



**U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION**

Air Traffic Organization

**ORDER
JO 8000.97A**

Effective Date:
06/24/2021

SUBJ: Technical Operations Credentialing Program

This order establishes the requirements for administering and ensuring that personnel performing direct safety-related air traffic control services and/or certifying systems/subsystems/services in support of the National Airspace System (NAS) holds an Air Traffic Safety Oversight Service (AOV) credential with the appropriate ratings, and/or designations for the duties assigned. AOV credentials are issued under Title 49 of the United States Code §44502(a) and Federal Aviation Administration (FAA) Order 8000.90, Air Traffic Safety Oversight Credentialing and Control Tower Operator Certification Programs.

A handwritten signature in blue ink, appearing to read "Jeff Planty".

Jeffrey S. Planty
Vice President, Technical Operations Services

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Chapter 1. General Information

1. Purpose. The purpose of the document is to establish policy and standard operating procedures for the Technical Operations Credential Program. The goal is to ensure that the Technical Operations personnel holding certification authority on systems/subsystems/services in support of the National Airspace System (NAS) hold Air Traffic Safety Oversight Service (AOV) credentials.

2. Audience. All FAA employees who perform direct safety-related air traffic control services and/or certification on certifiable systems/subsystems/services in support of the NAS.

3. Where Can I Find This Order? You can find an electronic copy of this order on the Directives Management System (DMS) website:
https://employees.faa.gov/tools_resources/orders_notices/. Or go to the MyFAA Employee website, select “Tools and Resources; then select Orders and Notices:

4. What This Order Cancels. This order cancels Order JO 8000.97, Technical Operations Credentialing Order.

5. Explanation of Policy Changes. This revision incorporates changes resulting from field, service area and headquarter comments. These changes include:

- a. Updated Roles and Responsibilities
- b. Added Written Formal Program
- c. Clarified Credentialing Process
- d. Removed Designated Examiner Responsibilities
- e. Updated Technical Operation Interface Workflow Figure 1
- f. Updated guidance to include Technical Services
- g. Removed Figure 2 ATSS Path to AOV Credentials
- h. Removed Requiring Certification Authority
- i. Clarified AOV/AJI Audit Process
- j. Added Service Category Definition
- k. Removed Ratings List
- l. Updated Administrative Services Group with Resource Management Group
- m. Removed Memo dated August 5, 2010

Chapter 2. Roles and Responsibilities

1. Introduction. The roles and responsibilities of the Technical Operations Credentialing Program are listed below.

2. (AOV). AOV will:

a. Provide independent oversight of the Air Traffic Organization (ATO) Credentialing Program.

b. Develop, implement, maintain and manage a database to capture all elements of the Credentialing Program.

c. Authorize persons or organizations to request and issue credentials, ratings, and designations.

d. Conduct oversight of the Credentialing Program primarily through continuous monitoring and surveillance activities such as audits and assessments.

e. Provide program policy guidance and maintain FAA Order 8000.90.

3. Technical Operations Credentialing Program Manager. The Technical Operations, Operations Support Group, NAS Operational Policy Team, Credentialing Program Manager will:

a. Coordinate and oversee all aspects of the Credentialing Program for Technical Operations.

b. Serves as the primary interface to AOV on all matters in support of the Technical Operations Credentialing Program.

c. Generate and provide reports to the AOV Credentialing Program Manager and Technical Operations Directors regarding Credentialing Program status and metrics as needed.

d. Interface with Quality Control Group (QCG) Point of Contact (POC) for all credentialing matters for their representative Service Area responsibility.

e. Serve as the subject matter expert on policy for Certification, Credentialing and Ratings. Provide coordination of AOV Audits for Technical Operations.

f. Provide support to Technical Operations Directors and staff with Compliance Verification Audits from QCG and Safety and Technical Training, (AJI).

