EAD SURVEY FOR DATA PROVIDERS

RESULTS REPORT 2019

Edition Number : 1.0
Edition Validity Date : 13/05/2019

INTENTIONALLY BLANK PAGE

DOCUMENT CHARACTERISTICS

Document Title	Document Subtitle (optional)	Edition Number	Edition Validity Date
EAD SURVEY FOR DATA PROVIDERS	RESULTS REPORT 2019	1.0	13/05/2019

Abstract

This document provides the quantitative and qualitative results of the EAD User Satisfaction Survey for Data Providers 2019 covering all services used by EAD Data Providers enabling them to fulfil their obligations as providers of aeronautical data.

It provides the complete quantitative and qualitative results as well as initial findings and recommendations for EAD's follow-up.

The survey was available for feedback collection between 19 Mar 2019 and on 23 Apr 2019.

Author(s)

Guido Haesevoets – NMD User Relations

Contact Person	Tel/email	Unit
Guido Haesevoets	91134	NMD/PFR/USR

STATUS AND ACCESSIBILITY			
Status		**Accessible via**	
Working Draft	☐	Intranet	☐
Draft	☐	Extranet	☐
Proposed Issue	☐	Internet (www.eurocontrol.int)	☐
Released Issue	☒		

TLP STATUS		
Intended for		**Detail**
Red	☐	Highly sensitive, non-disclosable information
Amber	☐	Sensitive information with limited disclosure
Green	☒	Normal business information
White	☐	Public information

DOCUMENT APPROVAL

AUTHORITY (Name and function)	SIGNATURE	DATE
NMD User Relations (PFR/USR) Guido Haesevoets		15/5/2019
Head of Division (NMD/NS) Pascal Dias		15/5/19
Director NMD Joe Sultana		20/5/19

Edition History

Edition No.	Edition Validity Date	Author	Reason
0.1	23/04/2019	Guido Haesevoets	Document creation & set-up
0.2	24/04/2019	Guido Haesevoets	Working Draft
0.3	09/05/2019	Guido Haesevoets	Draft
1.0	13/05/2019	Guido Haesevoets	Released version

Table of Contents

Table of Contents

1 Executive Summary

As part of the continuous quality assurance work, the Network Manager Directorate (NMD) launched in April 2019 the major EAD Satisfaction Survey for Data Providers in order to get their perception of their usage of the EAD services and tools.

The satisfaction survey is an important means of determining satisfaction levels and identifying corrective and improvement actions as an input to EAD's service improvement processes and future service deployments and deliveries.

From the outset, it was decided to perform the survey in-house by NMD/PFR/USR and the survey has been split up into separate and more targeted parts (one for Data Providers and one for Data Users). Compared to the previously held overall EAD Satisfaction survey, this ensures the collection of more valuable responses through by asking the right people the right questions. The EAD Evolution Task Force was involved during the content creation phase of the survey, ensuring that the requirements of the Data Providers were not neglected.

The invitation for the survey was sent out with support of DG/Com on the 19 March 2019 and the survey remained open for feedback collection until 23 April 2019. All EAD contacts with a User-ID linked to a Data Provider organisation were invited to participate and while the response rate was lower than previously held surveys (8% vs. 20% on average before), the overall numbers of replies was higher.

Like in previous years, at the end of the survey the overall perception of the EAD was asked and this score improved from 71% in 2016 to 75% this year. None of the sub-systems however have received a score higher than 80%, which is the overall benchmark within NMD to determine a good satisfaction level.

From the observations, the most urgent items in terms of improving user satisfaction are:

- Outdated user interfaces for nearly all of the sub-systems (SDO, Graphical Tool, INO DP, ARO BF, CHART).
- Acceptance of recently introduced systems (SDC Tool, WFM)
- An overall lack of already earlier identified operational improvement developments.

More detailed observations are available in this report at the end of each section.

Together with the improved overall satisfaction score, the results provide a good opportunity to carefully analyse the many provided comments and open feedback and use them as inputs for future improvement.

The Data User community will be surveyed separately through a similar approach as the 2019 EAD Satisfaction Survey for Data Providers.

2 Introduction

The “EAD Satisfaction Survey for Data Providers 2019”, is an important means of determining satisfaction levels and get the perception of the EAD Data Providers, who are using the EAD services and tools during their daily activities. The survey also helps to identify corrective and improvement actions that serve as an input to EAD’s service improvement processes and further service deployments and deliveries.

This document provides the quantitative and qualitative results of the EAD Satisfaction Survey for Data Providers 2019, focused on the part of the Network Manager Network Operations.

It explains the monitoring of this part of the customer satisfaction process according to the ISO9001 requirements.

2.1 NMD Integrated Management System – IMS

Being part of NMD, this EAD Satisfaction Survey is in line with the ISO9001 requirement related to customer satisfaction measurements whereby an organisation has to monitor customer’s perceptions of the degree to which their needs and expectations are met.

2.1.1 Obtaining feedback

The NMD performs regular local surveys in various service domains. A dedicated NM Survey Matrix has been created to monitor these activities and is maintained by NMD’s user relations team.

As described in the overall NMD User Satisfaction Policy (Doc. Ref. OoD/POL/CSS v2.0 29/09/2017) 3 types of surveys are being performed within NM:

- Products /services: covering the various operational services, applications and tools.
- Stakeholder consultation: covering both operational and strategical matters
- Meetings/workshops/conferences: gathering feedback from people having attended a certain event.

Since 2019, the EAD is now fully aligned and integrated with this methodology. The combination of these different types of surveys, all performed on a regular basis, ensures the EAIM Unit will have important relevant process inflows of user feedback and a view on their expectations.

2.1.2 Using feedback

The results of this EAD Satisfaction Survey for Data Providers 2019 survey are to be translated into a consequent follow-up action plan. To this extend and Action Item document shall be elaborated and communicated after consultation with the respective EAD Experts, the EAD SSG and NM’s Executive Team.

The Action Item Document will assist EAD and NMD Management in defining further improvements within the framework of its already ongoing improvement processes.

The management teams have then to decide on the way forward and see how to define, monitor and integrate the implementation of improvement actions and possibly refer to this document in existing progress reports.

3 Scope

The focus of the EAD Satisfaction Survey 2019 is on those areas of the EAD services and tools that are being used by the EAD Data Providers to fulfil their obligations towards the EAD.

3.1 EAD Services and tools for Data Providers

The services and tools that are covered are:

- SDO & SDD - Static and dynamic data maintenance and management;
- WFM - Workflow Management;
- INO - NOTAM Operations;
- BF - ARO Briefing Facility;
- PAMS - AIP Publication;
- AIP Production;
- Chart Production;
- EAD Management Functions.

3.2 Responses and feedback

The scope has clearly been set on collecting:

- Individual responses from the data provider managers and/or operators who are using the EAD services and tools on a regular basis, making every response count;
- Responses on the level of the delivered EAD services;
- Both quantitative as well as qualitative feedback

3.3 Out of Scope

The following points are out of scope for the EAD Satisfaction Survey for Data Providers 2019 and not covered in this report:

- Feedback from the specific Data User client types;
- Corporate views on specific topics and/or activities;
- Definition of follow-up actions and related Survey Action Plan.

4 Methodology & Execution

This chapter describes the methodology used and how the EAD Satisfaction Survey for Data Providers 2019 has been executed.

4.1 Online questionnaire

The survey was organised through an online questionnaire to which EAD Data Providers were invited via a dedicated email. The selection of the contacts was done in close collaboration with the:

- EAD Migration Manager on IT Service Provider site (ITP);
- EAD experts within the EAIM Unit
- Quality Manager on EAD Data Operations Service Provider site (DOP).

The distribution of the email was done in close collaboration with the Salesforce Relationship Management (SRM) administrator in EUROCONTROL DG/COM.

The online tool used was the SurveyMonkey tool, widely used within NM, and for which USR has the appropriate license and full administration rights.

A direct link to the survey was also separately mailed to all EAD Service Steering Group members (SSG) for additional awareness.

4.2 Selected contacts

The maintenance of EAD Client contact information is under the ownership of the EAD ITP. This information is maintained in the EAD Migration Matrix (Excel). ITP distributes an updated Migration Matrix at the beginning of each month.

The Migration Matrix served as main source of contact information and the selection of for the survey was based on:

- Client type and their migration status ----------> Data Provider
- Services and tools used ----------> All services
- Main contact on client site, the Client Security Officer (CSO) ----------> All CSO
- Responsible person on client site for each subsystem ----------> all contacts

This was completed by the contact details coming from the EAD Service Desk, maintained by DOP, ensuring that all operators from any EAD Data Provider were included in the distribution list.

The EAD experts provided their local contact lists too (Working Groups, EAD SSG), but as these lists are based on the Migration Matrix information, those contacts were de facto included in the distribution list.

In total the survey was sent to 1637 contacts.

4.3 Time Frame

The invitation to the survey was sent on 19 March 2019 and remained available until 24 April 2019.

A reminder was sent on 04 April 2019.

4.4 Format

The survey was divided into the various EAD services and tools for EAD Data Providers as explained in section 3. Survey Scope.

As such, respondents were directed, through self-selection, to only those services and tools which corresponded with their area of expertise, not only optimising their time spent on the survey, but also ensuring only relevant questions being asked related to their area of expertise.

Because of the self-selection, users could either partially or fully complete the survey.

4.5 Survey Team

With the required marketing and sociological skills available in the NMD User Relations Unit (USR), it was decided in 2017 that all survey activities would be conducted in-house. Then in 2018, the decision was taking to also conduct the EAD related surveys with the support of USR. Those were previously done on EAIM Unit level

This approach provides more flexibility as the service experts are close to the USR team for the survey content creation while at the same time it ensures the same approach for EAD is taken as for the rest of NMD.

4.6 Confidentiality

Inline with the EUROCONTROL guidelines on Data Protection, USR guarantees full confidentiality of the respondent's answers without any disclosure of identifiable information. Only those respondents who indicated that they can be contacted to discuss their replies in more detail, the respondent's identity information can be disclosed for internal usage.

5 Survey constraints

This chapter provides an overview of the constraints to be taken into consideration when reading the survey results.

5.1 Contact database – Contact Information Management

The EAD client information is managed by means of a complex Excel sheet, the EAD Migration Matrix. This is far from ideal as:

- Only the main contacts per organisation are listed, each individual user is not listed;
- Extracting the required contact information from the worksheets in the Migration Matrix excel is cumbersome;
- The responsibility for the maintenance of the information is with the EAD IT Service Provider;
- Other client information is separately being maintained in the EAD Service Desk.

And while client contact information is “a living thing”, it was noted from the initially 1776 selected contacts, only 1637 people could be reached.

It is therefore recommended that a more automated and integrated approach is being defined and put in place reducing effort and margin for error.

5.2 Tool used

Due to the combination of the self-selection possibilities for respondents and the online nature of the survey tool, respondents were limited to:

- Move forward once the survey was started - no “go back” function;
- Taking the survey in one go - no “store my answers and come back later” function.

5.3 Benchmarking and Scoring

As described under “3. Scope” and “4. Methodology & Execution”, the EAD Satisfaction Survey for Data Providers 2019 was set up differently compared to previously organised EAD surveys, as this time the questionnaire was not intended for EAD Data Users. In combination with a different scoring system and the more targeted questions per service area, making a one-to-one benchmarking with the earlier surveys (2016, 2012, 2011, etc.) is difficult.

In terms of benchmarking, the EAD Satisfaction Survey for Data Providers 2019 is therefore to be considered as a transition from the previously conducted surveys and a new baseline for future benchmarking.

5.3.1 Scoring

The scoring within the survey was also optimised from a 6-scale to a 5-scale. The advantages for doing this are:

- Offer the respondent the possibility to provide a neutral score, generating more realistic scorings;
- Standardisation of the satisfaction scoring system throughout NM.

The scoring levels definition allowed the respondents to understand which scoring they were giving. These levels were: poor, fair, neutral, good, excellent.

The introduction of the standardised NM scoring system makes it therefore challenging to do a full comparison between this year's survey and the preceding ones.

5.3.2 Targeted survey per client category

The new approach of separate and more targeted surveys makes comparing between the results on this EAD Survey for Data Providers survey and the previously organised overall EAD Client Satisfaction survey results somewhat irrelevant.

However, at the end of each service part in this 2019 Data Provider survey (SDO/SDD, INO, PAMS, AIP, CHART, etc.) an overall satisfaction question has been being asked related to the respective services. Together with an overall EAD services satisfaction question, these will provide the new benchmarking baseline for the future.

6 How to read the results

6.1 Results chapters

In the following chapters, the results of the survey are presented as follows:

- Chapter 7 contains the overall results related to the overall aspects of the EAD;
- Chapter 8 presents the results grouped in sections per service;
- Chapter 9 provides in a table view all scorings, using a colour coding to help identify those items that require further attention.

6.2 Results presentation

Each question and related results are presented in an identical way, including, in this order:

- The question in bold;
- The raw results (including the number of responses received);
- The scoring in percentages;
- For the percentage representation a colour coding is used:
  - **RED**: all scores below 70%
  - **ORANGE**: all scores between 70% and 80%
  - **GREEN**: all score above 80%
- A graphical representation;
- The overview of the comments received;
- At the end of each domain, a blue text box providing initial observations.

6.3 Considerations

The “Don’t know / not applicable” answers have been excluded from the overall satisfaction score calculations.

All qualitative comments have been included as such without any manipulation. This to assure that no misinterpretation would happen and that the comments can be analysed by the service experts. Main elements have been highlighted in bold.

7 Survey Results Overall

In total 131 respondents provided their feedback on the different services applicable for them. Analysing the profile of the respondents confirms that the majority of those who provided replies are well positioned to provide their inputs and were the right contact people.

7.1 Number of respondents

As described in “5.3 Benchmarking and Scoring”, the difference in survey set-up and target audience makes comparing to previous years difficult. Furthermore, the reporting is done on feedback from individuals, not on organisation level.

For future benchmarking, the following table provides the new baseline related to the number of respondents.

(*) The 2012 and 2016 numbers are therefore purely for information purposes only.

Year	# Addressed	# Delivered	Delivery rate	# Responses	Response rate
*2012**	*552*	*n/a*	*n/a*	*76*	*13%*
*2016**	*442*	*n/a*	*n/a*	*123*	*27,8%*
2019	**1776**	**1637**	**92%**	**131**	**8%**

The high number of addressed individuals is because everyone with an EAD account linked to a Data Provider organisation was invited, as opposed to only the main contacts for the subsystems in previous years. A delivery rate of 92% is good by any standards.

And while the number of responses was overall higher than before, the response rate is rather low. This can be attributed to a number of factors like:

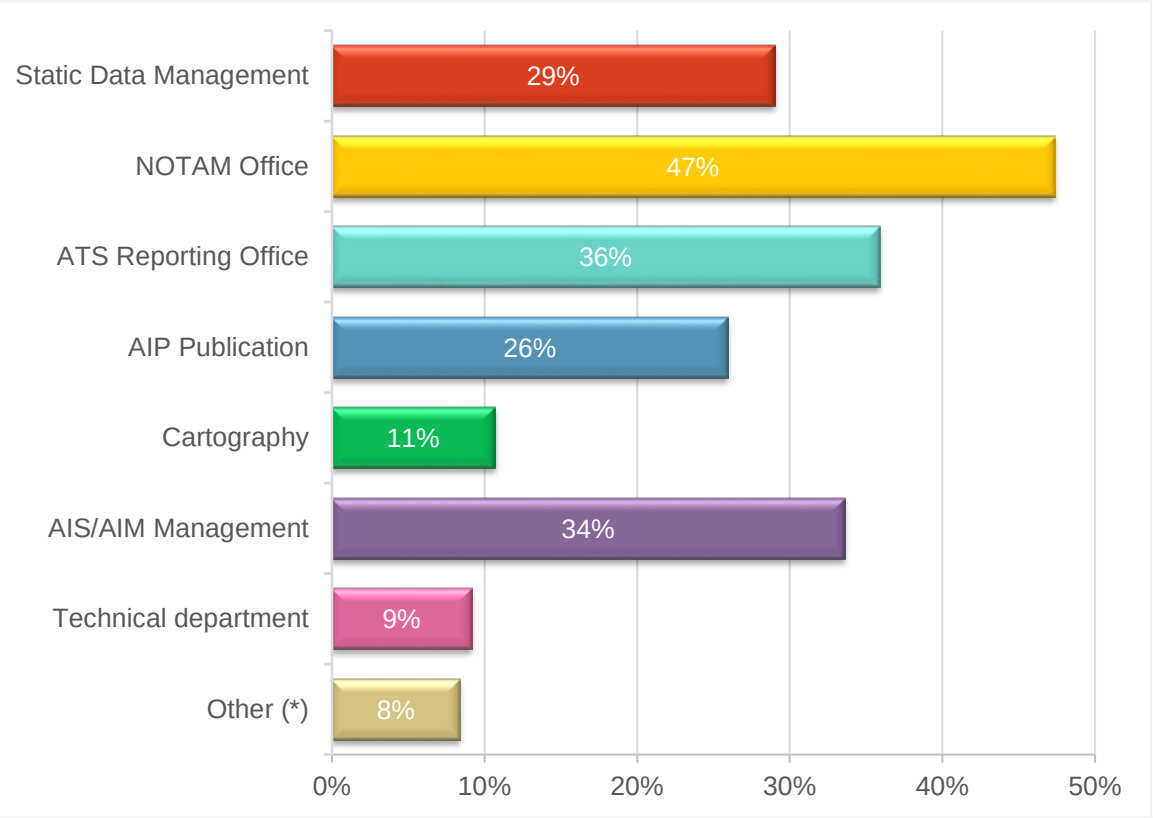
- the duration in which the survey was available (1 month);
- the amount of reminders the target audience did receive (1 reminder sent);
- the change in approach from only organisation representatives to all end-user.

In any case, the response rate figure alone is not the holy grail of any user survey and should be interpreted within the wider context of the collected feedback. The primary objective of this 2019 EAD Survey was not to “get the numbers”, but to provide useful and open feedback from the EAD Data Providers.

7.2 User Profile

At the start of the survey, respondents were asked to identify themselves. The first question allows to get an understanding of the department in which the respondents are working within organisation.

Q1: Within your organisation, what service are you working for?



(*) Other

PAMS: AIP Library - PBN/RNAV - Data Adaption - System ATCISS - Air Traffic Control Information Support System used in the ACC Langen - Flight Data Operations - Aeronautical information management Royal Netherlands Air Force – AMC - Work Flow management tool administrator too - CSO - data adaptation - AIS Development.

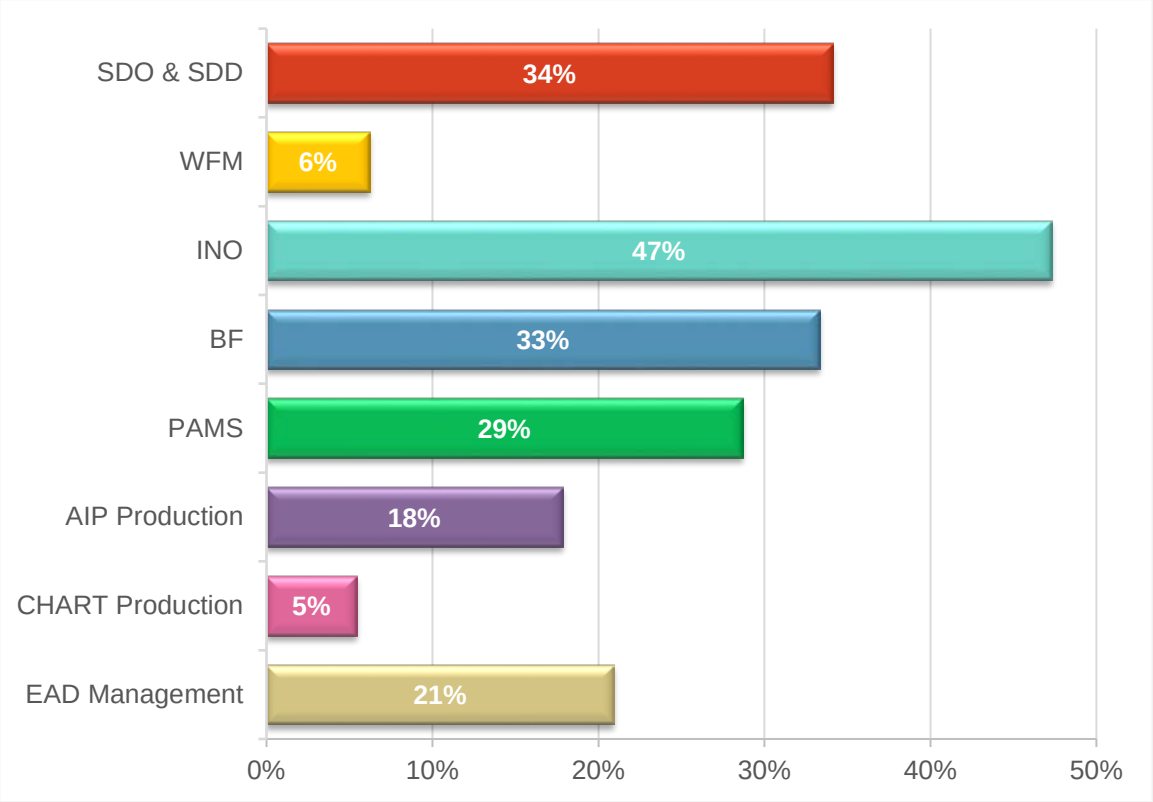
Q2 asked to provide respondents personal details (Name, Organisation, Job title/Function).

In Q3 the respondents had the opportunity to provide their contact details (email address and phone number), should they wish to be contacted in the context of the survey. 40% skipped this possibility.

7.3 Segmentation - Selected Service Domains

In the segmentation part of the survey, respondents were requested to select those areas corresponding with the area of their responsibilities, with the possibility to select more than one area. The results are largely in line with the User Profiles as identified under section 7.2. and reflect well the distribution within the Data Provider community.

Q4: Please select those domains that corresponds with your working situation or area of expertise. You will be directed to the related questions from only these domains.



7.4 EAD satisfaction - Overall

7.4.1 Overall Satisfaction score on the EAD

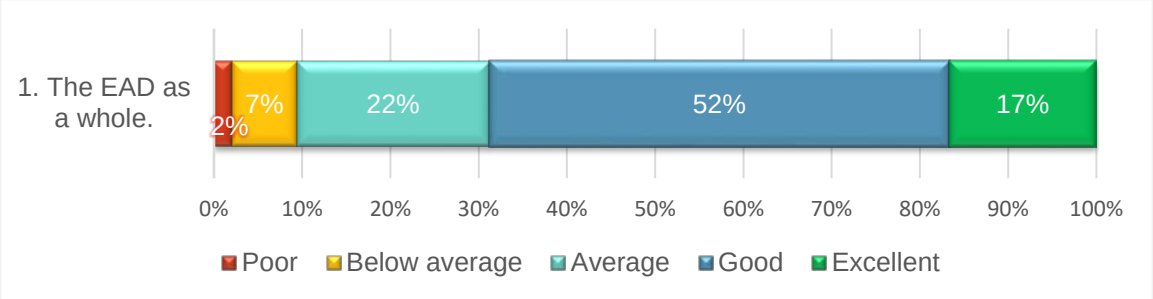
The satisfaction level is based on the specific question, asked at the end of the survey, how the respondent overall perceives the EAD Services. The number provides a good idea of the overall perception of the EAD.

Q88. Taking all aspects of the various services into consideration, how would you in conclusion rate:

Raw Data

	Poor	Below average	Average	Good	Excellent	Total	Weighted Average
1. The EAD as a whole.	2%	7%	22%	52%	17%		
	2	7	21	50	16	96	3,74

Graphical Representation



Satisfaction Score

Question	Weighted average	Score
Overall satisfaction on EAD Services	3,74	75

7.4.2 Year over Year (YoY) comparison – Overall EAD perception

Given the different survey set-up and scoring system, now fully aligned with the satisfaction measurements throughout NMD, as well as the differences in targeted audience, a back-to-back comparison with previously organised EAD Satisfaction surveys is difficult.

However, in order to situate the overall satisfaction rate of 75%, it may be worthwhile to look back at earlier results. Throughout the different years, the different scoring scales used were:

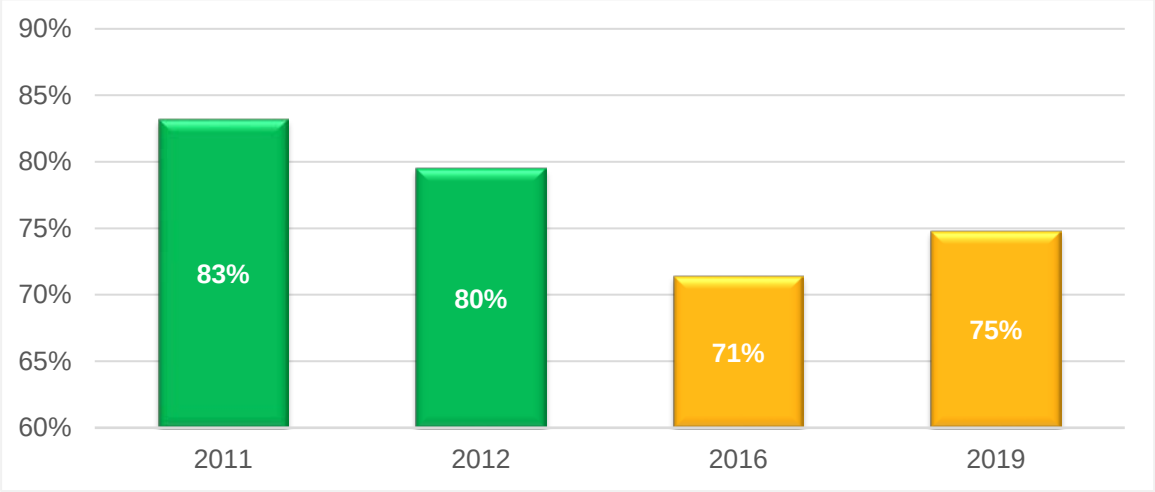
- Up until 2012: 6-scale scoring, DP and DU (*)
- In 2016: 10-scale scoring, DP and DU (**)
- From 2019 onwards: 5-scale scoring, DP only

For this purpose, earlier survey results have been recalibrated to the current 5-scale scoring system.

