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DIRECTORATE OF AIR TRAFFIC MANAGEMENT

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ATMC

AIR TRAFFIC MANAGEMENT CIRCULAR NO. 11 of 2014

Performance Monitoring using Airport Information Management System (AIMS)

1.

Introduction

1.1

Integrated Planning Group (IPG) at CHQ is introducing various amendments in Air Traffic

Control module of AIMS in a phased manner to bring more transparency, uniformity and

avoid repetition in reporting system of Incidents/ accidents, WSO, OTP, Training and

SQMS section.

1.2

The present version of AIMS is having 22 modules with multiple servers covering most of

the Airport operations. Out of 22 modules, only, 02 modules, namely Air Traffic Control

and Revenue Management System, are used by airports for raising Traffic & non traffic

bills. The AIMS software tool is mostly underutilized considering the kind of features

available in it.

1.3

AIMS is capable of generating On Time Performance(OTP) report for delay analysis of

base and non-base flights and Airport OTP separately, flight movement data, NC billing,

RNFC bill generations etc. Automation of Incident reporting, unserviceability log and

internal reporting (E-log), along with Quarterly proficiency check and QIP is incorporated

in the AIMS. Automation of complete training and Rating processes in commensuration

with the current Manual on Station level Training for acquiring rating , MIS reports, etc.

1.4

As AIMS is available at most of the stations, generation of reports from AIMS will not only

bring uniformity in the report but will also help in up keeping of records in environment

friendly way. It is a one more initiative of ANS directorate to make paperless office.

1.5

AIMS is a web based application, hence can be opened at any place wherever AAI intranet

is available. It can also be opened using VPN connection. Abridged version of AIMS is also

made available for 23 remote stations where intranet is not available or having known

connectivity issues.

1.6

Abridged version is running at 23 places like Gondia /Dehradun etc. Most of the tower

positions have been provided with one desktop for AIMS purpose. Hence, it will be very

easy for controllers to feed data on real time. All reports will be generated based on the

basic data entries. So, all data needs to be entered carefully. Page 2

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1.7

AIMS software package has undergone many changes and now, it is more user friendly than earlier versions.

2.

Purpose

2.1

Purpose of this ATMC is to lay down procedure for handling Airport information Management System (AIMS) for automation of various training and rating process, reporting process and proficiency and performance monitoring process. This will bring uniformity and transparency in the system.

3.

Scope

3.1

Procedures contained in this ATMC are applicable at aerodromes where AIMS software is made available.

4.

Procedures for using Airport Information Management System (AIMS) :

4.1

General guidelines for working with AIMS;

4.1.1

AIMS is available only on AAI intranet except station like Gondia/ Salem/Mysore/Dehradun etc. which are having abridged version with limited features and which can be accessed using internet directly. AIMS can also be opened using VPN connection. (For details on configuration of VPN, refer ANS portal).

4.1.2

AIMS servers are located at RGB, New Delhi and are available 24X7. There are five

servers. Each server has different URL. If the selected server is slow then, switch over to

other server using the options available in login page. The 1300-1400 Hrs. and 2000 to

2100 Hrs. is the server maintenance time. The server may be slow or not available. Users

are requested to avoid these times for complaints.

4.1.3

For all technical issues user may contact on the numbers provided in the login page of

AIMS or mail to

aimssupport@navayuga.com. All operational related

changes/Modifications/Enhancement can be mailed to aims@aaians.org.

4.1.4

AIMS is available using Internet explorer only and viewed best in IE version 7 and above,

If any compatibility issue, user should open IE browser → Tools → compatibility view

settings→click on add and check for display intranet sites in compatibility view and click

on close.

4.1.5

If AIMS is disconnected or not opening at user level following priority of action may be

followed.

4.1.5.1 Check whether aai.aero page is opening;

4.1.5.1.1 If Yes→contact server room RGB on phone no. 09717677839 which is manned 24x7 for

registering complaint.

4.1.5.1.2 If NO→ contact local IT personnel for connectivity or use VPN connection using dongle or

ADSL connection. Page 3

4.1.6

More information is made available as frequent asked questions and their solutions in

ANS portal under AIMS tab. All user manuals for various modules of AIMS are available in

ANS portal under AIMS tab.

