



EAIM 5 year Business Plan 2019 - 2023

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1 Executive Summary

The EAD Business Plan provides stakeholders with an overview of the EAD activities, its business strategy, business focus, financial and human resources.

It is established in accordance with the EC Regulation 1035/2011, Annex 1 part 2.2.1. and is compliant with the Agency Business Plan and Work Programme.

It describes the strategic objectives, their underlying business objectives and the related resources and budget necessary to achieve them.

The strategic objectives are:

1. Maintain the service and system performance while migrating new clients;
2. Further promote the implementation of ADQ compliance and AIXM format;
3. Maintain the certification of the EAD service.
4. Promote and support the development of regional AIM System hubs;
5. Provide advisory services in the AIM domain, under UPP, as required;

The strategic objectives are achieved through the following Work Programmes, which contribute to the Agency Work Programme:

- Airspace / AIS Information Management Service Provision;
- Airspace / AIS Information Management Development;
- European ATM Information Management Service.

Finally, this document provides also a projection of the expected revenues that the service will generate over the period of this Business Plan.

The budgetary figures shown in this business plan are subject to approval by the Provisional Council of December 2018, for the 2019 budget. Figures beyond 2019 are provisional figures which will be subject to review based on the evolution of the work programmes.

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2 Introduction

In accordance with the EC Regulation 1035/2011, Annex 1 part 2.2.1, EAD is tasked with the production of the EAD 5 years Business Plan. This Business Plan is presented to the EAD Service Steering Group and covers all activities related to the development, evolution and provision of the service.

This Business Plan covers therefore all activities carried out by EAD as a system, which entails:

- EUROCONTROL/NS/EAIM as the system and service manager;
- The operations carried out by the data operations and training services provider;
- The operations carried out by the IT service centre and application maintenance provider.

3 Vision

The vision of EAD is to become the main recognised worldwide reference for Aeronautical Information Services and related advisory services.

4 Mission Statement

The mission of EAD is to provide its clients with quality-assured aeronautical information through a fully certified and integrated state-of-the-art AIS solution.

5 Description of the EAD Service

The EAD is a set of services provided in accordance with Decision N° 83 of 13 July 2000 of the EUROCONTROL Permanent Commission which entrusts EUROCONTROL with the task of developing, establishing and operating a European AIS Database (“EAD”).

The operational Services include:

- Static Data Operations;
- International NOTAM Operations;
- INO Briefing Facility;
- Published AIP Management System.

Additionally, the following services are also offered:

- Electronic AIP production;
- Chart production;
- Workflow Management Tool.

The EAD services rely on its own infrastructure which includes two duplicated IT sites, two Operations Centres with helpdesk functions. It was initially conceived to support AIS data management (ICAO Annex15) and distribution covering the whole data set of Europe and the worldwide “Minimum Data Set” which corresponds to the data needed for operational purpose.

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Presently more than 200 data providers and users have signed an agreement for the provision and/or use of the EAD data. In addition there are more than 25,000 subscribed regular users of EAD Basic (i.e. the web application).

Customers outside Europe are located namely in Australia, Azerbaijan, Belarus, Canada, Egypt, Israel, Japan, Jordan, Kazakhstan, Korea, Kuwait, Kyrgyzstan, New Zealand, Philippines, South Africa, Taiwan, Tajikistan, USA, and Uzbekistan.

The success of EAD generates numerous migration requests (currently Brazil, FAA, African States, States from the Middle East and States from South East Asia).

6 Strategic Objectives

Objective 1: Maintain the service and system performance while migrating new clients

The purpose of this objective is to keep EUROCONTROL EAD, and in the future EAIMS in the leading role in terms of organisation, concept and technical standards as well in providing additional relevant functions to an increasing number of clients.

This will be achieved through the effective maintenance, continuous development and improvement, in accordance to industry and EASA standards, of the hardware infrastructure, software tools and the underlying operational processes required to operate the system effectively.

In addition EAD will monitor ICAO SARPS to reflect EAD's world-wide data coverage and and to meet the global needs and requirements.

