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FOR THE SAFETY OF AIR NAVIGATION



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BADA SUPPORT APPLICATION – USER GUIDE

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LIST OF ACRONYMS AND DEFINITIONS

BADA	Base of Aircraft DAta
BSA	BADA Support Application
FAQ	Frequently Asked Questions
FM	Functional Manager
KPI	Key Performance Indicator
TO	Technical Officer
URL	Uniform Resource Locator. A text-based address used to identify specific resources on the Internet, such as web pages.
Workflow	The automation of a process, during which documents (information, issues, tasks, work orders, bug/defect reports etc.) are passed from one state to another for action, according to a set of rules defined by a workflow scheme.

LIST OF REFERENCED DOCUMENTS

RD1	BADA Product Management Document; EEC Technical Report No. 2009-008, April 2009
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1. INTRODUCTION

This document describes the use of the BADA User Support Tool (BSA). It is intended for the BADA licenced users.

BSA provides to BADA users the ability to exchange requests, as well as documents, with the BADA team members, in a protected data/documents repository and exchange environment. This process is described in details in [RD1]. BSA also ensures the efficiency of the communication and support by ensuring traceability and transparency.

2. GETTING STARTED

2.1. TECHNICAL SPECIFICATIONS

BSA is a Web application developed with BMC/Remedy Action Request System ©, a platform for automating and managing service management processes which provides the BSA user with an easy to use interface, as well as a secure management of its data.

2.1.1. Supported Web browsers

BSA works with Internet Explorer version 6 and above. Other browsers may require that the user hits CTRL+F5 after logging in to display the BSA main page correctly¹.

2.1.2. Application session

As usual for a Web application, if the user tries to perform an operation after a long period of time (60 minutes), he will be requested to log in again.

2.2. OBTAINING ACCESS RIGHT TO BSA

Two types of BSA users exist:

1. an internal EUROCONTROL user: recognised EUROCONTROL staff and contractor.
2. an external user: holder of the licence agreement for BADA.

An **internal** EUROCONTROL user has to request the right to access BSA by contacting the BSA functional manager using the following address: eec.bada@eurocontrol.int. Once access is granted, he will receive an e-mail notification and will be able to connect using his/her EUROCONTROL LDAP login and password.

An **external** user is provided with the possibility to request access to BSA through the use of the on-line BADA licence agreement (<http://badaext.eurocontrol.fr/licence37/licence.php>). The request for use of BSA is provided as an option in the web licence user request form. If access is granted, the requestor will be provided a login and a password to the BSA application. To deal with custom needs of some companies, it is possible to create **limited** external accounts that have access to the support services, but not to the libraries containing the BADA release files.

¹ More information can be found here: http://en.wikipedia.org/wiki/Bypass_your_cache

2.3. CONNECTING TO BSA

2.3.1. Accessing BSA from the web

Direct access to the application is available through the following URL: <https://remedyweb.eurocontrol.fr/arsys/apps/remedy/BADA+Support+Application/>. This opens the BSA login window.

Otherwise, using <https://remedyweb.eurocontrol.fr> opens the portal of the Remedy applications at EUROCONTROL, which contains a link (BSA Control Panel, see Figure 1) to the application.

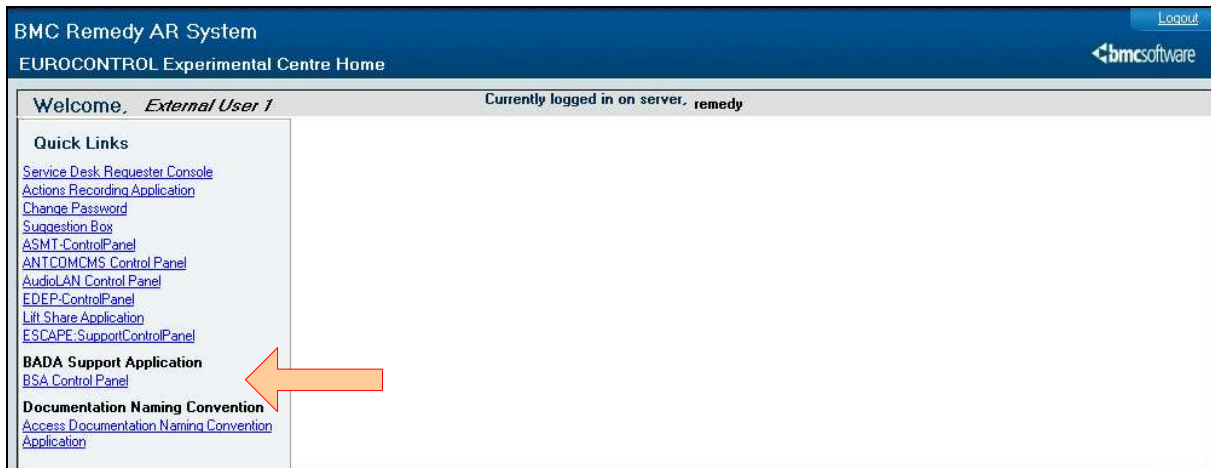


Figure 1 - Portal of Remedy applications at EUROCONTROL

2.3.2. Logging in

In the login window (see Figure 2), the user enters the login and password that have been provided to him to access the BSA home page.

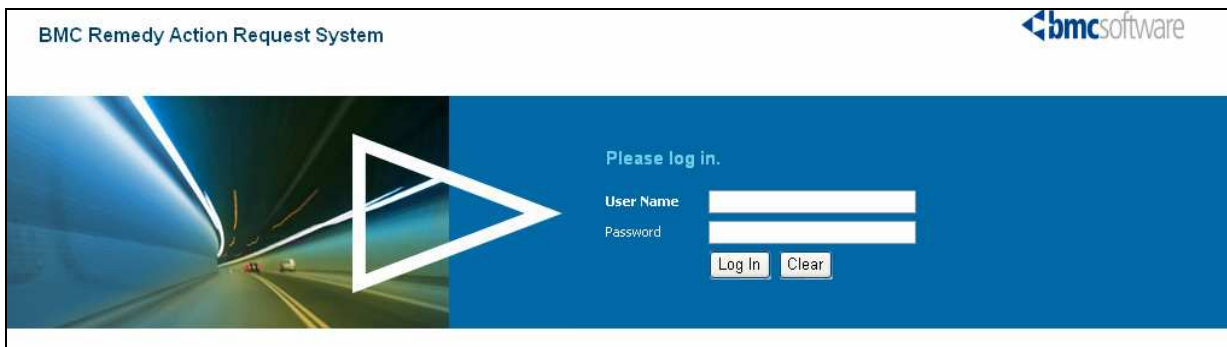


Figure 2 - BSA login window

2.3.3. BSA home page

Once logged in, the user has access to his home page, called control panel (see Figure 3).

The screenshot shows the BADA Support Application - Control Panel interface. It features a blue header with the title and a 'Close' button. On the left is a 'Menu' with options like 'Change Request Management', 'Existing Requests', 'Libraries', and 'Administration'. The main area is titled 'My Requests' and contains a table with 13 entries. The table has columns for Request ID, Title, Status, Request Type, and Affected Release. On the right, there is a 'Your Account Details' box showing login information and company name.

Request ID	Title	Status	Request Type	Affect Rel...
BSA-0000000002	BADA 3.7 - Error in SYNONYMLST file as IL62 is missing & IL76...	Closed	Clarification	3.7
BSA-0000000003	Errors in SYNONYMLST; File reference for H25B & Text in mod...	Closed	Clarification	3.7
BSA-0000000008	Model JS32 TOL 1570m	Closed	Clarification	3.7
BSA-0000000013	Request BADA 3.7	Closed	Clarification	3.7
BSA-0000000016	H25B stated as direct aircraft in synonym.lst instead of H25A	Rejected	Change	3.7
BSA-0000000017	Request Radar data analysis and processing tool (RDAP) v3.8 o...	Closed	Clarification	3.7
BSA-0000000020	A question about MachCAS transition altitude	Closed	Clarification	3.7
BSA-0000000021	Temperature correction for max thrust	Pending for info	Clarification	3.6.1
BSA-0000000022	A question about TEM	Closed	Clarification	3.7
BSA-0000000023	Missing speed schedule for piston in cruise	Closed	Clarification	3.7
BSA-0000000024	BSA account for Michael Venzmer	Closed	Technical Support	3.7
BSA-0000000025	RJBE Arrival route descent profile calculation 1	Pending for info	Problem With Aircraft Model	3.7
BSA-0000000026	Prueba 1	Rejected	Change	3.7

Figure 3 - BSA control panel

The control panel consists of four areas:

1. On the right side, a box (see Figure 4) shows the details of the user's account, as well as – for external users only – the versions of BADA the user is licenced with.

