



International Civil Aviation Organization
North American, Central American and Caribbean Office (NACC)
**Fourth Eastern Caribbean Network Technical Group and Second Eastern
Caribbean Radar Data Sharing Adhoc Group Meetings**
(E/CAR/NTG/4- E/CAR/RD/2)
Martinique, French Antilles, France, 17 to 18 June 2013

Agenda Item 2: E/CAR AFS Network

2.1 Maintenance and Reporting Procedures

MAINTENANCE AND REPORTING PROCEDURES

(Presented by Trinidad and Tobago)

SUMMARY	
This working paper reviews the fault reporting and resolution website.	
References:	
<ul style="list-style-type: none">• Third Meeting of the Eastern Caribbean Network Technical Group (E/CAR/NTG/3)	
<i>Strategic Objectives</i>	<i>This working paper is related to Strategic Objectives: A. Safety – Enhance global civil aviation safety C. Environmental Protection and Sustainable Development of Air Transport</i>

1. Introduction

1.1 During the third quarter (June) of 2011, Trinidad and Tobago introduced an on-line web-based fault reporting and resolution application (Topdesk), which would allow users of the Eastern Caribbean AFS network to log faults and receive timely resolution information. Passwords were assigned per State to ATC, AIS, Engineering/NOC and Administration departments which allowed users the ability to enter a fault and view subsequent feedback information on resolution for their State/Territory. The application provides statistics and reports for all States/Territories. Reports and statistics may be generated per State, per period, per type of failure, etc. The process and usage of the implementation of this application was informed to the Third Meeting of the Eastern Caribbean Network Technical Group (E/CAR/NTG/3).

1.2 At the E/CAR/NTG/3 Meeting, users were urged to utilize the Topdesk application as the primary means to log fault reports and in this regard, the Meeting formulated Conclusion E/CAR/NTG 3/01 *Use of TopDesk fault reporting application*. The meeting was informed that additional one-on-one on-line training is available upon request. The Topdesk application is available at: www.caa.gov.tt.

2. Discussion

2.1 There has been an improvement in the response from Users to Topdesk. In reviewing the reports submitted by Users, the following issues are noted:

- a) duplicate/triplicate reports are made by States. In some instances, more than one person creates a fault report e.g. different shift supervisors;
 - i) measures needs to be put in place to avoid multiple reports of the same problem. Emails addressed to helpdesk.telecoms@caa.gov.tt are logged into Topdesk as a report. Each response generates a new fault number and it becomes difficult to track a specific fault.
- b) TTCAA needs to manually enter the associated TSTT fault number to correlate to the State's report on Topdesk;
 - i) without this correlation it is difficult to track a fault and its resolution.
- c) some Users are not filling out all the required fields in the fault report. Reports have been seen that have no fault description in the request field. It is noted that the electronic form is the same as the paper form used previously;
 - i) all required fields need to be filled for its process. See example in figure 1 and 2 of Appendix.
- d) it would appear that some reports are made directly from the operators to TTCAA without first being verified by the ECCAA (in the case of ECCAA members) or its technical personnel. The E/CAR/NTG/2 Meeting agreed that when a failure occurs, local State technician should carry out their verification checks on end-user equipment and other related equipment operating with the E/CAR AFS Network and after this verification coordinate the failure report to the TTCAA;
 - i) please verify with your technicians. Figure 3 in Appendix show Sample report and escalation from the TTCAA Technician's 'Operator' login
- e) sometimes the Topdesk application stops responding. This has been reported to the providers of Topdesk. When this happens the only solution is to exit and re-enter the application. Also, from the States point of view, one browser may work and another may not; Microsoft Internet Explorer works and Google Chrome may not. This changes from time to time as experience has shown;
 - i) take note of this consideration
- f) during the recent TTCAA visits to the E/CAR (January-March 2013), several reports were made to the TTCAA technicians that operational staff is unaware of the login credentials and as a result do not use Topdesk; and
 - i) States and Users are urged to ensure dissemination of the username and password to all relevant personnel.

