

2014

LOSA Application – Admin Manual

Admin Functionality – Adding new Users, Managing System Roles and Admin
Permission to view and update Ramp, and Mx Observations



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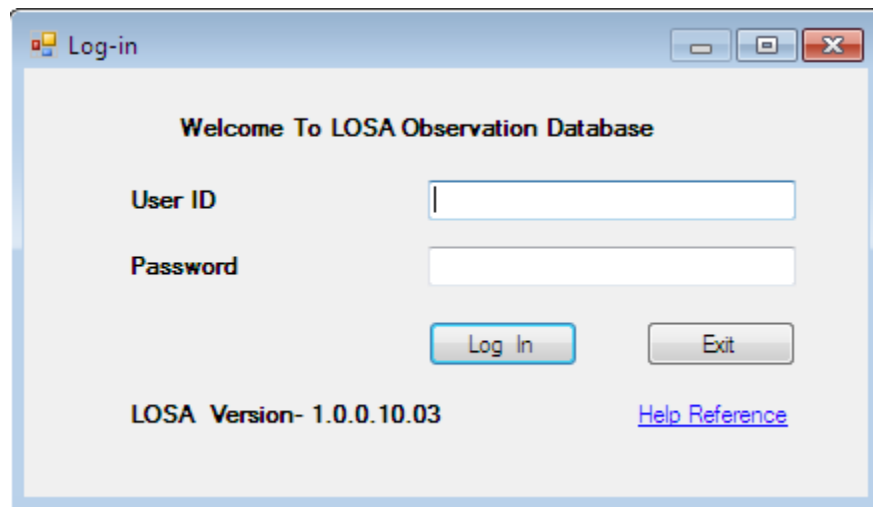
Logon



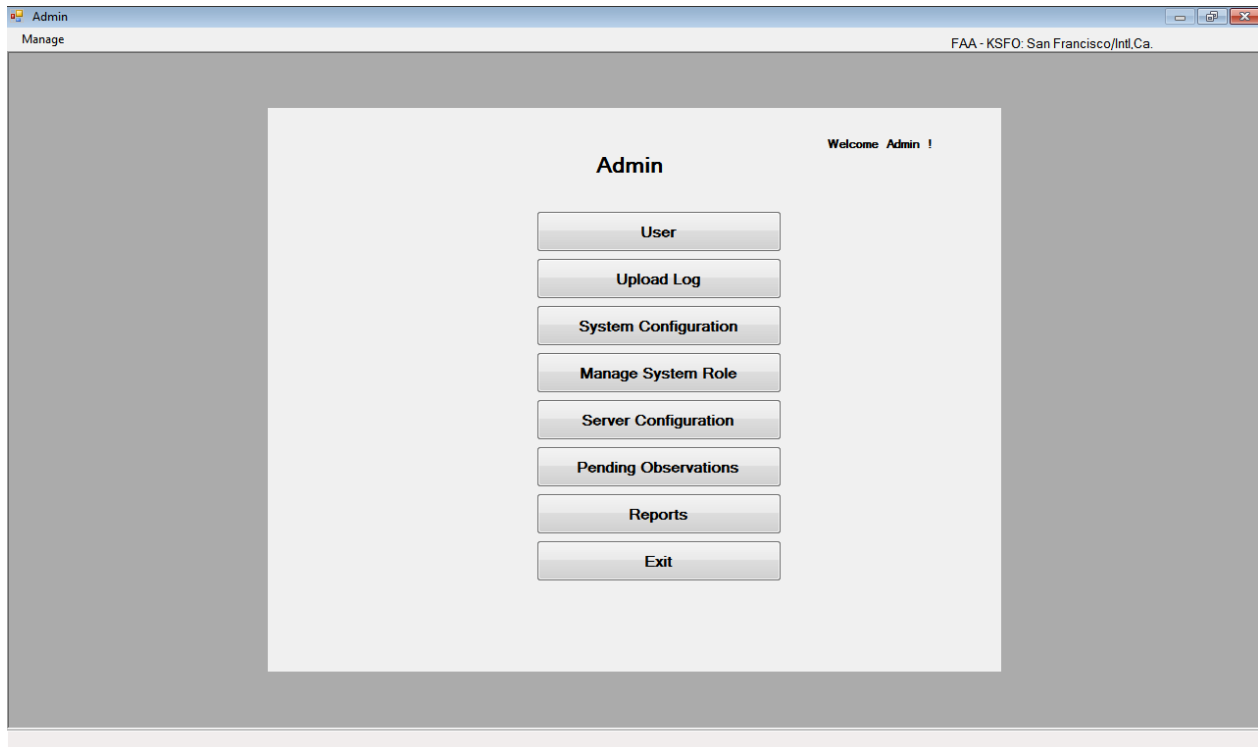
Double click the LOSA desktop Icon

Administrator Functions

In the “Log-in” window, login using the default LOSA Administrator User ID: **adminlosa** and Password: **x1234**. *Note: Once you have accessed the LOSA database, it is recommended that you change the default password to a personal password for security (see “Change Password”).*



Once the Administrator has logged into LOSA, the “Admin” window will display with the Administrator functions.



User – create new users or inactivate/reactivate existing users for the LOSA Application

Upload Log – the upload utility is used to transfer data from the local database to the Enterprise Server

System Configuration – to identify the airline name on all LOSA reports (Airline) and to configure the percentage of report volume (Audit Percent)

Manage System Role – assign or change user roles and tasks

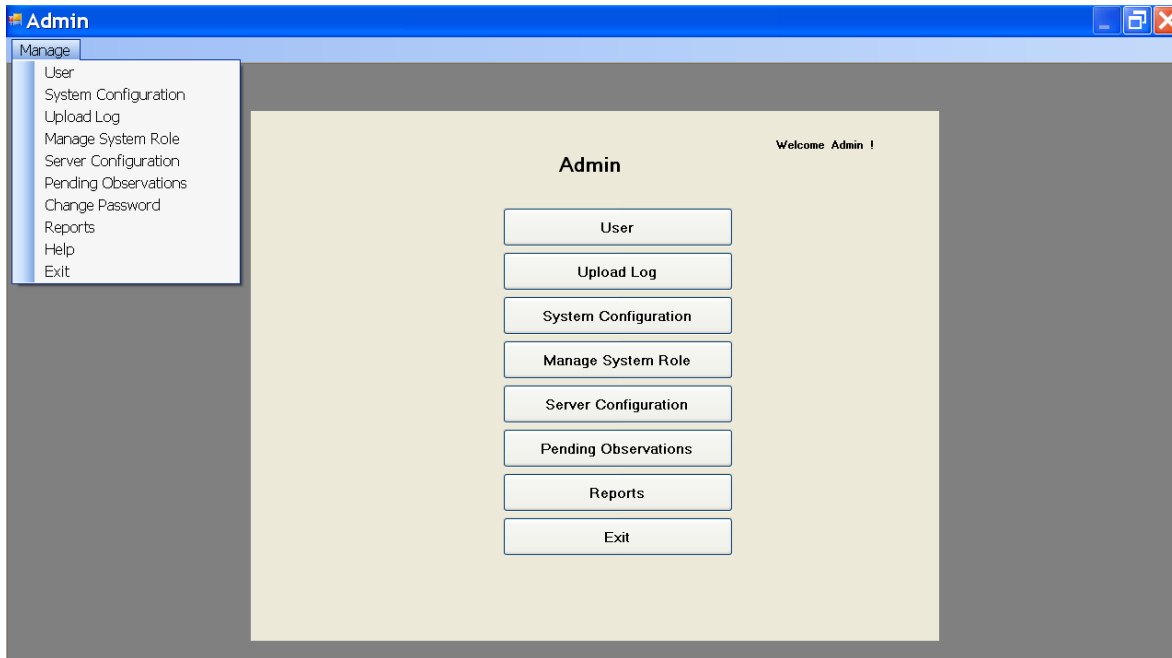
Server Configuration – to add LOSA enterprise server details so that import/export utility can export data to enterprise server

Pending Observations – list of observations that are ready for review and have not been assigned to a “Reviewer”

Reports – generate summary reports

Exit – close LOSA program

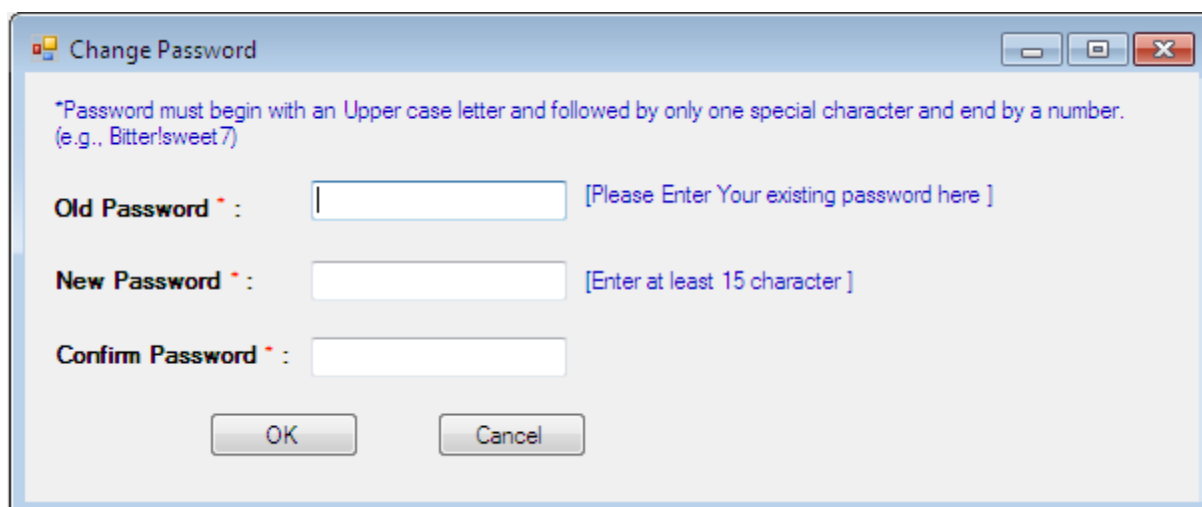
Change Password



The Admin screen provides a “Manage” dropdown menu in the upper left corner. The menu provides all Administrator functions in addition to the Change Password function. It is recommended that the Administrator change the default password to a personal password for security.

