



Operational Problem Reporting

Network Operations Handbook

Edition: 19.0
Edition date: 22-12-2021
Classification: Green
Reference nr:



DOCUMENT CONTROL

Document Title	Operational Problem Reporting
Document Subtitle	Network Operations Handbook
Document Reference	
Edition Number	19.0
Edition Validity Date	22-12-2021
Classification	Green
Accessibility	Internet (www.eurocontrol.int)
Status	Released Issue
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APPROVAL TABLE

The following table identifies all management authorities who have successively approved the present issue of this document.

This table may be replaced by a format document review and approval meeting, with the meeting details recorded and retained in the edition's archive folder.

The approval may also be recorded via electronic workflow, where put in place. Where document approval is made via a meeting or electronic workflow, the details shall be indicated here in place of the approval table.

Edition publication approval given on 22/11/2021.

EDITION HISTORY

Edition No.	Validity Date	Author(s)	Reason
16.0	10/08/2012		Update as primarily revising the content to reflect the new naming convention from CFMU to NM
17.0	31/07/2014		Minor change to the AD contact details
18.0	19/02/2016	Various	General Review
19.0	22/12/2021	FLK	Update links, contacts and NMOC services

EDITION CHANGE RECORD

Title	Amendment notes
QUICK REFERENCE GUIDE	
1. INTRODUCTION	
2. REAL TIME OPERATIONAL PROBLEM REPORTING	IFPU2 and RPL removed. Contacts updated consistent with NM website contacts
3. OPERATIONAL PROBLEM AND POST EVENT REPORTING	RPL removed. Website links updated
4. TECHNICAL PROBLEMS	Text added consistent with NM website contacts information
5. ANNEX – OPERATIONAL PROBLEM REPORTING	Website link to form updated. Investigation Team Unit updated.

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Quick reference guide for operational problems

Clients experiencing on-line problems should request assistance from the relevant Units as indicated below depending on the nature of the problem.

FLIGHT PLAN FILING PROBLEMS

For problems with FPL messages-

Action **Contact the IFPS Unit Supervisor**

FP1 - BRUSSELS

OPS TELEPHONE ++32 (0) 2 745.19.50

OPS FAX ++32 (0) 2 729.90.41



OPERATIONAL ATFCM PROBLEMS

Action **Contact the Central Flow HELPDESK**

E-HELPDESK ACCESS VIA THE NOP PORTAL

TELEPHONE ++32 (0) 2 745.19.01

The telephone Helpdesk is available to those that have no internet access or token.

Deputy Operations Manager (DOM)

TELEPHONE ++32 (0) 2 745.19.00

FAX ++32 (0) 2 729.90.27

nm.dom@eurocontrol.int

Aircraft Operators Liaison Officer (AOLO)

TELEPHONE ++32 (0) 2 745.19.92

nm.aolo@eurocontrol.int

TECHNICAL PROBLEMS (transmission, terminals)

Action **Contact the Customer technical Service desk & Operations (CSO) Helpdesk**

TELEPHONE ++32 (0) 2 745.19.97

FAX ++32 (0) 2 729.90.23

NM.cso.help-desk@eurocontrol.int

OPERATIONAL POST EVENT PROBLEMS

Action **Contact the NM Incident Investigation Team**

NM.incident@eurocontrol.int

FAX **++32 (0) 2 729.36.11**

NM CACD OR CADF (CENTRALISED AIRSPACE DATA FUNCTION) PROBLEMS

Action **Contact the Airspace Data operations (AD)**

TELEPHONE ++32 (0) 2 729.98.48

FAX ++32 (0) 2 729.47.95

NM.airspace.data.supervisor@eurocontrol.int

1 Introduction

Where external users of the NM operational services encounter problems, a number of possible reporting methods are available, depending on the type of problem and the service concerned.

This procedure is divided into three parts:

- **Real Time Operational Problem Reporting**

The first part gives detailed instructions for external users of the NM operational services who encounter operational problems which require immediate action.

- **Post Event Operational Problem Reporting**

The second part provides reporting instructions for external users of the NM operational services in post event mode, where either an operational problem has occurred or apparent anomalous behaviour has been identified.

- **Technical Problem Reporting**

Part three indicates the actions required for external users of the NM operational services who encounter technical difficulties.