The image shows two separate boxes. The top box, titled 'Your Account Details', contains the following information: 'Your Login is: ext1', 'Your Current Role is: BSA-External User', and 'Your Company is: External User 1 Company'. The bottom box, titled 'Your BADA License Details', contains the following information: 'License 1: 3.6' and 'License 2: 3.6.1'.

Figure 4 – Account and BADA licence details of a BSA user

2. On the top side, a toolbar (see Figure 5) provides some basic actions:
- **Logout** disconnects the user from the application.
 - **Help** opens a help page².
 - **Home** brings the user back to the Remedy portal of EUROCONTROL



Figure 5 - BSA top toolbar

3. On the left side, the BSA main menu (see Figure 6) provides access to the features of BSA, which are described in chapters 3 and 4.

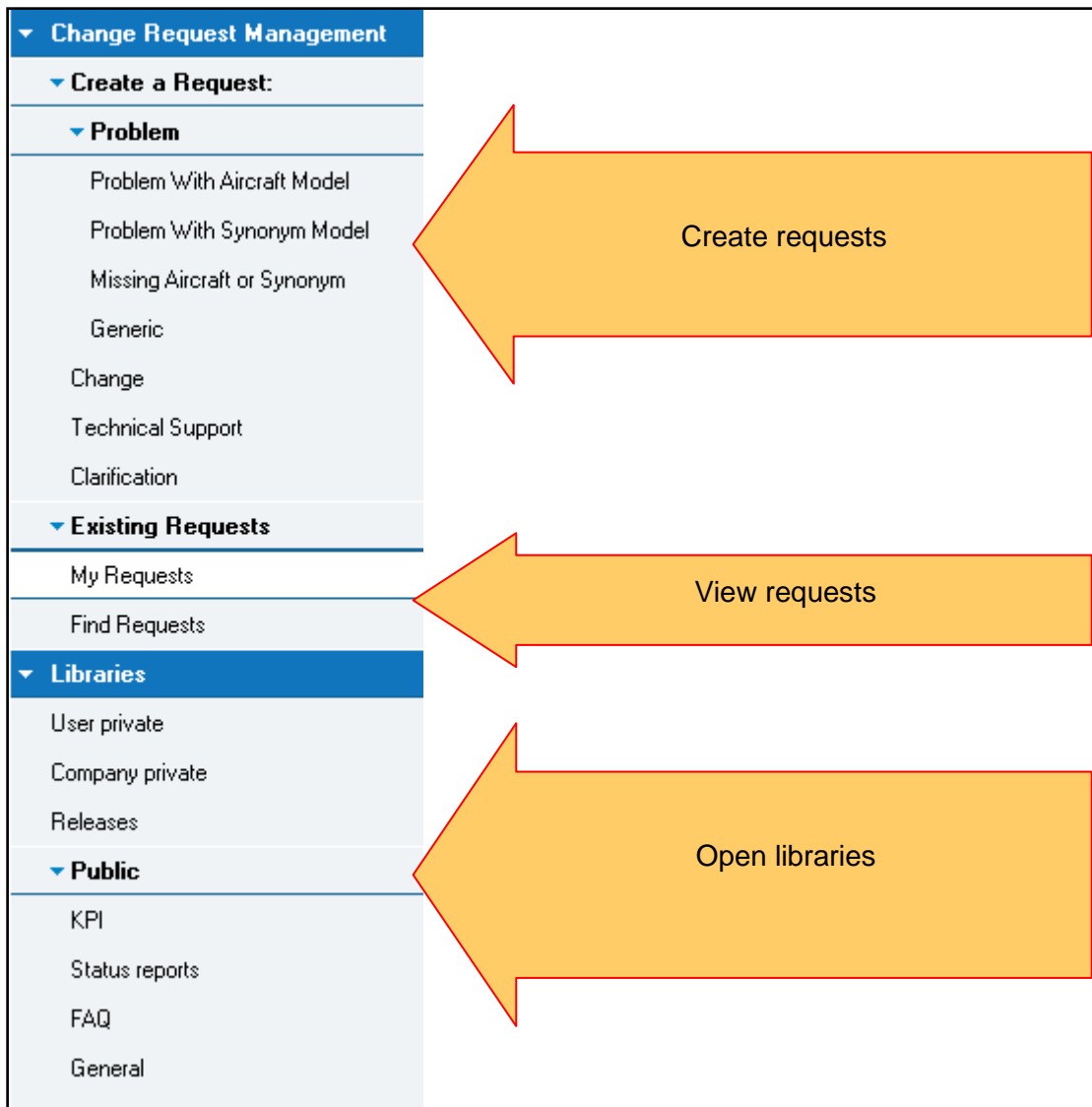


Figure 6 - BSA main menu

4. In the center, the list of requests that the user has created is displayed. This list can also be obtained by clicking the menu item “My requests” in the BSA main menu (see Figure 6).

² This feature is not yet implemented.

3. REQUEST MANAGEMENT

The first main service provided by BSA is to allow BADA users to exchange support requests with the BADA team members. This chapter presents the nature of these requests, as well as the ways the users can operate on them in BSA. A more detailed presentation of the request management process is available in [RD1].

3.1. PRESENTATION OF THE REQUESTS

3.1.1. Request types

The following request types are involved in BSA:

- **Problem:** a request that refers to an unexpected behaviour or limitation of BADA (corrective maintenance). Problems are divided into:
 - Problem with existing aircraft model;
 - Problem with existing synonym model;
 - Missing aircraft or synonym model;
 - Generic: any problem that does not fall into the above sub-categories
- **Change:** a request that reflects the possible need for a change in BADA algorithms or parameters (evolutive maintenance)
- **Clarification:** a request for information that does not imply a modification of BADA.
- **Technical support:** a request for support from the BADA team, related to user customised needs that are outside of the scope of the BADA core product management.

3.1.2. Request attributes

The requests are defined by the following attributes, provided by the user who creates the request:

- a **title** summing up the subject of request
- a **description** providing details about the request
- the **release**³ of BADA affected by the request
- a **severity**⁴ level, from 1 (lowest) to 5 (highest), quantifying the importance of the request
- a **privacy level**⁵: Requests are not systematically visible to everyone⁶. When creating a request, the user chooses between three levels of privacy:
 - Public: Every user of BSA can see the request
 - Company: Only the user and users from the same company can see the request
 - User: The user is the only person to see the request.

³ Mandatory only for "Problem" requests.

⁴ Available only for "Problem" requests.

⁵ Available only for "Problem" requests.

⁶ BADA team members can see the requests whatever their selected privacy level.

Then, once the request has been created, the system generates a request **identifier** and keeps track of the request's **creator** and **date of creation**.

Later in the workflow, the BADA team may specify a **fix release** specifying which version of BADA will provide the change fulfilling the request.

Eventually, when a request reaches a final state (see 3.1.3), a **conclusion** is added to sum up the result of the request.

3.1.3. Request workflows

Once created by a user, a request is subject to a workflow: both the user and a member of the BADA team will successively modify the state of the request by performing actions related to it. Such actions comprise:

- Start modifying related files
- Providing more information on the request
- Validating the change
- Etc.

Each main type of request (Problem, Change, Clarification, Technical support) has its own workflow described in Chapter 5. According to the workflow actions, a request will go through different states, such as:

- Under Analysis
- Under Work
- Corrected
- Validated
- Etc.

When viewing a request (see 3.2.2), actions having an impact on the request's state are available as buttons on the bottom of the "Request info" tab (see Figure 7). The set of available buttons varies depending on the request's state.

