

EUROPEAN ORGANISATION FOR THE SAFETY OF AIR NAVIGATION

EUROCONTROL

- Directives of the Permanent Commission -

DIRECTIVE N° 87/53

Relating to the provision of services for Radar Message Conversion and Distribution Equipment (RMCDE) support by EUROCONTROL

THE PERMANENT COMMISSION FOR THE SAFETY OF AIR NAVIGATION:

Having regard to the EUROCONTROL International Convention relating to Co-operation for the Safety of Air Navigation, amended by the Protocol signed at Brussels on 12 February 1981, and in particular Articles 6.1(b), 7.3 and 13 thereof;

Whereas the EATMP Programme aims in particular to improve the supply and application of data through the installation of new facilities or the common use of radar data;

Whereas this objective can be pursued in particular by means of providing services for RMCDE support;

Whereas the provision of the said RMCDE support requires the conclusion of agreements with the services of States using the RMCDE;

Upon a proposal from the Provisional Council;

HEREBY GIVES THE FOLLOWING DIRECTIVE TO THE AGENCY:

Subject to it informing the Commission accordingly, the Agency may conclude, in the name of the Organisation, with the appropriate services, public or private, of the Member States, agreements relating to the provision of services for RMCDE support, on the basis of the Model Service Level Agreement attached at Annex.

Done at Brussels on 22.10.1999


D.J. FJÆRVOLL
President of the Commission

MODEL SERVICE LEVEL AGREEMENT

relating to the provision of services for

**Radar Message Conversion and Distribution Equipment
(RMCDE)**

support by EUROCONTROL

to Member States and to non-Member ECAC States

**Service Level Agreement for
Radar Message Conversion and Distribution Equipment (RMCDE) Support**

The European Organisation for the Safety of Air Navigation (EUROCONTROL) established by the EUROCONTROL International Convention relating to Co-operation for the Safety of Air Navigation, as amended at Brussels in 1981, represented by its Director General, Mr. Y. Lambert,

hereinafter referred to as "the Service Provider"

and

(Name of the RMCDE-user Organisation)

hereinafter referred to as "the User"

HAVING REGARD to the EUROCONTROL International Convention relating to Co-operation for the Safety of Air Navigation, amended by the Protocol signed at Brussels on 12 February 1981, and in particular Articles 6.1(b), 7.3 and 13 thereof;

HAVING REGARD to Directive N°of the Permanent Commission of authorising the Agency to conclude, in the name of the Organisation, with the appropriate services, public or private, of the Member States and non-Member ECAC States, agreements relating to the provision of services for RMCDE support, on the basis of the Model Service Level Agreement.

HAVE AGREED AS FOLLOWS:

1. OBJECTIVES OF THE AGREEMENT

This Agreement defines procedures to be followed in the provision of services in the support of the Radar Message Conversion and Distribution Equipment (RMCDE).

2. DEFINITIONS

Note: At the time this version of the Agreement was prepared changes in the working structure of the groups defined below were discussed. The outcome of these discussions is not yet reflected in this version. As soon as the new structure is stable, the Agreement will be amended accordingly.

RADNET Implementation Team (RIT): The RIT, located at the EUROCONTROL Maastricht UAC, is responsible for the lifecycle support of the RMCDE-systems and for the support of the users in the implementation and operation of the RMCDE. It is at the disposal of all RMCDE users in EUROCONTROL Member States and non-Member ECAC States.

RADNET Task Force (RTF): The RTF has been established by the 4-States/EUROCONTROL Integration Project management. It consists of representatives of the 4-States (formal members) plus liaison representatives of other states operating an RMCDE and/or interested in radar data exchange. In the framework of this Service Level Agreement decision of the RTF will be made jointly by the formal members and the liaison representatives.

RADNET Users Group/RADNET Board (RUG/RB): The RUG/RB is a group established by the 4-States/EUROCONTROL Integration Project management, tasked to support the operational use of the RADNET.

RAPNET Board: The RAPNET Board is a group established by the 4-States/EUROCONTROL Integration Project management, tasked with the supervision and operation of the Regional ATS Packet switched Network (RAPNET).

RAPNET Office: The RAPNET Office provides the technical support to the RAPNET Board.

