

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.





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		
□ 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?
S- How do you evaluate the MID AMIC Design: ☐ Very good
Good
☐ Acceptable
□ Bad
□ Very bad
— very bud
4- The MIDANPIRG/14 has adopted MID AMC accreditation procedure, How do
you rate the registration process on the MID AMC?
· · · · · · · · · · · · · · · · · · ·





□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 ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐		
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		
<u> </u>		
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			
perio	dically?		
☐ Yes		□lo	
	you got any mislea	ading information from the MID AMC Team?	
☐ Yes		□No	
2 11		ID 4440 t	
	-	ID AMC team performance	
□ Ver			
□Goo			
☐ Acce	ptable		
□ Bad			
□ Very	bad		
16		and the Market M	
if you nave a	ny suggestion, pie	ase 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 mildomc@carc.gov.jo

APPENDIX B

ATTACHMENT A





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: Evanian Airports Holding Company
- State: Iran (Islamic Republic of)
- Years of Experience in the Aeronautical Fixed Services (AFS): 13 Jews
- 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
 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
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

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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
2- To run the MID AMC properly, minimum requirements have been identified; are you aware about these requirements to login to the MID AMC? No 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
 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
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
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 ☐ Yes
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
Part (5) MID AMC Team Performance
1- Do you receive notification messages from the MID AMC operator periodically? ■ Yes
2- Have you got any misleading information from the MID AMC Team? ☐ Yes
3- How do you rate the MID AMC team performance? Very good Good Acceptable Bad Very bad
If you have any averaged an interest and the second
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

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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 Ralal del
- Organization: CARC
- State: Jordan
- Years of Experience in the Aeronautical Fixed Services (AFS):
- Job title: ASIN OPER ale
- Your role on MID AMC: □CCC Operator □ Read-only User
- The MID AMC tools and functions support States with AMHS in operation or on the 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
Part (2): MID AMC Project
1- The AFS Network faces some operational problems from time to time, and wi AMHS introduction new support tools are needed, are you aware about the objective of the ATS Messaging Management Center (AMC)? Yes No
2- The European AMC does not provide all functions to States outside the Europe Region, are you aware about the need to create a Regional AMC in the MID Regional AMC)? Yes No
3- The MID AMC project has been divided into two phases. Are you aware about t MID AMC Project phases? ☐ Yes ☐ No





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A. Different types of MID AMC users are evallable according to the L. C. L.	
4- Different types of MID AMC users are available according to the role of each	use
type. If you are a CCC user, are you aware about your responsibility? Yes No	
No No	
5- The MID AMC Provides updated data every AIRAC cycle. How often do you	411
the MID AMC?	/181
Every week	
JE 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	
110	
Port (2), MID AMO W. L. A V V.	
art (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 min the MID AMC 1	
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	1
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	n?
□ Very good	
☑ Good	
☐ Acceptable	
Bad	
☐ Very bad	





Part (4): MID AMC Fu	ides periodic data update about the AMHS address allocation and
managament: be	ve you identified any anomaly when working on the MID AMC?
∏ Yes	
L Yes	No No
2- Have you identif	ied any inaccurate/wrong data on the MID AMC?
☐ Yes	ZNo
3- MID AMC prov	ides periodic reports about the updated data in the network Inventory
and AMHS addr	esses; have you identified any inconsistent data in MID AMC
Report?	A COME (1980) 1 1 2 2 2 1 1 1 2 2 1 1 1 2 2 2 2 2 2
☐ Yes	∠ No
4- If your answer is	"Yes" in the previous three questions, please answer the following:
Have you inform	ed 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 t	he European AMC procedures?
☐ Yes	No
6- MID AMC acts a	is 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
art (5) MID AMC Tea	m Parformance
	otification messages from the MID AMC operator periodically?
✓ Yes	No
<u>g</u> 23 103	□10
2- Have you got any	misleading information from the MID AMC Team?
✓ Yes	□No
	x-cape :
	the MID AMC team performance?
☐ Very good	
☑ Good	
☐ Acceptable	
☐ Bad	
☐ Very bad	
Years based anni aver	m whose street or to be an
you have any suggestic	n, 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



