International Civil Aviation Organization

MIDANPIRG Communication Navigation and Surveillance Sub-Group (CNS SG)

Sixth Meeting
(Tehran, Iran, 9 – 11 September 2014)

Agenda Item 4:   **Developments related to MID-AMC**

LAUNCHING THE MID-AMC SERVICES

(Presented by the MID-AMC)

SUMMARY
This paper presents the follow-up on the MID-AMC Project and discuss the Summary of Discussion of the First meeting of the MID-AMC Steering Group about the MID-AMC open issue and propose a date for the MID-AMC Launching. Action by the meeting is at paragraph 3.

REFERENCES
- MIDANPIRG/14 Report - MID-AMC STG1 - State Letter AN 7/5.1-14/084

1.   INTRODUCTION

1.1   MIDANPIRG/14 meeting was held in Jeddah, Saudi Arabia, from 15 to 19 December 2013. The meeting adopted two (2) Conclusions and Decisions relevant to the work of the MID-AMC Steering Group.

2.   DISCUSSION

2.1   After completion of the MID-AMC development, MIDANPIRG/13 decided to launch the trial period on 12/12/2012 for one year. Since that date fifty-four (54) users from twelve (12) MID States have registered on the MID-AMC (Bahrain, Egypt, Iran, Jordan, Kuwait, Lebanon, Libya ,Oman, Qatar, Saudi Arabia, Sudan and UAE).

2.2   The meeting may wish to recall that a Memorandum of Agreement (MOA) has been developed between Jordan and MID States to use the MID-AMC, however, the MOA was signed by twelve (12) States (Bahrain, Iraq, Iran, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, Sudan, UAE and Yemen).

2.3   Furthermore, the MIDANPIRG/14 agreed to establish the MID-AMC Steering Group, and States to appoint to members to this group:

DECISION 14/20:   ESTABLISHMENT OF MID-AMC STEERING GROUP

That,

a) *a MID-AMC Steering Group is established with TOR as at **Appendix 4.5A** to the Report on Agenda Item 4.5; and*

b) *States appoint a Member and Alternate for the MID-AMC Steering Group.*

2.4   During MIDANPIRG/14, the meeting was appraised that not all MID-AMC functions could be tested like the Routing Management Function, therefore the meeting urged MID States to send their AFTN/AMHS/CIDIN Routing tables and complete testing the MID-AMC functions, and agreed on Conclusion 14/21:

CONCLUSION 14/21:   MID-AMC OPERATION

That,

a) *States be urged to:*

    i. *provide their AFTN/AMHS/CIDIN Routing tables to MID-AMC by 30 March 2014;*
    ii. *register users to MID-AMC according to the accreditation procedure defined at Appendix 4.5B to the Report on Agenda Item 4.5;*
    iii. *complete testing of all MID-AMC functions by 30 June 2014; and*

b) *the operation date of the MID-AMC be determined by the MID-AMC Steering Group.*

2.5   The meeting may wish to recall that MIDANPIRG/14 agreed to launch a survey in order to assess the MID-AMC first year of operation, and urged States to reply to the survey and agreed that the Go/No-Go Decision related to the full operation of the MID-AMC, the Survey is at **Appendix A** to this working paper.

2.6   As a follow-up to MIDANPIRG Decision 14/21 and Conclusion 14/22, ICAO MID office has sent a State Letter on 14th of April, 2014. The meeting may wish to know that only six (6) States have replied to the said Letter (Iran, Jordan, Lebanon, Saudi Arabia, Sudan and UAE) and provided the filled survey, the replies at **Appendix B** to this working paper.

2.7   The Analysis of the Survey data is as the following:

a) *83% of States have AMHS system in place and all users have got AMHS training but 17% have got training on AMC. And 83% of the users think they need MID-AMC training.*

b) *83% of States are aware about the MID-AMC Objectives and Need while 50% are aware about the MID-AMC project phases.*

c) *67% of the MID-AMC users are not aware about their responsibility and MID-AMC operator role.*

d) *83% of the users visit the MID-AMC when they get notification mail from the MID-AMC operator, which means they visit the MID-AMC at least twice per AIRAC cycle.*

e) *83% are aware about the Minimum Requirement to login to the MID-AMC.*

f) *The MID-AMC Design and Response, Accreditation procedure were evaluated "Good".*

g) *100% of users have not identified any wrong data in the Network Inventory and address Management functions.*

h) *17 % is aware about the phases differences between the MID-AMC and the EUR AMC.*

i) *100% evaluated the MID-AMC operator performance is "Good" and they have not got any misleading information.*

2.8   From the survey's result in paragraph 2.7, the following Conclusions and action can be drawn:

CONCLUSION	ACTION
1- The MID-AMC Design, response rate, the MID-AMC operator performance are Good, moreover, the MID-AMC does not provide wrong or inconsistent data.	To urge the users informing the MID-AMC operator about any future Bug or wrong information.
2- Some users are not aware about the MID-AMC project phases and cycles.	Conduct a presentation about the MID-AMC objectives, need and project plan in MID-AMC STG1.
3- Some MID-AMC users are not aware about MID-AMC user types and responsibilities, all available functions.	Arrange MID-AMC training.
4- Users use the MID- AMC when they get notification from the MID-AMC operator.	Task the MID-AMC operator to send additional emails to guide users about functions usage and any relevant update.
5- The MID-AMC login minimum requirements are not clear for all users.	Task the MID-AMC operator to post on the bulletin board the minimum requirements and send emails to all users clarifying these requirements.

