International Civil Aviation Organization
North American, Central American and Caribbean Office

WORKING PAPER

Fifth Eastern Caribbean Network Technical Group (E/CAR/NTG/5) and Third Eastern Caribbean Radar Data Sharing Ad-hoc Group (E/CAR/RD/3) Meetings
Guadeloupe, France, 22 to 24 October 2014

Agenda Item 2:   E/CAR AFS Network
2.1   Network Performance Analysis and General Aspects

NETWORK PERFORMANCE ANALYSIS AND GENERAL

(Presented by Trinidad and Tobago)

EXECUTIVE SUMMARY
This working paper presents an analysis of the fault reports received for the period May 2013 to July 2014.

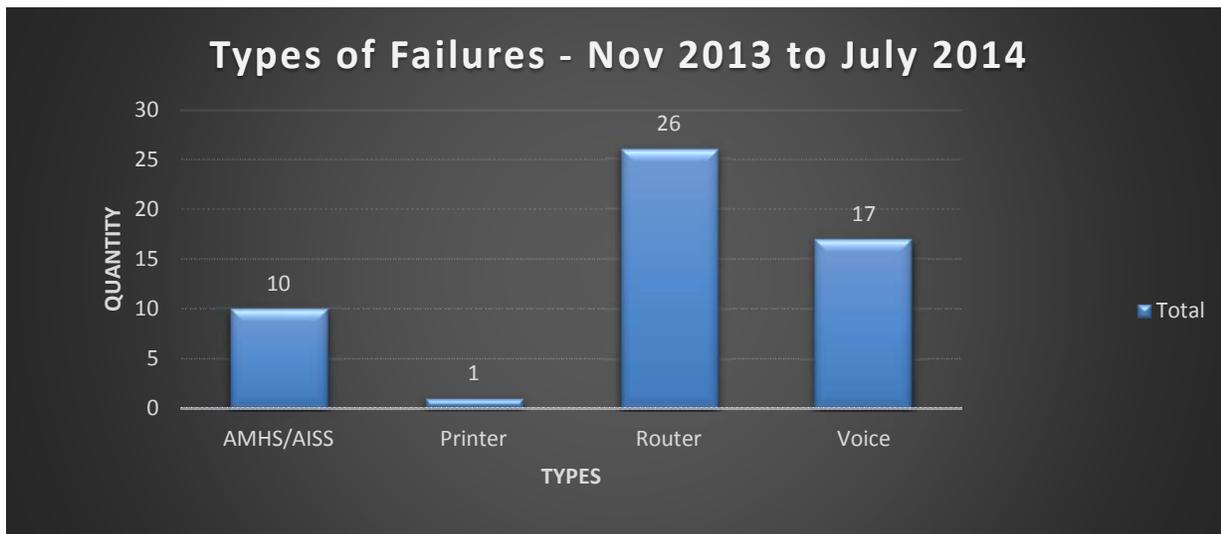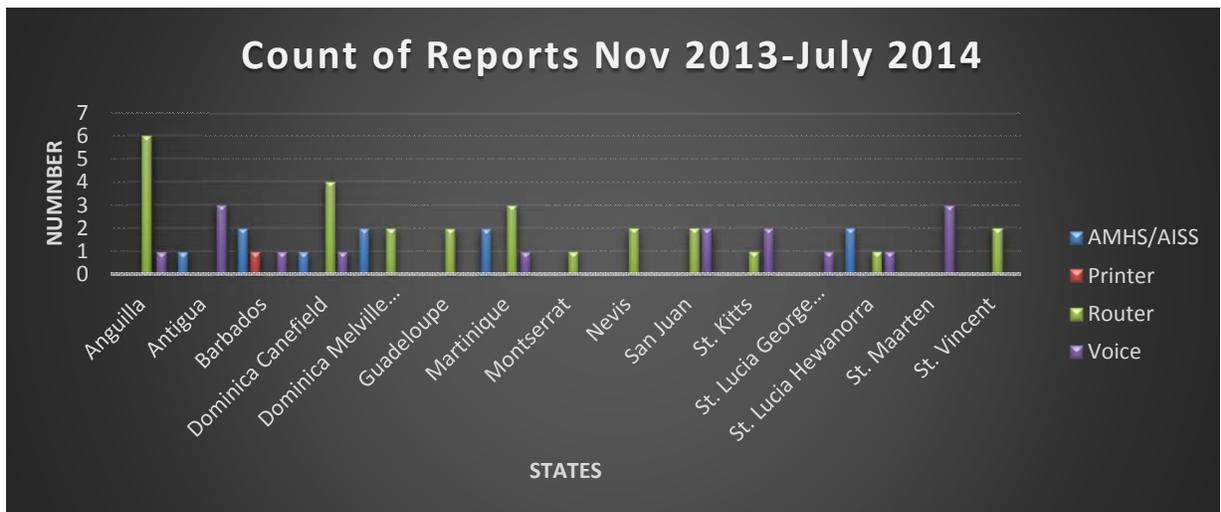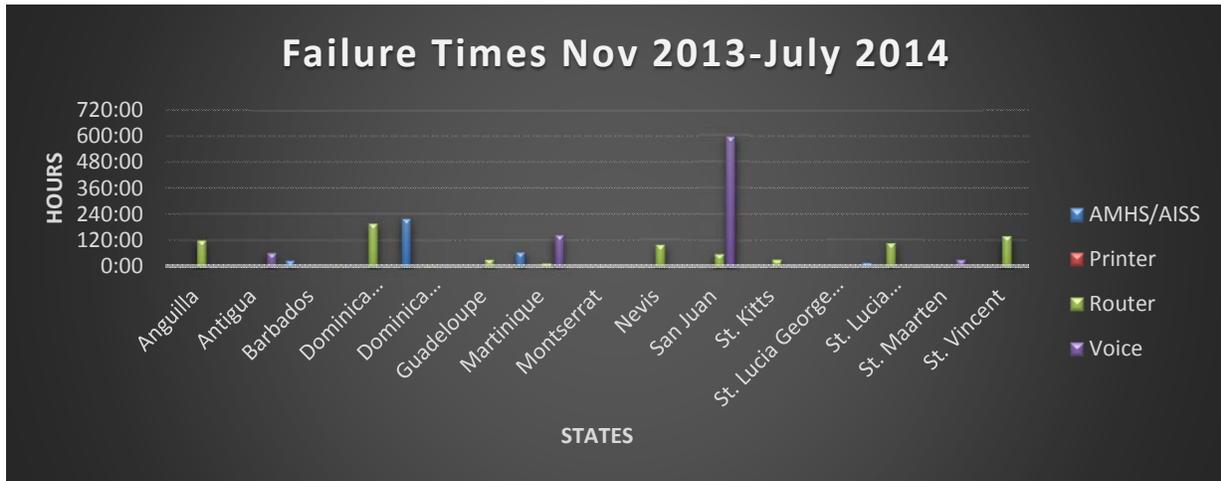| **Action:**	The suggested actions are detailed in section 3
Strategic Objectives:	• Safety • Air Navigation Capacity and Efficiency • Environmental Protection
References:	• Fault reports received from States

1.   **Introduction**

1.1   During the third quarter of 2011 Trinidad and Tobago introduced an on-line web-based fault reporting and resolution application (Topdesk), which would allow users of the Eastern Caribbean AFS network to log faults and receive timely resolution information. The application provides statistics and reports for all States/Territories. Reports and statistics may be generated per State, per period, per type of failure, etc.

1.2   An internet portal which can be used to monitor the performance of the network was provided to E/CAR AFS users via http://tsttmetroe.tstt.co.tt, for monitoring purposes.

2.   **Discussion**

2.1   Most of the States have been utilizing the Top Desk reporting tool for documenting faults. In the OECS ATC/AIS report all faults to the ECCAA Technical staff who in turn logs the fault on Top Desk. In the States where there is no Technical staff, the AIS officer logs the fault on Top Desk or reports directly via telephone to AIS/TTCAA.

2.2   The following breakout of reported faults over a nine month period is illustrated as follows:

Failure Times Nov 2013-July 2014

Count of Reports Nov 2013-July 2014

Types of Failures - Nov 2013 to July 2014

3. **Suggested Action**

3.1   The Meeting is invited to:

    a)   take note of the information presented in this paper;

    b)   study, analyse and propose solutions to minimize the number and duration of failures.

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