

# SWIFT Focus Group

## Industry Communications and Collaboration

Presented to: Industry SWIM Users

By: SWIM Program

Date: November 21, 2024



Federal Aviation  
Administration



# Agenda

- **Welcome & Introductions** – David Almeida (SWIFT Moderator)
- **Enhanced Tactical Communications & Collaboration** – Terrence Meekins (FAA, Second Level Engineering Site Support Manager), Kevin Dement (Systems Engineer), Justin Prasai (FAA, SWIFT Chair)
  - Tactical Improvements to mitigate operational issues
  - SWIFT Portal Demo
  - Enhanced awareness on SWIM services
- **Existing Developmental Pain Points & Issues Today** – David Wickes (Principal Systems Engineer)
  - Dev/Test Issues
  - FAA-Industry Community Dev/Test Process
- **LUNCH BREAK**
- **Near-Term (3-5 years) FAA Changes for Industry** – Chris Burdick (FAA, Integrated Services & Analysis Strategy Lead)
  - Strategic Change Communications Plan
  - CDM & Industry Service Roadmap
- **SWIM Community Forum Resources** - Justin Prasai (FAA, SWIFT Chair)



# SWIFT Goals

- **Re-introduce SWIFT General Session and Focus Group objectives**
- **Identify critical issues to the community**
- **Continue collaboration and elevate industry experience**
- **State of the State (airspace users, CDM, NCF, etc.)**
  - What are the current pain points?
  - What are the general operational concerns?






# Enhanced Tactical Communications & Collaboration



# Tactical Improvements!

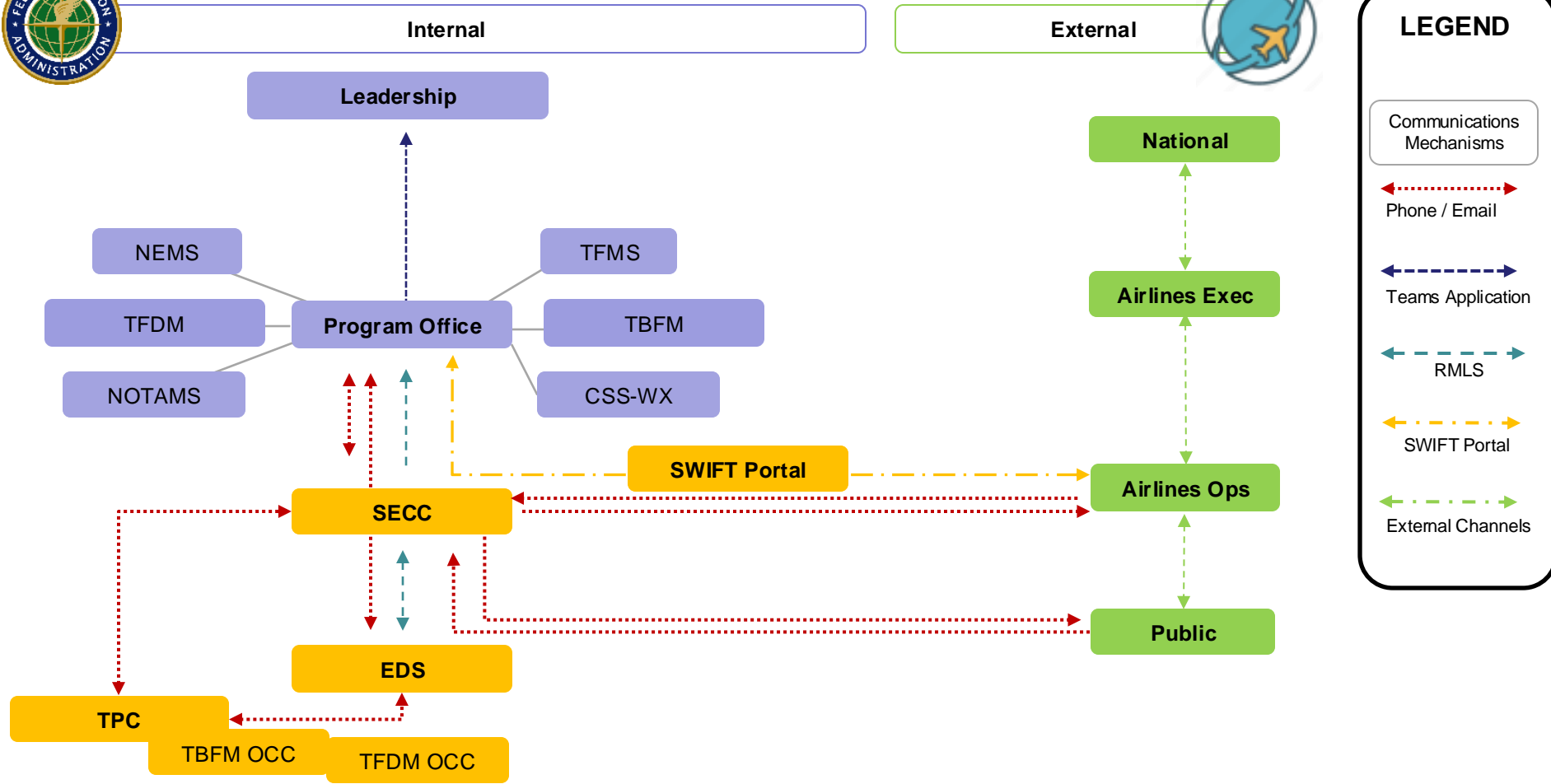


As the complexity of the National Airspace System (NAS) continues to grow, we want to enhance our processes, tools, and communication channels for socializing awareness on SWIM data services, status, outages, and issues. Below are solutions we are working towards to resolve existing pain points and provide an elevated user experience.




