

EUROCONTROL GUIDELINES for CONTINGENCY PLANNING of AIR NAVIGATION SERVICES

SASI WS 04A Cyprus 24 – 26 November 2009

Organisational Aspects and Planning Process

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http://www.eurocontrol.int/ses/public/standard_page/sk_sesis_guidelines.html

Generic Contingency Organisational Aspects

- **Who is responsible for Contingency in your organisation?**
- **How is contingency organised?**
- **Who are the key participants?**
- **What processes do you follow?**

EUROCONTROL

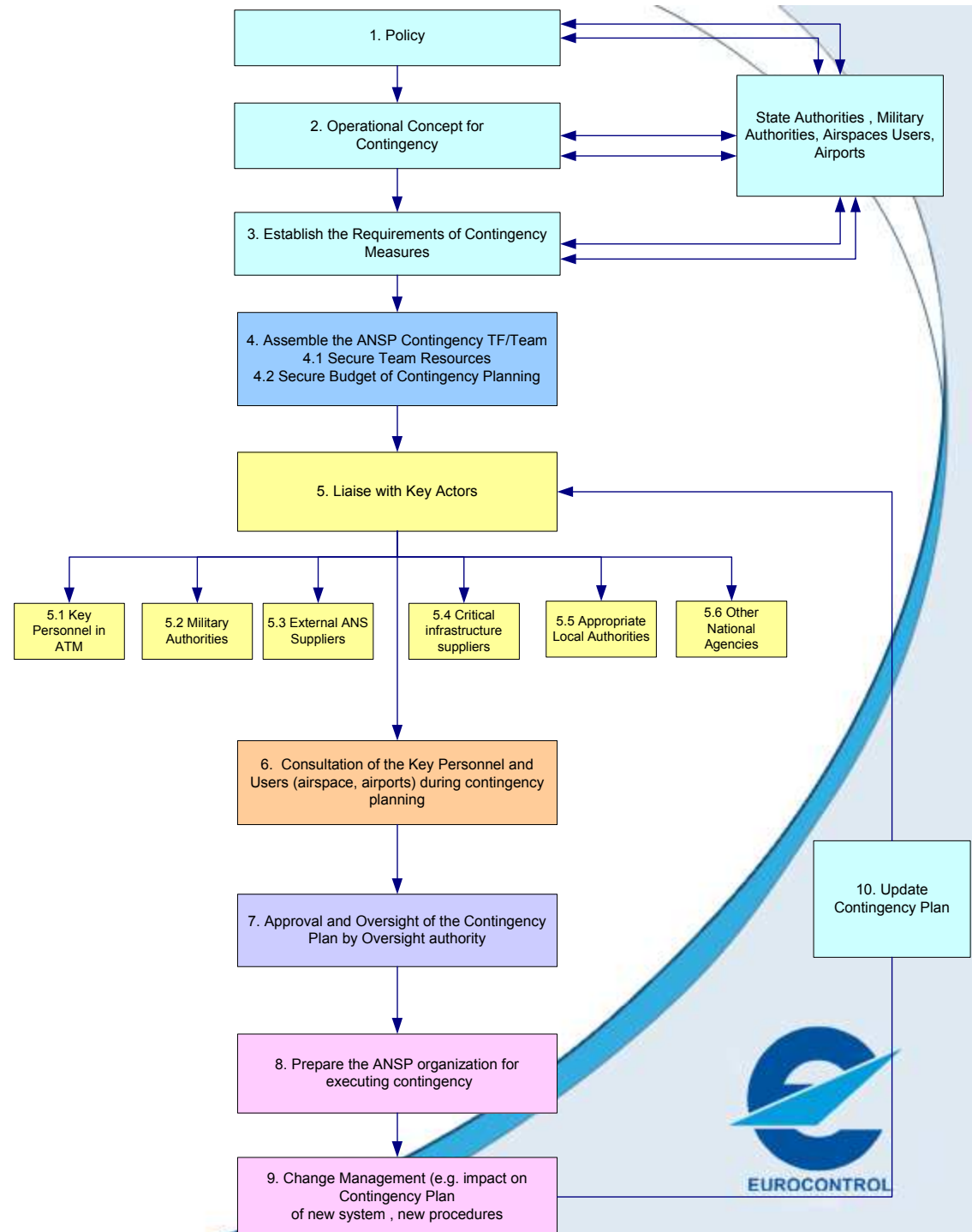


Reference Guide to EUROCONTROL Guidelines for Contingency Planning of Air Navigation Services (including Service Continuity)