- g) Several fault reports lack tangible information on the resolution action taken by TSTT.
 - i) *TSTT is urged to provide timely and meaningful resolution information.*

3. Suggested Action

3.1 The Meeting is invited to:

- a) take note of the information presented in this paper;
- b) to utilize the Topdesk application as the primary, means to log fault reports as requested in Conclusion E/CAR/NTG/3/01;
- c) apply the actions presented in underlined text for each issued listed in paragraph 2.1; and
- d) take any other action that the meeting considers appropriate.

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APPENDIX

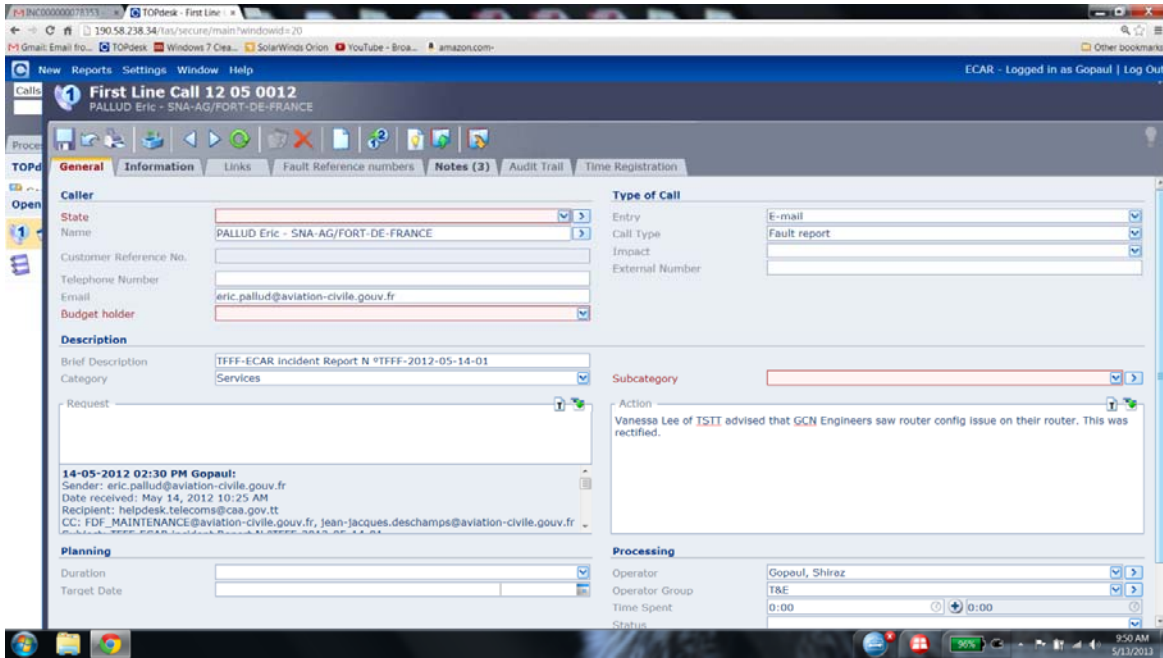


Figure1. An example of an actual incomplete fault report submitted on Topdesk.