To change the Administrator password, click the “Manage” dropdown menu and select “Change Password.” Enter the default password provided by LOSA in the “Old Password” field and then enter a new personal password in the “New Password” field. Enter the new password again in the “Confirm Password” field. New passwords must meet the minimum requirements for security. If the new password does not meet the requirements, an error message will appear. Password requirements are:

- At least 15 characters
- First character must be an uppercase letter
- Last character must be numeric
- One special character (i.e., ! @ #, etc.) must appear before the numeric value



Change Password

*Password must begin with an Upper case letter and followed by only one special character and end by a number.
(e.g., Bitter!sweet7)

Old Password * : [Please Enter Your existing password here]

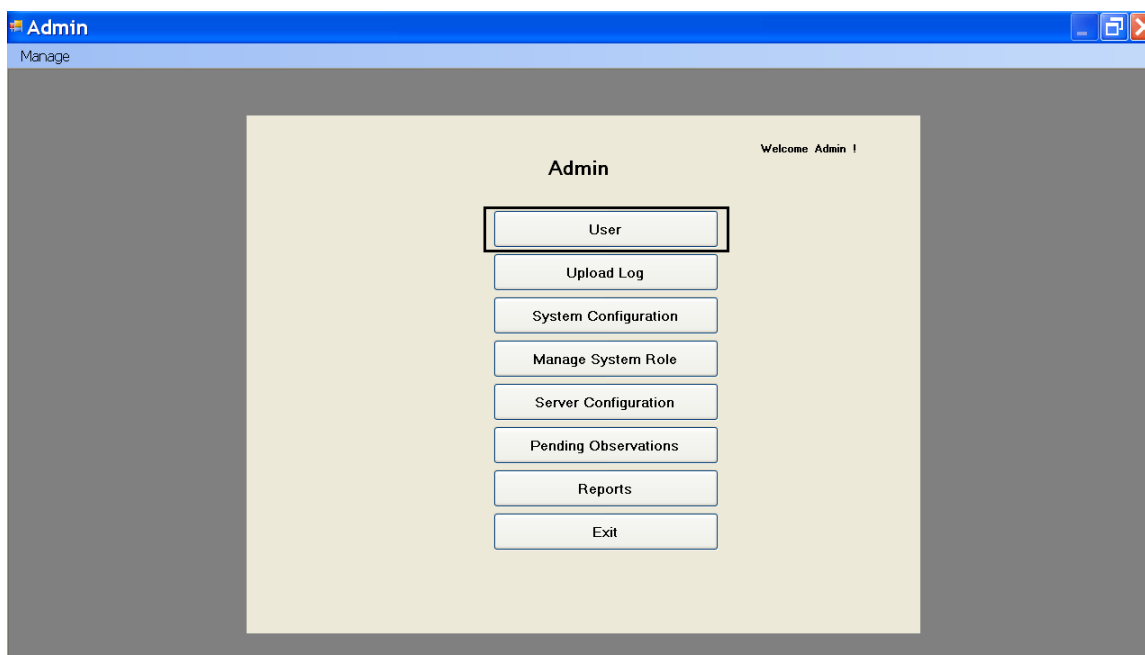
New Password * : [Enter at least 15 character]

Confirm Password * :

OK Cancel

User

Users are individuals having access to the LOSA application. Administrators have the ability to create new users and activate/inactivate existing users.



Click on the “User” button to display the “Users List” window. The window displays a grid listing all current users, contact information, the date the user was created or last modified, User Name, current status (Active/Inactive), role name, organization code, country and station.

Users List

*Triangle shows editable row.

Create New User Close

	First Name	Last Name	Cell	Email	Phone	Date Modified	UserName	Is Active	RoleName	Station Country
▶	Admin	LOSA	(546)-789-7522	admin@admin.gov	(777)-814-9819	08/22/2013 6:26...	ADMNLOSA	True	Admin	United State
	kevin	kevin				07/22/2013 7:07...	kevin	True	o	United State
	David					07/22/2013 7:07...	David	True	Admin	United State
	Molly					07/22/2013 7:07...	MollyH	True	Admin	United State
	David					07/22/2013 7:07...	David_Reviewer	True	r	United State
	abc	xyz			(011)-248-1547	08/22/2013 7:00...	martin	True	abc	United State

Click on the “Create New User” button in the upper left corner; the “Create New User” window will display.

Create New User

Administrator

* User Name:

* First Name:

* Last Name:

* Password:

* Confirm Password:

Phone #:

Cell #:

Email:

Role Name:

Station Country:

Station:

Organization ID: **FAA**

Date Added:

Date Last Updated:

* - Indicates Required Fields :

Save Inactivate Exit

In the “Create New User” window, the Administrator has the ability to create a new user for access to the LOSA application, modify an existing user’s contact information, change their password, and inactivate a user’s access to the LOSA application. *Note: Once a “User Name” has been assigned, it remains in the database and cannot be changed. A user’s “Role Name” and “Organization ID” is viewable but not editable in the “Create New User” window.*

In the “Create New User” window, enter data in the textboxes for the new user. All required fields must be entered to save the new user. Required fields are denoted by a **Red** asterisk (*):

- *User Name
- *First Name
- *Password
- *Confirm Password

There are no password complexity requirements when an Administrator creates a new user; however, the user will be required to change their password during their first LOSA login to continue using the LOSA application and their new password must meet complexity requirements (see “Change Password” for more information.)

The optional fields are completed at the discretion of the Administrator.

- **Last Name:** enter User’s last name
- **Phone #:** enter User’s work, home, or mobile number
- **Cell #:** enter User’s mobile number
- **Email:** enter User’s work or personal email address.
- **Role Name:** user role name is displayed. At the time of creation of User this field will be empty. Roles are assigned after a user is created.
- **Station Country:** select the country of the User’s assigned work station (defaults to United States of America) from the dropdown list
- **Station:** select the User’s assigned work station (defaults to KABE) from the dropdown list

Use the “**Inactivate**” button to suspend a user’s access to the LOSA database. You are able to reverse this action if the user needs to regain access to the database in the future.

After all required information has been added, click on the “Save” button; a pop up window will display: “User saved successfully.” Click on the “OK” button, and then click the “Exit” button to return to the “Users List” window. A new user has been created and is active in the LOSA database.

The “User List” window will display a list of users. Note the “Is Active” column should display as either “False” or “True,” with *False* indicating the user is not active and *True* indicating the user is active in the LOSA database.

Users List

*Triangle shows editable row.

Create New User Close

	First Name	Last Name	Cell	Email	Phone	Date Modified	UserName	Is Active	RoleName	Station Country
▶	Admin	LOSA	(546)-789-7522	admin@admin.gov	(777)-814-9819	8/1/2013 1:02 AM	ADMNLOSA	True	Admin	United State
	kevin	kevin				7/22/2013 7:07 ...	kevin	True	o	United State
	David					7/22/2013 7:07 ...	David	True	Admin	United State
	Molly					7/22/2013 7:07 ...	MollyH	True	Admin	United State
	David					7/22/2013 7:07 ...	David_Reviewer	True	r	United State

To Activate/Inactivate a user or to change a user's information, select a row and double-click the box at the beginning of the row. The "Edit User Details" window will display. To change the user's password, select the Edit Password check box. After all required information has been added, click on the "Save" button; the "User saved successfully." pop up window will display.

Edit User Details

Administrator

* User Name: ADMNLOSA

* First Name: Admin

* Last Name: LOSA

* Password:

* Confirm Password:

Phone #: (777)-814-9819

Cell #: (546)-789-7522

Email: admin@admin.gov

Role Name: Admin

Station Country: United States of America

Station: KSFO: San Francisco/Intl,Ca.

Organization ID: FAA

Date Added: 10/23/2013 3:50:53 AM

Date Last Updated:

☐ Edit Password

* - Indicates Required Fields :

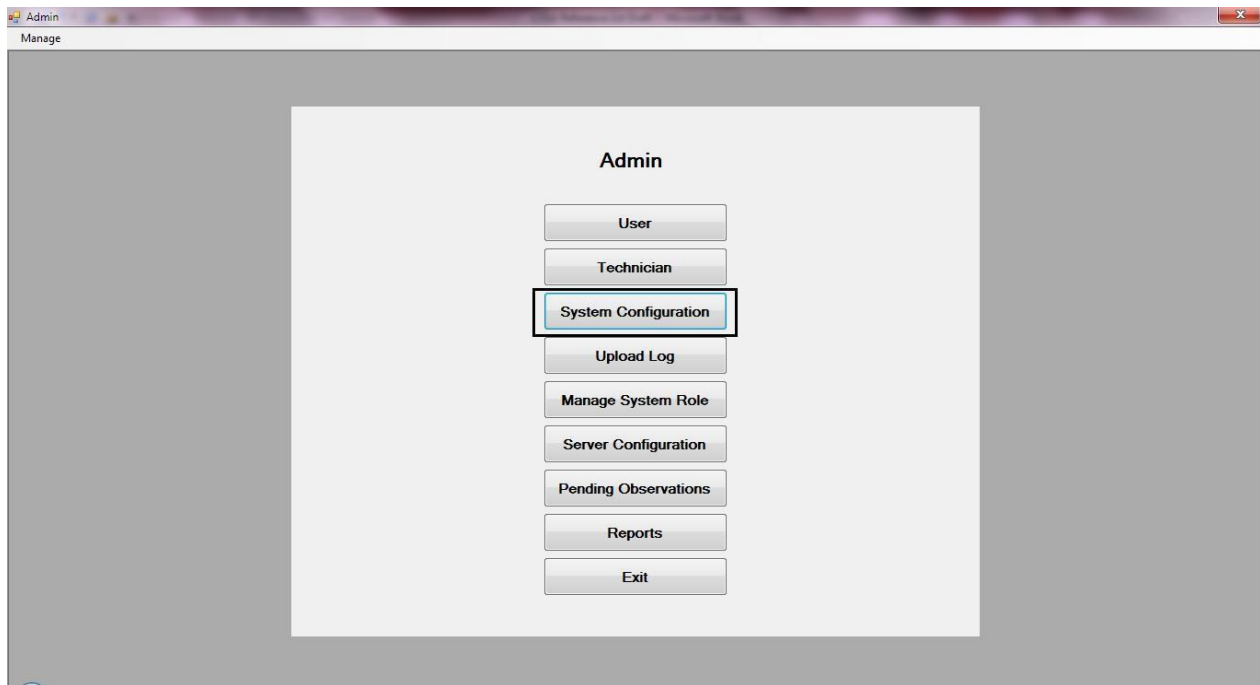
Save Inactivate Exit

Upload Log

The “Upload Log” function is used only at the Enterprise level. This functionality allows for all local identifying data to be removed, and then the data is transferred to the enterprise (PCMS) server for additional reporting & analysis. The LOSA Import/Export utility allows the local Administrator to verify if the data was successfully transmitted to the enterprise server or not.

System Configuration

The Administrator has the ability to identify the airlines for all LOSA reports (Airline) and configure the percentage of report volume (Audit Percent). Click on the “System Configuration” button to display the “System Configuration” window.

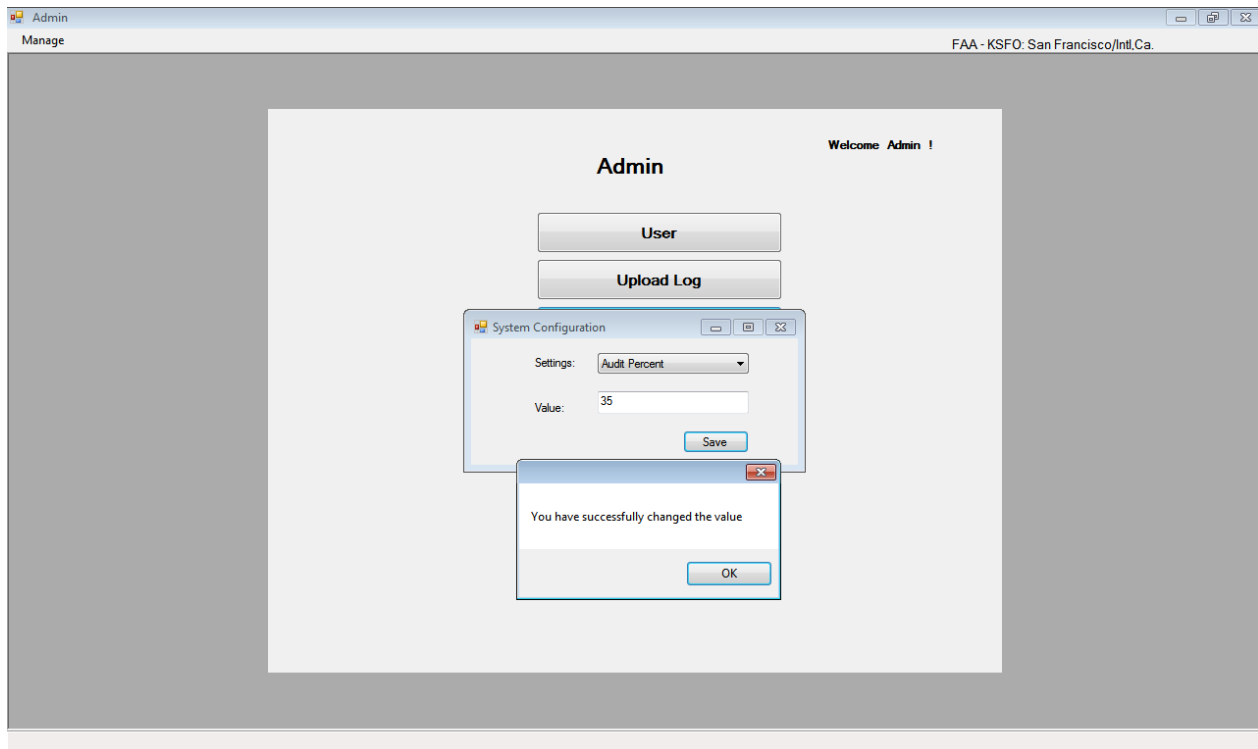


To identify the “**Airline**” on the reports, click the “System Configuration” tab then select “Airline” from the “Settings” dropdown (default is Audit Percent) and enter the name of the airline in the text for “Value” (default is USA.) The airline name will be included in the title of each report.

