



Outreach Team meets 2007 goals

In 2007, the Outreach Team met the SASO Program Office communications goals by:

- Conducting 112 office briefings
- Collecting feedback data from the field
- Reaching over 2,500 employees
- Participating as SMEs for Pilot Projects 121, 135 & 145

With the Outreach Team's support, the Program Office was able to:

- Conduct focus groups
- Continue SASO communications
- Provide training and communications support for ATOS 1.2 implementation

Based on the feedback the Outreach Team collected, the Program Office is undertaking the following:

- Targeting SASO communications tools to specific CFR Parts
- Responding to questions gathered from focus groups and briefings
- Assisting sites and individuals requesting more information on SASO

this issue

SASO Expansion & SMART **P.1**

2007 Outreach Accomplishments **P.1**

2008 Outreach Strategy **P.2**

Activities & Upcoming Events **P.3**

SASO expands its role within AVS

Last year, AVS established the Safety Management Automation and Resource Toolkit (SMART) concept and development team.

SMART's primary purpose was to rationalize and upgrade business processes across all of AVS, and create an SMS organization for the Next Generation environment. In addition, SMART was to build and implement the automation systems for those processes.

The year-long effort to consolidate three existing programs - SASO, ASKME and RCISS - under SMART has yielded some points of concern.

Primarily, the possibility of the SMART program achieving a Joint Resources Council (JRC) final investment decision within the timeframe needed to ensure continued funding for the three programs being consolidated.

Given the program's current status, the Continuing Resolution, DOT, and OMB concerns, the AVSMT met on January 22, 2008, to discuss the future of the SMART program.

After a detailed study and in-depth

discussion, AVSMT decided to cancel the SMART program.

This cancellation will have minimal impact on RCISS and ASKME - no changes will be made to their original baselines. However, the SMART cancellation will result in a significant increase in the scope of SASO.

As it enters Phase II, SASO will be responsible for business process reengineering (BPR) and change management & implementation (CMI) for both its original audience of AFS and all of AVS.

Based on these changes, SASO's expanded objectives include the following:

- Secure AVS SMS Funding
- Develop AVS SMS Technical Baseline
- Implement AFS-specific Elements of AVS SMS
- Develop AFS Components of AVS SMS Regulations

Over the next upcoming months the SASO Program Office will continue to provide more detailed information on SASO's expanded role within AVS.

Program Office Message

Estrella Gonzales
Deputy Program Manager &
Change Management Lead

"I want to take this opportunity to thank all SASO Outreach members for your tireless efforts, dedication, and ongoing support.

Because of your involvement, we were able to reach out to over 2,500 employees in the field. We are at an exciting point in time in which SASO is expanding to the AVS level.

In FY2008, you will be called upon to work on various activities from providing feedback on materials, participating in site visits, or delivering a SASO presentation.

Our guiding principle for FY2008 is targeted outreach activities, thus we will have to continually assess our needs and deploy Outreach members to address these needs.

The SASO Outreach team will continue to play an integral role and I encourage each of you to read the Outreach Strategy and supporting documents which can all be found on the Outreach SharePoint site."

FAQs

2008 Strategy Implementation

Q: Will there be a full deployment schedule, similar to the schedule we had in FY07?

A: No. The deployment schedule for FY08 will look different than the FY07 schedule. Activities will be based on our targeted outreach approach.

Q: Will you solicit new Outreach Team members?

A: We do not have plans to identify new Outreach Team members at this time.

Q: What will be the time commitment for FY08?

A: The time commitment for FY08 will not be more than the time you were asked to commit in FY07.

Q: Can you provide some examples of the type of work/activities we will be expected to perform?

A: Depending on your area of expertise and the SASO Program Office needs, you may be asked to validate "As-Is" findings from the various CFR parts, accompany the SASO PO on a site visit, review communication materials, or provide a presentation on SASO.

Q: Will there still be monthly conference calls?

A: The SASO Program Office does not plan to conduct monthly conference calls with the Outreach team. There will be conference calls facilitated by Booz Allen Hamilton POCs. The schedule of these calls or meetings will depend on outreach activities and needs.

Change Management & Implementation Team Develops 2008 Outreach Strategy

Aligns with Patterson Conner Commitment Curve

The FY08 Outreach Strategy has been developed based on feedback from the field and the Patterson Conner Commitment Curve.

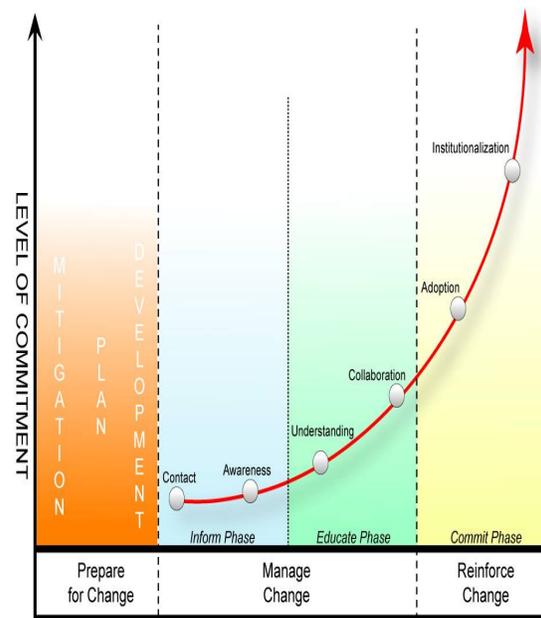
Data received in FY07 indicate that our initial goal for SASO Outreach has been accomplished; the field now understands that the SASO program exists.