Objective 2: Further promote the implementation of ADQ compliance and AIXM format

EAD will take the leading role in the promotion of ADQ compliance and the implementation of the AIXM format. It will make its expertise available to support stakeholders in their compliance achievement and migration to the AIXM 5.x format (currently AIXM 5.1).

In the meantime, the EAD system will be made fully compatible to accommodate this format through the implementation a new HMI for B2C client (EAD Pro access), allowing them to upload and download data in AIXM 5.1 format.

Objective 3: Maintain the certification of the EAD service

The EAD service is recognised as a service provider in accordance with EC Regulation No 550/2004 and as such has been certified by the European Aviation Safety Agency (EASA) for being compliant with requirements stemming from the following Regulations:

- Commission Regulation (EU) No 1035/2011 establishing common requirements for the provision of air navigation services – Annex 1;
- Commission Regulation (EU) No 1034/2011 on safety oversight in ATM/ANS (Articles 9 and 10);
- Commission Regulation (EU) 73/2010 (Articles 5, 6, 7, 10 and 13).

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This certification was obtained in December 2016 and is a strong enabler for the development of the business notably for the integration of large States but also for the connection of major Data Houses, which was a prerequisite of the EASA certification for their use of the service.

In order to maintain this certification, the EAD will implement and manage a programme for continued system certification maintenance in compliance with the above regulations.

EAD will take into account EASA NPA that will be the transposition of the new ICAO ANNEX 15 and ADQ IR.

Objective 4: Promote and support the development of regional AIM System hubs

EAD will support the promotion of the creation of regional hubs by advocating at all levels of governance with the representatives of hubs, stakeholders and the industry.

EAD will encourage, advise and support individual countries to participate either in regional hubs or in their creation. This situation will ultimately guarantee a high level of data consistency and accuracy, systems interoperability and as a consequence significantly increase efficiency and safety.

EAD will principally focus on the support of the implementation of already initiated or ongoing projects such as hubs for North America, Central America, South America, Middle East, Far East, Northern Africa, South Africa, Australia (with New Zealand), Asia and South East Asia.

Objective 5: Provide advisory services in the AIM domain, under the UPP, as required

EAIM will actively contribute to the implementation of the improved service on European ATM Information Management (EAIMS).

The EAIMS will include the current EAD and CACD functionalities and processes, but also enhancements such as new generation of briefing facilities including Digital NOTAMs, weather data, support to flight plan validation, support to the growing RPAS community, support to MET/AIM In Flight updates via Data Link and graphical displays.

EAIMS will be the single access point to all the required, consolidated, consistent and operationally validated data required for ASM/ATFCM/ATC, flight and airport operations.

This service will improve efficiency and productivity through collaborative decision making processes for ANSPs, AMCs, AOs, Airport Operators and for NM while reducing total cost and contribute directly to the reduction of safety risks.

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7 Business Objectives

The EAD strategic objectives are achieved through the Work Programmes composed of Business Objectives, which contribute to the Agency Work Programme. This chapter provides a description of these Work Programmes and its related deliverables and associated resources.

7.1 Airspace/AIS Information Management Service Provision (ADS)

Description

Airspace/AIS Information Management Service Provision will:

- Manage and develop the EAD Service to support the Network Manager, FABs, ANSPs, MIL, data users, and international stakeholders;
- Ensure the availability and completeness of aeronautical and airspace data required for the delivery of the Network Management functions;
- Ensure the development of guidance material related to the harmonisation and consistency of aeronautical and airspace data;
- Ensure implementation of ICAO initiatives related to information management;
- Ensure implementation of SES regulations affecting data management;
- Ensure communication with stakeholders by organising related Agency working arrangements