Challenge	Resolution
 <p data-bbox="92 601 571 679"><b>Issue triage and resolution timeliness</b></p>	<ul data-bbox="730 468 1835 689" style="list-style-type: none"> <li>• Provide CDM members with <b>appropriate FAA points of contact</b></li> <li>• <b>Improve/Standardize internal FAA communication and collaboration processes</b> for timely troubleshooting and escalation of SWIM related issues</li> <li>• Socialize <b>best practices and recommendations on internal management of SWIM services</b> and outage minimization</li> </ul>
 <p data-bbox="92 901 602 936"><b>Inconsistent communication</b></p>	<ul data-bbox="730 722 1843 943" style="list-style-type: none"> <li>• Provide website for users to view status of known issues</li> <li>• <b>Centralize notification and alerting capabilities</b> via SWIFT user portals</li> <li>• Establish internal <b>strategies and interfaces for programs to update user community on maintenance alerts and outage statuses</b></li> <li>• <b>Establish specific communication channels</b> for user inquiries(Ex: Ops/SCDS/FNTB Support, SWIFT)</li> </ul>
 <p data-bbox="92 1153 676 1232"><b>Deficiencies in development and test environment</b></p>	<ul data-bbox="730 1053 1715 1160" style="list-style-type: none"> <li>• <b>Designate additional resources to support dev/test activities</b></li> <li>• Improve internal process / prioritization</li> <li>• <b>Established intake forms and group email</b> for FNTB support</li> </ul>



# Communications Flow



# Maintenance Status Communication

Communication Audience	Message Owner	Message	Mechanism
 <p><b>Public</b></p>	SECC	<ul style="list-style-type: none"> <li>• Service outage</li> <li>• Service restored</li> </ul>	<ul style="list-style-type: none"> <li>• Email Notifications / Phone calls / SWIFT Portal</li> </ul>
 <p><b>Collaborative Decision Making (CDM) Members</b></p>	Program Office	<ul style="list-style-type: none"> <li>• Service outage submission date</li> <li>• Expected timeframe to restore</li> <li>• Service restored expected date</li> </ul>	<ul style="list-style-type: none"> <li>• SWIFT Portal (CDM restricted)</li> <li>• Issue Status Updates provided in SWIM User's Forum / Program Specific Engagements</li> <li>• Issue POC</li> </ul>
 <p><b>Internal PMO</b></p>	Program Office	<ul style="list-style-type: none"> <li>• Coordination of known outages / impacts / troubleshooting / communication of CDM and FAA Executive messages</li> </ul>	<ul style="list-style-type: none"> <li>• Teams Application</li> </ul>



# LIVE DEMO



Data obtained via SWIM Cloud Distribution Service (SCDS) is **NOT for OPERATIONAL USE**.  
All data has been pre-approved for public release by the NAS Data Release Board (NDRB).

**SWIFT Portal** Home

- Home
- Discovery
- Subscriptions
- Status
- Maintenance
- Alerts
- Community
- Support

### News

Upcoming SWIM Users Forum – Tuesday, September 10, 2024 8/28/2024

You are invited to attend the virtual FAA [System Wide Information Management \(SWIM\) Users Forum](#) on September 10, 2024, at 2:00pm EST. This session contains updates SWIM SCDS Users and information about CSS-FD.

Registration is required for this event. Please visit our [registration link](#) to complete this quick and easy process. Once you have registered, you will receive a confirmation email with your unique Zoom login information and an option to add the meeting to your calendar. Registration remains open throughout the meeting for those of you joining late.

If you have any questions, please email [SWIM@faa.gov](mailto:SWIM@faa.gov).

[READ MORE](#)

### Subscriptions

[REFRESH](#)

Create a subscription to start consuming SWIM product data. Select the "Create New Subscription" button below to create a subscription.

[CREATE NEW SUBSCRIPTION](#)

<https://portal.swim.faa.gov/>

### Status Overview

SCDS ✓ Brokers UP ✓ Services UP [VIEW DETAILS](#) Last Refresh: 2:12:00 PM [REFRESH](#)

#### Services

STDDS	SCDS	TFMS	SCDS
ISMC	✓	Status	✓
APDS	✓	Flow	✓
SMES	✓	Flight	✓
TDES	✓	TBFM	SCDS
TAIS	✓	MIS (4.3.2)	✓
AIM FNS	SCDS	MIS (4.15)	✓





# SWIFT Portal Capability: Status

- Displays **availability** of products and services
  - NEMS/NESG users can request NEMS node status access from the SCDS Support Team
- Summary status is indicated by different icon
- SCDS Status is determined by SCDS self reporting tools
- NEMS status is determined by NEMS status messages

Status Overview

Last Refresh: 4:57:42 PM REFRESH

Node	Brokers	Services
SCDS	UP	DOWN
ACY	UP	UP
OEX	UP	UP
ATL	UP	UP
SLC	UP	UP

Services

STDDS	SCDS	ACY	OEX	ATL	SLC
ISMC	✓	✓	✓	✓	✓
APDS	✓	✓	✓	✓	✓
SMES	✓	✓	✓	✓	✓
TDES	✓	✓	✓	✓	✓
TAIS	✓	✓	✓	✓	✓

TFMS	SCDS	ACY	OEX	ATL	SLC
TFDM	✓	✓	✓	✓	✓
Status	✓	✓	✓	✓	✓
Flow	✓	✓	✓	✓	✓
Flight	✓	✓	✓	✓	✓

TBFM	SCDS	ACY	OEX	ATL	SLC
MIS (4.3.2)	✓	✓	✓	✓	✓
MIS (4.15)	✗	✓	✓	✓	✓

AIM FNS	SCDS	ACY	OEX	ATL	SLC
Publication	✓	✓	✓	✓	✓
NDS	—	—	✓	—	—

ITWS	SCDS	ACY	OEX	ATL	SLC
SFDPs	✓	✓	✓	✓	✓

# SWIFT Portal Capability: Status

- *View Details* displays a histogram of **service statuses** from a given site (SCDS, ATL, OEX, etc.) and an **incident log** of service maintenance or disruptions



# SWIFT Portal Capability: Maintenance

- Displays active and upcoming **maintenance events**
  - Past events are also viewable
- **Notifications** can be set up for most SWIM services and respective sites
- Currently undergoing enhancements

Maintenance

Maintenance > Events

EVENTS PAST EVENTS NOTIFICATIONS

+ NEW EVENT

Last Refresh: 5:01:03 PM REFRESH

### Active Events

Type	Service Impact	State	Start Time ↑	End Time	Sites	Systems	Updated	Info
Scheduled	Reduced Service	Initial Notification	02/09/2024 1530	11/15/2024 2359	TWO	RVR	-	ⓘ ⋮
Scheduled	Full Outage	Initial Notification	06/01/2024 0030	12/18/2028 2200	GJT	RVR	-	ⓘ ⋮
Unscheduled	Partial Outage	Initial Notification	06/20/2024 1025	-	ATL	RVR	-	ⓘ ⋮
Unscheduled	Reduced Service	Initial Notification	08/27/2024 1958	-	DSM	RVR	-	ⓘ ⋮

### Upcoming Events

No Upcoming Maintenance Events



# SWIFT Portal Capability: Maintenance

- Maintenance Event Details display information about date/time, summary description, impact level, services impacted, RMLS info, and other information
- Information is populated by SECC Ops, and sent to SCDS and NEMS/NESG users

**Maintenance Event Details**

**Date/Time:**  
August 06, 2024 1200 UTC through February 03, 2026 2359 UTC

**Event Summary:**  
SCHEDULED OUTAGE NOTIFICATION: MCN APDS on August 06, 2024 1200 UTC through February 03, 2026 2359 UTC