2.9   The First meeting of the MID-AMC STG was conducted via teleconferencing on 18 June, members from Egypt, Iran, Jordan, Lebanon and UAE participated in the meeting.

2.10   The MID-AMC STG1 discussed the survey result and the recommended actions, moreover, the meeting received a presentation about the MID-AMC Project plan and needs.

2.11   The meeting recalled that the MID-AMC Operator role, inter-alia is to administrate the web-application and coordinate with MID States and acting as a Regional focal point. Moreover, the meeting agreed that there are two main types of States Users registered according to the accreditation procedure:

- MID-AMC User (CCC Operator), those who can update States data. Each State should nominate three Users.

- Read-only User, those users who can view AMHS Operation Data and can use other implementation functions.

2.12   The MID-AMC STG1 emphasized that the MID-AMC training is an essential issue for the project success, as most of the users have not got the training arranged in Cairo 2009.

2.13   Furthermore, Jordan proposed to arrange a paid training in Jordan for the Key users, and that other training can be arranged later for the read-only users. The meeting agreed that such an issue should be tackled by higher level group to decide the best mean to arrange the training, and this should be conducted as soon as possible to enable launching of the MID-AMC services.

2.14   Based on the above, the meeting is invited to agree on the following Conclusion:

CONCLUSION 6/XX: LAUNCHING OF THE MID-AMC SERVICE

The meeting agreed that the MID-AMC should officially launch its services in the beginning of the AIRAC cycle following the training date of the key users.

3.   ACTION BY THE MEETING

3.1   The meeting is invited to:

a) note and discuss the Conclusions and actions at paragraph 2.8;

b) discuss the means to arrange MID-AMC training for the key users as soon as possible; and

c) agree on Draft Conclusion in para 2.14.

MID AMC Survey

The ATS Messaging Management Center in the Middle East (MID AMC) has been running on a trial basis since 12/12/2012, the thirteenth meeting of MIDANPIRG encouraged states to provide a periodic feedback about the MID AMC. Before launching the MID AMC operation the ICAO MID office in collaboration with the MID AMC Team is conducting a survey which includes the following questionnaire.

Please fill the questions precisely to help us make necessary change/ improvement on the MID AMC.

Part (1) : Personal data
- Name:
- Organization:
- Country:
- Years of Experience in the Aeronautical Fixed Services (AFS):
- Job title:
- Your role on MID AMC: ☐ CCC Operator   ☐   Read-only User
- The MID AMC tools and functions supports states with AMHS in operation or on their way to implement AMHS. Do you have AMHS system in place in your country? ☐ Yes   ☐   No - Have you attended that any AMHS Training course? ☐ Yes   ☐   No
- Did you attend the AMC training Course held in the ICAO MID office in 2009? ☐ Yes   ☐   No -   Do you think you require a training in your state? ☐ Yes   ☐ No
Part (2): MID AMC Project
1- The AFS Network faces some operational problems from time to time, and with AMHS introduction new support tools are needed, are you aware about the objectives of the ATS Messaging Management Center (AMC)? ☐ Yes   ☐   No

2- The European AMC does not provide all functions to states outside the EUR/NAT area, are you aware about the need to create a Regional AMC (MID AMC)?

☐ Yes   ☐   No

3- The MID AMC project has been divided into two phases .Are you aware about the MID AMC Project phases?

☐ Yes   ☐   No

4- Different types of MID AMC users are available according to the role of each user type. If you are a CCC user, are you aware about your responsibility?

☐ Yes   ☐   No

5- The MID AMC Provides updated data every AIRAC Cycle. How often do you visit the MID AMC?

☐ Every week
☐ Every AIRAC Cycle
☐ When I get notification email from the MID AMC operator
☐ Other, please specify:

6- Are you aware about the role and responsibilities of the MID AMC Team?

☐ Yes   ☐   No

Part (3): MID AMC Web Application

1- What is the type of Internet browser do you use when login to the MID AMC?

☐ Internet Explorer   ☐   Google Chrome
☐ Other, please specify:

2- To run the MID AMC properly minimum requirements have been identified, Are you aware about these requirement to login to the MID AMC?

☐ Yes   ☐   No

3- How do you evaluate the MID AMC Design?

