



U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

ORDER
IR 1370.122A

Aircraft Certification Service

05/17/2021

SUBJ: Aircraft Certification Service (AIR) Information Technology (IT) Agility

- 1. Purpose of This Order.** This order establishes the organizational and procedural framework to vet, develop and maintain the Federal Aviation Administration's (FAA) Aircraft Certification Service (AIR) technology solutions and investments. This order is not intended to circumvent existing FAA functional alignments nor replicate responsibilities of other FAA lines of business and directorates. It is intended to complement existing functional services via strategic partnership to address the accelerated pace of change in the FAA and technology.
- 2. Audience.** All AIR employees.
- 3. Where Can I Find This Order?** This order can be found on the MyFAA Employees website at http://www.faa.gov/regulations_policies/orders_notices.
- 4. Additional Reference.** The processes, roles and responsibilities of this order align with and compliment FAA orders pertaining to information technology (IT) and can be found at: http://www.faa.gov/regulations_policies/orders_notices. Other relevant information can be found on the MyFAA AIR Information Management Technology Governance page (https://my.faa.gov/org/linebusiness/avs/offices/air/air_it/governance.html).
- 5. AIR's Approach to Development under AIR IT Agility.** AIR business processes are dependent upon both FAA developed technology solutions and commercial off-the-shelf (COTS) software and hardware provided to our employees. As AIR business processes transform through continual improvement, its technology solutions need to transform as well. To accomplish this, AIR will: (1) maintain a complete inventory of its technology portfolio; (2) increase communication within the FAA and with its industry and public stakeholders; (3) improve collaboration with its FAA, and industry stakeholders to ensure AIR technology investments are strategically aligned through leadership engagement and stakeholder communication of technology initiatives and operation and; (4) revise AIR policies, business processes and organizational structures to ensure business agility and end-user perspective. AIR embraces the concept of IT agility for how AIR will address its IT needs within its branches using limited solutions and across its divisions using scalable solutions, in order to meet its strategic priorities. This framework is intended to leverage the skills and innovation within the AIR workforce as well as optimize technological advantages available to the FAA.
- 6. AIR Technology Solution Delivery – Three Tiers.** In an effort to make our technology solutions more agile, flexible, and responsive to the changing environment, AIR has defined three tiers of technology solution development and delivery:

Distribution: Electronic

Initiated By: AIR-900

a. Tier I – Local Solutions. Solutions created by AIR employees who develop, configure, maintain, and/or support a technology solution that automates a specific task or function to support the local mission of a one or more units, sections, or branches within a single AIR division.

b. Tier II – AIR Solutions. Solutions implemented by AIR employees who develop, configure, maintain and/or support a technology solution that is scalable and can meet the mission of multiple AIR divisions or service offices.

c. Tier III – Enterprise-Capable Solutions. Solutions requiring dedicated division resources or dedicated resources outside of the AIR federal or contracted workforce with a technology solution that is scalable and can accommodate mission requirements of multiple Aviation Safety service offices. These initiatives will be managed by designated resources within the solutioning division or by EOIM¹. AIR division resources will serve as business owners, developers, technical leads and/or subject matter experts for decision escalation, requirements input and solution testing/validation. These solutions may require development and/or integration resources facilitated by external service contracts and may require architectural support from FAA Information and Technology Services (AIT).

d. Determination and Characterization of Tiers. When assessing tier designation, consider the impact of loss or disruption of the solution, regardless of the platform on which it is built (e.g. Microsoft Access, SharePoint/KSN, cloud, etc.). If the answer to any of the questions in Table 1 is ‘yes’, a designation of ‘Tier I’, ‘Tier II’ or ‘Tier III’ must be made. Solutions that do not meet any of the criteria in Table 1 (response to all questions is ‘No’) are outside the scope of this order. Examples of out of scope solutions might include spreadsheets or SharePoint lists built for convenience or personal preference of a person or single work unig. All solutions designated in tiers I, II and III, are to be inventoried by the EOIM for AIR awareness and governance oversight.

Table 1 – Determination of Solution Tiers

- Is the business mission of one or more AIR units, sections, branches or division dependent on the solution (e.g. only effective means to achieve mission success)?
- Does the solution have external data dependencies (i.e. does it use data from other solutions or provide data to other solutions)?
- Is the solution built using software that is not part of the AIR standard client (i.e. the standard software image on AVS workstations/laptops)?
- Does the solution contain personally identifiable information (PII)?