Group of Senior Officials (GSO): Group of high ranking civil and military officials of the 4-States and EUROCONTROL. It has been established for the development of an integrated and harmonised air traffic control system in the 4-States Area and it is responsible for the 4-States/EUROCONTROL Integration Project management.

RMCDE-user, User: Organisations in which an RMCDE is installed for which support from the RIT has been granted by a EUROCONTROL Decision and which is under configuration control from the RIT.

Working day: A working day in the sense of this Agreement is a working day at the Maastricht U.A.C. Exempted therefrom are Saturdays and Sundays as well as public holidays applicable at the Maastricht U.A.C. A list of public holidays at the Maastricht U.A.C. will be distributed by the RIT for each year as soon as it is available.

RADNET Status Report: This report contains information about the current status of the network, the software-status of the RMCDE, information about incidents, if available, and the status of the documentation maintained by the RIT.

3. DEFINITION OF SERVICE ENVIRONMENT

This Agreement shall cover all the components of the RMCDE-systems installed at the sites operated by the User defined in article 1.

It is valid for the current working environment and shall cover as well all future implementations, provided all procedures contained in this Agreement as well as in the referencing documents are followed during the installation phase.

4. DEFINITION OF SERVICES

The RIT is responsible for the support of the RMCDE-users. In that respect the following services shall be provided in accordance with Annex I of the present Agreement:

- helpdesk-service: support in all questions concerning the RMCDE;
- on-site support: if necessary, a RIT-member will go on site to investigate and solve problems which cannot be solved by the other means specified in Annex 1;
- fault tracing: after a fault has been reported, the RIT will take all necessary actions to detect the reason and solve the problem;
- handling of software change requests: will be based on user requirements co-ordinated by the RTF or on the initiative of the RIT;
- software configuration management and control: testing, integration and distribution of the common RMCDE- software;
- documentation: documents will be maintained under the responsibility of the RIT.

5. OPERATING PRINCIPLES AND PROCEDURES

The provision of the services described in article 4 of this Agreement shall be based on the following operating principles and procedures.

5.1 PRINCIPLES AND PROCEDURES

In the performance of this Agreement, the Users shall comply with the principles and procedures set out in the documents listed in Annex III. These documents shall be applied in their latest available version.

The procedures set forth in the present Agreement, its Annexes and the referencing documents shall be respected by the User.

5.2 COMMONLY AGREED GUIDELINES

The RTF may publish additional guidelines. The User shall act in conformity with these commonly agreed guidelines.

5.3 SOFTWARE CONFIGURATION MANAGEMENT AND CONTROL PRINCIPLES

It is solely the responsibility of the RIT to perform the configuration management and control of the RMCDE-software.

In order to be entitled to RIT support, the User shall operate the RMCDE on the latest software version officially released by the RIT for the systems installed at his site(s).

If for technical or administrative reasons the implementation of the latest distributed software version is not feasible in the time frame specified by the RIT, the User shall replace the running version by the latest official version as soon as possible. In principle this applies for software developed by the supplier in case an official release covering the updated items is not yet available from the RIT.

The configuration management and control of the RMCDE software shall be performed in accordance with article 5 of Annex I.

5.4 CO-ORDINATION OF RMCDE ACTIVITIES

In order to judge the possible impact on the system and the network and - as far as possible - to ensure error-free operation of the system all actions concerning the RMCDE must be co-ordinated in advance with the RIT.

According to the document entitled "RADNET Configuration and Practical Information" referred to in Annex III, the connection of new data-sources and -sinks to a RADNET-node shall be co-ordinated in advance with the RIT. This is especially important in case of tests performed in the RADNET-environment.

If the User wants to link a data-source and a data-sink connected to the same RMCDE, he is allowed to do so without restrictions. However, to allow the RIT to keep track of the situation in the network, the User shall inform the RIT in advance.

The connection of new users is subject to a specific procedure established by the Group of Senior Officials (GSO) in co-operation with the RTF. This procedure is described in the document entitled "Guidelines and Procedures for the Provision of Live Data from the 4 States Radar Network RADNET" referred to in Annex III.

5.5 STAFF TRAINING

The present Agreement is valid to the extent that the staff-on-site of the User is trained and is capable of handling the day-to-day business of the RMCDE and its subsystems.

5.6 SOFTWARE CHANGE REQUESTS

In the event that a User has a need for additional functionality or a proposal for an improvement in the RMCDE-software, the User shall submit a software change request or software change proposal to the RTF. A copy shall be made available to the RIT.

