

ORDER

U. S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

6000.52A

10/28/2004

SUBJ: PROCEDURES FOR SUBMITTING NATIONAL AUTOMATION REQUESTS (NARs)

- 1. PURPOSE.** This order establishes the requirement for Operational Support Facility (OSF) software support services requests, generated by OSF supported Air Traffic Facilities, using the National Automation Request (NAR) process. The NAR will not supplant the Program Technical Report (PTR) or National Airspace System (NAS) Change Proposal (NCP) vehicles for reporting out-of-specification conditions or requesting new functionality in the NAS.
- 2. DISTRIBUTION.** This directive is distributed to selected field offices and services within Washington headquarters, regional Airway Facilities (AF) divisions, William J. Hughes Technical Center (WJHTC), Mike Monroney Aeronautical Center, Department of Defense (DoD), and the AF field offices having the following facilities/equipment: Terminal ATC Automation, Standard Terminal Automated Replacement System (STARS), Automated Radar Terminal System (ARTS) IIIA, and Common ARTS, facilities supported by Terminal Business Service (ATB) and AOS-360 Microprocessor En Route Automated Radar Tracking System (MEARTS) OSFs.
- 3. CANCELLATION.** Order 6000.52, Procedures for Submitting National AOS Requests, dated January 6, 2000 is cancelled.
- 4. BACKGROUND.**
 - a.** On April 15, 2001, ATB-200, assumed functional responsibility of second level hardware and software engineering support activities for Terminal Automation, STARS, ARTS IIIA, and Common ARTS systems from Airway Facility Service (AAF). On July 1, 2001, ATB absorbed the Terminal ATC Automation Second Level Support resources that were in the National Terminal Systems Engineering Division, AOS-400, which was disbanded.
 - b.** 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 Order 6000.52, Procedures for Submitting National AOS Requests. This revision changes the Order to meet ATB, AAF, and Air Traffic Service (AAT) needs and organizational structure. The NAR process provides the following functions.
 - (1)** A method to ensure that the OSF has the basic information needed to process sites requests.
 - (2)** Traceability of site requests for services.
 - (3)** A quality control vehicle that provides the OSF with a process to track processing and outcomes of requests.
 - (4)** A tool to help provide configuration management of the automation software.

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

Initiated By: ATO-Terminal
(ATB-200)

5. EXPLANATION OF CHANGES. This revision:

- a. Changes AOS responsibilities and titles to ATB and AOS-360.
- b. Includes STARS and MEARTS in the types of facilities that will use this Order.

6. AUTHORITY TO CHANGE THIS ORDER. This order may be amended and re-distributed by ATB-200 to permit incorporation and use of future enhancements.

7. PROCEDURE.

- a. **Request for Service.** All Automation facilities supported by ATB and AOS-360 OSFs shall complete FAA Form 6000-14, National Automation Request (NAR), to request support service from the OSFs (see Attachment 2, Instructions for Completing NAR FAA Form 6000-14). The submitting facility shall assign each NAR one of the following priorities.
 - (1) **Priority 1.** (Safety Critical) 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.
 - (2) **Priority 2.** (Urgent) Up to 14 days to complete. These requests, while not critical in nature, require minimal delay.
 - (3) **Priority 3.** (Routine) Up to 90 days to complete unless otherwise coordinated.
- b. **Submitting NARs.** The preferred method of submitting an NAR is via the FAA Intranet Web Page. The procedures for submitting a NAR on-line are contained in Attachment 1, Instructions for Completing Electronic NAR FAA Form 6000-14. Facilities that are unable to submit NARs via the Intranet shall submit an NAR FAA Form 6000-14 to the servicing OSF via electronic mail, FAX, U.S. Postal Service, or other delivery service provider.
- c. **Acknowledgement of Receipt of NAR.** The servicing OSF shall acknowledge receipt of each NAR submitted via FAA Form 6000-14 (see attachment 2) and provide the submitting organization the tracking number assigned to the NAR. On-line submission of NARS will generate a 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.** One NAR must be submitted for each specific problem or service request. Multiple requests or problems shall not be combined on one NAR Form 6000-14.



David B. Johnson
Vice-President of Terminal

Attachment 1, Instructions for Completing Electronic NAR FAA Form 6000-14
Attachment 2, Instructions for Completing NAR FAA Form 6000-14

ATTACHMENT 1. INSTRUCTIONS FOR COMPLETING ELECTRONIC NAR FAA FORM 6000-14

SUBMITTING AND REVIEWING NARs VIA THE WEB PAGE

NOTE: Access to the FAA INTRANET is required to use web based NAR processes.