4.1.7

Email configuration for various reports can be done by the user by following path

ATC→MASTERS→ATR SIGNATORY.

4.1.8

ATCO unique ID will be created by system itself for the new ATCO who is either promoted

from non-executive or newly joined at station. (Fresh appointment).

4.1.9

All entries, modifications and transmission of messages done in AIMS portal is logged in

AIMS server.

4.1.10 As AIMS is web based application and input from various units are required in timely

manner, ATS in Charge of respective station needs to ensure availability of computer with

proper AAI intranet connectivity at each unit.

4.2

Air Traffic Module and their features;

4.2.1

Flight Movement Data entry in AIMS on real time basis;

4.2.1.1 AIMS is capable of entry of all Daily Aircraft movement which is prerequisite for the

generation of majority of reports. It should be ensured that the flight movement data (Arrivals/ Departures/Training flights) be entered in AIMS on real time basis not later than the end of shift. The other data like overflying data, which is not available in real time, may be entered at the earliest but not later than the particular fortnight to ensure timely billing process.

4.2.1.2 If data is entered using radar dump, it has to be uploaded daily.

4.2.1.3 Special care should be taken while entering details of training flights undertaken by scheduled/ non-scheduled (credit and non-credit) operators as this area may lead to considerable loss of revenue due to wrong selection.

4.2.1.4 The Watch supervisor and tower supervisor of particular shift is accountable for timely updating of data in their shift. In case of unserviceability or non-completion of data entry, the same shall be reflected in WSO's daily shift report.

4.2.1.5 While resuming entries after unserviceability of AIMS, the entry shall begin from the time it was left i.e. sequential entries shall be maintained to avoid missing of Data. It is to be ensured that no entries are missing to avoid the drip/ loss of revenue.

4.2.2

Generation of On Time Performance (OTP) report using AIMS;

4.2.2.1 The System is capable of generation of 24X 7 ATC-OTP report. The OTP report can be generated in HTML and it can be sent via preconfigured mail id from AIMS itself. It shall be ensured that all mail ids are configured in ATR Signatory for sending OTP report via mail. Page 4

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4.2.2.2 ATC OTP report is derived from the Aircraft Movement entry i.e. entry of push back requested/ approved time along with ATD/ATA are registered in AIMS.

4.2.2.3 If report is required to be taken for overlapping period of different dates (IST), two reports can be taken and then can be merged.

4.2.2.4 Airport OTP can also be generated for AAI owned Airport. Delay time can be entered in appropriate Delay code for getting desired report for Airport OTP.

4.2.3

Entry of various occurrences like reportable incidents, internal reporting and unserviceability etc.

4.2.3.1 Reportable incidents;

4.2.3.1.1 SQMS module for incident reporting is modified and made exhaustive, covering all kinds of incidents/occurrences. The Users are required to configure AFTN addresses (External, internal and address mapping). All details are available in Incident user manual.

4.2.3.1.2 The new incident details shall be entered carefully under the available categories and subcategories of incidents. Details of the Incident shall be described in plain text, in the description field of the incident form.

4.2.3.1.3 On submitting the reportable incidents, it will be sent automatically to the mapped email addresses. No AFTN message will be sent at present by the system as AIMS is not linked with AMSS. In case the message needs to be sent on AFTN, it has to be booked with AMSS office manually.

4.2.3.1.4 Incident messages can be generated by respective unit and saved for validation/consent of WSO. WSO needs to validate and send it. The message will go only to the preconfigured mail ids.

4.2.3.2 Internal Reporting for other occurrences;

4.2.3.2.1 Unit username needs to be mapped with respective unit. (E.g. TWR mapped with TWRXXXX where XXXX is the location indicator of that station). For detail, refer internal reporting user manual from ANS portal. Internal reporting is nothing but e-logbook.

4.2.3.2.2 Other than the reportable incidents, the occurrences happened during shift, which are required to be notified to ATS in charge and or to other section of the respective stations are submitted in this section.

4.2.3.2.3 Internal occurrences will be sent to ATS in charge and other section in charges (SQMS, Training, OPS) via email as preconfigured addresses.