Depending on a request type, the workflow may at some point require the creator of a request to validate or reject the solution provided by the BADA team member. The user has to be aware that either a BADA team member or the system itself may validate the request if it stays idle for a long time.

BADA Support Application - Request Close
bmcsoftware

Request Info | Comments | Attachments

BSA Request ID: BSA-0000000064 **Change**

Title: Change required for file 123

State: Pending for Info

Affect Release: 3.9

bla bla bla

Description:

Actions

Complete PR Info

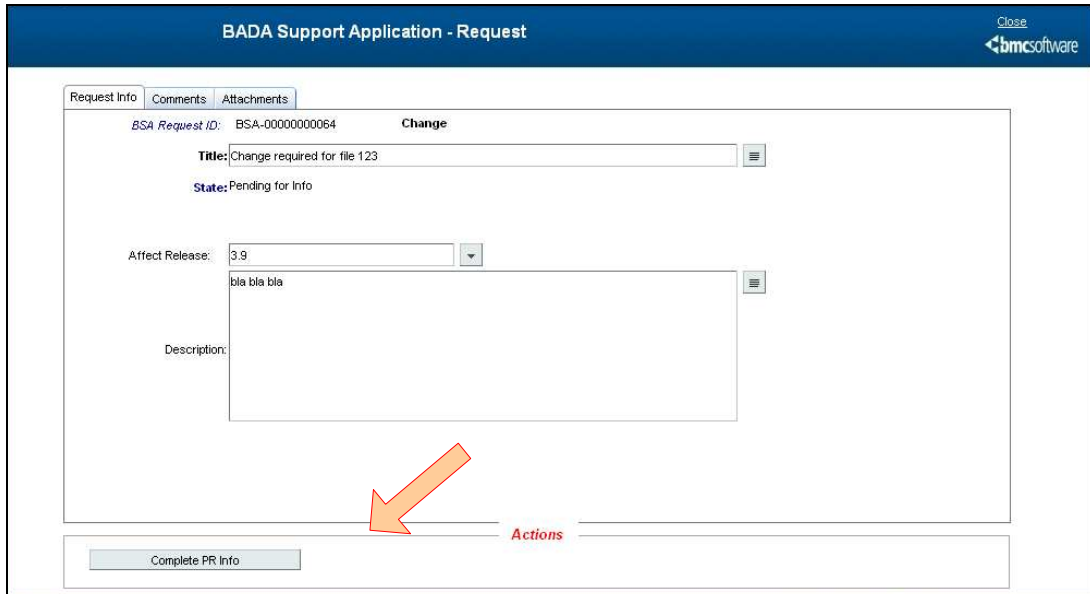


Figure 7 – Example of BSA workflow action

3.2. OPERATIONS ON REQUESTS

3.2.1. Creating a request

To create a request, the user must click on one of the seven menu items corresponding to the possible request types (see Figure 6). Then the user fills a form (see Figure 8) by providing information specific to the request type. Input fields with bold labels are mandatory.

The screenshot shows the 'BADA Support Application - Request' form. The form has a title bar with 'BADA Support Application - Request' and a 'Close' button. Below the title bar, there are three tabs: 'Request Info', 'Comments', and 'Attachments'. The main form area is titled 'Problem With Aircraft Model'. It contains the following fields:

- Title:** A text input field with a mandatory label.
- Severity:** A dropdown menu.
- Affect Release:** A dropdown menu with a mandatory label.
- Description:** A large text area.
- Privacy Level:** A dropdown menu with 'Public' selected and a mandatory label.

At the bottom of the form, there is an 'Actions' section with a 'Create' button and a 'Cancel' button.

Figure 8 - BSA request creation

Warning: Once a request has been created, the user cannot modify its attributes. However, he can add comments or attach files to it, as described in 3.2.3.

3.2.2. Viewing a request

In the BSA main menu, two items are available to display requests accessible to the user:

- “My Request”, which displays the requests created by the user
- “Find requests”, which lets the user search for requests that fulfill some criterion (see 3.2.4)

Both functions display a list of requests (see Figure 9): the user can then double-click on a line in the request table to access the details of the related request. A new window is opened for each displayed request, allowing for the simultaneous viewing of multiple requests.

12 entries returned - 12 entries matched

Preferences ▾ Refresh

Title	Status	Request Type ▲	Severity	Affect Release
DH8D strange speed schedule	Created	Problem With Aircraft Model	2	3.6.1
Test ext PR 001	Closed	Problem With Aircraft Model	1	3.6
Test ext PR 002	Corrected	Problem With Synonym Model	2	3.6
Test ext PR 003	Closed	Missing Aircraft or Synonym	3	3.6
Test ext PR 004	Created	Generic	4	3.6
Suggestions for additional data in PTF	Under Analysis	Change	1	3.6.1
Test ext CR	Closed	Change	1	3.6
Test ext TSR	Closed	Technical Support	1	3.6.1
Test of TSR for External	Created	Technical Support	1	3.6.1
Erroneous data in PTF	Pending for Info	Clarification	1	3.6
Test ext CI	Closed	Clarification	1	3.6.1
Test ext CR with no associated release	Created	Clarification	1	

Select All DeSelect All

Figure 9 - BSA request list

The display of a request consists of 2 panels:

- The upper panel presents information about the request in 3 tabs:
 - The “Request Info” tab presents the request’s attributes and workflow state (see Figure 10)
 - The “Comments” tab provides access to the comments posted by the users relating to the request, as well as the history of the request’s state changes (see Figure 11)
 - The “Attachments” tab displays the files attached to the request (see Figure 12)
- The lower panel presents the workflow actions available (see 3.1.3)

