



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

**ORDER
JO 3110.19A**

Air Traffic Organization Policy

Effective date:
05/09/2022

SUBJ: Succeeding in Your First Year (SYFY)

The work of the Air Traffic Organization (ATO) continues to be dynamic and complex. Well-prepared Front Line Managers are vital to our safety mission. Developing new supervisors to manage and lead operational work teams must continue, and they must be provided core training as early as possible in their new role. The training, Succeeding in Your First Year (SYFY), is established for this purpose.

This order establishes the roles and responsibilities for this critical and foundational training. The practices and procedures set forth also identify reporting requirements. Core training is essential to the success of new supervisors, enabling them to lead and develop the workforce and manage resources strategically. The effectiveness of our new supervisors has great impact on the success of the entire ATO.

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Chapter 1. Introduction

1.1 Purpose of This Order. This order prescribes the Air Traffic Organization training and reporting requirements for Front Line Managers.

1.2 Audience. This order applies to the Air Traffic Organization.

1.3 Where to Find This Order. This is available on the MyFAA Website:
https://employees.faa.gov/tools_resources/orders_notices/.

1.4 What This Order Cancels. This order cancels JO 3110.19, dated 10/25/2017.

1.5 Abbreviations and Acronyms.

- a. ATM **Air Traffic Manager**
- b. COO **Chief Operating Officer**
- c. DCOO **Deputy Chief Operating Officer**
- d. DFM **District Facilities Manager**
- e. DM **District Manager – AJW**
- f. GM **General Manager – AJT**
- g. RMG **Resource Management Group – Service Centers**
- h. SYFY **Succeeding in Your First Year Program**
- i. TGM **Technical Operations Group Manager**

1.6 Definitions.

j. **New Front Line Managers.** Newly selected supervisors/managers with a firm offer letter and an effective date for the following Service Units:

- (1) Air Traffic Services (AJT)
- (2) Technical Operations Services (AJW)
- (3) System Operations Services (AJR)

k. **Service Center RMG Lead.** Service Center(s), Resource Management Group (RMG) member(s) are assigned to lead the coordination of new manager training reporting. Service Centers RMG leads shall update the designated KSN tracker with new manager training

enrollment reporting for their “domain”. Additionally, the Service Center RMG Lead will identify an alternate/back-up.

l. Backlog. Any new Front Line Manager who did not complete the SYFY workshop within 90 days of the effective date of the personnel action.

Chapter 2. General Procedures

2.1 New Front Line Manager Required SYFY Training. The ATO designates the SYFY program to provide managerial training for new first-level supervisors/managers in Air Traffic Services, Technical Operations, and Systems Operations with critical, customized management/leadership training.

2.2 Enrollment Requirements. All new Front Line Managers and temporary supervisors assigned positions of 180 days or more in duration in Air Traffic Services, Technical Operations Services, and System Operations Services shall be enrolled in the next available SYFY workshop immediately after promotion date. This mandatory training must be completed within 90 days of the effective date of the personnel action. The new Front Line Manager may not assume supervisory responsibilities until enrolled in the SYFY Workshop.

2.3 Roles and Responsibilities.

a. Management Services, Employee Development Group.

- (1) Notifies the Service Center RMG of Front Line Managers who leave early or are no-shows.
- (2) Provides the Service Center RMG with signed SYFY roster for each completed course.
- (3) Host SYFY repository for enrollment, cancelation, and rescheduling data.

b. Service Center RMG.

- (1) Identifies new Front Line Managers promotional information each pay period.
- (2) Enrolls all new Front Line Managers in SYFY as described in Section 2.2 Enrollment Requirements.
- (3) Coordinates with the ATM/DFM/Facility Training Point of Contact (POC)/District Training POC to schedule the Front Line Manager's enrollment date within the first 90 days.
- (4) Tracks enrollment data and provides updated information to the Management Services, Employee Development Group.
- (5) Reschedules SYFY cancellations upon receipt of notification of and approval from the ATM/DFM/ Facility Training POC/District Training POC or representative.

c. System Operations Services Representative.

- (1) Identifies new Front Line Managers/Supervisors promotional information each pay period.

(2) Enrolls all new Front Line Managers in SYFY as described in section 2.2 Enrollment Requirements.

(3) Notifies the ATM/Facility Training Manager of the Front Line Manager's enrollment date.

(4) Tracks enrollment data and provides updated information to the Management Services, Employee Development Group.

(5) Reschedules SYFY cancellations upon receipt of notification of and approval from the ATM/Facility Training Manager or representative.

d. ATM/DFM/Facility Manager.

(1) Ensures Front Line Manager attends the assigned SYFY delivery.

