

ORDER

U. S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

6000.52

1/6/00

SUBJ: PROCEDURES FOR SUBMITTING NATIONAL AOS REQUESTS (NAR)

1. PURPOSE. This order establishes the requirement for Operational Support Facility (OSF) software support services requests, generated by OSF supported Air Traffic Facilities, be made using the NAR process. The NAR will not supplant the Program Technical Report or National Airspace System (NAS) Change Proposal vehicles for reporting "out of specification" conditions or requesting new functionality in the NAS.

2. DISTRIBUTION. This Order is distributed to Airway Facilities and Air Traffic in Washington, to regional Airway Facilities and Air Traffic, and to all Airway Facilities and Air Traffic field organizations at ARTS facilities supported by AOS OSFs.

3. BACKGROUND.

a. In an effort to establish a standardized process to track and manage software support service requests issued to the OSFs from Air Traffic Service Facilities, AOS issued internal Notice 6000.01, Procedures for Utilization of National AOS Request Forms (NAR). The NAR process provides:

- (1) A method to ensure the OSF has the basic information needed to process the site's request.
- (2) Tracability of a site's request for services.
- (3) A quality control vehicle for the OSF's to trace the processing and outcomes of requests.
- (4) A tool to help provide configuration management of the ARTS software.

b. Internal Notice 6000.01 was to be replaced by an order but, due to delays in issuing a new order, Internal Notice 6000.01 has expired.

4. AUTHORITY TO CHANGE THIS ORDER. This order may be amended and re-distributed by AOS-400 to permit incorporation and usage of future enhancements.

5. PROCEDURE.

a. **Requesting service.** All ARTS facilities supported by AOS OSFs shall complete Form 6000-14 National AOS Request (NAR), (Appendix 2) to request support service from the OSFs. The submitting facility shall assign each NAR a requested priority as follows:

(1) **Priority 1. Immediate response.** Work will begin immediately and continue until resolution. These requests resolve site problems that prevent a site from continuing automation operations in the system version. This also includes the processing of information that affects safety critical areas of the operational program.

Distribution: A-W(AF/AT)-1; A-X(AF/AT)-1;
A-FAF-7; A-FAT-2

Initiated By: AOS-400

(2) **Priority 2.** Up to 14 days to complete. These requests, while not critical in nature, require minimal delay.

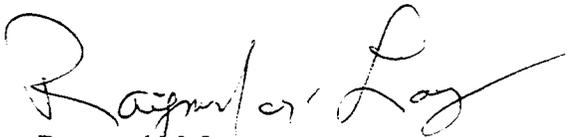
(3) **Priority 3.** Up to 90 days to complete unless otherwise coordinated.

b. Submitting NARs. The preferred method of submitting a NAR is via the FAA's Intranet Web Page. The procedures for submitting a NAR "on-line" are contained in Appendix 1, Instructions for Completing Electronic NAR Form 6000-14. Facilities that are unable to submit NARs via the Intranet shall submit a NAR Form 6000-14 to the servicing OSF via electronic mail (cc:Mail), facsimile communications (FAX), U.S. Postal Service, or other delivery service providers.

c. Acknowledgment of receipt of NAR. The servicing OSF shall acknowledge receipt of each NAR submitted via FAA Form 6000-14 (Appendix 2) and provide the submitting organization the tracking number assigned to the NAR. NARs submitted "on-line" will generate their own tracking number and will not be acknowledged by the supporting OSF.

d. Status or priority changes. The servicing OSF shall coordinate any change in status or priority with the submitting organization.

e. Combining requests. A NAR must be submitted for each specific problem or service request. Multiple requests or problems shall not be combined.



