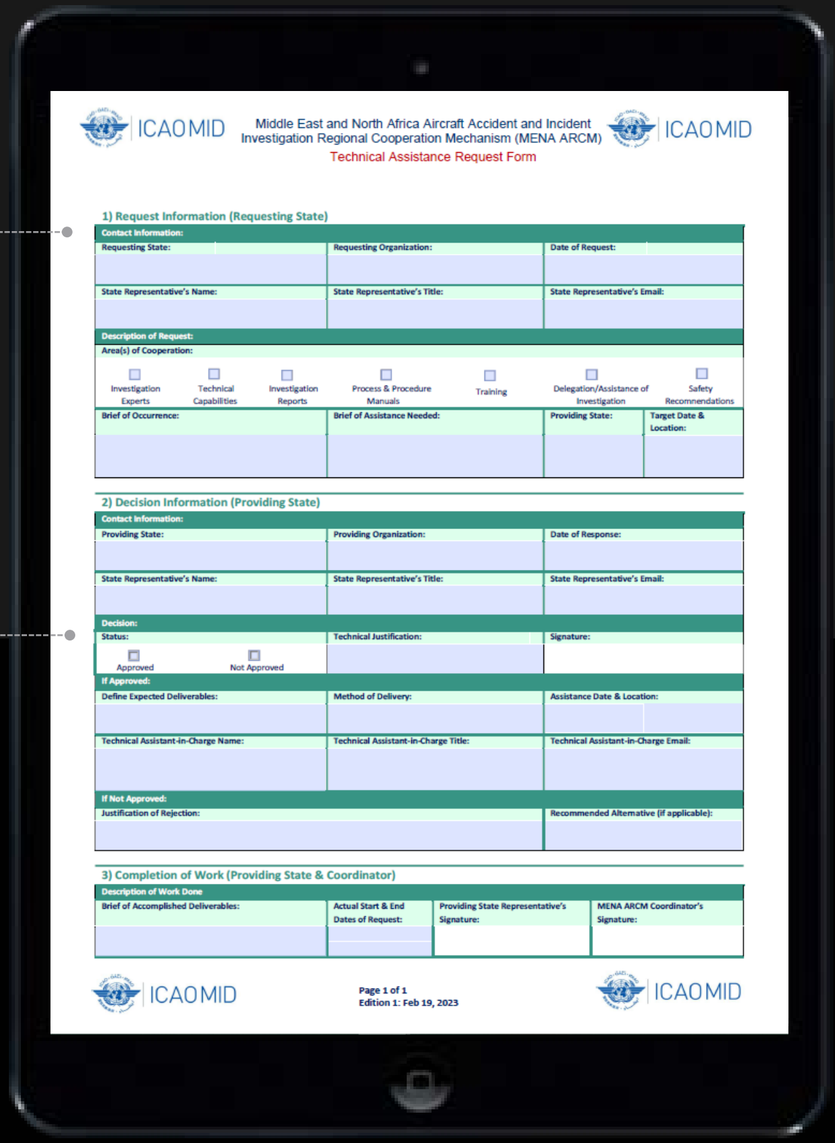
Delivery Method: In- Person

Delivery date: 17 July 2023

Location: Morocco, Rabat

Coordinator

To close, document and evaluate after completion



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Decision:

Status:	Technical Justification:	Signature:
☐ Approved ☐ Not Approved		

If Approved:

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If Not Approved:

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Description of Work Done

Brief of Accomplished Deliverables:	Actual Start & End Dates of Request:	Providing State Representative's Signature:	MENA ARCM Coordinator's Signature:

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REQUEST TIMELINE

June 7th

Initial Request Submitted

Technical assistance form “Request Information section” was submitted from Morocco State Representative to MENA ARCM Coordinator

June 7th

Request Review

Saudi Arabia State Representative reviewed the submitted request and emailed the Moroccan State Representative inquiring location of assistance

June 8th

Updated Request Submitted

Morocco State Representative Updated the location of assistance, which will be in Morocco instead of Saudi Arabia

June 8th

Notification of Acceptance

Providing State Representative emailed the Requesting State the technical assistance form “Request and Decision Information sections”

