A Guide to the Network Manager Operations Centre
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NMOC
System Operations:

- is in charge of monitoring NM applications, infrastructure, systems and networks. These systems ensure the continuous availability of Air Traffic Flow Management service data processing and data communication facilities;

- is the single point of contact for all operational related technical incidents and problems for internal and 6700+ external stakeholders and users;

- is a technical helpdesk staffed by high-profile certified technicians and run in shifts to ensure that the Network Manager services are up and running on a 24/7 schedule.
- rationalises the receipt, initial processing and distribution of flight plan data for the 41 EUROCONTROL Member States as well as for Morocco;
- provides the Flow Management System (ETFMS) with a copy of flight plan data;
- gives air navigation service providers flight plan data that can be automatically processed;
- provides real-time assistance, 24/7 in flight planning for aircraft operators.

Flight Efficiency Support:
- contributes to the flight efficiency programme by assisting airspace users in reducing their environmental impact and flightplanning more efficiently.

Repetitive Flight Plan (RPL):
- feeds the IFPS with scheduled flight plan 20 hours before EOBT.

Demand Data Repository (DDR) & Data Steward Function (DSF):
- maintains IATA and ICAO code matching tables for aircraft operators, airports and aircraft types and specific schedules of flight data for DDR and PRISME.

Call Sign Management Cell (CSMC):
- participates actively in raising awareness about call sign similarity reduction process;
- supports Aircraft Operators in using the Call Sign Similarity Tool (CSST) which detects and de-conflicts similarities within AO schedules.
The Current Operations Manager:

- optimises the daily operational service delivery and drives a high performance operation based on the Network Manager Performance Plan, by implementing the best operational plan on a daily basis, anticipating and minimizing local and network delays, ensuring a continued and balanced performance improvement for flight efficiency, capacity and emissions;
- manages the NMOC day-to-day operations;
- acts as the focal point for crisis management within the European air traffic flow management arena;
- runs NM teleconferences;
- performs operational briefings;
- manages the daily ATFCM Webex conferences with the FAA and other international agencies.
Tactical Flow Management Operations:
- real-time optimisation of capacity/demand. This function is supported by a computerised Air Traffic Flow and Capacity Management system known as ETFMS, which includes a Computer Assisted Slot Allocation system (CASA);
- monitors the traffic load and available capacity on the day of operations and interacts with Flow Management Positions to further optimise the use of capacity across Europe;
- carries out delay management where aircraft are affected by a regulation in order to offer alternatives and minimise delay.

Tactical Network Management:
- monitoring the overall tactical air traffic flow and capacity management (ATFCM) situation to ensure the pan-European compatibility of ATFCM measures.
- providing most up-to-date information to all stakeholders and airspace users with a continuous update of the Headline News on the NOP Portal.

Aircraft Operator Liaison:
The Aircraft Operator Liaison Officers are the main point of contact with aircraft operators for any ATFCM measure.

Their work is divided between:
- assisting the Network Management Cell in preparing the daily pre-tactical plan, and
- participating in daily tactical operations, in particular re-routing.
- monitoring the weather, anticipating and reporting on its impact on the Network.
The role of the MILO:

To enhance the civil and military coordination process at the European Network level, with the aim of supporting the daily ASM/ATFCM process, to improve flight efficiency and to increase military mission effectiveness by:

- collecting, harmonising and publishing national information about major military exercises/events to update the Network Operations Plan;
- integrating these events and mitigating their impact on the network by coordinating the implementation of appropriate measures;
- contributing to the optimisation of the airspace allocation and executing network impact assessment using AUP/UUP data;
- supporting the States in increasing military mission effectiveness;
- contributing to the optimization of civil-military coordination in time of crisis.
The Network Management Cell (NMC) manages the short-term strategic and pre-tactical Air Traffic Flow and Capacity Management (ATFCM) which takes place in the 6 days before a flight. Its task is to:

- optimise available capacity to meet forecast demand, and/or
- manage demand to minimise delay and cost;
- publish the agreed plan for the day of operations after a process of Collaborative Decision Making.

The function is supported by the computerised ETFMS system in the form of Predict, Tact and Simex.

**Daily Plan**

To enhance the civil and military coordination process at the European Network level, with the aim of supporting the daily ASM/ATFCM process, to improve flight efficiency and to increase military mission effectiveness.

- Works proactively with Air Traffic Control Centres, the Aircraft Operator Liaison and Military Liaison Officers to create a network plan in advance of the day of operation, coordinating issues affecting the network and mitigating the impact;
- communicates the plan to the network of Aircraft Operators, Airports and Air Traffic Control Centres.

**Network Events**

- Simulates network events such as major sporting events, industrial action and new systems at Air Traffic Control Centres to provide information to all parties affected;
- mitigates their impact through measures created, coordinated and implemented accordingly.
Management of the Airspace Data Management (known as the Environment System):

Aeronautical Infrastructure
- Collection, implementation and maintenance of airways, routes, SIDs, STARs, CDRs, RAD, PTRs, airports and all related data as published in the States AIPs.

Operational airspace structure
- Creation and maintenance of operational airspaces and sectorisations as agreed with ANSPs and States.

AOs addressing management
- Support to AOs in the setup and maintenance of addressing parameters related to NM services (addressing, ORMs, CASA parameters).

ANSPs addressing management
- Maintenance of addressing parameters for IFPS and CASA messaging.

Operational pre-validation and Network impact assessment
- In close coordination with and giving support to the ANSPs and National Authorities and on their request, providing advanced Network impact assessments of major airspace changes;
- used by National Administrations to validate conceptual changes prior to publication.

Centralised Airspace Data Function (CADF)
- Daily support and management of AUP/UUP in close coordination with Airspace Management Cells (AMC) and national authorities.