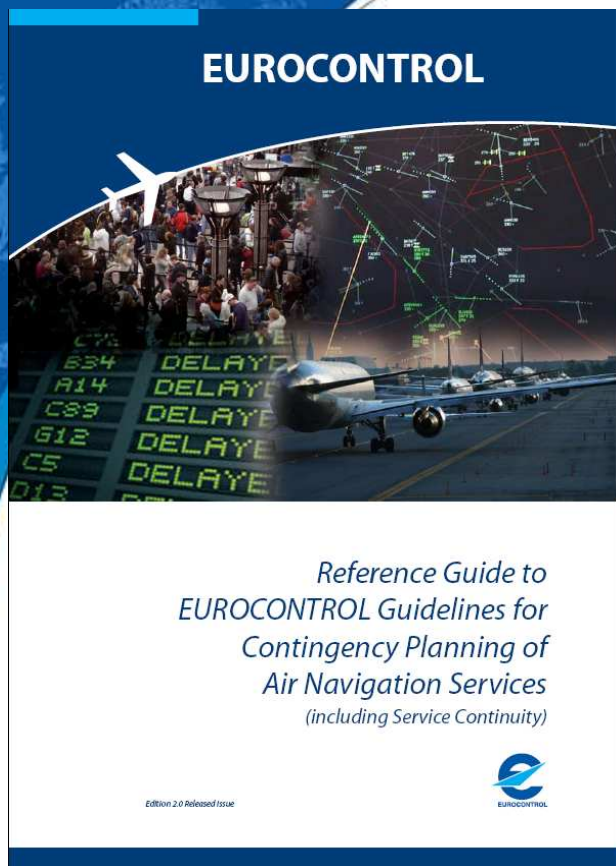


Edition 2.0 Released Issue

- Schematic page 13
- Checklist page 24



Generic Contingency Organisational Aspects



CHECKLIST OF ORGANISATIONAL ASPECTS

A checklist of the Organisational actions to be completed by ANSPs for a given ANS unit (e.g. ACC, APP, and TWR) is provided below. Complete guidance can be found in Chapter 5 of the Guidelines.

ESTABLISH CONTINGENCY PLAN REQUIREMENTS

- Check that a process is in place to set the requirements for "Contingency measures" with the State authorities (including the Military authorities), the Airspace Users and the Airports (if relevant).

ASSEMBLE ANSP CONTINGENCY PLANNING TASK FORCE/TEAM

- Check that all specialists relevant to the ANS unit considered are involved, e.g.:
 - Managers/Supervisors
 - ATCOs
 - Engineers/Technicians
 - Legal
 - Human Resources
 - Finance
 - Facilities Management (e.g. parking, catering)
 - Staff representatives if appropriate
- Convene workshop/brainstorming
 - Consider the "what ifs"
 - Gain greater understanding of contingency planning
- Appoint senior manager to own the process:
 - Responsible for final sign-off of contingency plan(s)
- Identify those responsible for maintaining the CP
- Secure resources and budget of the contingency planning team activities

- Secure resources and budget for the actual contingency measures

LIAISON WITH

National

- State authorities, other ANS Units (e.g. ACC, APP, TWR), Airports, Airspace Users

International

- National key actors plus,
- CFMU (see below)
- Adjacent States - ANSPs, State authorities, ANS Units, Airports

CFMU and OCG

- See Achievement Checklist for actions before an incident
- and the Execution and Assurance Checklist for actions during and after an incident

High Level Tactical Management - Crisis Management Group (CMG)

- Check co-ordination with the Director CFMU and convening of the CMG?