**Service Impact:**  
Full Outage

**Service Impacts:**

- STDDS Airport Data Service (APDS)



**Systems:**  
RVR

**Sites:**  
MCN

**Additional Details:**  
MCN APDS data may be unavailable.

**RMLS Event Log:**  
# 730551632

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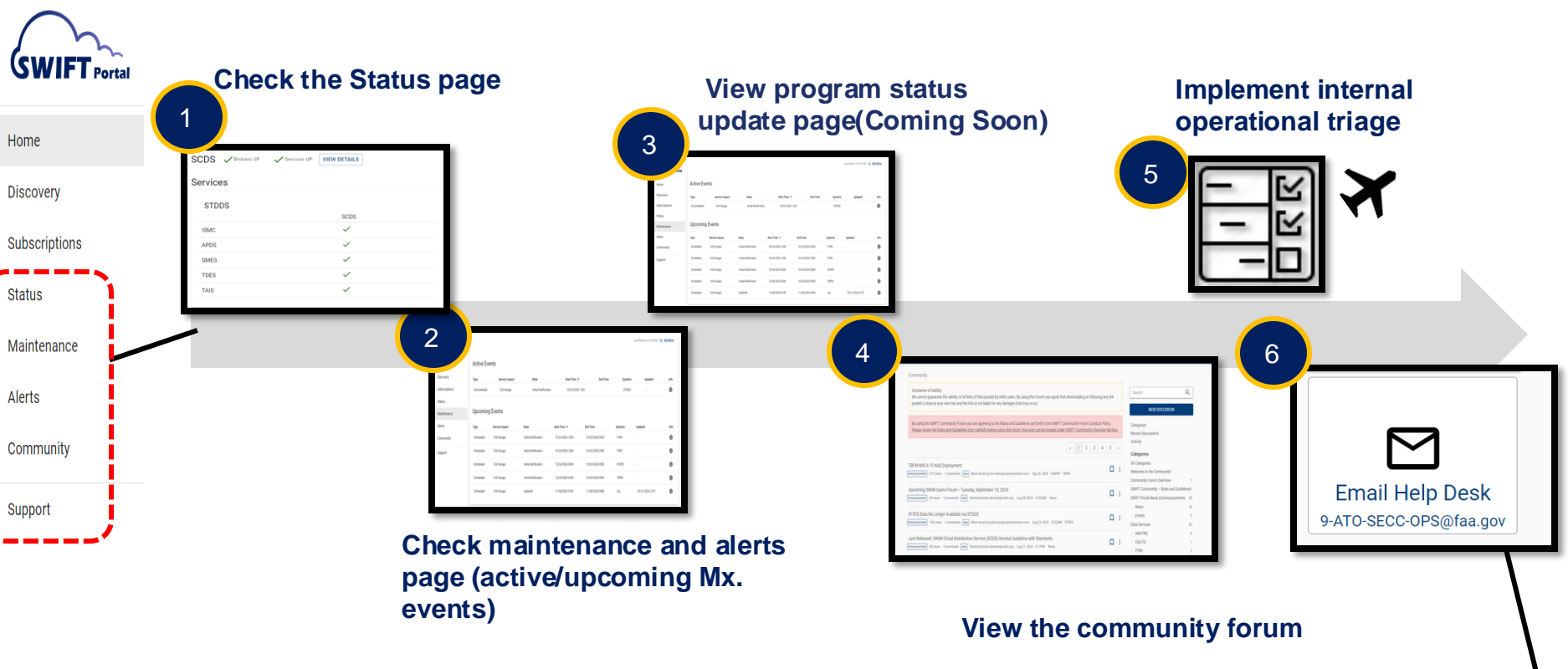
Created: June 20, 2024 0157 UTC   
Last Updated: June 21, 2024 1927 UTC   
Last Notification Sent: July 18, 2024 1141 UTC

[CLOSE](#)



# Summary

Visit the SWIFT Portal for latest status and alerts (<https://portal.swim.faa.gov/status>)



**If steps 1-5 do not suffice:** Please contact the SWIM Enterprise Control Center and your request will be directed to first and second level support for troubleshooting and issue resolution.

✉ [9-ATO-SECC-OPS@faa.gov](mailto:9-ATO-SECC-OPS@faa.gov) ☎ (855-322-6362- opt 3, opt 1)



# Useful Links



[SWIFT Portal User Guide](#)



[Maintenance Event Subscription Guide](#)



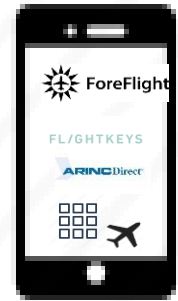
[Service Status Guide](#)



# Third Party Services



If you are consuming data via third party applications, please contact your service provider for issue reporting (not SECC). They will perform initial troubleshooting and contact the SECC if there are issues with SWIM connections.



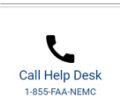
It is the responsibility of Third-Party providers to:



**Verify** they are receiving SWIM data.



**Monitor status** of their SWIM services and **relay** any planned **outages/alerts/impacts** to subscribers.



**Contact the SECC** if issues are related to SWIM data.



**Reminder:** The SCDS feed is not intended for operational use.

- Airlines should subscribe to the operational SWIM feeds for airline management and decision making.
- If leveraging third party services, airlines should verify vendor is receiving SWIM data through the NESG, which is approved for operational usage.

**The FAA is NOT responsible for data published via third party sources.**

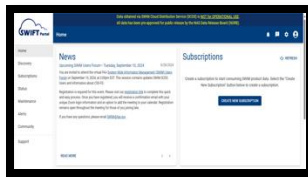


# Maintenance Outages

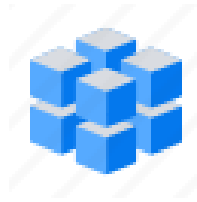


Routine Maintenance is required for the sustainability and enhancement of SWIM data services

How can I avoid total outages during MRs?



**Stay up to date:** Check the SWIFT portal on planned Maintenance Requests (MRs) for NESG and SCDS SWIM feeds.



**Back up connections:** It is strongly recommended that operators **configure redundant connections** (ex: connect to multiple NESG such as ACY + OEX ) **to ensure continuity** and avoid total outages.

The SWIM Program Office cannot cancel scheduled MR's based on individual requests.



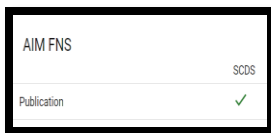


# Ex: Missing NOTAMs

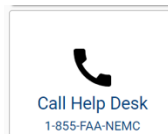
The NOTAMS AIMS Search is the official site of all FAA NOTAM publications.

