



Network Manager
nominated by
the European Commission



Human resources

Common AIS Staff Profiling (CASP)

Workshop for the development of AIS management and oversight for Civil Aviation Authorities (CAA) and Air Navigation Service Providers (ANSPs)

31 July – 4 August 2017

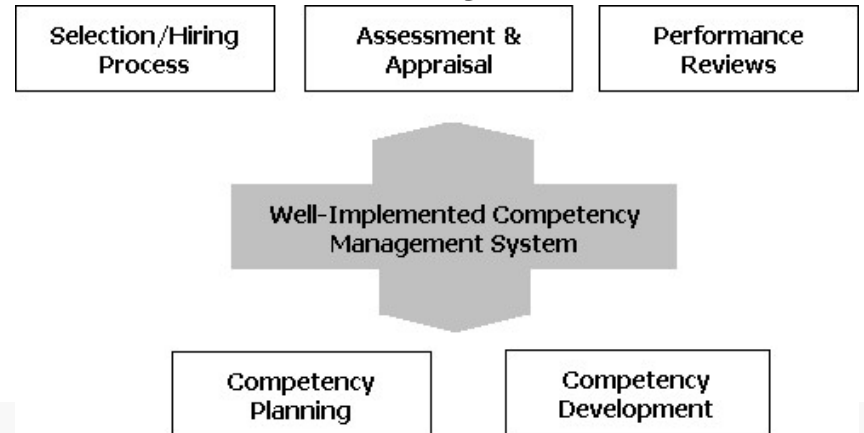
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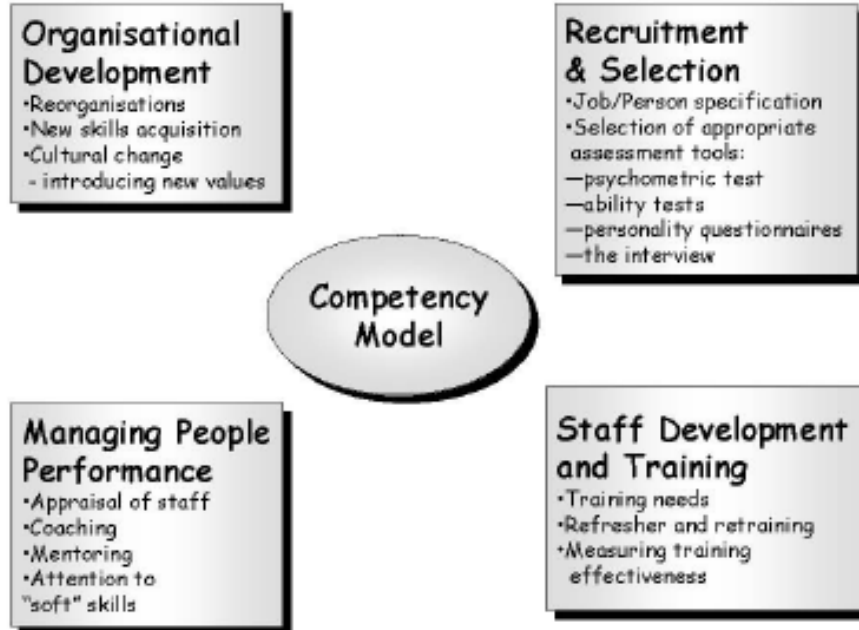
Common AIS Staff Profiling (CASP)

What is it about?

- Guidelines for AIS organisations to support the implementation of competency management processes.
 - Mapping of competencies with AIS/MAP work functions and associated ARO functions
 - Description of competency management processes
 - Enables the use and deployment of the validated competency information repository
- Staff profiling to identify the knowledge, skills, experience and competencies required for AIS job roles and related organisation
- Production of job descriptions, person specifications
- Development of selection criteria
- Identification of training need