ICAO

- Refer ICAO aspect in Roles and Responsibilities Checklist

Military Authorities

- Refer Planning Checklists

External Air Navigation Services Suppliers

- Consider the possible causes of loss/disruption of services related to a failure in the delivery of external services.
- Consult with external suppliers as necessary, when developing contingency plans. *More advice on external suppliers can be found in Guidelines Appendix G.*

Critical Infrastructure Suppliers

- Consider consequences of critical infrastructures outages such as power supply, IT etc

- Liaise with specialist planning groups

Local Authorities

- Include liaison with Local Authorities (fire, police medical, councils etc)
- Check mutual awareness of contingency plans

Other National Agencies

- Consider need for liaison (possibly through the Regulator) with other national authorities, e.g. National Counter Terrorism etc

CONSULTATION OF KEY ACTORS (DURING PLANNING)

Airspace Users

- Check consultation during Planning stages (to discuss potential solutions)
- and Execution (to be kept informed of latest developments)

CFMU

Airports (if relevant)

APPROVAL AND OVERSIGHT

- Manage approval and oversight of the Contingency plan as per the Roles and Responsibilities Checklist (ANSP and NSA)

PREPARING ANSP ORGANISATION FOR EXECUTION OF CONTINGENCY PLANS

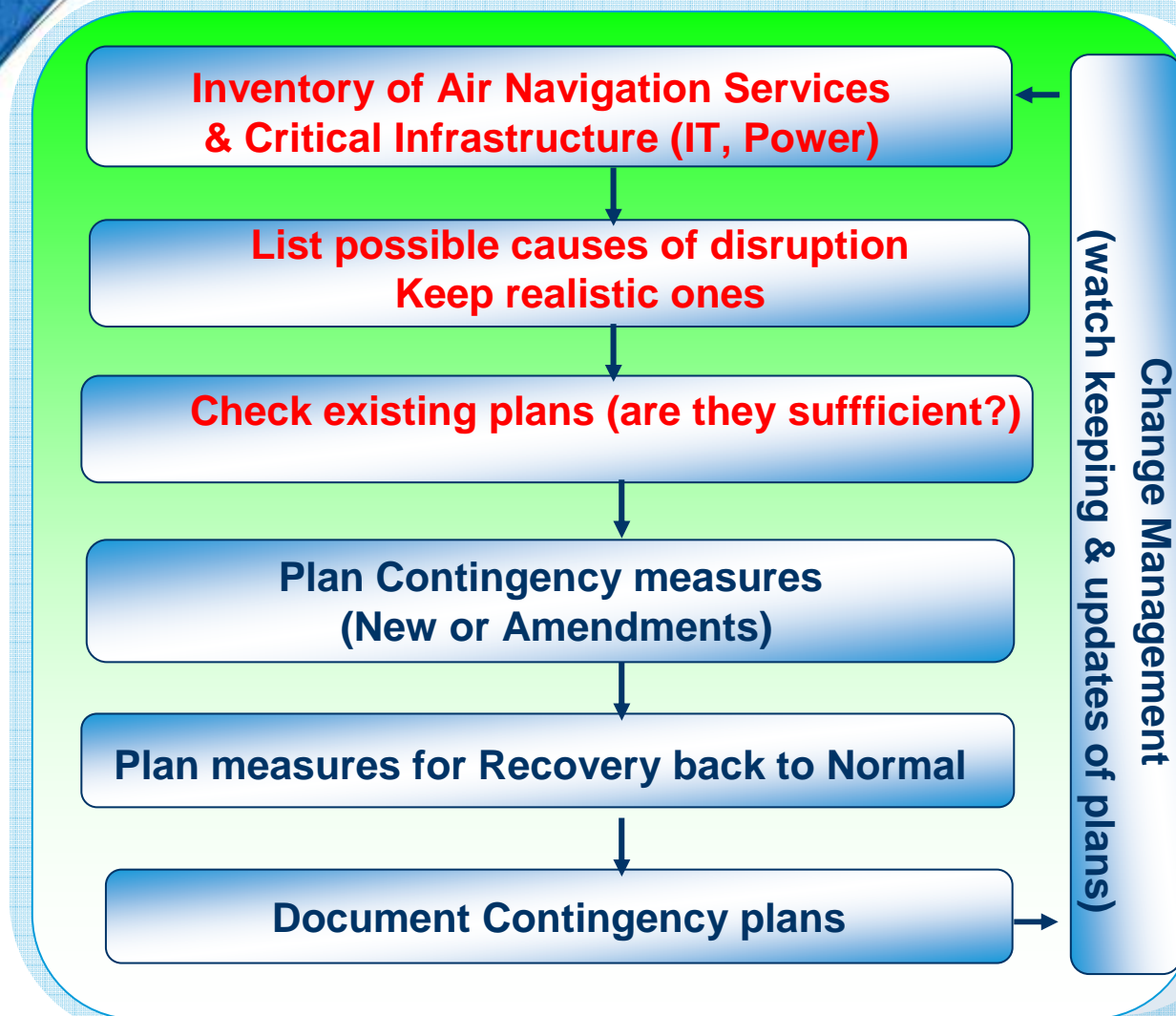
- Check roles and responsibilities are clearly assigned within the organisation
- Check ANSP executive is nominated to have overall responsibility/authority for Contingency Planning