- <https://notams.aim.faa.gov/notamSearch/>

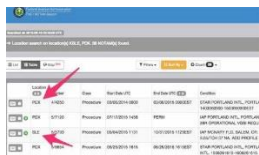
## Missing NOTAMs?



Check the **SCDS status page of NOTAM Service (AIM FNS)** in the SWIFT portal.



Contact the **SWIM Enterprise Control Center** and your request will be escalated for timely troubleshooting.



If the SWIM NOTAMS service is unavailable, view the **NOTAMS AIMS Search website (official FAA site)**.



# New Feature: Operational Issue Reporting Form



In order to enhance communications and troubleshooting, we have created a new Issue Reporting Form for NESG users.

- Form can be accessed via [Guide Page](#) on the [SWIFT support site](#). (in the works)
- Users must submit this new form when contacting the SECC.
  - This form streamlines communication by providing the SECC required information for troubleshooting such as: connection details, issue descriptions, logs etc.
- Users will be notified upon release

<i>This form is intended for NESG users only.</i> For SWIM FNTB/RnD issues, please use the FNTB reporting form available on the SWIFT portal or contact: <a href="mailto:9-ajo-swim-fntb-support@faa.gov">9-ajo-swim-fntb-support@faa.gov</a> .	
Name of Company or Organization reporting the issue and primary POC:	
Connection to the FAA. <ul style="list-style-type: none"> <li>Are you connected to NESG or SCDS? If applicable, please describe any details of this connection.</li> <li>Do you maintain the networking/client equipment or is there a 3<sup>rd</sup> party involved.</li> </ul>	
Please provide connection details <ul style="list-style-type: none"> <li>Connection ID (FTIH-L7-)</li> <li>ER Number (ER-xxxxx)</li> <li>NEMS Topic Name</li> </ul>	Please provide error messages encountered (if any)
What SWIM Service are you having with? <ul style="list-style-type: none"> <li>TFMS</li> <li>NAIMES FNS (NOTAMS)</li> <li>STDDS</li> <li>Other</li> </ul>	Are there any logs that you can share?
Which site are you attempting to <ul style="list-style-type: none"> <li>ACY</li> <li>OEX</li> <li>ATL</li> <li>SLC</li> </ul>	Have you performed the following internal checks? <ul style="list-style-type: none"> <li>Have you verified/reset your VPN Connection?</li> <li>Have you restarted your client?</li> <li>Have you verified connectivity to a 3<sup>rd</sup> party vendor (if applicable)?</li> <li>Are you pointing to the correct queue/topic?</li> <li>Please describe any other details on what has been done recently that could impact the service such as: any recent changes or modifications, new data types, network/client updates, software changes</li> </ul>
Please conduct these internal checks prior to submitting the form.	



# Ops Issue Reporting: How to Access?

## 1. Visit the Guide page on the SWIFT Portal Support site

SWIFT Portal SUPPORT

SWIFT Portal Support > Guide

Search

Guide

- SWIFT Portal User Guide
- Maintenance Event Notification Guide
- SWIFT Portal User On-boarding Instructions

NEMS Operational Support

NEMS Operational Issue Reporting

## 2. Select the NEMS Operational Issue user reporting link to view and download the form

Articles in this section

NEMS Operational Issue Reporting

1 hour ago · Updated

Follow

If you are an internal or external user connected to NEMS or the NESG, please use the attached form to report an issue with your connection. Fill out the sections with grey prompts and submit to: 9-ATO-SECC-OPS@FAA.GOV

**Note:** This is for NEMS Operational issue reporting only. For R&D and FNTB environments, see the corresponding issue forms in the R&D and FNTB Guide section.

NESG Issue Reporting Form 11.19.24.pdf

200 KB · Download



# NESG Service Access Agreement

- Similar to the SCDS usage policies, **we are establishing a NESG Service Access Agreement to clarify Terms of Service and guidelines on SWIM operational data**
- **SAA is currently under development. NESG Users will be notified upon official release.**
- **Users will be required to sign the SAA annually for continued access to SWIM NESG data.**

## FAA Terms of Service

By using FAA's Data Services, here in referred to as "Services," you are agreeing to these terms. Please read them carefully. Our Services are very diverse, so additional terms or requirements may apply. Additional terms will be available with the relevant Service, and those additional terms become part of your agreement with us if you use those Services. The additional terms are identified in section 4.5 of the Service Description Document. The terms specified herein take precedence when a conflict exists between additional terms or requirements.

## Definition of Parties

"You" – when we reference "you," we mean both the user of our Services and any business entity the user is acting on behalf of in using our Services. This role is also known as a Service Consumer.

"Us" – when we reference "us," "we," or "our," we mean any FAA organization including its officers, agents, and employees. This role is also known as a Service Provider.

## Definition of Terms

Service – When we use the term "Service" we mean the mechanism by which you access our information and the information or data accessed.

Service Consumer – Service Consumer is defined as an external entity that consumes FAA data directly. They may provide a range of services to secondary consumers of products produced, marketed, or supports the products produced, using FAA Data.

Indirect/Secondary Consumer – Any consumer who receives FAA data indirectly through a Service Consumer.

Service Description Document – An overarching document for each Service that includes the necessary technical information to establish an interface with the FAA and any additional relevant terms.