Competency Management Objectives

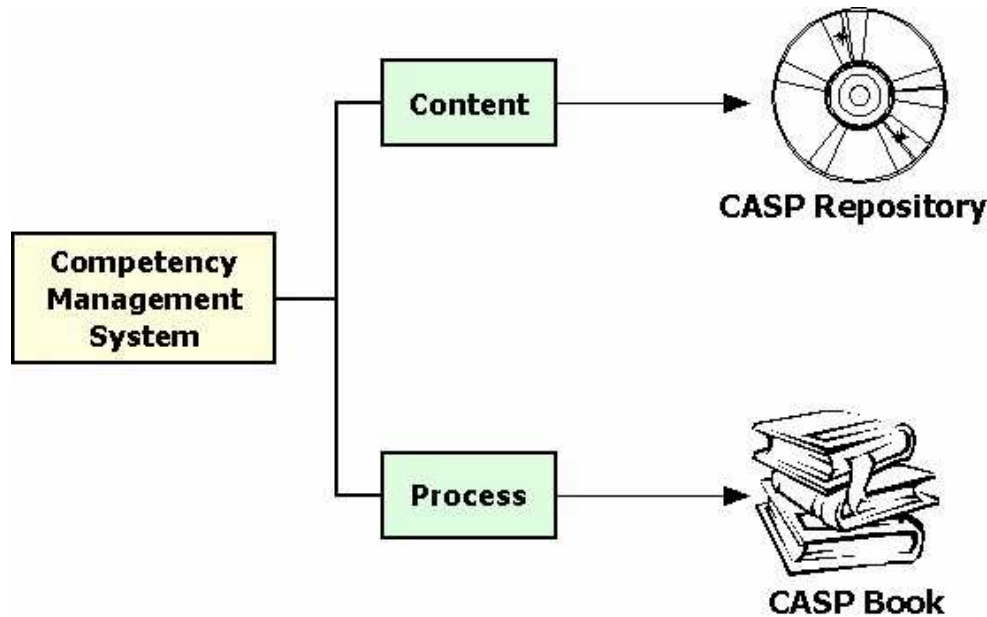


- Qualified and experienced staff in sufficient numbers are prerequisites for an AIS organisation to provide safe and timely aeronautical information.

- Competency management ensures that an AIS organisation has the right competencies at the right time by identifying competency gaps and facilitating appropriate training, compensation and recruitment programmes based on current or future competency needs.