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>.

<http://intranet.aos.faa.gov/620/pcms/start.htm>

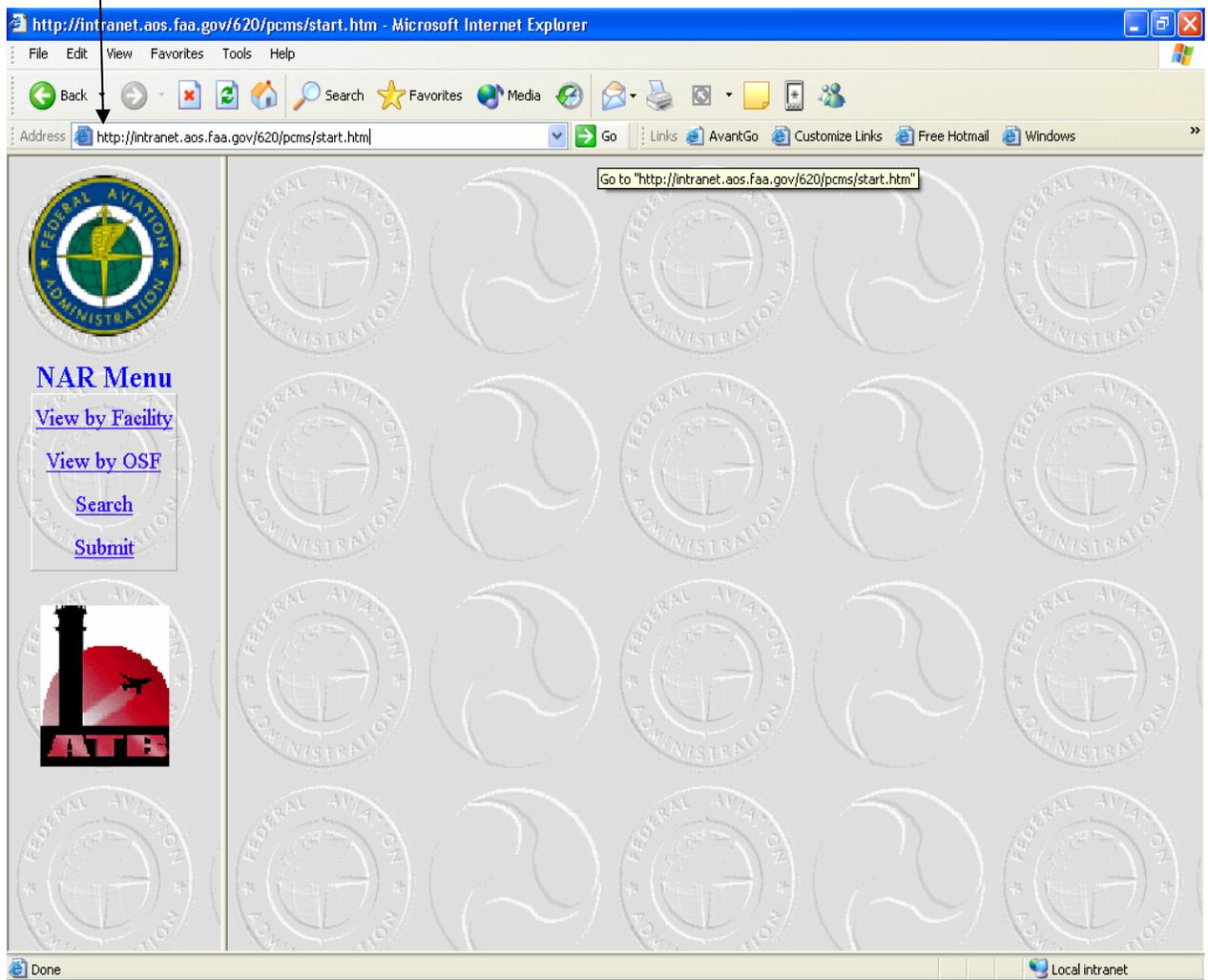
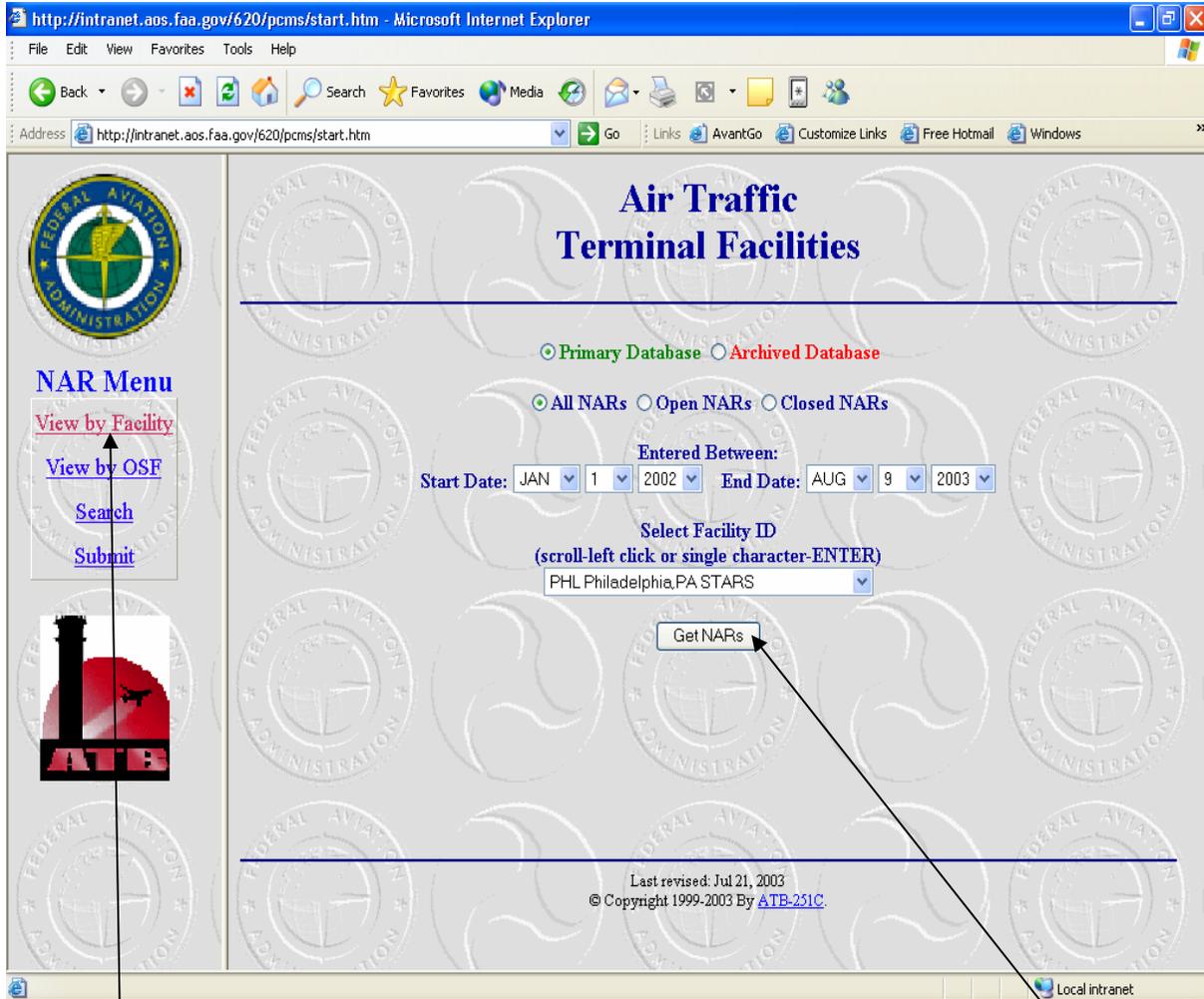