4.2.3.2.4 All Unit in-charges are required to enter the data in internal reporting template. In case of nil occurrences the entry shall indicate as Ops Normal.

4.2.3.2.5 Internal reporting is the source of generation of Daily Shift Operations report. The data will be available online on the server for statistical analysis.

4.2.3.2.6 Before end of shift WSO needs to validate all internal occurrences entered by the units. Page 5

4.2.3.2.7 The internal occurrences entered in each unit of that shift will reach WSO for validation. Watch Supervisory Officer shall validate all occurrences received from various units and add remarks to it before submission.

4.2.3.2.8 Currently, most of the stations are submitting daily shift ops report at the end of each shift manually. This process may be discontinued after successful implementation of this

new procedure which is being introduced for maintaining online database and paperless

reports.

4.2.3.2.9 Consolidated shift report can be generated which will show complete picture of what has

happened in the respective shift like internal occurrences, Incidents, unserviceability,

unmanned hrs., maximum peak hour movement, OTP percentages during shift time etc.

4.2.3.2.10 After WSO validation, report can be generated and sent to mail ids preconfigured mail ids.

(Using ATR signatory). The records can be entered or validated in later date in case of

non-availability of system. In such case, non-availability of AIMS would be one of the

occurrences.

4.2.4

Unserviceability report

4.2.4.1 All unserviceability related to CNS and IT are recorded in the system and report can be

sent via email to the concern preconfigured mail id. SSO will also get notification for

timely action. The unserviceability log can be seen by WSO. The entries in RED colour

indicates that the complaint is not seen by SSO so far, but once it is seen by him it will turn

into Green colour. Change of colour is the indication that SSO has seen the

unserviceability report.

4.2.4.2 ATS In-charge shall notify CNS in charge about AIMS feature where in unserviceability

reported using AIMS module is to be replied by SSO so that online update of the actual

status is known.

4.2.4.3 ATS in charge/WSO shall ensure that SSO is maintaining SSO module of AIMS.

4.2.4.4 More details about Unserviceability is mentioned in WSO Module_UM1.0.

4.2.5

Quality Management Module;

4.2.5.1 Quality Management Module is redesigned and developed for creating/ maintaining

Proficiency check and quality improvement program online. Quality management user

manual is available in ANS portal. The Quality management is the new feature added in

AIMS to keep all SQMS data online for future analysis and transparency in the system.

4.2.5.2 Proficiency Check (PC)

4.2.5.2.1 The Proficiency Assessor list of ATCO needs to be created using Proficiency check master

by SQMS in charge.

4.2.5.2.2 The proficiency assessor will be able to login AIMS for PC and QIP with username

(ATCOUID) and password date of birth (DDMMYYYY) format. For individual security

password may be changed on first login. Page 6

4.2.5.2.3 Based on the unit selection, the appropriate Proficiency Check template will be selected

automatically by the system.

4.2.5.2.4 As per performance identifiers selection, system itself will calculate the weightage

assigned and provide necessary score in appropriate column. System will also provide

assessment result based on the predefined cut-off mark.

4.2.5.2.5 The Proficiency check report can be viewed by the controller by login into AIMS with

username (ATCOUID) and password date of birth (DDMMYYYY) format. System will

record the view activity once controller click on controller review button. He needs to

click on accepted or decline, in case of decline, he has to write reason for declining in the

popup text box and then submit. In case required print can be taken.

4.2.5.2.6 In case of connectivity issue, the assessor shall complete assessment proforma and subsequently it may be uploaded in AIMS. Offline interactive PDF form for various PC check are uploaded on AAIANS portal. One can download and use the template for PC. The template is automated for assessor's convenience.

4.2.5.3 Quality Improvement Program;

4.2.5.3.1 It is only for the Surveillance controller. The SQMS In-charge and Assessors shall use this online quality improvement program template by ticking the appropriate performance indicators. Individual quality improvement program proforma can be printed in case of requirement, however it is readily available online. Consolidated report can be generated for given period either by controller wise or assessor wise for the analysis.