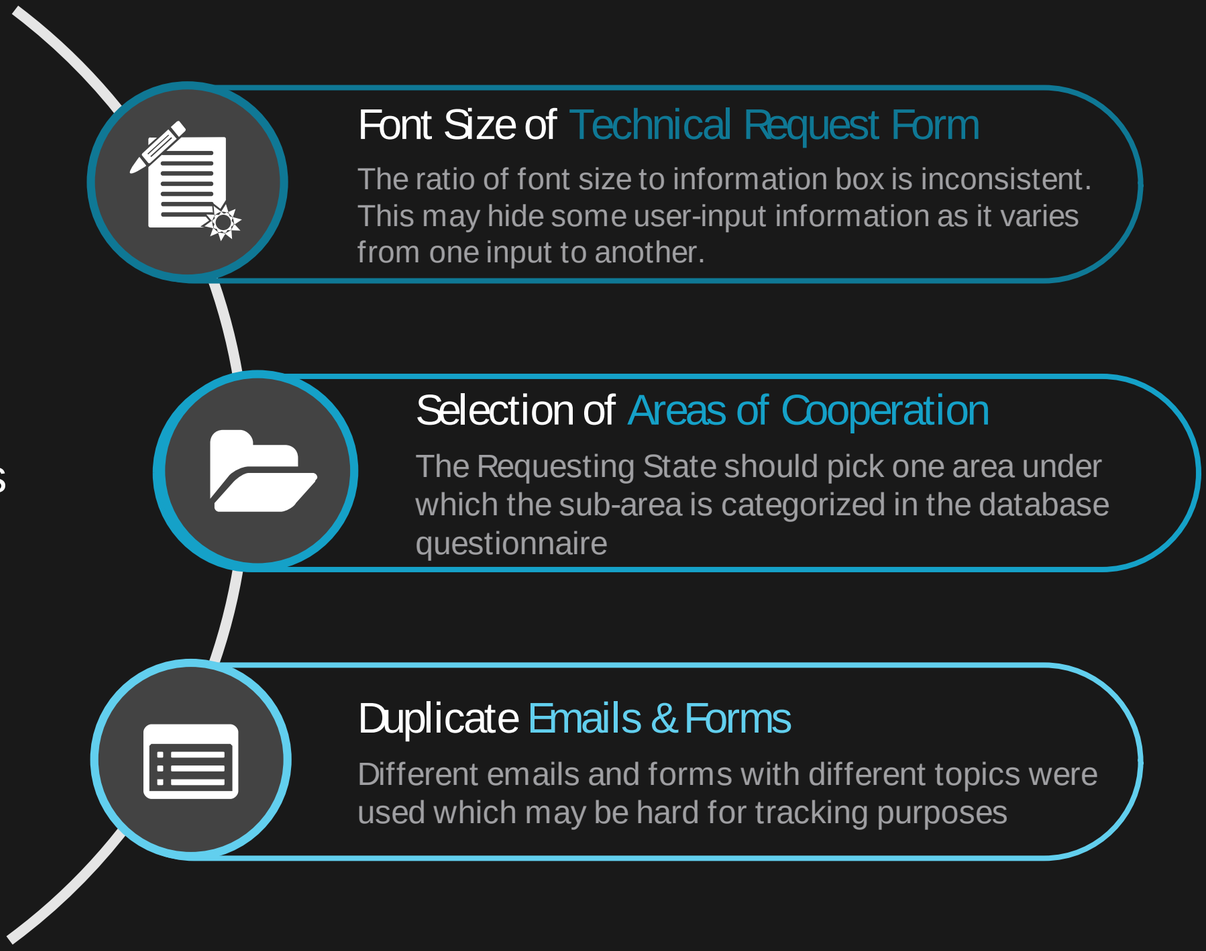
July 17th

Assistance Implementation

As indicated in the request form, the technical assistance will take place on July 17 and is expected to take 3 business days

REQUEST FEEDBACK

The following comments were observed during the test of technical assistance request process