Raw Data

	Average 2019	2019	Average 2016 (*)	2016	Average 2012 (**)	2012	Average 2011 (**)	2011
1. The EAD as a whole.	3,74	75	7,14	71	4,77	80	4,99	83

Graphical Representation



7.4.3 Overall perception of the different EAD Services

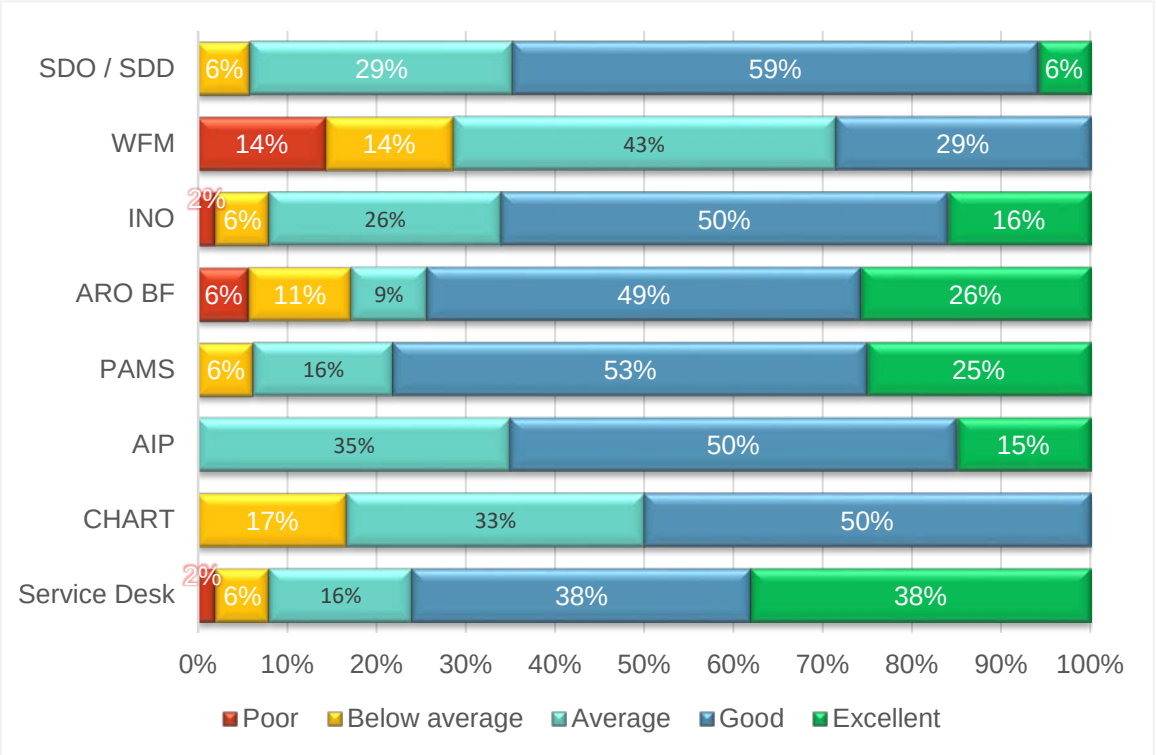
These satisfaction levels are based on the specific question asked at the end of each service section on how the respondents overall rate the respective services in general:

Q: Taking into consideration all aspects of the related applications and services, how would you overall rate:

Raw Data

	Poor	Below average	Average	Good	Excellent	Total	Weighted Average
SDO / SDD	0,00% 0	5,88% 2	29,41% 10	58,82% 20	5,88% 2	34	3,65
WFM	14,29% 1	14,29% 1	42,86% 3	28,57% 2	0,00% 0	7	2,86
INO	2,00% 1	6,00% 3	26,00% 13	50,00% 25	16,00% 8	50	3,72
ARO BF	5,71% 2	11,43% 4	8,57% 3	48,57% 17	25,71% 9	35	3,77
PAMS	0,00% 0	6,25% 2	15,63% 5	53,13% 17	25,00% 8	32	3,97
AIP	0,00% 0	0,00% 0	35,00% 7	50,00% 10	15,00% 3	20	3,8
CHART	0,00% 0	16,67% 1	33,33% 2	50,00% 3	0,00% 0	6	3,33
Service Desk	2,00% 2	6,00% 6	16,00% 16	38,00% 38	38,00% 38	100	4,04

Graphical Representation



Satisfaction Score

Questions	Weighted average	Score
SDO /SDD	3,65	73
WFM	2,86	57
INO	3,72	74
ARO / BF	3,77	75
PAMS	3,97	79
AIP	3,8	76
CHART	3,33	67
Service Desk	4,04	81

7.4.4 YoY comparison – Perception of all EAD Services

Making a back-to-back comparison on individual service level is as challenging as comparing the overall EAD perception under “7.4.2.: Year over Year (YoY) comparison – Overall EAD perception”.

As this survey represents the new baseline for future benchmarking, a YoY analysis on the individual service levels has not been performed

8 Survey Results – Services/Tools/Support

This chapter describes in detail all the results and feedback received from the survey participants. Each section is concluded by initial observations.

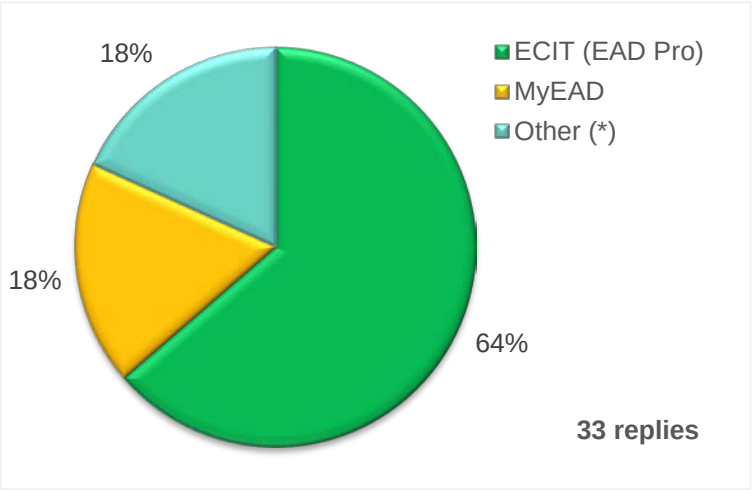
8.1 Static and Dynamic Data maintenance and management

The static and dynamic data maintenance and management questions deal with how SDO, SIGMA and the SDC tool are being used and how the applications and available functionalities are being perceived. At the same time this 2019 survey was used to poll the respondents on their intentions and current knowledge regarding the upcoming Static and Dynamic Data (SDD).

8.1.1 Static Data Operations – Data Provider (SDO DP)

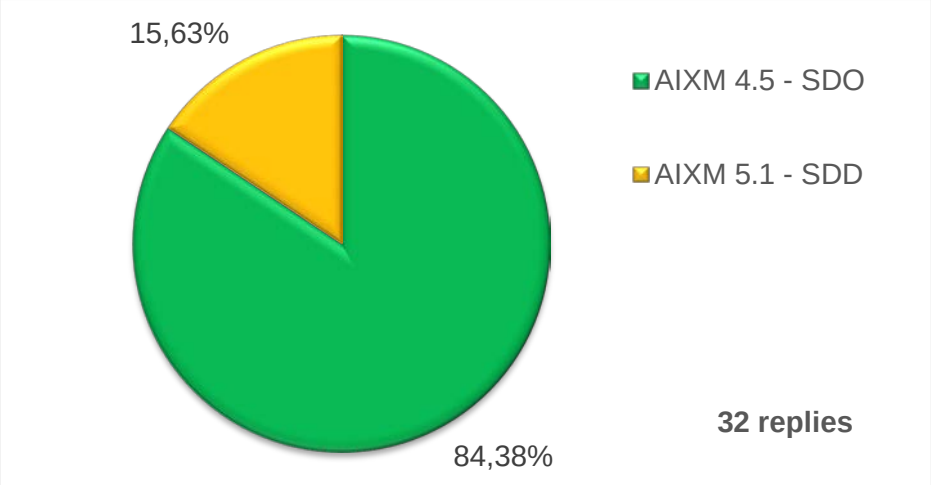
The SDO DP part of the survey seeks to get an understanding on how Data Providers are connecting to the application, what version of AIXM they are using, as well as to understand their perception related to the usage and the functionalities of SDO DP.

Q5: How do you connect to SDO DP?



(*) Other
ESI
We transfer an AIXM 4.5 update message via an application based on the ECI, I believe. We do not use the application EAD Explorer unless we need to check something specific within EAD.
SDO applications installed on a pool of Virtual Machines (VM) for shared use
ESI
ESI Exchange
Remote App and Desktop Connection (virtual domain)

Q6: What version of AIXM are you using to maintain the static data in your organisation?



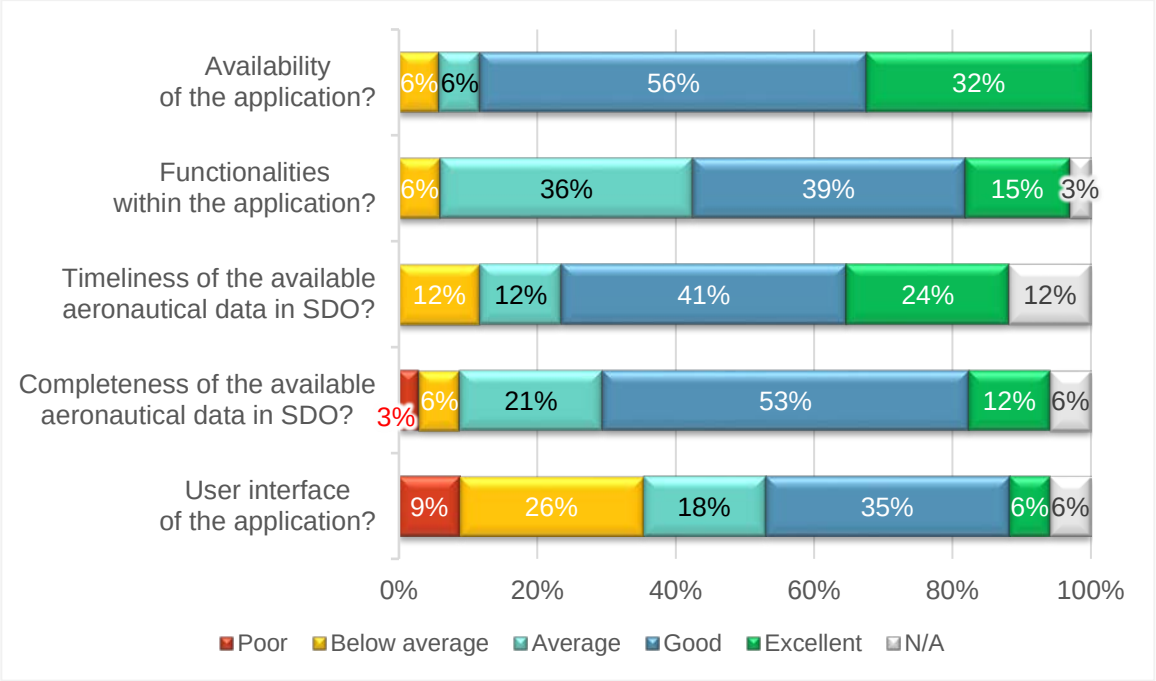
Q7: With regards to the usage of SDO DP, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Availability of the application?	0% 0	6% 2	6% 2	56% 19	32% 11	0% 0	34	4,15
Functionalities within the application?	0% 0	6% 2	36% 12	39% 13	15% 5	3% 1	33	3,66
Timeliness of the available aeronautical data in SDO?	0% 0	12% 4	12% 4	41% 14	24% 8	12% 4	34	3,87
Completeness of the available aeronautical data in SDO?	3% 1	6% 2	21% 7	53% 18	12% 4	6% 2	34	3,69
User interface of the application?	9% 3	26% 9	18% 6	35% 12	6% 2	6% 2	34	3,03

EAD SURVEY FOR DATA PROVIDERS

Graphical Representation



Satisfaction Score

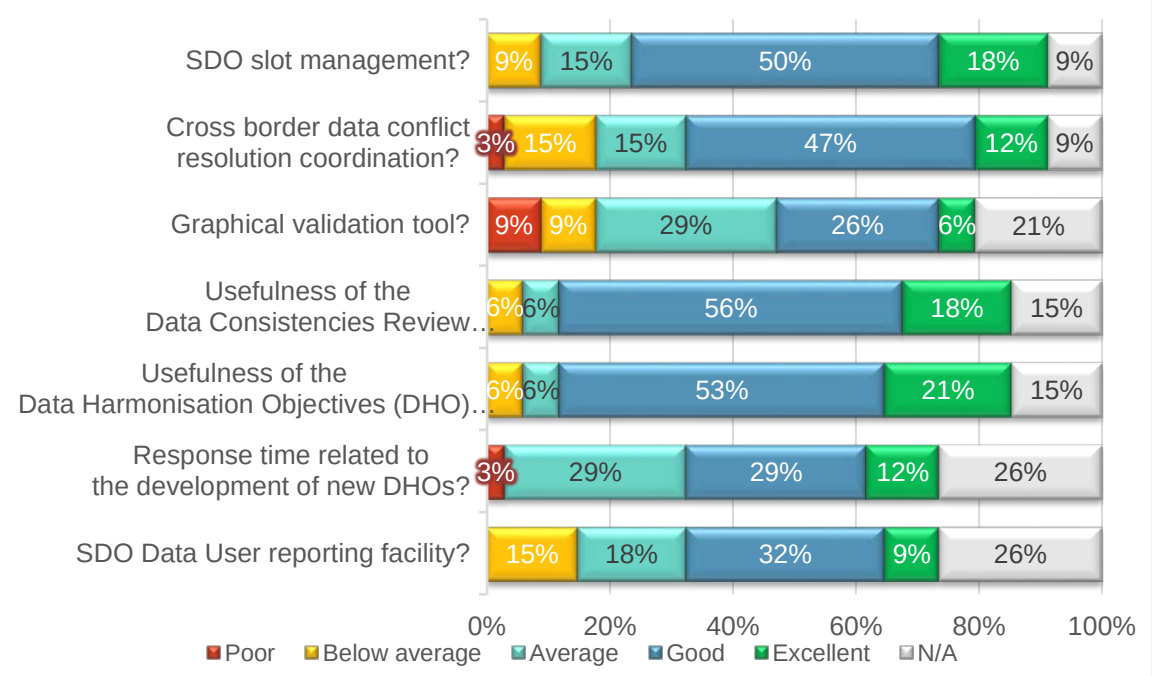
Questions	Weighted Average	Satisfaction Score
Availability of the application?	4,15	**83%**
Functionalities within the application?	3,66	**73%**
Timeliness of the available aeronautical data in SDO?	3,87	**77%**
Completeness of the available aeronautical data in SDO?	3,69	**74%**
User interface of the application?	3,03	**61%**

Q8: With regards to the SDO DP functionalities, how would you rate the:

Raw data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
SDO slot management?	0% 0	9% 3	15% 5	50% 17	18% 6	9% 3	34	3,84
Cross border data conflict resolution coordination?	3% 1	15% 5	15% 5	47% 16	12% 4	9% 3	34	3,55
Graphical validation tool?	9% 3	9% 3	29% 10	26% 9	6% 2	21% 7	34	3,15
Usefulness of the Data Consistencies Review reports (DCR)?	0% 0	6% 2	6% 2	56% 19	18% 6	15% 5	34	4
Usefulness of the Data Harmonisation Objectives (DHO) to ensure harmonised data?	0% 0	6% 2	6% 2	53% 18	21% 7	15% 5	34	4,03
Response time related to the development of new DHOs?	3% 1	0% 0	29% 10	29% 10	12% 4	26% 9	34	3,64
SDO Data User reporting facility?	0% 0	15% 5	18% 6	32% 11	9% 3	26% 9	34	3,48

Graphical Representation



Satisfaction Score

Questions	Weighted Average	Satisfaction Score
SDO slot management?	3,84	77%
Cross border data conflict resolution coordination?	3,55	71%
Graphical validation tool?	3,15	63%
Usefulness of the Data Consistencies Review reports (DCR)?	4	80%
Usefulness of the Data Harmonisation Objectives (DHO)?	4,03	81%
Response time related to the development of new DHOs?	3,64	73%
SDO Data User reporting facility?	3,48	70%

Q9: Please add any further suggestions or feedback you might have regarding the current SDO application and service.

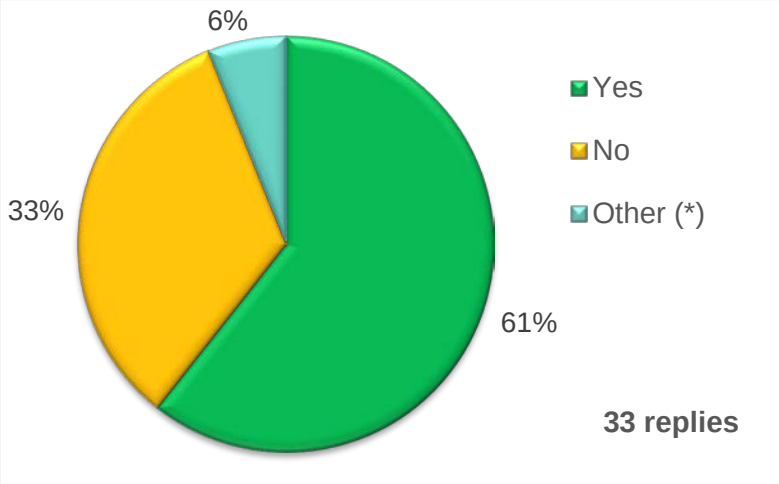
Received feedback
The stability of the Systems Needs to be improved! We have Login Problems almost every day. Sometimes it takes 15minutes until you are able to work with the System.
Having to send the data nearly seven full weeks before effective date is becoming an issue for us. Would appreciate a deadline for EAD upload much closer to the standard AIRAC cycle dates.
Elimination of nuisance Data Consistency report warnings (e.g. When changing only an aerodrome's telephone number, warnings about an absence of Landing Direction Indicator)
-
N/A ticked because feedback for these parts will be provided by the operational organization of Austro Control.
In SDO, searching for certain features is very difficult and time consuming. For example Frequencies. Withdrawing related items is not possible at once, you have to do it manually one by one. The user interface is very old, not fit for large monitors (maximum Window size 1024x768) Coordinates are simple strings, there is a difference between N472615.0 and N472615.0000 according to SDO.
It would be helpful to have SDO Data User reports in AIXM 4.5/5.1 format.
Graphical validation tool is not upgraded with new features for a long time and also SDO doesn't support obstacle storage and management in accordance to ICAO Annex 15 and new PANS-AIM because.

Received feedback (continued)
The main SDO concept is very vell thought-through, and it is my main turn-to application when I need to double check some AIXM data coming from other sources. However, the interface is far behind the today standards -- the size of the window, and the displaying of the data in multiple tabs because of the lack of space is some compromise of the 2000's. Functionality (B and C check) however is very well done and based on using the SDO application I could understand some data-connections between element, which is the best feature I would like to keep using!

8.1.2 SDO Input Guidance Manual (SIGMA)

The SIGMA questions of the 2019 survey seek to get an understanding of the usage of SIGMA, as well as the overall perception related to the content and the access to SIGMA.

Q10: Are you using SIGMA?



Other (*)
Operational User Handbook - Data Provider, Data User
N/A ticked because feedback for these parts will be provided by the operational organization of Austro Control.

Q11: In case you are not using SIGMA, please explain why not.

Responses
In my managerial role, it is not needed
Not in present position, it was used regularly in the past position.
Till now our company doesn't apply for those kind of training for SIGMA courses.
Havent logged in and checked it out yet. Have managed without.
No need to look beyond my organization's internal documentation at this time
not
The very limited way to have access to it.
I use SDO only to validate current and pending Aeronautical Information
Not heard too much about it
Most of the data to be entered are straight-forward. If not, I would browse the newest DHO objectives and RNIP (which are updated recently).

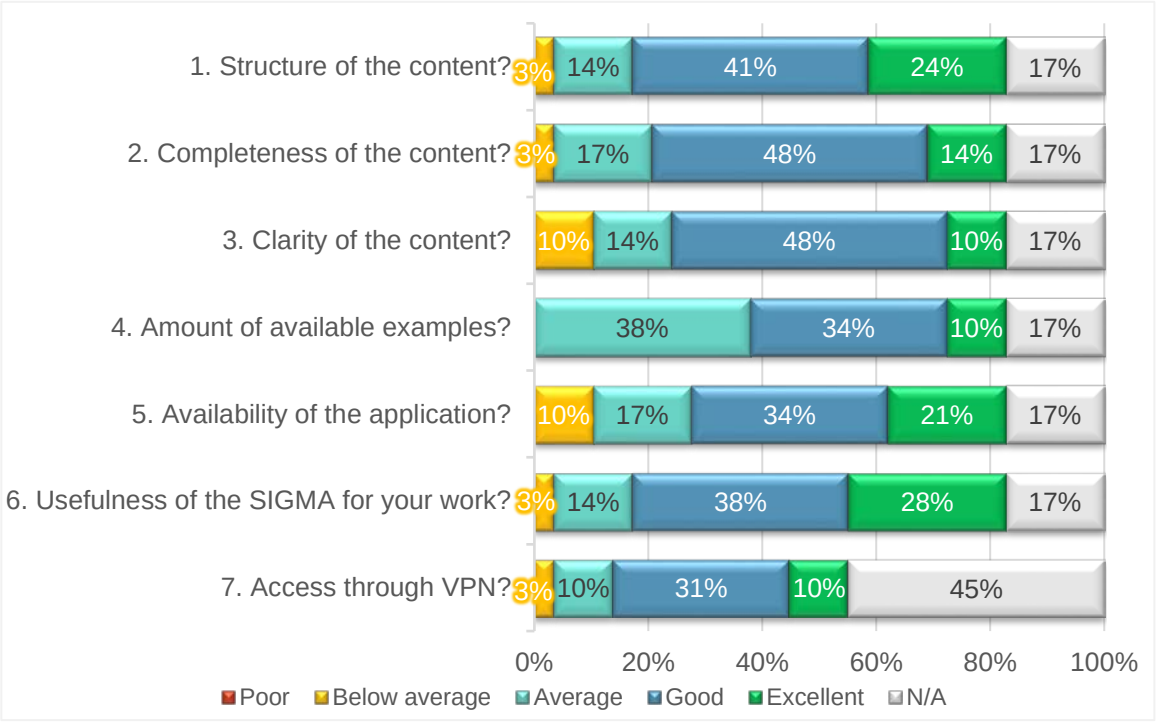
Q12: With regards to the SIGMA, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
1. Structure of the content?	0% 0	3% 1	14% 4	41% 12	24% 7	17% 5	29	4,04
2. Completeness of the content?	0% 0	3% 1	17% 5	48% 14	14% 4	17% 5	29	3,88
3. Clarity of the content?	0% 0	10% 3	14% 4	48% 14	10% 3	17% 5	29	3,71
4. Amount of available examples?	0% 0	0% 0	38% 11	34% 10	10% 3	17% 5	29	3,67
5. Availability of the application?	0% 0	10% 3	17% 5	34% 10	21% 6	17% 5	29	3,79
6. Usefulness of the SIGMA for your work?	0% 0	3% 1	14% 4	38% 11	28% 8	17% 5	29	4,08
7. Access through VPN?	0% 0	3% 1	10% 3	31% 9	10% 3	45% 13	29	3,88

EAD SURVEY FOR DATA PROVIDERS

Graphical Representation



Satisfaction Score

Questions	Weighted Average	Satisfaction Score
1. Structure of the content?	4,04	**81%**
2. Completeness of the content?	3,88	**78%**
3. Clarity of the content?	3,71	**74%**
4. Amount of available examples?	3,67	**73%**
5. Availability of the application?	3,79	**76%**
6. Usefulness of the SIGMA for your work?	4,08	**82%**
7. Access through VPN?	3,88	**78%**

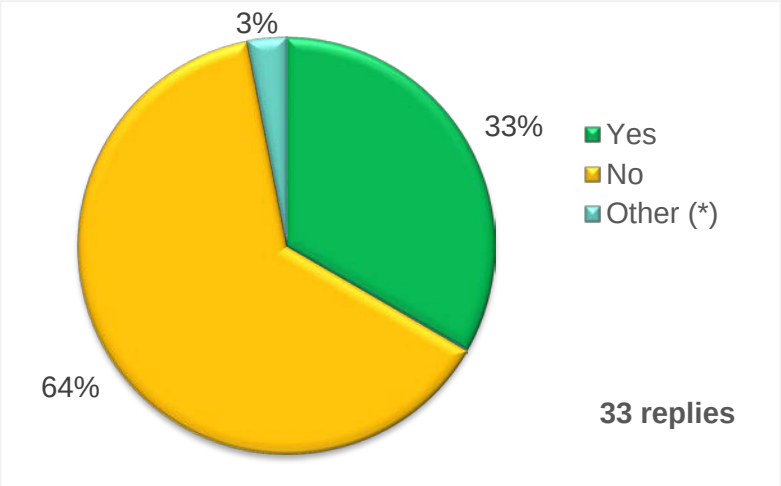
Q13: Please add any further suggestions or feedback you might have regarding the current SIGMA.

Received feedback
-
Why isn't it possible to deal it like a wiki?.

8.1.3 Static Data Completeness Tool (SDC)

The SDC questions of the 2019 survey seek to get an understanding of the usage of the tool as well as the overall perception related to the relevance of SDC and the available guidance material.

Q14: Are you using the SDC Tool?



Other (*)
N/A ticked because feedback for these parts will be provided by the operational organization of Austro Control.

Q15: In case you are not using the SDC Tool, please explain why not.