To change the “**Audit Percent**”, click the “System Configuration” tab. The Settings value default is “Audit Percent.” Change the “Value” by entering the percentage amount in the “Value” text box. For example, to display 50% (or half) of the generated reports, enter ‘50’ in the “Value” text box.

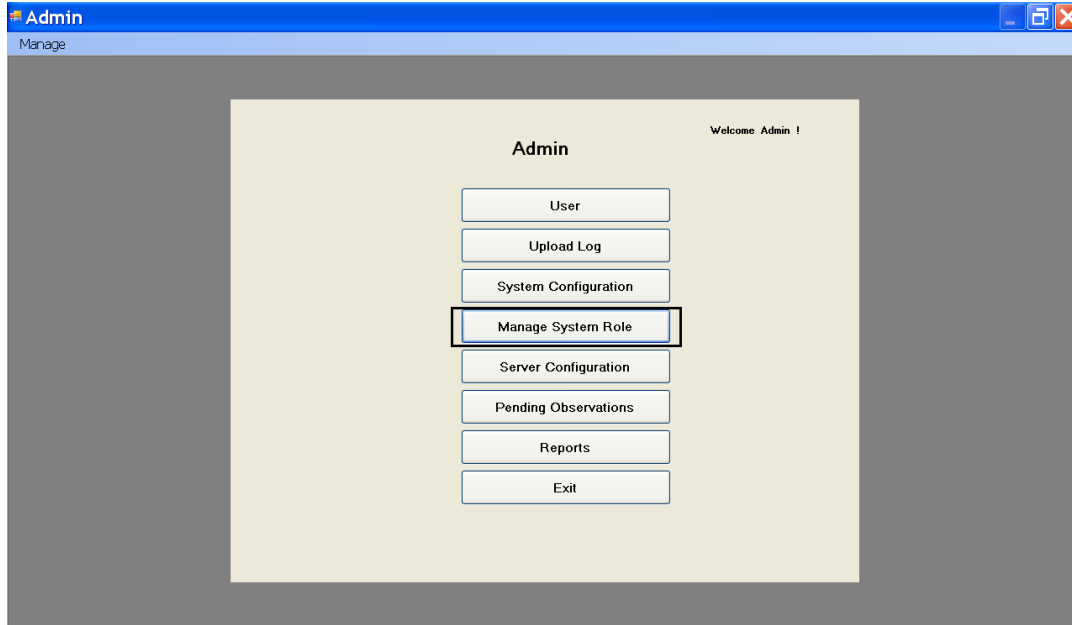
The “**Security**” setting will display the security requirements as ‘True’ or ‘False.’ This setting may not be edited.

When you are finished entering the data, click on the “Save” button; a pop up window will display indicating “You have successfully changed the value.”



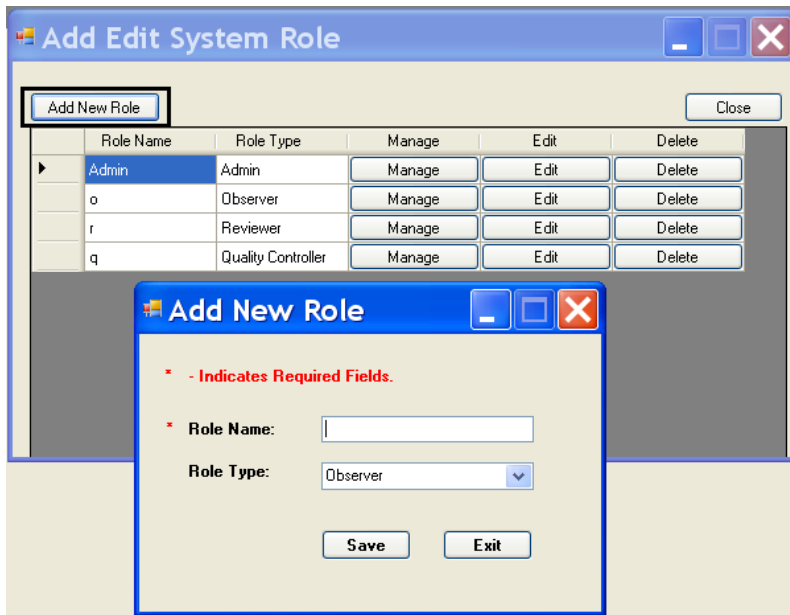
Manage System Role

The “Manage System Role” function provides the Administrator the ability to manage, edit, and delete “System Roles.” When a new user has been created, the Administrator must activate and assign a role to the user using the “Manage System Role” function (*see Users in System Role*)



Add New Role

The Add New Role button can be used to categorize role types. For example, you may want to classify the Observer role type into two categories: Ramp Observer and Mx Observer. Click on the "Manage System Role" button; the "Add Edit System Role" window will display. Click on the "Add New Role" button; the "Add New Role" window will display.



In the “Add New Role” window, type in a specified role name i.e. Ramp Observer, select the Role Type from the dropdown menu (Observer, Reviewer, Quality Controller.) Click the “Save” button; the “Record added successfully.” window will display. Click on the “OK” button, and click the “Exit” button to return to the “Add Edit System Role” window.

Role Types are:

Observer – performs LOSA observations and enters safety data into the database

Reviewer – reviews LOSA observations after they have been set “ready for review” by an observer; can either approve an observation or send it back to the observer for editing

Quality Controller - audits LOSA observations.

After the new Role Name has been setup, the role name will display in the “Add Edit System Role” grid and the Administrator has the ability to manage, edit, or delete the role name.

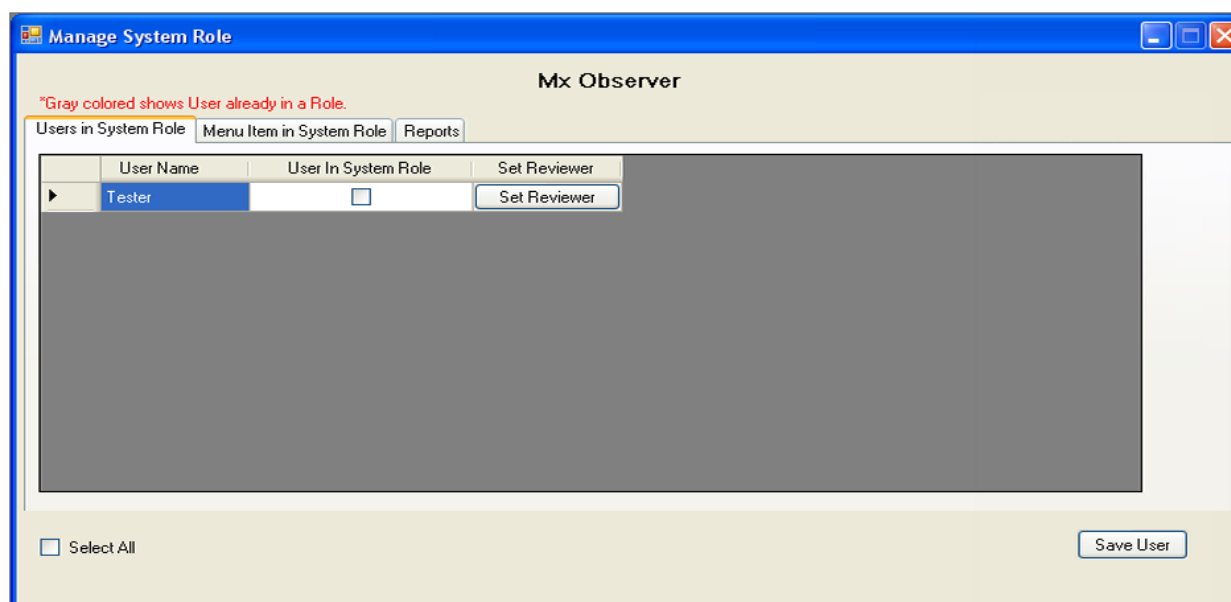


Manage Role

The Administrator has the ability to manage the “Role Name” by clicking on the “Manage” button next to a role type on the “Add Edit System Role” grid.

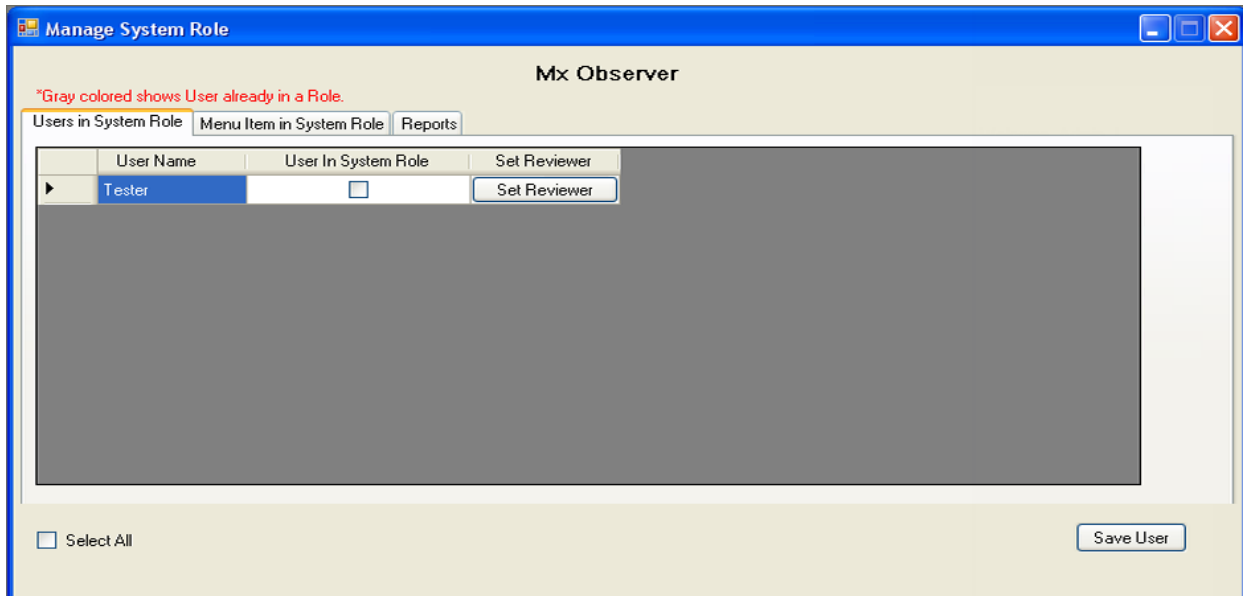


The “Manage System Role” window will display users available to be assigned to the selected role type.



