Supporting European Aviation

EUROCONTROL

ATM Portal

MUAC Customer Service

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MUAC ATMP PJM

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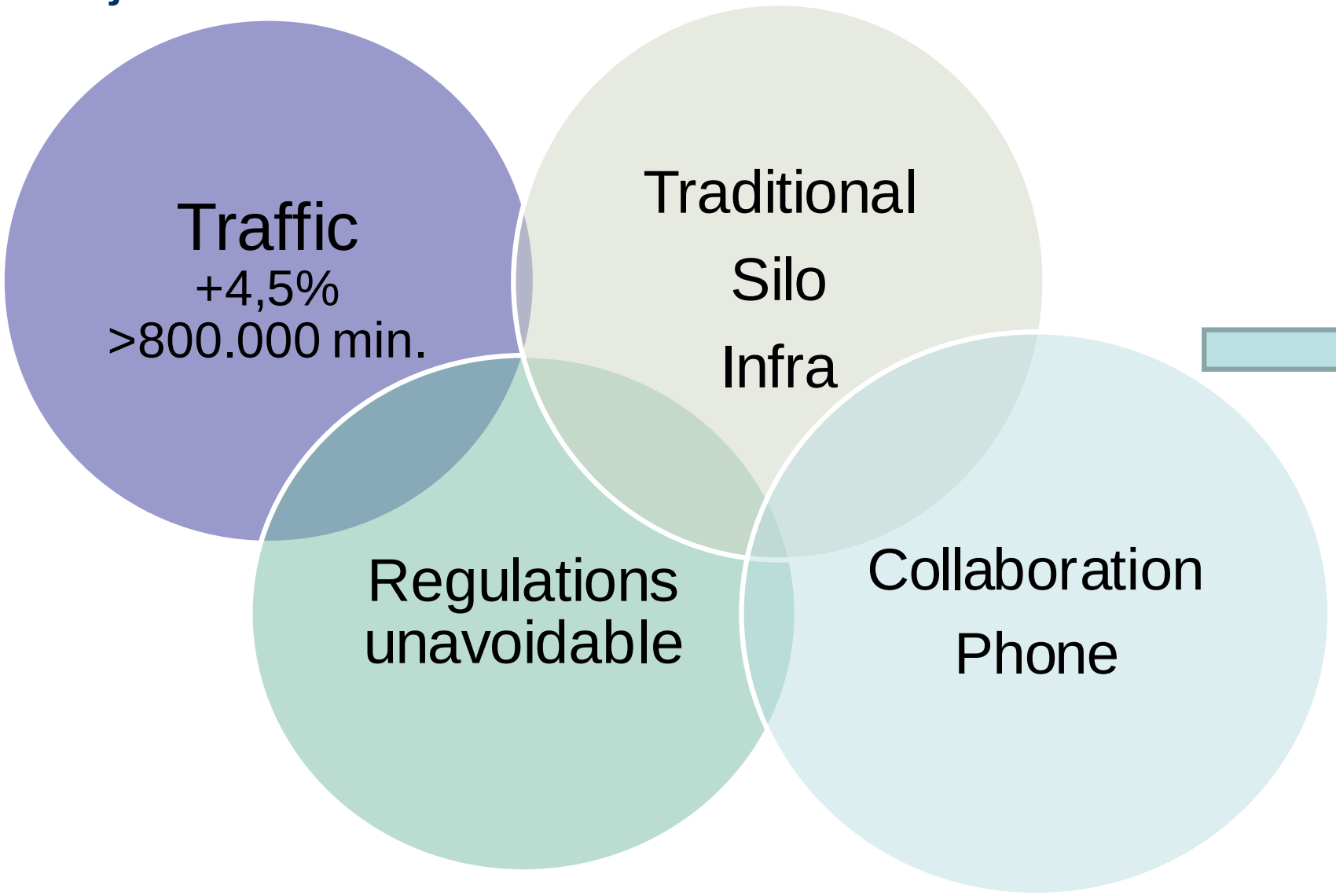
FOUNDING MEMBER SESAR JOINT UNDERTAKING