Responses
It is outside my managerial role
Reasons not related to EAD. Planning to start using the application in the near future
Not applicable to present position.
due to workload required
It does nothing to aid us in our data management. As we start to use AIXM 5.1 there will be nil-reasons baked into the format anyway, thus there is no need for us to invest time and effort into the current SDC.
Not aware of this tool.
-
no benefit
I use SDO only to validate current and pending Aeronautical Information

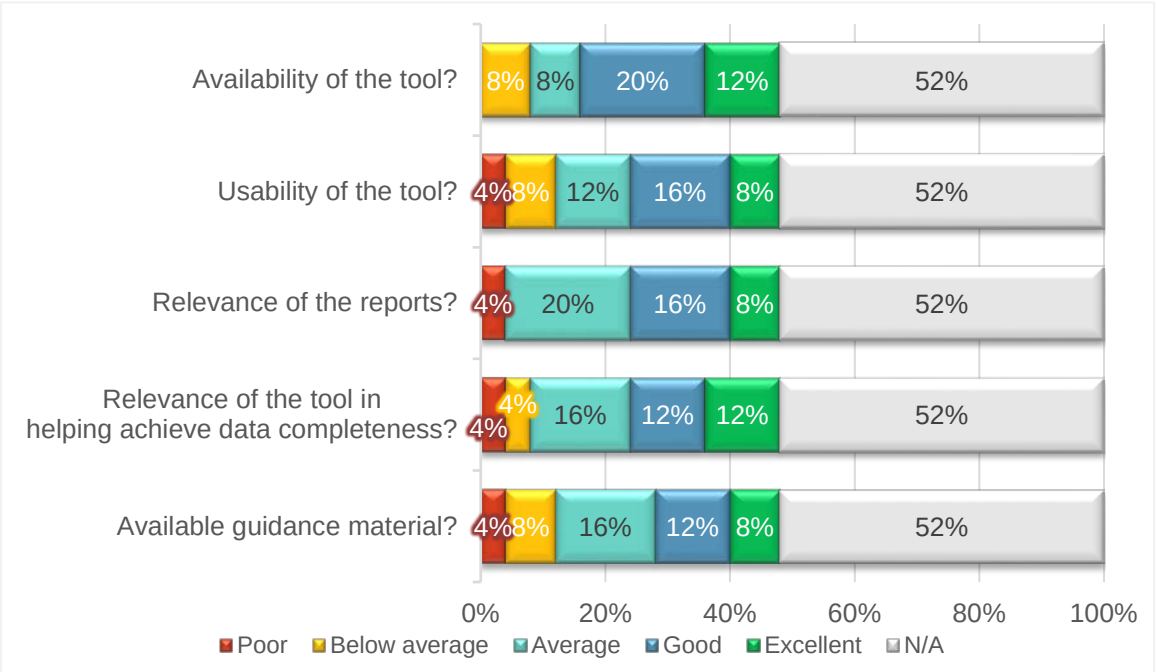
Responses (Continued)
Not heard too much about it
We intend to use it in the future.
It is not easily accessible for us. It should be also integrated into the SDO tool, otherwise it is useless.

Q16: With regards to the SDC Tool, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Availability of the tool?	0% 0	8% 2	8% 2	20% 5	12% 3	52% 13	25	3,75
Usability of the tool?	4% 1	8% 2	12% 3	16% 4	8% 2	52% 13	25	3,33
Relevance of the reports?	4% 1	0% 0	20% 5	16% 4	8% 2	52% 13	25	3,5
Relevance of the tool in helping achieve data completeness?	4% 1	4% 1	16% 4	12% 3	12% 3	52% 13	25	3,5
Available guidance material?	4% 1	8% 2	16% 4	12% 3	8% 2	52% 13	25	3,25

Graphical Representation



Satisfaction Score

Questions	Weighted Average	Satisfaction Score
Availability of the tool?	3,75	75%
Usability of the tool?	3,33	67%
Relevance of the reports?	3,5	70%
Relevance of the tool in helping achieve data completeness?	3,5	70%
Available guidance material?	3,25	65%

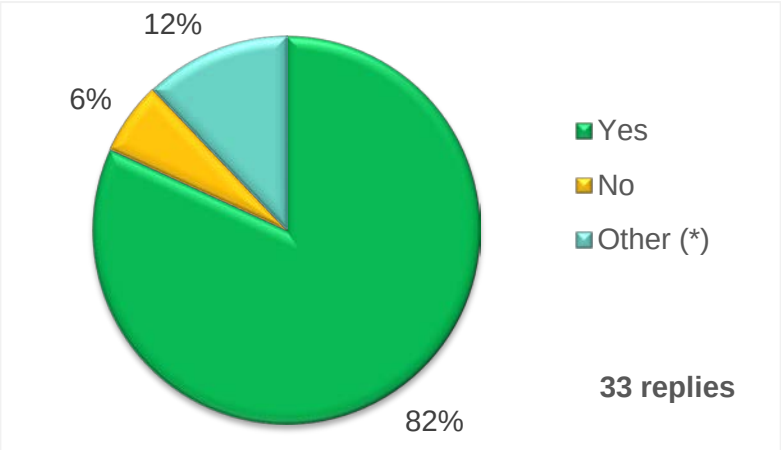
Q17: Please add any further suggestions or feedback you might have regarding the current SDC Tool.

Received feedback
-

8.1.4 SDO – SDD Transition

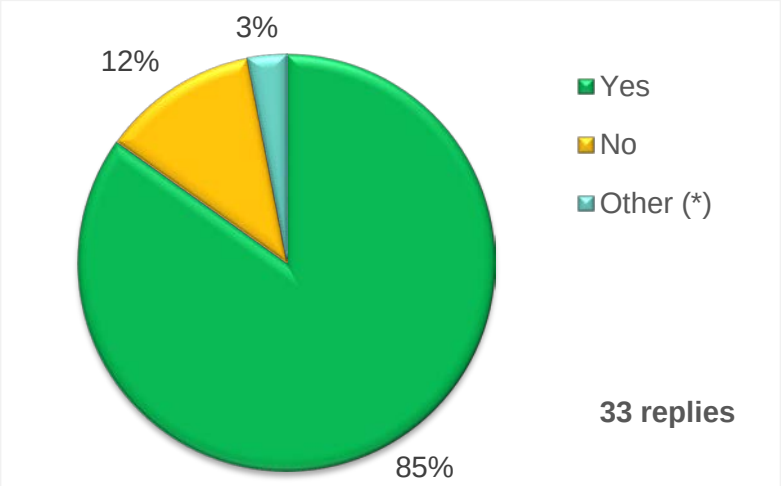
For the SDO-SDD transition, the 2019 survey was used to get a better understanding of the Data Provider intentions related to this transition as well as the possible support they may require during the transition.

Q18. Does your organisation intend to transition from SDO to SDD?



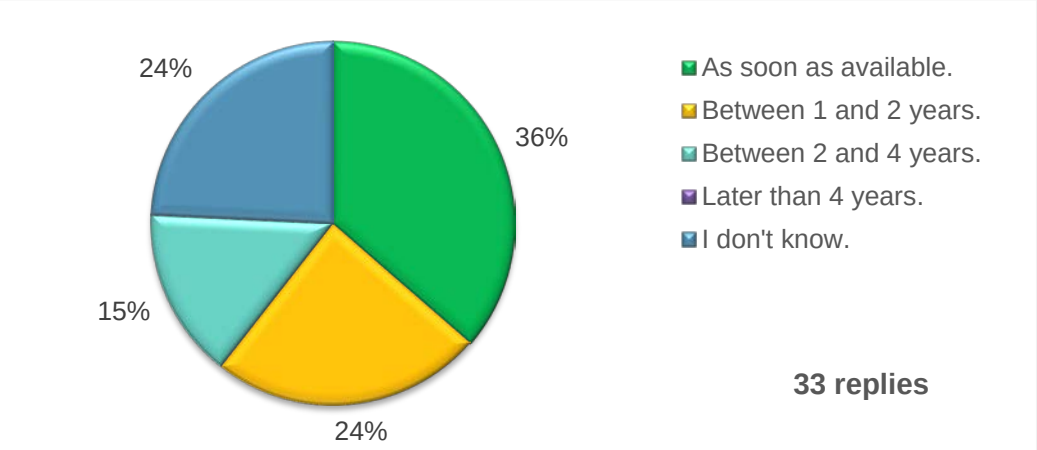
(*) Other
Do not know.
Unsure. My organization has not yet specified what our next-generation software/database solution will be.
Unknown
Not aware of Company policy with this.

Q19: Will you be involved in the SDO to SDD transition?

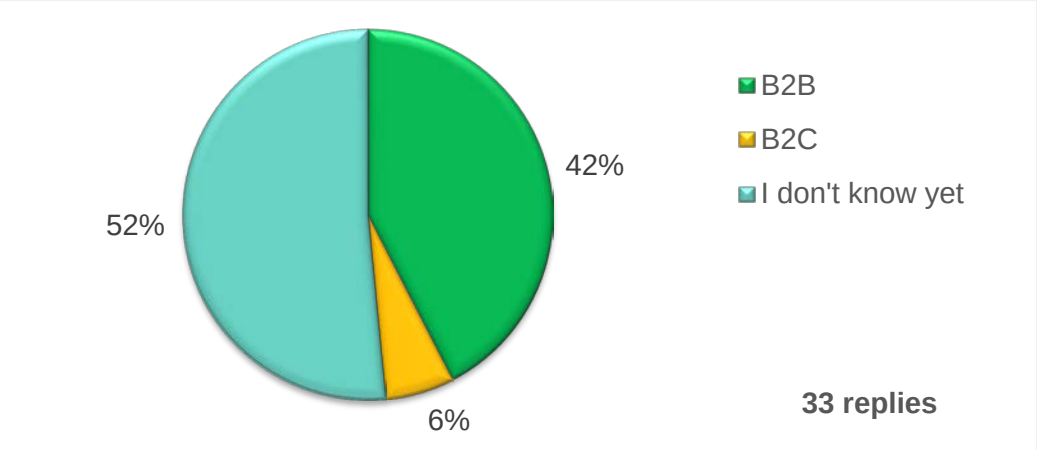


(*) Other
Unknown.

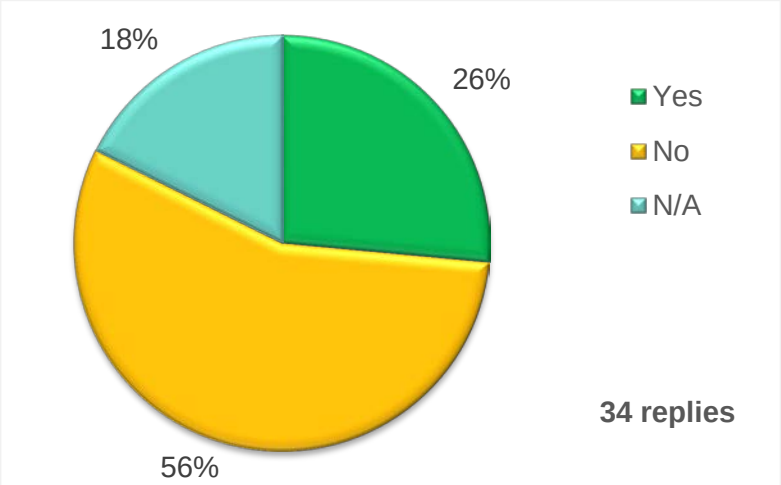
Q20: Once available, in what timeframe do you anticipate to start the transition?



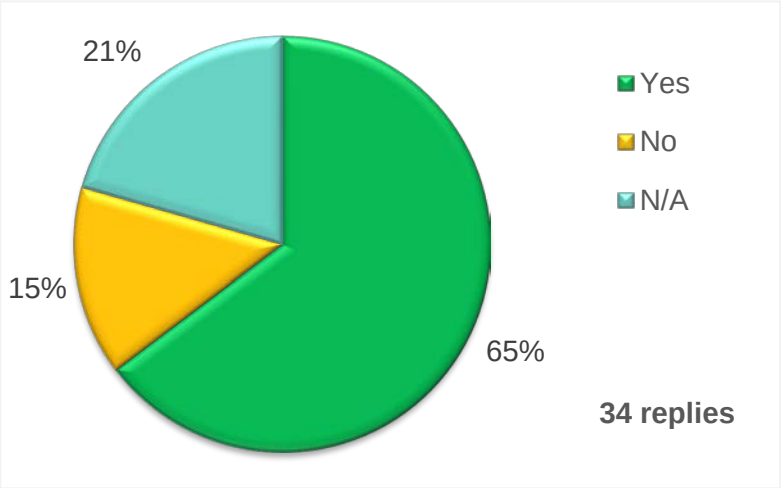
Q21: What type of connection do you anticipate to use for the transition?



Q22: Are you familiar with the initial transition process document that is currently available in the EAD OneSky Teams?



Q23: Would you need more information or support in order to initiate the transition process?



Q24: Please provide more details on the information or support you would require in the context of the SDD transition.

Received inputs
It can be discussed once the tests with designated ANSPs are concluded
The timeframe of the transition process depends on the implementation of our new AIM System that ensures providing data in AIXM 5.1 format.
List of known issues to be dealt with, and strategies to solve them.
May be useful once we decide to start the transition.
We are already in the early stages of the transition process. We've recieved initial feedback on our AIXM 5.1 dataset and we are in dialogue with Mr. Razvan Guleac concerning the process moving forward.
-
EAD is currently preparing documentation on migration to SDD. This is a prerequisite before starting any further migration discussions.
As it is possible to migrate for one country at once, it would be helpful to see the list, or the timelines for countries in order to better prepare for the transition. Overall, the transition document is clear, and helpful.
Currently SDD transition is not a topical issue for us since we do not have a system that is capable to handle AIXM 5.1 data. Once we have the system (2020) any support / help would be appreciated.
I would prefer to have a document with a kind of workflow and detailed instructions for the entire process.
We would like to see a working solution to be able to export and import new AIXM 5.1 data into any software without any transforming problems. A demo or probe function would also be appreciated, with our current AIXM 4.5 data transformed into AIXM 5.1. How could we browse, manage, update/import/export our data in the SDD? The blurry future is not so encouraging for us to transfer to AIXM 5.1.

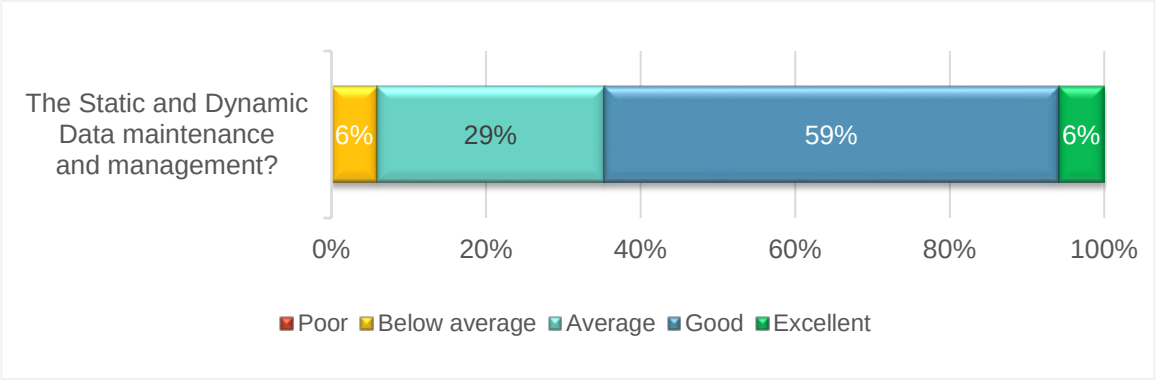
8.1.5 Overall - Static and Dynamic Data maintenance and management

Q25: Taking into consideration all aspects of the related applications and services, how would you overall rate:

Raw Data

	Poor	Below average	Average	Good	Excellent	Total	Weighted Average
The Static and Dynamic Data maintenance and management?	0% 0	6% 2	29% 10	59% 20	6% 2	34	3,65

Graphical Representation



Satisfaction Score

Question	Weighted Average	Satisfaction Score
The Static and Dynamic Data Maintenance and Management?	3,65	73%

Q26: Please add any comment you might overall still have on the Static and Dynamic Data Maintenance and Management, including proposals for improvement.

Received comments
ENA issues
I just chose "average" on question 25 because I had to put something in there as we have barely begun the transition planning/process so I dont have enough data to comment on "all aspects" of SDD maintenance and management.
-

Received comments (continued)
We need On Demand slots every amendment, because we need the commitment of the data earlier than the default slots. Time over time, Helpdesk ask us to use the default slots, and you have to explain again why you need on-demand slots. The PERM NOTAM process is also very time and effort consuming, not equal to the benefit of the process.
Cross-border data changes should always initiate a coordination by EAD with the neighbouring state's coordinators/data providers to discuss and clarify pending / not known challanges regarding an update (see SEENFRA SPA updates between Slovakia/Hungary, and Slovakia/Romania).

Initial observations – Static and Dynamic Data Maintenance and management

Static Data Operations form the core of the EAD and an overall satisfaction score of 73% requires an in-depth analysis of the raised issues. In general, the perception is ok, but some areas do influence the overall perception in a negative manner.

SDO DP

The user interface of both SDO DP and the Graphical Validation tool seem no longer appreciated and may require an overall modernisation in order to increase the perception score. A decent level of comments have been provided to further quantify the scorings.

SIGMA

Having more examples available in SIGMA could contribute to improving the clarity of the content and to increasing the Data Provider perception further.

SDC

Lack of awareness could be at the source of the low scores received for the SDC Tool. Less than 50% of the participants replied to the questions but no comments were provided.

SDO – SDD transition

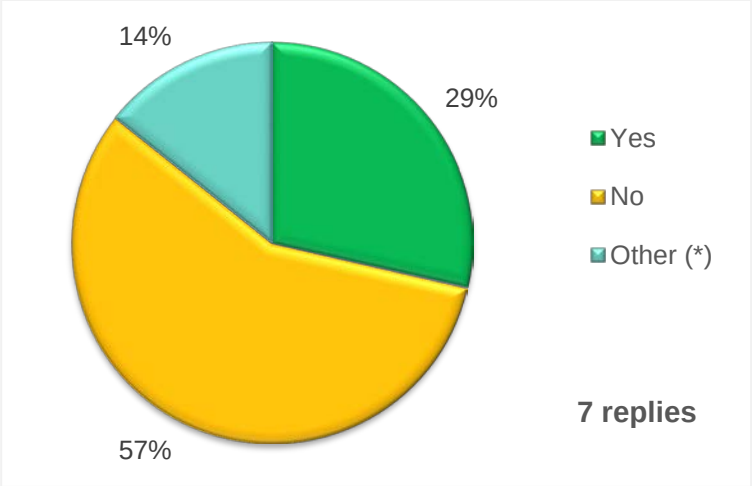
Valuable inputs have been provided with regards to SDO to SDD transition, giving a good feeling for what is to expect in relation to the upcoming transition.

8.2 Workflow Management

The Workflow Management part of the survey seeks to get an understanding of the usage and how its users perceive the Workflow Management tool.

8.2.1 General WFM questions

Q27: Are you using the Workflow Management Tool (WFM)?



(*) Other
We will start using it in operation from 23 May 2019. At the moment we are using it just to explore all the features.

Q28: In case you are not using the WFM, please explain why not.

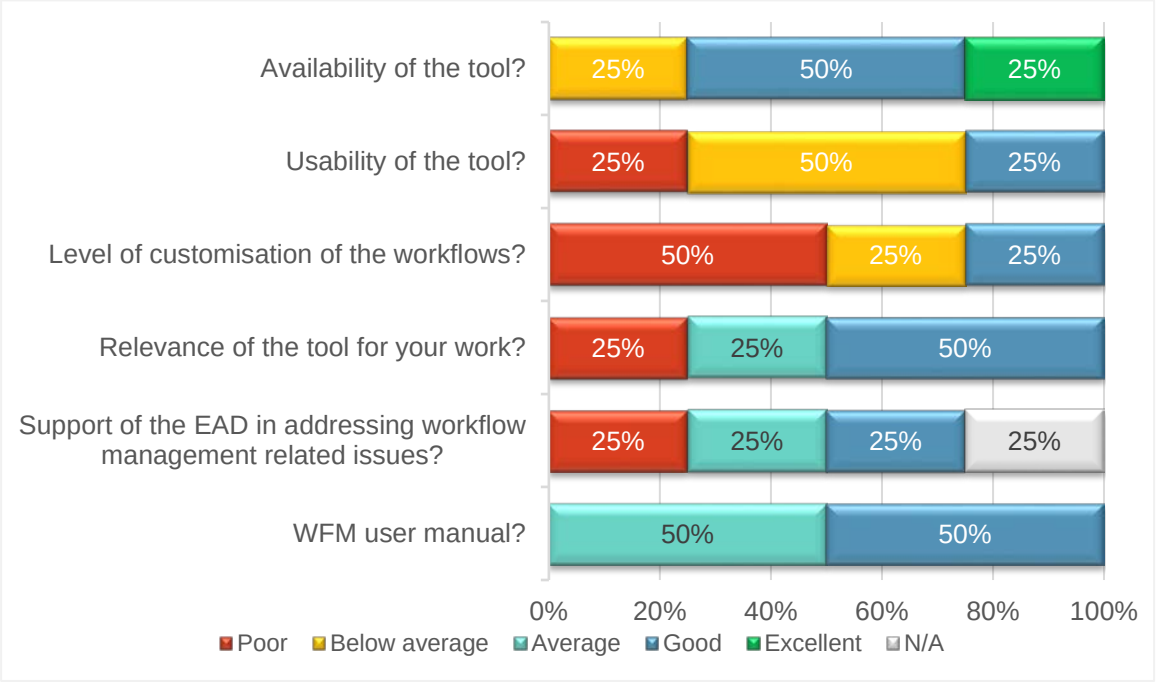
Responses
NAV Portugal was a pioneer in the use of WFM, however we stop to use it because it was impossible to customize it to our business rules and there are many bugs within this application.
We are preparing our internal procedures and the agreements with authorized sources and after that the WFM Tool will be fully operational.
We use IDS' PLX

Q29: With regards to the WFM, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Availability of the tool?	0% 0	25% 1	0% 0	50% 2	25% 1	0% 0	4	3,75
Usability of the tool?	25% 1	50% 2	0% 0	25% 1	0% 0	0% 0	4	2,25
Level of customisation of the workflows?	50% 2	25% 1	0% 0	25% 1	0% 0	0% 0	4	2
Relevance of the tool for your work?	25% 1	0% 0	25% 1	50% 2	0% 0	0% 0	4	3
Support of the EAD in addressing workflow management related issues?	25% 1	0% 0	25% 1	25% 1	0% 0	25% 1	4	2,67
WFM user manual?	0% 0	0% 0	50% 2	50% 2	0% 0	0% 0	4	3,5

Graphical Representation



Satisfaction Score

Questions	Weighted Average	Satisfaction Score
Availability of the tool?	3,75	75%
Usability of the tool?	2,25	45%
Level of customisation of the workflows?	2	40%
Relevance of the tool for your work?	3	60%
Support of the EAD in addressing workflow management related issues?	2,67	53%
WFM user manual?	3,5	70%

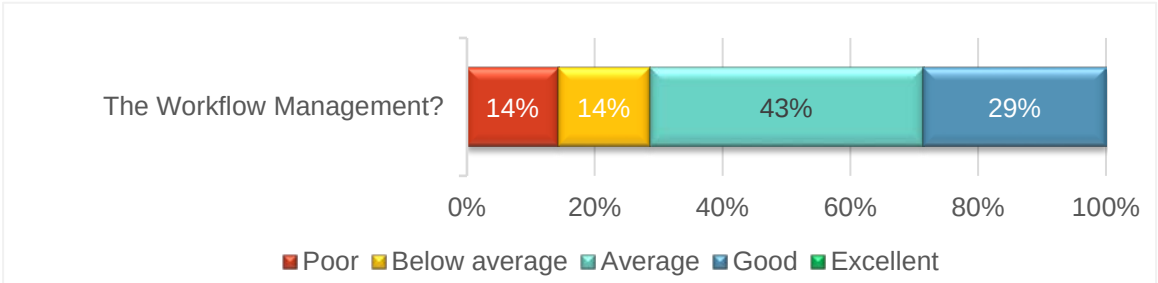
8.2.2 Overall – Workflow Management

Q30: Taking into consideration all aspects of the related applications and services, how would you overall rate:

Raw Data

	Poor	Below average	Average	Good	Excellent	Total	Weighted Average
The Workflow Management?	14% 1	14% 1	43% 3	29% 2	0% 0	7	2,86

Graphical Representation



Satisfaction Score

Question	Weighted Average	Satisfaction Score
The Workflow Management?	2,86	57%

Q31: Please add any comment you might overall still have on the Workflow Management, including proposals for improvement.

Received comments
There is no connection between processes. Processes should be interrelated.
It is very difficult to adapt to existing processes. It is very difficult for users to follow (monitor) their processes. Cannot continue completed processes. Like example i think you should use completed data origination process to initiate new Notam proposal process. Data originator can not "send" information for couple users. In our case is to much steps in data origination and other processes. And user should have to much roles. Later i can say more examples if you want. If its possible we want with your help to adapt WFM to our needs because now this tool functionality is unusable.
I do not pretend to know the program in depth. I see the WFM Tool as a very powerful tool in our activities. In my opinion, as far as I know it, it needs to be further improved. The processes are not linked to each other. For example the data origination process is not linked to the Publication process logically. I would prefer the workflow for each process to be linked from origination to publication somehow in order to be easy to trace the entire process from origination to publication. Maybe this might be done using a unique key attribute inherited within the entire process from origination to publication and when someone wants to trace the process starting from the publication number it would be very easy to do so. Another nice to have feature would be the input forms. The originator shall have structured forms to fill-in when performing data upload instead of files. Also the WFM Tool shall be integrated with some kind of graphical tool to help AIS staff to visually verify the data loaded by the originators, for example obstacle data features, etc. Another nice to have feature would be the direct injection of the supplied data into the database after they pass the validation and verification process from AIS without the need for manual interventions like copy and paste from AIS operators.

Initial observations – Workflow Management

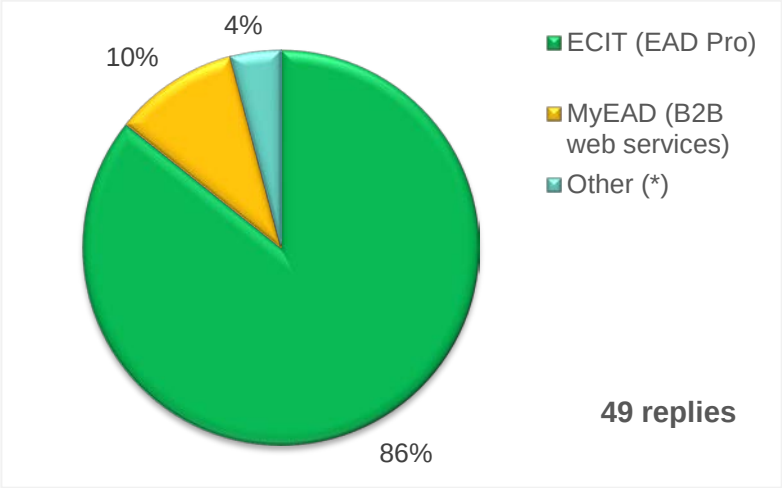
With a satisfaction score of 57%, the Workflow Management Tool is a cause of concern. As the tool was fairly recently introduced, there should be ample of opportunity to further develop it and improve its perception. Some valuable comments, related to the issues the Data Providers are having with the tool, have been provided.