AMC

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		01 111 01111122
	the Aero	onautical Fixed Services (AFS):
18 years		The Court of the C
- Job title:		
Chief of Telecom. Mor		
 Your role on MID AMO 	200	
CCC Operator		Read-only User
- Do you have AMHS sys	stem in p	place in your country?
■ Yes		No
If yes, Have you attended any AMHS Training course?		
Yes		No
- Did you attend the AM	IC trainir	ng Course held in the ICAO MID office in 2009?
□Yes	-	No
Part (2): MID AMC Project		
	out the	objectives of the ATS Messaging Management
Center (AMC)?	_	923
Yes		No
2- Are you aware abou	ut the ne	eed to create a Regional AMC (MID AMC)?
■ Yes		No
	ut the M	ID AMC Project phases?
Yes		No

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4- If you are a CCC	user, are you aware about your responsibility? No
	ou visit the MID AMC?
Every week	
☐ Every AIRAC Cyc	
	fication email from the MID AMC operator
Other, please sp	ecify:
	bout the role and responsibilities of the MID AMC Team?
Yes	□ No
rt (3): MID AMC Web	Application
1- What is the type	of Internet browser do you use when login to the MID AM
Internet Explore	er Google Chrome
Other, please sp	ecify:
2- Are you aware a	bout the minimum requirement to login to the MID AMC?
■ Yes	□ No
3- How do you eval	luate the MID AMC Design?
Very good	
Good	
☐ Acceptable	
□ Bad	
☐ Very bad	
	the registration process on the MID AMC?
Very good	
Good	
Acceptable	
Bad	
□Very bad	
	the performance (Response rate) of the MID AMC web
application?	
□ Very good	
Good	
Acceptable	
Bad	
□ Very bad	





1- Have you found any anomalies during working on the MID AMC?		
☐ Yes	-	No
2- Have you found an	y inaccur	ate/wrong data on the MID AMC?
☐ Yes	-	No
3- Have you found an	y inconsi	stent data in MID AMC Report (s)?
☐ Yes	-	No
following:		e previous three questions, please answer the
or 3)?		
☐ Yes		No, please specify why?
AMC procedures? Yes		No
■ Yes		No
	out all tun	ctions on the MID AMC?
Yes		NO
rt (5) MID AMC Team P	erformar	nce
C (3) WIID AWIC TCOILL	ification	messages from the MID AMC operator
	incution	
1- Do you receive not		No
Do you receive not periodically? Yes - Have you got any not		No g information from the MID AMC Team?
1- Do you receive not periodically?Yes		
1- Do you receive not periodically? ■ Yes 2- Have you got any n □ Yes	nisleadin	g information from the MID AMC Team?
1- Do you receive not periodically? ■ Yes 2- Have you got any n □ Yes 3- How do you rate th ■ Very good	nisleadin	g information from the MID AMC Team? No
1- Do you receive not periodically? ■ Yes 2- Have you got any n □ Yes 3- How do you rate th ■ Very good □ Good	nisleadin	g information from the MID AMC Team? No
1- Do you receive not periodically? Yes 2- Have you got any not yes 3- How do you rate the Very good Good Acceptable	nisleadin	g information from the MID AMC Team? No
1- Do you receive not periodically? Yes 2- Have you got any not yes 3- How do you rate the Very good Good Acceptable Bad	nisleadin	g information from the MID AMC Team? No
1- Do you receive not periodically? Yes 2- Have you got any not yes 3- How do you rate the Very good Good Acceptable	nisleadin	g information from the MID AMC Team? 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.qov.jo





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

Part (1): Personal data	
- Name:	BRAHEEM BASHEIKH
- Organ zation:	NURAL AUTHORITY OF CIVIL AVIATION
- State: Sin	USI AKABIA
- Years of Experienc	e in the Aeronautical Fixed Services (AFS): 10 years
- Job title: Saw	NOR SOFTMARK KNAINEER
- Your role on MID FCCC Operator	AMC: Read-only User
way to implement / Yes	ols and functions support States with AMHS in operation or on their AMHS. Do you have AMHS system in place in your State? No that any AMHS Training course? No
₹ Yes	AMC training Course held in the ICAC MID Office in 2009? LI No ou require training in your State? No
Part (2): MID AMC P	roject
1- The AFS Netw AMHS introduc	rock faces some operational problems from time to time, and with ation new support tools are needed, are you aware about the objectives usaging Management Center (AMC)?
	AMC does not provide all functions to States outside the European aware about the need to create a Regional AMC in the MID Region
L3 128	1.3 300
3- The MID AMC MID AMC Proj	? project has been divided into two phases. Are you aware about the eet phases? □ No

