

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

1100.145B

3/4/88

SUBJ PROGRAM TECHNICAL REPORT (PTR) PROCEDURES

1. PURPOSE. This order establishes revised PTR procedures to be used to report and track problems with the air traffic operational and support software. These procedures are to be used in place of those specified in Order 1100.134A.
2. DISTRIBUTION. This order is distributed to the Air Traffic branch levels in Washington and the regional headquarters, all Air Traffic field facilities, and the Federal Aviation Technical and Aeronautical Centers.
3. CANCELLATION. This order cancels Order 1100.145A, Program Technical Report (PTR) Procedures, dated 9/16/83.
4. BACKGROUND. As a result of the reorganizations and the implementation of automation programs, there is a need to revise existing PTR procedures. Reorganizations have taken place changing division and branch responsibilities in headquarters and at the FAA Technical Center. Automation has been introduced to facilities not covered in current directives. Advanced technology has enabled some facilities to automate problem reporting and management. These procedures are the result of those needs and serve as a basis to modify existing orders.
5. REQUIREMENTS.
 - a. The PTR (FAA Form 6100-1) is the document to be used for the reporting and tracking of problems with the air traffic operational and associated support software systems. Centers operational with the A4e0 software may use the automated Information/Management System (INFO) in lieu of the PTR form.
 - b. PTR priorities shall be defined as follows:
 - (1) EMERGENCY PTR (E) - A problem which prevents a facility from the continuing use of an operational program.
 - (2) TEST CRITICAL (TC) - A problem which prevents operational use of automation software currently in test status.
 - (3) HIGH (H) - An operational automation software problem that can be temporarily handled procedurally but has a serious operational impact.

(2) Any PTR categorized as an "E" or "H" shall be approved by the facility manager and coordinated with the respective region. If the problem may cause or has caused an interruption to the normal flow of air traffic, an Interruption of Air Traffic Services (INATS) report should be filed. (See Order 7210.3 Facility Operation and Administration.)

(3) When a PTR is categorized as an "E," "H," or "TC," ATR-240/250 shall be notified immediately.

(4) Priority "E," "H," and "TC" PTR's must be accompanied by an Operational Impact Statement approved by the facility manager. The statement should contain the information required in an INATS report. The information contained in an INATS report is specified in the Order 7210.3.

(5) Priority "E," "H," or "TC" PTR's shall be forwarded to ATR-240/250 by the most expeditious means. En route A4e0 sites may use the INFO System. All PTR's and supporting documentation that could not be transmitted electronically will be mailed via first class or overnight delivery to:

(a) National Terminal Field Support/Maintenance Branch (ATR-240)
FAA Technical Center, Atlantic City Airport, New Jersey 08405; or;

(b) National En Route Field Support/Maintenance Branch (ATR-250)
FAA Technical Center, Atlantic City Airport, New Jersey 08405.

(6) ATR-240/250 shall be advised when a correction to a PTR is developed and tested. No field-developed patch shall be implemented into an operational program without prior approval from ATR 240/250.

(7) Unless a waiver is obtained from ATR-240/250, facilities shall certify and incorporate approved patches into the operational programs within 30 days after receipt.

(8) Facilities shall maintain a library of all PTR's reported against the current system.

b. ATR-240 and ATR-250.

(1) All PTR's will be reviewed and validated upon receipt. The validity and classification of a problem will be based solely on the documentation and the operational impact statement. Coordination will be conducted with the originating facility and the respective region before a PTR is reclassified or considered to be invalid.

(2) The following actions shall be taken for a PTR verified as "E," "H," or "TC":

(a) Advise the Automation Software Division (ATR-200).

(b) Notify all other facilities that could be affected by the problem.

(c) Coordinate with the originating facility to assist in developing a correction to the problem.

(d) If deemed necessary by ATR-200, dispatch a team of specialists to the facility.

(e) Test and verify the correction to the PTR before authorizing any facility to use a patch.

(3) Copies of PTR's will be mailed or transmitted electronically to all facilities that could be affected by the problem.

(4) Notify all affected facilities when a PTR is resolved.

(5) "E," "H," or "TC" PTR's shall remain open, if not corrected, for the life of the system. These PTR's shall be carried over to future systems, if they remain unresolved, and can be recreated on the future system. These PTR's shall receive the highest priority for corrections.

(6) PTR's may be closed if they cannot be recreated on the future system when it becomes operational.

c. ATR-200. When notified of a PTR, ATR-200 shall advise the Manager, Operations Division, ATO-100, and provide a technical assessment of the problem and coordinate a course of action.


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(4) MEDIUM (M) - An operational automation software problem that can be handled procedurally but has an adverse effect on the system.

(5) LOW (L) - All PTR's not covered by (1) through (4).

c. Every PTR shall contain the following documentation:

(1) Specification reference - NAS-MD-section and paragraph, where possible. All PTR's must be submitted with an appropriate Computer Program Functional Specification (CPFS) or functional description reference (or justification for exclusion).

(2) Identification of suspected program subroutine.

(3) A clear explanation of the problem.

(4) Supporting documentation which will assist in the definition of the problem; i.e., flight strips, printer output, DART output, etc.

(5) Tapes or disks containing computer output for analysis, with the format and identification of information properly specified; i.e., SAR, CORE, etc.

d. The PTR shall not be used to describe requested or approved changes to Computer Functional Specifications (CPFS) or any other baseline document.

e. The National Terminal Field Support/Maintenance Branch (ATR-240) is responsible for PTR's generated on all Automated Radar Terminal Systems (ARTS) under its jurisdiction and En Route Automated Radar Tracking Systems (EARTS).

f. The National En Route Field Support/Maintenance Branch (ATR-250) is responsible for PTR's generated on all domestic Air Route Traffic Control Center and Flight Service Station automated systems.

6. PROCEDURES.

a. Field Facilities.

(1) When a program problem is identified, a PTR shall be generated for facility review. The review should eliminate misinterpretations, identify adaptation deficiencies, and duplicate PTR's. If the review indicates a valid PTR not previously identified, a PTR number and priority shall be assigned.