8.3 International NOTAM Operations

The INO Data Provider part of the survey seeks to get an understanding on how Data Providers are connecting to the application, and their perception related to the usage and the functionalities of INO DP. As Data Providers can also use the INO Data User (INO DU) application, a part of this section also covers the Data Provider perception of INO DU.

8.3.1 INO DP

Q32: How do you connect to INO DP?



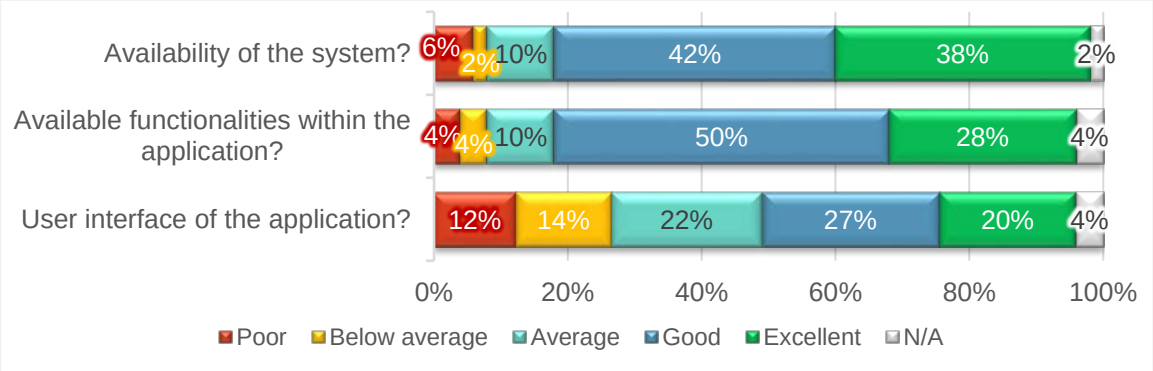
(*) Other
Workstation with EAD installed
Frequentis Comsoft CADAS IMS via ESI

Q33: With regards to the usage of INO DP, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Availability of the system?	6% 3	2% 1	10% 5	42% 21	38% 19	2% 1	50	4,06
Available functionalities within the application?	4% 2	4% 2	10% 5	50% 25	28% 14	4% 2	50	3,98
User interface of the application?	12% 6	14% 7	22% 11	27% 13	20% 10	4% 2	49	3,3

Graphical Representation



Satisfaction Score

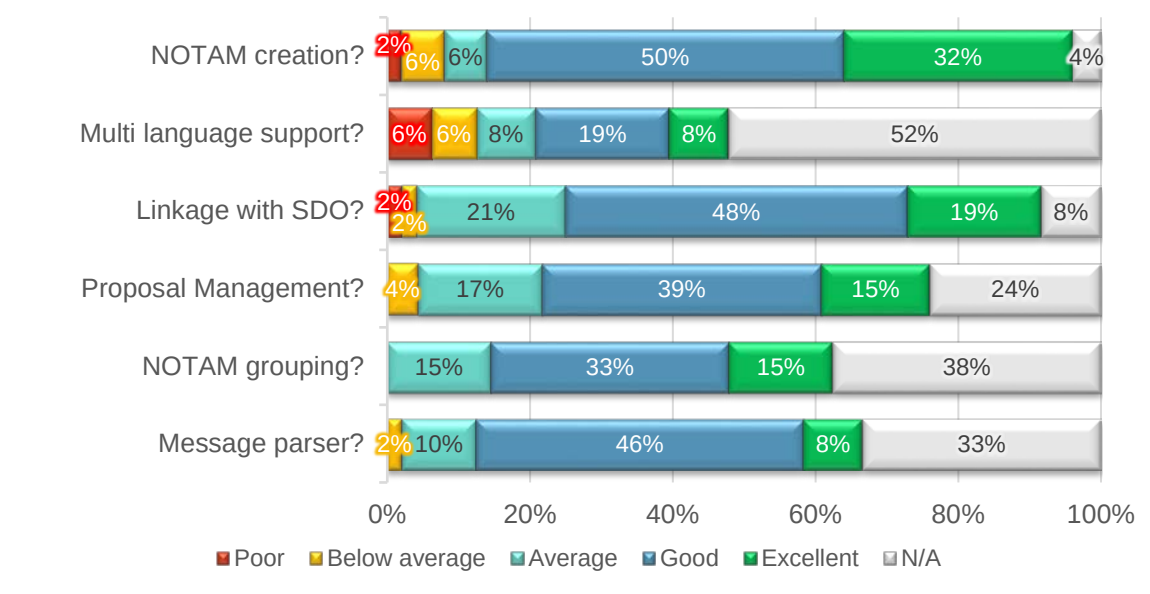
Questions	Weighted Average	Satisfaction Score
Availability of the system?	4,06	81%
Available functionalities within the application?	3,98	80%
User interface of the application?	3,3	66%

Q34: With regards to the functionalities of INO DP, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
NOTAM creation?	2% 1	6% 3	6% 3	50% 25	32% 16	4% 2	50	4,08
Multi language support?	6% 3	6% 3	8% 4	19% 9	8% 4	52% 25	48	3,35
Linkage with SDO?	2% 1	2% 1	21% 10	48% 23	19% 9	8% 4	48	3,86
Proposal Management?	0% 0	4% 2	17% 8	39% 18	15% 7	24% 11	46	3,86
NOTAM grouping?	0% 0	0% 0	15% 7	33% 16	15% 7	38% 18	48	4
Message parser?	0% 0	2% 1	10% 5	46% 22	8% 4	33% 16	48	3,91

Graphical Representation



Satisfaction Score

Questions	Weighted Average	Satisfaction Score
NOTAM creation?	4,08	82%
Multi language support?	3,35	67%
Linkage with SDO?	3,86	77%
Proposal Management?	3,86	77%
NOTAM grouping?	4	80%
Message parser?	3,91	78%

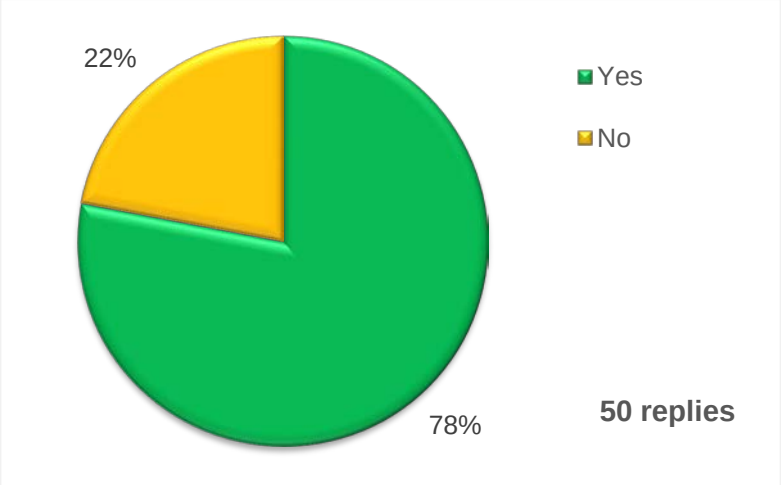
Q35: Please add any further suggestions or feedback you might have regarding the current INO DP application and service.

Received Comments
you should be able to work with more Windows parallel.
The font size and the size and visibility of the symbols in the ino application must be improved. If a notam is replaced, the information in the remark field should be retained (name, telephone number etc.). The availability and stability of the system must be increased.
PERFORMANCE PROBLEMS, NOTAM NOT COMPLIANT WITH THE PROPOSAL.
-the Q-code retrieval function is very poor and confusing, as well as the selection of AD / OAD from the list of values in Item A. -manually typed coordinates are overwritten without warning when filled in before filling Item A. -the font size in all applications is much too small, especially the important unprocessed queue.
The use of INO DP is not intuitive and the interface should be in a window environment.
Due to the user interface the application is uncomfortable to work with. I think an improved HMI with better linkage possibilities would make it a lot better
I have noticed that when I replace Notam not from the existing Notam and selectiing Replace, but instead choose the option new Notam and then choose Replace, the system offers me still valid notams, which are possible to be raplaced. So far so good. But then, when I choose the notam, the linkage is not incorporated in new notam. So one have to be very careful not to make mistake. The same happens with notams to cancell. If it is cancelled the way described above, the linkage is not visible in cancelled notam. But, this is not he problem, I just mention.
Airports should be connected to NOTAM series e.g. ESSA to A, ESKV to D i.e. to minimize NOTAMs in wrong series. When sending NOTAM you should be able to send to email, today you have to redistribute. The information in Remark should transfer to the new NOTAM when NOTAMN based on an old one and when NOTAMC and NOTAMR. That would simplify traceability to the source of the original NOTAM.
My friends and me wants more course and education about NOTAM
Procedure to print a published NOTAM too long. System response too long between actions. Impossible to open several windows in the same time.

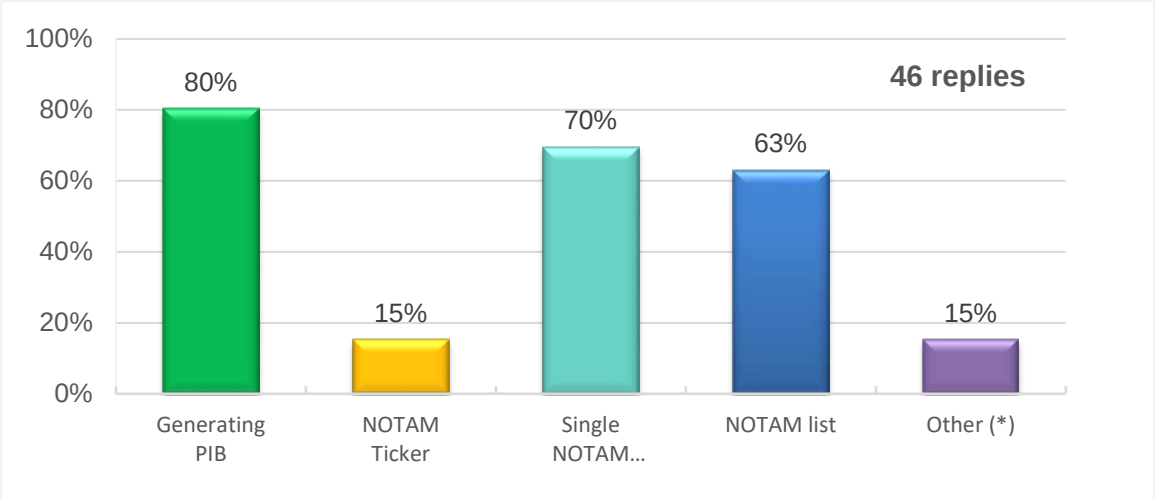
Received Comments (Continued)
The fact that you need Java version 8 update 25 is very inconvenient, because computers in our network system are updated by admins. Therefore, we often cannot use the system and we have to submit NOTAMs to the Dutch NOTAM office in the conventional way.
The people at the FSC are very helpfull but the system to make NOTAM's is working so maladroit. There are problems with JAVA and there are a lot of screens that have to be opened. I don't know ho designd this system but it is not userfriendly at all.
1) Working Window of INO and DU application is too small. It is not state of the art anymore. It should be possible to scale the size of the Working Window including size of all items up to Windows size. 2) Multi window opperation is highly needed to work and open i.e. zwo Windows of same Content simultaneously.
Please be aware that there is problem if you want to make a link with exc. aerodrome VOR/DME . This is not enroute facility but we have, by default, scope AE. Thats why we have to make changes on linked data. It would be nice if it is AD NAV facility it has to be scope A only .
-
I would like to work on more page at same time for use the database to research data to process applications.
N/A ticked because feedback for these parts will be provided by the operational organization of Austro Control.
Whenever opening INO DP there's always a second EMPTY window (titled INO Application view) opening at the same time as the one for INO: International NOTAM Operations. We cannot close it because if we do INO windows will close as well. Very annoying and useless.
Waiting for numerous improvements and a modern tool if possible...
INO DP lacks a good geographical tool for evaluation, verification and validation.□INO DP lacks the possibility to access operational internet websites (CSO managed).

8.3.2 INO DU

Q36: In the context of your daily work, do you use the INO DU application?

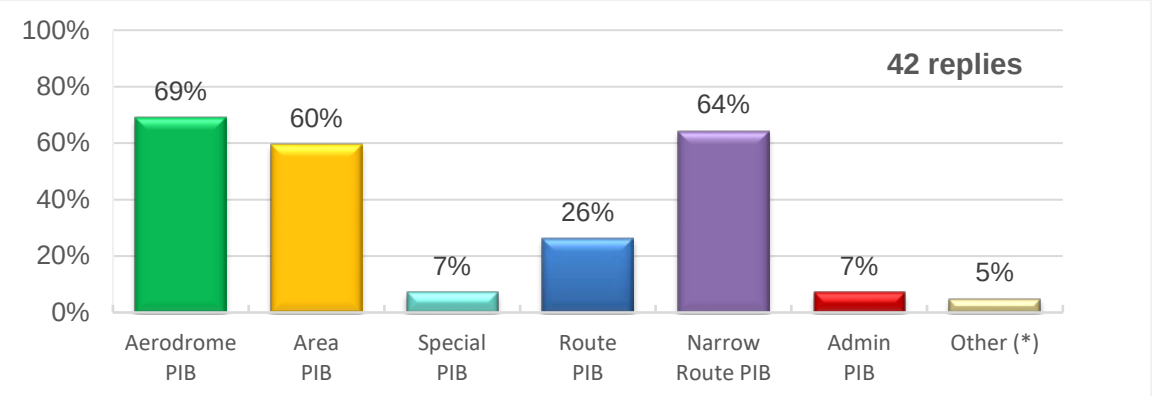


Q37: Which of the functions do you usually use then?
(multiple selection possible)



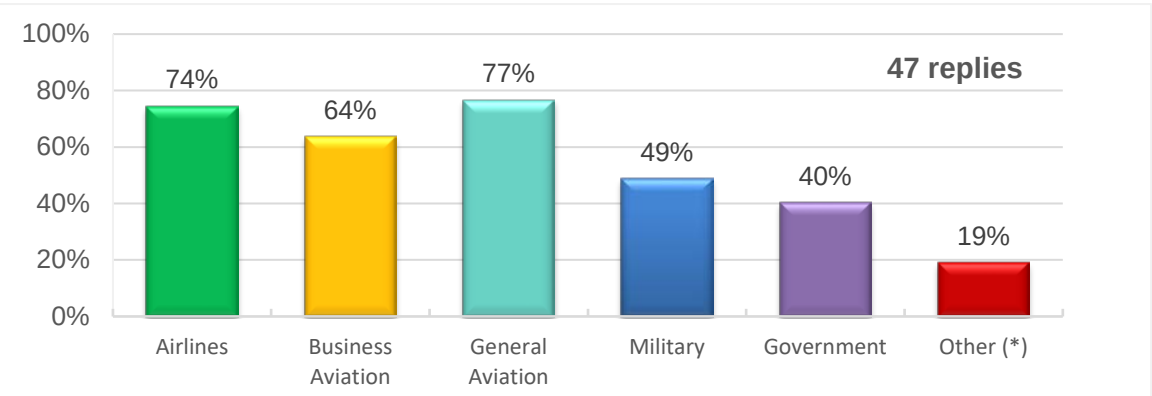
(*) Other
NOTAM SUBSCRIPTION & DISTRIBUTION LISTS MANAGEMENT
filing FPL and FUM
Scheduled PIBs and foremost flightplanning
only as a backup for our main PIB system
PIB's Report history, Notam List, Profile Schedule Management, Client / Address Mgmt, SDO-Reporting, Flightplan
Aerodromes names (via SNR), but not very often...
Briefing Facility and SDO DU.

Q38: When generating PIB, what type of PIB do you usually generate?
(multiple selection possible)



(*) Other
Aro unit is responsible for generating PIBs.
Our Internet bulletin product is based on the EAD Area PIBs.

Q39: What type of clients do you serve?
(multiple selection possible)



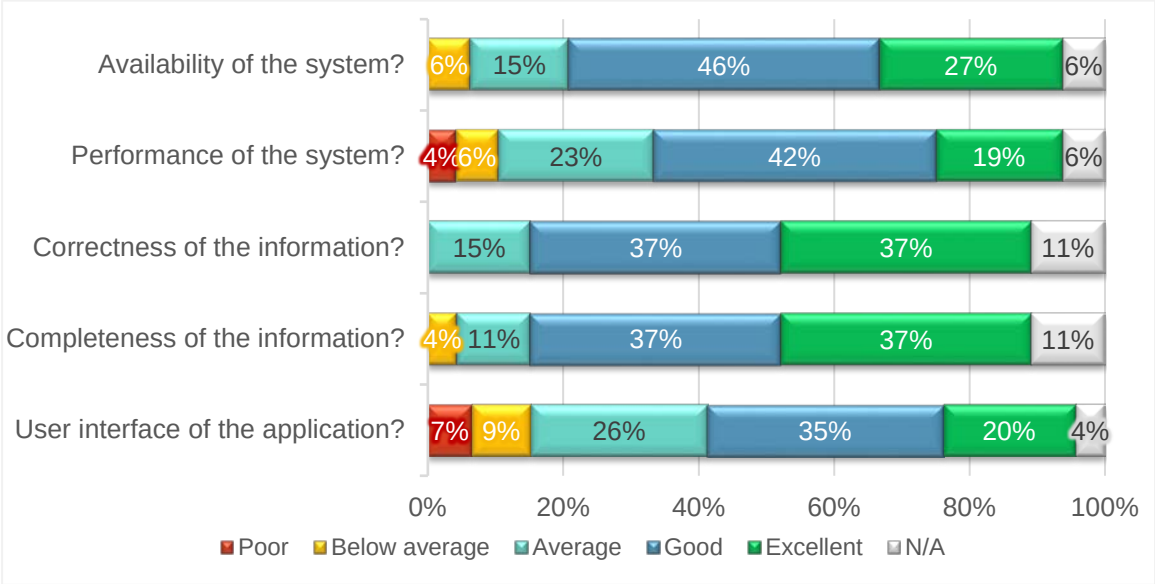
(*) Other
ATC
ATC and ACC
Air traffic contollers
In our NOTAM Office we area not serving PIB,aerodromes serve PIB.
Aeronautical Authorities, Police
internal users
Internally in the house. So admin PIBs
Everyday, air controller to generate general PIB covering any aerodrome and our FIR sector NOTAM on 24 hours. Sometimes PIB are generated on demand for pilot (private, airlines, military..)
Generated PIB are for ARO briefing purposes

Q40: With regards to the usage of INO DU, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Availability of the system?	0% 0	6% 3	15% 7	46% 22	27% 13	6% 3	48	4
Performance of the system?	4% 2	6% 3	23% 11	42% 20	19% 9	6% 3	48	3,69
Correctness of the information?	0% 0	0% 0	15% 7	37% 17	37% 17	11% 5	46	4,24
Completeness of the information?	0% 0	4% 2	11% 5	37% 17	37% 17	11% 5	46	4,2
User interface of the application?	7% 3	9% 4	26% 12	35% 16	20% 9	4% 2	46	3,55

Graphical Representation



Satisfaction Score

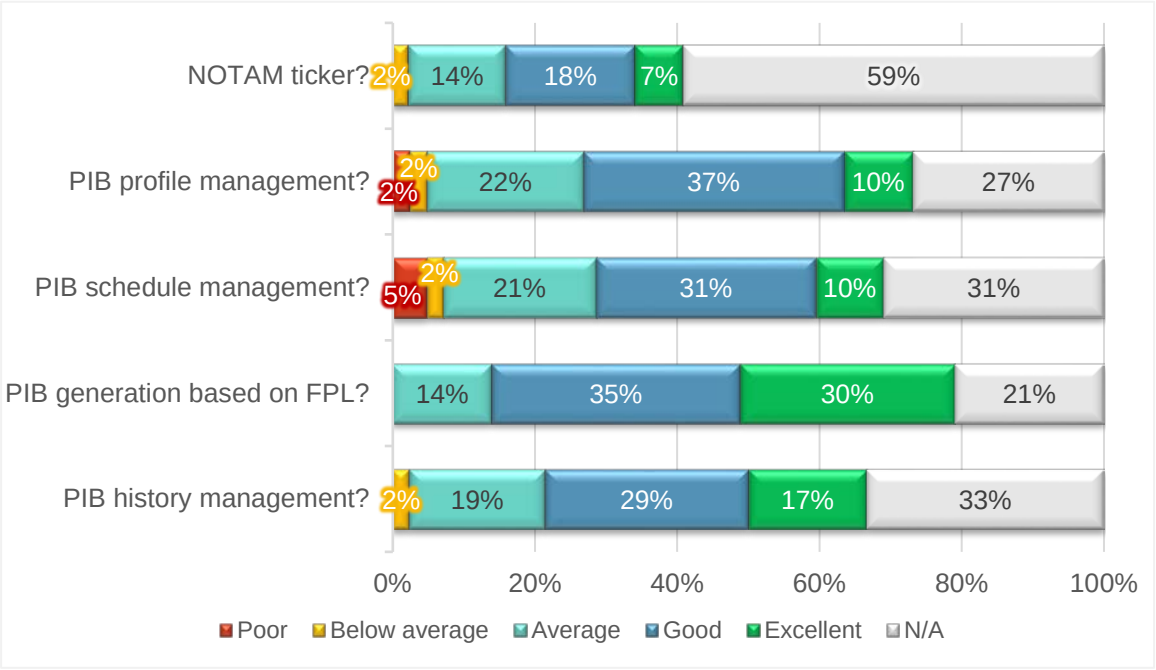
Questions	Weighted Average	Satisfaction Score
Availability of the system?	4	80%
Performance of the system?	3,69	74%
Correctness of the information?	4,24	85%
Completeness of the information?	4,2	84%
User interface of the application?	3,55	71%

Q41: With regards to the INO DU functionalities, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
NOTAM ticker?	0% 0	2% 1	14% 6	18% 8	7% 3	59% 26	44	3,72
PIB profile management?	2% 1	2% 1	22% 9	37% 15	10% 4	27% 11	41	3,67
PIB schedule management?	5% 2	2% 1	21% 9	31% 13	10% 4	31% 13	42	3,55
PIB generation based on FPL?	0% 0	0% 0	14% 6	35% 15	30% 13	21% 9	43	4,21
PIB history management?	0% 0	2% 1	19% 8	29% 12	17% 7	33% 14	42	3,89

Graphical Representation



Satisfaction Score

Questions	Weighted Average	Satisfaction Score
NOTAM ticker?	3,72	74%
PIB profile management?	3,67	73%
PIB schedule management?	3,55	71%
PIB generation based on FPL?	4,21	84%
PIB history management?	3,89	78%

Q42: Please add any further suggestions or feedback you might have regarding the current INO DU application and service.

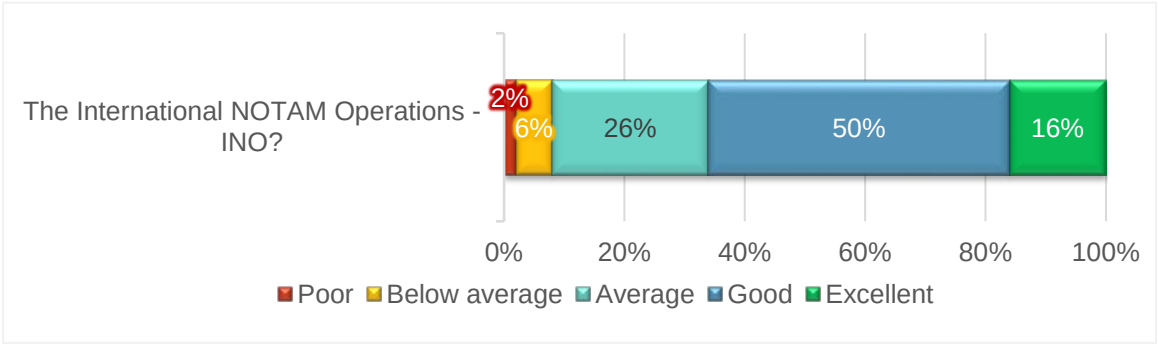
Received Comments
The availability and stability of the system must be increased.too many mouse clicks are required to create or send an NRB.
Far too many clicks necessary for simple operations like forwarding a DEP Message or sending a PIB. Selecting an addressee from the address book is very cumbersome.
Correctnes and completeness of the information is hard to check, when you have not reference. Again improving the HMI, performance, less unnecessary pop-up windows with confirmations… improving (shortening) processes for flightplanning
It is not possible to delete information (some NOTAMs) that is deemed not necessary in generated PIB.
As already wrote: Highly Needed is the ability to scale the size of the Working Window up to Screen Size including all shown items. Multi window operation (as usual in Windows)
Recently there seems to be an hindrance on Narrow Route PIB generation : when SDO checking prior to NR PIB generation, the system rejects route segments on FPL approved by IFPS indicating asymmetry on info.
INO DU fonctionnalities are use to generate PIB. As a french organisation, we most of the time use our french website application which is free and I think better because for example faster to select aerodromes. In the other hand, we sometime use EAD basic when french website has troubles (access or updating), we use the free version but for our daily needs it's longer to generate a PIB
On Flight List, PIB shows as "ticked" even when a PIB has not been distributed, ie, if one created a PIB but for some reason did not send it, a flight should not show a ticked PIB status or, alternatively, there should be another column stating the distribution status.
INO DU lacks the possibility to access operational internet websites (CSO managed). INO DU lacks the possibility to create profiles/schedulling also for SDO Reports, SNR. PIB is not enough.

Q43: Taking into consideration all aspects of the related applications and services, how would you overall rate:

Raw Data

	Poor	Below average	Average	Good	Excellent	Total	Weighted Average
The International NOTAM Operations - INO?	2% 1	6% 3	26% 13	50% 25	16% 8	50	3,72

Graphical Representation



Satisfaction Score

Questions	Weighted Average	Satisfaction Score
The International NOTAM Operations - INO?	3,72	74%

Q44. Please add any comment you might overall still have on the International NOTAM Operations – INO, including proposals for improvement.

Received Comments
INO GR requires improvements
My friends and me wants more course and education about NOTAM and we want be working inside of NOTAM codes NOTAM Selection Criteria
Lot of possibilities. May be too much. System unreliable, too slow, with lots of bugs. It takes ages for a correction of bug and some are never corrected. No multi selection? ctrl+a, ctrl+c..... Never heard about those command available in all softwares?
Needs refresher trainings to become updated with EAD INO systems updates.
If PIB are not delivered don't have a ticked status on that column on FPL List.
Many system improvements should lead to a performant and user friendly tool... Anyway, tks for quick reaction to EAD Tickets... Best regards.
See EHD-338612.