NETWORK MANAGER

Project started in 2016

ATFCM



Customer Service Infra & Tool

Customer Service Tool

Open architecture

Service bus, Web + e-mail access

Rely on ATM standards

SESAR SWIM

Access to NM data via B2B

Local ATFCM Optimization

Address delay where it most matters

Allow AOs to request support

2017 – 1st Customer initiative trial – No tool support

- **Run a new Flight Improvement procedure**
  (The Network does not operate as efficient as possible, local ATFCM optimizations possible – requires local knowledge)
- **More and better use of CTOT improvement and Regulation exclusion methods**
- **Business value of a flight**
  (The choice of which flights to be delayed, and which not, is not taking the relative importance of the flight for AOs operations into account)

No Certainties but willing to help/improve
Allow failure

Start small and grow with time
3 to 4 AOs

Abort if results not OK or unforeseen issues

Learn the rules of the game with our partners as well as how to deploy such a service when results positive

2018 – 2nd Customer Initiative trial – ATMP V1.0

- Develop the Flight Improvement procedures further
- Send CTOT improvement and Regulation exclusion requests via e-mail to NM DOM (allow more requests)
- Allow selected AOs to report on their business critical flights (Prio flights) and provide a business value view to MUAC FMPs

No Certainties but willing to help/improve

Allow failure

Start small and grow with time

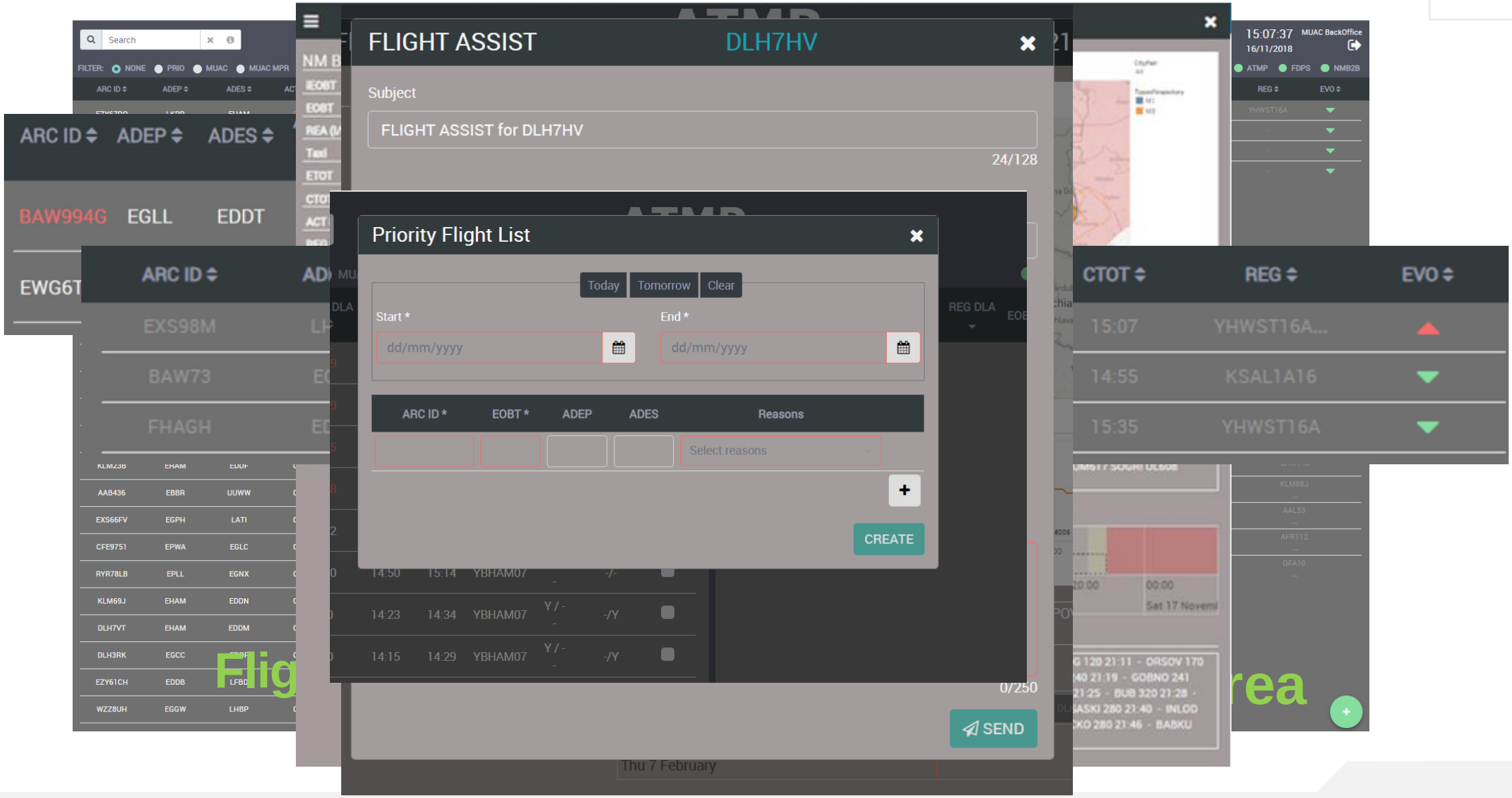
7 to 8 AOs

Abort if results not OK or unforeseen issues

ATMP JOIN SESAR PJ24

Check if the prio flight concept can grow and ability from the network to process more optimizations

2018 – 2nd Customer Initiative trial – ATMP V1.0



2019 – 3rd Customer Initiative trial – ATMP V2.0

Expand to FABEC/UK/IRL and allow RUAC, KUAC and NATS to join in on ATMP

From e-mail to full B2B service

Compute and display flight ‘Criticality’