Competency Management

Major components

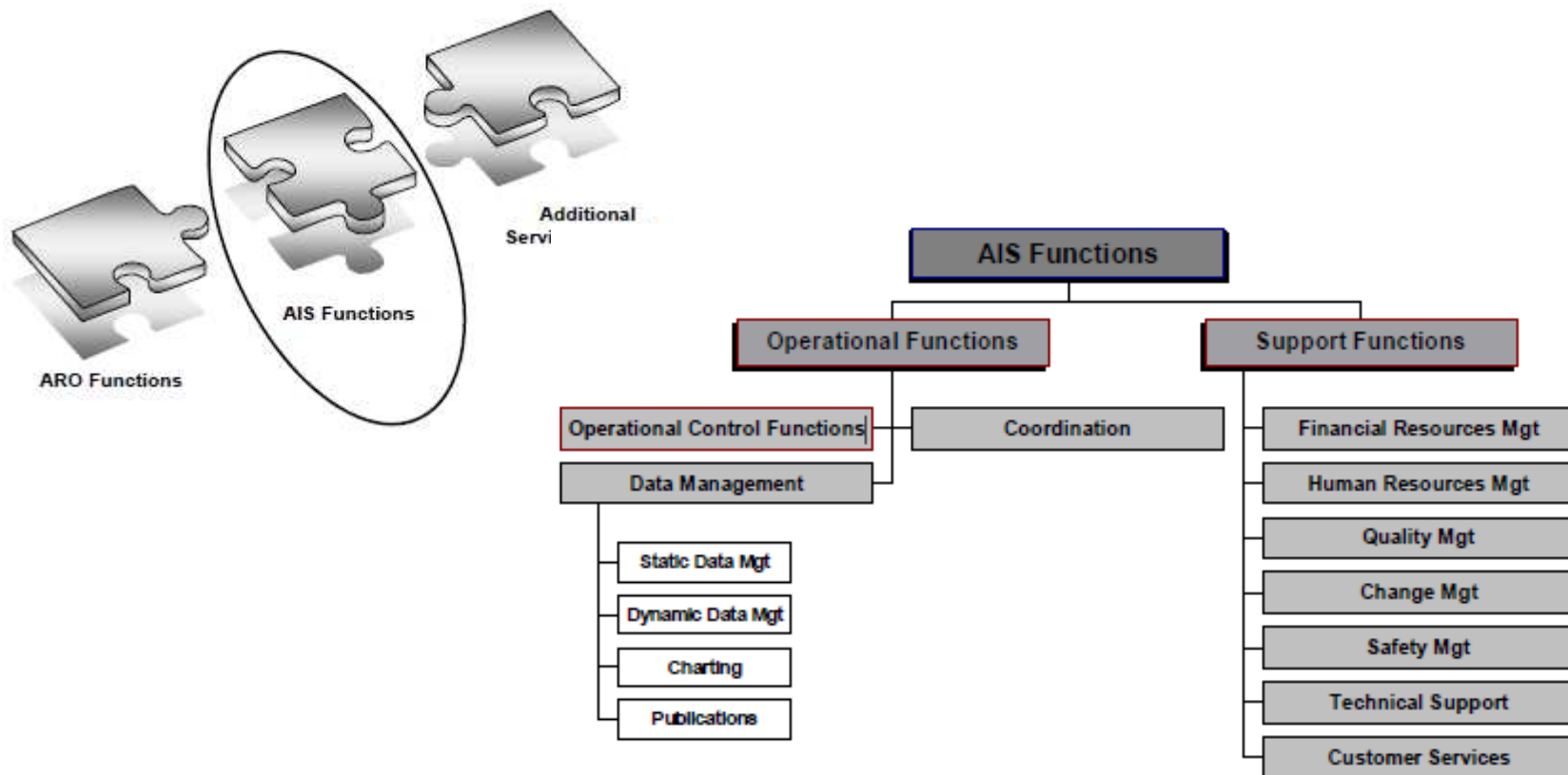


- **Content:** includes traditional competency inventory information and consists of:
 - Organisational data such as job families, job titles, proficiency standards, employee names, job/role descriptions, individuals' CVs,
 - Job and assignment history
- **Process:** allows the deployment of the CASP repository taking into account policies, standards, roles, responsibilities, procedures, etc.

Common AIS Staff Profiling (CASP)

Functional analysis of an AIS organisation

- How AIS work functions are organised? What are the categories?



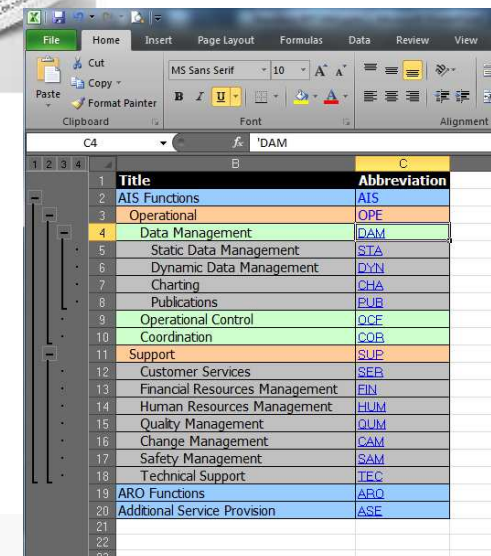
Common AIS Staff Profiling (CASP) Repository