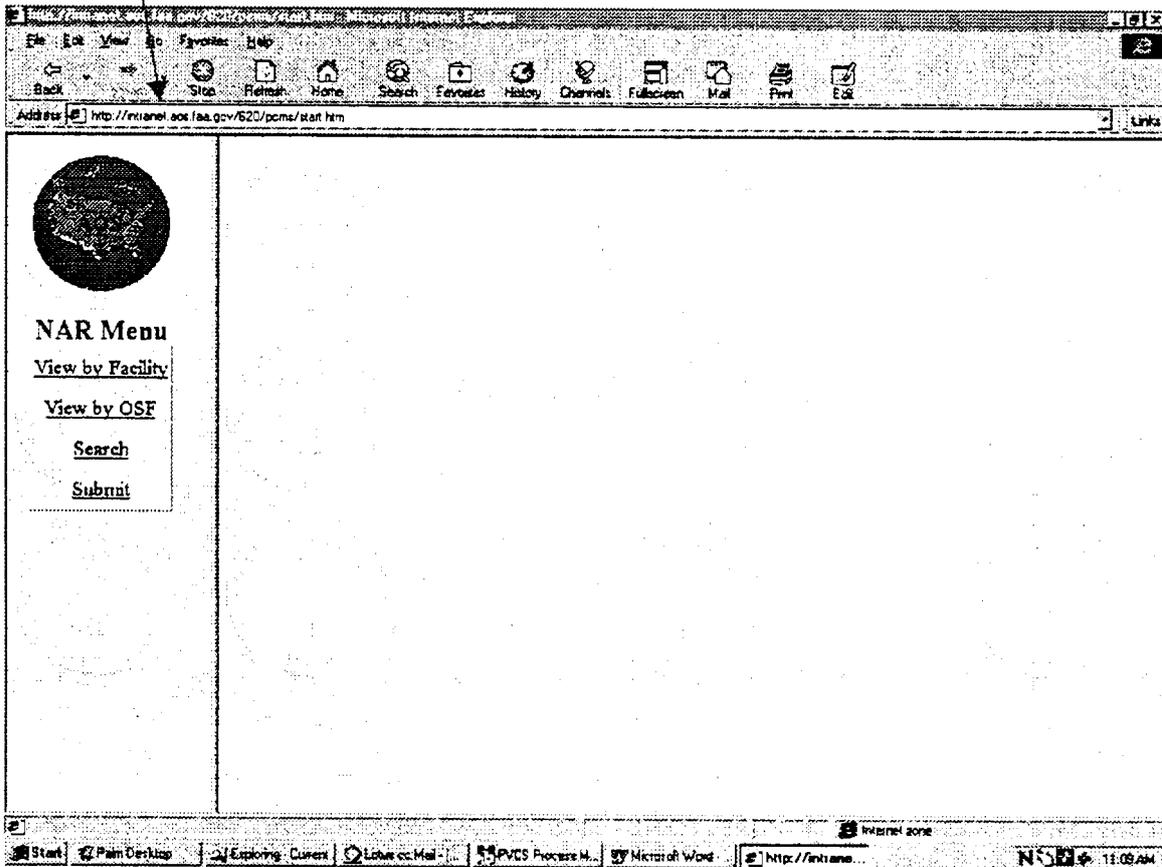
Raymond M. Long
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APPENDIX 1. INSTRUCTIONS FOR COMPLETING ELECTRONIC NAR FORM 6000-14

SUBMITTING AND REVIEWING NARS VIA THE WEB PAGE

Using your Internet Explorer type in the address below to access the web based NAR Menu. <http://intranet.aos.faa.gov/620/pcms/start.htm> (NOTE: To use the web based NAR, access to the FAA's **INTRANET** is required.)