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	MID AMC users are available according to the role of each user CCC user, are you aware about your responsibility?
the MID AMC? Livery week Livery AIRAC cy Nher I get notific Other, please spec	ation email from the MID AMC operator
TEX SO	WS STILL TO BE TRAINING.
Yes	out the role and responsibilities of the MID AMC Team? No
Part (3): MID AMC Web	Application
	Internet browser do you use when login to the MID AMC?
☐ Other, please spea	
	MC properly, minimum requirements have been identified; are yo requirements to login to the MID AMC? No
5. How do you weste	ate the MID AMC design?
☐ Very good ☐ Good ☐ Acceptable ☐ Bad	TBA
	i/14 has adopted MID AMC accreditation procedure, how do you n process on the MID AMC?
□ Very good □ Gcod □ Acceptable □ Bod □ Very bac	19 - STILL TO NOMINATE USERS
5+ How do you rate t	he performance (Response rate) of the MID AMC web application
☐ Very good ☐ Good ☐ Acceptable ☐ Bad ☐ Very bad	TEA

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1- MID AMC provis	des periodic data update about the AMHS address allocation and
	e you identified any anomaly when working on the MID AMC?
T Yes	₩ No
2- Have you identifi	ied any inacgurate/wrong data on the MID AMC?
☐ Yes	⊡ \c
	des periodic reports about the updated data in the network Inventor isses; have you identified any inconsistent data in MID AMC
□ Yes	ENO
Have you inform	"Yes" in the previous three questions, please arswer the following ed the MID AMC Team about the findings related to questions (1 of
2 or 3)?	device and in the control of the con
☐ Yes	No, please specify why?
synchronization v	Operation has been divided into seven (7) phases to allow with the EUR AMC. Are you aware about the difference between the European AMC procedures?
6- MID AMC acts a	is a single focal point for the AFTN/CIDIN/AMHS in the MID
	aware about all functions on the MID AMC?
art (5) MID AMC Tea	m Performance
1- Do you receive n ☐ Yes	notification messages from the MID AMC operator periodically?
	y misleading information from the MID AMC Team?
☐ Yes	≤ No
	the MID AMC team performance?
☐ Very good ☐ Good ☐ Acceptable	
☐ Bad ☐ Very bad	N.A.
6 - h	al-
I you have any suggestion	on, please mention it here:

NB: Please send the filled form to leastnid a jean int and copy to midame a care gov to

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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 ELgallatio
- Organization: SCAA
- State: SUDAN
- Years of Experience in the Aeronautical Fixed Services (AFS):
- Job title: ITSAD 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