The procedure to be followed by the RTF shall be in accordance with article 4 of Annex I.

5.7 PROBLEM REPORTING PROCEDURE

The User shall immediately report to the RIT any problems or malfunctions of the RMCDE.

Reporting shall be made in accordance with Annex II.

6. REPORTING PROCEDURES FOR THE RIT

At each RTF meeting the teamleader of the RIT shall present the RADNET Status Report. The RTF will take note of it and - if necessary - will agree upon further actions.

Additionally the RADNET Status Report shall be presented to the RUG/RB.

7. INDIVIDUAL ARRANGEMENTS

Should any additional arrangements between the two parties be required, these shall be specified in writing and attached as annex to this Agreement.

8. COSTS

The services provided by the RIT under the present Agreement are normally provided free of charge for the Users unless stated otherwise in a EUROCONTROL Decision.

In the latter case where there is a EUROCONTROL Decision the costs shall be the subject of a supplementary agreement.

9. DISCLAIMER OF LIABILITY

The Service Provider shall not be liable in respect of any direct or indirect cost, loss or damage occurring or in connection with, or as a result of, the management, control, maintenance, modification, repair and replacement of the RMCDE software.

The Service Provider shall not be liable in respect of any direct or indirect cost, loss or damage occurring or in connection with, or as a result of, its failure to resolve any problem reported by the User.

The User shall indemnify the Service Provider and any of its staff against any costs, losses, expenses, demands, claims or other actions and damages and other liabilities suffered or incurred by, made upon or instituted by third parties against the Service Provider, or any of its staff, arising directly or indirectly from this Agreement.

10. SUPPLIERS/MANUFACTURERS WARRANTY

In cases where the equipment or parts thereof covered by this agreement is still under warranty by the supplier, the RIT reserves the right to pass on any problem report to the supplier.

11. DATE OF ENTRY INTO FORCE

The present Agreement shall enter into force on the day of its signature.

Done at _____ on _____

For EUROCONTROL,
On behalf of the Director General,
by special delegation,

For the User,

A. Vandebroucke
Director
EUROCONTROL Maastricht U.A.C

ANNEX I: SERVICES AND PROCEDURES

1 HELPDESK SERVICE

1.1 Telephone support

To the maximum extent possible, the RIT shall assist the User on the phone in order to solve a problem. If due to the nature or complexity of the problem it is not possible to solve it on the phone, further steps as described below shall be initiated as agreed upon between the User and the RIT.

1.2 Support in Writing

If it is not possible to provide the necessary support on the phone, the RIT shall investigate the problem and prepare a report, which shall then be sent to the User.

2 ON-SITE SUPPORT

If the User and the RIT come to the conclusion that the problem reported requires the on-site support of a member of the RIT, the following response time has been agreed:

A member of the RIT shall be on site within 3 working days after the provision of on-site support has been granted unless otherwise agreed on individual basis. If the RIT is unable to comply with this timeframe, it shall notify the User immediately and shall discuss with him further proceedings.

3 FAULT TRACING

In the event of a fault in the RMCDE-software following its report to the RIT, the latter shall take all necessary actions to find the reason for the malfunction. For this purpose, the RIT will use the equipment available at Maastricht. In the event were this is not sufficient, use will be made of test possibilities at the site of the User. This shall be co-ordinated in advance between the RIT and the site-responsible at the Users site.

The RIT shall then initiate corrective actions. These actions will result in the release of a new software-version, which shall be distributed to all users.

4 HANDLING OF SOFTWARE CHANGE REQUESTS

In the event that a User has a need for additional functionality or a proposal for an improvement in the RMCDE-software, he shall submit a software change request or proposal to the RTF. A copy shall be made available to the RIT.

The change will then be discussed during the following RTF meeting. If possible, the RIT will provide at the same meeting a statement on the feasibility of the change and an estimate about the effort to be invested.

It is the decision of the RTF whether or not the change request will be implemented and under which conditions.

5 SOFTWARE CONFIGURATION MANAGEMENT AND CONTROL

It is the exclusive task of the RIT to perform the necessary actions for the management of the official RMCDE-software (see article 5.3 of this Agreement).

All source modules will be processed by the RIT and compiled to an executable software package.