AIS Functions			
OPE	Operational	SUP	Support Function
DAM	Data Management	SUP-a	identify customer requirements
DAM-a	code/decode aeronautical information	SUP-b	develop strategic business plans
DAM-b	translate aeronautical information	SUP-c	provide legal management
DAM-c	perform quality checks on aeronautical data/information	SUP-d	revise national operational manuals
DAM-d	process post flight information	SUP-e	update ICAO and Eurocontrol documents
DAM-e	provide data for compiling statistical data	SUP-f	compile statistical information
DAM-f	ensure traceability of aeronautical data/information	SUP-g	print aeronautical publications
DAM-g	process raw data	SUP-h	manage stock
STA	Static Data	SUP-i	maintain aeronautical national publications library
STA-a	compile static data	SUP-j	develop business plan
STA-b	compile positional data	SER	Customer Services
STA-c	process static data	SER-a	manage customers' accounts for AIS services and products
STA-d	maintain database of static data	SER-b	administer AIS customer services
STA-e	maintain foreign static AIS publications	SER-c	distribute aeronautical publications
STA-f	prepare static data for national and international database	SER-d	provide help-desk for AIS services and products
DYN	Dynamic Data	FIN	Financial Resource Management
DYN-a	process foreign dynamic data	FIN-a	plan finance
DYN-b	publish NOTAM	FIN-b	control finance
DYN-c	publish NOTAM Checklist	FIN-c	execute financial transactions
DYN-d	publish Trigger NOTAM	HUM	Human Resource Management
DYN-e	publish SNOTAM	HUM-a	ensure availability of sufficient AIS Staff
DYN-f	publish ASHTAM	HUM-b	determine training requirements
DYN-g	produce PIB	HUM-c	arrange and follow-up training
DYN-h	prepare tailored dynamic data	HUM-d	define job descriptions
DYN-i	maintain dynamic database	HUM-e	conduct the process of staff selection and recruitment
CHA	Charting	HUM-f	ensure compliance of AIS staff with competency requirements
CHA-a	maintain aeronautical chart library	HUM-g	prepare staff resource planning
CHA-b	publish aeronautical charts	QUM	Quality Management
PUB	Publications	QUM-a	establish quality management system
PUB-a	publish AIC	QUM-b	maintain quality management system
PUB-b	publish AIP	QUM-c	monitor customer satisfaction
PUB-c	publish AIP AMDT	GAM	Change Management
PUB-d	publish AIP SUP	CAM-a	identify opportunities and trends for change
PUB-e	publish NOTAM summaries	CAM-b	plan change
PUB-f	publish additional information for specific purposes	CAM-c	implement change
OCF	Operational Control Functions	CAM-d	review results of change
OCF-a	supervise data management	SAM	Safety Management
OCF-b	supervise customer services	SAM-a	analyse safety improvement reports
OCF-c	manage staff resources	SAM-b	implement safety improvement procedures
OCF-d	develop operating standards and procedures	SAM-c	undertake risk assessments
GOR	Co-ordination	SAM-d	implement procedures to delete risks
COR-a	coordinate with data sources	SAM-e	establish safety management system
COR-b	coordinate between AIS functions	TEC	Technical Support
COR-c	coordinate with customers	TEC-a	design technical systems
		TEC-b	implement technical systems
		TEC-c	maintain technical systems

- Documents:
 - [Common AIS Staff Profiling Guidelines](#)
 - [CASP Repository](#)



Common AIS Staff Profiling



Title	Abbreviation
AIS Functions	AIS
Operational	OPE
Data Management	DAM
Static Data Management	STA
Dynamic Data Management	DYN
Charting	CHA
Publications	PUB
Operational Control	OCF
Coordination	COB
Support	SUP
Customer Services	SER
Financial Resources Management	FIN
Human Resources Management	HUM
Quality Management	QUM
Change Management	CAM
Safety Management	SAM
Technical Support	TEC
ARO Functions	ARO
Additional Service Provision	ASE

Common AIS Staff Profiling (CASP)