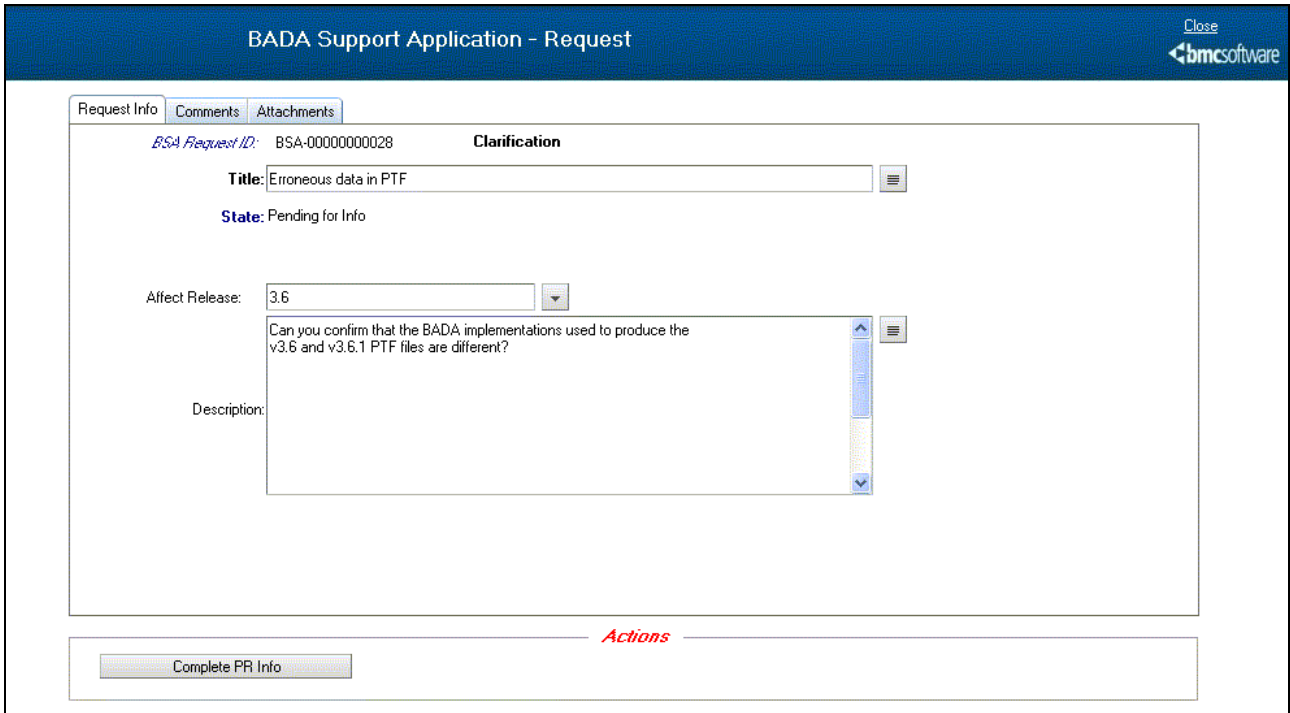


Figure 10 - BSA request information tab

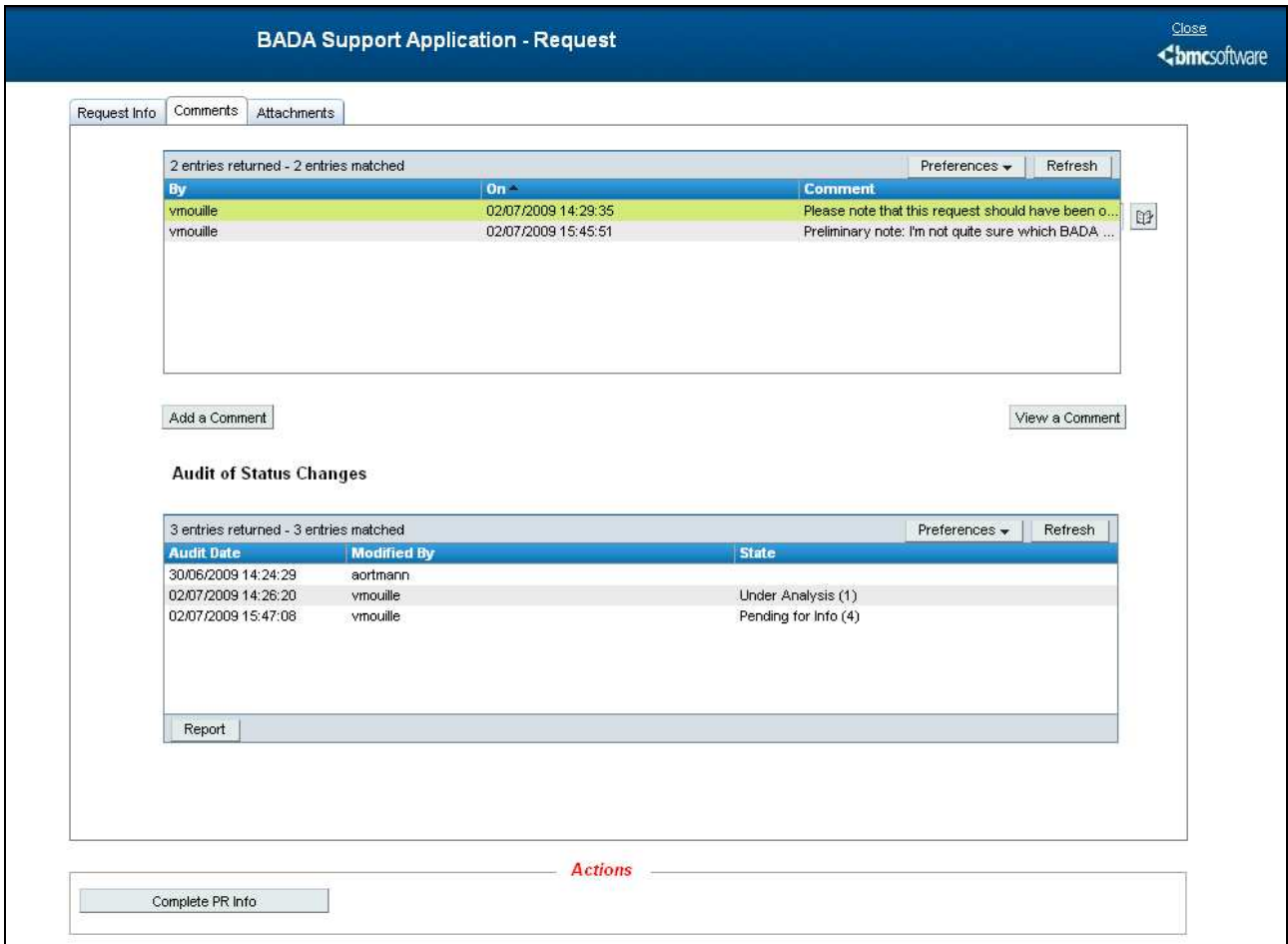


Figure 11 - BSA request comments tab

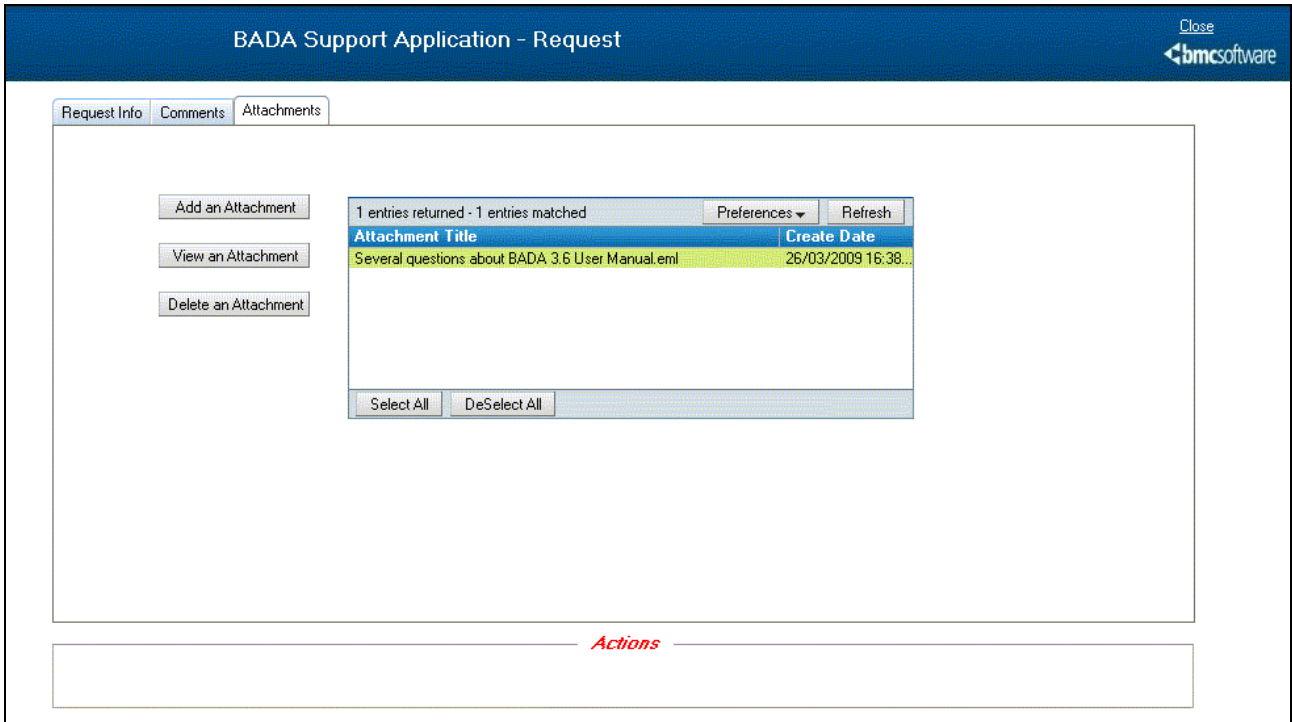


Figure 12 - BSA request attachments tab

3.2.3. Completing a request

As specified by the workflows, the user may be requested to provide additional information on a request. It can be done by two means:

- Adding a comment to the request
- Attaching new files to the request

To do so, the user may click on the related “Comments” and “Attachments” tabs in the detailed view of the request (see Figure 13), where corresponding “Add a comment” (see Figure 11) and “Add an attachment” (see Figure 12) buttons are provided.