7. AIR IT Governance.

a. Oversight. The AIR TGB provides executive-level oversight of this order. The purpose of the TGB is to provide a comprehensive structure for the executive-level oversight and strategic direction for the AIR IT Agility Program in order to provide more efficient and effective IT solutions to the AIR workforce. The TGB is chaired by AIR Operational

¹ EOIM – AIR Enterprise Operations (EO) Division, Information Management Branch (IM), AIR-900

Performance Division (AIR-300) and AIR Enterprise Operations (AIR-900). The TGB operates as a chartered board. Communication of updates to the AIR technology portfolio, relevant policies and TGB decisions are communicated to AIR stakeholders by AIR EOIM (AIR-950) through standard EO communication mediums.

b. Partnership between AIR and Office of Finance and Management (AFN), Information & Technology Services (AIT). AIT is responsible for management of FAA IT architecture, IT tools and IT systems. AIR EOIM will maintain close collaboration and partnership with AIT to ensure AIR technology solutions remain compliant with FAA IT service guidelines.

c. Adherence to Policy and Procedures. The spirit of AIR and AIT requirements, policies, and standards will be followed on all solutions. Throughout the lifecycle of the solutions, available processes will be followed to collaborate with affected stakeholders and providers to ensure the solution meets the needs of the requesting office and satisfies all AIT technology requirements.

d. Program Oversight. EOIM provides oversight of the AIR portfolio of technology solutions and initiatives. EOIM will monitor AIR solution development projects and facilitate the integration of the new solution while ensuring compliance with AIR and FAA IT governance, policies and standards.

8. Applicability. This order applies to all AIR technology applications, their supporting tools, the AIR orders and policies under which they are governed and to the AIR employees involved with the development, administration and/or use of these applications and tools.

9. Distribution. Distribute this order to all the branch level offices within the Aircraft Certification Service, to the Regulatory Support Division at the Mike Monroney Aeronautical Center, and to the Office of Finance and Management (AFN), Information & Technology Services (AIT).

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Lisa Mansfield, Director,
Enterprise Operations Division, AIR-900
Aircraft Certification Service

Appendix A. AIR IT Agility Roles and Responsibilities

1. Management Requestor.

By approving the technology solution request, the manager of the requesting office agrees to serve as business owner to support the solution, regardless of tier designation, during its lifecycle. This includes solution selection and/or development, implementation and maintenance.

2. AIR Enterprise Operations (EO) Information Management (IM) Branch, AIR-900.

a. Maintains an inventory of all of AIR's Tiers II and III technology solutions. All known Tier I solutions will be inventoried based on voluntary disclosure by the AIR business units.

b. Provides support to and communicates with the technology solution stakeholders to include the requestor, AIR employees, management, the TGB as well as relevant stakeholders in other AVS Service Offices and FAA lines-of-business within the project authorization, solution selection and/or development.

c. Ensures availability of development environments and tools to all relevant AIR resources to ensure the integrity of the FAA information technology enterprise.

d. Works with all stakeholders and solution partners, throughout the lifecycle of the project, program or initiative to ensure adherence to IT development requirements, policies and standards, and to help ensure that user needs are met.

e. Identifies and coordinates the funding needs and sources for these technology solutions.

f. Offers recommendations to the relevant stakeholders on the order of priority for technology projects, considering available funds and the need to fund maintenance of existing technology tools and systems while also supporting the development of requested IT tools.

g. Supports the business by acting as liaison for escalation to FAA AIT regarding technology tools and services issues (e.g. server patches, environment upgrades, etc.) that impact the AIR IT solutions.

3. AIR Application Business Owners.

a. Communicates with EOIM, other AIR stakeholders and affected users, on approved IT solutions.

b. Complies with FAA and AIR processes and AIT policies, standards, and guidance.

4. AIR Technology Governance Board (TGB).

a. Provides executive direction and guidance for AIR's IT Agility Program.

b. Authorizes Tier II and III projects to ensure visibility in the AIR portfolio and to ensure that information is appropriately cataloged within AIT tracking systems.

c. Serves as the final appeal authority regarding decisions made on technology solutions within the scope of the AIR technology portfolio.

Appendix B. FAA Form 1320-19, Directive Feedback Information

Directive Feedback Information

Please submit any written comments or recommendations for revising this directive.

Subject: FAA Order 1370.122

To: AIR Directives Management Officer via email at 9-AWA-AVS-AIR-DMO@faa.gov or complete the online form at [the FAA Directive Feedback System](#)

(Please check all appropriate line items)

An error (procedural or typographical) has been noted in paragraph _____ on page _____.

Recommend paragraph _____ on page _____ be changed as follows:
(attach separate sheet if necessary)

In a future change to this directive, please include coverage on the following subject
(briefly describe what you want added):

Other comments:

I would like to discuss the above. Please contact me.

Submitted by: _____ Date: _____

FTS Telephone Number: _____ Routing Symbol: _____

FAA Form 1320-19 (10-98)