4.2.5.4 Provision of Quality management by CHQ Assessment;

4.2.5.4.1 Station level database is maintained station wise in server. To suit their requirement, station wise username and password are created. The default username and password is made known separately. CHQ team on tour to a particular station can fill the proforma online using AIMS.(for details procedure refer user manual on SQMS Module)

4.2.5.4.2 The CHQ assessor may use their laptop with preconfigured VPN connection or station level LAN can be configured in the device. They will be able to open AIMS, only on AAI network using internet explorer only. This facility is not available on internet, however one can use internet to configure VPN and then log into AAI network.

4.2.6

Training Module

4.2.6.1 The training module is designed to automate the training processes as per MANUAL ON STATION LEVEL TRAINING FOR ACCURING RATING (MSLTR).

4.2.6.2 Step I -Instructors master;

4.2.6.2.1 The authorised instructors are defined in the system with their authorisation for

approved units along with date of validity.

4.2.6.2.2 The OJTI List as per the CHQ or local Authorisation, needs to be updated in instructor master of Training Menu by training In-charge. (Refer Training user Manual). Page 7

4.2.6.2.3 The Training In-charge should periodically update the rating and other training related data for his station (Personal Training info).

4.2.6.2.4 In case of transfer of ATCO, all data shall be updated before sending it to new station.

4.2.6.2.5 Historical data need to be updated in all respects, from official sources (service book) w.r.t. all ATCO.

4.2.6.3 Step II- Trainee Master;

4.2.6.3.1 Training process starts with the defining of New Trainee by training In-charge. Refer Training Manual from ANS portal.

4.2.6.3.2 The Training In-charge needs to input /define in the system about training program and subsequently number of days, Hours and start date of the training.

4.2.6.3.3 Once trainee is defined, the trainee can start logging OJT hours.

4.2.6.3.4 The system will calculate 80% and 95% based on the hours required for training and logged cumulative hours, for generation of alerts to training In-charge.

4.2.6.4 Step III- Trainee Log;

4.2.6.4.1 Trainee needs to log the hours performed on channel by logging into AIMS (username as his ATCO UID and password DOB in DDMMYYYY)

4.2.6.4.2 Trainee shall enter the training record in the system within a specified time frame as mentioned in the MSLTR and station level instructions.

4.2.6.4.3 The system automatically generates details like, cumulative hrs % of hrs completed and hrs remaining.

4.2.6.4.4 It also generates alerts like, ready for theory exam once trainee completes the 80% of allotted training hrs and ready for pre-board assessment once 95% of training hrs. Trainee and training In-charge will able to see the complete record of logging.

4.2.6.5 Step IV- Instructor Log;

4.2.6.5.1 Instructor needs to open training module in AIMS by username ATCOUID and password DOB in DDMMYYYY format.

4.2.6.5.2 All OJT performed under particular OJTI will appear under his log for validation and remarks. (For details ref. training user manual).

4.2.6.6 Step V- Instructor evaluation;

4.2.6.6.1 For fortnight evaluation, Instructor has to select period and trainee, the corresponding records of that trainee will automatically populated for evaluation.

4.2.6.6.2 The appropriate evaluation template will be opened automatically along with trainee details by the system based on unit/ training programme. Page 8

4.2.6.6.3 As per selected performance identifiers, system itself will calculate the weightage assigned and provide necessary score in appropriate column. System will also provide

assessment result based on the predefined cut of mark as mentioned in training manual.

4.2.6.6.4 All instructors shall submit training evaluation progress fortnightly w.r.t each trainee undergone OJT as per MSLTR and station level instructions.

4.2.6.6.5 Training In-charge shall monitor all processes w.r.t trainee and OJTI.

4.2.6.6.6 Trainee can always see his evaluation at any time.

4.2.6.7 Step VI- Training In-charge evaluation;

4.2.6.7.1 The submitted instructor evaluation form can be viewed by training In-charge, Instructor wise/or trainee wise.

4.2.6.7.2 When trainee completes 95% of Hours, The training In-charge need to carry out pre-board assessment and decide whether to conduct rating board or requires more training hrs. In later case, training In-charge require to allot more hours in the system to allow logging.

4.2.6.7.3 Training In-Charge should select date, his name, trainee name and unit/ programme, system can automatically launch the respective template

4.2.6.7.4 As per selected performance identifiers in the template, system itself will calculate the weightage assigned and provide necessary score in appropriate column. System will also provide assessment result based on the predefined cut of mark as mentioned in training manual.

