

OPERATIONS

SUPPORT DIRECTORATE

Technical Operations



FAA
Air Traffic Organization



OPERATIONS SUPPORT DIRECTORATE

Operations Support provides the support structure, methodology, tools, procedures, performance monitoring, and NAS operational safety and assurance programs necessary for the proper operation and maintenance of the NAS, including second-level engineering for communications, navigation, weather, surveillance, enterprise, maintenance, logistics and power systems.

The organization plays a significant role in modernizing and protecting the NAS through innovative technologies, improving NAS resiliency, enabling scalable UAS operations for maintenance/engineering, and the evaluation, integration and oversight of new entrant technologies and third-party service providers to ensure non-standard systems/services are incorporated into the NAS sparingly and safely.

Ops Support is also responsible for securing, managing, protecting, and modernizing all civil aviation radio frequency spectrum resources for the FAA.





INFRASTRUCTURE SERVICES GROUP / AJW-11

Serving as a resource for the Operations Support Directorate, this group assists managers navigating the resource and business-oriented aspects of the operation. With a combination of counsel and products, the group ensures the right resources are available at the right time.

Services



Acquisition and Contracting:

Provide oversight to ensure execution of contracts is in accordance with governing regulations and customer requirements.

Budget and Finance:

Support the budget process, budget and financial policies, and budget formulation and execution with a strategic business oversight approach.



Performance Management:

Assist managers in developing performance standards and using various performance management tools. Track, analyze, and report on performance milestones and goals. Manage various awards programs within and outside of the Federal Aviation Administration (FAA).



NAS Cybersecurity:

Foster a spirit of creative collaboration to help ensure the timely submission of security documentation, Authorization to Operate, Plan of Action and Milestones (POAMS), and data calls.



Position Management:

Assist with personnel actions, staffing metrics and reporting, job listings (e.g., USA Jobs), interpretation and application of governing policies and guidelines (e.g., Human Resources Policy Manual, collective bargaining agreements), and completing supporting documentation.



Program Support:

Assist Operations Support in carrying out administrative support functions to facilitate the core business functions.



Training and Workforce Development:

Assist the workforce in obtaining required training to successfully perform the duties of their position, while also providing development opportunities to prepare them to be part of the workforce of the future.



Business Integration:

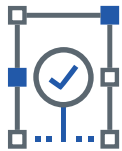
Leverage technology to design, execute, and automate processes to gain business efficiencies and enhance the user experience.



NAS MODERNIZATION GROUP / AJW-12

This group leads the Air Traffic Organization (ATO) in evaluating and integrating new technologies and services into the National Airspace System (NAS), as well as the improvement of NAS maintenance strategies and the resiliency posture of critical infrastructure and services. They support multiple initiatives to evaluate and oversee the safe integration of non-standard/non-federal technologies, third party service providers, maintenance optimization, and advance the modernization and resiliency of critical infrastructure and services.

Services



Advanced Systems Design

Service: Evaluate new/modified non-federal/non-standard systems and technologies and provide third-party oversight. Ensure integration of new technologies, such as GBAS, Remote Towers, UAS/UTM/AAM, meet operational availability and performance standards.



NAS Resiliency: Improve and strengthen the resiliency of NAS-critical infrastructure to prevent, mitigate, respond, and recover from significant operational events. Identify and measure resiliency vulnerabilities and assess impacts to resiliency levels prior to planned NAS changes.



NAS Strategic Operations:

Manage enhancements of NAS maintenance capabilities through modernization of current systems and services as outlined in the Technical Operations Strategic Plan. Lead maintenance optimization efforts focusing on service management transformation, comprehensive reliability centered maintenance, and future prescriptive maintenance approaches.



Unmanned Aircraft Systems (UAS) Operations:

Advance and expand the integration of Unmanned Aircraft Systems (UAS) capabilities and the efforts to use small UAS within the engineering workforce, as well as to augment maintenance, restoration, and emergency operations. Manage data processing and 3-D modeling internally using GIS products and EIM cloud storage.