KPIs

Number of Annual Requests

Number of initiated requests with submitted forms by all States

Percentage of Accepted Requests

Percentage of accepted requests to total number of all requests

Percentage of Accomplished Requests

Percentage of accomplished requests to accepted requests

Avg. Duration of Response

Average time from submitting the form by requesting Stats to the time at which the providing States respond (acceptance/ rejection)

Cycle Time of Request

Time from submitting the form by the requesting States to the time of delivering the request by the providing States

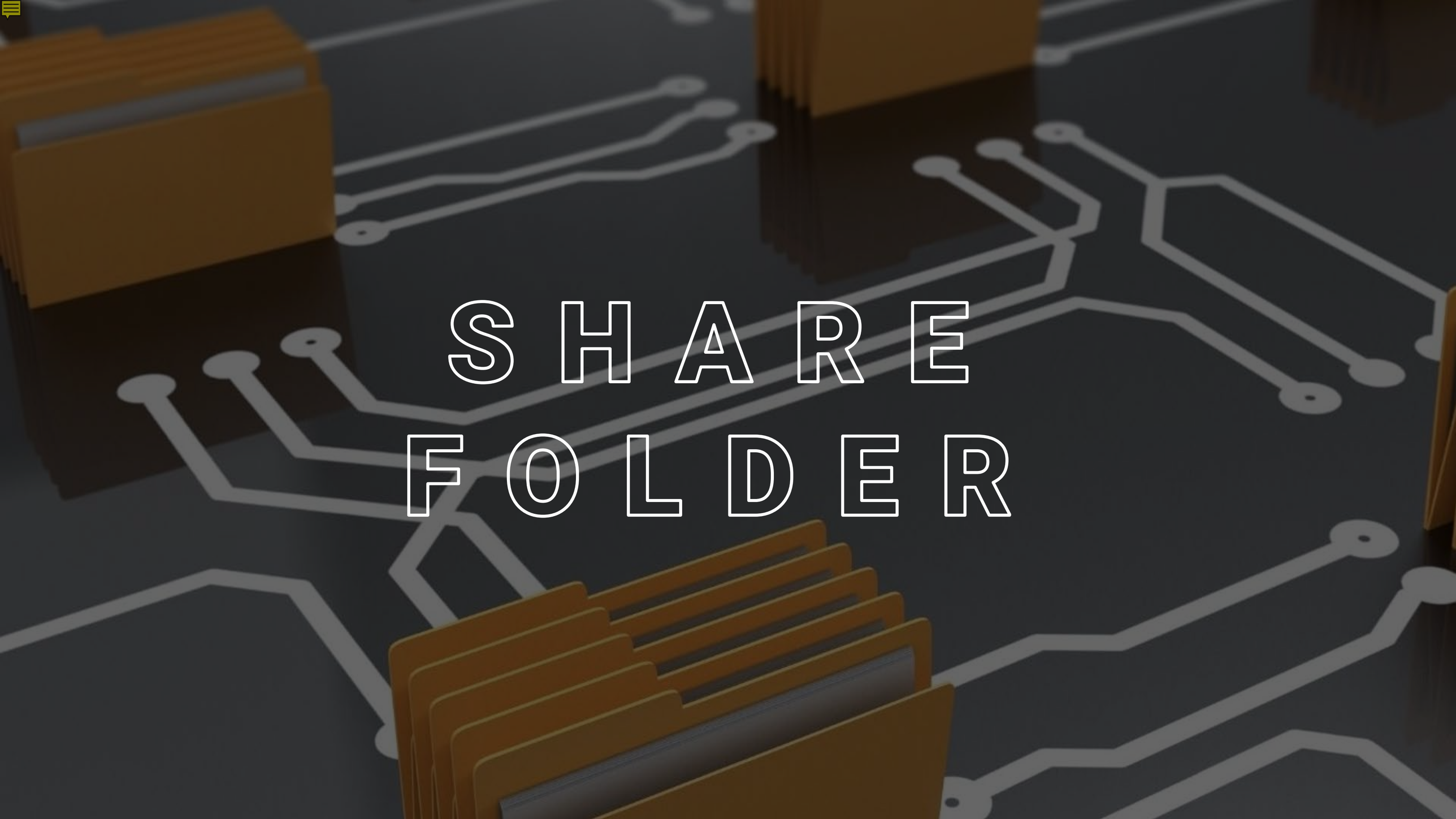
Avg. Duration of Delivery

The average time from accepting the request by the providing States to the time of delivering the requests

