

**Twenty Third Meeting of the
Informal South Pacific ATS Co-ordinating Group (ISPACG/23)**

**FANS Interoperability Team Meeting (FIT/16)
Santiago, Chile, 24-25 March 2009**

Agenda Item 12: Other Business

ONLINE TRACKING OF PROBLEM REPORTS AND IDENTIFIED ISSUES

(Presented by Airways New Zealand)

SUMMARY

This paper discusses the need for a database to assist in the tracking of problem reports and to capture identified FANS1/A issues and presents an offer by Airways New Zealand to host the database on their website.

1. INTRODUCTION

- 1.1 We feel that a readily accessible on-line database of identified FANS1/A issues and the current status of problem reports would greatly assist all users of the FANS1/A system. This paper discusses this need and proposes an option hosted on the Airways New Zealand website for the creation of these on-line databases.

2. DISCUSSION

- 2.1 WE feel our work in FANS problem identification and resolution would be greatly assisted if we could access an online database that would identify, track, and capture the work completed on the resolution of individual problem reports worldwide. Initially we would start with FANS1/A users, such as ANSPs, CSPs, operators, etc., in the South Pacific, with the aim to expand to other sub-regions of the Asia-Pacific region. Eventually, we would like to see a global database, either common or distributed, for this purpose.
- 2.2 Our aim in monitoring the system is to enable continuous performance improvement. As a region we feel that we could do this better. The ASIAPAC regional document on monitoring datalink contains in para. 7.14 a requirement that information (the problem description, the results of the analysis and the plan for corrective action) is entered into a database covering data link problems, both in a complete form to allow continued analysis and monitoring of the corrective action and in a de-identified form for the information of other stakeholders. The establishment of an online database would ensure that the SOPAC is compliant with this requirement.

- 2.3 Airways New Zealand is willing to host such databases on our website and we propose that the ISPACG DWG be tasked with establishing the database requirements by June 2009 for implementation by 30 June 2009.
- 2.4 Since DWG is already supporting the GOLD, which is expected to be completed by the end of 2009, it would also coordinate the database requirements for incorporation into the GOLD for use by other regions. The initial implementation of the database in the SOPAC would facilitate validation of the requirements for a global database.

3. ACTION BY THE MEETING

- 3.1 The meeting is invited to:
 - a) Note the requirement in the regional guidance material for feedback on problem reports.
 - b) Recommend that ISPACG support the development of online databases to enable compliance with the ICAO requirements and that the ISPACG DWG be tasked with developing the requirements for these databases and coordinate the database requirements with the GOLD Ad Hoc Working Group for incorporation into the GOLD.
 - c) Recommend that ISPACG accept the offer by Airways New Zealand to host the databases on their website.