Initial observations – INO

With 47% of the respondents having taken this part of the survey, INO remains the most widely used EAD subsystem.

With satisfaction scorings varying between 74% and 84%, the general perception of INO is ok. In contrast with this, the ageing User Interfaces start to be a concern with 66% for INO DP and 71% for INO DU. This, together with some other identified issues, may have lead to an overall score of only 74%

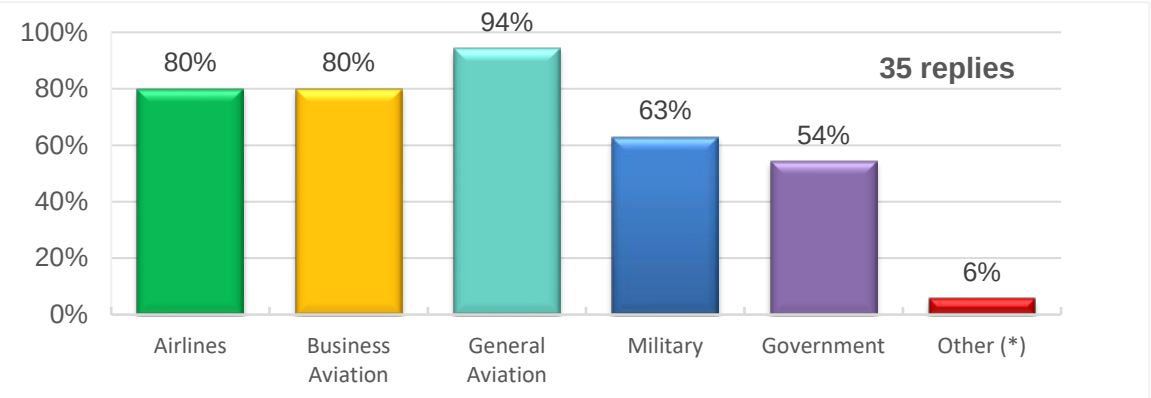
In any case, a significant number of improvement suggestions have been formulated in the comments, providing additional understanding for interpreting the individual results.

8.4 ARO Briefing Facilities (BF)

The BF part of the survey seeks to get an understanding on what clients the ATS Reporting Offices (ARO) are serving and their perception related to the usage and the functionalities of the ARO BF.

8.4.1 General ARO BF questions

Q45: What type of clients do you serve?
(multiple selection possible)



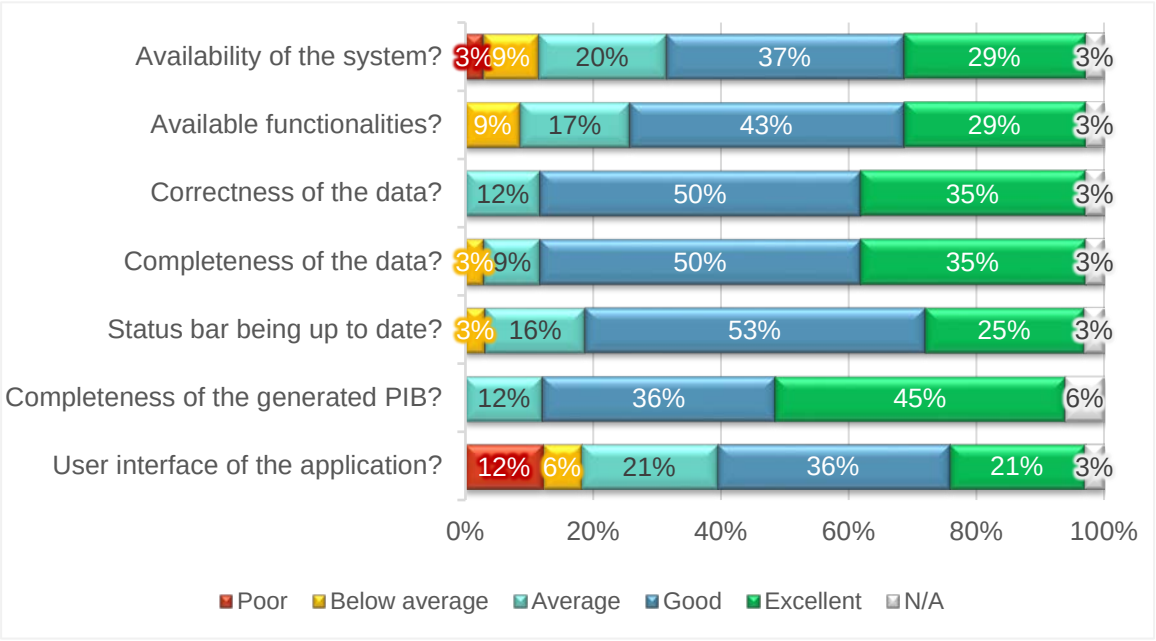
(*) Other
Every client who use the airspace
VFR instruction flight Schools

Q46: With regards to the usage of the BF, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Availability of the system?	3% 1	9% 3	20% 7	37% 13	29% 10	3% 1	35	3,82
Available functionalities?	0% 0	9% 3	17% 6	43% 15	29% 10	3% 1	35	3,94
Correctness of the data?	0% 0	0% 0	12% 4	50% 17	35% 12	3% 1	34	4,24
Completeness of the data?	0% 0	3% 1	9% 3	50% 17	35% 12	3% 1	34	4,21
Status bar being up to date?	0% 0	3% 1	16% 5	53% 17	25% 8	3% 1	32	4,03
Completeness of the generated PIB?	0% 0	0% 0	12% 4	36% 12	45% 15	6% 2	33	4,35
User interface of the application?	12% 4	6% 2	21% 7	36% 12	21% 7	3% 1	33	3,5

Graphical Representation



Satisfaction Score

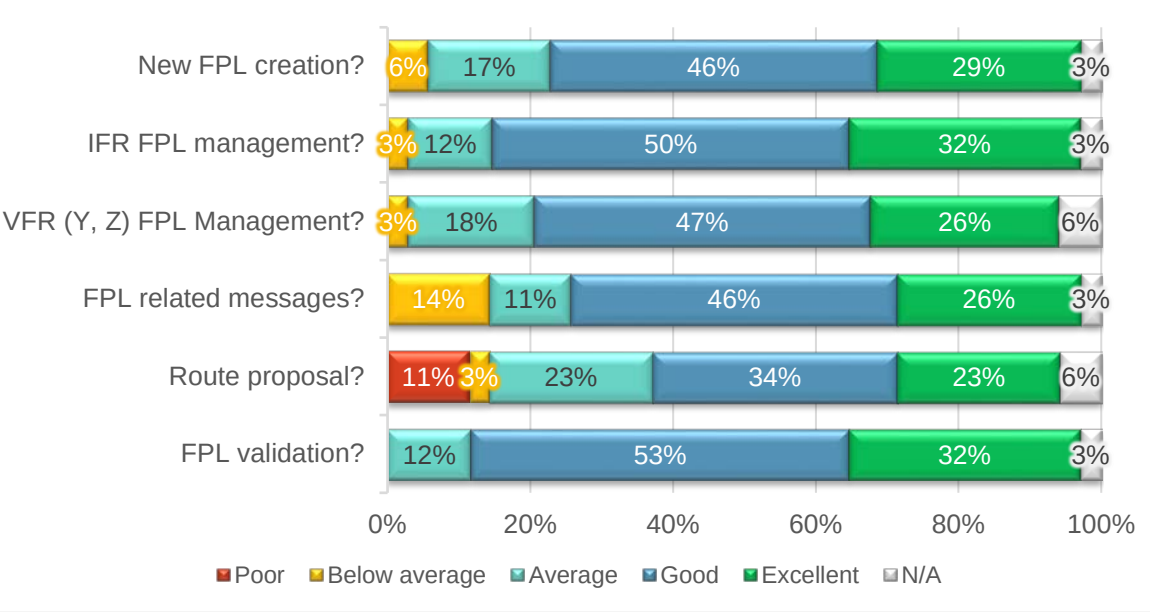
Questions	Weighted Average	Satisfaction Score
Availability of the system?	3,82	76%
Available functionalities?	3,94	79%
Correctness of the data?	4,24	85%
Completeness of the data?	4,21	84%
Status bar being up to date?	4,03	81%
Completeness of the generated PIB?	4,35	87%
User interface of the application?	3,5	70%

Q47: With regards to then dedicated flight plan functions of the BF, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
New FPL creation?	0% 0	6% 2	17% 6	46% 16	29% 10	3% 1	35	4
IFR FPL management?	0% 0	3% 1	12% 4	50% 17	32% 11	3% 1	34	4,15
VFR (Y, Z) FPL Management?	0% 0	3% 1	18% 6	47% 16	26% 9	6% 2	34	4,03
FPL related messages?	0% 0	14% 5	11% 4	46% 16	26% 9	3% 1	35	3,85
Route proposal?	11% 4	3% 1	23% 8	34% 12	23% 8	6% 2	35	3,58
FPL validation?	0% 0	0% 0	12% 4	53% 18	32% 11	3% 1	34	4,21

Graphical Representation



Satisfaction Score

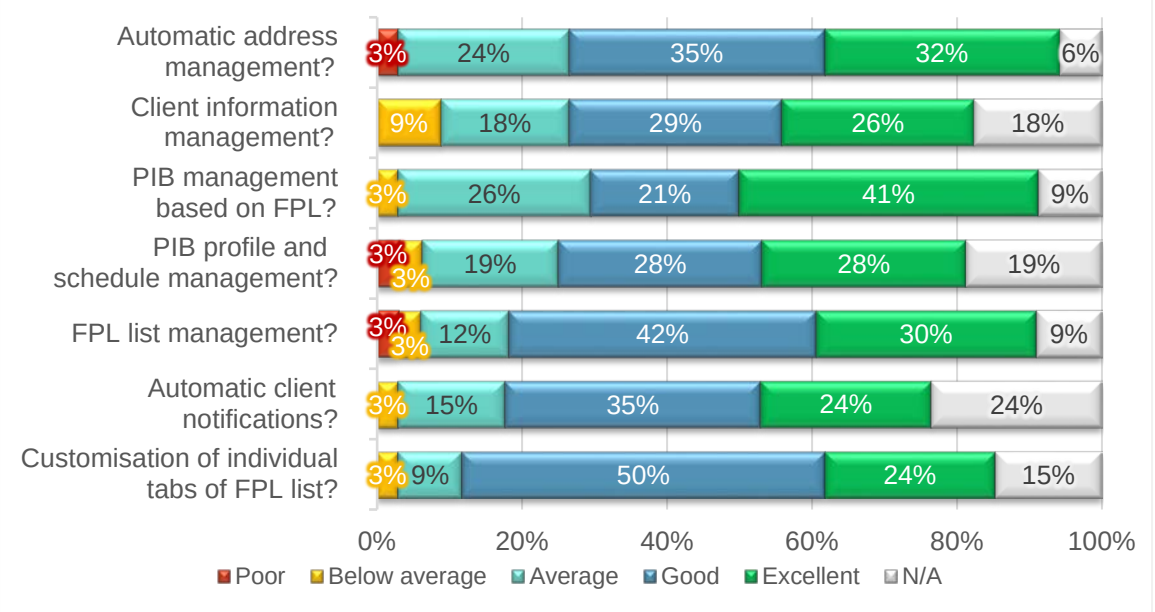
	Weighted Average	Satisfaction Score
New FPL creation?	4	80%
IFR FPL management?	4,15	83%
VFR (Y, Z) FPL Management?	4,03	81%
FPL related messages?	3,85	77%
Route proposal?	3,58	72%
FPL validation?	4,21	84%

Q48: With regards to then dedicated management functions of the BF, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Automatic address management?	3% 1	0% 0	24% 8	35% 12	32% 11	6% 2	34	4
Client information management?	0% 0	9% 3	18% 6	29% 10	26% 9	18% 6	34	3,89
PIB management based on FPL?	0% 0	3% 1	26% 9	21% 7	41% 14	9% 3	34	4,1
PIB profile and schedule management?	3% 1	3% 1	19% 6	28% 9	28% 9	19% 6	32	3,92
FPL list management?	3% 1	3% 1	12% 4	42% 14	30% 10	9% 3	33	4,03
Automatic client notifications?	0% 0	3% 1	15% 5	35% 12	24% 8	24% 8	34	4,04
Customisation of individual tabs of FPL list?	0% 0	3% 1	9% 3	50% 17	24% 8	15% 5	34	4,1

Graphical Representation



Satisfaction Score

Questions	Weighted Average	Satisfaction Score
Automatic address management?	4	80%
Client information management?	3,89	78%
PIB management based on FPL?	4,1	82%
PIB profile and schedule management?	3,92	78%
FPL list management?	4,03	81%
Automatic client notifications?	4,04	81%
Customisation of individual tabs of FPL list?	4,1	82%

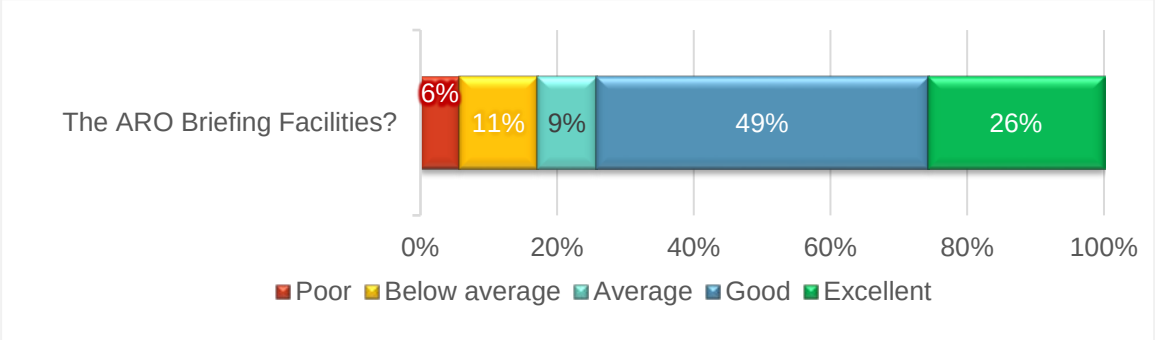
8.4.2 Overall – ARO BF

Q49: Taking into consideration all aspects of the related applications and services, how would you overall rate:

Raw Data

	Poor	Below average	Average	Good	Excellent	Total	Weighted Average
The ARO Briefing Facilities?	6% 2	11% 4	9% 3	49% 17	26% 9	35	3,77

Graphical Representation



Satisfaction Score

Question	Weighted Average	Satisfaction Score
The ARO Briefing Facilities?	3,77	75%

Q50: Please add any comment you might overall still have on the ARO Briefing Facilities, including proposals for improvement.

Received Comments
Mulit-window function must be possible. stability and availability of the System must be increased.
its hard to work with the userinterface because letters, numbers and buttons are to small. theres no option to enlarge the displayed Infos. the Performance of the software overall is bad. sometimes it takes several seconds until a simple message is processed. because of that a fluent workprogress is not possible during high traffic load. there are a lot of workarounds due to the several bugs in the system. its hard to remember all of them during high traffic load. sometimes you hit the wrong buttons due to the bad menu navigation
BF should be much more intuitive, the system should be created in a windows environment. It takes still years between the moment a change is asked and the moment the change is implemented.

Received Comments (Continued)
We would like to know if there is an automatic operational reply messages functions for the BF (ACK for FPL acceptance, MAN for manual treatment and REJ for message rejected.) In this way duplication of flight plans can be avoided and aircraft operator or flight plan originators will be informed right away. Another thing, the default of the addressing system does not give properly the address of the intended recipients which result to addition of addresses or at times deletion of addresses manually. Lastly, we would like to know whether the contingency for the AISS which was set-up in Mactan, Cebu is functioning or not since we experience some outages here in Manila which resulted in switching over to AMHS/CADAS instead of the AISS.
Too many bugs, too slow, system unreliable. No possibility to minimize a window. In 2019!!! Windows appeared in 1990... Why to re-check a fpl that is already in the system when sending a fprm and receiving an error message. How could it be injected in the system if there was an error. And how could it come from ifps with an error?
Stability of the system needs improvement. Interface not user friendly (police too small). Impossible to open several windows at the same time.
I found these questions not related for my work position, I handle FPLs which are related for overflight the Bosnian airspace, inbound and outbound flights from Bosnian airports.
The time between Releases is much too Long. Changes needed by all users take years until implementation. Even the UPP Process does not Speed up the process.
- On Flight List, PIB shows as "ticked" even when a PIB has not been distributed, ie, if one created a PIB but for some reason did not send it, a flight should not show a ticked PIB status or, alternatively, there should be another column stating the distribution status. - When creating a new FPL, there should be an additional EMAIL addressing at this state. Nowadays we have to send a new FPL first, then look for it, then choose option edit, then forward and then introducing email addresses for non AFTN clients. Same for any other subsequent message. - When receiving FPL associated messages via Internet (BFAC home briefing), we cannot edit if there are any errors, ie, we cannot make any corrections on route etc on a CHG message or similar.
See my comments for INO DU.

Initial observations – ARO BF

While most of the surveyed items for ARO BF got scored 80% or higher, the overall satisfaction rate is only 75%.

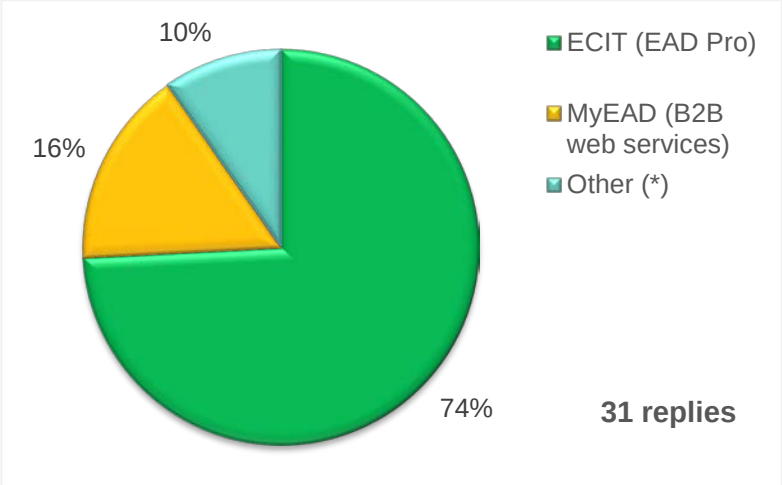
An outdated User Interface, in combination with some specific issues, seem to be cause of this. Also for ARO BF, the participants provided valuable comments for further analysis.

8.5 AIP Publication

The AIP Publication part of the survey seeks to get an understanding on how Data Providers are connecting to the application and their perception related to the usage and the functionalities of PAMS DP. As Data Providers can also use the PAMS Data User (PAMS DU) application, the second part of this section also covers the Data Provider perception of PAMS DU.

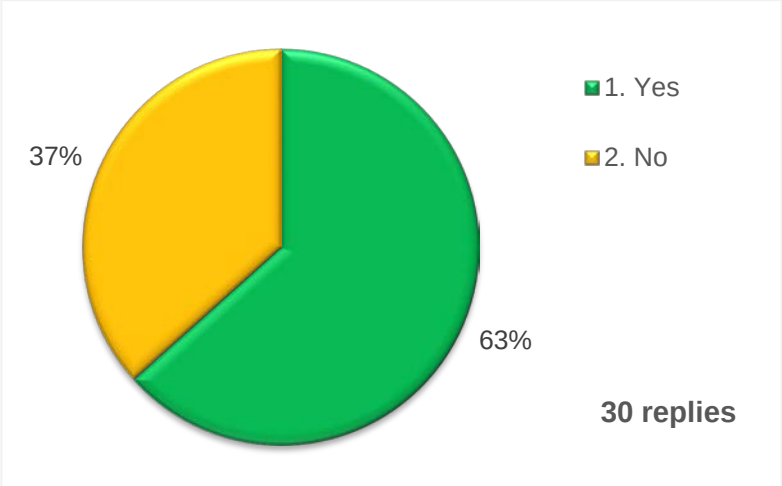
8.5.1 PAMS DP

Q51: How do you connect to PAMS DP?



(*) Other
EAD Explorer
Do not use PAMS
EAD DATE USER

Q52: Do you also make the AIP available as eAIP?

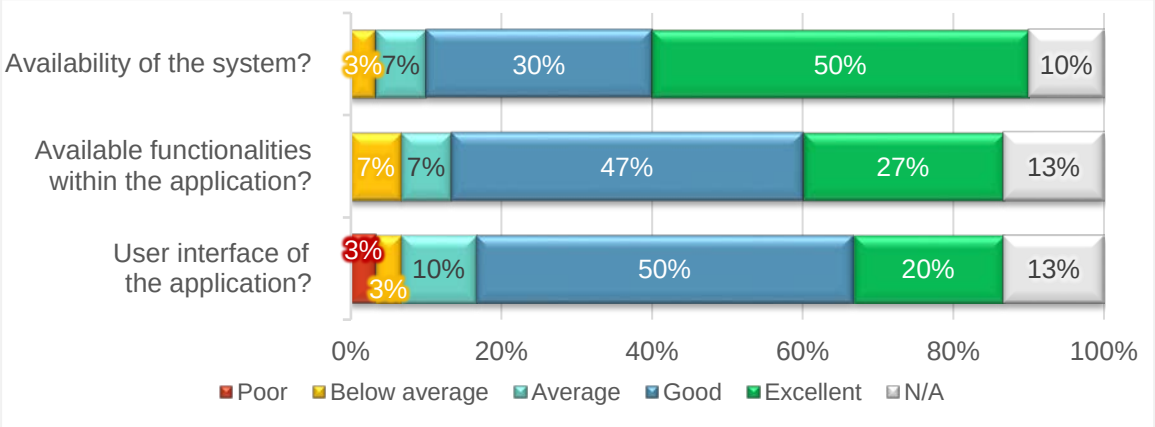


Q53: With regards to the usage of PAMS DP, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Availability of the system?	0% 0	3% 1	7% 2	30% 9	50% 15	10% 3	30	4,41
Available functionalities within the application?	0% 0	7% 2	7% 2	47% 14	27% 8	13% 4	30	4,08
User interface of the application?	3% 1	3% 1	10% 3	50% 15	20% 6	13% 4	30	3,92

Graphical Representation



Satisfaction Score

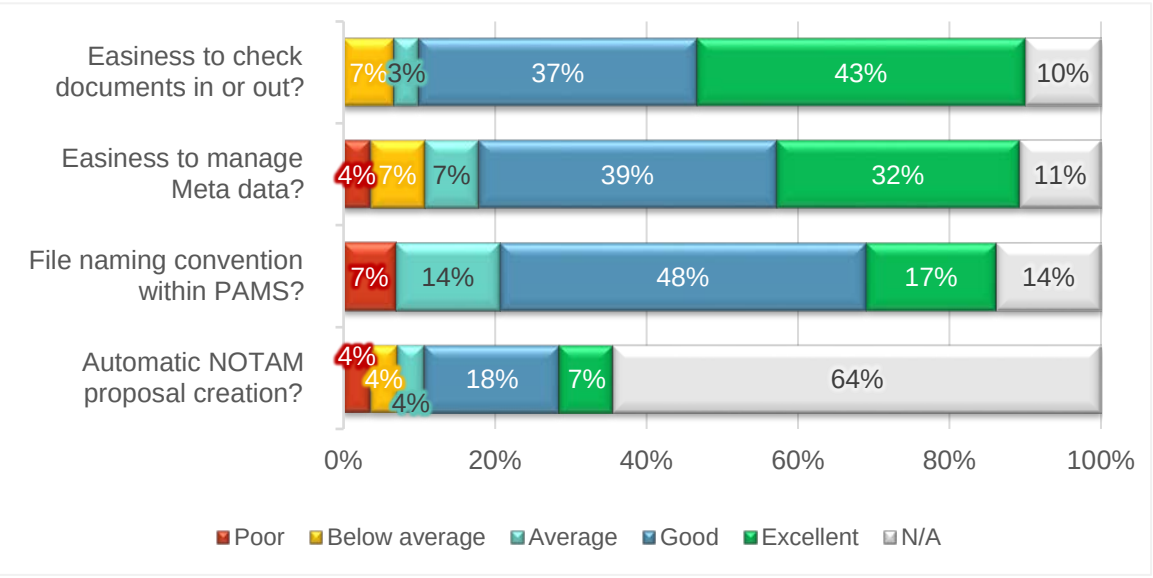
Questions	Weighted Average	Satisfaction Score
Availability of the system?	4,41	88%
Available functionalities within the application?	4,08	82%
User interface of the application?	3,92	78%

Q54: With regards to the PAMS DP functionalities, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Easiness to check documents in or out?	0% 0	7% 2	3% 1	37% 11	43% 13	10% 3	30	4,3
Easiness to manage Meta data?	4% 1	7% 2	7% 2	39% 11	32% 9	11% 3	28	4
File naming convention within PAMS?	7% 2	0% 0	14% 4	48% 14	17% 5	14% 4	29	3,8
Automatic NOTAM proposal creation?	4% 1	4% 1	4% 1	18% 5	7% 2	64% 18	28	3,6

Graphical Representation



Satisfaction Score

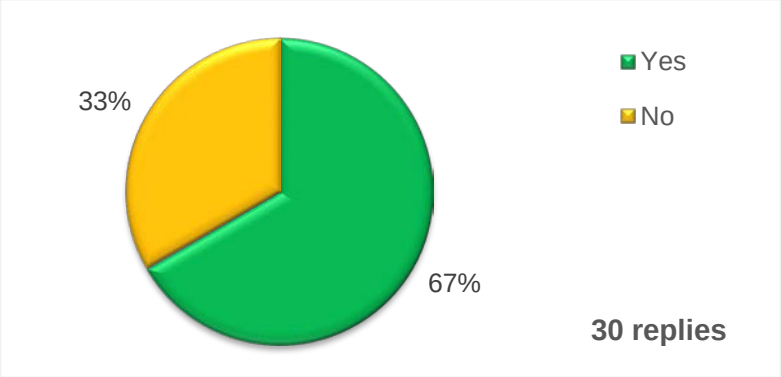
Questions	Weighted Average	Satisfaction Score
Easiness to check documents in or out?	4,3	86%
Easiness to manage Meta data?	4	80%
File naming convention within PAMS?	3,8	76%
Automatic NOTAM proposal creation?	3,6	72%

Q55: Please add any further suggestions or feedback you might have regarding the current PAMS DP application and service.