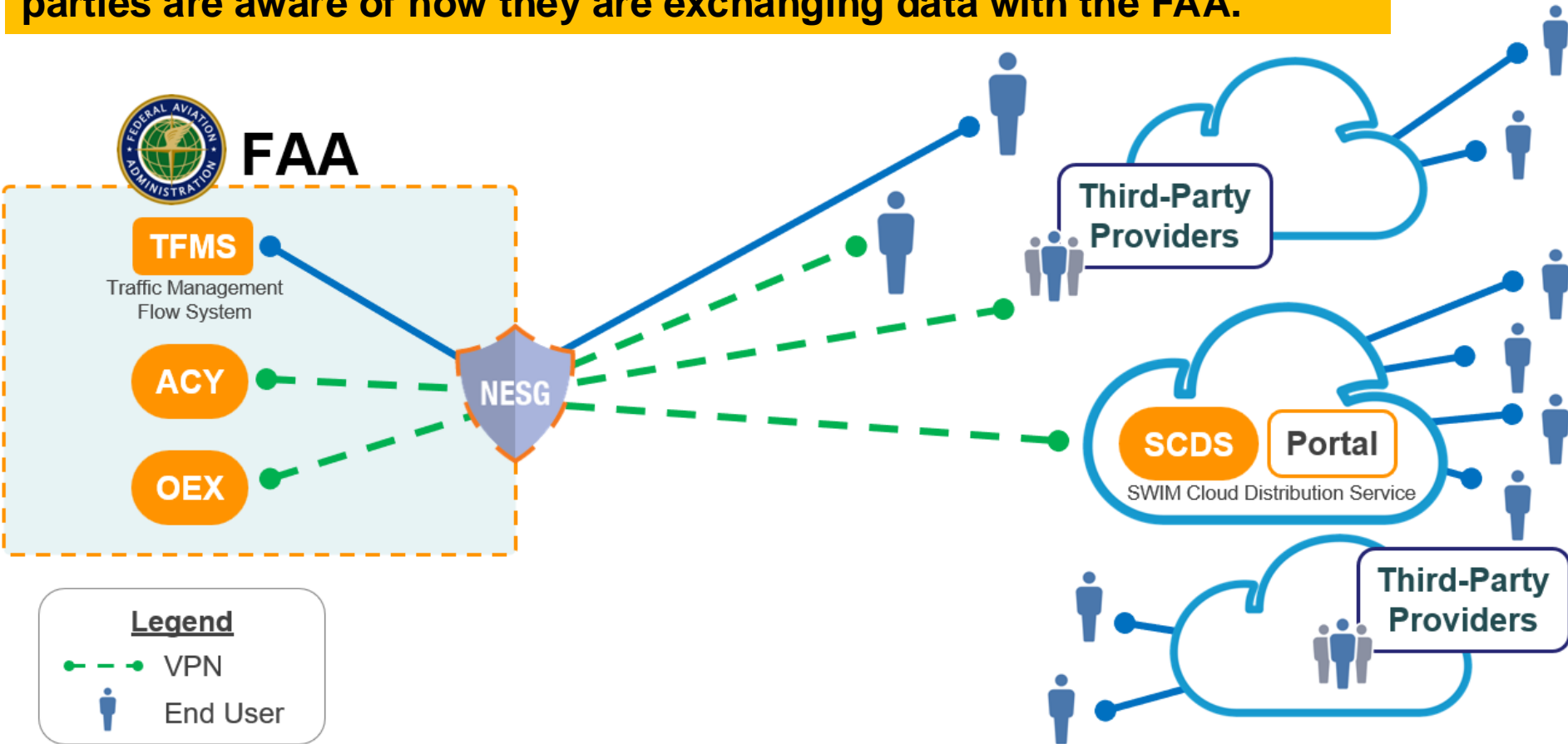
## Using our Services

You must follow any policies made available to you within the Service Description Document. Do not misuse our Services. For example, do not interfere with our Services or try to access them using a method other than the interface and the instructions that we provide. You may use our



# Many ways to connect!



There are multiple ways to receive data through SWIM. It is pivotal all parties are aware of how they are exchanging data with the FAA.



# Existing Developmental Pain Points & Issues Today



# Dev-Test Pain Points

Pain Points 	Improvements 
<ul style="list-style-type: none"><li>❑ <b>Interruptions related to TFMS R14 Request/Reply service availability due to SWIM and TFMS issues in the FNTB</b></li><li>❑ <b>External user's developmental and testing activities are impacted by FNTB SWIM service degradations or outages</b></li><li>❑ <b>User dev/test efforts interrupted by FNTB service disruptions to infrastructure components, including Web Logic, XML Gateways, user endpoints, SWIM producer/consumer connections</b></li><li>❑ <b>Lack of internal mechanisms in place to proactively alert FAA support teams on FNTB SWIM service issues</b></li></ul>	<ul style="list-style-type: none"><li>✓ <b>FNTB SWIM provisioning lead time is reduced from 5 to 7 weeks, down to 3 to 4 weeks.</b></li><li>✓ <b>FNTB SWIM acknowledgment of reported issues and subsequent troubleshooting actions are undertaken quickly. The TCNEMS support team is responsive and helpful</b></li><li>✓ <b>Enhancements to SWIFT/SCDS Portal for monitoring, status updates, and announcements. Improvements and standardization of internal and external communication, and alerting/monitoring channels</b></li></ul>



# FNTB: New Issue Reporting Process

## Reporting FNTB and R&D issues



Contact SWIM FNTB support at: [9-AJO-SWIM-FNTB-SUPPORT@FAA.GOV](mailto:9-AJO-SWIM-FNTB-SUPPORT@FAA.GOV) to report FNTB, virtual-FNTB, and R&D issues. **(new email)**



Users should **submit the Issue Reporting Form** with their issue report for enhanced communication and timely troubleshooting.

- Available via the [Guide Page](#) on the [SWIFT support site](#). (see next slide)

## Issue Reporting Form for External Users accessing FAA SWIM in the FNTB, virtual-FNTB, and R&D environment

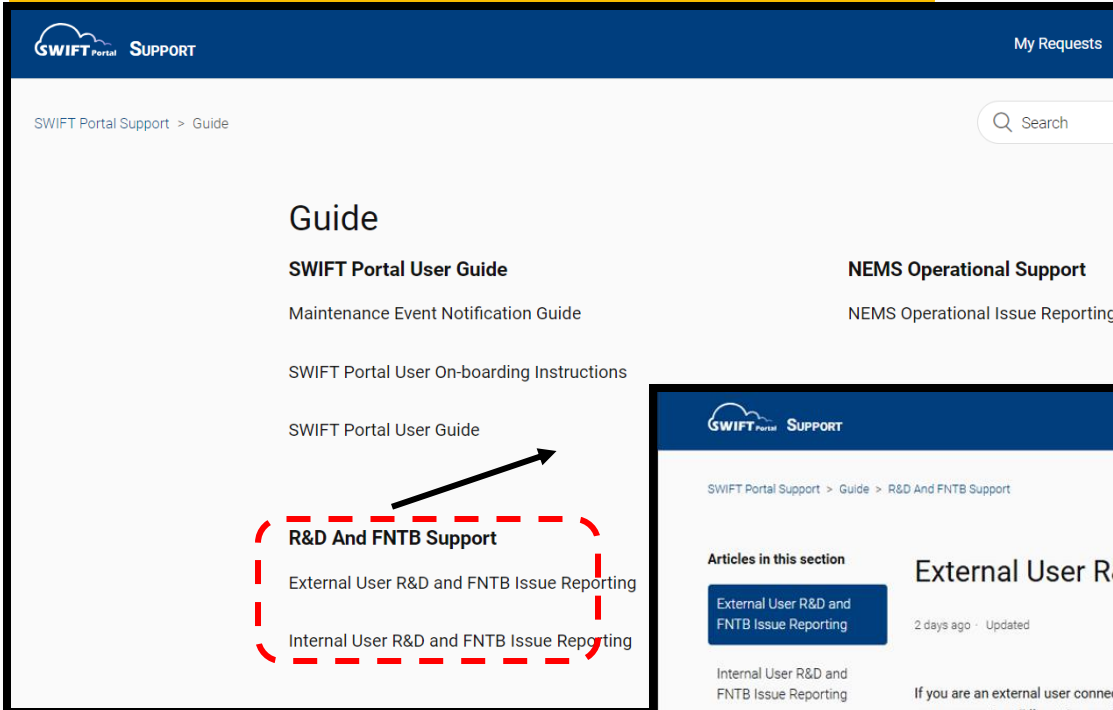
Name of Company or Organization reporting the issue	
Related FAA environment	<a href="#">Click here to specify the FAA environment.</a>
Related SWIM service	<a href="#">Click here to specify the SWIM service</a>
Related SWIM Client Type	<a href="#">Click here to specify the SWIM Client Type</a>
Related Topic(s) or Queue(s) or Web Service URI  Examples: Topic: USERXYZ.TOPIC.01 Queue: <a href="#">USERXYZ.TFMS.Q01</a> URI: http://extfntb5080:8188/cxf/acs/ACSData	
Please describe the issue in detail, including error messages seen.	
[To be completed by TCNEMS only]  After issue resolution, please document root cause and solution.  JIRA Ticket # (if needed)	