4. Service Center. QCG POC will:

- a.** Provide support as liaison between AOV and Technical Operations to assist AOV and Technical Operations, in auditing and compliance issues.
- b.** Upon notification from Technical Operations, the QCG POC will notify AOV within 3 business days of certification being revoked due to Airway Transportation Systems Specialist (ATSS) lack of proficiency in reference to the latest version of FAA Order 8000.90.
- c.** In the event of trying to restore an ATSS credential, upon notification from Technical Operations, the QCG POC will provide liaison support to track, monitor and report Technical Operations compliance using the latest version of JO 3000.57, Appendix 4, Written Formal Program, between AOV and Technical Operations as required by FAA Safety Oversight Circular (SOC 07-03).
- d.** The QCG POC will monitor the credential rating expiration report and advise Service Area Director's staff, District Managers (DMs), Credentialing Program Manager, and AOV when requested.

5. Technical Operations District Office Operational Support Staff. The Operations Support Manager (OSM) and the Operations Support Specialist (OSS) will:

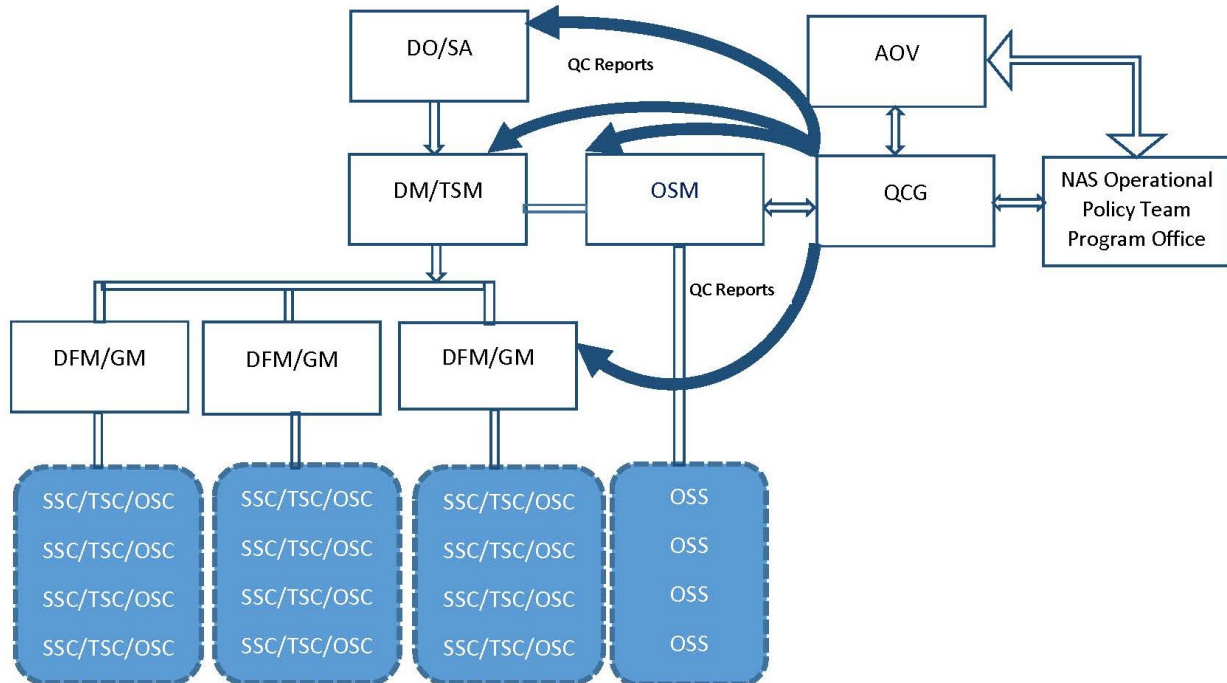
- a.** Serve as the subject matter expert on policy for personnel certification.
- b.** Monitor AOV Credentialing database and provide correlation between certification and credentialing in support of the Certification and Credentialing processes.
- c.** Verify Credential Rating Expiration report forwarded and assist Designated Examiner (DE)/Proficiency Manager (PM) in the resolution of any credential discrepancies prior to expiration.
- d.** Submit expired and/or in-transfer reports for the District Office to the QCG POC as needed.
- e.** Assist DMs and System Support Center (SSC) Managers with written formal program, or Opportunity to Demonstrate Performance plan for equipment certification, AOV credentialing and/or ratings.
- f.** Submit correspondence for Written Formal Program/Credentialing Approval Request completed packages, used to restore credentials and/or ratings for an ATSS whose certification has been previously revoked to QCG POC.
- g.** Coordinate the clearance of issues identified in an AOV audit with their Service Center QCG POC.