CHANGE MANAGEMENT

- Check relevant contingency plans after all changes (e.g. system changes, procedures changes, organisation changes)
- Update contingency plans as necessary

⁵ The Crisis Management Group (CMG) has been created which aims to react quickly and efficiently when unexpected situations seriously disturb air traffic flows in ECAC airspace. This group is chaired by the Director of the CFMU and is composed of nominated representatives of the Directors of Air Navigation.

Generic Contingency Planning Process

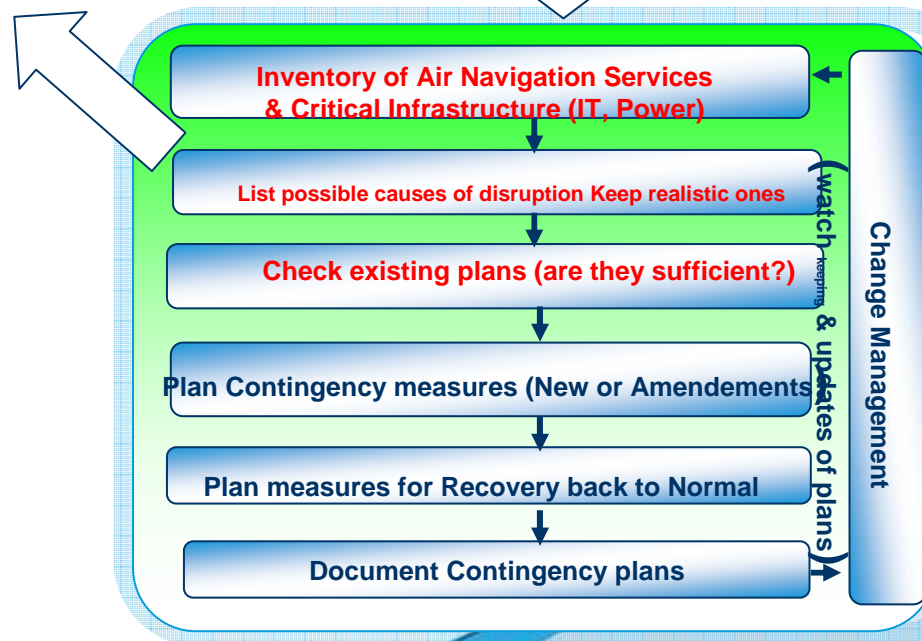