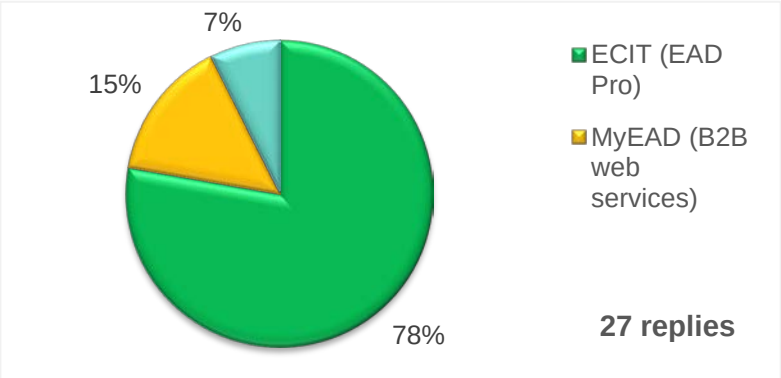
Received Comments
I would like the amendment files size will be increase to 15-25Mb
We're using 3rd part application for PAMS maintenance
N/A ticked because feedback for these parts will be provided by the operational organization of Austro Control.
Very difficult to find the naming convention
- Refresh function should always be performed right after an upload or change operation has been completed to see the actual list of files. - The bandwith should be improved, because it is waaaay too slow on ECITs in 2019. It takes 10-15 minutes to upload a single complete amendmend pdf file. - The interface should be much more intuitive (there could be suggestions based on the naming conventions and DHO rules) - Allowed maximum 20 megabyte file size is a joke in the age of 5G, environment should be improved to get rid of this restriction.

8.5.2 PAMS DU

Q56: In the context of your daily work, do you use the PAMS DU application?



Q57: How do you connect to PAMS DU?



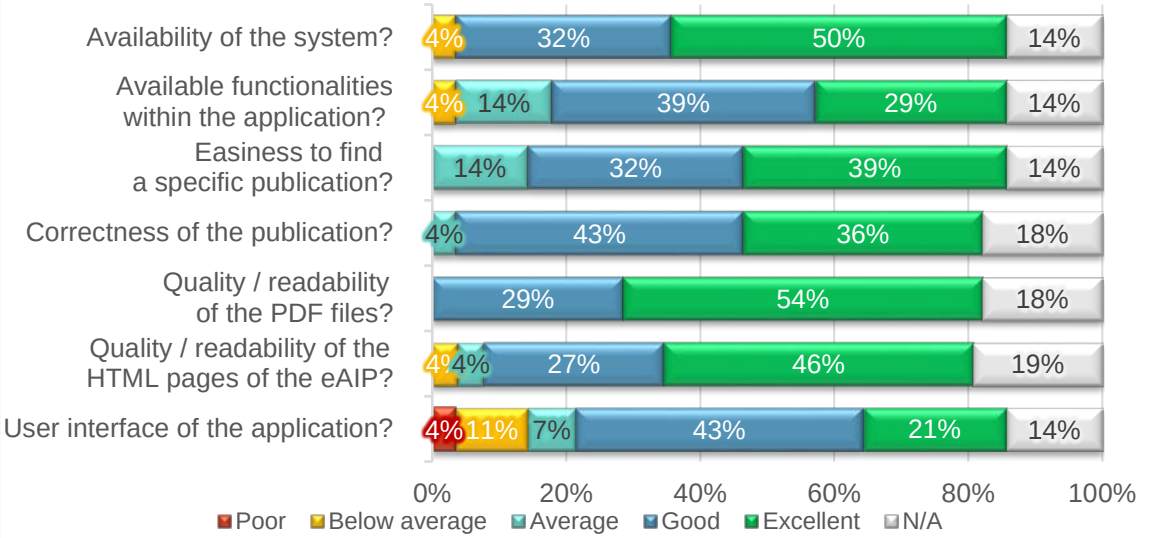
Other (*)	
DO NOT USE PAMS	ECIT and B2B

Q58: With regards to the usage of PAMS DU, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Availability of the system?	0% 0	4% 1	0% 0	32% 9	50% 14	14% 4	28	4,5
Available functionalities within the application?	0% 0	4% 1	14% 4	39% 11	29% 8	14% 4	28	4,08
Easiness to find a specific publication?	0% 0	0% 0	14% 4	32% 9	39% 11	14% 4	28	4,29
Correctness of the publication?	0% 0	0% 0	4% 1	43% 12	36% 10	18% 5	28	4,39
Quality / readability of the PDF files?	0% 0	0% 0	0% 0	29% 8	54% 15	18% 5	28	4,65
Quality / readability of the HTML pages of the eAIP?	0% 0	4% 1	4% 1	27% 7	46% 12	19% 5	26	4,43
User interface of the application?	4% 1	11% 3	7% 2	43% 12	21% 6	14% 4	28	3,79

Graphical Representation



Satisfaction Score

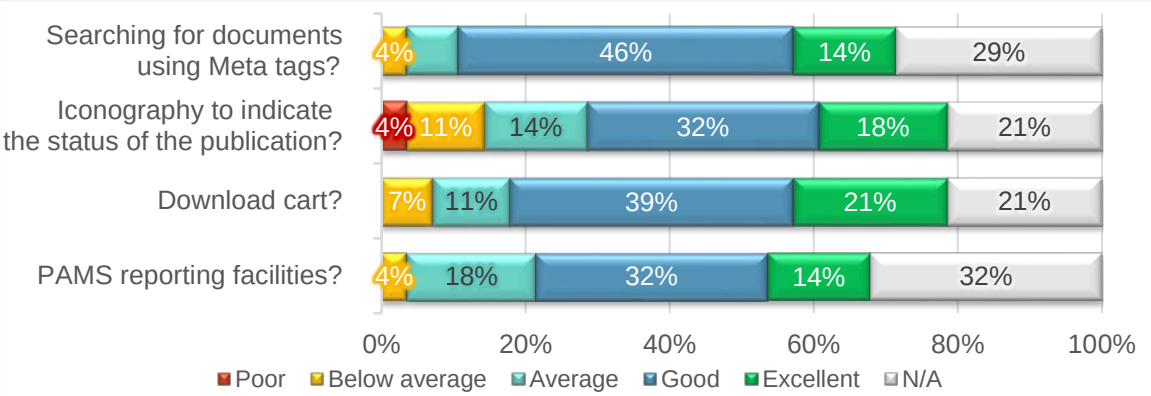
Questions	Weighted Average	Satisfaction Score
Availability of the system?	4,5	90%
Available functionalities within the application?	4,08	82%
Easiness to find a specific publication?	4,29	86%
Correctness of the publication?	4,39	88%
Quality / readability of the PDF files?	4,65	93%
Quality / readability of the HTML pages of the eAIP?	4,43	89%
User interface of the application?	3,79	76%

Q59: With regards to the PAMS DU functionalities, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Searching for documents using Meta tags?	0% 0	4% 1	7% 2	46% 13	14% 4	29% 8	28	4
Iconography to indicate the status of the publication?	4% 1	11% 3	14% 4	32% 9	18% 5	21% 6	28	3,64
Download cart?	0% 0	7% 2	11% 3	39% 11	21% 6	21% 6	28	3,95
PAMS reporting facilities?	0% 0	4% 1	18% 5	32% 9	14% 4	32% 9	28	3,84

Graphical Representation



Satisfaction Score

Questions	Weighted Average	Satisfaction Score
Searching for documents using Meta tags?	4	80%
Iconography to indicate the status of the publication?	3,64	73%
Download cart?	3,95	79%
PAMS reporting facilities?	3,84	77%

Q60: Please add any further suggestions or feedback you might have regarding the current PAMS DU application and service.

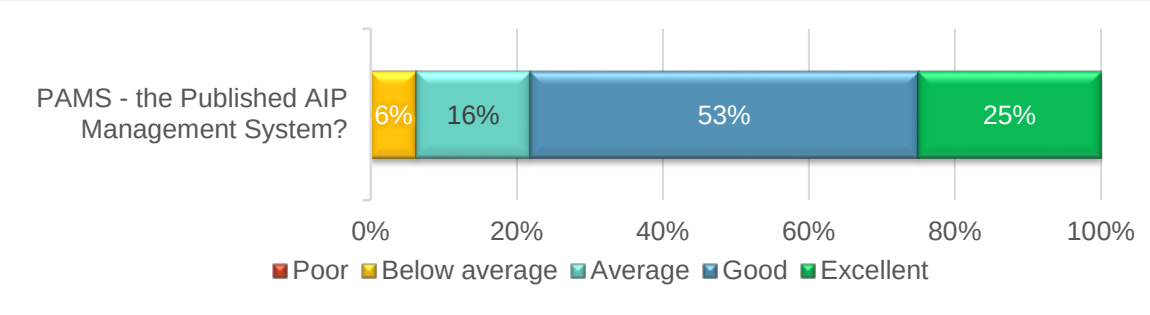
Received Comments
public PAMS basic funcionality should be improved a lot, so users would have a exellent tool to se AIP's online.
We do not use PAMS at my workposition
NIL
20MB limit for documents is very strange and not acceptable limit. Also, the 10-20-30KB per sec Network bandwidth is very slow.
I could not upload our eAIP zip file (90 MBytes) after many tries (after about 30 minutes of uploading I got an error message).

Q61: Taking into consideration all aspects of the related applications and services, how would you overall rate:

Raw Data

	Poor	Below average	Average	Good	Excellent	Total	Weighted Average
PAMS - the Published AIP Management System?	0% 0	6% 2	16% 5	53% 17	25% 8	32	3,97

Graphical Representation



Satisfaction Score

Question	Weighted Average	Satisfaction Score
PAMS - the Published AIP Management System?	3,97	79%

Q62: Please add any comment you might overall still have on the PAMS, including proposals for improvement.

Received Comments
At my workposition we do not use PAMS
NIL
get rid of the 20MB limit and improve Network bandwidth
Refresh function would be a must to be performed after starting the application, and after an insert/delete action on the files to see the results right away!

Initial observations – AIP Publication

The PAMS User Interface of both PAMS DP and PAMS DU isn't free of criticism neither.

The comments contain some suggestion that will help interpret the results, but with a 79% overall satisfaction rate, PAMS is relatively well received.

8.6 AIP Production

The AIP Production tool is optionally available for Data Providers, enabling them to create their (e)AIP fully integrated within the EAD environment. This part of the survey seeks to get an overall understanding of how the AIP Production tool is perceived by those Data Provider using it.

8.6.1 EAD AIP Production tool

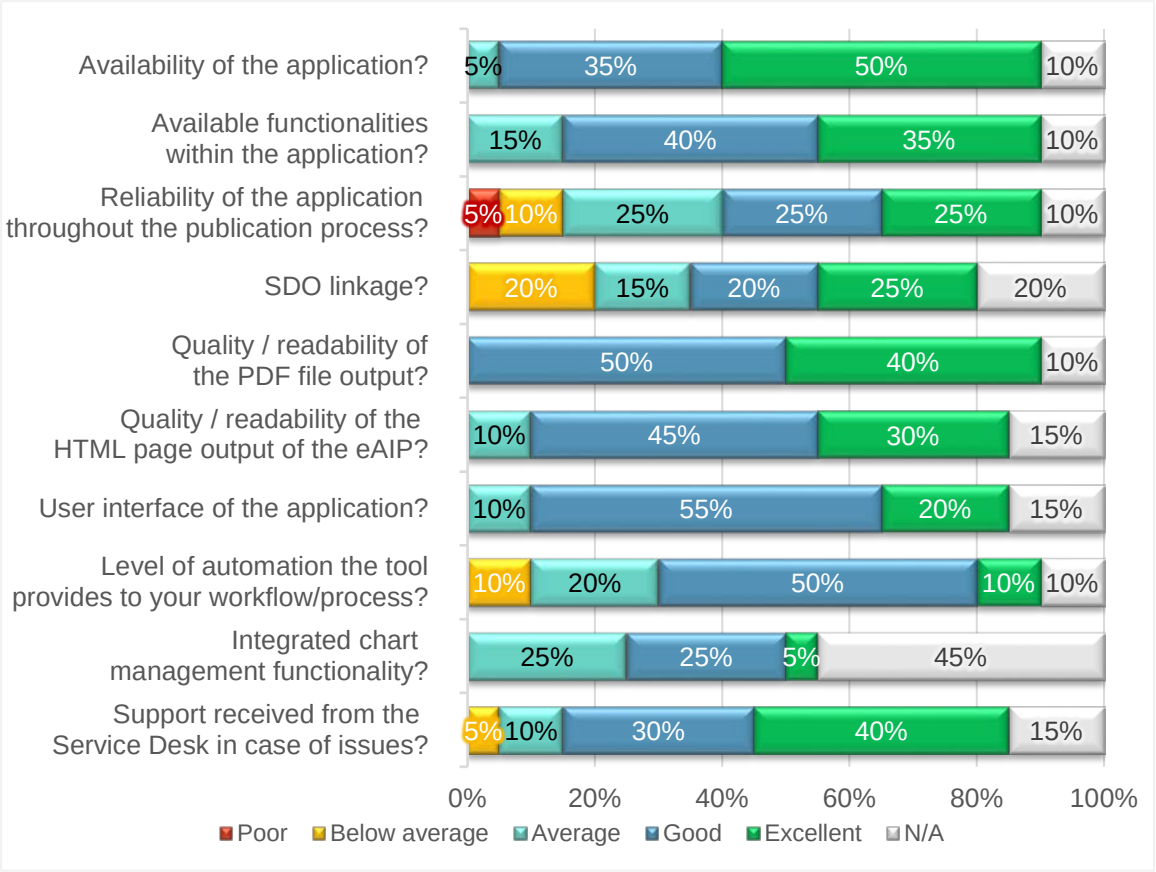
Q63: With regards to the usage of the EAD AIP Production Tool, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Availability of the application?	0% 0	0% 0	5% 1	35% 7	50% 10	10% 2	20	4,5
Available functionalities within the application?	0% 0	0% 0	15% 3	40% 8	35% 7	10% 2	20	4,22
Reliability of the application throughout the publication process?	5% 1	10% 2	25% 5	25% 5	25% 5	10% 2	20	3,61
SDO linkage?	0% 0	20% 4	15% 3	20% 4	25% 5	20% 4	20	3,63
Quality / readability of the PDF file output?	0% 0	0% 0	0% 0	50% 10	40% 8	10% 2	20	4,44
Quality / readability of the HTML page output of the eAIP?	0% 0	0% 0	10% 2	45% 9	30% 6	15% 3	20	4,24
User interface of the application?	0% 0	0% 0	10% 2	55% 11	20% 4	15% 3	20	4,12
Level of automation the tool provides to your workflow/process?	0% 0	10% 2	20% 4	50% 10	10% 2	10% 2	20	3,67
Integrated chart management functionality?	0% 0	0% 0	25% 5	25% 5	5% 1	45% 9	20	3,64
Support received from the Service Desk in case of issues?	0% 0	5% 1	10% 2	30% 6	40% 8	15% 3	20	4,24

EAD SURVEY FOR DATA PROVIDERS

Graphical Representation



Satisfaction Score

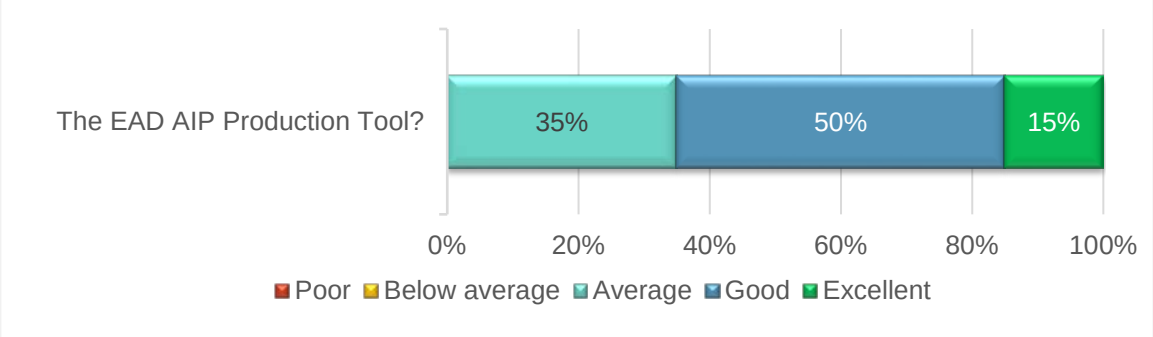
Questions	Weighted Average	Satisfaction Score
Availability of the application?	4,5	90%
Available functionalities within the application?	4,22	84%
Reliability of the application throughout the publication process?	3,61	72%
SDO linkage?	3,63	73%
Quality / readability of the PDF file output?	4,44	89%
Quality / readability of the HTML page output of the eAIP?	4,24	85%
User interface of the application?	4,12	82%
Level of automation the tool provides to your workflow/process?	3,67	73%
Integrated chart management functionality?	3,64	73%
Support received from the Service Desk in case of issues?	4,24	85%

Q64: Taking into consideration all aspects of the related applications and services, how would you overall rate:

Raw Data

	Poor	Below average	Average	Good	Excellent	Total	Weighted Average
The EAD AIP Production Tool?	0% 0	0% 0	35% 7	50% 10	15% 3	20	3,8

Graphical Representation



Satisfaction Score

Question	Weighted Average	Satisfaction Score
The EAD AIP Production Tool?	3,8	76%

Q65: Please add any comment you might overall still have on the AIP Production Tool, including proposals for improvement.

Received Comments
I just want to underline that the support received through Service Desk concerning this application is really good.
User needs to super-carefully check the output of the tool, also needs a lot of manual workarounds. Sometimes unexpected changes occur to content where there were no changes
There are many "suprise" factors to be prepared for. Once we think we have finished an AIP in the working state and proceed to generate it, sometimes a different version of the same file will be prepared. I already created a checklist to double-check everything because the software cannot guarantee that the final product will look like the same as we have prepared it. There are many tiny, inherited features of FrameMaker that might cause this feeling, but the software could do much more of the repetative work automatically instead of the administrator. Some fields from SDO cannot be extracted (like the new FRA Significant Points attributes) which would be needed in our recent AIP amendments. I had to deal with them by typing all of the fields multiple times: in the SDO, and in FrameAPS (this is limiting us from beeing fully ADQ compliant with only the software and we had to implement extra steps to double check and update the entered data throughout the publication).

Observations – AIP Production

Although the number of Data Providers using the AIP production tool is limited (20 replies received), concerns have been expressed in relation to the reliability of the application and the level of provided automation. The provided comments give more insight this.

8.7 Chart Production

The Chart Production tool is optionally available for Data Providers, enabling them to create their charts fully integrated within the EAD environment. This part of the survey seeks to get an overall understanding of how the Chart Production tool is perceived by those Data Provider using it.

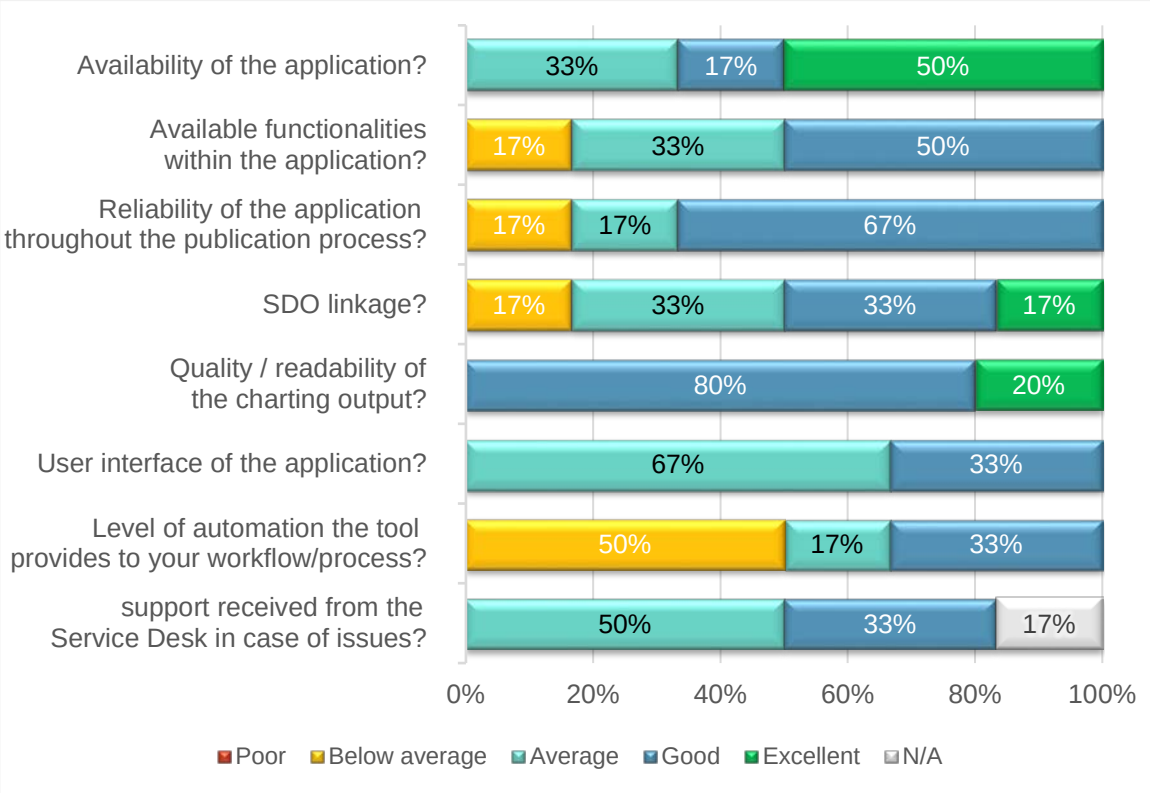
8.7.1 EAD Chart Production tool

Q66: With regards to the usage of the EAD Chart Production Tool, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Availability of the application?	0% 0	0% 0	33% 2	17% 1	50% 3	0% 0	6	4,17
Available functionalities within the application?	0% 0	17% 1	33% 2	50% 3	0% 0	0% 0	6	3,33
Reliability of the application throughout the publication process?	0% 0	17% 1	17% 1	67% 4	0% 0	0% 0	6	3,5
SDO linkage?	0% 0	17% 1	33% 2	33% 2	17% 1	0% 0	6	3,5
Quality / readability of the charting output?	0% 0	0% 0	0% 0	80% 4	20% 1	0% 0	5	4,2
User interface of the application?	0% 0	0% 0	67% 4	33% 2	0% 0	0% 0	6	3,33
Level of automation the tool provides to your workflow/process?	0% 0	50% 3	17% 1	33% 2	0% 0	0% 0	6	2,83
support received from the Service Desk in case of issues?	0% 0	0% 0	50% 3	33% 2	0% 0	17% 1	6	3,4

Graphical Representation



Satisfaction Score

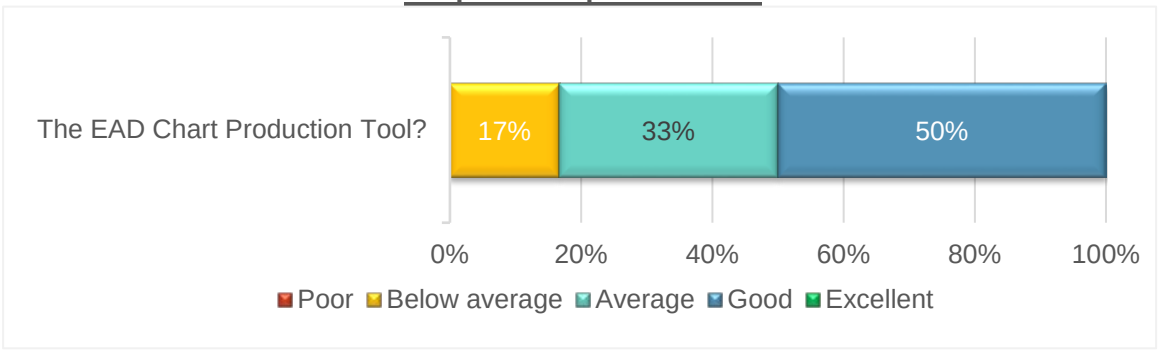
Questions	Weighted Average	Satisfaction Score
Availability of the application?	4,17	83%
Available functionalities within the application?	3,33	67%
Reliability of the application throughout the publication process?	3,5	70%
SDO linkage?	3,5	70%
Quality / readability of the charting output?	4,2	84%
User interface of the application?	3,33	67%
Level of automation the tool provides to your workflow/process?	2,83	57%
support received from the Service Desk in case of issues?	3,4	68%

Q67: Taking into consideration all aspects of the related applications and services, how would you overall rate:

Raw Data

	Poor	Below average	Average	Good	Excellent	Total	Weighted Average
The EAD Chart Production Tool?	0% 0	17% 1	33% 2	50% 3	0% 0	6	3,33

Graphical Representation



Satisfaction Score

Question	Weighted Average	Satisfaction Score
The EAD Chart Production Tool?	3,33	67%

Q68: Please add any comment you might overall still have on the Chart Production Tool, including proposals for improvement.

Received Comments
1. Ability to work with pending data. 2. Ability to make complex queries on ALL SDO data. 3. Ability to work in a GIS enviroment, with direct use of external data both in form of files, and with connection to web services. 4. Ability to publish graphical presentations of data in form of webservices, for example to produce the ICAO ANNEX 4 electronic terrain and obstacle charts. 5. Ability to control chart documents in a controlled document repository with logging of changes. 6. Ability to automatic detect which charts are affected by changes in SDO/SDD, without having to open the chart and run update.
Due to the current needs of the users, a CAD system is no longer enough to provide a solid product with all the information needed. The management of more than 500 charts, is hard to maintain with this Chart Production Tool. A data dedicated tool is needed! An obvious solution should be a migration for a GIS Chart Production Tool.
When updating the chart, the "List changes" features lists a lot of elements to be decommissioned or refreshed which is false indication. User needs to be very careful with accepting the changes.

Observations – Chart Production

As with the AIP Production Tool, the Chart Production tool is not widely used within the Data Provider community. With a 67% satisfaction score, the Chart production tool is the second lowest subsystem of the EAD. There seem to be issues with the availability of the application, as well as with the User Interface. Also the provided automation into the workflow seems a concern.