Deliverables

Actions	Deliverables (Milestones/Targets)	Start Date	End Date (frequency)
<u>Airspace/AIS Data Management</u> <ul style="list-style-type: none"> • Development and maintenance of operational guidance material related to aeronautical data quality and consistency improvements; • Organise the relevant consultation and working arrangements on AIS/AIM operational issues; • Monitoring EU regulations and ICAO SARPS changes related to AIS/AIM relevant topics having operational and/or technical impact on EAD; 	Data harmonisation and consistency operational requirements. AIM related technical and/or operational specifications for implementation and maintenance in EAD.	01-Jan-15	31-Dec-23
<u>Airspace/AIS Information Operations</u> <ul style="list-style-type: none"> • Delivery of EAD operation services encompassing the provision of static data, dynamic data, and aeronautical Publications (outsourced); • Maintenance of world-wide static data and world-wide NOTAM 	Delivery of EAD operations service according to service level specification. Bi-yearly data consistency report. Yearly data completeness report.	01-Jan-15	31-Dec-23

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<p>processing (outsourced);</p> <ul style="list-style-type: none"> • Provision of data quality/consistency reviews to data providers (outsourced); • Monitor data providers in relation to data completeness, identification of missing data and data responsibility; 	Monthly performance report.		
<p><u>Airspace/AIS Information System</u></p> <ul style="list-style-type: none"> • Delivery of EAD IT services in order to provide H24 EAD data operations (outsourced); • Development and maintenance of the EAD application software (outsourced); • Management of the evolution of the EAD system by providing change proposals (CP) specifications for each subsystem. • Monitoring of EAD system development including review, assessment and verification activities; 	<p>Delivery of EAD IT service according to service level specifications.</p> <p>Regular EAD system release.</p>	01-Jan-15	31-Dec-23
<p><u>Maintenance of EASA Certification for EAD Service</u></p> <ul style="list-style-type: none"> • In line with European Law, mainly (EC) IR 373 (677). 1035 & 73 EAD Service Certification by EASA has been finalized in December 2016. The certification results now requires maintenance to keep up with the standards as required and to stay compliant to the above mentioned regulations. 	EAD Service	01-Jan-17	31-Dec-23
<p><u>Client Migration</u></p> <ul style="list-style-type: none"> • Migration of data providers (civil and military) and data users, worldwide, including negotiation of client agreements and technical/operational 	<p>Signature of an EAD Agreement defining the rights and obligations of the parties.</p> <p>Establishment of a Migration Plan.</p> <p>The management and</p>	01-Jan-17	31-Dec-23

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support/assistance. Participating in regional hub initiatives in cooperation with ICAO.	coordination of the transition through regular project follow up meetings with all partners involved.		
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Associated resources

(Amounts in k€)

	2019	2020	2021	2022	2023
FTE	6,5	6,5	6,5	6,5	6,5
Staff costs	1.497	1.542	1.589	1.636	1.685
Staff related expenditure	105	105	105	105	105
External costs	850	850	850	850	850
Operating	12.669	12.880	12.880	13.130	13.390
Depreciation Inv ABP 2018-2022	5	8	11	14	17
Cost of capital Inv ABP 2018-2022	0	1	1	1	1
Depreciation Investments 2018	4	4	4	2	2
Depreciation Past Investments before 2017	6	5	2	0	0
Cost of capital Past Investments	1	1	1	0	0
Staff Receipts (Acc.Ins + Special Levy)	-19	-19	-20	-21	-21
Sales of services UPP	-308	-308	-308	-308	-308
Sales of services UPP – indirect costs	-92	-92	-92	-92	-92
Indirect costs	2233	2282	2281	2322	2368
Cost-Base	16.951	17.259	17.304	17.639	17.997

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7.2 Airspace / AIS Information Management Development (ADD)

Description

- Airspace/AIS Information Management Development includes all the development projects affecting the service provision (WP ADS) under the responsibility of the EAIM unit.
- The development activities mainly oversee projects directly related to information management, interoperability and data quality requirements with the following objectives:
 - Allowing the service provision (WP ADS) activities to stay compliant to ICAO regulations and EUROCONTROL developments;
 - Support ANSP (data providers) in the provision and maintenance of full set of airspace/AIS data that is an enabler to further enhance the Network Manager Function and SWIM.