Operational Concept – Requirements - Planning



Requirements

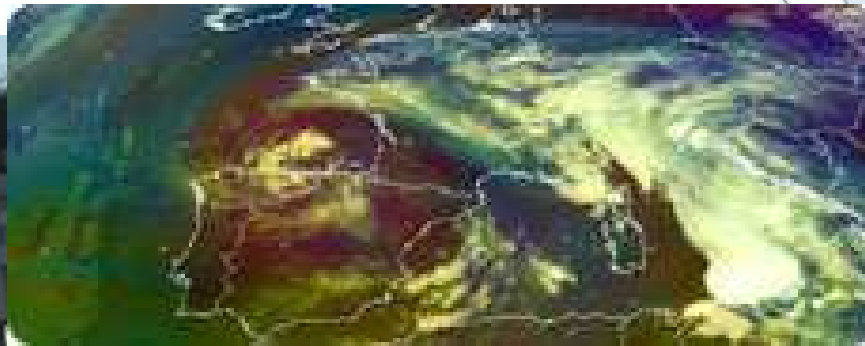
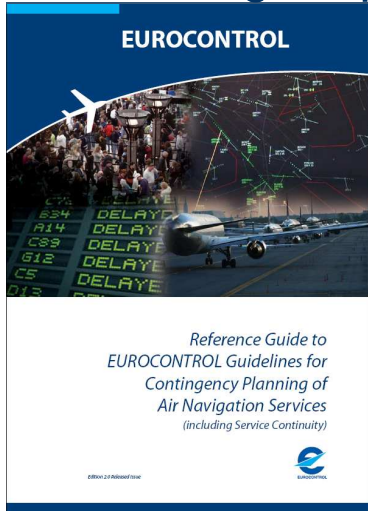
Safety,
Security,
Capacity,
Environment



Planning for ...

Fail to Safe
Phase 1: Immediate Actions
Phase 2: Short/Medium Term Actions (<48 hours)
Service Continuity
Phase 3: Initiation of the option
Phase 4: Optimisation
Recovery
Phase 5: Longer- term Response and Recovery

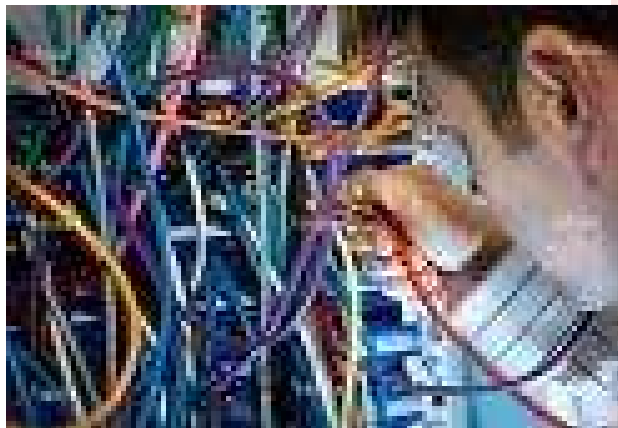
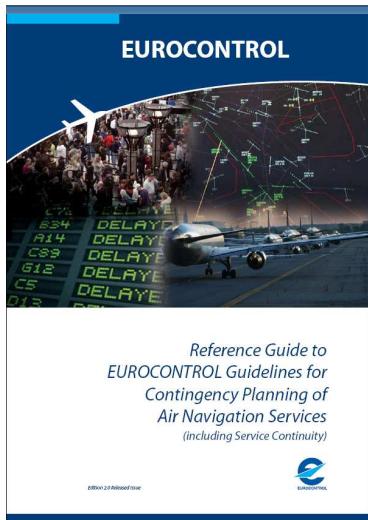
Planning - Operational Considerations