Users in System Role

Users must be set as “Users in System Role” to gain access to the LOSA database. To provide access to a user, click the “Manage” button next to a specific role name; the “Manage System Role” window will open to display a grid list of users available to be assigned to the role. The “Users in System Role” tab displays user names. Check the box next to a particular user name in the “User in System Role” column and then click the “Save User” button; this action is necessary in order for the system to recognize him/her as a user during login. *Note: any user who does not have this box checked will not be able to login to the database.*

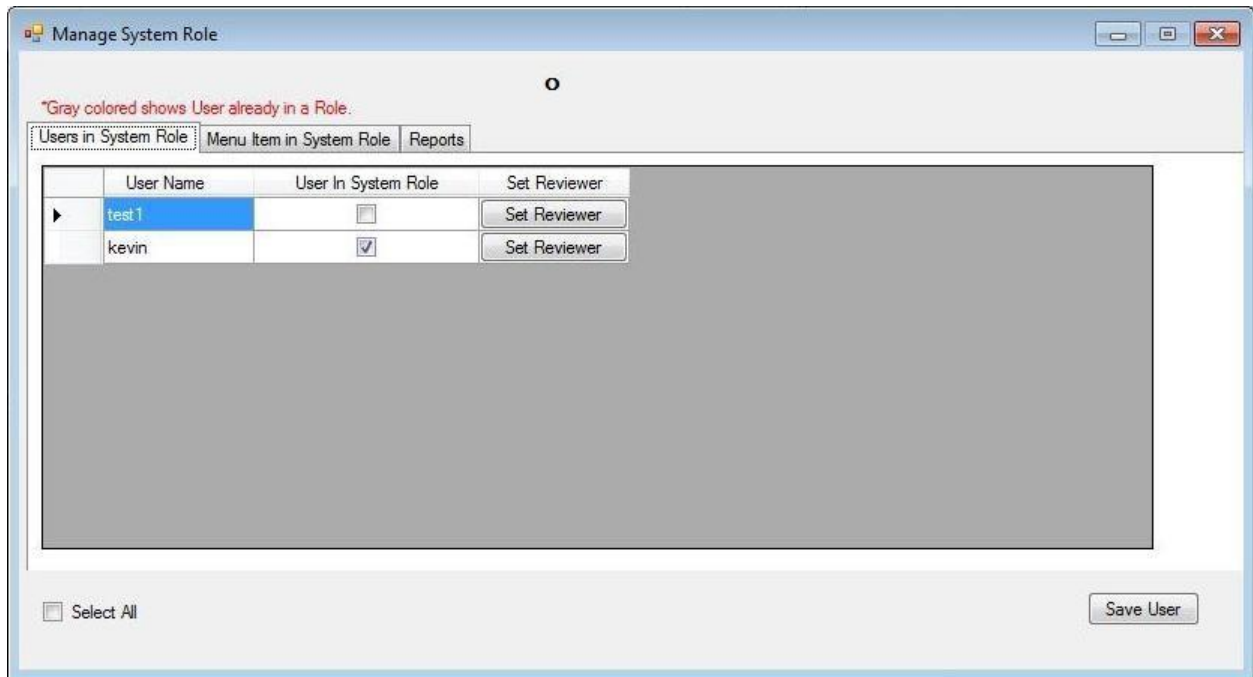


All role names assigned “Observer” as the role type will have an additional column labeled “Set Reviewer” in the grid. Click the “Set Reviewer” button next to a user’s name to assign a reviewer to that particular observer.

****NOTE:** You will not set your “User” as the “Reviewer”; you are ASSIGNING a reviewer to the selected user.

To activate all users displayed in the grid at once, check the “Select All” checkbox in the lower left corner of the window. Click the “Save User” button and the “Record saved successfully.” popup window will display; click on the “OK” button and close the window to return to the “Add Edit System Role” window.

This is not the only administrative function to use for assigning a reviewer to observer(s). See *Pending Observations*.



Menu Item in System Role

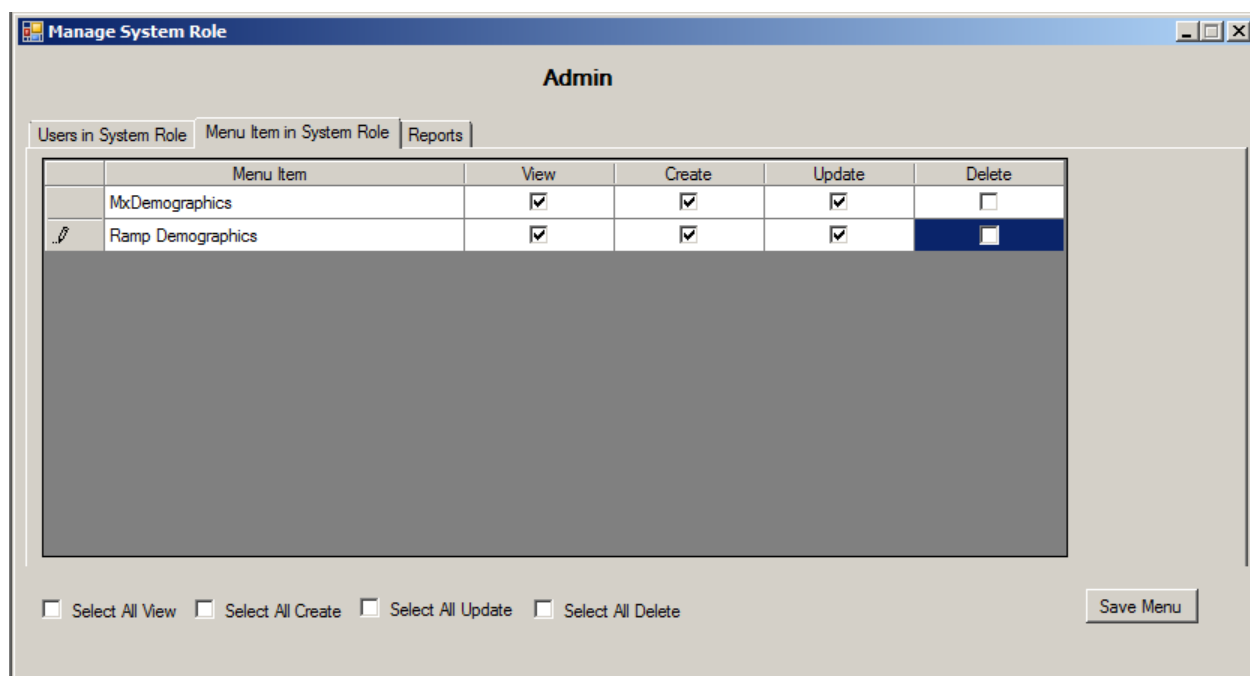
To manage the type of observations users in a role may access, click on the “Menu Item in System Role” tab within the “Manage System Role” window. The Administrator can give users in a particular role access to the following Observation Types:

- Mx Demographics
- Ramp Demographics

The Administrator has the ability to assign tasks within a role by clicking on the task checkboxes for specific “Observation Types.” The following tasks can be assigned to each observation type:

- View – the user will have the ability to view an Observation
- Create – the user will have the ability to create an Observation
- Update – the user will have the ability to update an Observation
- Delete – the user will have the ability to delete an Observation

Tasks and Types may be checked individually or by clicking the Select All check boxes at the lower left bottom of the window (e.g., Select All View). Note that the “Select All” check boxes act as toggles and may be used to either select or deselect all tasks.



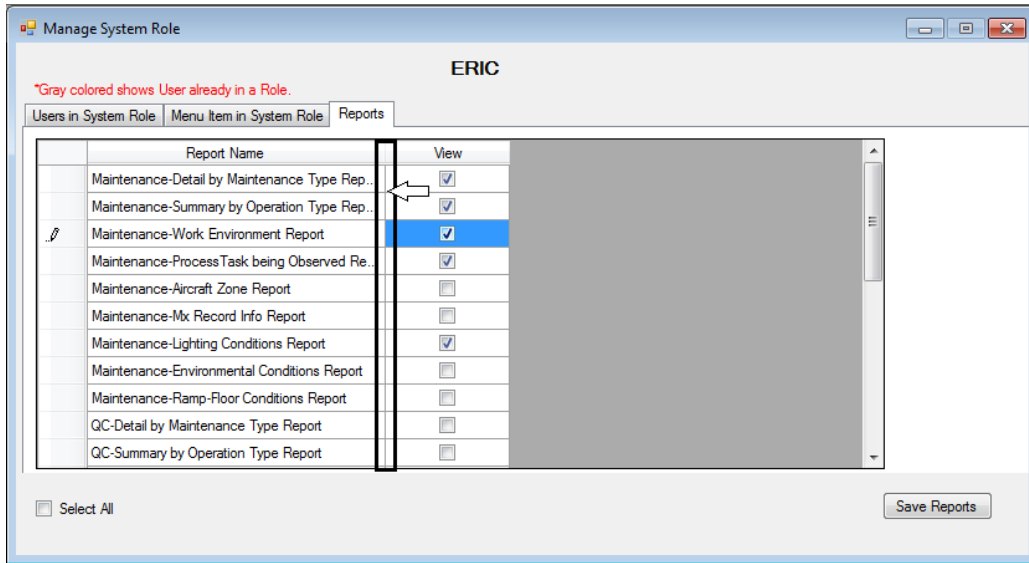
Once the Observation Types and tasks have been assigned, click on the “Save Menu” button; the “Record saved successfully.” pop up window will display.

Note: Whenever administrator creates new role types, administrator should assign task to new role types otherwise users assigned to new role types will not be able to record data in the application.

Role Reports

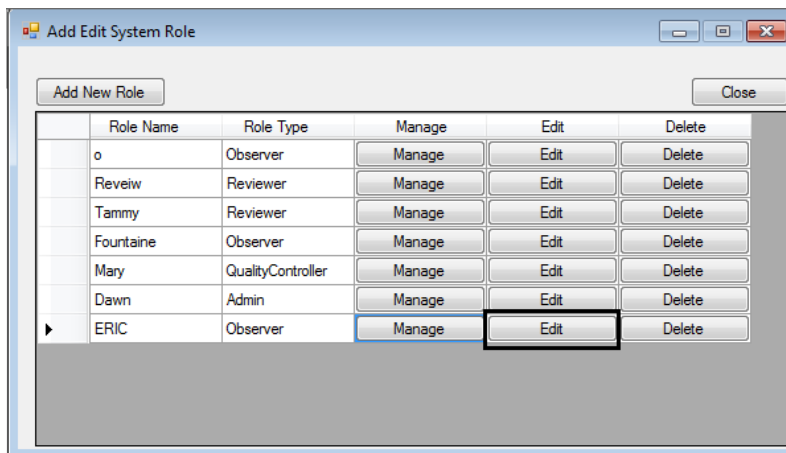
The system defaults to providing user’s in a particular role name access to view all available reports. The Administrator has the ability set a role name for limited access to view specific reports. Click on the “Reports” tab within the “Manage System Role” window to display a list of all LOSA reports. Click on the checkbox in the View column to give the users access to view various reports or use the “Select All” checkbox in the bottom left corner to select/deselect all reports in the list. Click on the “Save Reports” button; the “Record saved successfully.” window will display.

To view the full name of the report, double-click the right side header row of the row of the Report Name column grid line and drag the grid line to the right or hover over the report name.

