Airline DCS Change Process Flow

Start

Timescale	
Day 1	Airline DCS Change Identified ①

Day 14

- AviNet_Other - Airlines Firewall CUSS Change Process Flow Document
- AviNet/Other Airlines Refer to
- SITA APH - Airlines Firewall CUSS Change Process Flow Document
- SITA APH Airlines Refer to

Complete Baggage questionnaire

Submit Firewall change for CUSS

Initial Meeting with Airline to discuss Change and HAL requirements ②

Airline plan Agreed with HAL CCM Created

30 day process

Day 18 — Request sample BSM's to conduct Static analysis ③ → Evaluation of new BSM impact to HAL Operation

Day 22 — Select Use cases for testing with airline ④

Day 24 — Test approach formulated and Test Definition (TDD) Document produced ⑤ → TDD

Day 27 — Firewall Change Compelled ? ←**Yes**— Testing CUSS in Model Terminal ? ⑥

Yes ↓

Perform CUSS Testing

Amend CUSS Application

Test Passed ? —**No**→ (loop to Amend CUSS Application)
—**Yes**→

No ↓ (from Testing CUSS in Model Terminal)

Request permission for putting test product into operational system → ATP

Day 36

Day 46 — Conduct Test 1 ⑦ → Test Execution Report

Test Passed —**No**→ Airline to confirm issues resolved

Yes ↑

Day 56 — Conduct Test 2 → Test Execution Report

Day 66 — Confirm Go/No Go Decision ⑧

Day 76 — Support Go-Live with live monitoring → Final Report

End

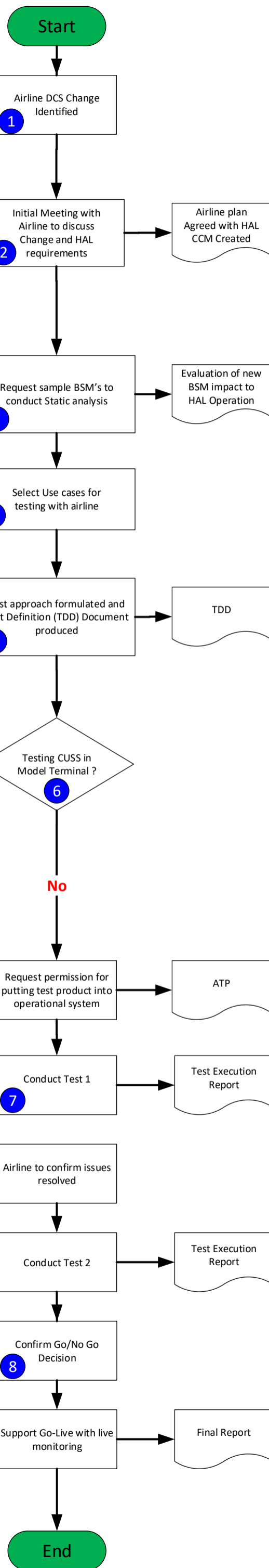
① It is recommended as soon as an airline is aware of a need to make a significant change to their DCS they make Heathrow aware, as a minimum at least 90 days before the go-live.

This will enable a joint plan to be developed in order for a successful change to be carried out

② Initial meeting is held with key stakeholders, including airline, handler and HAL Operations. Items to consider are timescales, risks, issues and contingencies
Standardised questionnaire is completed to determine the extent of change and the potential risk it may pose to airline and airport operation. This will then enable a test approach to be established.
Ensure a Firewall change request is submitted if required.

③ Key DCS Interactions will result in baggage service messages (BSM's), these can be analysed before any changes are made to understand potential issues

④ All use cases (type of Pax's & Bag Types) are based on standard operations
- Departures and Arriving Process
- Transferring process

⑤ The following will be required to be in place to complete successful testing.
- Test flights required   - Common Use Equipment - ARINC
- Test Passports required   - IDAHO
- Test bag requirements   - Bag logistics requested
These will be incorporated into the TDD which is produced detailing the test objectives, approach and airline requirements. A two test approach is adopted with a week in between the tests to allow resolution time

⑥ CUSS Testing approach

⑦ Testing carried out using the TDD and use cases are based on standard airline operations to replicate 'live' operations.
Testing is carried out during the operational day as close as to the airlines operation times.
- Departures
    - Check-in
    - Security – Automated ticket presentation (ATP)
    - Gate Operations
- Transferring process
- Arriving Process
- Baggage Handling/Messages

⑧ Ahead of 'go-live' a go/no-go decision meeting is held with all stakeholders.
Change progress is checked and results of testing evaluated with the airline, handler and HAL Operations.
On successful achievement of a GO decision. The airlines operation under the new DCS is monitored and any issues managed between the airline and HAL Operations to safeguard the operations.
Final report captured and issued with any remaining action plans identified.

vLOGIX where experience meets applied process   Heathrow