☐ Very good
☐ Good
☐ Acceptable
☐ Bad
☐ Very bad

4- The MIDANPIRG/14 has adopted MID AMC accreditation procedure, How do you rate the registration process on the MID AMC?

☐ Very good

☐ Good
☐ Acceptable
☐ Bad
☐ Very bad

5- How do you rate the performance (Response rate) of the MID AMC web application?
☐ Very good
☐ Good
☐ Acceptable
☐ Bad
☐ Very bad

Part (4): MID AMC Functions and Procedure

1- MID AMC Provide periodic data update about the AMHS Address allocation and management, Have you found any anomalies during working on the MID AMC?
☐ Yes   ☐   No

2- Have you found any inaccurate/wrong data on the MID AMC?
☐ Yes   ☐ No

3- MID AMC Provides Periodic reports about the updated data in the network Inventory and AMHS addresses, Have you found any inconsistent data in MID AMC Report (s)?
☐ Yes   ☐ No

4- If your answer is "Yes" in the previous three questions, please answer the following:
Have you informed the MID AMC Team about the finding in questions (1 or 2 or 3)?
☐ Yes   ☐ No, please specify why?

5- The MID AMC Operation has been divided into seven (7) phases to allow synchronization with the EUR AMC . Are you aware about the difference between the MID AMC and the European AMC procedures?
☐ Yes   ☐ No

6- MID AMC acts as a single focal point for the AFTN/CIDIN/AMHS in the MID Region. Are you aware about all functions on the MID AMC?
☐ Yes   ☐ No

MID AMC Survey

Part (5) MID AMC Team Performance
1- Do you receive notification messages from the MID AMC operator periodically? ☐ Yes   ☐ No
2- Have you got any misleading information from the MID AMC Team? ☐ Yes   ☐ No
3- How do you rate the MID AMC team performance ☐ Very good ☐ Good ☐ Acceptable ☐ Bad ☐ Very bad
If you have any suggestion, please mention it here:

Thank you for filling the form. It shall be of great help

Note: Please send the filled form to the MID AMC Team at midamc@carc.gov.jo

APPENDIX B

MID AMC Survey

The ATS Messaging Management Center in the Middle East (MID AMC) has been running on a trial basis since 12/12/2012. MIDANPIRG/13 encouraged States to provide a periodic feedback about the MID AMC. MIDANPIRG/14 urged States to provide the AFTN/AMHS/CIDIN routing tables and complete testing of the MID AMC. ICAO MID Regional Office in collaboration with the MID AMC Team is conducting the following survey, to be used by the MIDAMC Steering Group that will meet in June 2014.

Please fill the questions precisely to asses first year of MID AMC operations also to help us make necessary change/ improvement on the MID AMC.

Part (1) : Personal data
- Name: *Ali Akbar Salehi valojerdi*
- Organization: *Iranian Airports Holding Company*
- State: *Iran (Islamic Republic of)*
- Years of Experience in the Aeronautical Fixed Services (AFS): *13 Jears*
- Job title: *Operational Training senior Expert*
- Your role on MID AMC: ☑ CCC Operator   ☐ Read-only User
- The MID AMC tools and functions support States with AMHS in operation or on their way to implement AMHS. Do you have AMHS system in place in your State? ☐ Yes   ☑ No - Have you attended that any AMHS Training course? ☑ Yes   ☐ No
- Did you attend the AMC training Course held in the ICAO MID Office in 2009? ☐ Yes   ☑ No -   Do you think you require training in your State? ☑ Yes   ☐ No

Part (2): MID AMC Project
1- The AFS Network faces some operational problems from time to time, and with AMHS introduction new support tools are needed, are you aware about the objectives of the ATS Messaging Management Center (AMC)? ☑ Yes   ☐ No
2- The European AMC does not provide all functions to States outside the European Region, are you aware about the need to create a Regional AMC in the MID Region (MID AMC)? ☑ Yes   ☐ No
3- The MID AMC project has been divided into two phases. Are you aware about the MID AMC Project phases? ☑ Yes   ☐ No

4- Different types of MID AMC users are available according to the role of each user type. If you are a CCC user, are you aware about your responsibility?

☐ Yes   ☒ No

5- The MID AMC Provides updated data every AIRAC cycle. How often do you visit the MID AMC?

☐ Every week
☐ Every AIRAC cycle
☒ When I get notification email from the MID AMC operator
☐ Other, please specify:

6- Are you aware about the role and responsibilities of the MID AMC Team?

☐ Yes   ☒ No

Part (3): MID AMC Web Application

1- What is the type of Internet browser do you use when login to the MID AMC?

☐ Internet Explorer   ☒ Google Chrome
☐ Other, please specify:

2- To run the MID AMC properly, minimum requirements have been identified; are you aware about these requirements to login to the MID AMC?