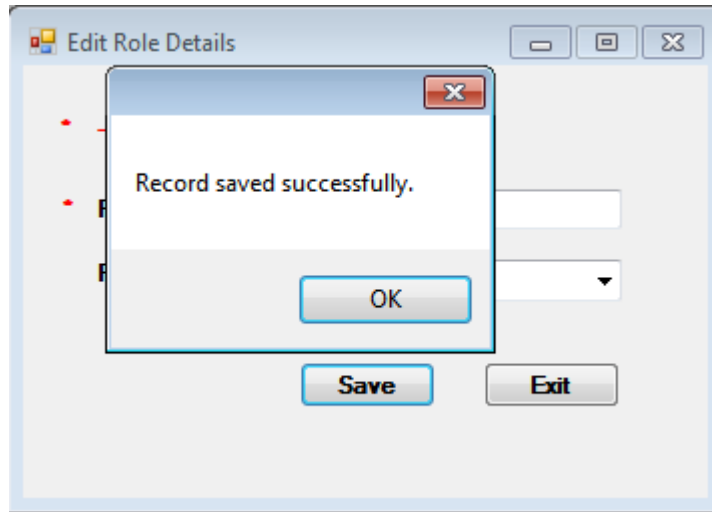


Edit Role

Once a "System Role" has been created and the role type has been assigned, the Administrator has the ability to "Edit" or "Delete" the "Role Name" and "Role Type." For example, if the role type is currently set as a "Reviewer," the Administrator can change it to an "Observer." To edit role detail, click on the "Edit" button to display the "Edit Role Details" window and use the dropdown box to change the "Role Type."



Once the new Role Type has been selected, click on the “Save” button; the “Record saved successfully.” pop up window will display. Click “OK” and then click on the “Exit” button to close the “Edit Role Details” window and return to the “Add Edit System Role” window.



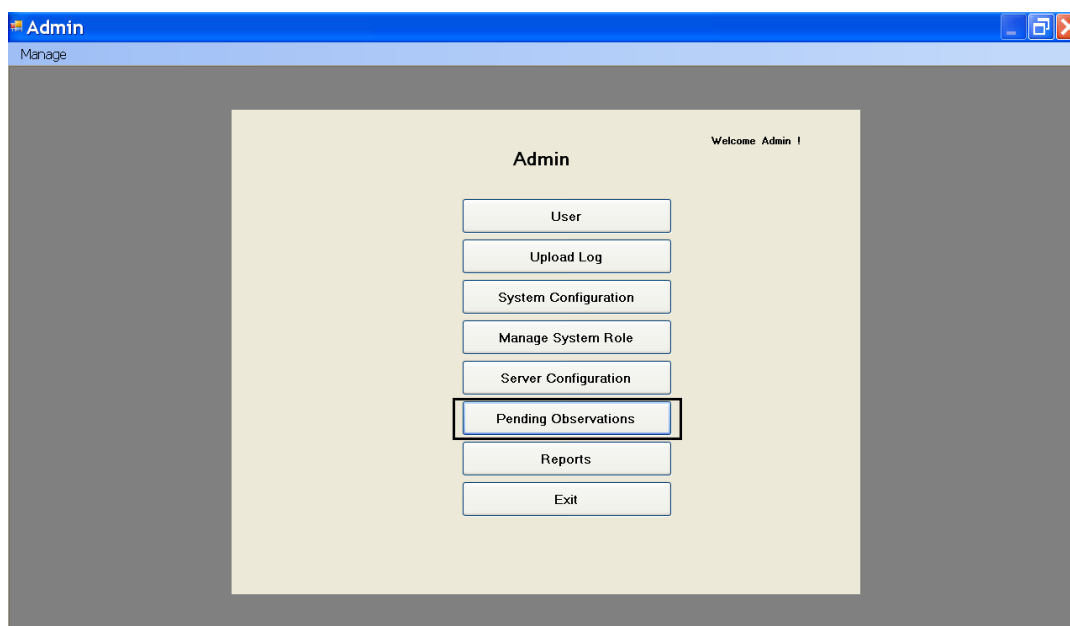
Delete Role

The Administrator has the ability to delete a “Role Name” from the LOSA application. To delete a Role Name, click on the grid row containing the role name you wish to delete and click on the “Delete” button. A pop up window containing a warning will display: “Are you sure you want to Delete this Role?” Click “No” to retain the role name and return to the “Add Edit System Role” window, or click “Yes” to delete the role name from the “Add New Role” grid and the LOSA application.

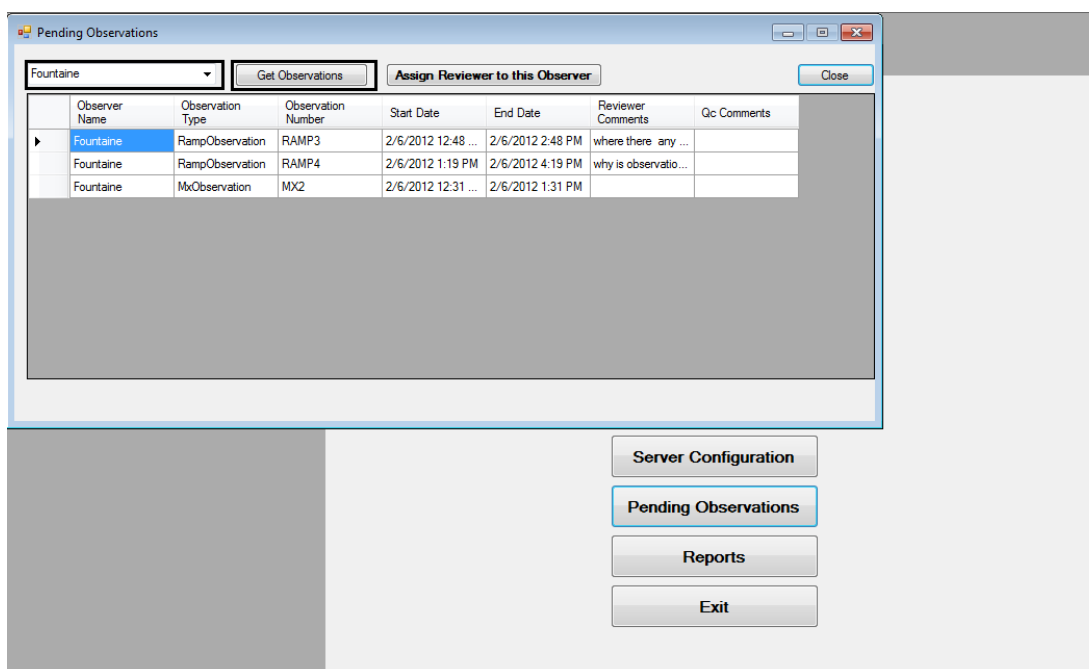
If there are users assigned to a "Role Name" to be deleted, the application gives a pop up window message stating, “Some Active Users exist with the Role.” Until the associated user(s) to that specific Role Name is removed, you will not be able to delete the Role Name.

Pending Observations

The Administrator has the ability to view observations that are “Ready for Review”, but have not been assigned to a reviewer. The Administrator may then assign a reviewer to the observer thereby allowing the reviewer to either approve the observation or send it back to the observer for further edits.

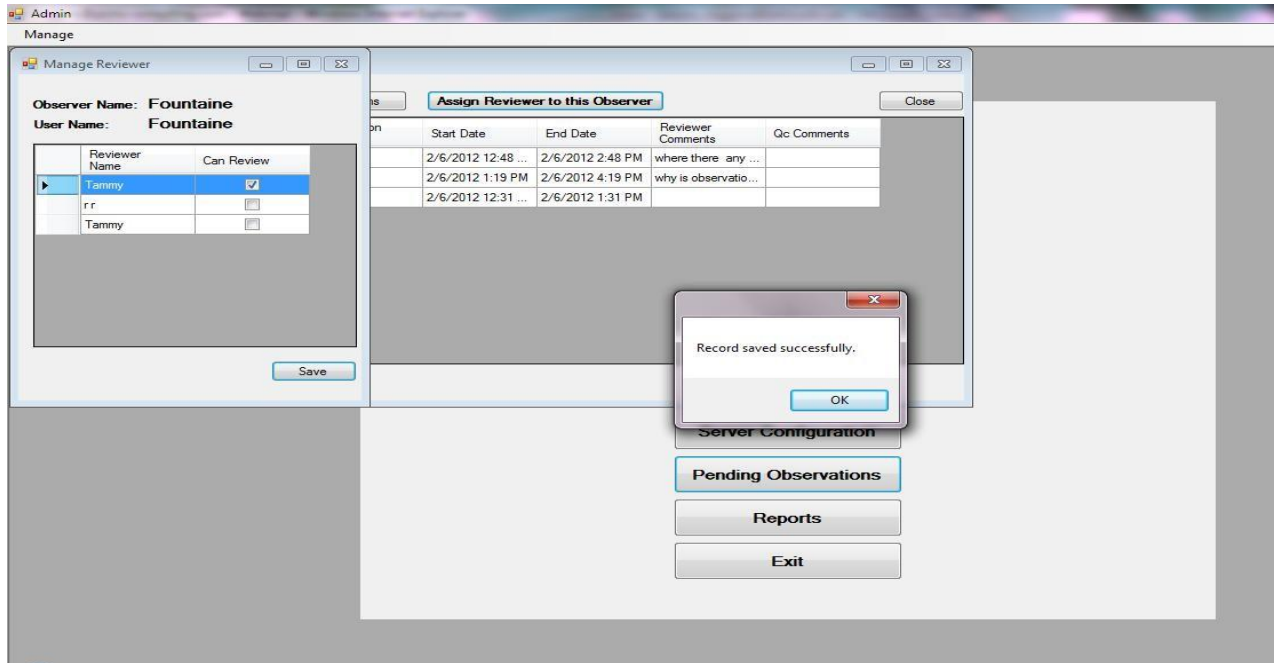


Click on the “Pending Observations” button to display the “Pending Observations” window. The observer(s) name(s) will display in the dropdown box in the upper left corner of the window. Select an observer to view observations that are ready for review. After you select an observer, click on the “Get Observations” button to display the observer’s pending observation(s).



Assign Reviewer

To assign a reviewer to an observer, click on the “Assign Reviewer to this Observer” button; the “Manage Reviewer” window will display. The observer’s name and user name is displayed. Select the reviewer to assign to the observer, select the “Can Review” checkbox, and click on the “Save” button. The “Record saved successfully.” window will display. Click on the “OK” button.



Server Configuration

The “Server Configuration” button will allow the Administrator to encrypt a user’s password and add LOSA enterprise server details so that import/export utility can export data to the enterprise server. To encrypt a user’s password, click on the “Server Configuration” button; the “Server Configuration” window will display. Enter the requested data listed below and check the “IsActive” checkbox:

- **Server Name:** Enter name of centralized database own by FAA.
- **UserID:** enter User’s ID of the SQL studio under who hold full access of FAA centralize Database.
- **IsActive:** Check/Uncheck this box based upon the update from FAA server admin only.
- **Password:** enter the password provided by FAA server admin which will be encrypted password. This password will be sent by email from FAA server admin based upon Airlines server Admin request.