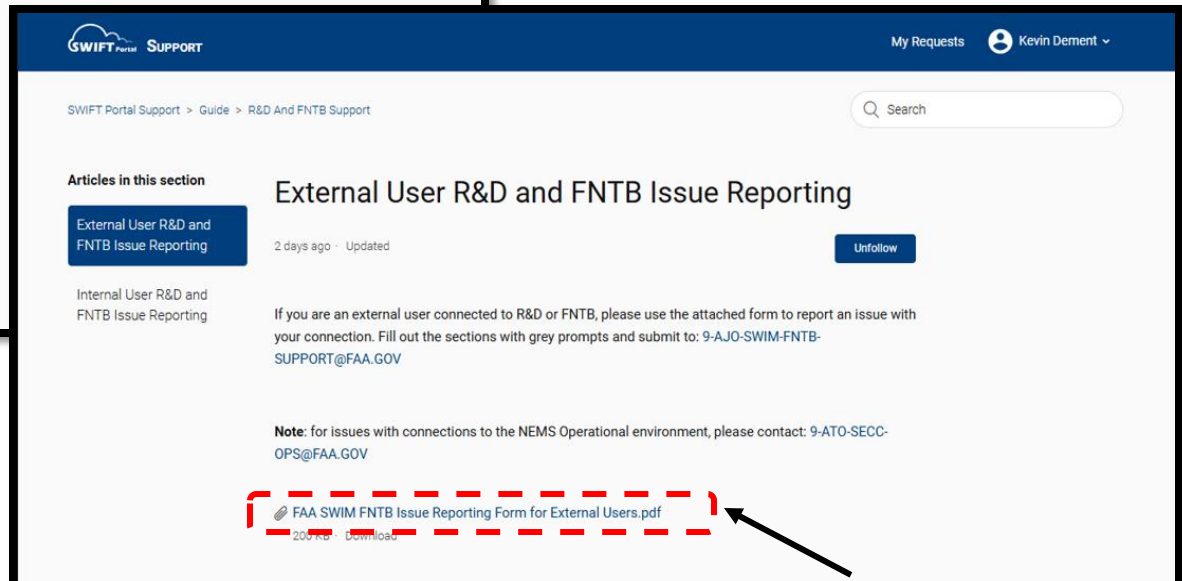
# FNTB Issue Reporting-How to Access?

## 1. Visit the [Guide page](#) on the SWIFT Portal Support site



The screenshot shows the SWIFT Portal Support site's Guide page. The header includes the SWIFT Portal logo and 'SUPPORT' text, along with a 'My Requests' link. The main content area is titled 'Guide' and lists several links: 'SWIFT Portal User Guide', 'Maintenance Event Notification Guide', 'SWIFT Portal User On-boarding Instructions', and 'SWIFT Portal User Guide'. A red dashed box highlights the 'R&D And FNTB Support' section, which contains two links: 'External User R&D and FNTB Issue Reporting' and 'Internal User R&D and FNTB Issue Reporting'. An arrow points from this section to the right-hand screenshot.

**Note: This form is for FNTB and RnD Issue reporting only. Users should use the NEMS operational form for NESG reporting.**



The screenshot shows the 'External User R&D and FNTB Issue Reporting' page. The header includes the SWIFT Portal logo and 'SUPPORT' text, along with 'My Requests' and a user profile for 'Kevin Dement'. The main content area is titled 'External User R&D and FNTB Issue Reporting' and includes a search bar, a '2 days ago · Updated' timestamp, and an 'Unfollow' button. The text below reads: 'If you are an external user connected to R&D or FNTB, please use the attached form to report an issue with your connection. Fill out the sections with grey prompts and submit to: 9-AJO-SWIM-FNTB-SUPPORT@FAA.GOV'. A red dashed box highlights a download link for 'FAA SWIM FNTB Issue Reporting Form for External Users.pdf' (200 KB), with an arrow pointing to it.