(2) Approves the cancellation/rescheduling of SYFY enrollments, if necessary and in accordance with 2.4 Reporting Requirements.

(3) Notifies the applicable Directors of System Operations Services/District Manager/General Manager/Technical Operations Group Manager and the respective Service Center Resource Management Group (RMG) within

(1) Business day of approved cancellation/rescheduling.

e. District Manager/General Manager/Technical Operations Group Manager/Directors of System Operations Services/Director of Flight Service/Manager Alaska Flight Service. Reviews cancellation/rescheduling decisions to ensure compliance with order.

f. Service Center RMG Lead.

(1) Ensures compliance with order.

(2) Ensures accuracy of enrollment, cancellation, and rescheduling data required for the reporting requirements to the distribution list outlined in section 2.4 Reporting Requirements.

2.4 Reporting Requirements.

g. Canceling/Rescheduling. Cancellations should be rare and for extraordinary reasons only.

(1) Cancellation/rescheduling must be approved by the facility Air Traffic Manager (ATM)/ DFM or their representative.

(2) The facility ATM/DFM or their representative must notify the applicable DM/GM/DFM of any cancellation/rescheduling, no-show, and/or incomplete with the reason(s) within one business day.

(3) The Facility/District Manager must notify the Service Center Resource Management Group (RMG) of any approved cancellation/rescheduling.

(4) Systems Operations Service ATM or their representative must notify the applicable Director of System Operations Services/Director of Flight Service/Manager Alaska Flight Service and notify Employee Development Group in Management Services (AJG) of any approved cancellation/rescheduling within (1) business day.

h. Monthly Cancellation/No-Shows/Incompletes Reporting Requirements. Employee Development Group will deliver the SYFY Monthly Report on the fourth Friday of each month to:

- ATO Deputy Chief Operating Officer (DCOO)
- Vice Presidents (VP's) and Deputy Vice Presidents (DVP's) in AJT, AJW, AJR, and AJG
- Service Area Directors and Directors of Operation in AJT and AJW
- Employee Development SYFY Program Office (AJG)

The report must contain, at a minimum, the following information:

- Legal Name
- Employee FAA email
- Service Unit, Service Area
- Facility
- Current position
- Promotion Date
- Type (Cancellation/No-show/Incomplete)
- Reason (Operational requirements, medical, personal, other)
- Follow-up action (Reschedule date, other)

The table below is only an example and may be modified as long as it contains the minimum information required in paragraph 2.4.b.

SYFY Monthly Report

Legal Name	Employee FAA Email	Service Unit	Service Area	Facility	Current Position	Promotion Date	Type (cancellation, no-show, incomplete)	Reason (operation, requirements, medical, personal, other)	Follow-up Action (reschedule date, other)
Joe Anybody	Joe.Anybody@faa.gov	AJT	WSA	ABC	OS	11/2/20	Cancellation	FMLA	Rescheduled for next class 12/7/20

Appendix A.

The following Front Line Managers/Supervisors are required to attend SYFY:

AIR TRAFFIC SERVICES (AJT):

Series	Classification
2152	Operational Supervisors located at ATCT, TRACON, ARTCC facilities
2154	Operational Supervisors Flight Data at Field Facilities

TECHNICAL OPERATIONS SERVICES (AJW):

Series	Classification
0301	Customer Service Branch Manager or Quality Management Systems Branch Manager or Branch Manager – Logistics Center
0340	Supervisory Program Manager – NASEO (NAS Security and Enterprise Operations)
0346	Supervisory Logistics Management – Logistics Center
0391	Supervisory Telecomm Specialist - NASEO
0501	Supervisory Financial Analyst – Logistics Center
0801	Supervisory General Engineer
0801	Supervisory General Engineer - Logistics Center
0802	Supervisory Engineering Technician
0802	Supervisory Engineering Technician - Logistics Center
0855	Supervisory Electronics Engineer - NASEO
0856	Supervisory Electronic Technician – Logistics Center
2101	Supervisory Airways Transportation Systems Specialist located at SSC's, ARTCC's, and TRACON's
2186	Supervisory Aviation Technical Systems Specialist
2210	Supervisory IT Specialist - NASEO
2210	Supervisory Information Technology (Policy & Planning) – Logistics Center
6907	Materials Handler Supervisor – Logistics Center
7002	Packer Supervisor – Logistics Center

SYSTEMS OPERATIONS SERVICES (AJR):

Series	Classification
2152	Operational Supervisors located at Traffic Management Field Facilities, ATCSCC, and Alaska Flight Services (FSS)
2186	Supervisory Aviation Technical Systems Specialist