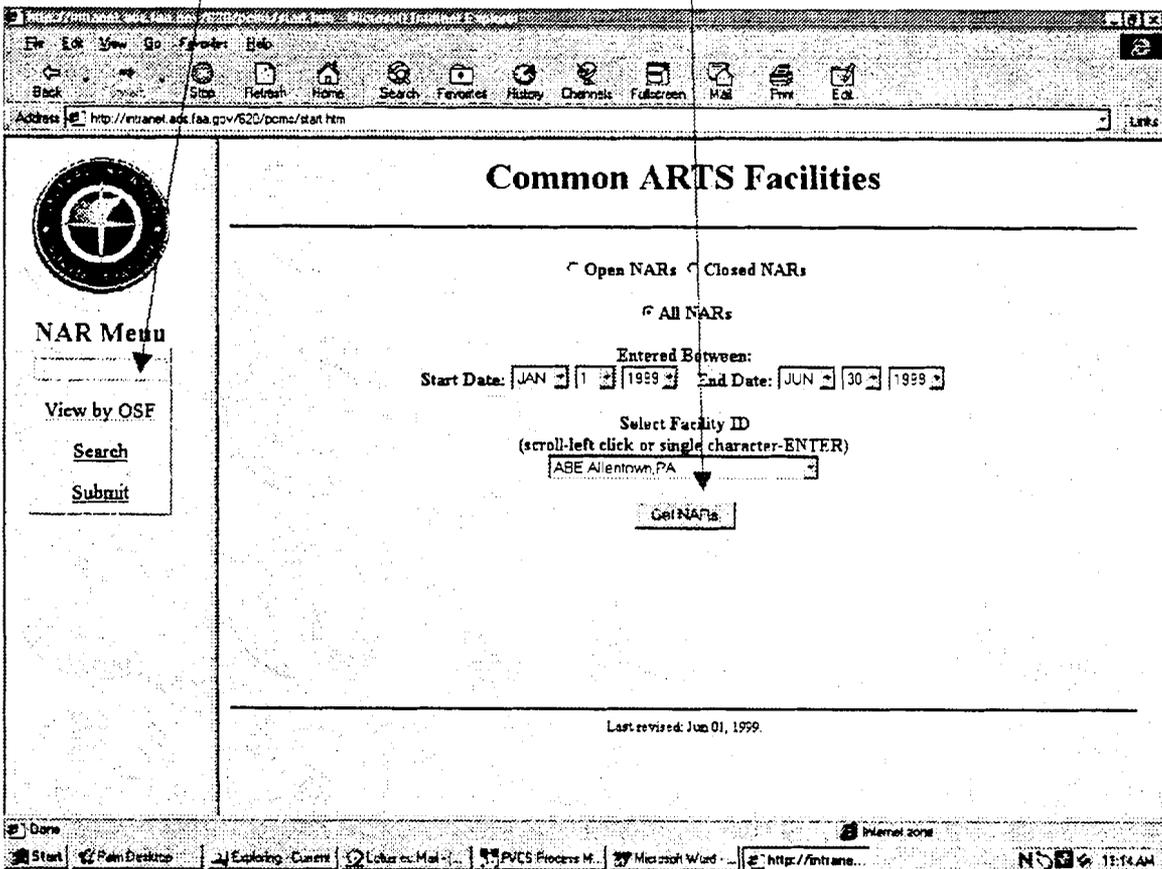
Figure 1.



APPENDIX 1. INSTRUCTIONS FOR COMPLETING ELECTRONIC
NAR FORM 6000-14 (CONTINUED)

Selecting **VIEW** by **FACILITY** allows you to view NARs by facility. Select the desired options followed by clicking on **GET NARs** with your mouse to display your selections.

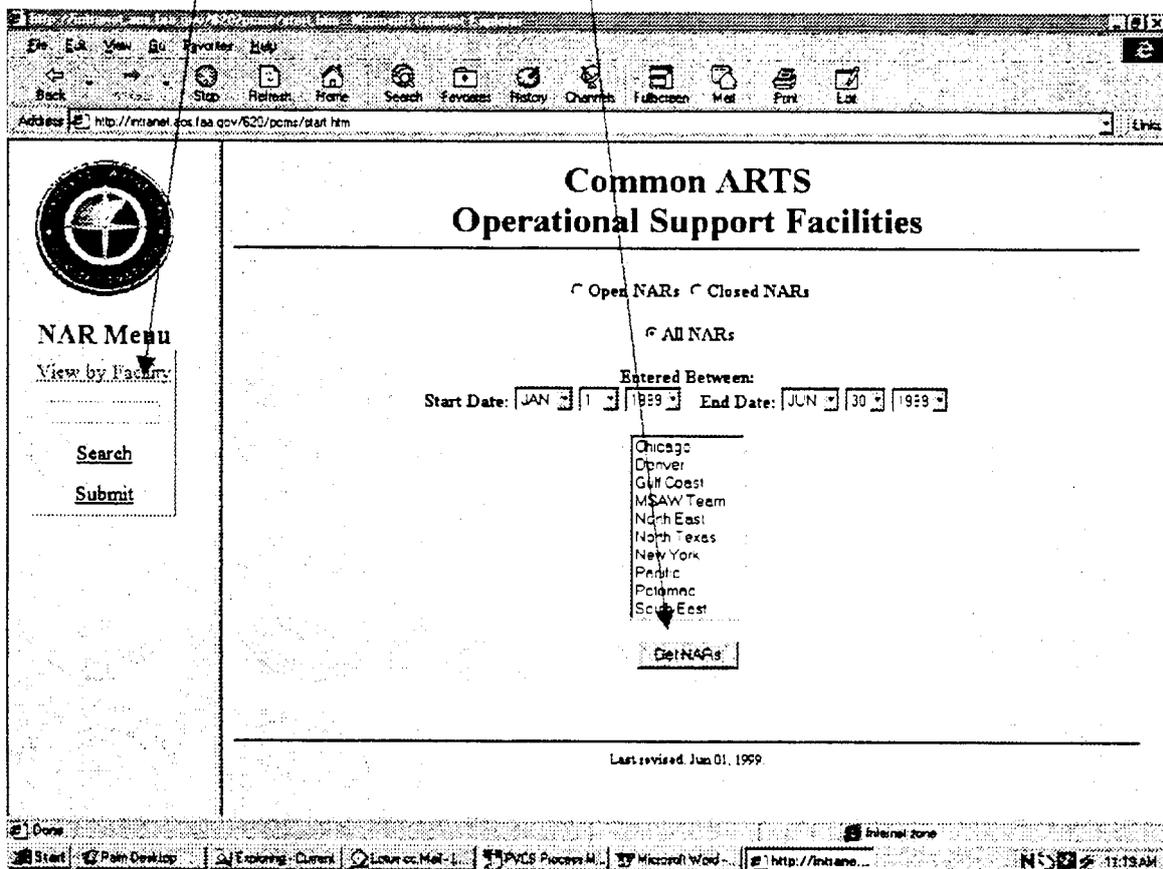
Figure 2.