## 2. Select the internal/external user reporting link to view and download the form



# Lunch Break

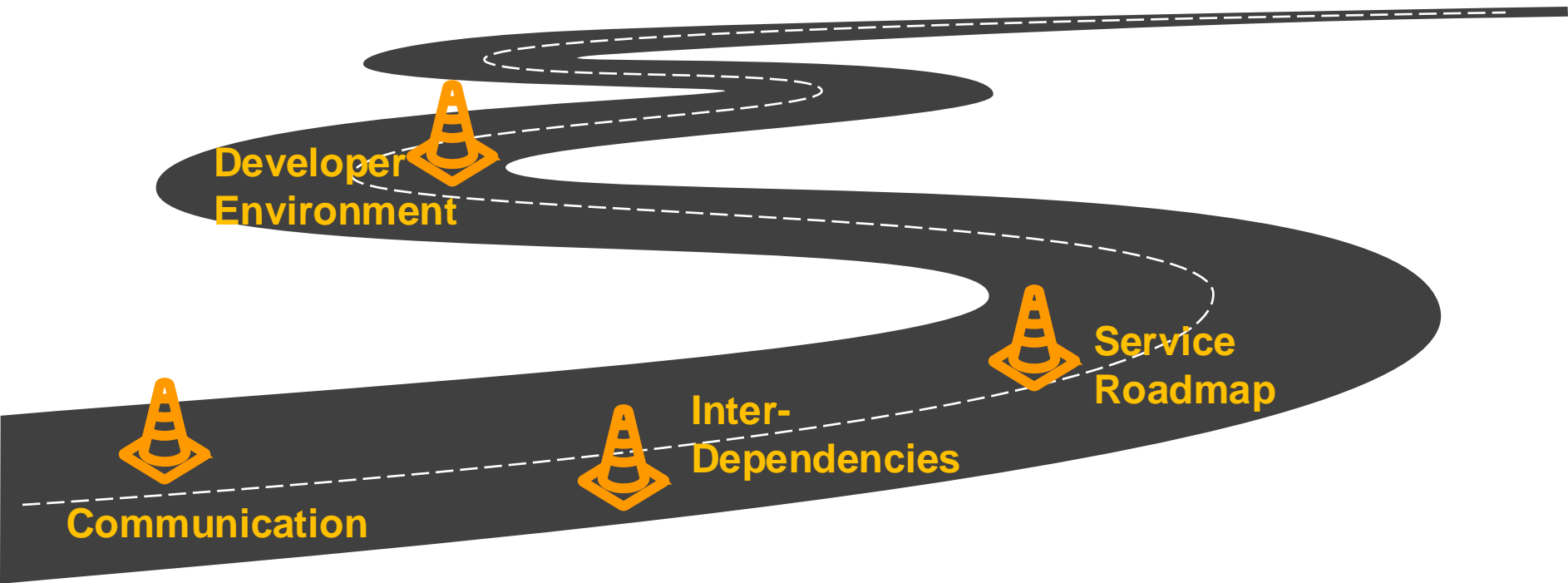
**We'll resume at 12:05 PM**



# Near –Term FAA Changes for Airspace User Transition



# Airspace User Transition Communication Strategy

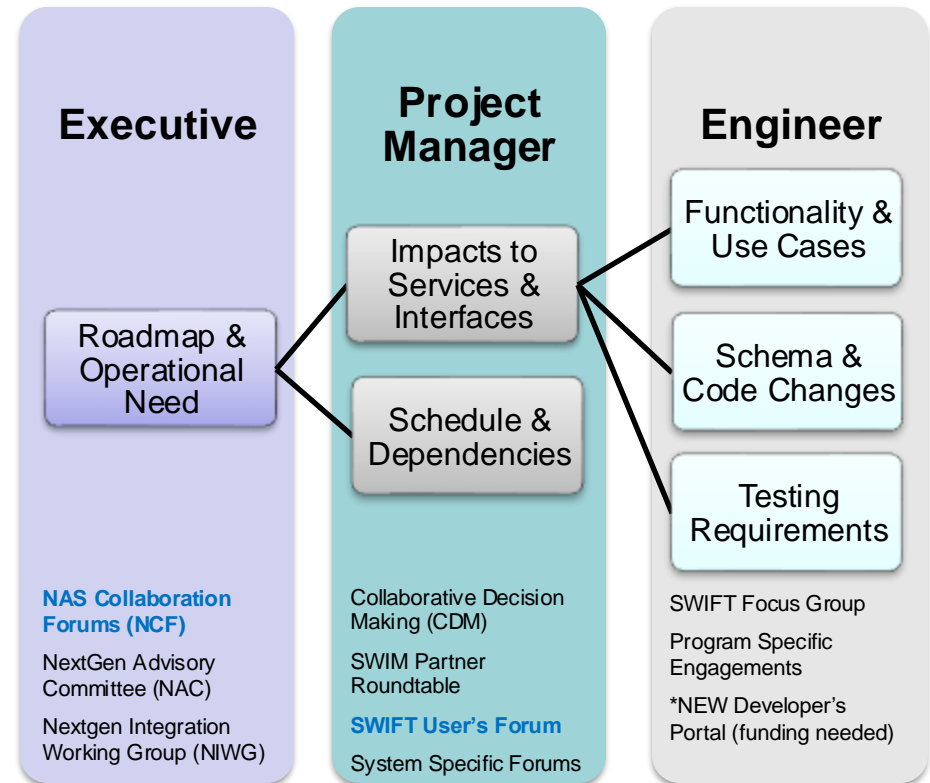


# Airspace User Transition Communication Strategy

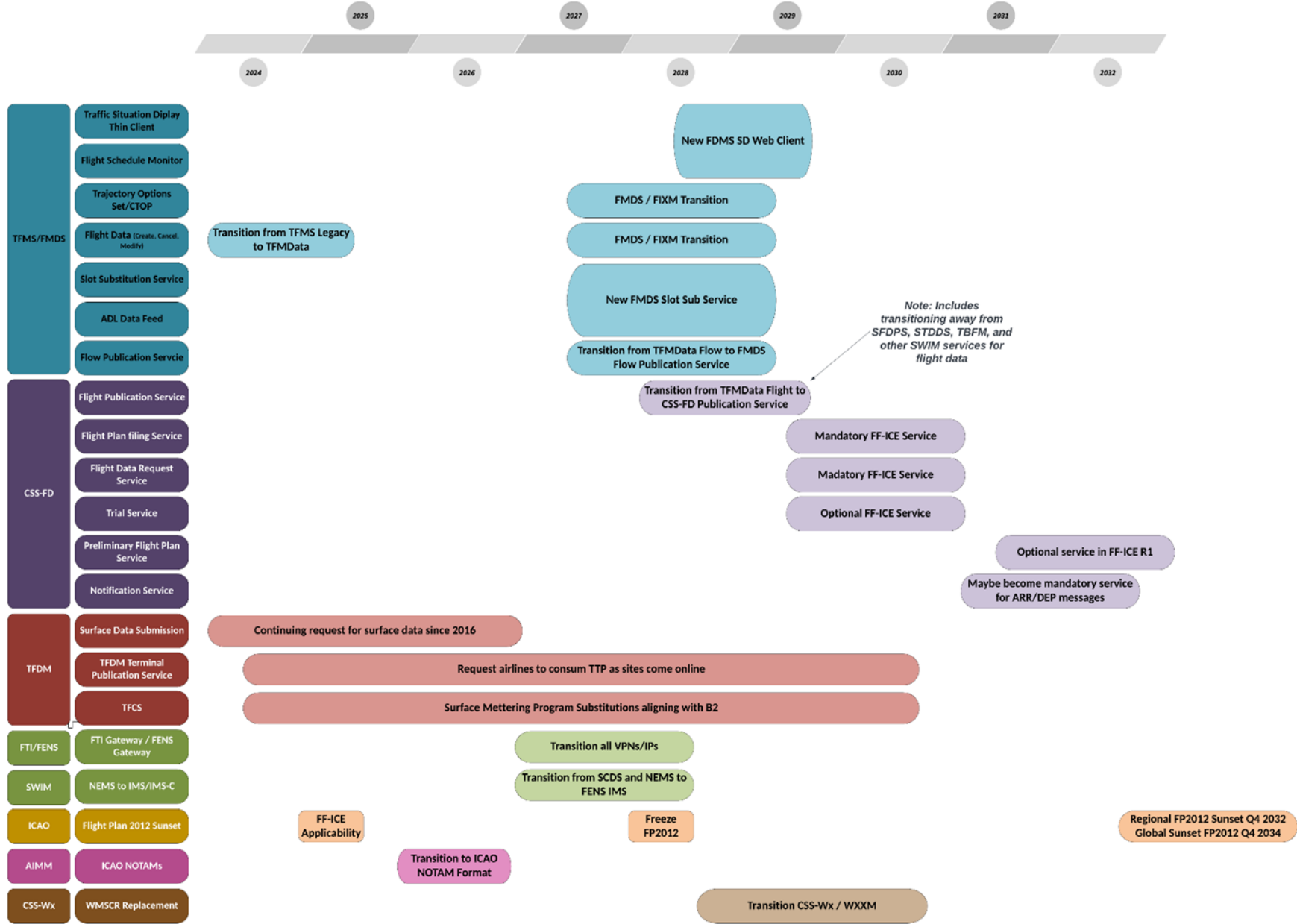
**Communicate FAA interface evolution by tailoring information for each audience**