6. PM/Co-Proficiency Manager (CoPM). A PM/CoPM is an authorization granted by AOV that permits a credential holder to approve the recommendation for issuing AOV credentials, ratings, and designations at specified locations. The designated holder is referred to as a PM. Functionally, this position will reside within the Service Area Districts held by DM and/or District Facilities Manager (DFM) and/or any Second Level Managers who are responsible for granting certification authority, as designated by ATO. The responsibilities of the PM are defined in the latest version of Air Traffic Safety Oversight Credentialing and Control Tower Operator Certification Programs FAA Order 8000.90.

7. DE/Group Designated Examiner. A DE/Group Designated Examiner is an authorization granted by AOV that permits a credential holder to submit the request for issuing AOV credentials and ratings. The designated holder is referred to as a DE. Functionally, this position will reside within the Service Area Districts or Technical Services held by SSC/Systems Operations Center/Technical Services Center Managers and/or any First Level Managers who are responsible for recommending certification authority, as designated by ATO. This designation indicates a managerial function that will be removed when the person is no longer assigned those duties. The responsibilities of the DE are defined in the latest version of Air Traffic Safety Oversight Credentialing and Control Tower Operator Certification Programs FAA Order 8000.90.

Figure 1 - Technical Operations Credential Interface Workflow

Technical Operations Credential Interface Workflow



Chapter 3. Credentialing Processes

1. Introduction. Personnel within Technical Operations including ATSSs, DEs, PMs, and OSM/OSSs are responsible for the Credentialing Program activities as defined herein.

2. ATSS Path to AOV Credentials. The following steps outline the procedure required for an ATSS to obtain credentialing.

- a. Obtain certification in accordance with the latest version of Order JO 3000.57
- b. Recommendation by designated examiner (Refer to the latest version of Order JO 3000.57)
- c. Approved by PM
- d. AOV credential issued with rating
- e. Maintain rating through the annual review of certification authority per the latest version of Order JO 3000.57. To maintain a rating, a credential holder must hold an active certification authority per the latest version of Order JO 3000.57. The ATSS will maintain a rating as long as they have at least one active personnel certification authority within the service category and the DE approves renewal of the rating. If all certifications are lost within the rating, then AOV credential is inactive.

3. Add/Change PM, DE. The following steps are required to add or change a PM or DE.

a. When there is a PM change, the second level supervisor must fill out form 8000-45, sign and submit the form to the QCG POC

b. The Service Center QCG POC will send form to AOV.

c. AOV establishes a credentialing database account, and grants PM access.

d. When there is a DE change, the PM will grant access to the oncoming DE via the AOV Credentialing website: <https://aov.aws.faa.gov/AOVC/console.aspx>.

4. Credential Notification Process. Ratings must be renewed every 24 months. On the First of every month AOV sends a report to the QCG POC. The QCG POC forwards the report to the Technical Operations DE, PM and OSS. This report will include individual ratings that will expire during the current month and ratings that have expired the previous months. The DE is responsible for maintaining access, reviewing and renewing ratings on the Credential reports and taking appropriate action as outlined below. The OSS will take an active role in supporting/resolving any recertification identified in the “Rating Expiration” report with the PM and DE. If a rating is to be renewed, the DE endorses the recommendation in the AOV database. The rating is then available for the PM to approve in the AOV database.

5. Renewal To renew a rating, a Credential holder must:

a. Comply with the performance and proficiency requirements as prescribed in JO 3000.57

b. Successfully complete an annual proficiency review in accordance with JO 3000.57.

c. A DE must perform a proficiency review of active certification authorities annually in accordance with the latest version of JO 3000.57, and FAA Order 6000.15 General Maintenance Handbook for NAS Facilities.

6. AOV/AJI Audit Compliance Process. AOV coordinates with AJI in the audit compliance process, and is responsible for conducting audits to ensure the integrity of the certification/credentialing program, and will make efforts to continually improve the program.