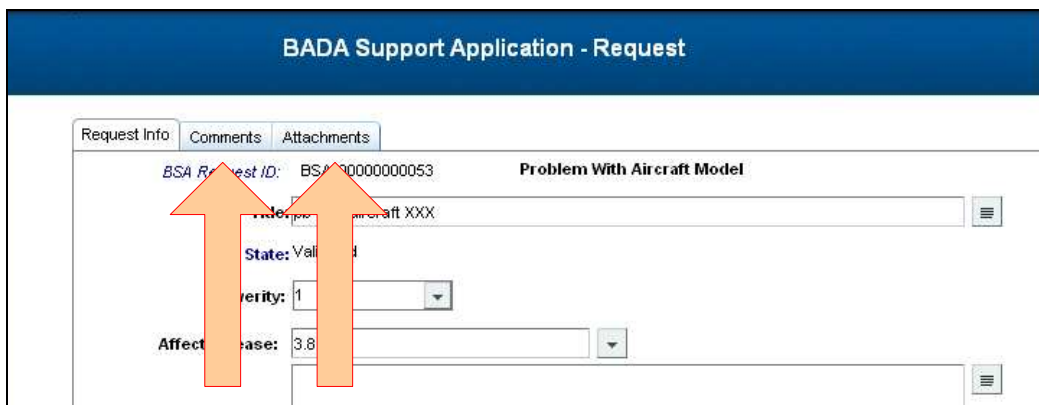


Figure 13 - BSA request tabs used to provide additional information

3.2.4. Searching for requests

To search for requests, the user must click on “Find requests” in BSA main menu (see Figure 6). The search panel is then displayed (see Figure 14), showing all the requests the user is allowed to see. The user can then filter the displayed requests by providing specific values for some of the request’s attributes, using the search parameters on the left of the screen.

According to the user’s status, different access restrictions apply:

- Internal and external users are subject to the requests’ privacy restrictions described in 3.1.2
- External users have only access to the requests related to the BADA versions with which they are licenced.

Existing Requests

27 entries returned - 27 entries matched

Request ID	Title	Status	Request Type	Severity
BSA-00000000001	B77W and B77L models are incorrectly equivalenced	Rejected	Problem With Synonym Model	1
BSA-00000000002	BADA 3.7 - Error in SYNONYM.LST file as IL62 is missing...	Closed	Clarification	1
BSA-00000000003	Errors in SYNONYM.LST; File reference for H25B & Text ...	Closed	Clarification	1
BSA-00000000004	Missing documentation for AC not modelled as synonym ...	Closed	Clarification	1
BSA-00000000005	Synonym C5; normal cruise Mach speed	Under Work	Problem With Synonym Model	1
BSA-00000000006	E135 max ceiling/altitude and cruise Mach is too low; ope...	Validated	Change	1
BSA-00000000007	For A319 model the max ceiling/altitude is F390 - operate...	Rejected	Change	1
BSA-00000000008	Model JS32 TOL 1570m	Closed	Clarification	1
BSA-00000000009	RFAL missing as synonym to generic fighter	Created	Missing Aircraft or Synonym	1
BSA-00000000010	B74R missing as synonym to the 747 family	Created	Missing Aircraft or Synonym	4
BSA-00000000011	Obsolete reference to H25B__ model in SYNONYM.LST	Under Work	Problem With Synonym Model	2
BSA-00000000012	Error in SYNONYM.LST file as IL62 is missing & IL76 occ...	Under Work	Problem With Synonym Model	2
BSA-00000000013	Request BADA 3.7	Closed	Clarification	1
BSA-00000000014	Descent Thrust Computation	Closed	Clarification	1
BSA-00000000015	C550: a/c accelerates too much and C560: a/c unable to ...	Validated	Problem With Aircraft Model	5
BSA-00000000016	H25B stated as direct aircraft in synonym.lst instead of H...	Rejected	Change	1
BSA-00000000017	Request Radar data analysis and processing tool (RDAP)...	Closed	Clarification	1
BSA-00000000018	Proposal for change of Synonym Aircraft Report, APPEN...	Created	Change	1
BSA-00000000019	TRIN aircraft in descent	Validated	Problem With Aircraft Model	1
BSA-00000000020	A question about Mach/CAS transition altitude	Closed	Clarification	1
BSA-00000000021	Temperature correction for max thrust	Pending for Info	Clarification	1
BSA-00000000022	A question about TEM	Closed	Clarification	1
BSA-00000000023	Missing speed schedule for piston in cruise	Closed	Clarification	1
BSA-00000000024	BSA account for Michael Venzmer	Closed	Technical Support	1

Figure 14 - BSA search panel

From the search panel, the user can go back to the control panel by using the “Close“ function in the top right corner of the search panel.

3.2.5. Customizing the request lists

Several options are available to customize the request lists:

- Columns can be selected to be displayed or hidden through the “Preferences” button in the top right corner of the table (see Figure 15)
- A specific sorting can be specified by clicking on a column header

The customized entries settings can then be saved through the “Preferences” button to be effective for the next BSA sessions.

The screenshot displays the 'Existing Requests' table in the BADA Support Application. The table has three columns: Status, Request Type, and Assignee. A 'Preferences' dropdown menu is open, showing options to 'Add Column', 'Remove Column', 'Reset', and 'Save'. A large orange arrow points to the 'Add Column' option. The right sidebar shows account and license details.

Status	Request Type	Assignee
Validated	Problem With Aircraft Model	
Validated	Problem With Synonym Model	
Validated	Missing Aircraft or Synonym	NYALLM
Created	Generic	
Validated	Problem With Aircraft Model	
Created	Generic	
Created	Generic	dpoles
Created	Clarification	
Created	Technical Support	
Created	Technical Support	
Validated	Problem With Aircraft Model	
Validated	Missing Aircraft or Synonym	
Validated	Problem With Aircraft Model	
Validated	Problem With Synonym Model	
Created	Change	
Pending for Info	Change	
Created	Change	
Created	Change	
Closed	Change	
Pending for Info	Change	dpoles
Pending for Info	Technical Support	dpoles

Figure 15 - BSA request lists customization

4. LIBRARY MANAGEMENT

The second main service provided by BSA is to allow BADA users to exchange documents and files with the BADA team members through the use of libraries. This chapter presents the nature of these libraries, as well as the ways the users can operate on them in BSA.

4.1. PRESENTATION OF THE LIBRARIES

The BSA libraries are protected repositories where the users⁸ are able to exchange files and documents with other users and BADA team members. Several types of libraries are provided in BSA:

- **User private:** a library dedicated to the exchange of files between the user and the BADA team members; the following access restrictions apply: only the user, as well as BADA team members, can add, view and remove documents in that library
- **Company private:** a library dedicated to the exchange of files between the different users from a company and the BADA team members; the following access restrictions apply: only the user and users from the same company, as well as BADA team members, can add, view and remove documents in that library
- **Releases:** a library used by the BADA team to distribute documents related to BADA releases; the following access restrictions apply: only BADA team members can add and remove documents in that library, and only users licenced with a BADA version can view the documents related to that BADA version
- **Public:** a group of libraries used by the BADA team to distribute various documents; the following access restrictions apply: only BADA team members can add and remove documents in that library, and the user can view the documents in that library. This group consists of 4 dedicated libraries:
 - **KPI:** library used to publish the Key Performance Indicators documents
 - **Status reports:** library used to publish the Status Reports
 - **FAQ:** library used to publish the Frequently Asked Questions
 - **General:** library used to share general purpose documents not fitting into the other categories.

⁸ Except users with a limited account (see 2.2)

4.2. OPERATIONS ON LIBRARIES

4.2.1. Opening a library

The user can click on one of the library names in the BSA main menu (see Figure 6), to open the corresponding library panel (see Figure 16). This panel presents a list of the documents accessible to the user, according to the access restrictions that apply to this library.