SECOND-LEVEL ENGINEERING GROUPS

SURVEILLANCE AND WEATHER GROUP / AJW-14

NAVIGATION, COMMUNICATIONS, AND ENVIRONMENTAL GROUP / AJW-15

MAINTENANCE AND LOGISTICS SYSTEMS GROUP / AJW-16

NAS ENTERPRISE SERVICES GROUP / AJW-17

These groups serve as the Office of Primary Responsibility (OPR) for assigned commissioned National Airspace System (NAS) systems with Second-Level Engineering (SLE) services and support. We support the safety mission within the FAA Administrator's Strategic Plans & Goals and provide technical assistance in the solution of site unique and/or national system problems, alongside enterprise-level systems support to ensure safe, reliable, and efficient operations.

Services



Field Support: Provide 24/7/365 telephone resources and technical assistance in cooperation with the field to resolve NAS operational problems. Perform system troubleshooting, restoration support, and failure analysis. Provide remote and on-site services via appropriate coordination.



Systems Engineering: Perform problem analysis, solution design and testing, acquisition, and implementation for hardware, software, and system adaptation modifications for NAS operational systems. Resolve safety, security, reliability, maintainability, and performance issues and provide new capabilities as required. Determine optimal preventive maintenance strategy including tasks, intervals, and technologies to cost effectively prevent failures. Analyze operations data for proactive engineering support. Develop, test, deliver, and



maintain computer programs in support of NAS systems and engineering support activities.

Life Cycle Support: Participate in NAS program acquisition, development, testing, and implementation activities. Ensure systems meet operational requirements and are set up for success with life cycle support. Maintain baselines of hardware, software, and documentation for NAS systems.



Maintenance Documentation: Create and maintain NAS technical documentation: Maintenance Technical Handbooks (MTHBs), Technical Instruction (TI) Handbooks, and System Support Directives (SSDs), which include System Support Modifications (SSMs), System Technical Releases (STRs), and System Documentation Releases (SDRs), notices, and case files.



NAS POLICY & QUALITY CONTROL GROUP / AJW-18

This group consists of Technical Operations policy and configuration management, operational risk management, quality control programs, and technical performance and data analytics teams. The group is the focal for many foundational Technical Operations orders and databases, including the Facility Service Equipment Profile (FSEP), General Maintenance Handbook (6000.15J), NAS Maintenance Policy (6000.30), and many others.

Services



Oversight: Provide oversight to the Technical Operations internal compliance verification (ICV) maintenance quality control program called NAS Technical Performance Evaluations Program (NASTEP). Facilitate the NAS Configuration Control Board (CCB) which provides facilitation for changes to the NAS through the NAS Change Proposal (NCP) process. Serve as the NAS Operational Risk Management (ORM) program office.



Data Analytics: House the NAS Performance & Analysis Team, which includes Tech Ops metrics websites such as the Data Management Team

(DMT) and Tech Ops Toolbox (TOT). Maintain and host several internal agency data sources, to include Air Traffic Services Business Model (ATSBM), NAS Performance (NASPAS), Integrated NASTEP Analysis (INA), and Facility, Service, Equipment Profile (FSEP), which serve as the authoritative source for information to much of the FAA and beyond to DOT and Congress. Provide data analytics tools for field maintenance, technical support, and engineering support to make informed decisions about the system health of their individual facilities in the NAS.





SPECTRUM ENGINEERING SERVICES GROUP / AJW-19



**SPECTRUM
ENGINEERING**

This group leads the NAS in developing domestic and international aviation frequency spectrum policies and standards that ensure radio frequency spectrum needs of both military and civil aviation are met. They effectively secure, manage, and protect civil aviation radio frequency spectrum resources.

Services



Policy Development: Develop international and domestic civil aviation spectrum policies and standards by participating in federal and international forums, developing international system standards, and coordinating equipment certification.



Engineering and Analysis: Engineer new and existing radio frequency assignments and conduct coverage analysis to ensure safe and efficient NAS operations.



Investigations: Conduct radio frequency interference investigations to keep the NAS operational and collaborate with external stakeholders on high priority classified security projects.