AOV advises AJI of an upcoming audit. Technical Operations will support the auditors and provide the requested data for review. AJI will provide the findings of the audit to the Service Area Technical Operations Director, DM, QCG POC, and OSM. The OSM will support the DM to clear any issues identified in the audit, and submit clearance data to the Service Center’s QCG POC for oversight and dissemination to AOV via Technical Operations NAS Operational Policy Team.

Chapter 4. Administrative Information

1. Distribution. This order will be distributed electronically.

2. Background. In accordance with FAA Order 1100.161, Air Traffic Safety Oversight, the ATO must ensure any individual performing certification on systems/subsystems/services in support of the NAS holds a credential with the appropriate rating and/or designation issued by AOV, and that person complies with Technical Operations orders, directives, and handbooks. AOV issues these credential to those individuals meeting the requirements for Proficiency Manager or Designated Examiner. AOV will issue an ATSS credential to an ATO employee who:

- a. Successfully completes the required technical training and performance exams necessary to attain certification authority per JO 3000.57;
- b. Holds at least one active certification authority on a system/subsystem/service; and
- c. Is approved by his/her Proficiency Manager.

3. Definitions.

a. Designee. Any employee who has been placed in acting capacity, detailed, or temporarily promoted.

b. Credential. An authorization from AOV that identifies a person as a qualified ATSS through the listing of identifying information and professional qualifications in the form of ratings, designations, and facility limitations.

c. Certification. Certification is the determination and validation that a system, subsystem, or service is providing or is capable of providing the advertised service to the user. Certification includes an independent determination, which ascertains the quality of advertised services, and a validation, which officially confirms and documents the determination in the maintenance log as defined in FAA Order 6000.15.

d. Rating. An authorization on a Credential that indicates the type of direct safety-related certification on certifiable systems, subsystems, or services a person is eligible to perform. ATSS ratings are divided into communications, automation, environmental, navigational aids, power, surveillance and weather classifications.

e. Service Categories. ATSSs will be issued rating credentials (AOV credential). According to the latest version of FAA Order 6000.15, all NAS systems and subsystems provide functionality in one or more service categories. We use these categories to organize certification, develop training, issue certification authorities, issue credentials, and manage availability of services provided to our users.

4. Credential and Rating Status.

a. Active. When a Credential is in an active status and the holder has the appropriate ratings, this means the credential holder has current rating(s) and can perform certification on certifiable systems, subsystems, or services in support of the NAS pertaining to that rating.

b. Inactive. A Credential may become inactive when the Credential holder has ratings that have been withdrawn due to transferring from one facility to another, administrative reasons such as leaving the FAA, or moving to a non-Credentialed position.

(1) **Credential.** If a Credential is inactive, the Credential holder must not perform any certification on certifiable systems, subsystems, or services in support of the NAS pertaining to rating(s) held.

(2) **Revoked.** Applies to ATSS when a Credential or rating is placed in an inactive status for lack of proficiency in accordance with JO 3000.57 or administrative reasons in accordance with this order.

c. In-Transfer. When a Credential is in-transfer status for more than 180 days, this means the Credential holder is transferring from one Technical Operations Facility/Technical Service Center to another. In this case, the ratings become inactive until the DE recommends and the PM approves the ratings for the assigned facility. If a Credential holder is in-transfer, the Credential holder must not perform any certification on certifiable systems, subsystems, or services in support of the NAS pertaining to previous rating(s) held, until the Credential becomes active for the new facility.

d. Rating Status. A rating is current when the rating holder is assigned safety related duties applicable to the rating, and the rating has not expired or become historical. If the Credential holder has more than one rating and at least one rating is current, their Credential remains active. A Credential holder may perform certification on certifiable systems, subsystems, or services in support of the NAS related to any current rating(s).

Expired. Ratings are valid for a period of up to two years. Ratings expire at the end of the rating holder's birth month, within 24 months of issuance.

Historical. A rating is made historical when the Credential holder is no longer assigned safety-related duties related to the rating, or when the Credential becomes inactive. AOV will update the holder's Credential and ratings when notified by the ATO of a change in the holder's status.