Deliverables

Actions	Deliverables (Milestones/Targets)	Start Date	End Date (frequency)
<u>EAD Data Completeness and Extensions</u> <ul style="list-style-type: none"> • The upgrade of the Static Data Completeness tool (SDC) in order to allow data providers to monitor the completion of their static dataset also in to AIXM5.1 (SDD) is planned for 2019. The maintenance of the SDC however, will proceed until final EAD System Shutdown (2024) as required by EASA DQR. 	SDC tool for data providers and associated reporting facility	01-Jan-15	31-Dec-23
<u>Digital NOTAM in EAD</u> <ul style="list-style-type: none"> • The preparation of the transition for the deployment of the Digital NOTAM concept based on AIXM 5.1 has to be covered in a step by step approach until the deployment of eEAD in 2023. 	Interface for data providers to create digital NOTAM for airspace	01-Jan-15	31-Dec-23
<u>AIM System Service improvement and Development</u> <ul style="list-style-type: none"> • Analysis and deployment of additional functionalities in order to meet EU regulations and ICAO standards, Amendment 40 and 39B to Annex 15, will be part of EAD R12/13. 	Extension of EAD functionalities compliant with EU regulations and ICAO standards, Amendment 40 and 39B.	01-Jan-15	31-Oct-23

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<u>Data Alignment with NM-Systems</u>	Data Alignment with NM-Systems	01-Jan-15	31-Dec-23
<ul style="list-style-type: none"> • Data Alignment in particular between CACD and EAD. 			

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Associated resources

(Amounts in k€)

	2019	2020	2021	2022	2023
FTE	2	2	2	2	2
Staff remuneration	461	475	489	503	517
Staff related expenditure	30	30	30	30	30
External Effort	1.020	1.020	1.070	1.220	1.220
Operating	200	200	200	200	200
Depreciation costs	0	0	0	0	0
Staff Receipts (Acc.Ins + Special Levy)	-6	-6	-6	-6	-6
Indirect costs	252	255	264	288	317
Total	1.957	1.974	2.047	2.235	2.278
Sales of services UPP	0	0	0	0	0
Cost-Base	1.957	1.974	2.047	2.235	2.278

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7.3 European ATM Information Management Service (EAIMS)

Description

Moving towards the integrated AIM concept, an end-to-end European Aeronautical Information Management Service acting as the ultimate reference source of information for all ATM actors, needs to be developed and deployed.

This service will cover operational needs of our stakeholders, whilst complying with the corresponding ICAO and Single European Sky (SES) obligations, such compliance with the Aeronautical Data Quality (ADQ) Regulation. This will support our member states to fulfill the Aeronautical Data Quality Requirements (DQR) as major objective of the IR.

Through this service, the end-user will be provided access to all the required, consolidated, consistent and operationally validated data in a seamless and transparent way as from a single source, which can directly serve ASM/ATFCM/ATC, flight operations and airport operations.

The project will be phased in order to manage the risks for the preparation of the new service and to give priority to the most urgent improvements. Short term improvements will be gradually integrated into the new solutions as they become available. Full deployment and phase-out of the existing systems is foreseen in the 2019-2023 timeframe.

Deliverables

This business objective is composed of the following deliverables:

Actions	Deliverables (Milestones/Targets)	Start Date	End Date (frequency)
<u>Development of eEAD</u> <ul style="list-style-type: none"> • Manage the eEAD project aiming at the replacement of the EAD by an enhanced EAD system and services that meet the requirements approved by stakeholders and described in CONOPS 6.0. • During this reporting period EUROCONTROL will issue a Call For Tender for the replacement of the various technical components of the EAD and select the appropriate new industry partners. 	Issue of the eEAD Call For Tender Selection of the appropriate new industry partners.	01-Jan-19	31-Dec-23
<u>ADQ compliance and Conversion of AIXM 4.5 to 5.1</u>	EAD system recognised as ADQ compliant EAD components certified ADQ supporting data providers in their ADQ certification process. Interface for data providers to maintain static data (SDO) based on AIXM 5.1	01-Jan-18	31-Dec-23
<u>Integrated Briefing</u>	Evaluation and definition of the specification and contract initiation.	01-Jan-18	31-Dec-23

