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Organization

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WORKING PAPER

COUNCIL — SPECIAL MODEL SESSION

Subject No.01 : ICAO AS A PAPERLESS ENVIRONMENT

CHALLENGES AND BEST PRACTICES FOR ATTRACTING THE NEXT GENERATION TO AVIATION PROFESSIONALS

(Presented by Saudi Arabia)

EXECUTIVE SUMMARY

In order to attract the next generation to aviation professionals, this paper proposes to shift ICAO from a paper-based into an electronic work environment on a full scale. The paper suggests a GRADUAL mechanism of change to a paperless environment to better attract and accommodate the younger generation view and relation to the world and their tools of learning and working.

Action: The Council Model is invited to:

- a) Approve the proposed content of the paper;
- b) Approve the mechanism and recommendations as outlined in paragraph 3; and
- c) Provide the means and the tools to implement the proposed migration to a fully paperless work environment.

<i>Financial implications:</i>	Minimal financial impact on the organization while transitioning. Significant financial benefits in the long term.
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<i>References:</i>	<u>C-WP/13816</u>
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1. INTRODUCTION

1.1 ICAO conducts its daily operations in an innovative and in a state-of-the-art manner, yet hard copies are still distributed for some of the organization correspondences on an ongoing basis.

1.2 The cost of hard copies, such as handling and distributing materials, and operating and maintaining of the printing machines is an unnecessary burden to ICAO budget.

1.3 ICAO has made excellent strides towards the transformation to a paperless environment, however, it still needs to review and develop a mechanism to fully support a paperless environment.

1.4 The importance of working towards identifying the needs to fully transition to a paperless work environment is essential to attract the next generation of aviation professionals.

1.5 It is very worthy to take advantage of the available technologies to achieve efficiency in performing daily operations and to facilitate access to available information.

1.6 Younger generations are more likely to identify with advanced technological methods of conducting daily operations of business; therefore more likely to be attracted to learn and work in ICAO.

2. DISCUSSION

2.1 In light of the points listed in the introduction, it will be very important to do the following:

2.1.1 Transition to a paperless environment due to the flexibility, usefulness, and ease of access to documents, materials, and information and due to its lesser negative impact on the environment.

2.1.2 Take the necessary steps towards developing appropriate electronic tools, including *inter alia*, the ICAO main homepage/website, and ICAO secure portal, especially regarding access, browsing, taking into consideration increasing its efficiency and capacity to interact with users.

2.1.3 Offer workshops for concerned employees to become more familiar with online tools for daily business operations and to fully rely on electronic methods of conducting daily operations.

2.1.4 Conduct surveys asking concerned employees to identify their needs to improve the existing online tools and to provide new ones to facilitate carrying out their daily operations

electronically.

2.1.5 Develop special applications to enable access to ICAO information via personal computers, tablets, and also smart phones.

2.1.6 Design tools of virtual storage environment (Cloud) where information and materials can be uploaded and stored (in a PDF format) according to specialty, then accessed through any electronic device, modified if needed, and resaved after changes have been made.

3. RECOMMENDATIONS

3.1 Uniform the method of storing documents in a single on a secure location, preferably in a digital format (PDF).

3.2 Reallocate the budget assigned for printing to developing and improving the existing electronic tools and storing mechanism.

3.3 Set the goal to a gradual migration of all pre-electronically existing hard copies to be stored online.

3.4 Provide training materials on the web and hold a series of mini workshops to help employees smoothly get accustomed to using electronic documents, writing notes on them and saving necessary changes.

3.5 Take steps towards improving the existing ICAO secure portal such as increasing its flexibility as to create personal space which employees can organize according to their work needs.

3.6 Provide the option to access ICAO homepage/website in the six official UN languages and improve its user friendliness.

3.7 Employ advanced applications for online communication.

4. CONCLUSION

Once ICAO becomes a fully paperless work environment and uses the latest developed online tools to conduct its daily operations, exchange information, and use interaction tools, it

will more likely attract the next generation of aviation professionals as they will feel more 'at home' and this should increase the efficiency and effectiveness of ICAO. o