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2 Real-time operational problem reporting

Clients experiencing on-line problems which require immediate corrective action should contact the relevant service depending on the nature of the problem:

2.1 Flow Management Operations

Problems which are primarily matters for the ATFCM which require immediate action, such as slot allocation, flight suspensions, etc.

Network Management Operations Centre (NMOC) Helpdesk

E-HELPDESK ACCESS VIA THE NOP PORTAL

TELEPHONE ++32 (0) 2 745.19.01

The telephone Helpdesk is available to those that have no internet access or token.

2.2 Flight Plan Operations

The processing of flight plans and associated messages is carried out by IFPS in NMOC.

For real-time problems in flight planning, message originators should contact IFPS.

NMOC IFPS

Tel: + 32 (0) 2 745 1950

Fax: + 32 (0) 2 729 9041



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3 Operational problem and post event problem reporting

3.1 Operational Problem Reporting

3.1.1 Context and Objective

In addition to direct contact with the relevant section, external users of the NM services encountering an operational problem or anomaly may perform a post event reporting, through a specific process called Operational Problem Reporting.

An anomaly can be defined as an unexpected behaviour or inadequacy in the NM procedures, data, and/or systems.

The objective of the Operational Problem Reporting is to establish procedures to:

1. Ensure all necessary reports and data required for analysis are collected centrally as soon as practicable.
2. Ensure occurrences are fully analysed, remedial actions taken and feed-back given to prevent a reoccurrence.

3.1.2 Definitions

For the purposes of the Operational Problem Reporting, a NM operational problem is defined as a significant occurrence affecting an ATS unit, an aircraft operator, an FMP or the NM resulting from an occurrence in the provision of air traffic flow management service, data processing and distribution function or other operational services.

NM operational problems may include:

- a) Overload of an ATC sector (as defined by the State administration) or failure of ATFCM service to provide adequate protection.
- b) Departure without a slot of an aircraft which should have received a slot.
- c) Departure of an aircraft with a slot well outside the slot tolerance.
- d) Refusal of an ATC unit to accept an airborne aircraft into its area for capacity or other reasons related to ATFCM.
- e) Excessive, unexplained delays for traffic through a particular area.
- f) The application by an ATS unit of unauthorised or uncoordinated ATFCM measures.
- g) Airborne aircraft following routes that do not comply with ATFCM measures.
- h) Failure to process or incorrect¹ processing of flight plan data.
- i) Failure to receive, process and distribute messages or warnings in relation to the SAFA Alerting Service.

3.1.3 Submission Process

An NM Operational Problem Report may be originated by an ATS unit, an aircraft operator, an FMP, the NM, or any other user of the NM services.

¹ Incorrect means corrupted and/or missing and/or incomplete.

Operational Problem Reports concerning sector over deliveries should initially be directed to the FMP concerned. The FMP within whose area the problem occurs will act as the first point of contact for NM Operational Problem Reports and collect all essential data and information, e.g. communication records. After a first analysis the FMP should forward all relevant details of the over delivery to the NM.

All NM users wishing to file an NM Operational Problem Report should submit a claim using the **CCMS Web interface**. In case users cannot access the CCMS web application for technical reasons, they are offered as an alternate solution to complete a web form (see 3.1.4 for more details). Complete an Operational Problem Report Form (see Annex) and send it to the address indicated on the form.

The NM strongly recommends the use of the CCMS web interface because:

It gives the submitters a better visibility on their incidents, as they can monitor the progress and give feedback at any stage of the incident investigation process.

- It will allow the Network Operations Investigations to be more efficient by saving precious time in duplicating data entry in CCMS on behalf of the claim submitters.
- The **Network Management Investigation** team will investigate all reports, make recommendations as appropriate and return their conclusions and/or recommendations to the parties concerned.

The incident reports should be completed as extensively as possible, with all fields completed with relevant information. Supplementary information related to the report, such as screen print outs will also be of value to assist in the subsequent investigation. One incident report should be used for each occurrence to be reported. 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 submitted via: (in sequence of preference).

3.1.4 Claim Submission Tools

a) Recommended tool: CCMS web interface.

This web interface is intended for the on-line submission and tracking of claims in the Central Claim Management System. With the CCMS web interface, the users can submit claims directly, through a web browser or a CHMI access.