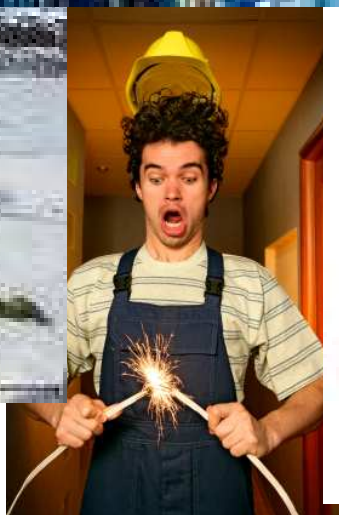
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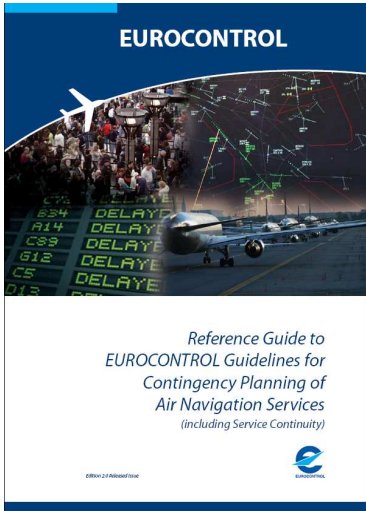
Planning - Engineering Considerations



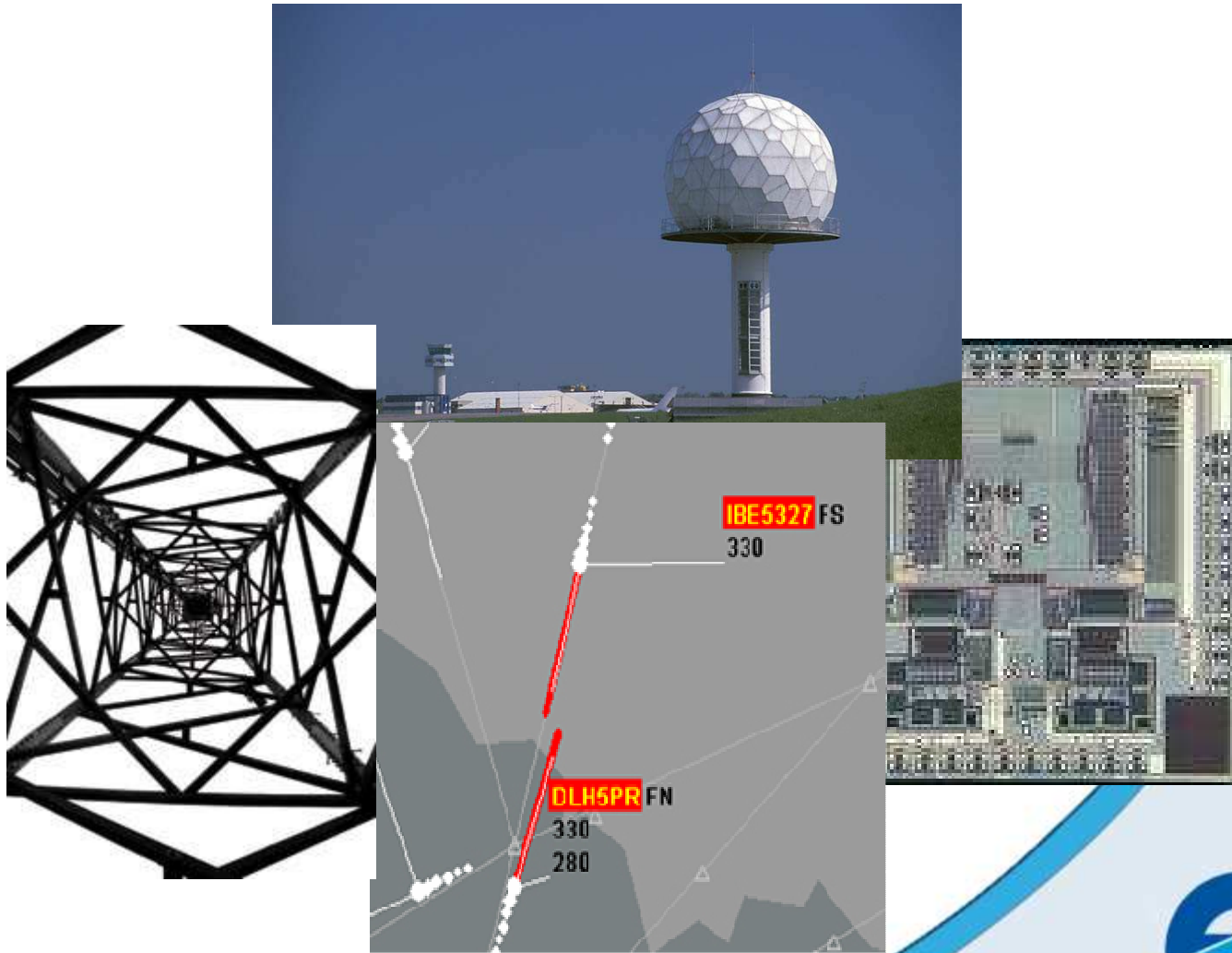
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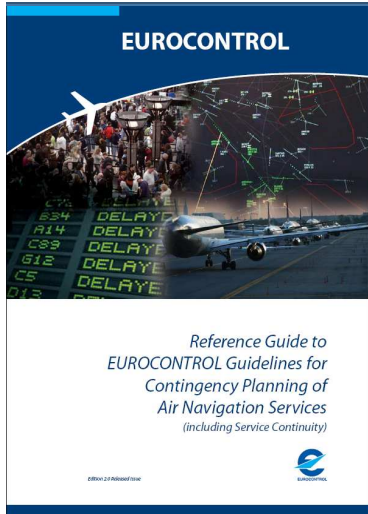
Planning - Technical Considerations



