

NM OPERATIONAL PROBLEM REPORT

Please return this form to: **EUROCONTROL – NM Safety Unit
Investigation (SAF/INV)
Rue de la Fusée, 96
B - 1130 BRUSSELS BELGIUM
FAX : +32 (0) 2 729 3611
<mailto:NM.incident@eurocontrol.int>**



More information is given overleaf concerning the completion of this report

Originator ref:	Originator date:	NM ref:
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This report relates to:	<input type="checkbox"/> Flow Management Operations <input type="checkbox"/> Flight Plan Operations <input type="checkbox"/> Other: (please specify, e.g. SAFA)	Date and time (UTC) of event:
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Impact on operations (1= most severe, 5 = no immediate effect)	Safety related : (If YES, please provide details in description)	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Undetermined					
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">1</td> <td style="width: 16.6%; text-align: center;"><input type="checkbox"/> 2</td> <td style="width: 16.6%; text-align: center;"><input type="checkbox"/> 3</td> <td style="width: 16.6%; text-align: center;"><input type="checkbox"/> 4</td> <td style="width: 16.6%; text-align: center;"><input type="checkbox"/> 5</td> </tr> </table>	1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5		
1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5			

Summary Description (e.g. ATC sector overload, missing FPL, etc.):

ARCID	ADEP	ADES	EOBDT	Regulation	Airspace	Other information

Detailed description (include all details necessary for the investigation, e.g. messages received/transmitted, screen captures, or any other supplementary information):

<p><u>Your details</u></p> <p>Name : _____</p> <p>Service : _____</p> <p>Address: _____</p> <p style="text-align: center;">:</p> <p style="text-align: center;">:</p> <p>Country : _____</p>	<p>Contact details. (annotate preferred method)</p> <p><input type="checkbox"/> E-mail : _____</p> <p><input type="checkbox"/> Phone: _____</p> <p><input type="checkbox"/> Fax : _____</p>
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The Network Manager (NM) Operational Problem Report should be used by all NM clients to report suspected problems of unexpected behaviour or inadequacy in the NM procedures, data, and/or systems which have consequently had an impact on the provision of ATM, such as erroneous messages from ETFMS, or in a process such as treatment of flight plans or allocation of slots.

For non-NM generated issues such as ATC problems we recommend that the originator contacts the relevant service provider directly.

This media is proposed to users who do not have access to the CCMS-Web application.

An electronic format of this form is available either via e-mail from the address detailed above or on the website: <https://www.eurocontrol.int/publication/nm-operational-problem-reporting>

The report should be completed as extensively as possible, with all fields completed with relevant information. Special attention should be made to the originators information. Supplementary information related to the report, such as screen print outs will also be of value to assist in the subsequent investigation. One form should be used for each incident being reported. When reporting the incident, the report should be sent as soon as possible after the event, to enable the related data to be extracted efficiently.

After completion the forms should be sent to the Network Management Investigation team by :

- E-mail (preferred option).
- FAX to the number annotated on the forms.
- Surface post to the address detailed.

Upon receipt of the report, the Network Management Investigation team will assign to it a unique reference (claim id). This reference will also be provided to the originator of the report by the NM when acknowledging its receipt. If this reference is not received **within 2 working days** (10 working days in the case of surface post) then contact should be made with the NM to confirm receipt of the report.

The report will be dispatched to the relevant section within the NM for detailed analysis and subsequent actions. After the investigation has been completed, contact will be made with the originator of the report, through the information supplied above. If the originator wishes to establish the status of any claim, or to request follow-up actions, then contact should be made with the Network Management Investigation Team.