- For opening the CCMS web interface, when having received access to the service, please use the following button on the homepage of the NM public website:



- For a brief introduction to the functions of the CCMS web and to request access to this NM Service, please consult the website at: <https://www.eurocontrol.int/tool/central-claim-management-system>



b) Alternate solution: the 'OPERATIONAL PROBLEM REPORT' form.

This form can be found on the NM public website at:
<https://www.eurocontrol.int/publication/nm-operational-problem-reporting>

and shall be sent when filled in to the following email address:

<mailto:NM.incident@eurocontrol.int>

For users with no access to the internet, a paper form is also provided in annex that shall be sent when filled in:

- Via FAX to: + 32 (0) 2 729. 36.11
- Or via surface post to the address below:

Contact

EUROCONTROL – NMD

Network Management Investigations (INV) Team

Rue de la Fusée, 96

B - 1130 BRUSSELS

BELGIUM



3.2 Central Airspace and Capacity Database (CACD) modifications (aircraft operators)

CACD modifications from aircraft operator sources should be submitted in free text to the NM Airspace Data Operations (AD), as mentioned below.

Examples of such data modifications are:

- Change of address for receipt of NM messages.
- Confirmation of which NM messages are required and which are not necessary.

Contact

EUROCONTROL - NMD

NM Airspace Data Operations (AD)

Rue de la Fusée, 96

B - 1130 BRUSSELS

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E-mail: nm.ad.spvr@eurocontrol.int

Telephone: + 32 (0) 2 729.98.48

FAX: + 32 (0) 2 729.47.95

3.3 CACD modifications (Air Traffic Services)

CACD modifications from ATS sources should be submitted in accordance with the procedures as contained in the NETWORK OPERATIONS HANDBOOK 'Provision of CACD Data', and also available on the EUROCONTROL - NM web site.

Problems related to the CACD/CADF (Centralised Airspace Data Function)

Queries, problems or requests for modifications in relation to the CADF should be submitted to the NM Environment Supervisor.

Examples of such queries are:

- Changes to Airspace Management Cell (**AMC**) addresses.
- Support for the submission of AUPs/UUPs (Airspace Use Plans/Updated Airspace Use Plan).

Contact

EUROCONTROL - NMD

NM Airspace Data Operations (AD)

Rue de la Fusée, 96

B - 1130 BRUSSELS

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E-mail: nm.ad.spvr@eurocontrol.int

Telephone: + 32 (0) 2 729.98.48

FAX: + 32 (0) 2 729.47.95

4 Technical Problems

Clients experiencing online technical problems which require immediate corrective action should contact directly the Customer Technical Service Desk & Operations (CSO) Helpdesk, by calling the phone number provided here under.

Examples of technical problems:

- An AO receives no ATFCM messages for a defined period of, for example, one hour which is contrary to the normal experience. There is apparently a technical problem in the delivery of the messages.
- A user cannot access one of the NM applications (use of access tokens, B2B certificates, transmission, terminals, technical CHMI issues)

EUROCONTROL – NMD


Customer Technical Service Desk & Operations (**CSO**) HELPDESK

Telephone: ++32 (0) 2 745.19.97

Fax: ++ 32 (0) 2 729.90.23

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Appendix A

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:	
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:	
Impact on operations (1= most severe, 5 = no immediate effect)				Safety related :		<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Undetermined
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	(If YES, please provide details in description)	
Summary Description (e.g. ATC sector overload, missing FPL, etc.):						
ARCID	ADEP	ADES	EOBDT	Regulation	Airspace	Other information
Detailed description (include <u>all</u> details necessary for the investigation, e.g. messages received/transmitted, screen captures, or any other supplementary information):						

<p><u>Your details</u> Name : Service : Address: : : Country :</p>	<p>Contact details. (annotate preferred method) <input type="checkbox"/> E-mail : <input type="checkbox"/> Phone: <input type="checkbox"/> Fax :</p>
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Appendix B

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>



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**.

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Abbreviations

Abbreviations and acronyms used in this document are available in the EUROCONTROL Air Navigation Inter-site Acronym List (AIRIAL) which may be found online:

<http://www.eurocontrol.int/airial/definitionListInit.do?skipLogon=true&glossaryUid=AIRIAL>.



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