The screenshot displays the 'BADA Support Application - Library Panel' interface. The main content area is titled 'Existing Documents' and shows a table with 5 entries. The table has columns for Document Title, General Type, Library Type, Release, Company, and Submitter. The first row is highlighted in green. To the left of the table is a 'Search Parameters' section with a 'Library Type Values' dropdown set to 'Release', a 'Release Values' dropdown with a list of values (3.6.2, 3.7.1, 3.8, 3.9, 4.0.1) and a '(Clear)' option, and a 'Search' button. Below this is a 'Document Actions' section with a 'View Document' button. At the bottom of the table area are buttons for 'Report', 'Select All', and 'DeSelect All'. The top right of the panel has a 'Close' link and the 'bmcsoftware' logo.

Document Title	General Type	Library Type	Release	Company	Submitter
Release 3.6.3		Release	3.6.2	EUROCONTROL	NYALLM
a doc		Release	3.9	EUROCONTROL	jpietri
synonym 371		Release	3.7.1	EUROCONTROL	nca
synonym 372		Release	3.7.1	EUROCONTROL	nca
test angela		Release	3.6.2	EUROCONTROL	nca

Figure 16 - BSA library panel

Depending on the library type, filtering parameters may be available on the top left panel. For example, the “release” filtering criterion available for the Release library is presented in Figure 16.

4.2.2. Adding a document to a library

When the “Create document” on the bottom left of the library panel is clicked on, an empty library document page opens up (see Figure 17). This page proposes one action: adding a document (“Add” button).

When the user clicks on the “Add” button, a file selection window opens up (see Figure 18), allowing the user to select the file he wants to add to the library, either by typing the path and name of the file directly, or by browsing his local files (“Browse” button). When the user has selected the desired file, he can either validate his selection with the “OK” button in the file selection window, or cancel his selection with the “Cancel” button.

The user is then returned to the library document page, where he can either complete the document creation with the “Save document” button, or cancel the document creation with the “Cancel operation” button.

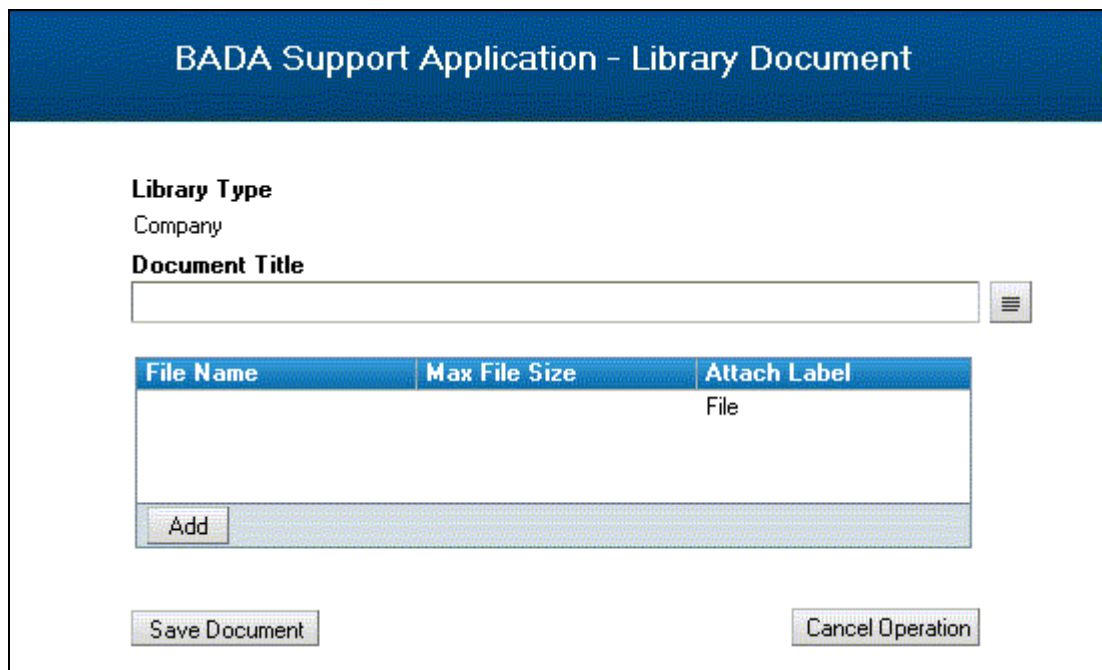


Figure 17 - BSA library document creation page

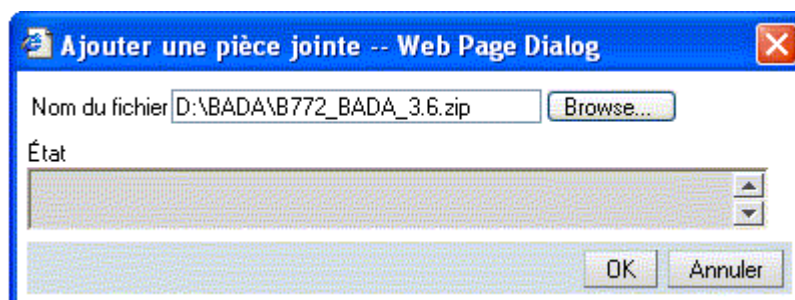


Figure 18 - BSA file selection window

4.2.3. Viewing a document in a library

A row in the document table must be selected before the user can use the “View document” button on the bottom left of the library panel. When the “View document” button is clicked on, a library document page opens up (see). This page proposes two actions¹⁰: either displaying the document (“Display” button) or saving it to disk (“Save to Disk” button).

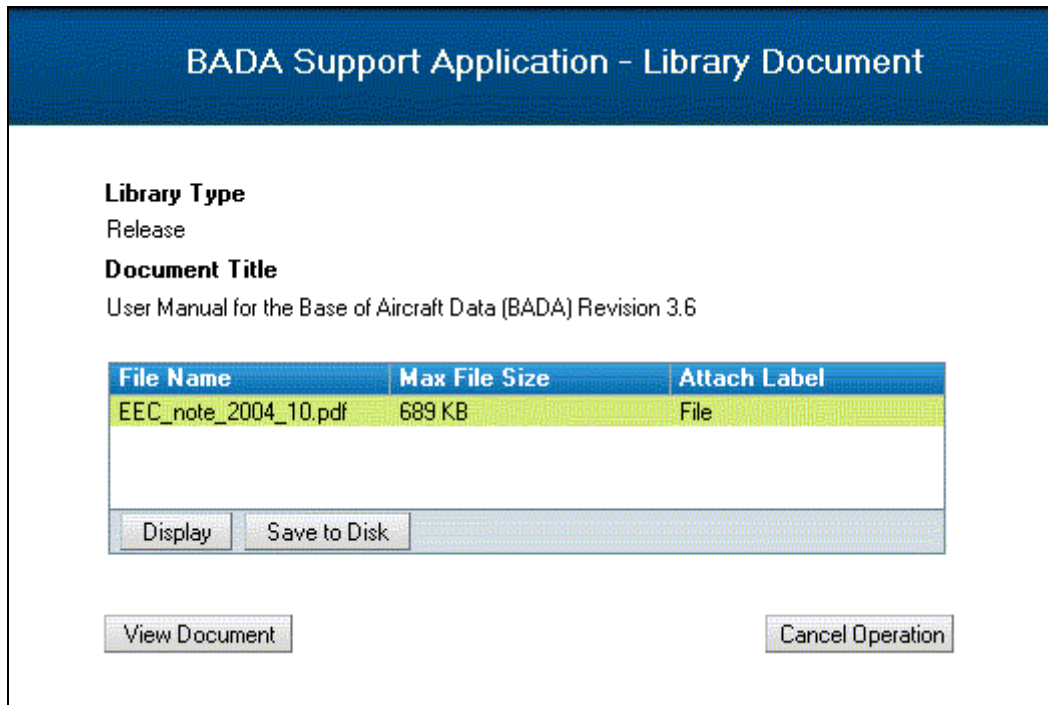


Figure 19 - BSA library document viewing page

4.2.4. Removing a document from a library

A row in the document table must be selected before the user can use the “Delete document” button on the bottom left of the library panel. When the “delete document” is clicked on, the selected document is immediately removed, without any further confirmation.

¹⁰ Due to a limitation of the BSA application, the user currently has to manually select the document in the library document page to enable the “Display” and “Save to disk” buttons.