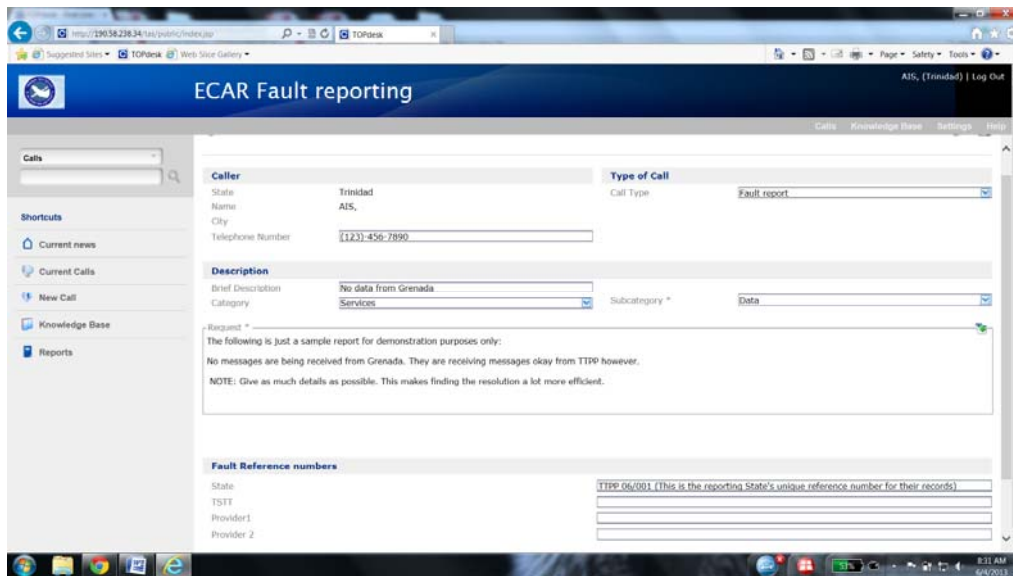


Figure 2. A sample report properly filled in.

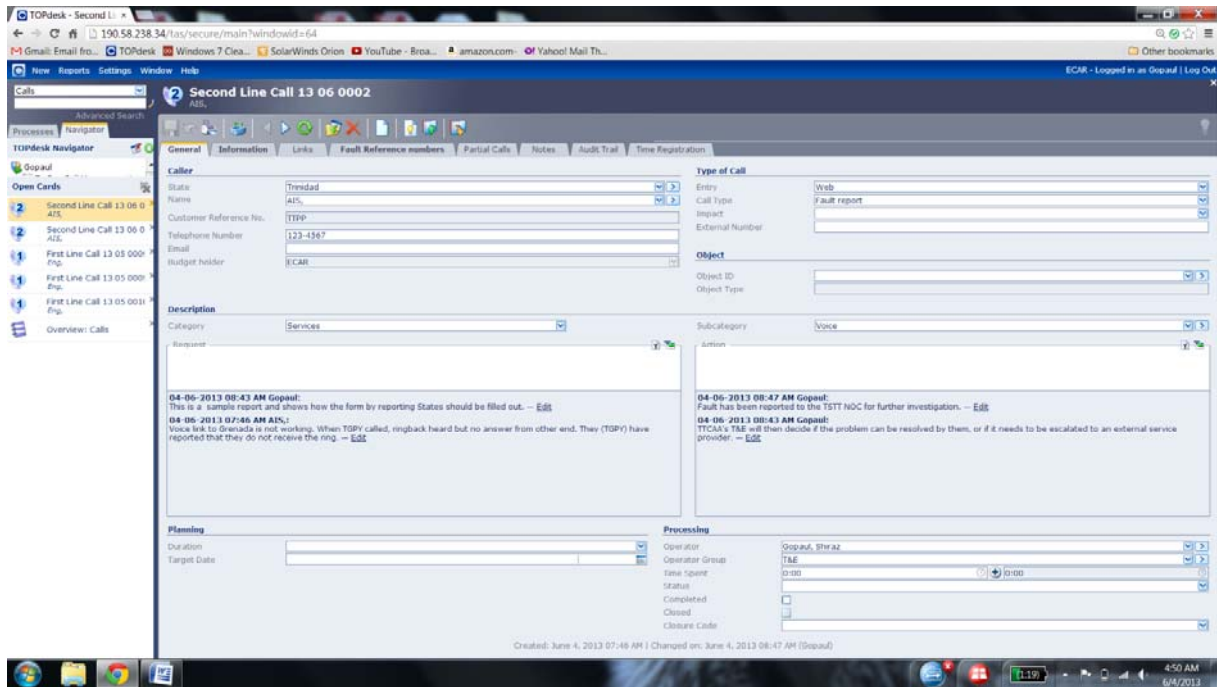


Fig 3. Sample report and escalation from the TTCAA Technician's 'Operator' login.