Add AO schedule information

No Certainties but willing to improve the concept

Allow failure

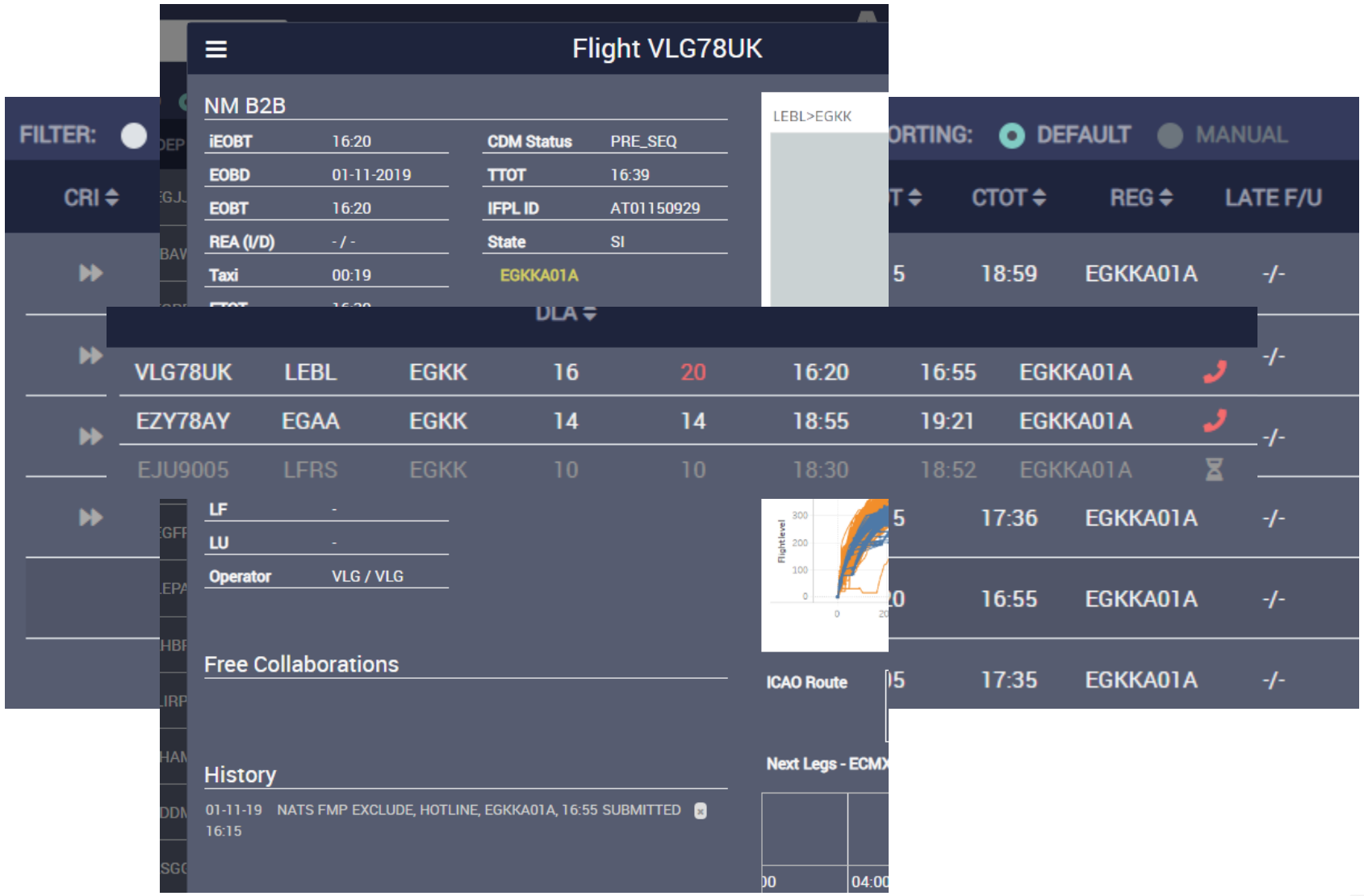
Capitalize and grow

More AOs

Abort if results not OK or unforeseen issues

Joined and more reactive improvements, less workload for NMOC, and improved flight business value