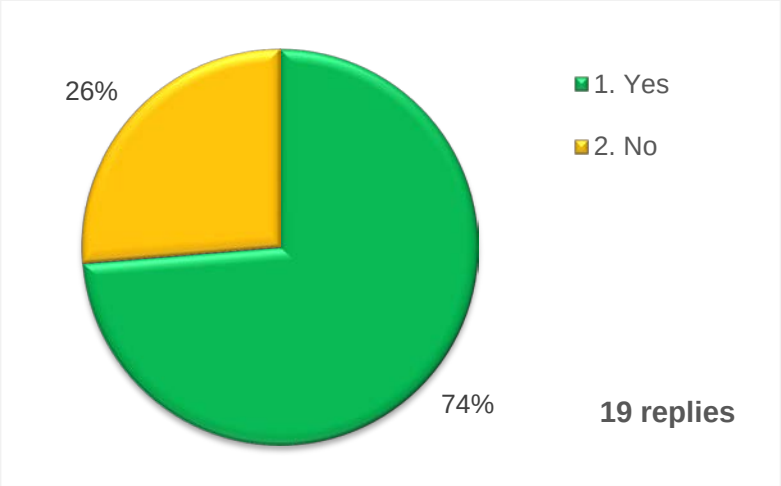
Comments with improvement suggestion are available.

8.8 EAD Management Functions

The EAD Management Functions part of the survey, focuses on those parts used by the EAD Managers at Data Provider side. It comprises perception measurements for the EAD User Management System (UMS), the Corporate Identity (CI) functionalities, the EAD Release Management and the Change Management Tool.

8.8.1 EAD UMS

Q69: Do you use the EAD User Management System (UMS)?

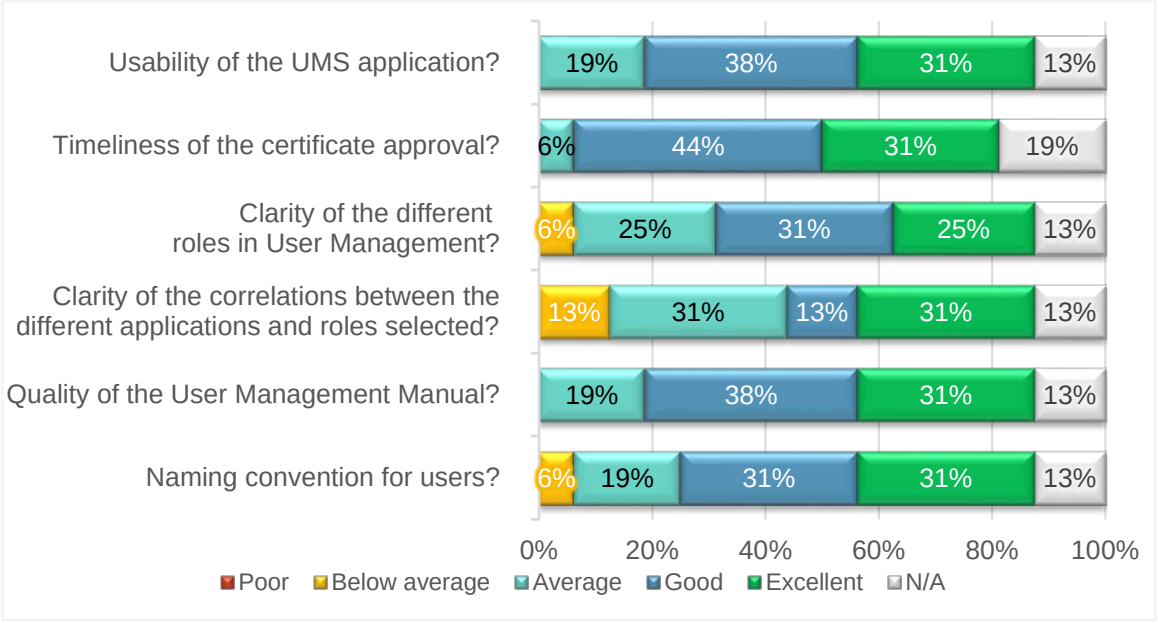


Q70: With regards to the EAD User / Certificate Management System, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Usability of the UMS application?	0% 0	0% 0	19% 3	38% 6	31% 5	13% 2	16	4,14
Timeliness of the certificate approval?	0% 0	0% 0	6% 1	44% 7	31% 5	19% 3	16	4,31
Clarity of the different roles in User Management?	0% 0	6% 1	25% 4	31% 5	25% 4	13% 2	16	3,86
Clarity of the correlations between the different applications and roles selected?	0% 0	13% 2	31% 5	13% 2	31% 5	13% 2	16	3,71
Quality of the User Management Manual?	0% 0	0% 0	19% 3	38% 6	31% 5	13% 2	16	4,14
Naming convention for users?	0% 0	6% 1	19% 3	31% 5	31% 5	13% 2	16	4

Graphical Representation



Satisfaction Score

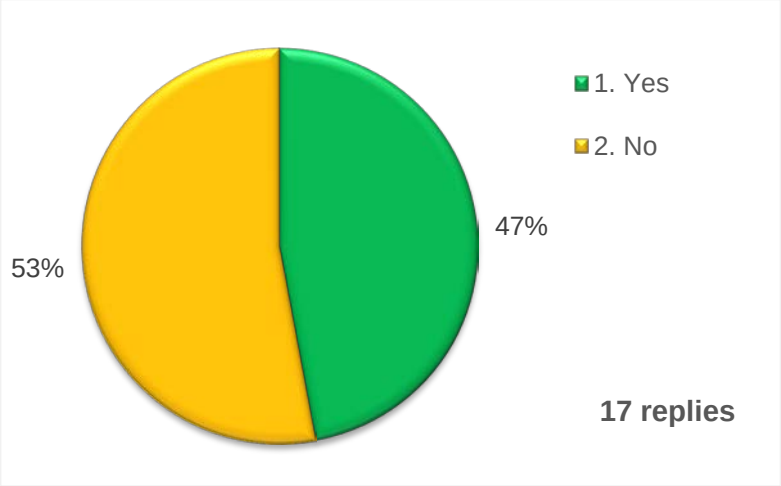
Questions	Weighted Average	Satisfaction Score
Usability of the UMS application?	4,14	83%
Timeliness of the certificate approval?	4,31	86%
Clarity of the different roles in User Management?	3,86	77%
Clarity of the correlations between the different applications and roles selected?	3,71	74%
Quality of the User Management Manual?	4,14	83%
Naming convention for users?	4	80%

Q71: Please add any further suggestions or feedback you might have regarding the current UMS application and service.

Received Comments
EXCELENT SUPPORT BY EAD SO
We use our own naming convention in Naviair, so I am actually changing all user names from the system given one.
UMS lacks a functionality to create new user from old user.

8.8.2 EAD CI

Q72: Do you use the EAD Corporate Identity Management application (CI)?

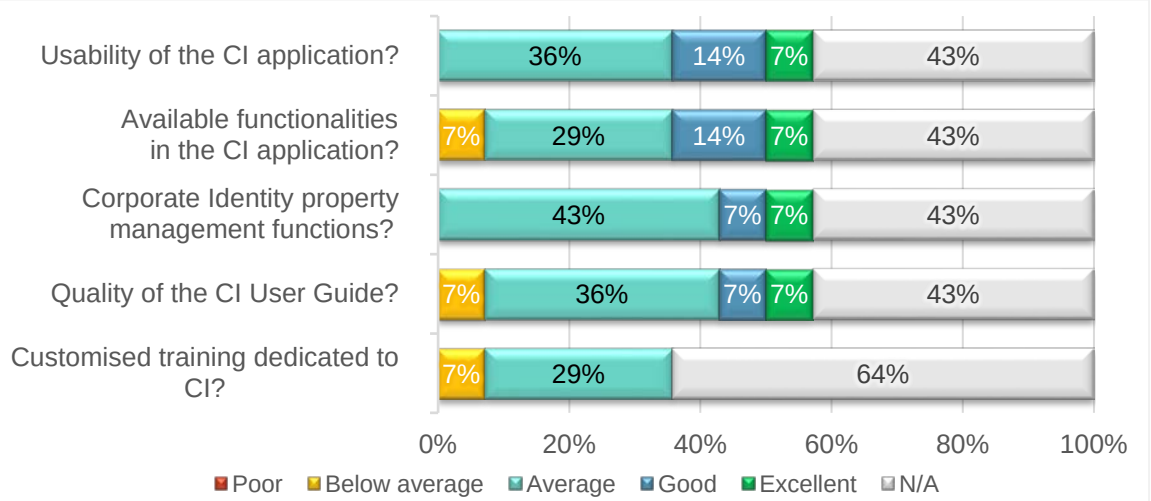


Q73: With regards to the EAD Corporate Identity application, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Usability of the CI application?	0% 0	0% 0	36% 5	14% 2	7% 1	43% 6	14	3,5
Available functionalities in the CI application?	0% 0	7% 1	29% 4	14% 2	7% 1	43% 6	14	3,38
Corporate Identity property management functions?	0% 0	0% 0	43% 6	7% 1	7% 1	43% 6	14	3,38
Quality of the CI User Guide?	0% 0	7% 1	36% 5	7% 1	7% 1	43% 6	14	3,25
Customised training dedicated to CI?	0% 0	7% 1	29% 4	0% 0	0% 0	64% 9	14	2,8

Graphical Representation



Satisfaction Score

Questions	Weighted Average	Satisfaction Score
Usability of the CI application?	3,5	70%
Available functionalities in the CI application?	3,38	68%
Corporate Identity property management functions?	3,38	68%
Quality of the CI User Guide?	3,25	65%
Customised training dedicated to CI?	2,8	56%

Q74: Please add any further suggestions or feedback you might have regarding the current EAD Corporate Identity application and service.

Received Comments
I don't have any training concerning CI and I didn't saw any training available.

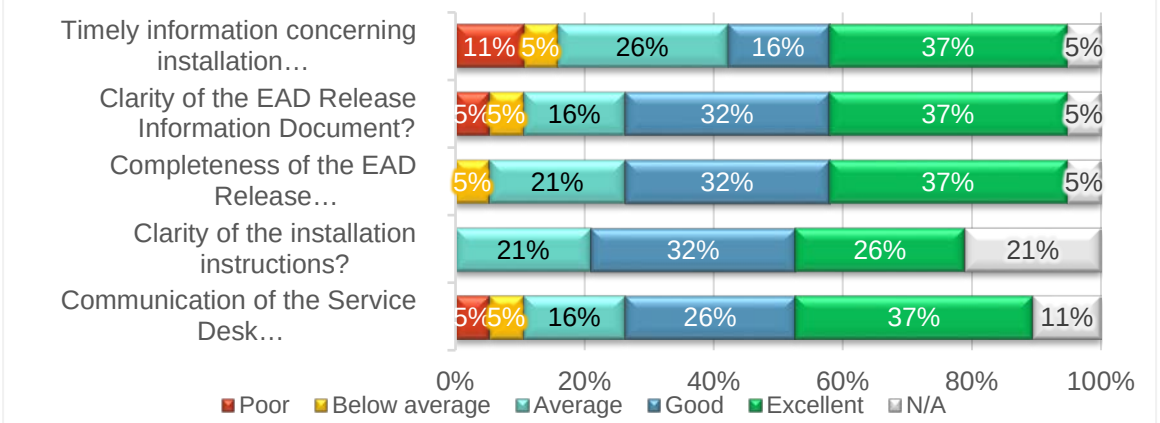
8.8.3 EAD Release Management

Q75: With regards to the introduction of new release, including patches, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Timely information concerning installation date and time of new releases and patches?	11% 2	5% 1	26% 5	16% 3	37% 7	5% 1	19	3,67
Clarity of the EAD Release Information Document?	5% 1	5% 1	16% 3	32% 6	37% 7	5% 1	19	3,94
Completeness of the EAD Release Information Document?	0% 0	5% 1	21% 4	32% 6	37% 7	5% 1	19	4,06
Clarity of the installation instructions?	0% 0	0% 0	21% 4	32% 6	26% 5	21% 4	19	4,07
Communication of the Service Desk related to new releases and patches?	5% 1	5% 1	16% 3	26% 5	37% 7	11% 2	19	3,94

Graphical Representation



Satisfaction Score

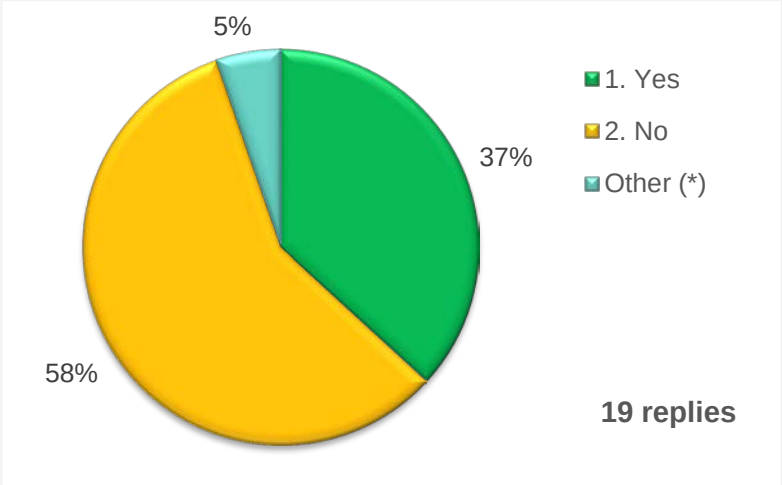
Questions	Weighted Average	Satisfaction Score
Timely information concerning installation date and time of new releases and patches?	3,67	73%
Clarity of the EAD Release Information Document?	3,94	79%
Completeness of the EAD Release Information Document?	4,06	81%
Clarity of the installation instructions?	4,07	81%
Communication of the Service Desk related to new releases and patches?	3,94	79%

Q76: Please add any further suggestions or feedback you might have regarding the current management of new release and patches.

Received Comments
With releases only every 1.5 or 2 years, there is no EAD developent. It is a de-facto freeze since years. If there is a development, than it is only the most urgent operational functions. Technically and IT-security wise EAD is in the stone age.

8.8.4 EAD Change Management

Q77: Do you use the EAD Change Management tool?

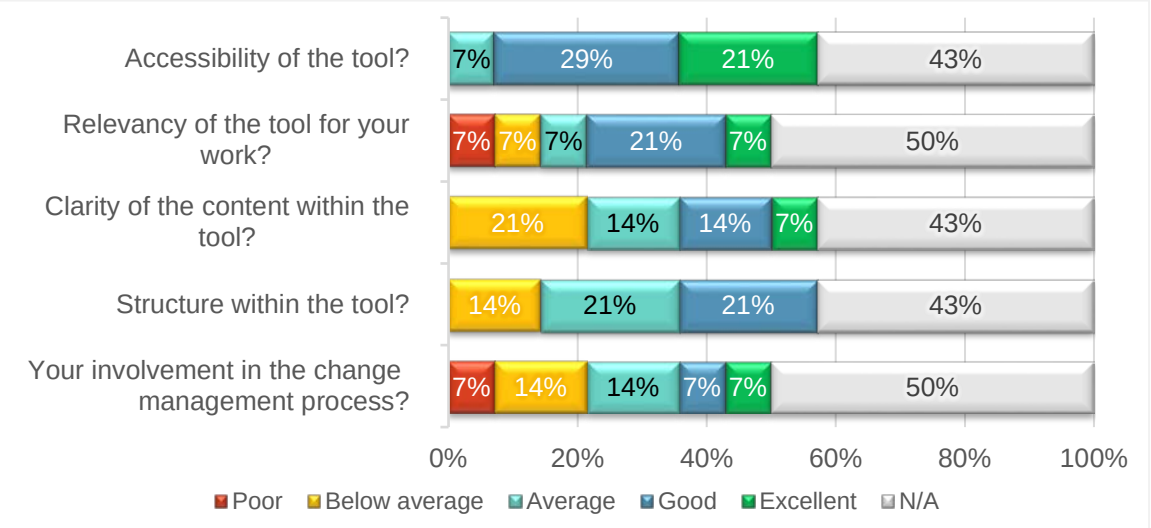


Q78: With regards to the use of the EAD Change Management tool, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Accessibility of the tool?	0% 0	0% 0	7% 1	29% 4	21% 3	43% 6	14	4,25
Relevancy of the tool for your work?	7% 1	7% 1	7% 1	21% 3	7% 1	50% 7	14	3,29
Clarity of the content within the tool?	0% 0	21% 3	14% 2	14% 2	7% 1	43% 6	14	3,13
Structure within the tool?	0% 0	14% 2	21% 3	21% 3	0% 0	43% 6	14	3,13
Your involvement in the change management process?	7% 1	14% 2	14% 2	7% 1	7% 1	50% 7	14	2,86

Graphical Representation



Satisfaction Score

	Weighted Average	Satisfaction Score
Accessibility of the tool?	4,25	85%
Relevancy of the tool for your work?	3,29	66%
Clarity of the content within the tool?	3,13	63%
Structure within the tool?	3,13	63%
Your involvement in the change management process?	2,86	57%

Q79: Please add any further suggestions or feedback you might have regarding the EAD Change Management.

Received Comments
Change Proposals take too much long.

Observations – EAD Management functions

With 19 replies, only a small part of the 2019 survey participants is using the EAD Management functionalities. From these, the Corporate Identity and the Change Management require the most attention.

The Corporate Identity application is relatively new and given the low scores, it does not seem to meet the expectations. not well developed.

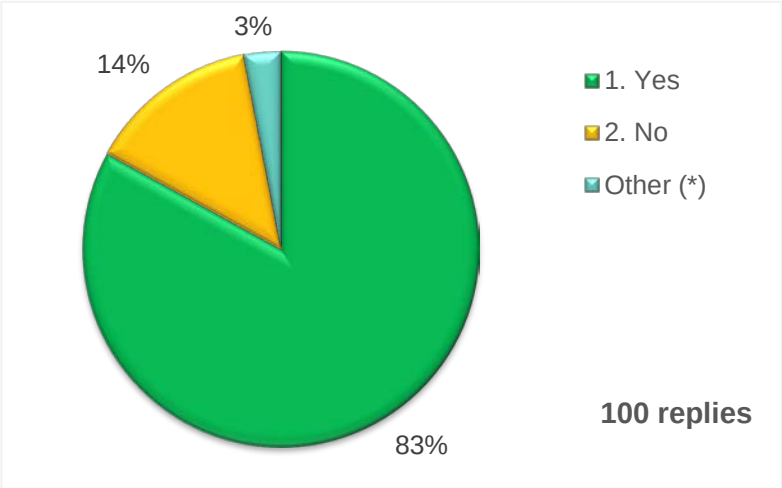
Given the lack of comments, from the survey it is not quite clear why respondents don't seem to be happy with the EAD Change Management tool.

8.9 EAD Service Desk

This sections looks into the perception of the EAD Data Providers in relation to the EAD Service Desk.

8.9.1 General EAD Service Desk questions

Q80: Have you ever used the EAD Service Desk?



Other (*)
i used it only as a reader. i dont think that i am able to rate the Service desk correctly
Last time i used it about 5 years ago as an ARO NOTAM operator
SOMETIMES

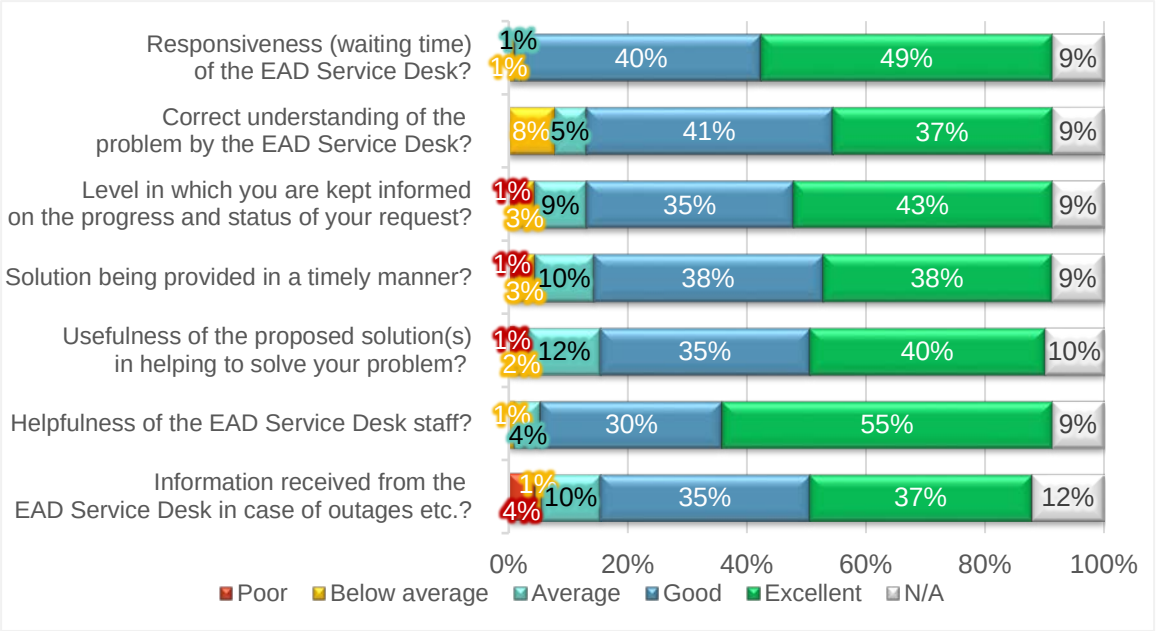
Q81: With regards to using the EAD Service Desk, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Responsiveness (waiting time) of the EAD Service Desk?	0% 0	1% 1	1% 1	40% 37	49% 45	9% 8	92	4,5
Correct understanding of the problem by the EAD Service Desk?	0% 0	8% 7	5% 5	41% 38	37% 34	9% 8	92	4,18
Level in which you are kept informed on the progress and status of your request?	1% 1	3% 3	9% 8	35% 32	43% 40	9% 8	92	4,27
Solution being provided in a timely manner?	1% 1	3% 3	10% 9	38% 35	38% 35	9% 8	91	4,2
Usefulness of the proposed solution(s) in helping to solve your problem?	1% 1	2% 2	12% 11	35% 32	40% 36	10% 9	91	4,22
Helpfulness of the EAD Service Desk staff?	0% 0	1% 1	4% 4	30% 28	55% 51	9% 8	92	4,54
Information received from the EAD Service Desk in case of outages etc.?	4% 4	1% 1	10% 9	35% 32	37% 34	12% 11	91	4,14

EAD SURVEY FOR DATA PROVIDERS

Graphical Representation



Satisfaction Score

Questions	Weighted Average	Satisfaction Score
Responsiveness (waiting time) of the EAD Service Desk?	4,5	**90%**
Correct understanding of the problem by the EAD Service Desk?	4,18	**84%**
Level in which you are kept informed on the progress and status of your request?	4,27	**85%**
Solution being provided in a timely manner?	4,2	**84%**
Usefulness of the proposed solution(s) in helping to solve your problem?	4,22	**84%**
Helpfulness of the EAD Service Desk staff?	4,54	**91%**
Information received from the EAD Service Desk in case of outages etc.?	4,14	**83%**

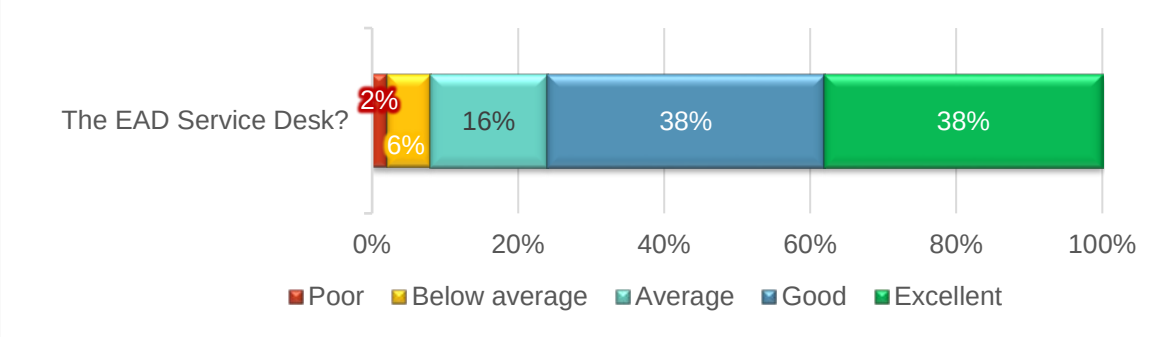
8.9.2 EAD Service Desk Overall

Q82: Taking into consideration all aspects of the related application and service, how would you overall rate:

Raw Data

	Poor	Below average	Average	Good	Excellent	Total	Weighted Average
The EAD Service Desk?	2% 2	6% 6	16% 16	38% 38	38% 38	100	4,04

Graphical Representation



Satisfaction Score

	Weighted Average	Satisfaction Score
The EAD Service Desk?	4,04	**81%**

Q83: Please add any comment you might overall still have on the EAD Service Desk, including proposals for improvement.

Received Comments
There are to many work arounds recommended instead to get a satisfying solution.
- FIRST CONTACT IS EXCELENT - LACK OF INFORMATION IN SOME CASES REGARDING AVAILABILITY OF THE EAD FUNCTIONS
I'm convinced that there are very competent people working at the service desk of EAD, but they seem overloaded. I know that sometimes it takes time to find the cause then the solution of a problem but the fact is that when a bug is detected, it is changed in TID and then it takes months and sometimes years before a return to normal situation.
The EAD knowledge base needs a clean up, and improvement in structure, to better be able to find what is needed.
I am good about EAD

Received Comments (Continued)
I leave those TT to others, I'm not paid to waste time and to get angry and frustrated by a some guys at the other side of the network who take me for an idiot and who only wants to lower the level of the TT asap. I'm one of those who still think that a phone call is the best solution for 2 people to understand each other and to get a quicker solution to a problem.
Feedback by phone should be highly appreciated.
I do not use wad at my work ppsition
During the deployment of the releases, it could become as an habbit to inform customers via email about the status of the deployment, e.g. - deployment will be started within ten minutes, please log out... - deployment is ready and you may login again...
Waiting Time between creating a Ticket and "start Working Time" of EAD Service Desk are sometimes up to 15-20 minutes. (Waiting Time should be shorter). When Creating a new Ticket, it shall be possible to upoad Screenshots or other data in one step. Right now, I have to create the ticket first, than I have to reopen it to upload Pictures or screenshots in a 2nd step. That shall be possible in only one step.
Few times windows of maintenance supposed to be of minutes turn into hours without much justification. It has happened that it´s notified outage for INO DP and it´s the DU and BF that results out.
no comments.
The OD Slot and PERM NOTAM slot mechanism could be streamlined in order to save time and effort for DPs. for an immediately effective PERM NOTAM, DP needs to ticket. Could be only one.
Very often ServiceDesk offers the easiest solution and we are forced to explain the issues a second time providing regulation evidences to state our case.
It should be possible to make a ticket visible to all organizations. It should be the one who openes a ticket, to decide whether a ticket should be visible to all organizations or only to his own organization.This would create transparency in case of problems or outages that are experienced by more than one organization.