☒ Yes   ☐ No

3- How do you evaluate the MID AMC design?

☐ Very good
☐ Good
☒ Acceptable
☐ Bad
☐ Very bad

4- The MIDANPIRG/14 has adopted MID AMC accreditation procedure, how do you rate the registration process on the MID AMC?

☐ Very good
☐ Good
☒ Acceptable
☐ Bad
☐ Very bad

5- How do you rate the performance (Response rate) of the MID AMC web application?

☐ Very good
☒ Good
☐ Acceptable
☐ Bad
☐ Very bad

Part (4): MID AMC Functions and Procedure

1- MID AMC provides periodic data update about the AMHS address allocation and management; have you identified any anomaly when working on the MID AMC?

☐ Yes ☒ No

2- Have you identified any inaccurate/wrong data on the MID AMC?

☒ Yes ☐ No

3- MID AMC provides periodic reports about the updated data in the network Inventory and AMHS addresses; have you identified any inconsistent data in MID AMC Report?

☐ Yes ☒ No

4- If your answer is "Yes" in the previous three questions, please answer the following: Have you informed the MID AMC Team about the findings related to questions (1 or 2 or 3)?

☐ Yes ☒ No, please specify why?

5- The MID AMC Operation has been divided into seven (7) phases to allow synchronization with the EUR AMC. Are you aware about the difference between the MID AMC and the European AMC procedures?

☐ Yes ☒ No

6- MID AMC acts as a single focal point for the AFTN/CIDIN/AMHS in the MID Region. Are you aware about all functions on the MID AMC?

☐ Yes ☒ No

Part (5) MID AMC Team Performance

1- Do you receive notification messages from the MID AMC operator periodically?

☒ Yes ☐ No

2- Have you got any misleading information from the MID AMC Team?

☐ Yes ☒ No

3- How do you rate the MID AMC team performance?

☐ Very good
☒ Good
☐ Acceptable
☐ Bad
☐ Very bad

If you have any suggestion, please mention it here:

No , thanks .

Thank you for filling the form. It shall be of great help

MID AMC Survey

The ATS Messaging Management Center in the Middle East (MID AMC) has been running on a trial basis since 12/12/2012. MIDANPIRG/13 encouraged States to provide a periodic feedback about the MID AMC. MIDANPIRG/14 urged States to provide the AFTN/AMHS/CIDIN routing tables and complete testing of the MID AMC. ICAO MID Regional Office in collaboration with the MID AMC Team is conducting the following survey, to be used by the MIDAMC Steering Group that will meet in June 2014.

Please fill the questions precisely to asses first year of MID AMC operations also to help us make necessary change/ improvement on the MID AMC.

Part (1) : Personal data
- Name: _Eman Kalaldeh_
- Organization: _CARC_
- State: _Jordan_
- Years of Experience in the Aeronautical Fixed Services (AFS): _14_
- Job title: _AFTN operator_
- Your role on MID AMC: ☐ CCC Operator   ☑ Read-only User
- The MID AMC tools and functions support States with AMHS in operation or on their way to implement AMHS. Do you have AMHS system in place in your State? ☑ Yes   ☐ No - Have you attended that any AMHS Training course? ☑ Yes   ☐ No
- Did you attend the AMC training Course held in the ICAO MID Office in 2009? ☐ Yes   ☑ No   - Do you think you require training in your State? ☑ Yes   ☑ No

Part (2): MID AMC Project
1- The AFS Network faces sŏme operational problems from time to time, and with AMHS introduction new support tools are needed, are you aware about the objectives of the ATS Messaging Management Center (AMC)? ☑ Yes   ☐ No
2- The European AMC does not provide all functions to States outside the European Region, are you aware about the need to create a Regional AMC in the MID Region (MID AMC)? ☑ Yes   ☐ No
3- The MID AMC project has been divided into two phases. Are you aware about the MID AMC Project phases? ☐ Yes   ☑ No

4- Different types of MID AMC users are available according to the role of each user type. If you are a CCC user, are you aware about your responsibility?

☒ Yes   ☒ No

5- The MID AMC Provides updated data every AIRAC cycle. How often do you visit the MID AMC?

☒ Every week
☐ Every AIRAC cycle
☒ When I get notification email from the MID AMC operator
☐ Other, please specify:

6- Are you aware about the role and responsibilities of the MID AMC Team?

☒ Yes   ☐ No

Part (3): MID AMC Web Application

1- What is the type of Internet browser do you use when login to the MID AMC?

☐ Internet Explorer   ☒ Google Chrome
☐ Other, please specify:

2- To run the MID AMC properly, minimum requirements have been identified; are you aware about these requirements to login to the MID AMC?

☒ Yes   ☐ No

3- How do you evaluate the MID AMC design?

☐ Very good
☒ Good
☐ Acceptable
☐ Bad
☐ Very bad

4- The MIDANPIRG/14 has adopted MID AMC accreditation procedure, how do you rate the registration process on the MID AMC?