Server Configuration

Server Name: LOSA-HP\SQL2008R2

Database Name: LosaServerDB

User ID: sa ☒ IsActive

Password:

Add Exit

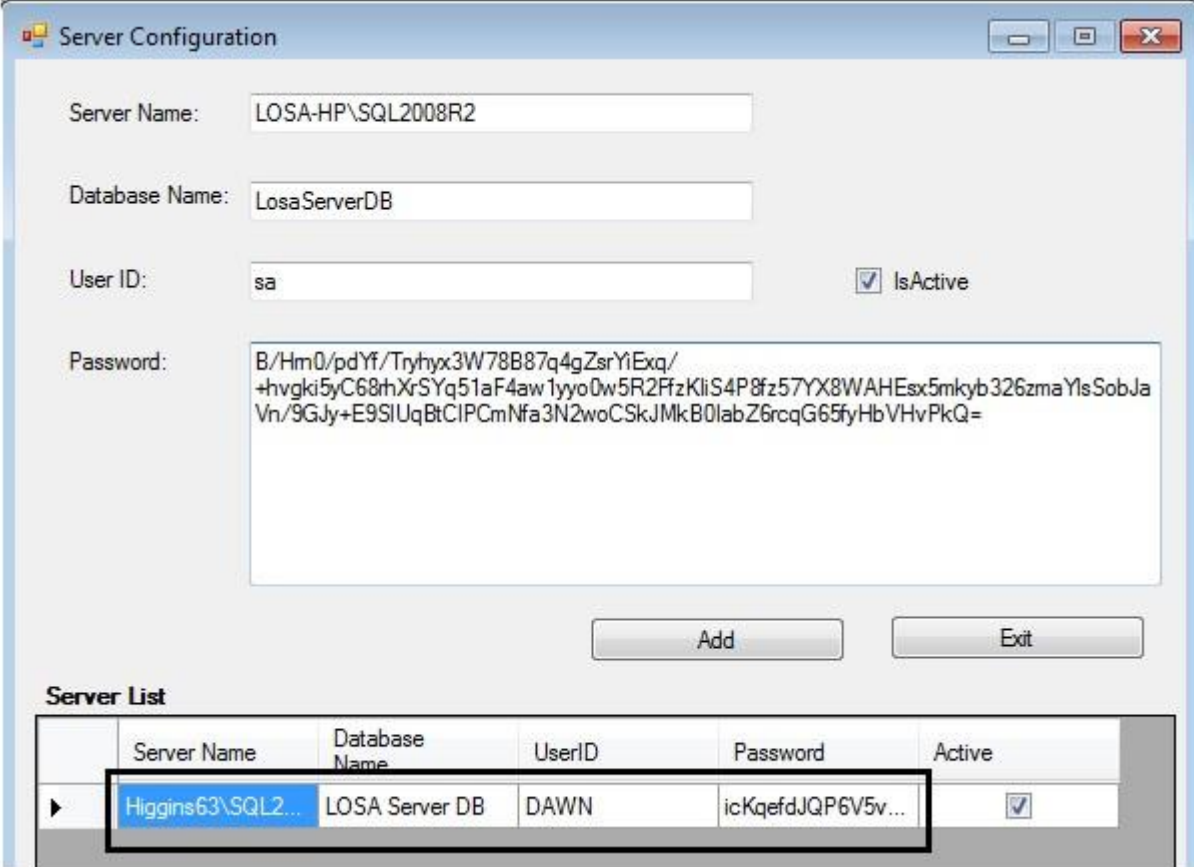
Server List

	Server Name	Database Name	UserID	Password	Active
▶	Higgins63\SQL2...	LOSA Server DB	DAWN	icKqefdJQP6V5v...	<input checked="" type="checkbox"/>

After entering the encrypted password in the password field, click on the “Add” button, and the “Record added successfully.” pop up window will display. Click on the “OK” button and the “Encrypted Password” will display in the “Server List” grid.

For this you need 3 other components to install which will cover full cycle:

1. Install Losa Server DB. This will be the centralized DB which will contain all observation filtering out airlines and technician details if any.
2. Install Encryption software. This exe will prompt for password and user can encrypt using encryption button. FAA server admin will be sharing the encrypted passwords to Airline / Airport admins via email.
NOTE: There is no de-cryption button or software.
3. Install the import and export software. FAA server admin will run this and all the data will move from airport/ Airline level DB to FAA centralized server. Based upon run of this script, upload log will show status of successful or failed.



Server Configuration

Server Name: LOSA-HP\SQL2008R2

Database Name: LosaServerDB

User ID: sa ☒ IsActive

Password: B/Hm0/pdYf/Tryhyx3W78B87q4gZsrYiExq/
+hvgki5yC68rhXrSYq51aF4aw1yyo0w5R2FfzKliS4P8fz57YX8WAHEsx5mkyb326zmaYlsSobJa
Vn/9GJy+E9SIUqBtCIPCmNfa3N2woCSkJMk80labZ6rcqG65fyHbVHvPkQ=

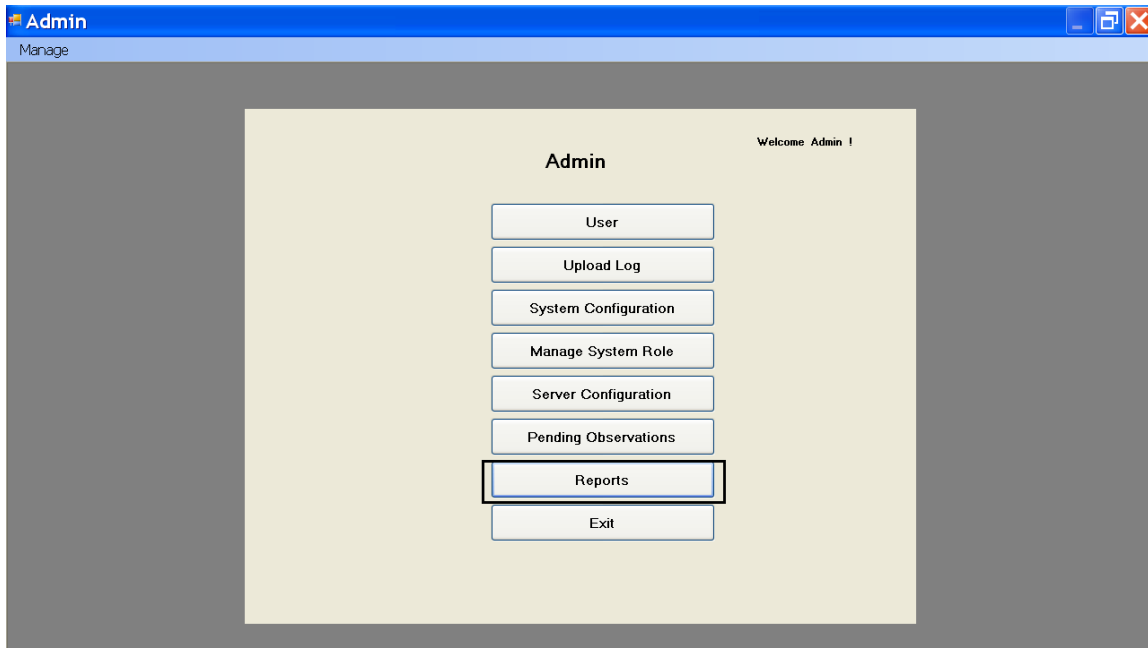
Add Exit

Server List

	Server Name	Database Name	UserID	Password	Active
▶	Higgins63\SQL2...	LOSA Server DB	DAWN	icKqefdJQP6V5v...	<input checked="" type="checkbox"/>

Generate Reports

The LOSA application offers a variety of reports for each of the two Observation Types: Ramp and Maintenance (MX.) The Administrator has access to all reports and can select which reports will be available to each Role Type (see Role Reports.) Additionally, the selection of Role Type and User within a report are administrator-level reporting options and are not available to other Role Types. Available reports and report descriptions for each Observation Type are presented in the following sections. Click on the Reports button to display the “Reports” window.



Observation Status for Reporting

Observation Status reports require that an observation be set to Ready for Review by the observer in order to be included in Observation Status reporting. All other Ramp and Maintenance reports require the Observation Status to be at least Approved.

Report Parameters

The Administrator has the ability to query and generate all Observation reports based on query parameters, or report fields. Parameters available to administrators only are indicated below with an asterisk (*). Report query parameters include:

Observation Type: Ramp or MX (Maintenance)

Category: General, Summary, Error Outcome, Effectively Managed, Demographics

Select Report: Names of reports available within the selected Category. Note that different reports are available based on the report Category selected.

Start Date: The earliest Observation Date to be included in the report.

End Date: The latest, or most recent, Observation Date to be included in the report.

Select Station: Airports to be included in the report (ALL or select specific Airport Code). Note that some reports do not allow the selection of a specific Station.

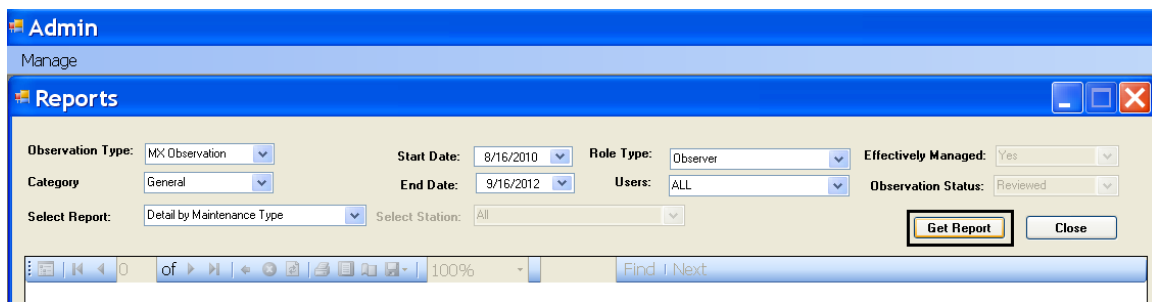
Role Type:* The Role Types (Observer, Reviewer, Quality Controller) to be included in the report. Note that Role Type is available only to administrators. Note also that some reports do not allow the selection of a specific Role Type.

Users:* The users (ALL or specific Observers, Reviewers, or Quality Controllers) to be included in the report. Note that Role Type is available only to administrators. Note also that some reports do not allow the selection of a specific Role Type.

Effectively Managed:* Error outcome effectively managed - Yes or No. Note that this parameter is only available for the report Category 'Error Outcome.' This option is available with Observation Type: Ramp or MX, Category: Error Outcome, and Select Report: Error Outcome Percentage selected.

Observation Status:* The current status of Observations to be included in the report.

Select one of the observation types listed on the "Observation Type" dropdown menu and then enter the report query parameters for all remaining report fields by selecting information from the dropdown menus. Once all fields have been selected, click the "Get Report" button to generate your report.

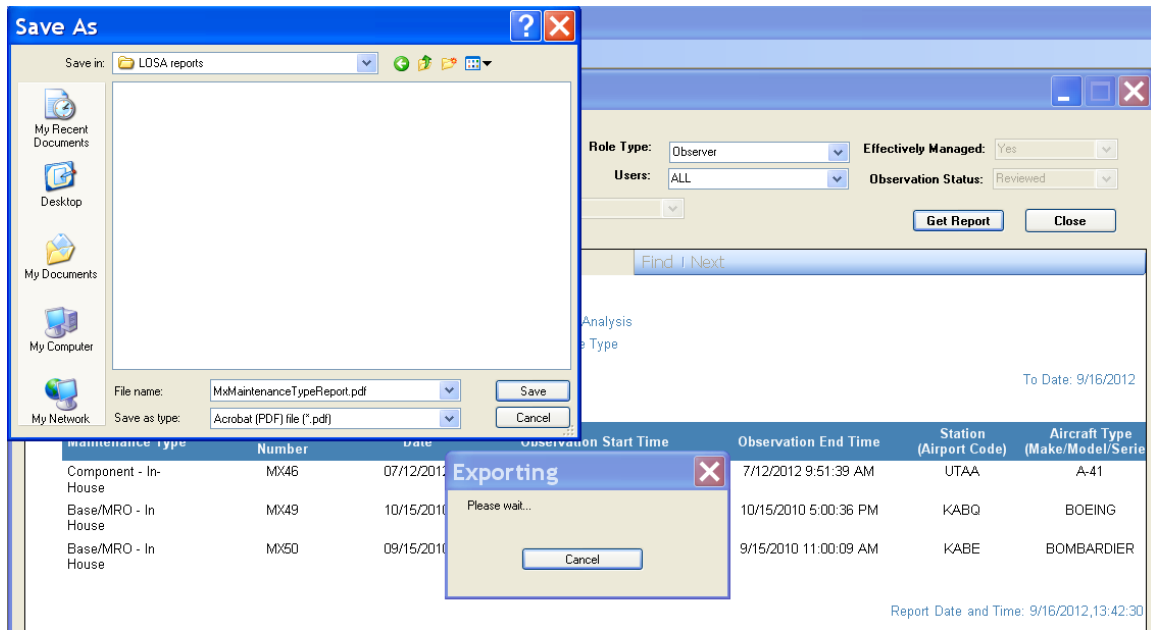


The screenshot shows the 'Admin Reports' window. It has a blue header bar with 'Admin' and 'Manage' text. Below the header, there's a 'Reports' section with a toolbar containing icons for save, print, and other functions. The main area contains several dropdown menus: 'Observation Type' (set to 'MX Observation'), 'Category' (set to 'General'), 'Start Date' (8/16/2010), 'End Date' (9/16/2012), 'Role Type' (Observer), 'Users' (ALL), 'Effectively Managed' (Yes), and 'Observation Status' (Reviewed). There are also buttons for 'Get Report' and 'Close'. At the bottom, there's a status bar with 'Find / Next' and a progress indicator.