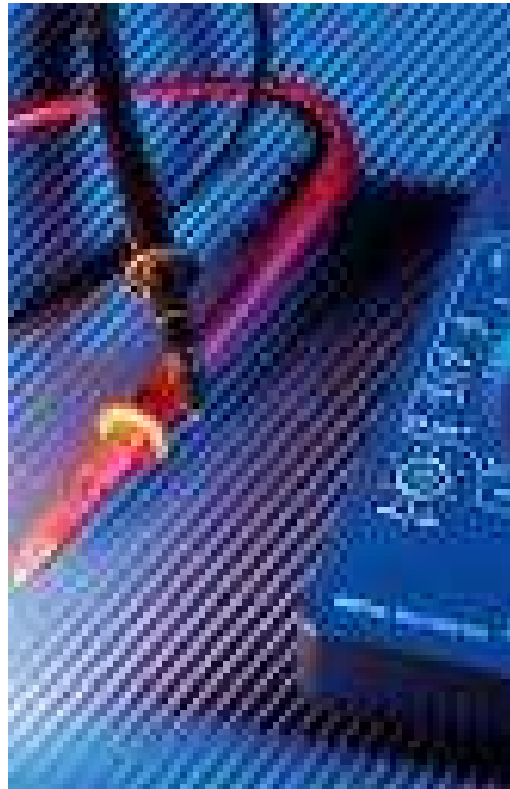
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Planning Considerations – Testing/Exercising