Initial observations – EAD Service Desk

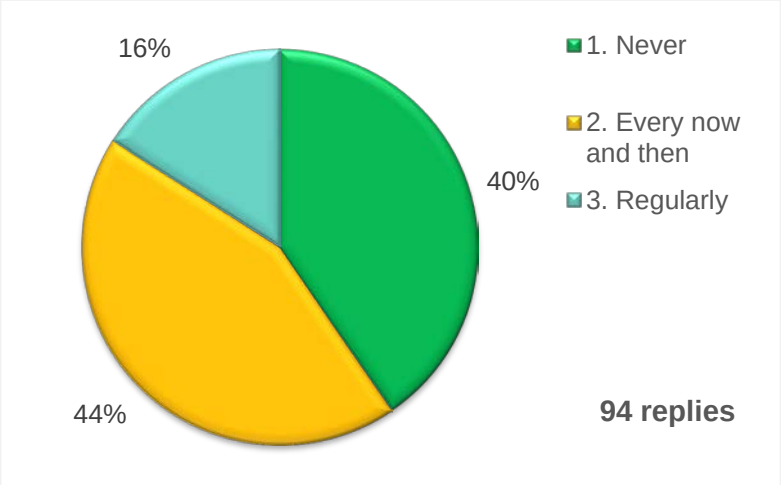
The EAD Service Desk is well perceived within the Data Provider community, resulting in an overall satisfaction score of 81%.

However, there are plenty of comments from the participants on how the EAD Service Desk could be further improved.

8.10 EAD Support Activities

The EAD Support Activities questions are related to the overall perception of the EAD in terms of meeting needs, information provision, flexibility and evolution over time. Additionally, the perception of the Data Providers regarding their contacts with the EAD Staff at EUROCONTROL and the services provided has been measured.

Q84: Do you interact with EAD staff at EUROCONTROL?

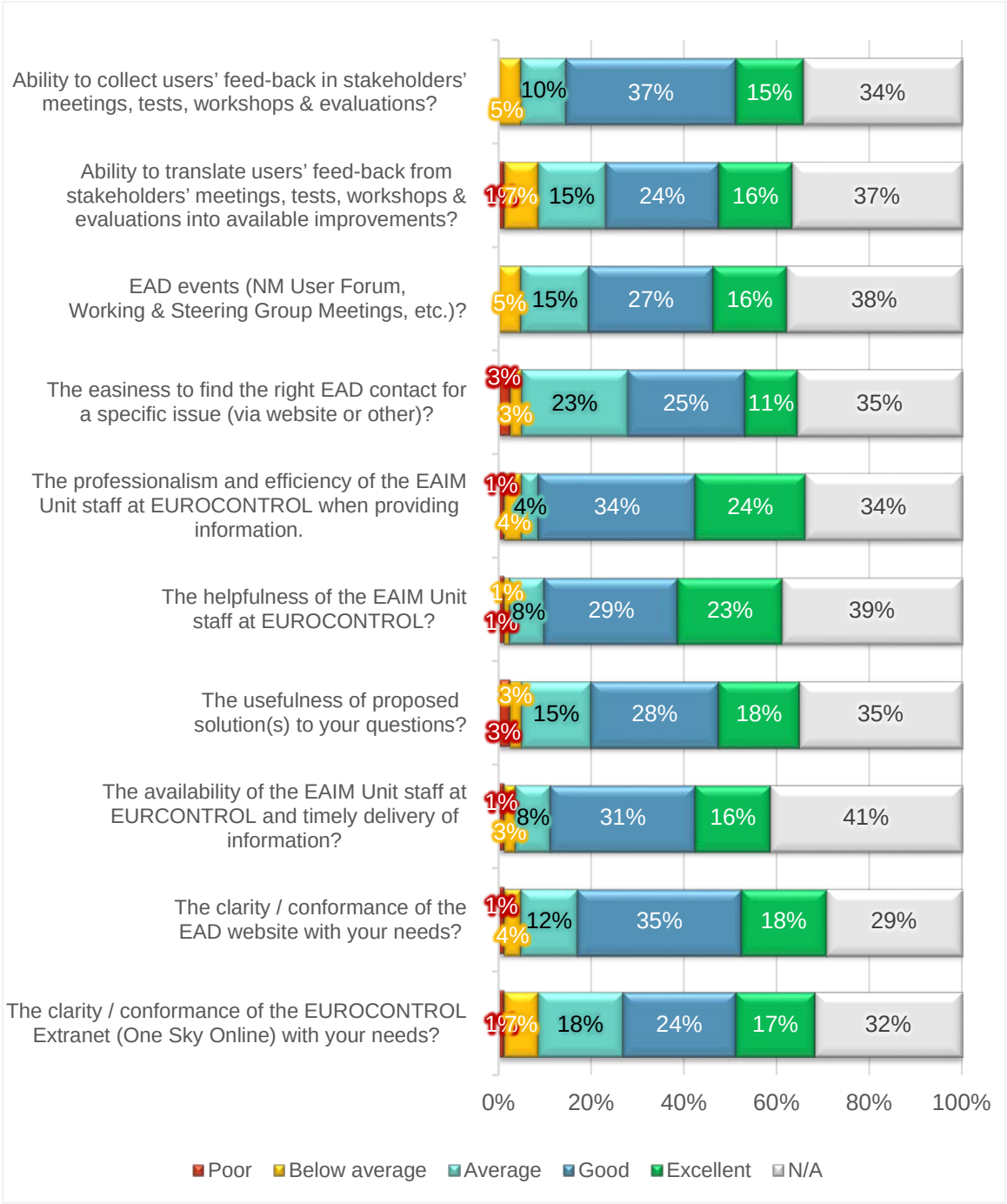


Q85: With regards to EAD, how would you rate the:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
Ability to collect users' feed-back in stakeholders' meetings, tests, workshops & evaluations?	0% 0	5% 4	10% 8	37% 30	15% 12	34% 28	82	3,93
Ability to translate users' feed-back from stakeholders' meetings, tests, workshops & evaluations into available improvements?	1% 1	7% 6	15% 12	24% 20	16% 13	37% 30	82	3,73
EAD events (NM User Forum, Working & Steering Group Meetings, etc.)?	0% 0	5% 4	15% 12	27% 22	16% 13	38% 31	82	3,86
The easiness to find the right EAD contact for a specific issue (via website or other)?	3% 2	3% 2	23% 18	25% 20	11% 9	35% 28	79	3,63
The professionalism and efficiency of the EAIM Unit staff at EUROCONTROL when providing information.	1% 1	4% 3	4% 3	34% 27	24% 19	34% 27	80	4,13
The helpfulness of the EAIM Unit staff at EUROCONTROL?	1% 1	1% 1	8% 6	29% 23	23% 18	39% 31	80	4,14
The usefulness of proposed solution(s) to your questions?	3% 2	3% 2	15% 12	28% 22	18% 14	35% 28	80	3,85
The availability of the EAIM Unit staff at EURCONTROL and timely delivery of information?	1% 1	3% 2	8% 6	31% 25	16% 13	41% 33	80	4
The clarity / conformance of the EAD website with your needs?	1% 1	4% 3	12% 10	35% 29	18% 15	29% 24	82	3,93
The clarity / conformance of the EUROCONTROL Extranet (One Sky Online) with your needs?	1% 1	7% 6	18% 15	24% 20	17% 14	32% 26	82	3,71

Graphical Representation



Satisfaction Score

Questions	Weighted Average	Satisfaction Score
Ability to collect users' feed-back in stakeholders' meetings, tests, workshops & evaluations?	3,93	79%
Ability to translate users' feed-back from stakeholders' meetings, tests, workshops & evaluations into available improvements?	3,73	75%
EAD events (NM User Forum, Working & Steering Group Meetings, etc.)?	3,86	77%
The easiness to find the right EAD contact for a specific issue (via website or other)?	3,63	73%
The professionalism and efficiency of the EAIM Unit staff at EUROCONTROL when providing information.	4,13	83%
The helpfulness of the EAIM Unit staff at EUROCONTROL?	4,14	83%
The usefulness of proposed solution(s) to your questions?	3,85	77%
The availability of the EAIM Unit staff at EURCONTROL and timely delivery of information?	4	80%
The clarity / conformance of the EAD website with your needs?	3,93	79%
The clarity / conformance of the EUROCONTROL Extranet (One Sky Online) with your needs?	3,71	74%

Q86: Please add any further suggestions, feedback, and recommendations you might have regarding your interactions with EAD as well as the provided user support.

Received Comments
I do not participate to the meetings but I have met some people here at skeyes and I receive the feedback of my colleagues. - Improvements that are taken into accounts are only those that are easy to implement or those that are already in project. - People beat around the bush when talking about some bugs and invent some incredible solutions. I'm forgetting things but I had to switch back to the previous page of this survey and when I came back here, all I had written was away... It looks like all that is about this system is like a time travel to pre-windows-history!

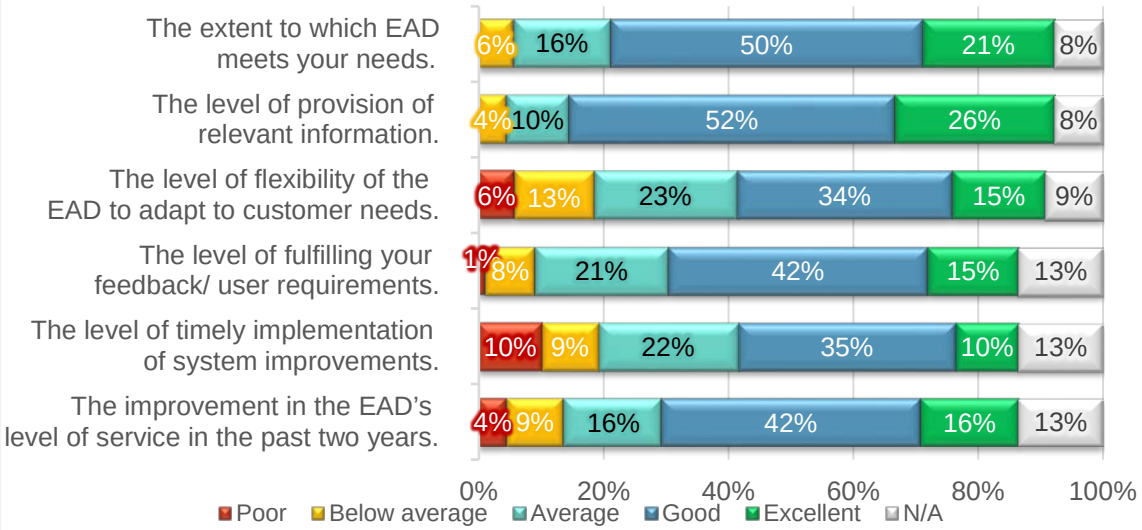
Received Comments (Continued)
I believe EADs "below average" ability to collect users feedback is not a fault of EAD staff, but of all of the red tape that surrounds them. And also it is very hard to get the definite answers they need when having to address bodies such as steering groups etc.. I dont know have a solution to improve this aspect. Onesky is too segregated for my liking. You have to request access to go anywhere and for someone who isnt in there regularly it is hard to navigate and to know where you need to go to find the information you need.
I dont use EAD at flight data operations
Sometimes the amount of collected sdo data are not sufficient for FPL Management. Often we get the Information that those sdo data are based on "Minimum Data Set" specifications made by NM. The amount of Data shall be higher. When processing worldwide FPL, you need as much data you can get from foreign AIPs and not a limited data Setting only.
The OST is a little bit difficult to navigate.
One Sky online / EUROCONTROL extranet is a bit of a hussle to navigate in. Many of my required informations are hidden in a sub-sub-menu somewhere. I rarely can navigate it from the main page, instead I just use Google.
EAIM is completely understaffed since years. It is not the people at EAIM to blame, it is the management that does not provide the necessary ressources to manage a comlex system environment like the EAD and ist many users with many different requirements. EAD documentation is distributed via several websites (OST, EAD, Service Desk, etc.). It is often difficult to find the current valid document.

Q87: How would you overall rate the EAD services in terms of:

Raw Data

	Poor	Below average	Average	Good	Excellent	N/A	Total	Weighted Average
The extent to which EAD meets your needs.	0% 0	6% 5	16% 14	50% 45	21% 19	8% 7	90	3,94
The level of provision of relevant information.	0% 0	4% 4	10% 9	52% 47	26% 23	8% 7	90	4,07
The level of flexibility of the EAD to adapt to customer needs.	6% 5	13% 11	23% 20	34% 30	15% 13	9% 8	87	3,44
The level of fulfilling your feedback/ user requirements.	1% 1	8% 7	21% 19	42% 37	15% 13	13% 12	89	3,7
The level of timely implementation of system improvements.	10% 9	9% 8	22% 20	35% 31	10% 9	13% 12	89	3,3
The improvement in the EAD's level of service in the past two years.	4% 4	9% 8	16% 14	42% 37	16% 14	13% 12	89	3,64

Graphical Representation



Satisfaction Score

Questions	Weighted Average	Satisfaction Score
The extent to which EAD meets your needs.	3,94	79%
The level of provision of relevant information.	4,07	81%
The level of flexibility of the EAD to adapt to customer needs.	3,44	69%
The level of fulfilling your feedback/ user requirements.	3,7	74%
The level of timely implementation of system improvements.	3,3	66%
The improvement in the EAD's level of service in the past two years.	3,64	73%

Q89: In conclusion, what improvement(s) would have the greatest impact on your overall satisfaction with the EAD Services? Please explain:

Received Comments
The Releases should take place at shorter Intervalls to solve the Problems.
- FOCUS ON THE DATA COMPLETENESS AND HARMONISATION - TRANSITION TO THE AIXM 5.1 - DATA INTEGRITY (INCONSISTENT FEATURE GEOMETRIES)
the most important point are improvemts regarding the user interface. thereafter the several bugs and the perfomace Problems have to be fixed.
Give more money to EAD and Frequenties.
- taking into account specific situations when checking for mistakes - improved georef tool
My suggested improvements on the INO part
- May be a lighter but much more responsive system. - People who listen to their customers and take their needs in consideration. - Quick improvements and patches. - A modern software with all that exists since Windows 3.0 in 1990 and is not implemented in the version of the software we have to use. You know, I'm talking about minimizing some windows to work on something else without losing anything. I'm talking about multi selection like we can do in other softwares. The ctrl + a. The other ctrl+ commands would also be appreciated. Well, everything that makes IT useful...
Flexibility of EAD should be improved. System improvements should meet the user's requirements.
Overall satisfaction with EAD Services could be attain if there was a continuous refresher trainings with personnel using the EAD system.
For me, I supply static data to EAD because it is required of us and because other parts of Avinor rely on our data being in EAD. But my department (AIP publishing) does not have any benefits of supplying EAD with data. It forces us to have the data finalized 70 days before it being effective which is a lot sooner then we'd like. We have to pay for the software we use to send data to EAD. While I certainly see the advantage of sending static data to a common european AIS database, it certainly also imposes restrictions on us that should not have to be there. EAD needs to satisfy so many different clients' needs that it is only to be expected that they wont "fit" everyone equally.
Last time.i used it was abkut 5 years ago as an ARO NOTAM operator
More SDO wordlwide SDO Data Better User Interface (ECIT) with more state of the art functionality. (Screen size, Multi Window)
GET eEAD
1. Regulary yearly EAD Releases - Standard timeline, not driven by Content or Client migrations. 2. Standardized and transparent (to the clients) rocesses to be followed. 3. Modern Architecture, allowing Client installations with less complexity (e.g. real thin-clients), supporting IT-security requirements and easier/Independent Adaption of Clients Needs for functionality and workflow.

Received Comments (Continued)
The migration of the Chart Tool to a GIS solution.
More automation by tools, less manual intervention, provided by modern Systems which are working reliable.
The main goal of Data provision should be harmonized in all the states and EAD should be actively push forward this development of the data standards, show the newest problems and discuss about them by the wider public, not just . That could be done by implementing a new software and give them to pilot clients (Data providers) so the newest problems could be investigated with real life data and be solved right in the next iteration of the software (within a month, not years later -- see LEAN development). The current progress and detailed results should always be displayed clearly on a website as a list (I think the preferred site would be aixm.aero) so AIS's can see what is the current status, and what are the challanges to overcome to get to a final goal. (eg. Many aircraft parking stands have several front landing gear positions for different aircraft types... Are these additional or more specific stop positions per aircraft type also published in other European AIP or on charts? Any examples?) Is that problem solved already? Are we closer to a final state? What are the next steps / issues to discuss? Do we have an environment to test these out as an AIS? That would enable all the states to better understand If we could agree on a Europe-wide solution that can be used by most of the states, the legislative work also has to be done, but for that we should know what to implement and regulate.
1) Improvement of the WFM tool to help us automate the entire process from origination to publication without manual intervention on the data. 2)Implementation of SDD and upgrade of the associated applications like FramAPS, PAMS, Chart Production, Graphical Validation in support of it.
Stable, transparent and timeley reasonalble change and problem management. User focus. User involvement not only for operational functions but also on technical and architecural improvement. Get rid of the ECIT as it is today. Meaning EAD shall not define technical requirements for IT-infrastructure at client side.
Robust Release Planning with solid and reliable target dates - taking into consideration all relevant parameters (e.g. EASA safety assessment, tests etc.).

9 Overview all scorings

The following table provides a quick overview of all individual surveyed items allowing for a quick reference. The survey colour coding is applies here as well and items are grouped by subsystem.

SDO DP	
83%	Availability of the application?
73%	Functionalities within the application?
77%	Timeliness of the available aeronautical data in SDO?
74%	Completeness of the available aeronautical data in SDO?
61%	User interface of the application?
77%	SDO slot management?
71%	Cross border data conflict resolution coordination?
63%	Graphical validation tool?
80%	Usefulness of the Data Consistencies Review reports (DCR)?
81%	Usefulness of the Data Harmonisation Objectives (DHO)?
73%	Response time related to the development of new DHOs?
70%	SDO Data User reporting facility?
SIGMA	
81%	Structure of the content?
78%	Completeness of the content?
74%	Clarity of the content?
73%	Amount of available examples?
76%	Availability of the application?
82%	Usefulness of the SIGMA for your work?
78%	Access through VPN?
SDC Tool	
75%	Availability of the tool?
67%	Usability of the tool?
70%	Relevance of the reports?
70%	Relevance of the tool in helping achieve data completeness?
65%	Available guidance material?
WMT	
75%	Availability of the tool?
45%	Usability of the tool?
40%	Level of customisation of the workflows?
60%	Relevance of the tool for your work?
53%	Support of the EAD in addressing workflow management related issues?
70%	WFM user manual?

EAD SURVEY FOR DATA PROVIDERS

INO DP	
81%	Availability of the system?
80%	Available functionalities within the application?
66%	User interface of the application?
82%	NOTAM creation?
67%	Multi language support?
77%	Linkage with SDO?
77%	Proposal Management?
80%	NOTAM grouping?
78%	Message parser?
INO DU	
80%	Availability of the system?
74%	Performance of the system?
85%	Correctness of the information?
84%	Completeness of the information?
71%	User interface of the application?
74%	NOTAM ticker?
73%	PIB profile management?
71%	PIB schedule management?
84%	PIB generation based on FPL?
78%	PIB history management?
ARO BF	
76%	Availability of the system?
79%	Available functionalities?
85%	Correctness of the data?
84%	Completeness of the data?
81%	Status bar being up to date?
87%	Completeness of the generated PIB?
70%	User interface of the application?
80%	New FPL creation?
83%	IFR FPL management?
81%	VFR (Y, Z) FPL Management?
77%	FPL related messages?
72%	Route proposal?
84%	FPL validation?
80%	Automatic address management?
78%	Client information management?
82%	PIB management based on FPL?

ARO BF (continued)	
78%	PIB profile and schedule management?
81%	FPL list management?
81%	Automatic client notifications?
82%	Customisation of individual tabs of FPL list?
PAMS DP	
88%	Availability of the system?
82%	Available functionalities within the application?
78%	User interface of the application?
86%	Easiness to check documents in or out?
80%	Easiness to manage Meta data?
76%	File naming convention within PAMS?
72%	Automatic NOTAM proposal creation?
PAMS DU	
90%	Availability of the system?
82%	Available functionalities within the application?
86%	Easiness to find a specific publication?
88%	Correctness of the publication?
93%	Quality / readability of the PDF files?
89%	Quality / readability of the HTML pages of the eAIP?
76%	User interface of the application?
80%	Searching for documents using Meta tags?
73%	Iconography to indicate the status of the publication?
79%	Download cart?
77%	PAMS reporting facilities?
AIP Production	
90%	Availability of the application?
84%	Available functionalities within the application?
72%	Reliability of the application throughout the publication process?
73%	SDO linkage?
89%	Quality / readability of the PDF file output?
85%	Quality / readability of the HTML page output of the eAIP?
82%	User interface of the application?
73%	Level of automation the tool provides to your workflow/process?
73%	Integrated chart management functionality?
85%	Support received from the Service Desk in case of issues?
Chart Production	
83%	Availability of the application?

Chart Production (continued)	
67%	Available functionalities within the application?
70%	Reliability of the application throughout the publication process?
70%	SDO linkage?
84%	Quality / readability of the charting output?
67%	User interface of the application?
57%	Level of automation the tool provides to your workflow/process?
68%	support received from the Service Desk in case of issues?
UMS	
83%	Usability of the UMS application?
86%	Timeliness of the certificate approval?
77%	Clarity of the different roles in User Management?
74%	Clarity of the correlations between the different applications and roles selected?
83%	Quality of the User Management Manual?
80%	Naming convention for users?
CI	
70%	Usability of the CI application?
68%	Available functionalities in the CI application?
68%	Corporate Identity property management functions?
65%	Quality of the CI User Guide?
56%	Customised training dedicated to CI?
Release Management	
73%	Timely information concerning installation date and time of new releases
79%	Clarity of the EAD Release Information Document?
81%	Completeness of the EAD Release Information Document?
81%	Clarity of the installation instructions?
79%	Communication of the Service Desk related to new releases and patches?
Change Management Tool	
85%	Accessibility of the tool?
66%	Relevancy of the tool for your work?
63%	Clarity of the content within the tool?
63%	Structure within the tool?
57%	Your involvement in the change management process?
EAD Service Desk	
90%	Responsiveness (waiting time) of the EAD Service Desk?
84%	Correct understanding of the problem by the EAD Service Desk?
85%	Level in which you are kept informed on the progress and status of your request?
84%	Solution being provided in a timely manner?

EAD Service Desk (continued)	
84%	Usefulness of the proposed solution(s) in helping to solve your problem?
91%	Helpfulness of the EAD Service Desk staff?
83%	Information received from the EAD Service Desk in case of outages etc.?
Interactions with EAD staff at EUROCONTROL	
79%	Ability to collect users' feed-back in stakeholders' meetings, tests, workshops & evaluations?
75%	Ability to translate users' feed-back from stakeholders' meetings, tests, workshops & evaluations into available improvements?
77%	EAD events (NM User Forum, Working & Steering Group Meetings, etc.)?
73%	The easiness to find the right EAD contact for a specific issue (via website or other)?
83%	The professionalism and efficiency of the EAIM Unit staff at EUROCONTROL when providing information.
83%	The helpfulness of the EAIM Unit staff at EUROCONTROL?
77%	The usefulness of proposed solution(s) to your questions?
80%	The availability of the EAIM Unit staff at EURCONTROL and timely delivery of information?
79%	The clarity / conformance of the EAD website with your needs?
74%	The clarity / conformance of the EUROCONTROL Extranet (One Sky Online) with your needs?
EAD Services in general	
79%	The extent to which EAD meets your needs.
81%	The level of provision of relevant information.
69%	The level of flexibility of the EAD to adapt to customer needs.
74%	The level of fulfilling your feedback/ user requirements.
66%	The level of timely implementation of system improvements.
73%	The improvement in the EAD's level of service in the past two years.

10 Opportunities and Risks

10.1 Opportunities

- Increase in overall satisfaction compared to last survey to be used for strengthening the data provider relations
- Highest number of respondents including operators
- 60% of respondents indicating to be open for further discussion
- Ensuring received EAD survey feedback is used as input to EAD's service improvement
- Good amount of meaningful comments provided
- Good appreciation for supporting activities, including Service Desk
- Aligning EAD survey with NMD approach provides strong baseline for future benchmarking

10.2 Risks

- Ensuring received EAD survey feedback is used as input to EAD's service improvement
- Managing correctly the user expectations.
- Lack of centralised client data management is not without risks (Service Desk information vs. complex migration matrix in Excel)
- Missing coordination of centralised client information prevents proper client profiling (not only for survey execution, also for general user communications)
- Prioritisation of raised issues throughout the various subsystems and related resources – finding the right balance to further increase user satisfaction and buy-in for future developments.
- Lack of resources starts to get noted by the users.

11 Next steps

11.1 Initial findings and recommendations

The presented quantitative and qualitative results, together with the analysed responses, give indications of the areas for improvement that need to be looked at.

These are provided per sub-system section under: “Initial observations” well as in the coloured figures.

11.2 Review with EAD domain manager per service and NM Executive Team

The creation of a final & agreed action plan is not within the scope of current report and can only be created after consultation with the respective sub-system/service managers and the EAD Management. This allows a better understanding of the quantitative scores per system, to evaluate the qualitative comments, to perform consistency checks, and to determine specific corrective actions and eventual link this with an implementation planning.

11.3 Conclusions and Action Plan

The final conclusions on the 2019 EAD Satisfaction Survey for Data Providers, will be produced in a separate publication following the above described review with the respective sub-system/service managers and the EAD Management.

11.4 Communication & Awareness

Based on the current report, high level information in the form of an initial findings presentation can be made available by USR.

Internally, and as first step, this survey report is distributed to all sub-system/service managers who contributed to this survey and will be followed by specific individual meetings with the managers. It is also distributed to EAD and NM senior Management. EAD Management has to decide on the way forward and see how to monitor, integrate and communicate the implementation of improvement actions. USR is available for any support that may be required in this area (information/awareness campaigns, documenting the improvement process etc.).

DOCUMENT FINAL PAGE