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<u>Compliance with the EUROCONTROL eAIP specification</u>	Implement the requirements for eAIP in accordance with the updated eAIP specification.	01-Jan-18	31-Dec-23
<u>Service development</u>	EUROCONTROL will operate, maintain and develop EAD in order to provide a system and services in line with the service performance level agreed with its stakeholders and in line with the related legal requirements.	01-Jan-18	31-Dec-23

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Associated resources

(Amounts in k€)

	2019	2020	2021	2022	2023
FTE	2,75	2,75	2,75	2,75	2,75
Staff costs	594	612	630	649	669
Staff related expenditure	60	60	60	60	60
External Effort	2.150	2.150	2.150	2.150	2.150
Depreciation Past Investments before 2017	161	60	0	0	0
Cost of capital Past Investments	15	6	0	0	0
Staff Receipts (Acc.Ins + Special Levy)	-7	-8	-8	-8	-8
Sales of services UPP	0	0	0	0	0
Cost-Base	2.973	2.880	2.832	2.851	2.871

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8 Total Cost Base

The table below shows the total cost base of EAD for the period covered by the Business Plan:

(Amounts in k€)

	2019	2020	2021	2022	2023
FTE	11,25	11,25	11,25	11,25	11,25
Staff Remuneration	2552	2629	2708	2788	2870
Staff related expenditure	195	195	195	195	195
External Effort	4020	4020	4070	4220	4457
Operating	12869	13080	13080	13330	13584
Depreciation Inv ABP 2019-2023	5	8	11	14	17
Cost of capital Inv ABP 2019-2023	0	1	1	1	1
Depreciation Investments 2018	4	4	2	0	0
Depreciation Past Investments before 2018	167	65	2	0	0
Cost of capital Past Investments	16	7	1	0	0
Staff Receipts (Acc.Ins + Special Levy)	-32	-33	-34	-35	-36
Sales of services UPP	-308	-308	-308	-308	-308
Sales of services UPP Indirect Costs	-92	-92	-92	-92	-92
Indirect Costs	2485	2537	2545	2610	2665
Cost-Base	21.881	22.113	22.181	22.723	23.353

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9 Revenues

Depending on the type of client, different charges will be applied for the use of EAD services. These charges are Service Charges applied by EUROCONTROL and Royalty Fees defined by the Member States when EAD data is made available by the Client to third party end-users.

The table below shows the expected net¹ revenue generated by the EAD service from type 2² and type 3³ clients.

(Amounts in k€)

	2019	2020	2021	2022	2023
Net Revenues €	400	500	500	600	600

10 Safety and business justifications for major investment projects

Substantiated by the ISO27001:2013 certification, EAD is secured via the first and second line of defence i.e. EAD first line firewalls and EAD second line firewalls.

The secure connections to EAD are:

- Hardware client establishing a VPN to EAD
- VPN client on ECITs
- PENS (private network which is a network between trusted organisations in the EATMN)

In addition the EAD Client Terminals accommodate malware protection and anti-virus software. The updates for the PCs are available via the EAD proxy servers and therefore no internet connection is needed.

The ECITs' software and configuration is deliberately untouched between EAD Baselines to ensure there is no safety impact due to security fixes.

ISO-27001-requirements are covered by Frequentis and EAD will upgrade the EAD system to ISO- 27001 as soon as adequate resources are available.

DNM will employ an External Expert to evaluate the NM Systems (including EAD System) in the near future. The outcome of this project will define additional measures to be taken (if any).

The justification of the major investments includes the following:

- Major ANSP's are planning to Join EAD which will enable them to make major savings
- Due to EAD's recent EASA certification, more and more users wish to Join EAD

¹ Royalties disbursed to States are deducted from these amounts

² Clients using the data for their own operational business without reselling and/or commercialising it, but which do not contribute to EUROCONTROL budget or are not recognised airspace users.