This is the "contact" phase of the commitment curve; however data suggests that the field is not familiar with SASO's goals and how SASO aligns with other AFS initiatives. Participants would like to know more about SASO accomplishments and its timeline.

In order to continue to move along the commitment curve and to establish the level of buy-in and commitment required, the communication approach must be expanded to include more targeted, specific information about SASO.

Based on data collected from the field, we have identified three areas the Outreach team will focus on for FY08. These target areas are:

1. Serve as SMEs on the Pilot Projects for SASO
2. Provide relevant, detailed and timely information about SASO
3. Demonstrate SASO's alignment and integration with other Flight Standards initiatives



By the end of FY09, the SASO Program Office expects AFS field staff will be at the awareness stage on the Commitment Curve. Employees directly impacted by CFR Parts 121, 145, and 135 will be at the higher stage -- collaboration -- since they are involved in the SASO Pilot Projects.

How does this impact your role as an Outreach Member?

The SASO Program Office has informally started implementing the FY08 Outreach strategy. Specifically, Outreach members have been involved in the following:

- Providing feedback on the ATOS 1.2 questionnaire that we plan to use in the field to gather feedback on the transition to ATOS 1.2.
- Providing feedback on Frequently Asked Questions from the field
- Assisting SASO Program Office and contractors with preparations for Pilot Part 145 Frankfurt trip.
- Providing SME support to system requirements validation efforts
- Assisting in the planning for the Anchorage site visit

How will we proceed?

At our conference in November, 2007, we provided each Outreach member with their primary area of focus.

For your designated area of focus (e.g., CFR Part, SMS, etc.) you will be expected to work with the project team on various outreach activities.

Is there more detailed information on the 2008 Outreach Strategy?

A new link, titled "2008 Strategy" has been posted on the SASO Outreach SharePoint site. The link contains the following documents for team members:

- SASO Outreach Vision & Strategy
- Team SME List
- Outreach Charter

What's happening throughout SASO?

- **System Alignment (SA)**

LogBook

Donna Hughes, the SASO Information Technology Lead, conducted the first in a series of LogBook Requirements sessions on February 13-14. Representatives from each region participated by viewing and providing comments on the current LogBook database. Within the next few weeks, the Program Office will create a baseline assessment of the current system and develop the first draft of national requirements for LogBook. The group will reconvene at the end of March to review and validate the Functional Requirements Document (FRD).

- **Change Management & Implementation (CMI)**

ATOS 1.2 Full Scale Implementation Assessment

The SASO Program Office will continue to monitor ATOS 1.2 implementation efforts through a process called ATOS 1.2 Full Scale Implementation Assessment. We are conducting this assessment to evaluate the ATOS 1.2 transition process, communication practices, training effectiveness and lessons learned that may be applied to SASO CFR Part 135 and 145 Pilot Projects. Beginning in March 2008, an integrated team will visit sites in four selected regions to conduct the ATOS 1.2 Full Scale Implementation Assessment. The team will consist of AFS-30, AFS-500, AFS-900, and contractors from the SASO Program Office. During the site visits, the integrated team will collect both quantitative and qualitative data.

- **Business Process Re-engineering (BPR)**

Pilot Projects "As-Is" and Gap Analysis

SASO's BPR team for CFR Part 121 is currently working on a Gap Analysis, which compares the Pilot Project's current state ("As-Is") with the SASO Concept of Operations (ConOps) principles and the AFS Safety Assurance Systems (SAS) Functional Requirements. The CFR Part 135 and 145 BPR teams are consolidating data gathered from all site visits to finalize the "As-Is" analysis, and will begin their Gap Analysis as soon as the "As-Is" analysis is validated. A joint (BPR and CMI) "As-Is" validation session for CFR Parts 135 and 145 will take place in early April.

- **Safety Management System (SMS)**

AVS SMS

In August 2006, the Associate Administrator, Aviation Safety, signed FAA Order VS.8000.1 that directed the implementation of an integrated, AVS-wide safety management system, the AVSSMS. The latest milestone in the implementation of the AVSSMS is the completion of the Safety Management System Standard (Order VS 8000.X), providing specific requirements to be met by AVS and its services and offices in support of the implementation of the AVSSMS. The order is in the final review process and is scheduled for formal release this May. The SASO Program is using both orders as it continues with the planning and implementation of the AFS-specific elements of the AVSSMS.

For more Outreach information please contact:

SASO Program Office (AFS-30)
ATPCO Building, Suite 131
45005 Aviation Drive
Dulles, VA 20166

SASO Outreach POC
angela.ctr.payne@faa.gov

SASO Outreach SharePoint
<https://avssharepoint.faa.gov/afs/30/30/Outreach/default.aspx>

Upcoming Events

February 2008

2/25-29: CFR Part 121
St. Louis Site Visit
ACOP Observation &
ACAT Planning Session

2/26-28: CFR Part 135
Anchorage Site Visit
As-Is Data Gathering

March 2008

3/3-7: CFR Part 121
Dallas Site Visits
(Four Dallas Offices)
Post Implementation
Assessment

3/14: SMS
Frontier, Great Lakes, & Lynx
Level Zero Briefing

3/31 - 4/4: CFR Part 121
Indianapolis Site Visit
Post Implementation
Assessment

April 2008

4/1-3: SMS
Alaska Airlines (Seattle, WA)
SMS Workshop

4/9-10: CFR Parts 135 & 145
As-Is Validation Workshop

4/15-17: SMS
Minneapolis, MN
Sun Country Level 1 Briefing

Key Acronyms in this issue

ASKME

Aviation Safety Knowledge
Management Environment

AVSMT

Aviation Safety
Management Team

RCISS

Regulation & Certification
Infrastructure for
System Safety

SMART

Safety Management
Automation & Resource
Toolkit