☐ Very good
☒ Good
☐ Acceptable
☐ Bad
☐ Very bad

5- How do you rate the performance (Response rate) of the MID AMC web application?

☐ Very good
☒ Good
☐ Acceptable
☐ Bad
☐ Very bad

Part (4): MID AMC Functions and Procedure

1- MID AMC provides periodic data update about the AMHS address allocation and management; have you identified any anomaly when working on the MID AMC?

☐ Yes ☑ No

2- Have you identified any inaccurate/wrong data on the MID AMC?

☐ Yes ☑ No

3- MID AMC provides periodic reports about the updated data in the network Inventory and AMHS addresses; have you identified any inconsistent data in MID AMC Report?

☐ Yes ☑ No

4- If your answer is "Yes" in the previous three questions, please answer the following: Have you informed the MID AMC Team about the findings related to questions (1 or 2 or 3)?

☐ Yes ☐ No, please specify why?

5- The MID AMC Operation has been divided into seven (7) phases to allow synchronization with the EUR AMC. Are you aware about the difference between the MID AMC and the European AMC procedures?

☐ Yes ☑ No

6- MID AMC acts as a single focal point for the AFTN/CIDIN/AMHS in the MID Region. Are you aware about all functions on the MID AMC?

☐ Yes ☑ No

Part (5) MID AMC Team Performance

1- Do you receive notification messages from the MID AMC operator periodically?

☑ Yes ☐ No

2- Have you got any misleading information from the MID AMC Team?

☑ Yes ☐ No

3- How do you rate the MID AMC team performance?

☐ Very good
☑ Good
☐ Acceptable
☐ Bad
☐ Very bad

If you have any suggestion, please mention it here:

Thank you for filling the form. It shall be of great help

NB: Please send the filled form to *icaomid@icao.int* and copy to *midamc@carc.gov.jo*

MID AMC Survey

The ATS Messaging Management Center in the Middle East (MID AMC) has been running on a trial basis since 12/12/2012, the thirteenth meeting of MIDANPIRG encouraged states to provide a periodic feedback about the MID AMC. Before launching the MID AMC operation the ICAO MID office in collaboration with the MID AMC Team is conducting a survey which includes the following questionnaire.

Please fill the questions precisely to help us make necessary change/ improvement on the MID AMC.

Part (1) : Personal data
- Name: **Rabee El Harakeh**
- Organization: **Lebanese Directorate General of Civil Aviation**
- Country: **Lebanon**
- Years of Experience in the Aeronautical Fixed Services (AFS):   **18 years**
- Job title: **Chief of Telecom. Monitoring**
- Your role on MID AMC: ■ CCC Operator ☐ Read-only User
- Do you have AMHS system in place in your country?   ■ Yes ☐ No   If yes, Have you attended any AMHS Training course?   ■ Yes ☐ No
- Did you attend the AMC training Course held in the ICAO MID office in 2009?   ☐ Yes ■ No
Part (2): MID AMC Project
1- Are you aware about the objectives of the ATS Messaging Management Center (AMC)?   ■ Yes ☐ No
2- Are you aware about the need to create a Regional AMC (MID AMC)?   ■ Yes ☐ No
3- Are you aware about the MID AMC Project phases?   ■ Yes ☐ No

4- If you are a CCC user, are you aware about your responsibility?
 ■ Yes   ☐   No

5- How often do you visit the MID AMC?
 ☐ Every week
 ☐ Every AIRAC Cycle
 ■ When I get notification email from the MID AMC operator
 ☐ Other, please specify:

6- Are you aware about the role and responsibilities of the MID AMC Team?
 ■ Yes   ☐   No

Part (3): MID AMC Web Application

1- What is the type of Internet browser do you use when login to the MID AMC?
 ■ Internet Explorer   ☐   Google Chrome
 ☐ Other, please specify:

2- Are you aware about the minimum requirement to login to the MID AMC?
 ■ Yes   ☐   No

3- How do you evaluate the MID AMC Design?
 ■ Very good
 ☐ Good
 ☐ Acceptable
 ☐ Bad
 ☐ Very bad

4- How do you rate the registration process on the MID AMC?
 ■ Very good
 ☐ Good
 ☐ Acceptable
 ☐ Bad
 ☐ Very bad

5- How do you rate the performance (Response rate) of the MID AMC web application?
 ☐ Very good
 ■ Good
 ☐ Acceptable
 ☐ Bad
 ☐ Very bad