- **Executives**
  - Understand the value proposition
  - Plan for capital expenditure 2 years in advance
- **Project Managers**
  - Understand scope and impact of changes
  - Track milestones and completion
- **Engineers**
  - Require documentation of services
  - Interact with FAA engineers directly for prototyping

**Quarterly updates aligned at the Executive level**






# CDM & Industry Service Roadmap



# SWIM Community Forum Resources



# Let's Stay Connected

Method	Description	Audience	Presenters	Frequency
 <p><b>SWIM Users Forum</b></p>	<p>Presented by the SWIM Program Office to share program updates/initiatives with SWIM users and receive user feedback</p>	<p>Internal and External SWIM Users</p>	<p>FAA SWIM Program Office</p>	<p><b>Quarterly</b></p>
 <p><b>SWIFT Event</b></p>	<p>FAA forum, open to the public, offering a collaborative environment for outreach activities related to FAA information services shared via SWIM</p>	<p>FAA and Industry</p>	<p>FAA SWIM Producers and Information Services</p>	<p><b>Bi-annually</b></p>
 <p><b>Focus Group</b></p>	<p>FAA forum, open to the public, to identify and address specific SWIM data-related issues important to airline and aviation community</p>	<p>Industry SWIM Users</p>	<p>FAA SWIM Producers and Information Services</p>	<p><b>Ad-hoc</b></p>
<p><b>Traffic Flow Data Connectivity Information Exchange</b></p>	<p>Presented by the TFMS and TFDM office to share technical updates (visibility on transition milestones, releases, release impacts) with CDM members</p>	<p>Industry (CDM)</p>	<p>FAA TFMS and TFDM Programs</p>	<p><b>Monthly</b></p>





# Summary of SWIM Resources and POCs

Resource	Assistance	Contact
<b>SWIM Program Office</b>	CDM member support for specific service interruptions	<ul style="list-style-type: none"> <li>SWIM PO Email: <a href="mailto:swim@faa.gov">swim@faa.gov</a></li> <li>Web: <a href="https://www.faa.gov/air_traffic/technology/swim/">faa.gov/air_traffic/technology/swim/</a></li> </ul>
<b>SWIM FAA National Test Bed (FNTB)</b>	Public resource to access virtual-FNTB, SWIM in the FNTB, report FNTB issues and R&D issues	<ul style="list-style-type: none"> <li>SWIM FNTB Email: <a href="mailto:9-AJO-SWIM-FNTB-SUPPORT@FAA.GOV">9-AJO-SWIM-FNTB-SUPPORT@FAA.GOV</a></li> </ul>
<b>SWIM Enterprise Control Center (SECC)</b>	Public access for inquiries about SWIM service outage and restoration. User support for troubleshooting issues about SWIFT Portal service alerts and status	<ul style="list-style-type: none"> <li>Email: <a href="mailto:9-ATO-SECC-OPS@faa.gov">9-ATO-SECC-OPS@faa.gov</a></li> <li>Phone: 855-322-6362 (opt 3, opt 1)</li> <li>SWIFT Portal Link: <a href="https://portal.swim.faa.gov/">https://portal.swim.faa.gov/</a></li> </ul>
<b>SWIFT Team</b>	Public access to information about the SWIFT Forum, Focus Groups or submitting SWIFT-related inquiries	<ul style="list-style-type: none"> <li>FAA SWIFT Web: <a href="https://www.faa.gov/air_traffic/technology/swim/swift">https://www.faa.gov/air_traffic/technology/swim/swift</a></li> <li>Email: <a href="mailto:SWIFT@faa.gov">SWIFT@faa.gov</a></li> </ul>
<b>SWIFT Portal User Guide</b>	SWIM community guide for navigating SWIFT Portal to access, discuss and get support for all things SWIM	<ul style="list-style-type: none"> <li>Link: <a href="#">SWIFT Portal Support – SWIFT Portal User Guide</a></li> </ul>
<b>SWIM Users Forum</b>	Public access to information about SWIM Users Forum announcements, Forum registration or submitting suggestions to the SWIM Program Office	<ul style="list-style-type: none"> <li>SWIM Users Forum Web: <a href="https://www.faa.gov/air_traffic/technology/swim/users_forum">https://www.faa.gov/air_traffic/technology/swim/users_forum</a></li> <li>Email: <a href="mailto:SWIM@faa.gov">SWIM@faa.gov</a></li> </ul>



# Summary of SWIM Resources and POCs

Resource	Assistance	Contact
<b>Traffic Flow Data Connectivity Information Exchange</b>	Resource for TFMDData and TFDM consumers to access customer support and information about upcoming system enhancements, scheduled outages or submit inquiries about connectivity to operational and test systems	<ul style="list-style-type: none"> <li>Email: <a href="mailto:thomas.ctr.paccione@faa.gov">thomas.ctr.paccione@faa.gov</a></li> </ul>
<b>Maintenance Event Subscription Guide</b>	User access to SWIM systems and services status and scheduled maintenance	<ul style="list-style-type: none"> <li>Link: <a href="#">SWIFT Portal Support – Maintenance Event Notification Guide</a></li> </ul>
<b>Service Status Guide</b>	User access to information on the status of Messaging Nodes and Information Services for both SCDS and NESG consumers	<ul style="list-style-type: none"> <li>Link: <a href="#">SWIFT Portal Support – Service Status</a></li> </ul>

**SWIFT support page: (<https://support.swim.faa.gov/>)**