Figure 1.

Select **VIEW by Facility** to view NARs by facility. Select the desired options, then click on **GET NARS** to display your selections.

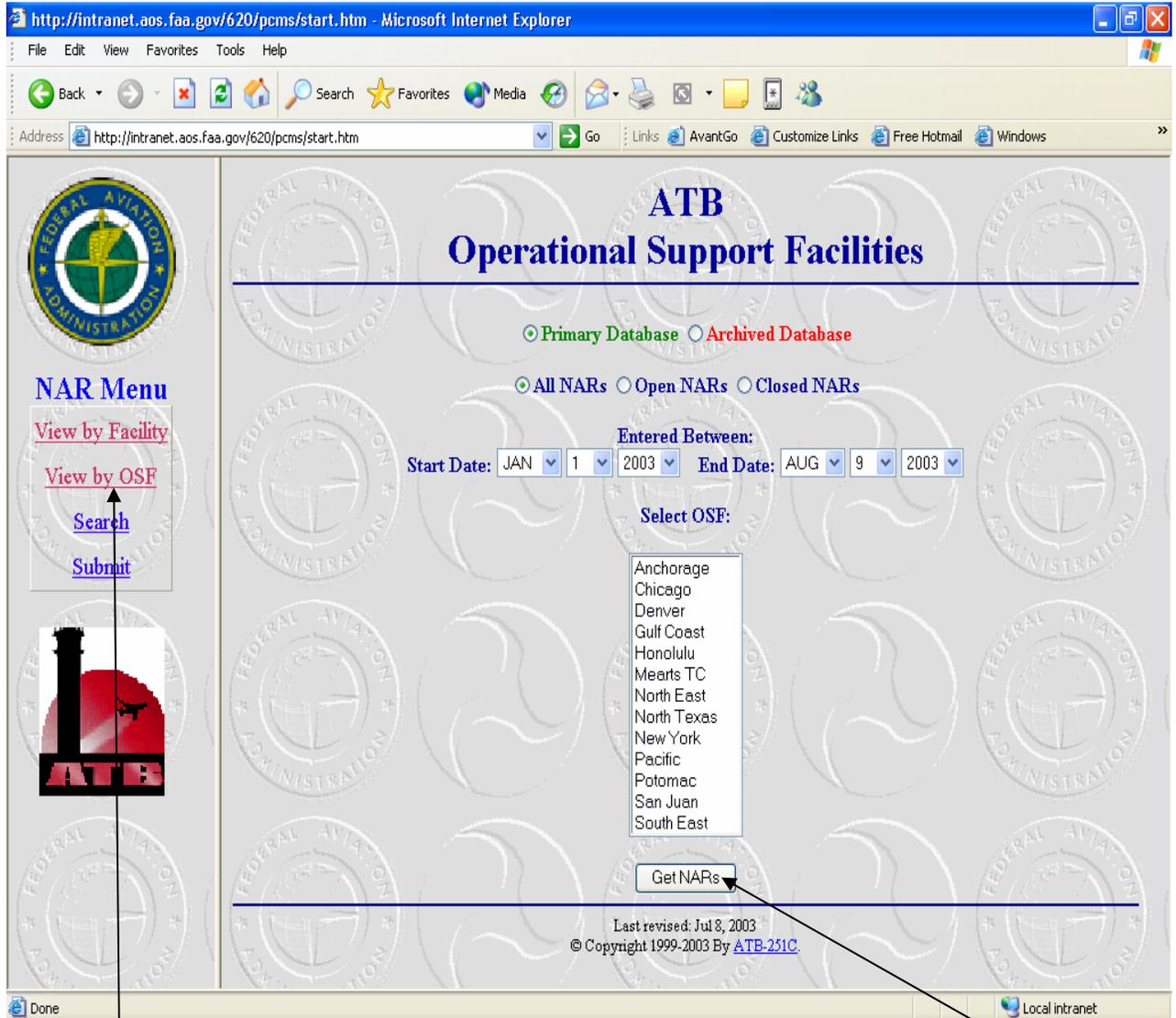


VIEW by Facility

GET NARS

Figure 2.

Select **View by OSF** to view NAR data by OSF. Select the desired options, then click **GET NARs** to display your selections.



View by OSF

GET NARs

Figure 3.

Select **SUBMIT** to add an 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 Product Change Management System (PCMS) database. The OSF Manager receives the NAR, and forwards it to the OSF specialist for action.