Part (4): MID AMC Functions and Procedure
1- Have you found any anomalies during working on the MID AMC? ☐ Yes   ■ No
2- Have you found any inaccurate/wrong data on the MID AMC? ☐ Yes   ■ No
3- Have you found any inconsistent data in MID AMC Report (s)? ☐ Yes   ■ No
4- If your answer is "Yes" in the previous three questions, please answer the following: Have you informed the MID AMC Team about the finding in questions (1 or 2 or 3)? ☐ Yes   ☐ No, please specify why?
5- Are you aware about the difference between the MID AMC and the European AMC procedures? ■ Yes   ☐ No
6- Are you aware about all functions on the MID AMC? ■ Yes   ☐ No
Part (5) MID AMC Team Performance
1- Do you receive notification messages from the MID AMC operator periodically? ■ Yes   ☐ No
2- Have you got any misleading information from the MID AMC Team? ☐ Yes   ■ No
3- How do you rate the MID AMC team performance ■ Very good ☐ Good ☐ Acceptable ☐ Bad ☐ Very bad
4- Do you think you require a training in your state? ■ Yes   ☐ No

If you have any suggestion, please mention it here:

Thank you for filling the form. It shall be of great help

Note: Please send the filled form to the MID AMC Team at midamc@carc.gov.jo

MID AMC Survey

The ATS Messaging Management Center in the Middle East (MID AMC) has been running on a trial basis since 12/12/2012.MIDANPIRG/13 encouraged States to provide a periodic feedback about the MID AMC. MIDANPIRG/14 urged States to provide the AFTN/AMHS/CIDIN routing tables and complete testing of the MID AMC. ICAO MID Regional Office in collaboration with the MID AMC Team is conducting the following survey, to be used by the MIDAMC Steering Group that will meet in June 2014.

Please fill the questions precisely to asses first year of MID AMC operations also to help us make necessary change/ improvement on the MID AMC.

Part (1) : Personal data

- Name: *IBRAHEEM BASHEIKH*

- Organization: *GENERAL AUTHORITY OF CIVIL AVIATION*

- State: *SAUDI ARABIA*

- Years of Experience in the Aeronautical Fixed Services (AFS): *10 years*

- Job title: *SENIOR SOFTWARE ENGINEER*

- Your role on MID AMC:
  - ☑ CCC Operator   ☐ Read-only User

- The MID AMC tools and functions support States with AMHS in operation or on their way to implement AMHS. Do you have AMHS system in place in your State?
  - ☑ Yes   ☐ No
- Have you attended that any AMHS Training course?
  - ☑ Yes   ☐ No

- Did you attend the AMC training Course held in the ICAO MID Office in 2009?
  - ☑ Yes   ☐ No
- Do you think you require training in your State?
  - ☑ Yes   ☐No

Part (2): MID AMC Project

1- The AFS Network faces some operational problems from time to time, and with AMHS introduction new support tools are needed, are you aware about the objectives of the ATS Messaging Management Center (AMC)?
  - ☑ Yes   ☐ No

2- The European AMC does not provide all functions to States outside the European Region, are you aware about the need to create a Regional AMC in the MID Region (MID AMC)?
  - ☑ Yes   ☐ No

3- The MID AMC project has been divided into two phases. Are you aware about the MID AMC Project phases?
  - ☑ Yes   ☐ No

4- Different types of MID AMC users are available according to the role of each user type. If you are a CCC user, are you aware about your responsibility?

☐ Yes   ☑ No

5- The MID AMC Provides updated data every AIRAC cycle. How often do you visit the MID AMC?

☐ Every week
☐ Every AIRAC cycle
☐ When I get notification email from the MID AMC operator
☑ Other, please specify: *NO USERS OF AMC YET. PERSONS STILL TO BE TRAINED.*

6- Are you aware about the role and responsibilities of the MID AMC Team?

☐ Yes   ☑ No

Part (3): MID AMC Web Application

1- What is the type of Internet browser do you use when login to the MID AMC?

☑ Internet Explorer   ☐ Google Chrome
☐ Other, please specify:

2- To run the MID AMC properly, minimum requirements have been identified; are you aware about these requirements to login to the MID AMC?

☐ Yes   ☑ No

3- How do you evaluate the MID AMC design?

☐ Very good
☐ Good
☐ Acceptable
☐ Bad
☐ Very bad   *TBA*

4- The MIDANPIRG/14 has adopted MID AMC accreditation procedure, how do you rate the registration process on the MID AMC?

☐ Very good
☐ Good
☐ Acceptable
☐ Bad
☐ Very bad   *TBA - STILL TO NOMINATE USERS*

5- How do you rate the performance (Response rate) of the MID AMC web application?

☐ Very good
☐ Good
☐ Acceptable
☐ Bad
☐ Very bad   *TBA.*

Part (4): MID AMC Functions and Procedure

1- MID AMC provides periodic data update about the AMHS address allocation and management; have you identified any anomaly when working on the MID AMC?

☐ Yes   ☑ No

2- Have you identified any inaccurate/wrong data on the MID AMC?