URL



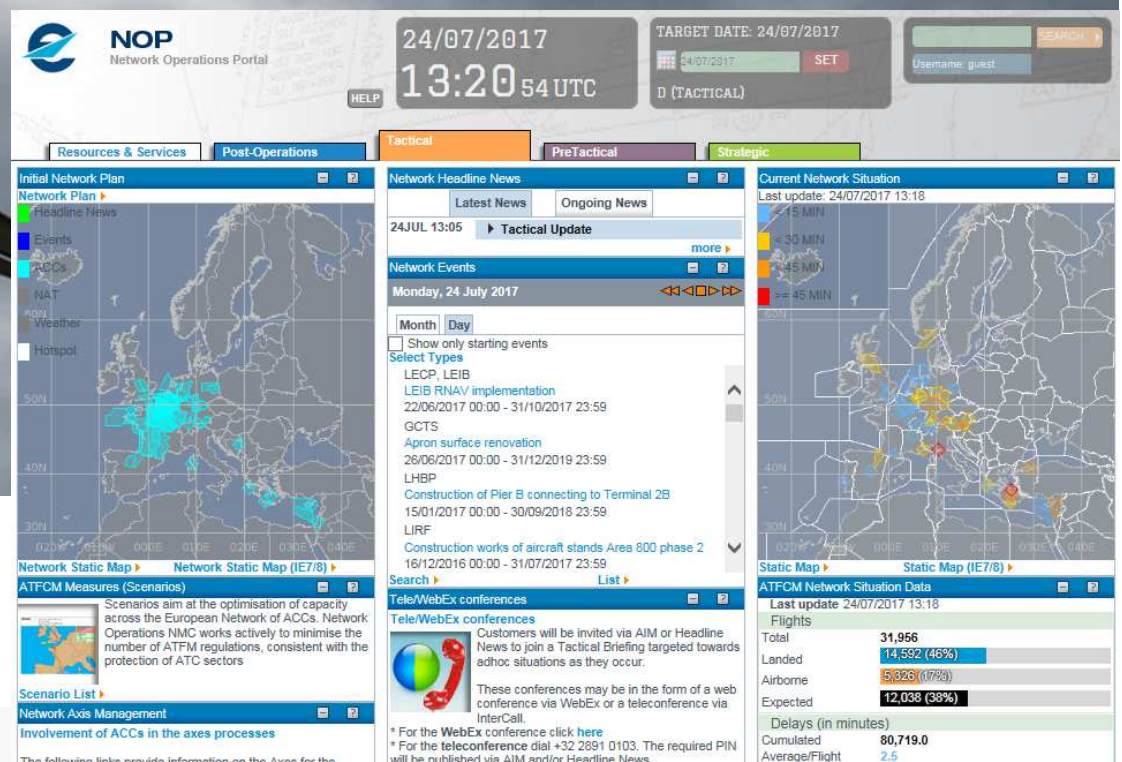
CASP Direct Benefits

- ◆ For AIS Staff:
 - Ability to demonstrate competencies;
 - Clarity and transparency of AIS activities.
- ◆ For AIS Managers:
 - Framework for HRM in AIS e.g. – resource planning.
- ◆ For ATM Operational Services:
 - Improved quality, safety, cost;
 - Improved AIS staff performance.
- ◆ For Regulatory Bodies:
 - ISO Certificate maintenance;
 - useful input for States if licensing considered.
- ◆ For overall Business:
 - potential market for Training;
 - Reduction of isolated development costs.
- ◆ For Interoperability & Standardisation:
 - Improved staff mobility - internal and external

- Hyperlinks:
 - <http://www.eurocontrol.int/publications/common-ais-staff-profiling-casp>
 - http://www.eurocontrol.int/sites/default/files/field_tabs/content/documents/information-management/2010-casp-repository-v2.xls
- AIS Training Development Guidelines
 - Assist training managers and course designers to create efficient and effective training programmes to meet the operational requirements of the Aeronautical Information Services.
 - <http://www.eurocontrol.int/publications/ais-training-development-guidelines-ais-tdg>

Thank You

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NOP Network Operations Portal

24/07/2017 13:20:54 UTC

TARGET DATE: 24/07/2017

24/07/2017 SET

Username: guest

HELP

Resources & Services | Post-Operations | **Tactical** | PreTactical | Strategic

Initial Network Plan

Network Plan

- Headline News
- Events
- ATCCs
- NAT
- Weather
- Hotspot

Network Static Map | Network Static Map (IE7/8)

ATFCM Measures (Scenarios)

Scenarios aim at the optimisation of capacity across the European Network of ACCs. Network Operations NMC works actively to minimise the number of ATFM regulations, consistent with the protection of ATC sectors

Scenario List

Network Axes Management

Involvement of ACCs in the axes processes

The following links provide information on the Axes for the

Network Headline News

Latest News | Ongoing News

24JUL 13:05 Tactical Update

Network Events

Monday, 24 July 2017

Month | Day

Show only starting events

Select Types

- LECP, LEIB
- LEIB RNAV implementation
- 22/06/2017 00:00 - 31/10/2017 23:59
- GCTS
- Apron surface renovation
- 26/06/2017 00:00 - 31/12/2019 23:59
- LHBP
- Construction of Pier B connecting to Terminal 2B
- 15/01/2017 00:00 - 30/09/2018 23:59
- LIRF
- Construction works of aircraft stands Area 800 phase 2
- 16/12/2016 00:00 - 31/07/2017 23:59

Search | List

Tele/WebEx conferences

Customers will be invited via AIM or Headline News to join a Tactical Briefing targeted towards adhoc situations as they occur.

These conferences may be in the form of a web conference via WebEx or a teleconference via InterCall.

* For the WebEx conference click here

* For the teleconference dial +32 2891 0103. The required PIN will be published via AIM and/or Headline News

Current Network Situation

Last update: 24/07/2017 13:18

- > 45 MIN
- < 30 MIN
- < 45 MIN
- > 45 MIN

Static Map | Static Map (IE7/8)

ATFCM Network Situation Data

Last update: 24/07/2017 13:18

Flights

Total	31,956
Landed	14,592 (46%)
Airborne	5,926 (17%)
Expected	12,038 (38%)

Delays (in minutes)

Cumulated	80,719.0
Average/Flight	2.5



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