Satisfaction level

Measure the satisfaction level of the States receiving technical assistances (based on the service satisfaction questionnaire)

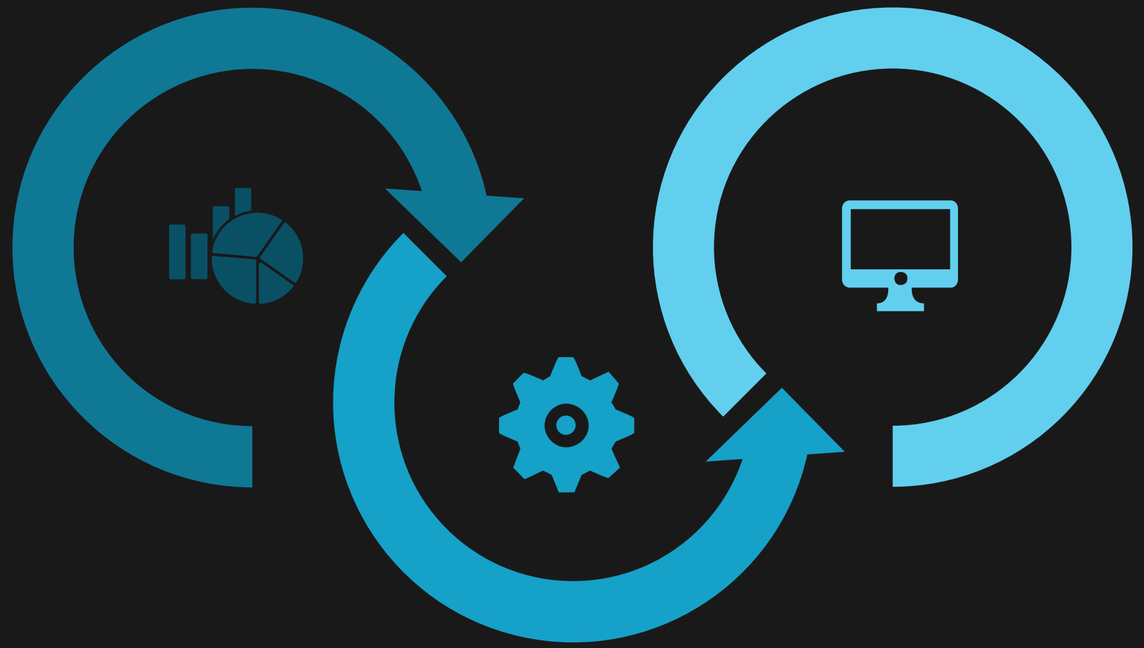
COFFEE TIME


SHARE
FOLDER

ONLINE SHARE FOLDER

OBJECTIVE

- A temporary folder
- Managed by the MENA ARCM Coordinator, ICAO and ACAO
- Allows State Representatives to access and share common files until the transformation to a fully automated online platform



FUNCTIONS

- Access Database
- Submit, document and track technical assistance requests
- View State Representatives contact information
- Share common files

FEATURES & CHARACTERISTICS

- Accessible
- Flexible
- History log
- 1 Controller, 1 admin member for each State
- General view for other states

ONLINE SHARE FOLDER

MENA ARCM Main Share Folder

Sub 1
Database

Sub 2
Technical Assistance

Sub 3
Working Projects

Sub 4
References

Sub 5
Guidelines

FUTURE WORK

Online Platform Development

Request for Proposal (RFP) has been shared with platform developers for cost estimation

MENA ARCM Logo

Propose a logo that promotes our vision and will be used to represent MENA ARCM identity

Share Folder Implementation

Once finalized, State Representatives will have access to the Share Folder to test its functionality

THANK YOU
FOR YOUR ATTENTION