Save (Export) and Print Reports

Generated reports may be printed or saved. Reports are saved by exporting to either MS Office Excel or Acrobat portable document format (PDF).

- Select the Save/Export button from the tool bar at the top of the generated report
- Select Excel or Acrobat (PDF) file
- Select desired file location and click Save



Ramp Observation Reports

Ramp Observations have 15 report options. The reports become available on the Select Report dropdown menu based upon the report Category selected. The table below presents report names and content descriptions by Category for all Ramp Observation reports.

Ramp Observation Reports

Category	Select Report	Description of Report Content
General	Detail by Observation Type	Displays the Start Date and End Date parameters for inclusion in the report, Observation Type (Arrival, Departure, Downloading, Servicing, Turnaround, and Uploading), Observation Number, Date observation was created, Observation Start and End times, Station, Aircraft Type, and report generation date and time.
	Detail by Job Function	Displays the Start Date and End Date parameters for inclusion in the report, Job Function, Regular Workshift, Employment Type, Time In Current Work/Bid Position, Consecutive Days Worked, Consecutive Hours Worked, Consecutive Wake Hours, Hours of Sleep in 24 Hrs, Work Experience, and report generation date and time.

Ramp Observation Reports

Category	Select Report	Description of Report Content
	Detail by Observation Status	Displays the Start Date and End Date parameters for inclusion in the report, Station, Observation Number, Observation Status (Draft, Ready for Review, Ready for Upload (Approved)), Observation Type, Observation Status Start Date/Time, Observation Status End Date/Time, Station (Airport Code), Duration of Status (mm/ww/dd/hh) when at least one hour, and the report generation date and time.
Summary	Summary by Observation Type	Displays the Start Date and End Date parameters for inclusion in the report, a summary table of Ramp Type of Observation (Arrival, Departure, Downloading, Servicing Component, Turnaround, and Uploading) showing the number of Observation Occurrences for each Observation Type, the percentage of the Total Observations each Type of Operation represents, and report generation date and time.
	Summary by Operation Type	Displays the Start Date and End Date parameters for inclusion in the report, Station, a summary table of Ramp Type of Operation (Domestic Operation, International Operation, Irregular Flight Operation, and Normal Operation) showing number of Observation Occurrences, the percentage of the Total Observations for each Type of Operation within selected Station or by All Stations, and report generation date and time.
	Summary by Lighting Conditions	Displays the Start Date and End Date parameters for inclusion in the report, Station, a summary table of Lighting Conditions (Artificial Light, Dawn Dusk, Daylight, Night, Overcast, and Sun Glare) showing number of Observation Occurrences, the percentage of the Total Observations for each Type of Lighting Condition within selected Station or by All Stations, and report generation date and time.
	Summary by Environmental Conditions	Displays the Start Date and End Date parameters for inclusion in the report, Station, a summary table of Environmental Conditions (Clear, Dust Storm, Extreme Cold, Extreme Heat, Fog, High Humidity, Lightning/Electrical Storm, Rainy, Sand Storm, Snow/Sleet/Ice, Windy, Others (Specify)) showing number of Observation Occurrences, the percentage of the Total Observations for each Type of Environmental Condition within selected Station or by All Stations, and report generation date and time.

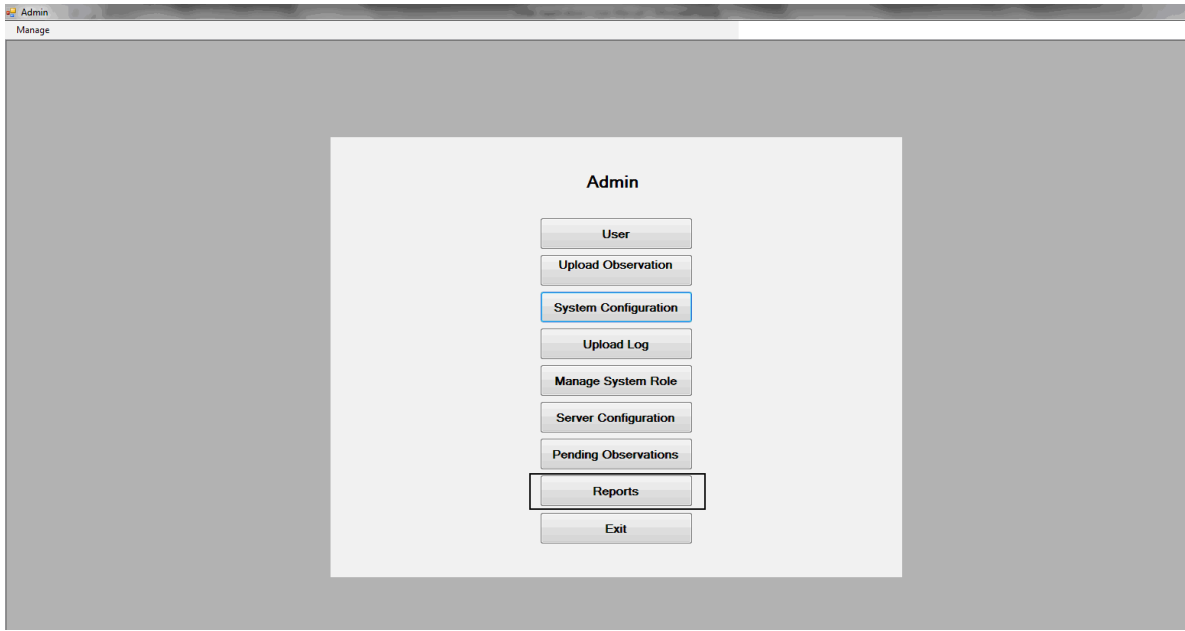
Ramp Observation Reports

Category	Select Report	Description of Report Content
	Summary by Ramp-Floor Conditions	Displays the Start Date and End Date parameters for inclusion in the report, Station, a summary table of Ramp-Airside-Floor Conditions (Contaminated, Dry, Snow/Ice, Wet, N/A) showing number of Observation Occurrences, the percentage of the Total Observations for each Type of Ramp/Airside/Floor Condition within selected Station or by All Stations, and the report generation date and time.
Error Outcome	Error Outcome Report	Displays the Error Outcome (Additional Error, Inconsequential, Undesired State, Do Not Know, None (Blank)) by Observation Type and subcomponents (Arrival, Downloading, Lavatory, Catering, Cleaning, Fueling, Uploading, Departure, Maintenance, De-Icing, Pilot). Displays counts and totals and represents the results in a column graph. Also displays the report generation date and time.
	Error Outcome Line Item Count	Displays Error Outcome counts for each Line Item by type of Error Outcome (Additional Error, Inconsequential, Undesired State, and Do Not Know, None (Blank)) and represents the results in a bar graph. Also displays the report generation date and time.
	Error Outcome Percentage	Displays the percentage of occurrences of each Line Item by Observation Type and subcomponents (Arrival, Downloading, Lavatory, Catering, Cleaning, Fueling, Uploading, Departure, Maintenance, De-Icing, Pilot) and represents the results in a bar graph. Also displays the report generation date and time.
	Error Outcome Effectively Managed Count	Displays Effectively Managed (Yes, No) by the Error Outcomes (Additional Error, Inconsequential, Undesired State, Do Not Know, None (Blank)) and represents the results in a column graph. Also displays the report generation date and time.
Effectively Managed	Effectively Managed Count	Displays Effectively Managed (Yes, No) by the Error Outcomes (Additional Error, Inconsequential, Undesired State, Do Not Know, None (Blank)) and represents the results in a column graph. Also display the report generation date and time.
Demographics Ramp Demographics		

[Ramp Observation Report \(Example\)](#)

Generate a Summary by Operation Type report for Ramp Observations.

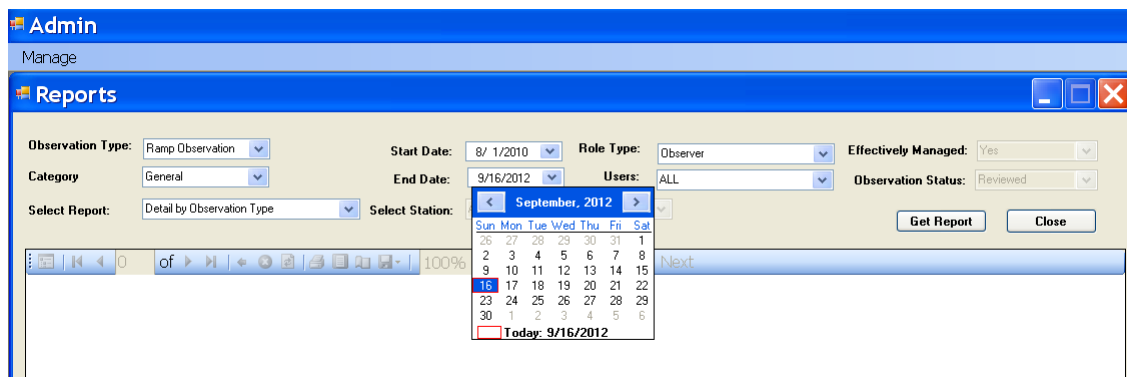
- Select Reports from the Admin “Manage” window to display the “Reports” window.



On the “Report” window, select the following:

- **Observation Type:** Ramp Observation
- **Category:** Summary
- **Select Report:** Summary by Operation Type

Start Date and End Date can be changed by either double-clicking and typing over each part of the date, or by clicking the dropdown arrow and using the calendar control to navigate to the desired month and year and then clicking the date.



- **Start Date:** 8/1/2010
- **End Date:** 9/16/2012
- **Role Type:** Observer
- **User:** ALL

Note that the fields: Select Station, Effectively Managed, and Observation Status are not available for this report.

■ Get Report

The screenshot shows the 'Admin' window with the 'Reports' tab selected. The 'Observation Type' is set to 'Ramp Observation', 'Category' is 'General', 'Start Date' is '8/1/2010', 'End Date' is '9/16/2012', 'Role Type' is 'Observer', 'Users' is 'ALL', 'Effectively Managed' is 'Yes', and 'Observation Status' is 'Reviewed'. The 'Select Report' dropdown is set to 'Detail by Observation Type'. The 'Get Report' button is highlighted with an arrow. Below the form, a table displays the report data for 'RAMP Observation Analysis'.

Observation Type	Observation Number	Date	Observation Start Time	Observation End Time	Station (Airport Code)	Aircraft Type (Make/Model/Series)
Departure	RAMP71	11/23/2010	11/23/2010 9:07:08 PM	11/23/2010 9:50:08 PM	KSLC	BOMBARDIER

Maintenance Observation Reports

Maintenance (MX) Observations have 21 report options. The reports become available on the Select Report dropdown menu based upon the report Category selected. The table below presents report names and content descriptions by Category for all MX Observation reports.

