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WORKING PAPER

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**Twenty-ninth MEVA Technical Management Group Meeting (MEVA/TMG/29)**  
Mexico City, Mexico, 9 to 12 December 2014

**Agenda Item 4: MEVA III Implementation Activities**  
**4.2 MEVA III Documentation Review and Approval**

**MEVA III WEBSITE- TROUBLE TICKET MECHANISM**

(Presented by Jamaica)

| <b>EXECUTIVE SUMMARY</b>  |   |
|---|---|
| This working paper provides a review to the MEVA III website as proposed by COMSOFT and the trouble ticket mechanism that will be used to efficiently manage faults on the network. |   |
| <b>Action:</b>  | Suggested Actions are given in Section 3  |
| <i>Strategic Objectives:</i>  | <ul style="list-style-type: none"><li>• Safety</li><li>• Air Navigation Capacity and Efficiency</li></ul> |
| <i>References:</i>  | MEVA III Network System Design Documents (SDDs) Chapter 12  |

**1. Introduction**

1.1 At the MEVA III TF3 meeting in October there was an initial review of the MEVA Website and the Issue tracking system documentation.

1.2 COMSOFT proposed to maintain a secure web interface with access rights given to end users in near real time giving information on network status. This will assist in streamlining operations by issuing service/incident trouble tickets as well as assisting with general documentation. The webpage is structured into different sections as seen in Appendix

1.3 COMSOFT presented the MEVA III website template on time and the task force provided some initial comments on the website.

1.4 It was recommended that the Website and Issue Tracking system be removed to Chapter 12 of the SDD. The website and trouble ticket mechanism was subsequently reviewed after the updated documents were received in November and the following was observed and noted.

## 2. Discussion

### Comments to MEVA III Website

2.1 As requested in the RFP under Technical Requirements in Section C, 14.21 to 14.26, the winning bidder is required to:

The MEVA III website shall permit tracking of records from the Issue Tracking System covering at least the last ninety (90) days, including the following information:

- Record identification (number of call).
- Date and time of call initiation (record).
- Description of the problem.
- Identification of claimant (name and phone number).
- Date and time of termination of the call (end of call).
- Action taken to resolve the problem.
- Identification of the technician responsible for responding to the request.
- Records shall be searchable by fields, and report shall be generated as required in the service contract, or as requested, at no charge, by MEVA Members.

2.2 The MEVA III Website shall also show Link Level Monitoring data in a read-only manner.

2.3 The system currently has one record which was created at the TF meeting in October which has now aged; the appropriate number of days continues to be aged. The fields listed above are also accessible however a more thorough assessment of the search mechanism was not possible due to the limited number of records.

### Comments to trouble ticket mechanism

2.4 In the trouble ticketing system under creating a new ticket, the fields SLA (Service Level Agreement) and Service have options. The MEVA III has one type of Service and one type of SLA which should be reflected in the webpage.

2.5 The trouble ticketing system has the functionality to send follow-up emails to track an existing or closed issue without the need to open a new ticket. This is accessed by opening the ticket and clicking the reply button. A message or request for update can then be typed. COMSOFT then sends an acknowledgement on receipt of the email.

**3. Suggested Actions**

3.1 The Meeting is invited to:

- a) review the comments and observations made for the MEVA III Website and the trouble ticket mechanism; and
- b) identify any improvement and deadline for their implementation by COMSOFT.

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