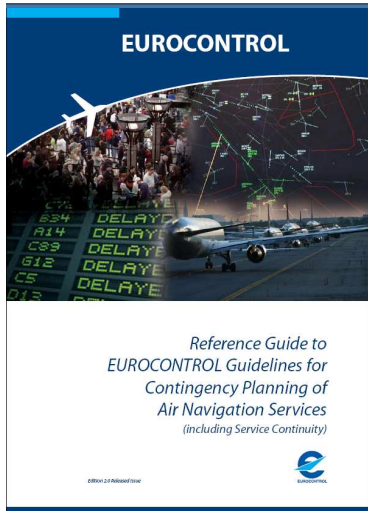


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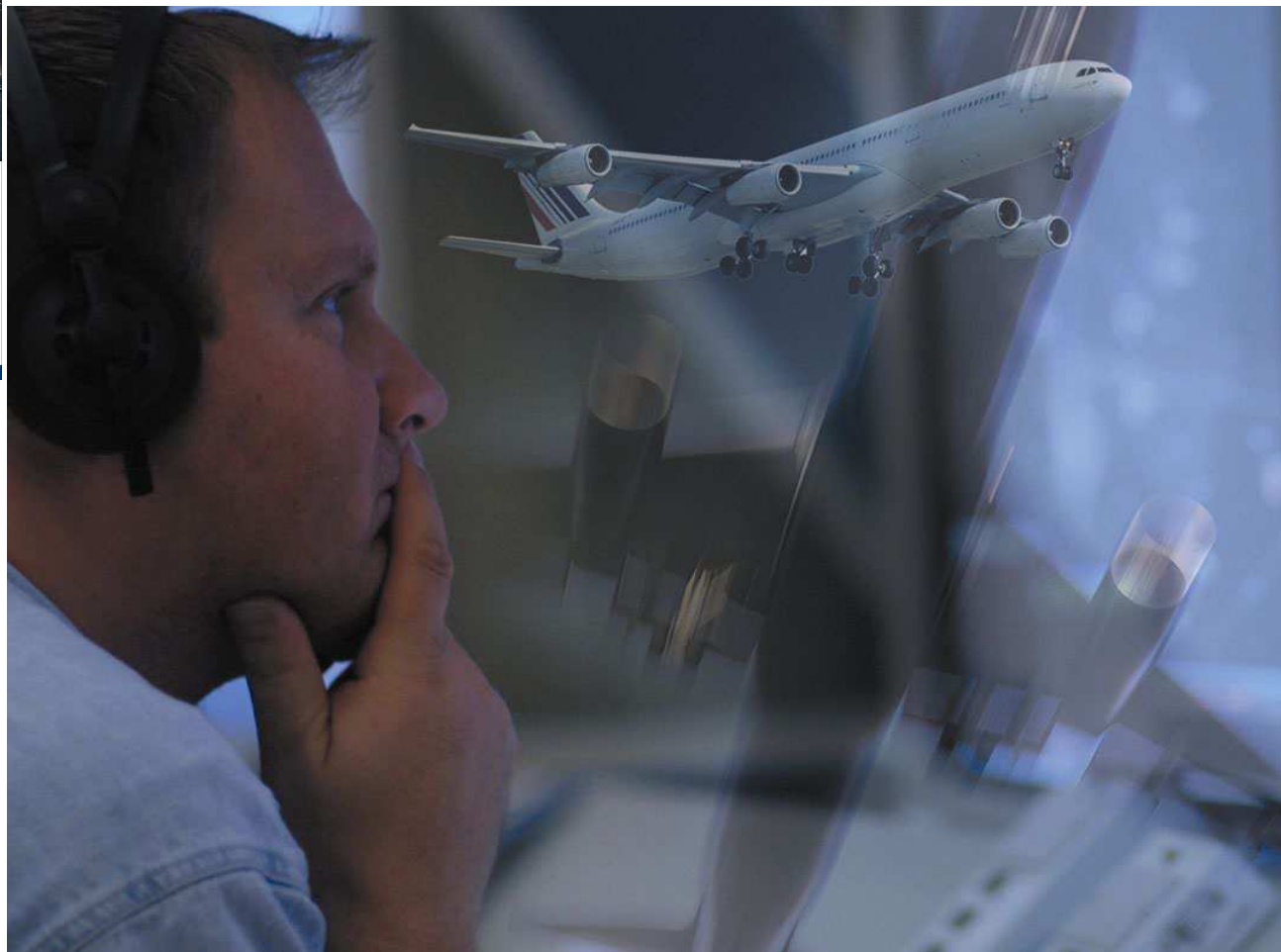


Detailed planning in Achievement in
line with Policy expectations

Planning Human Considerations – Training, licensing



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