☐ Yes   ☑ No

3- MID AMC provides periodic reports about the updated data in the network Inventory and AMHS addresses; have you identified any inconsistent data in MID AMC Report?

☐ Yes   ☑ No

4- If your answer is "Yes" in the previous three questions, please answer the following: Have you informed the MID AMC Team about the findings related to questions (1 or 2 or 3)?

☐ Yes   ☐ No, please specify why?

5- The MID AMC Operation has been divided into seven (7) phases to allow synchronization with the EUR AMC. Are you aware about the difference between the MID AMC and the European AMC procedures?

☐ Yes   ☑ No

6- MID AMC acts as a single focal point for the AFTN/CIDIN/AMHS in the MID Region. Are you aware about all functions on the MID AMC?

☐ Yes   ☑ No

Part (5) MID AMC Team Performance

1- Do you receive notification messages from the MID AMC operator periodically?

☐ Yes   ☑ No

2- Have you got any misleading information from the MID AMC Team?

☐ Yes   ☑ No

3- How do you rate the MID AMC team performance?

☐ Very good
☐ Good
☐ Acceptable
☐ Bad
☐ Very bad   *N. A.*

If you have any suggestion, please mention it here:

KSA MID AMC USERS STILL TO BE REGISTERED AND RECEIVE TRAINING.

Thank you for filling the form. It shall be of great help

MID AMC Survey

The ATS Messaging Management Center in the Middle East (MID AMC) has been running on a trial basis since 12/12/2012.MIDANPIRG/13 encouraged States to provide a periodic feedback about the MID AMC. MIDANPIRG/14 urged States to provide the AFTN/AMHS/CIDIN routing tables and complete testing of the MID AMC. ICAO MID Regional Office in collaboration with the MID AMC Team is conducting the following survey, to be used by the MIDAMC Steering Group that will meet in June 2014.

Please fill the questions precisely to asses first year of MID AMC operations also to help us make necessary change/ improvement on the MID AMC.

Part (1) : Personal data
- Name: Omer Mohamed Ahmed ELgallaly
- Organization: SCAA
- State: SUDAN
- Years of Experience in the Aeronautical Fixed Services (AFS): 32 Yers
- Job title: HEAD OF - COMMUNICATION
- Your role on MID AMC: ☑CCC Operator ☐ Read-only User
- The MID AMC tools and functions support States with AMHS in operation or on their way to implement AMHS. Do you have AMHS system in place in your State? ☑ Yes ☐ No - Have you attended that any AMHS Training course? ☑ Yes ☐ No
- Did you attend the AMC training Course held in the ICAO MID Office in 2009? ☐ Yes ☑ No - Do you think you require training in your State? ☑ Yes ☐No

Part (2): MID AMC Project
1- The AFS Network faces some operational problems from time to time, and with AMHS introduction new support tools are needed, are you aware about the objectives of the ATS Messaging Management Center (AMC)? ☐ Yes ☑ No
2- The European AMC does not provide all functions to States outside the European Region, are you aware about the need to create a Regional AMC in the MID Region (MID AMC)? ☑ Yes ☐ No
3- The MID AMC project has been divided into two phases. Are you aware about the MID AMC Project phases? ☐ Yes ☑ No

4- Different types of MID AMC users are available according to the role of each user type. If you are a CCC user, are you aware about your responsibility?
☐ Yes   ☑ No

5- The MID AMC Provides updated data every AIRAC cycle. How often do you visit the MID AMC?
☐ Every week
☐ Every AIRAC cycle
☑ When I get notification email from the MID AMC operator
☐ Other, please specify:

6- Are you aware about the role and responsibilities of the MID AMC Team?
☐ Yes   ☑ No

Part (3): MID AMC Web Application

1- What is the type of Internet browser do you use when login to the MID AMC?

☐ Internet Explorer   ☐ Google Chrome
☑ Other, please specify: - FIRÉFOX

2- To run the MID AMC properly, minimum requirements have been identified; are you aware about these requirements to login to the MID AMC?
☐ Yes   ☑ No

3- How do you evaluate the MID AMC design?

☐ Very good
☑ Good
☐ Acceptable
☐ Bad
☐ Very bad

4- The MIDANPIRG/14 has adopted MID AMC accreditation procedure, how do you rate the registration process on the MID AMC?

☐ Very good
☑ Good
☐ Acceptable
☐ Bad
☐ Very bad

5- How do you rate the performance (Response rate) of the MID AMC web application?

☐ Very good
☑ Good
☐ Acceptable
☐ Bad
☐ Very bad

Part (4): MID AMC Functions and Procedure

1- MID AMC provides periodic data update about the AMHS address allocation and management; have you identified any anomaly when working on the MID AMC?

☐ Yes   ☑ No

2- Have you identified any inaccurate/wrong data on the MID AMC?

☐ Yes   ☑No

3- MID AMC provides periodic reports about the updated data in the network Inventory and AMHS addresses; have you identified any inconsistent data in MID AMC Report?