Mx Observation Reports

Category	Select Report	Description of Report Content
General	Detail by Maintenance Type	Displays the Start Date and End Date parameters for inclusion in the report, Maintenance Type (Base/MRO - In House, Base/MRO - Contract, Line - In House, Line - Contract, Component - In House, Component - Contract, Engine - In House, Engine - Contract), Observation Number, Date observation was created, Observation Start and End times, Station, and Aircraft Type. Also displays the report generation date and time.
	Detail by Observation Status	Displays the Start Date and End Date parameters for inclusion in the report, Station, Observation Number, Observation Status (Draft, Ready for Review, Ready for Upload (Approved)), Observation Type, Observation Status Start Date/Time, Observation Status End Date/Time, Station (Airport Code), Duration of Status (mm/ww/dd/hh) when at least one hour, and the report generation date and time.

Mx Observation Reports

Category	Select Report	Description of Report Content
Summary	Summary by Operation Type	Displays the Start Date and End Date parameters for inclusion in the report, Scheduled Manhours, Reported Actual Manhours, a summary table of Mx Type of Operation (Scheduled, Unscheduled) showing number of Observation Occurrences, the percentage of the Total Observations for each Type of Operation, and report generation date and time.
	Summary by Work Environment	Displays the Start Date and End Date parameters for inclusion in the report, Station, a summary table of Mx Work Environment (Hangar, Line, Shop, Test Cell, Warehouse, Others) showing number of Observation Occurrences, the percentage of the Total Observations for each Work Environment, and report generation date and time.
	Summary by Process/Task being Observed	Displays the Start Date and End Date parameters for inclusion in the report, Station, Scheduled Manhours, Reported Actual Manhours, a summary table of Mx Process/Task Observed (AC Movement Taxi, Troubleshooting, AC Movement Tow, Support Equipment Mx, Inspection, Rigging, Ops Check, Jacking, Servicing, Painting, Repair, Remove/Replace, Cleaning, Other) showing number of Observation Occurrences, the percentage of the Total Observations for each Process/Task Observed, and report generation date and time.
	Summary by Aircraft Zone	Displays the Start Date and End Date parameters for inclusion in the report, Station, a summary table of Aircraft Zone (Lower Half Fuselage, Left Wing, Power Plant/Nacelle/Strut, Doors, Landing Gear and Doors, Empennage, Upper Half Fuselage, Right Wing) showing number of Observation Occurrences, the percentage of the Total Observations for each Aircraft Zone, and report generation date and time.
	Summary by Mx Record Info	Displays the Start Date and End Date parameters for inclusion in the report, Station, Scheduled Manhours, Reported Actual Manhours, a summary table of MX Record Information (Log, AMM Task, MEL/CDL, N/A, None) showing number of Observation Occurrences, the percentage of the Total Observations for each Mx Record Information type, and report generation date and time.

Mx Observation Reports

Category	Select Report	Description of Report Content
	Summary by Lighting Conditions	Displays the Start Date and End Date parameters for inclusion in the report, Station, a summary table of Lighting Conditions (Artificial Light, Dawn Dusk, Daylight, Night, Overcast, and Sun Glare) showing number of Observation Occurrences, the percentage of the Total Observations for each Type of Lighting Condition within selected Station or by All Stations, and report generation date and time.
	Summary by Environmental Conditions	Displays the Start Date and End Date parameters for inclusion in the report, Station, a summary table of Environmental Conditions (Clear, Dust Storm, Extreme Cold, Extreme Heat, Fog, High Humidity, Lightning/Electrical Storm, Rainy, Sand Storm, Snow/Sleet/Ice, Windy, Others (Specify)) showing number of Observation Occurrences, the percentage of the Total Observations for each Type of Environmental Condition within selected Station or by All Stations, and report generation date and time.
	Summary by Ramp-Floor Conditions	Displays the Start Date and End Date parameters for inclusion in the report, Station, a summary table of Ramp-Floor Conditions (Contaminated, Dry, Snow/Ice, Wet, N/A) showing number of Observation Occurrences, the percentage of the Total Observations for each Type of Ramp-Floor Condition within selected Station or by All Stations, and the report generation date and time.
	Summary by Observation Type	Displays the Start Date and End Date parameters for inclusion in the report, a summary table of Mx Type of Observation (Planning, Servicing, Troubleshooting, Install, Prepare for Removal, Installation Test, Removal, Close-up/Complete Restore, Prepare to Install, Additional Threats Errors) showing the number of Observation Occurrences for each Observation Type, the percentage of the Total Observations each Type of Observation represents, and report generation date and time.
Error Outcome	Summary of Top Five Line Items by Top Five Threats	Displays the Start Date and End Date parameters for inclusion in the report and a column graph displaying 5 most selected At Risk Line Items and the 5 most selected Threats within each Line Item. The report also displays the report generation date and time.

Mx Observation Reports

Category	Select Report	Description of Report Content
	Top Five Threats by Line Item	Displays the Start Date and End Date parameters for inclusion in the report and a column graph displaying 5 most selected Threats within 'selected' Line Item. The report also displays the report generation date and time.
	Top Five Line Item by Threats	Displays the Start Date and End Date parameters for inclusion in the report and a column graph displaying five most selected Line Items by 'selected' Threat. The report also displays the report generation date and time.
	Error Outcome Line Item Count	Displays the Start Date and End Date parameters for inclusion in the report, Error Outcome counts for each Line Item by type of Error Outcome (Additional Error, Inconsequential, Undesired State, and Do Not Know, None (Blank)) and represents the results in a bar graph. Also displays the report generation date and time.
	Error Outcome Effectively Managed Count	Displays the Start Date and End Date parameters for inclusion in the report, Effectively Managed (Yes, No, None (Blank)) by the Error Outcomes (Additional Error, Inconsequential, Undesired State, Do Not Know, None (Blank)) and represents the results in a column graph. Also displays the report generation date and time.
	Error Outcome Report	Displays the Start Date and End Date parameters for inclusion in the report, the Error Outcome (Additional Error, Inconsequential, Undesired State, Do Not Know, None (Blank)) by Observation Type (Planning, Servicing, Troubleshooting, Install, Prepare for Removal, Installation Test, Removal, Close-up/Complete Restore, Prepare to Install, Additional Threats Errors). Displays counts and totals and represents the results in a column graph. Also displays the report generation date and time.
	Summary of Top Five Threats by Top Five Line Items	Displays the Start Date and End Date parameters for inclusion in the report and a column graph displaying five most selected Threats by Five most selected At Risk Line Items. The report also displays the report generation date and time.
	Error Outcome Percentage	Displays the Start Date and End Date parameters for inclusion in the report, the percentage of occurrences of each Line Item by Observation Type (Planning, Servicing, Troubleshooting, Install, Prepare for Removal, Installation Test, Removal, Close-up/Complete Restore, Prepare to Install, Additional Threats Errors) and represents the results in a bar graph. Also displays the report generation date and time.

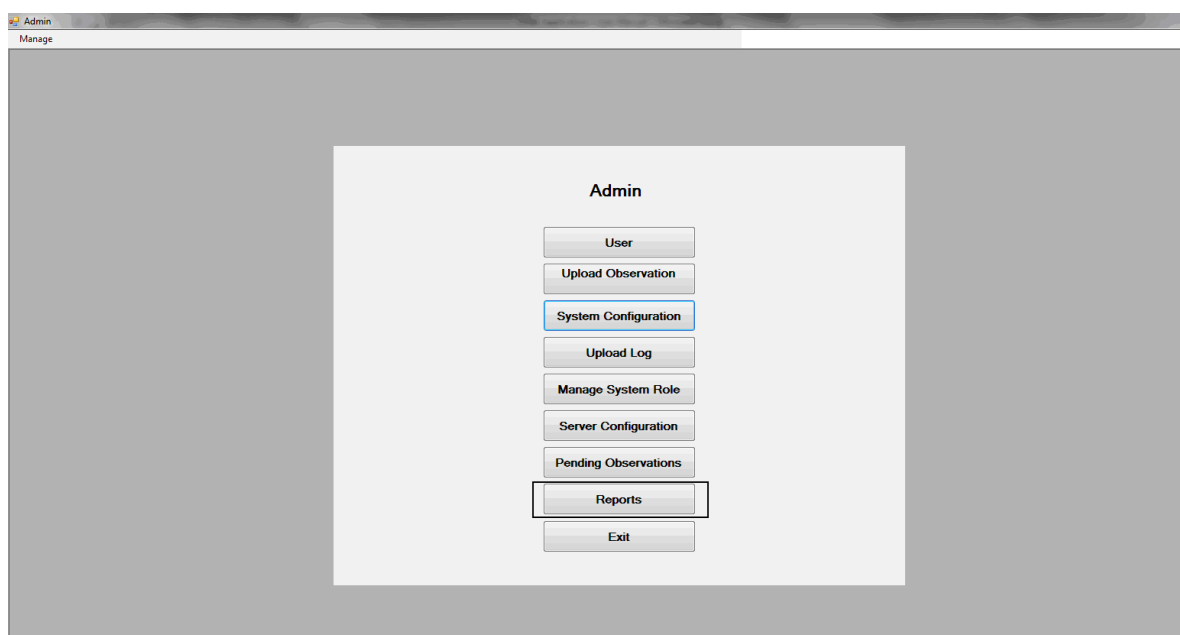
Mx Observation Reports

Category	Select Report	Description of Report Content
Effectively Managed	Effectively Managed Count	Displays the Start Date and End Date parameters for inclusion in the report, Effectively Managed (Yes, No, Blank) by Line Items. Also displays the report generation date and time.
Demographics	Mx Demographics	

Maintenance Observation Report (Example)

Generate a Detail by Maintenance Type report for Mx Observations.

- Select Reports from the Admin “Manage” window to display the “Reports” window.



On the “Report” window, select the following:

- **Observation Type:** MX Observation
- **Category:** General
- **Select Report:** Detail by Maintenance Type

Start Date and End Date can be changed by either double-clicking and typing over each part of the date, or by clicking the dropdown arrow and using the calendar control to navigate to the desired month and year and then clicking the date.

Admin
Manage

Reports

Observation Type: MX Observation
Category: General
Start Date: 8/1/2010
End Date: 9/1/2012
Role Type: Observer
Users: ALL
Effectively Managed: Yes
Observation Status: Reviewed

Select Report: Detail by Maintenance Type
Select Station: All

Get Report Close

September, 2012
Sun Mon Tue Wed Thu Fri Sat
26 27 28 29 30 31 1
2 3 4 5 6 7 8
9 10 11 12 13 14 15
16 17 18 19 20 21 22
23 24 25 26 27 28 29
30 1 2 3 4 5 6
Today: 9/16/2012

- **Start Date:** 8/1/2010
- **End Date:** 9/1/2012
- **Role Type:** Observer
- **User:** ALL

Note that the fields: Select Station, Effectively Managed, and Observation Status are not available for this report.

■ Get Report

Admin
Manage

Reports

Observation Type: MX Observation
Category: General
Start Date: 8/1/2010
End Date: 9/1/2012
Role Type: Observer
Users: ALL
Effectively Managed: Yes
Observation Status: Reviewed

Select Report: Detail by Maintenance Type
Select Station: All

Get Report Close

1 of 1
Find 1 Next

Maintenance Observation Analysis
Detailed by Maintenance Type

From Date: 8/1/2010 To Date: 9/1/2012
Station: All

Maintenance Type	Observation Number	Date	Observation Start Time	Observation End Time	Station (Airport Code)	Aircraft Type (Make/Model/Serial)
Component - In-House	MX46	07/12/2012	7/12/2012 6:51:39 AM	7/12/2012 9:51:39 AM	UTAA	A-41
Base/MRO - In-House	MX49	10/15/2010	10/15/2010 12:01:36 PM	10/15/2010 5:00:36 PM	KABQ	BOEING
Base/MRO - In-House	MX50	09/15/2010	9/15/2010 6:01:09 AM	9/15/2010 11:00:09 AM	KABE	BOMBARDIER

Report Date and Time: 9/16/2012, 14:35:11