4.2.6.8 Step VII- Rating board evaluation;

4.2.6.8.1 Separate rating board form is made available in rating board evaluation submenu. Based on the Rating selection, relevant template of rating board will open.

4.2.6.8.2 Once rating date, period, and name of approved board is submitted respective template will automatically open and populate with relevant information.

4.2.6.8.3 As per selected performance identifiers in the template, system itself will calculate the weightage assigned and provide necessary score in appropriate column. System will also

provide assessment result based on the predefined cut of mark as mentioned in MSLTR.

4.2.6.8.4 Once the Rating procedure completed and submitted, the data w.r.t. concern trainee will be locked and will be available only for view.

4.2.7

Exclusive WSO Module in AIMS:

4.2.7.1 WSO module is developed for complete overview of the ATS operation in a particular shift. It contains unserviceability operations, Internal reporting, Incident reporting, Consolidated WSO report, Sector unmanned hours, OTP, Various reports, For details, about all these, it is advised to see WSO module of user manual under AIMS tab in AAIANS website. Page 9

4.2.7.2 Ensure that all concerned executive mail ids are properly configured for getting information of unserviceability. All Unserviceability of the facility shall be entered in AIMS using WSO module. Once, the facility unserviceability form is submitted the system will automatically send mail to predefined mail ids.

4.2.7.3 OTP report can be generated using WSO module. Reportable Incidents and Sector Unmanned hours to be entered by WSO.

4.2.7.4 WSO is responsible for validation of shift report (internal reporting) for his shift at the end of shift time. He is also responsible for sending daily shift ops report to preconfigured mail ids. WSO can see the various reports under the Reports Menu.

4.2.7.5 Incident reporting option is available at unit supervisor position, ARO and WSO. WSO should verify the contents in the report before sending.

4.2.8

Visitors passes for entry to ATS units;

4.2.8.1 All ATS units are restricted Areas. No outsider other than authorised personnel should visit ATS unit. To keep the check on such movement, online visitor passes for entry to ATS units are introduced. ATS- in charge should evolve the local standing procedure for such permissions with the help of AIMS tool on visitor passes. Duty officer, of particular units are responsible for allowing visitor without entry passes.

4.2.8.2 ATS in charge may purchase a good quality of web camera at station level and make use of for visitor pass for entry to ATS units with photo identity.

4.2.9

Preparation of cash bills i.e. AAI-12 for non-credit operator in AIMS:

4.2.9.1 The manual process of preparing Non-credit billing (AAI-12) is cumbersome and sometimes leads to errors. Although many stations are using this facility of generation of AAI-12 through AIMS, it is not uniform across the country. Uniform Billing process is introduced and henceforth AIMS shall be used for the generation of Non-credit bill wherever AIMS is available.

4.2.9.2 New menu for cash handover to finance is also available. (For detail refer user manual on NC handling).

4.2.10 Preparation of Air Traffic Return (ATR);

4.2.10.1 AIMS is capable of generating standard ATR in three different formats (Total movements, Summary and Detailed). With the completeness of flight movement data, various management information system (MIS) report can be generated. As such, it is decided to prepare and send ATR, generated by AIMS only. The ATR can be sent via preconfigured

mail ids.

4.3

Various reports for CHQ / RHQ (MIS report;

4.3.1

Various management reports for the Regional HQ and CHQ can be viewed from AIMS by

using Consolidation Reporting Tool and the Dash Board. The Consolidation Reporting Page 10

Tool and Dash Board will be open without username and pass word. URL for seeing

dashboard will be sent separately.

5.

Queries

5.1

Any queries or further guidance required on the contents of this ATMC should be

addressed to:

Executive Director [ATM],

Airports Authority of India,

Rajiv Gandhi Bhawan, Safdarjung Airport

New Delhi-110003

E-mail: edatm@aai.aero.

6.

Validity

6.1

This ATMC will remain in force until further notice.

(P. K. MISHRA)

EXECUTIVE DIRECTOR [ATM]

AIRPORTS AUTHORITY OF INDIA