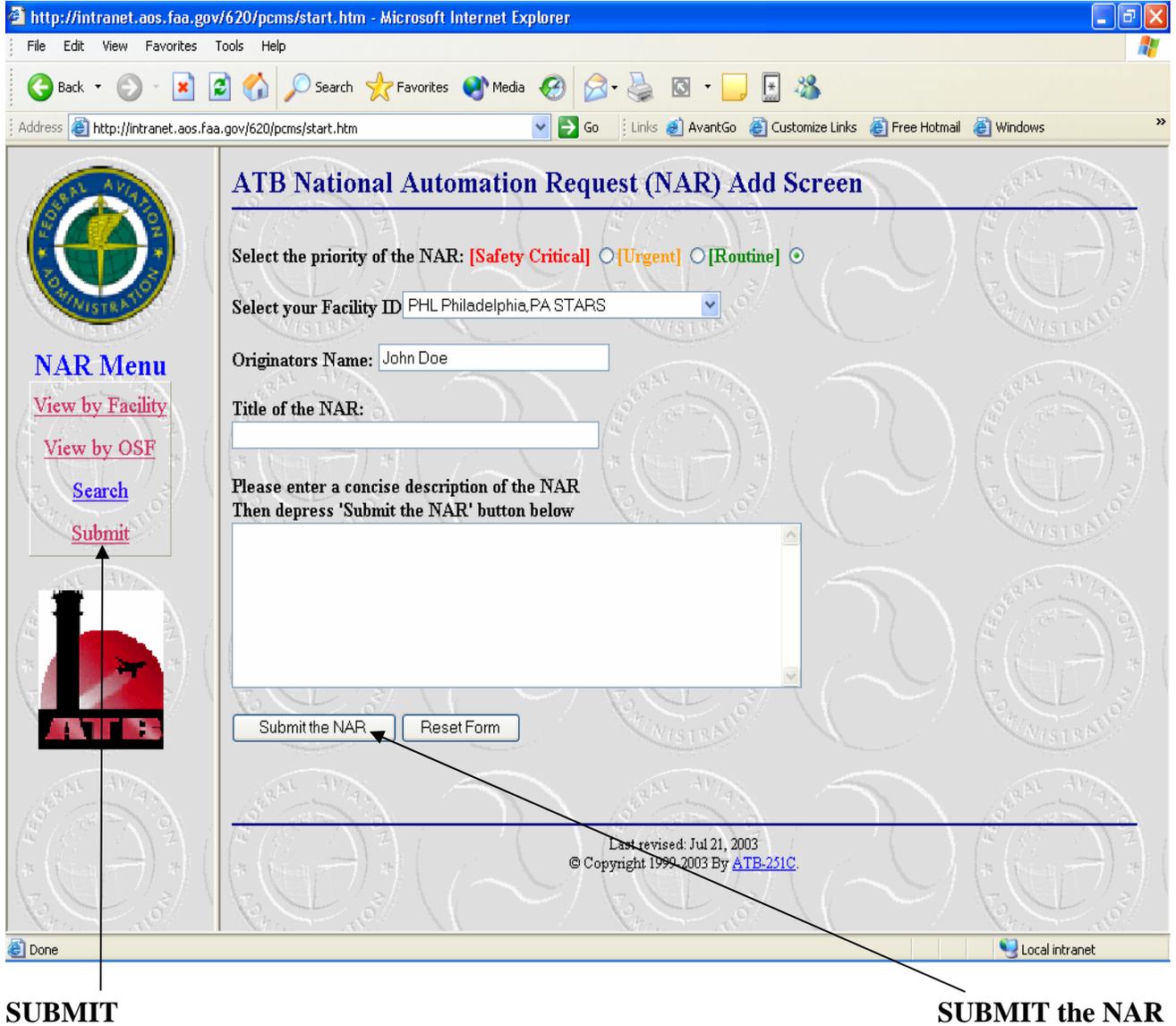
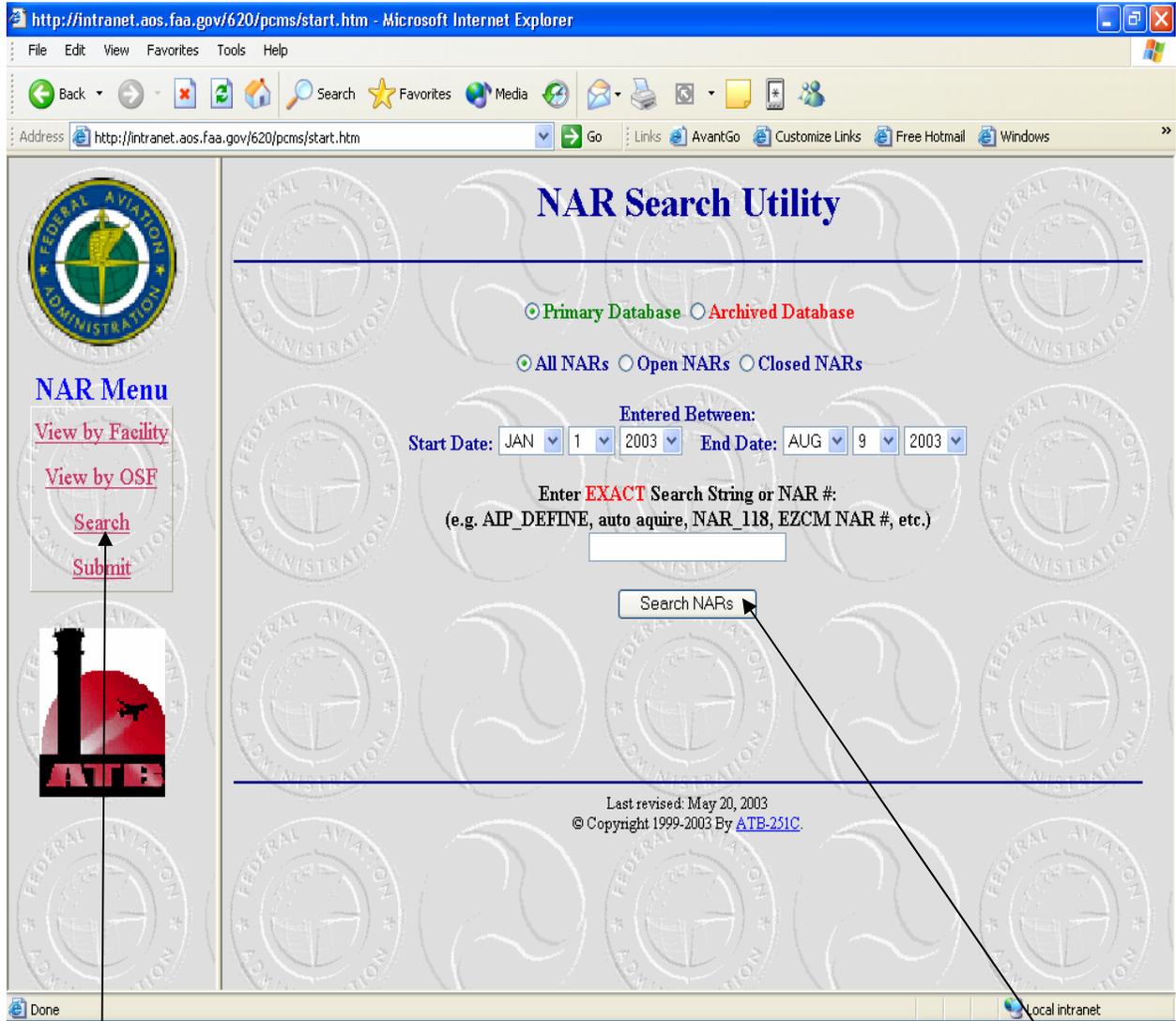