³ Clients that intend to commercialize the data with or without value added products and make data available to third party end-users.

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11 Performance targets

The performance targets for the 2019 – 2023 Business plan mentioned in this chapter describe the planned performance of EAD, for the provision of its services to customers (principally Data Providers and Data Users).

These performance indicators are derived from the detailed performance indicators annexed to the Service Level Specifications signed between EUROCONTROL and respectively DOP, ITP and application maintenance.

11.1 Service availability

The minimum availability and maximum downtime of the services provided by EAD, as agreed with the industry partners for 2018 and acknowledged by the EAD Service Steering Group, is listed in the table below:

EAD Services	Minimum service availability	Planned unavailability	Unplanned outages
INO BF	99,975%	Shall not exceed 60 minutes in total and not more than two times in a month	Shall not exceed 30 minutes
INO DP			
INO DU			
SDO			
PAMS			
CHARTS	98%	180 minutes for release deployments	Downtime and system recovery based on best available effort
AIP			
ESI			
EAD Basic ⁴	95%	Downtime and system recovery based on best available effort	

⁴ Internet access for any user – Not for operational use

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11.2 Service capacity

The table below shows the average capacity per service made available by EAD to its customers: This yearly capacity corresponds to the calculated total for a year of the daily average capacity per service.

EAD Services	Description	Yearly Capacity
---------------------	--------------------	------------------------

For Data Users (& Data Providers)		
Flight plans preparation	Creation of flight plan through EAD interface, validation against SDO and IFPUV	5 Million
Flight plans distribution	Submissions and reception of flight plans and associated messages	11,5 Million
PIB generation	Generation of Pre-flight Information Bulletins	5,5 Million
SDO reporting	Retrieval pre-defined standard aeronautical data reports	2,5 Million
Graphical reporting	Graphical representation of information stored in EAD	200.000
PAMS download	Browse and download the effective version of AIPs, AIP Supplements and Amendments, AICs and chart publications.	30 Million

For Data Providers		
NOTAM creation	Number of NOTAM created through EAD	400.000
NOTAM processed	Worldwide NOTAM processed by EAD (excluding NOTAM creation through EAD)	1,4 Million
SDO upload	Upload of static data based on AICM/AIXM specifications and static data changes	50.000
SDO download	Download of static data based on AICM/AIXM specifications	500
AIP operations	Validation and publication of AIPs	5.000
PAMS Upload	Upload of the effective version of AIPs, AIP Supplements and Amendments, AICs and chart publications.	5.000

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11.3 Service operations performance and quality

11.3.1 Service operations performance

11.3.1.1 Data Operations

- EAD Data Operations maintains the ECAC full static data set and the operational worldwide (basic) data set. This data set has to be maintained as specified below, except for SDO migrated Data Providers or if otherwise agreed:

Changes received at least x days before the effective date	Maximum number of days for commitment before the effective date
Before 25	20
Between 25 and 15	10
Less than 15	by the effective date or within 5 working days after reception, whichever is later

- NOTAM having an impact on static data (PERM NOTAM) are processed as follows:
 - All changes based on PERM NOTAM with immediate effect or effective in the future, but not related to AIRAC information shall be committed within 2 calendar days after reception at the latest unless coordination with Data Provider is previously required;
 - all changes based on PERM NOTAM with effective date in the future affecting incoming AIRAC information shall be committed at the latest two calendar days after the respective AIRAC information is committed unless coordination with Data Provider is previously required.

11.3.1.2 NOTAM Processing

- This activity includes the processing of NOTAM, SNOWTAM, and ASHTAM received via AFTN. It consists of ensuring that all messages received are validated, coherent, in the required format and that their syntax and structure conform to ICAO Annex 15 and OPADD, prior to storage in the INO database and further distribution. To increase the quality of the NOTAM, they are validated systematically against the static data object in SDO.
- The TAM processing service is measured in terms of time and volume.
- Manual processing targets for incoming TAM are as follows:
 - Average processing time for messages: 10 minutes (elapsed time between reception by the system and storage after manual processing);
 - 98,5% of messages processed within 30 minutes (elapsed time between reception by the system and storage after manual processing);
 - 99% of checklist received as TAM shall be analysed within 48 hours after reception (elapsed time between the completion of the checklist analysis and the reception time of the TAM by the system).

