



OPERATIONAL SYSTEMS REQUIREMENTS

A DIVISION OF ATS SYSTEM INTEGRATION

WHO AM I?

Currently:

- Operational Requirements Specialist focused on surveillance products. Primary role is development and deployment of FUSION (RDPSR replacement)

Previously:

- DSC Instructor
- National IFR Course Maintenance
- DSC in WG
- IFR Controller in WG and trainee in VR

WHO IS OSR?

- Currently 19 members
 - 15 supporting domestic products
 - 4 supporting commercial products
- All members are licensed controllers with either a VFR, IFR or both endorsements.
- We report to the VP Ops through the Director of ATS System Integration who is currently Bill Crawley.

MAJOR AREAS OF RESPONSIBILITY

- Development/Testing/Deployment of software
- Aftermarket Support
- Training
- National DSC Duties
- Commercial Support/International Representation
- Investigating New Technology

DEVELOPMENT TESTING AND DEPLOYMENT OF SOFTWARE

DEVELOPMENT/TESTING/DEPLOYMENT OF SOFTWARE

- We are a conduit of communications between:
 - OPS
 - ENG
 - Tech Ops
 - Senior Management
 - Counterparts in FSS (also part of OSR)
- We advocate for Users both Domestic and International

DEVELOPMENT/TESTING/DEPLOYMENT OF SOFTWARE

- We translate wishes of all groups into requirements for:
 - existing systems
 - new systems
 - vapourware
- We make products better (not perfect)
- We touch all systems including furniture and lighting (ergonomics) that you touch before you touch them
- We ensure that software is not just technically feasible but is operationally usable

VORTEX WARNING FEATURE

[Link](#)

- Great algorithm
- Good looking HMI
- Not usable for a number of reasons:
 - Inability to define use cases
 - Controller training
 - Controller liability
 - Company liability
- Now is sitting in limbo due to our input

AFTERMARKET SUPPORT

AFTERMARKET SUPPORT

- We certify software during development and testing. Then our names go on the certification document. We have the right to refuse to sign
- Provide site support for:
 - System deployment
 - Installation
 - Troubleshooting after installation

AFTERMARKET SUPPORT

- The MR process is the only way to affect change:
 - May not be quick
 - May not be ever
 - Must haves, should haves and nice to haves in that order
- Need to take entire country's requirements into account not just one unit or specialties (7 ACC and 41 towers and 55 FSS and 8 FIC)
- Change needs to fit in with other systems

TRAINING

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- We develop training plans
- We create operational briefing notes
- We write release notes
- We conduct training for Train the Trainers/Users/DSC

NATIONAL DSC DUTIES

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- We adapt systems that require adaptation at a National level:
 - CAATS NDBMF
 - Surface Surveillance Systems

COMMERCIAL SUPPORT/INTERNATIONAL REPRESENTATION

COMMERCIAL SUPPORT/INTERNATIONAL REPRESENTATION

- We sit on ICAO committees to represent Canadian Controllers in a sea of domestic and international stakeholders
- We are the major selling feature for commercial systems. Licensed controllers doing development support work on the systems we market.
- We are the marketers in many cases travelling around the world to describe our systems to prospective buyers.

COMMERCIAL SUPPORT/INTERNATIONAL REPRESENTATION

- We create adaptations for initial deployment and ongoing modification of commercial products.
- We conduct demonstrations of NC systems to anyone that wants one:
 - potential customers
 - other ANSPs
 - other Unions
 - press
 - etc.

NEW TECHNOLOGY

NEW TECHNOLOGY

- We attending trade shows representing NC
- We tour other ANSP's to look at systems and processes that would fit domestically
- New stuff coming down the pipe
 - FUSION
 - Aerion
 - eINTAS
 - Radar replacement
 - CAATS/GAATS+ amalgamation

QUESTIONS?



THANK YOU

The Voice of Canada's Air Traffic Controllers

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