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5. ANNEX – REQUEST WORKFLOWS

5.1. PRESENTATION OF THE LIFECYCLE DIAGRAMS

The workflows applicable to the four main types of request are formalised in the following sections under the form of diagrams.

Two actors, who are represented in the diagrams as columns, are involved in the workflows:

- The user, who has created the request, and who may accept or refuse the result provided to handle the request;
- The BADA team member (usually a technical officer), who will analyse the request and then may either work on the request or refuse it.

The rounded boxes represent the various states of the requests. Bold boxes represent final state, which cannot be changed once reached.

Arrows represent the state changes, triggered by the actors when performing the actions specified by the label on the arrow. The actor who can perform the action is identified by the column from which the arrow starts. If an arrow starts on the border between two columns, then both actors are allowed to perform the related action.

5.2. PROBLEM REQUEST LIFECYCLE

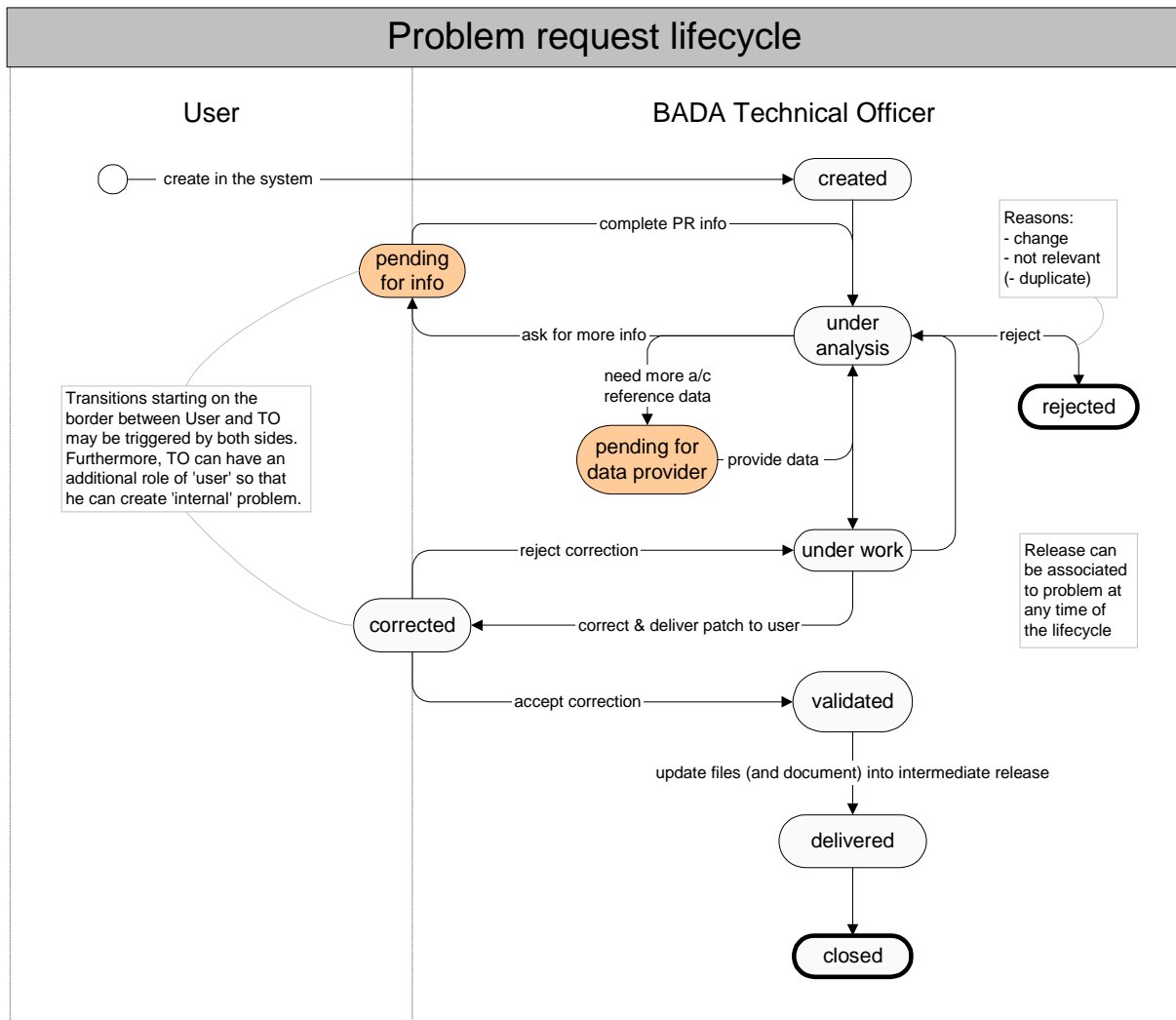


Figure 20 - Lifecycle of the Problem request

5.3. CHANGE REQUEST LIFECYCLE

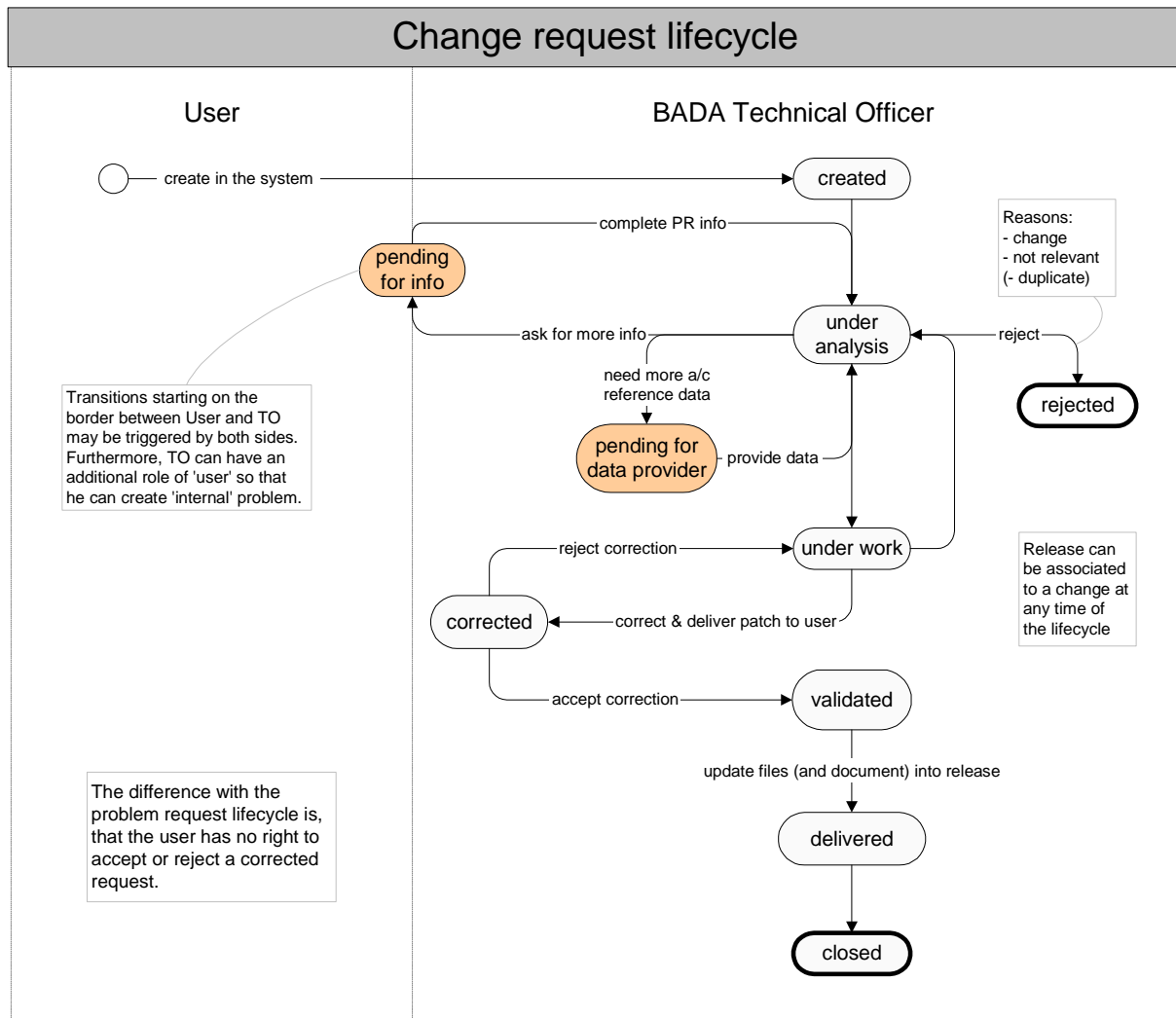


Figure 21 - Lifecycle of the Change request

5.4. TECHNICAL SUPPORT REQUEST LIFECYCLE

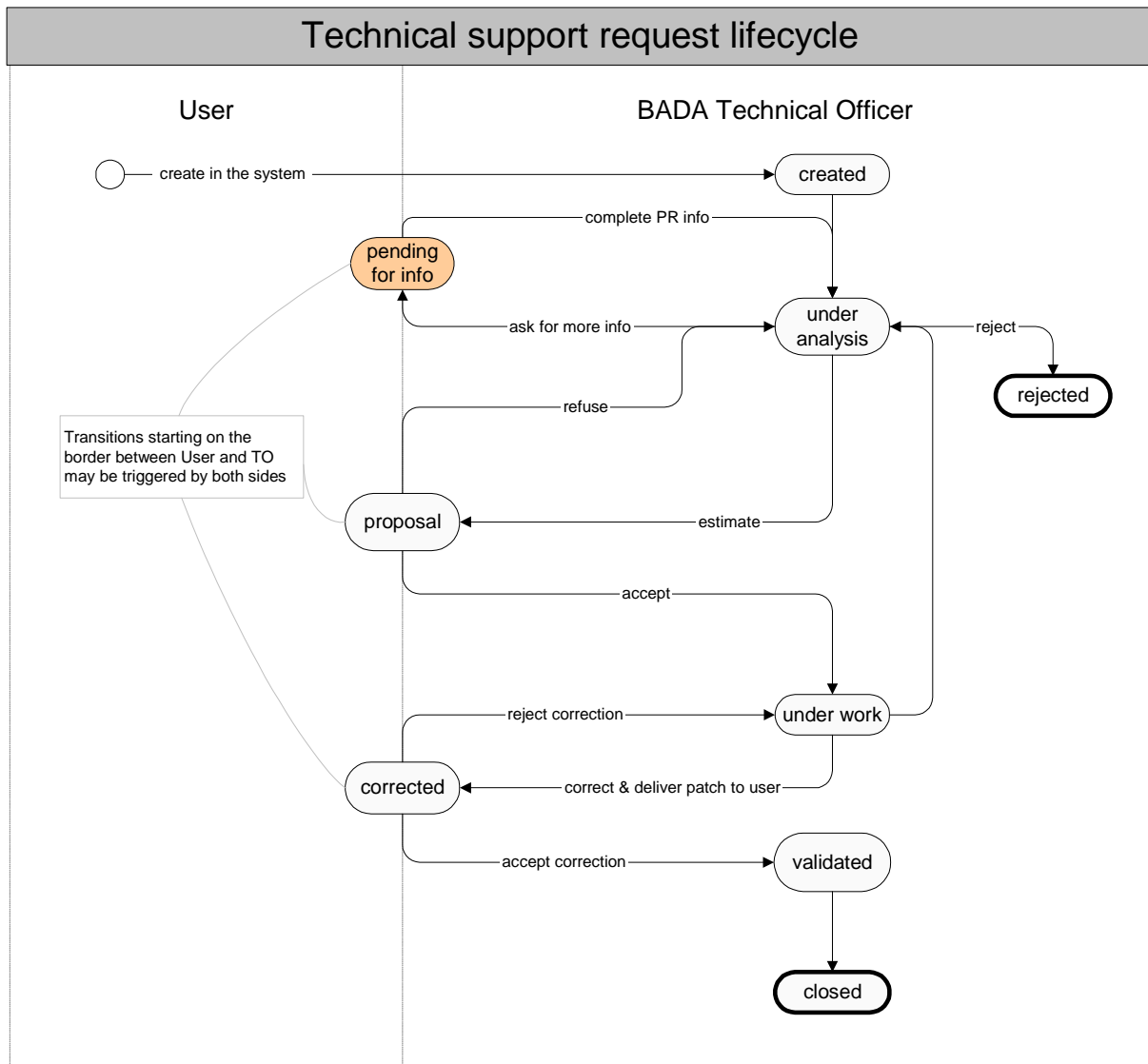


Figure 22 - Lifecycle of the Technical Support request

5.5. CLARIFICATION REQUEST LIFECYCLE

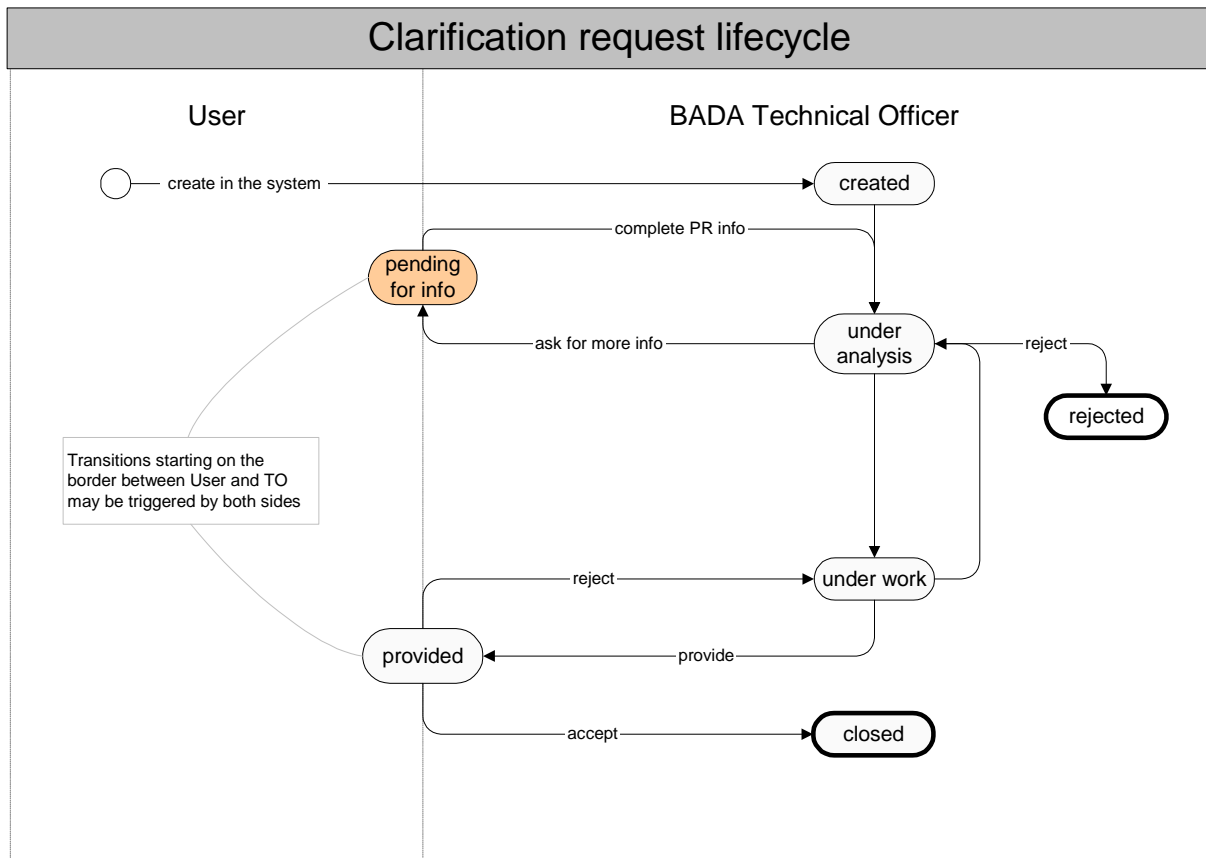


Figure 23 - Lifecycle of the Clarification request