This package will then be tested by the RIT at Maastricht. After successful execution, the software will be sent to the sites which are concerned by the software modifications. This gives a possibility to test the changes in the real working environment. The users concerned shall inform the RIT of the result of these tests.

If all users informed the RIT that the tests were successful, the software will be distributed to all sites using either the network for filetransfer or on floppies. Together with the software or in separate mail, a software release note will be distributed explaining all the changes implemented in the new software version.

Together with the distribution of the software release note the RIT will impose a time frame, in which it expects the User to install the software on his RMCDE. This period can be used for on-site testing and integration of the software if required. If for a User it is not possible to install the software by the time specified, he shall inform the RIT accordingly.

The User and the RIT have the possibility to co-ordinate external tests whenever deemed necessary.

6 DOCUMENTATION

Documents produced by the RIT, including documents listed in Annex III can be amended or updated only by the RIT when required. The amended or updated documents shall be distributed to all Users.

ANNEX II: PROBLEM REPORTING PROCEDURE

For the reporting of problems as well as for all contacts with the RIT the following means of communication are available. These are listed hereafter in their order of preference.

1. BY FAX:

Maastricht U.A.C.
RADNET Implementation Team RIT

Fax-number: (0031) 43-3661 461

2. BY E-MAIL

The e-mail address of the RIT is the following:

rit.team@eurocontrol.be

When mailing to this address, your message will be copied to all RIT-team members, thus ensuring that your message is received also during absence of someone from the team.

3. BY TELEPHONE:

For contacts with the RIT by telephone a RIT-hotline is installed. This hotline is manned from 08:00 hrs to 16:00 hrs CET, except on weekends and public holidays at the Maastricht U.A.C. Since public holidays are not the same throughout the area of RMCDE-installations, a list of public holidays at the Maastricht U.A.C. will be distributed each year as soon as available.

Outside these operating hours, the hotline number is connected to a mailbox where the User can place a message. This ensures that the User can report problems 24 hrs a day. Upon taking up his duties, the RIT-member responsible for the hotline-service will contact the User in order to discuss the problem-report and define further measures.

The hotline of the RIT can be reached at the following telephone-number:

(++31) 43-36 61 195

The User shall use only this telephone-number for contacts with the RIT, unless he is otherwise instructed by a RIT-member.

4. SUPPORTING DOCUMENTS:

At the request of the RIT, the User shall supply supporting documents.

5. CONFIRMATION BY RIT:

The RIT will confirm the reception of a problem-report as expeditiously as possible after reception, by sending an acknowledgement of receipt by fax.

ANNEX III: REFERENCES

1) RADNET TUTORIAL

"An Introduction to RADNET", GD-0053-02, March 1992,
W. Janssen & R. Missault,
Eurocontrol, Maastricht UAC.

2) RMCDE ICD

"RMCDE User Interface Description", GD-0048-03, February 1996,
RADNET Implementation Team,
Eurocontrol, Maastricht UAC.

3) RADNET CONFIGURATION AND PRACTICAL INFORMATION

"Handbook for RMCDE Users", GD-0060-04, October 1997,
RADNET Implementation Team,
Eurocontrol, Maastricht UAC.

4) PRINCIPLES FOR THE CONVERSION OF DATA WITHIN RADNET

"Presentation Layer Aspects of RADNET", GD-0039-02, June 1989,
W. Janssen,
Eurocontrol, Maastricht UAC.

5) PRINCIPLES FOR THE ROUTING AND FILTERING OF DATA

"RMCDE-project - Routing and Filtering of Radar Data within RADNET",
TS-0009-01, April 1994,
W. Janssen,
Eurocontrol, Maastricht UAC.

6) PROVISION OF LIVE DATA FROM RADNET

"Guidelines and Procedures for the Provision of Live Data from the
4 States Radar Network RADNET",
Version 1.0, March 1999,
RADNET Implementation Team,
Eurocontrol, Maastricht UAC.

ANNEX IV: ADDRESSES OF PARTIES TO THIS AGREEMENT

1. EUROCONTROL

EUROCONTROL
Radnet Implementation Team (RIT)
Maastricht UAC - Engineering Division
Horsterweg 11
NL - 6191 RX Beek (Lb)
The Netherlands

2. RMCDE-USER

(Name and Address of the RMCDE-user)