APPENDIX 1. INSTRUCTIONS FOR COMPLETING ELECTRONIC NAR FORM 6000-14 (CONTINUED)

Selecting **View by OSF** allows you to view NAR data by OSF. Select the desired options followed by clicking on **GET NARs** with your mouse to display your selections.

Figure 3.



APPENDIX 1. INSTRUCTIONS FOR COMPLETING ELECTRONIC
NAR FORM 6000-14 (CONTINUED)

Select **SUBMIT** to add a NAR to the system. Select or fill in the blocks below and when satisfied with your input select **SUBMIT the NAR**. The NAR will be assigned a number by the PCMS database. The OSF Manager receives the NAR, and forwards it to the OSF specialists for action.

Figure 4.

The screenshot shows a web browser window with the address bar displaying "http://efninet.aos.faa.gov/620/pcms/start.htm". The page title is "AOS National Automation Request (NAR) Add Screen". On the left side, there is a "NAR Menu" section with a globe icon, containing links for "View by Facility", "View by OSF", and a "Search" button. The main form area includes the following fields and controls:

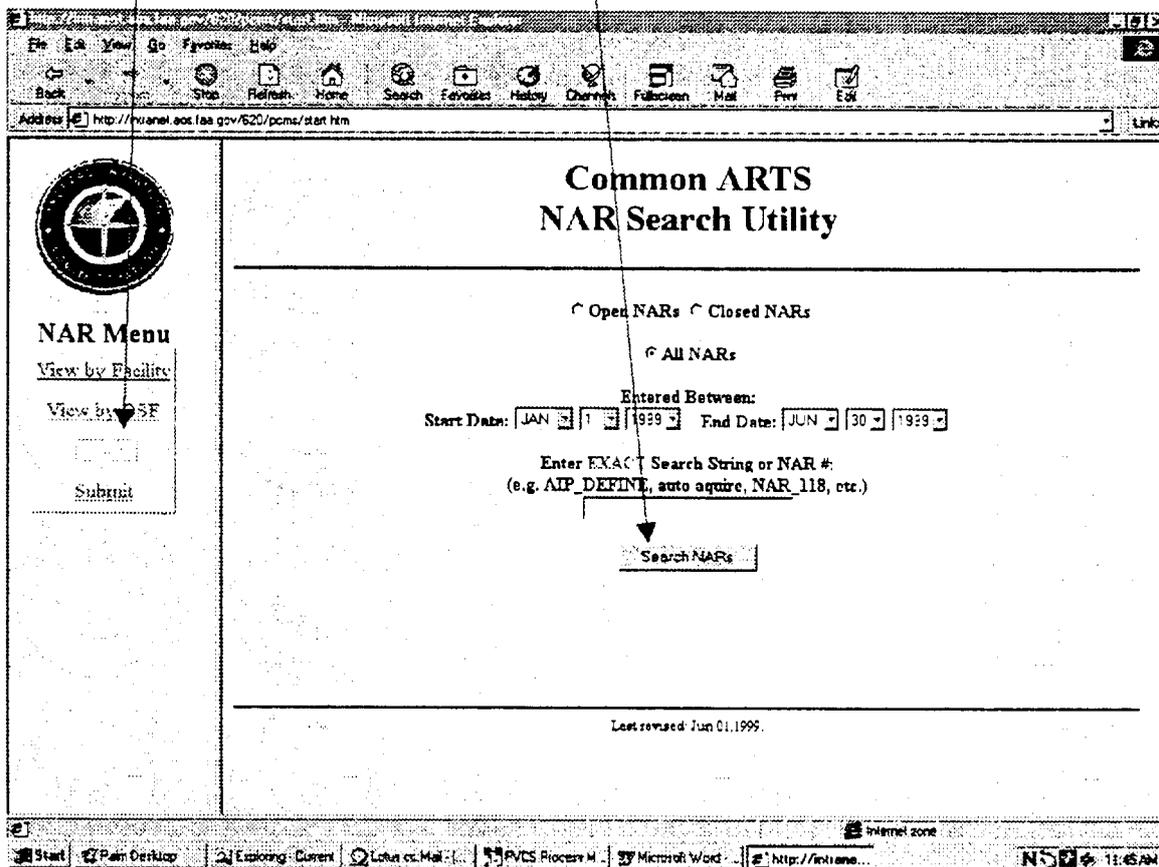
- "Select the priority of the NAR: [Safety Critical] [] [Routine] []" with radio buttons.
- "Select your Facility ID: ABE Allentown, PA" with a dropdown menu.
- "Originators Name: []" with a text input field.
- "Title of the NAR: []" with a text input field.
- "Please enter a concise description of the NAR. Then depress 'Submit the NAR' button below" with a large text area.
- "Submit the NAR" and "Reset Form" buttons at the bottom of the form.

At the bottom of the page, it says "Last revised: May 18, 1999". The Windows taskbar at the bottom shows several open applications including "Start", "Pain Develop", "Exploring - Current", "Lotus cc: Mail - 1", "PVCS Process M...", "Microsoft Word...", and "http://int...". The system clock shows "11:28 AM".

APPENDIX 1. INSTRUCTIONS FOR COMPLETING ELECTRONIC NAR FORM 6000-14 (CONTINUED)