Figure 4.

Select **SEARCH** to display your NARs by keyword or NAR number. Select the desired option, then click **SEARCH NARs** to display your selections.



SEARCH

SEARCH NARs

Figure 5.

**ATTACHMENT 2. INSTRUCTIONS FOR COMPLETING
NAR FAA FORM 6000-14**

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

- 1. Originated By:** Enter the Name, title, or routing symbol of the person requesting service.
- 2. Facility:** Enter the facility of the submitter.
- 3. Date of Request:** dd/mm/yyyy
- 4. Requested Priority:** There are three priorities of service. They are:
 - 1 (Safety Critical) – Immediate Response
 - 2 (Urgent) – Up to 14 days to complete
 - 3 (Routine) – Up to 90 days to complete

(Note: Reference Order 6000.52 for a complete description of each priority.)

- 5. Title of the NAR:**
- 6. Full Description of User Request or Problem:**
- 7. Facility Manager Review:**
- 8. Date:**

ITEMS 9 -16 OF FORM FOR ATB/AOS-360 OSF USE

- 9. Date Received:** dd/mm/yyyy
- 10. Assigned to:**
- 11. Priority:**
- 12. Action Taken:**
- 13. Completed by:**
- 14. Date:** dd/mm/yyyy
- 15. ATB Manager Review:**
- 16. Date:** dd/mm/yyyy

NATIONAL AUTOMATION REQUEST (NAR)

NAR # (assigned by OSF)			
1. Originated By:		2. Facility:	
3. Date of Request:	4. Requested Priority: (check one)	1	2
5. Title of NAR:			
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 ATB/AOS-360 OSF USE			
9. Date Received:	10. Assigned to:	11. Priority:	
12. Action Taken: Attach additional pages if necessary.			
13. Completed by:		14. Date:	
15. ATB/AOS OSF Manager Review:		16. Date:	