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11.3.1.3 PAMS

- This service includes the maintenance of a library of last available Aeronautical Information Publications in digital format (AIP, Amendments, Supplements, Circulars, and Charts), for ECAC+ States which are not yet managing their Publications directly in EAD.
- Two different categories are considered for the measurement of this service:
 - CAT I : AMDT (Amendments), i.e. posting the PDF file of an AIP Amendment in PAMS;
 - CAT II: updating in PAMS of the AIP sections and charts.
 - The maximum time allowed for the processing of the above categories is as follows:

Type of amendment or update	To be processed
CAT I	within 3 working days of receipt
CAT II Publications received on time ⁵	by the effective date
CAT II Publications received late	within 5 working days of receipt

11.3.2 Service Desk

The service desk manages tickets opened for any incidents and service requests. Ticket management includes the identification of the severity level, appropriate assignment according to the area of responsibility, traceability, follow up, recording of applicable solution or workaround, and an the estimated target date for the availability of the deployed solution.

Tickets are classified based on the following severity classes defined by EUROCONTROL:

Severity	Definition
High (A)	Service failure or malfunctioning, which has major impact on business and/or has impact on client(s) safety operations.
Medium (B)	Business is proceeding but is impaired either at Service Provider or at client.
Low (C)	No significant business impact

The Initial Feedback Time is the period from when the Ticket has been opened until the first call back or change in status has been made in the Ticket. The Initial Feedback Time does not mean resolution time.

This initial feedback time shall be in accordance with the Table below:

Severity	Initial Feedback Time
High (A)	1 hour
Medium (B)	4 hours
Low (C)	24 hours

⁵ Up to 5 days prior to the effective date.

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11.4 DOP Data Consistency

Data Consistency service ensures that data errors loaded by DOP contained in the EAD are identified and acted upon, thus enhancing the consistency of EAD data.

Data consistency review is performed according to procedures described in the EAD DOP quality system. It is performed on both, not yet published data (SDO, PAMS) and, committed/processed data (SDO, INO, PAMS).

Type of service	Monthly percentage of service errors severity A/B less than
INO	2.5% of the total number of NOTAM reviewed
SDO	2.5% of the total number of static data changes reviewed
PAMS	2.5% of the total number of pages reviewed

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12 Abbreviations

Abbreviation	Definition
ADQ	Aeronautical Data Quality
EAIMS	European ATM Information Management Service
AIM	Aeronautical Information Management
AIP	Aeronautical Information Publication
AIS	Aeronautical Information Services
AIXM	Aeronautical Information Exchange Model
AMC	Airspace Management Cell
ANS	Air Navigation Service
ANSP	Air Navigation Service Provider
ATC	Air Traffic Control
ATM	Air Traffic Management
ATFCM	Air Traffic Flow and Capacity Management
AO	Aircraft Operator (civil and military)
ASM	Airspace Management
CACD	Central Airspace & Capacity Database
DOP	Data Operations Provider
EAD	European Aeronautical Information System Database
ECAC	European Civil Aviation Conference
EAIM	European Aeronautical Information Management
EAIMS	European ATM Information Management Service
EASA	European Aviation Safety Agency
FAA	Federal Aviation Administration
FAB	Functional Airspace Block
HMI	Human Machine Interface
ICAO	International Civil Aviation Organisation
INO	International NOTAM Operation
IT	Information Technology
MET	Aviation Meteorology
MIL	Military airspace users
NM	Network Manager
NOTAM	Notice To Air Men

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Abbreviation	Definition
PAMS	Published AIP Management System
RPAS	Remotely Piloted Aircraft Systems
SESAR	Single European Sky ATM Research
SDO	Static Data Operations
SDD	Static and Dynamic Data Operation
SWIM	System Wide Information Management
UPP	User Pays Principle

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