Select **SEARCH** to display your NARs by keyword or NAR number. Select the desired option followed by clicking on **SEARCH NARs** with your mouse to display your selections.

Figure 5.



NATIONAL AOS REQUEST (NAR)

NAR #		
1. Originated By:		2. Facility:
3. Date of Request:	4. Requested Priority: (check one) 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/>	
5. Title of Problem:		
6. Full Description of User Request or Problem: (NOTE: List time, flight plan, or track specific information to include Date, Time (UTC), ACID, Beacon Code, Display Position, flight strips, and any other data as appropriate. Attach additional pages if necessary)		
7. Facility Manager Review:		8. Date:
REMAINDER OF FORM FOR AOS USE		
9. Date Received:	10. Assigned to:	11. Priority:
12. Action Taken: Attach additional pages if necessary		
13. Completed by:		14. Date:
15. AOS Manager Review:		

APPENDIX 2. NATIONAL AOS REQUEST (NAR)
FORM 6000-14 AND INSTRUCTIONS (CONTINUED)

NOTE: The NAR number assigned to a NAR submitted on FAA Form 6000-14 will be assigned by the supporting OSF.

ITEM 1. Originated By. Enter the Name, Title, or Routing symbol of the person requesting service.

ITEM 2. Facility. Enter the facility of the submitter.

ITEM 3. Date of request. - Self explanatory.

ITEM 4. Requested Priority. - There are three priorities of service. They are:

- 1 - Immediate Response
- 2 - Up to 14 days to complete.
- 3 - Up to 90 days to complete.

(NOTE: reference Order 6000.52, paragraph 5a for complete description of each priority)

Check the box associated with the appropriate priority.

ITEM 5. Title of Problem - Self explanatory.

ITEM 6. Full Description of User Request or Problem - Self explanatory.

ITEM 7. Facility Manager Review - Self explanatory.

ITEM 8. Date - Self explanatory.

ITEM 9 through ITEM 15 are for AOS internal use.