☐ Yes   ☐No

4- If your answer is "Yes" in the previous three questions, please answer the following: Have you informed the MID AMC Team about the findings related to questions (1 or 2 or 3)?

☐ Yes   ☑No, please specify why?

5- The MID AMC Operation has been divided into seven (7) phases to allow synchronization with the EUR AMC. Are you aware about the difference between the MID AMC and the European AMC procedures?

☐ Yes   ☑No

6- MID AMC acts as a single focal point for the AFTN/CIDIN/AMHS in the MID Region. Are you aware about all functions on the MID AMC?

☐ Yes   ☑No

Part (5) MID AMC Team Performance

1- Do you receive notification messages from the MID AMC operator periodically?

☐ Yes   ☑No

2- Have you got any misleading information from the MID AMC Team?

☐ Yes   ☑No

3- How do you rate the MID AMC team performance?

☐ Very good
☑ Good
☐ Acceptable
☐ Bad
☐ Very bad

If you have any suggestion, please mention it here:

We are in need of AMC TRAINING For more accuracy and efficiency

Thank you for filling the form. It shall be of great help

NB: Please send the filled form to icaomid@icao.int and copy to midamc@carc.gov.jo

The ATS Messaging Management Center in the Middle East (MID AMC) has been running on a trial basis since 12/12/2012, the thirteenth meeting of MIDANPIRG encouraged states to provide a periodic feedback about the MID AMC. Before launching the MID AMC operation the ICAO MID office in collaboration with the MID AMC Team is conducting a survey which includes the following questionnaire.

Please fill the questions precisely to help us make necessary change/ improvement on the MID AMC.

Part (1) : Personal data
- Name: Vrghese Koshy
- Organization: GCAA/ANS
- Country: UAE
- Years of Experience in the Aeronautical Fixed Services (AFS): 31
- Job title: ATCA Supervisor
- Your role on MID AMC: ☐ CCC Operator   ☑ Read-only User
- Do you have AMHS system in place in your country? ☑ Yes   ☐ No If yes, Have you attended any AMHS Training course? ☑ Yes   ☐ No
- Did you attend the AMC training Course held in the ICAO MID office in 2009? Yes   ☑ No
Part (2): MID AMC Project
1- Are you aware about the objectives of the ATS Messaging Management Center (AMC)? ☑ Yes   ☐ No
2- Are you aware about the need to create a Regional AMC (MID AMC)? ☐ Yes   ☑ No
3- Are you aware about the MID AMC Project phases? ☐ Yes   ☑ No

4- If you are a CCC user, are you aware about your responsibility?
☐ Yes   ☐ No

5- How often do you visit the MID AMC?
☐ Every week
☑ Every AIRAC Cycle
☐ When I get notification email from the MID AMC operator
☐ Other, please specify:

6- Are you aware about the role and responsibilities of the MID AMC Team?
☐ Yes   ☑   No

Part (3): MID AMC Web Application

1- What is the type of Internet browser do you use when login to the MID AMC?
☑ Internet Explorer   ☐   Google Chrome
☐ Other, please specify:

2- Are you aware about the minimum requirement to login to the MID AMC?
☑ Yes   ☐   No

3- How do you evaluate the MID AMC Design?
☐ Very good
☑ Good
☐ Acceptable
☐ Bad
☐ Very bad

4- How do you rate the registration process on the MID AMC?
☐ Very good
☑ Good
☐ Acceptable
☐ Bad
☐ Very bad

5- How do you rate the performance (Response rate) of the MID AMC web application?
☐ Very good
☑ Good
☐ Acceptable
☐ Bad
☐ Very bad

Part (4): MID AMC Functions and Procedure

1- Have you found any anomalies during working on the MID AMC?
☐ Yes   ☑ No

2- Have you found any inaccurate/wrong data on the MID AMC?
☐ Yes   ☑ No

3- Have you found any inconsistent data in MID AMC Report (s)?
☐ Yes   ☑ No

4- If your answer is "Yes" in the previous three questions, please answer the following:
Have you informed the MID AMC Team about the finding in questions (1 or 2 or 3)?
☐ Yes   ☐ No, please specify why?

5- Are you aware about the difference between the MID AMC and the European AMC procedures?
☐ Yes   ☑ No

6- Are you aware about all functions on the MID AMC?
☐ Yes   ☑ No

Part (5) MID AMC Team Performance

1- Do you receive notification messages from the MID AMC operator periodically?
☑ Yes   ☐ No

2- Have you got any misleading information from the MID AMC Team?
☐ Yes   ☑ No

3- How do you rate the MID AMC team performance
☐ Very good
☑ Good
☐ Acceptable
☐ Bad
☐ Very bad

4- Do you think you require a training in your state?
☐ Yes   ☑ No

If you have any suggestion, please mention it here:

-END-