 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 (2): MID AMC Web Application
Part (3): MID AMC Web Application 1- What is the type of Internet browser do you use when login to the MID AMC?
What is the type of internet browser do you use when login to the WID AMC?
☐ Internet Explorer ☐ Google Chrome ☐ Other, please specify: - FIRE FOX
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 Fu	nctions and Procedure
1- MID AMC provi	ides periodic data update about the AMHS address allocation and
management: has	we you identified any anomaly when working on the MID AMC?
☐ Yes	✓ No
☐ 1C3	El No
2- Have you identif	ied any inaccurate/wrong data on the MID AMC?
☐ Yes	₽No
 MID AMC provi 	des periodic reports about the updated data in the network Inventory
and AMHS addre	esses; have you identified any inconsistent data in MID AMC
Report?	AMC and the state of the state
☐ Yes	□No
LI ICS	
4- If your answer is	"Yes" in the previous three questions, please answer the following:
Have you inform	ed the MID AMC Team about the findings related to questions (1 or
2 or 3)?	ou the 1915 Flate Team about the findings related to questions (1 of
☐ Yes	✓No, please specify why?
	E140, picase specify why:
5 Th 1415 1140 0	
5- The MID AMC (Operation has been divided into seven (7) phases to allow
synchronization v	with the EUR AMC. Are you aware about the difference between the
MID AMC and th	ne European AMC procedures?
☐ Yes	⊠No
6- MID AMC acts a	s a single focal point for the AFTN/CIDIN/AMHS in the MID
Pegion Arayon	s a single local point for the Ar IN/CIDIN/AMHS in the MID
☐ Yes	aware about all functions on the MID AMC?
□ res	™o
Part (5) MID AMC Tear	m Performance
 Do you receive no 	otification messages from the MID AMC operator periodically?
☐ Yes	⊠No
2. Have you got any	misleading information from the MID AMC Team?
☐ Yes	PNo
L 1 CS	ENO
3- How do you rate t	the MID AMC team performance?
□ Very good	
☑ Good	
☐ Acceptable	
☐ Bad	
☐ Very bad	
0 1	
f you have any suggestion	a, please mention it here:
7/10-	We are in need of AMC TRAINING a more accuracy and efficiency
F	x 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 Ko	hy	
- Organization: GCA	VANS	
- Country: UAE		
- Years of Experienc	in the Aeronautical Fixed Services (AFS): 31	
- Job title: ATCA Sup	ervisor	
- Your role on MID	MC:	
☐ CCC Operator	☑ Read-only User	
- Do you have AMH	system in place in your country?	
✓ Yes	□ No	
If yes, Have you at	tended any AMHS Training course?	
✓ Yes	□ No	
- Did you attend the Yes	AMC training Course held in the ICAO MID office in ☑ No	2009?
Part (2): MID AMC Pro	ect	
	about the objectives of the ATS Messaging Ma	anagement
Center (AMC)?		
✓ Yes	□ No	
2- Are you aware	bout the need to create a Regional AMC (MID AMC	:)?
☐ Yes	✓ No	
3- Are you aware	bout the MID AMC Project phases?	
☐ Yes	✓ No	





☐ Yes	user, are you aware about your responsibility?
	ou visit the MID AMC?
Every week	
☑ Every AIRAC Cy	
	fication email from the MID AMC operator
Other, please sp	респу:
6- Are you aware a	about the role and responsibilities of the MID AMC Team?
☐ Yes	☑ No
. (0) 1415 1116 111	
rt (3): MID AMC Web	
	of Internet browser do you use when login to the MID AM
	er Google Chrome
Other, please sp	pecify.
2- Are you aware a	bout the minimum requirement to login to the MID AMC?
✓ Yes	□ No
3- How do you eva	luate the MID AMC Design?
☐ Very good	
☑ Good	
□ Acceptable	
☐ Bad	
☐ Very bad	
	e the registration process on the MID AMC?
□ Very good	
☑Good	
Acceptable	
Bad	
☐ Very bad	
5- How do you rate	e the performance (Response rate) of the MID AMC web
application?	
□ Very good	
⊡ Good	
□Acceptable	
□Bad	
L_I Ddu	





1- Have you found any anomalies during working on the MID AMC?		
☐ Yes	✓ No	
	any inaccurate/wrong data on the MID AMC?	
☐ Yes	☑ No	
3- Have you found	any inconsistent data in MID AMC Report (s)?	
☐ Yes	☑ No	
following:	"Yes" in the previous three questions, please answer the	
Have you inform or 3)?	ed the MID AMC Team about the finding in questions (1 or	
☐ Yes	☐ No, please specify why?	
5- Are you aware a	bout the difference between the MID AMC and the Europe	
☐ Yes	☑ No	
6- Are you aware a	bout all functions on the MID AMC?	
☐ Yes	☑ No	
rt (5) MID AMC Tear		
1- Do you receive periodically?	notification messages from the MID AMC operator	
☑ Yes	□ No	
2- Have you got ar ☐ Yes	y misleading information from the MID AMC Team? ☑ No	
3- How do you rate	the MID AMC team performance	
☐ Very good ☑ Good		
Acceptable		
☐ Bad ☐ Very bad		
4- Do you think yo	require a training in your state?	
☐ Yes	✓ No	

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