2019 – 3rd Customer Initiative trial – ATMP V2.0



Results

CI-17:

200 improvements

Can we out-perform nominal constrained network performance?

YES

CI-18:

>5000 improvements

Can we deliver a significantly sizeable quantity and focus on delay impact?

YES

Workload at NMOC and overall efficiency

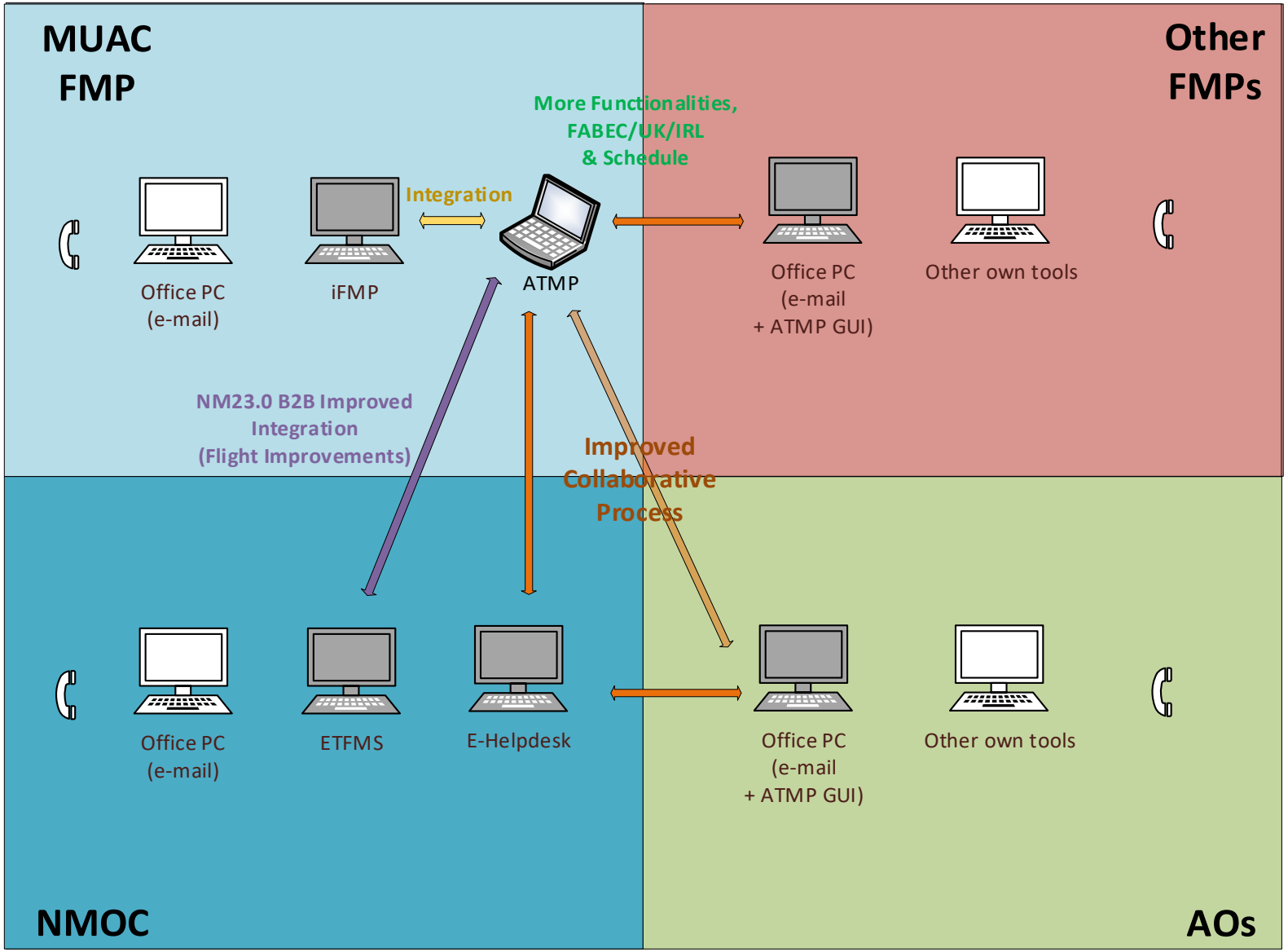
CI-19:

Less flight improvements (less opportunity), but better focused on high impact and more achieved

Can we make the process more efficient and more effective?

YES

What's next


MUAC FMP
Other FMPs
More Functionalities, FABEC/UK/IRL & Schedule
Integration
Office PC (e-mail)
iFMP
ATMP
Office PC (e-mail + ATMP GUI)
Other own tools
NM23.0 B2B Improved Integration (Flight Improvements)
Improved Collaborative Process
Office PC (e-mail)
ETFMS
E-Helpdesk
Office PC (e-mail + ATMP GUI)
Other own tools
NMOC
AOs

QUESTIONS?

THANKS

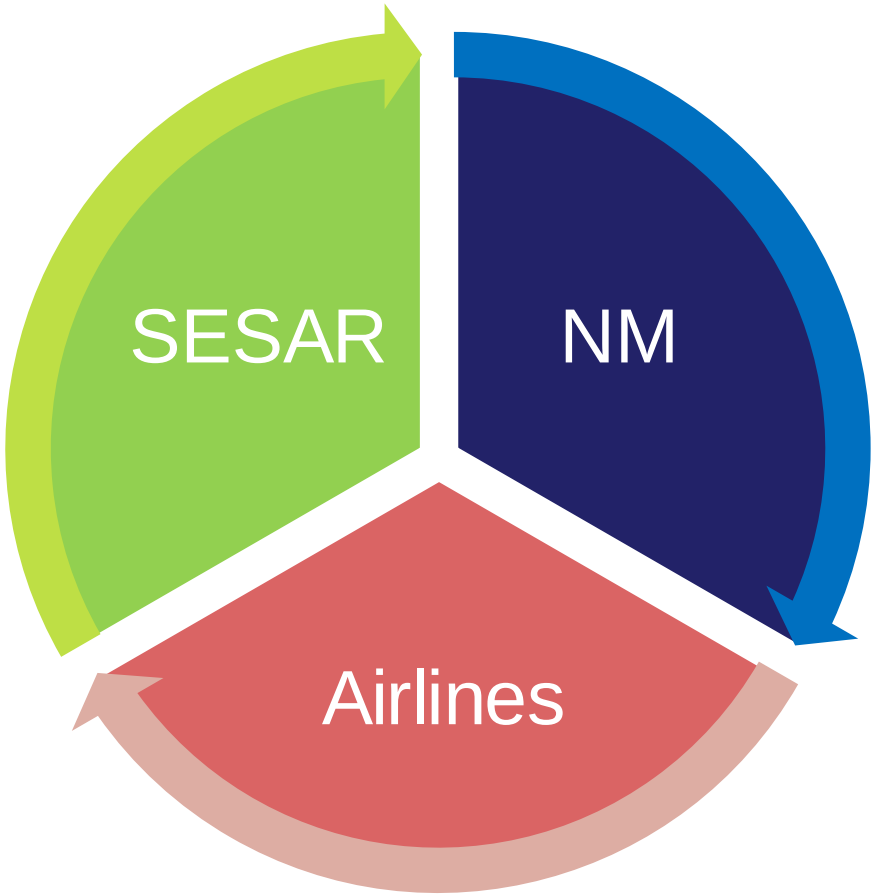
PJ24 for getting us to develop and trial the NM B2B services together with NM.

Achievement: a good first version, with further improvements possible

PJ9 for getting us good conceptual direction

Achievement: consistency towards future full size application

SWIM: enabling modular technical interoperability, supporting reliable, secure and efficient exchange of information



ENG: for the support and the necessary B2B improvements

OPS: for their support and deployment of new processes

For facilitating our understanding of their operations, as well as their support and engagement in the trial