

# Centrik



## RELEASE NOTES

Version:

V4.2

Date:

10/09/2018

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## Summary

**Centrik V4.2** includes some new tools for managing your data, further enhancing Centrik's compliance with GDPR and your obligations as a 'data controller':

- **Data Retention** – configurable data retention policies and actioning of expiring data
- **Limiting Centrik Support access to your data** – via the new Centrik Support role, and Elevated Support Access Request process where additional access rights are required by us

Further to these changes, this document gives an overview of other new functionality available in **Centrik V4.2**, including:

- **Management of Change** workflows added to the Management Module, supporting your organisation through complex change processes.
- Full text search and enhanced versioning of documents within the **Documents Module**.
- Significant enhancements to reporting and the **Safety Module**, including simpler forms via optional form sections, a new ERC view, and better publishing functionality.
- Simplified training record updates within the **Training Module**.
- New features in the **Equipment** and **Tasking Modules**.

## Release Classification

<b>Minor Release</b>	<p>Minor releases include new features and enhancements to existing Centrik functionality. All changes are designed to be intuitive with no or limited re-training of users required.</p> <p>Users of the Centrik iPad app may need to resynchronise their apps to take advantage of any enhancements to offline app functionality. A minor release may occasionally require an app version update (via the App Store) to take advantage of new features, but old app versions will continue to function correctly in the meantime.</p> <p>Minor releases are communicated to all customers in advance in the form of a Release Notes document which outlines the new features and changes included in the release. Customers are provided with the Release Notes at least 3 business days before the planned deployment to their production systems and are invited to preview the release on their Test Systems.</p>
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## Data Retention

### Configuring Data Retention Policies

Centrik V4.2 provides a mechanism for an organisation's nominated Data Protection Officer to set up data retention policies for 'Personally Identifiable Information' (PII) that is stored within Centrik.

Users who have been granted a new access right 'Data Protection Officer', may access the new Data Retention Configuration page. This is used to set up policies to affect how PII should be retained in Centrik.

Retention policies are grouped into 'Policy Classes' which roughly correspond to the top-level data entries within the modules in Centrik, for example Audits and Findings which belong to the Quality module, Meetings and Workflows which belong to the Management module, and Cases which belong to the Reporting module.

Each policy class contains a set of subclasses based on the data entries that exist in that policy class. For example, in the case of the Finding policy class, the subclasses that can be set up are Findings, Detailed findings, Actions and Attachments.

The screenshot displays the 'Data Retention Configuration' interface. It features a sidebar with navigation options for Audits, Findings, and Cases. The main content area is divided into two sections: Audits and Findings. Each section contains a table with columns for Name, Info, Policy, Policy Retain Period, and Rationale. The Audits section lists subclasses: Audits, Detailed Checks, Actions, and Attachments. The Findings section lists subclasses: Finding, Detailed findings, Actions, and Attachments. A callout box points to the 'Attachements' row in the Findings section, stating: 'The Data Retention Configuration page allows for configuring retention rules against a specific policy subclass'.

Name	Info	Policy	Policy Retain Period	Rationale
Audits	The audit itself, its title, and when it was performed	Retain indefinitely		
Detailed Checks	The detailed checks performed in the audit, their individual outcome, and any comments made by the auditor, or any attachments provided	Retain indefinitely		
Actions	All actions associated with audits or findings, their title, and the dates they were due or performed.	Retain indefinitely		
Attachements	All attachments associated with audits	Retain indefinitely		

Name	Info	Policy	Policy Retain Period	Rationale
Finding	Individual findings their title, date status and classifications for statistics	Retain indefinitely		
Detailed findings	The detailed descriptions of each finding, the remedial action, and other commentary made as part of the finding resolution process, including who raised the finding, and who was involved in the resolution	Retain indefinitely		
Actions	The detailed description of each action required and performed, and the individual to which the action was assigned	Retain indefinitely		
Attachements	All attachments associated with findings	Retain indefinitely		

Every subclass is configured with a policy determine how long data should be retained for, and what happens when it expires. When data expires according to a policy, the Data Protection Officer or other users with sufficient access rights are prompted to review the data and action the policy (see *Actioning Data Retention Policies*, below).

Each subclass policy will follow one of three policy retention rules:

### 1. Retain Indefinitely

No data protection processes will be applied. This is the default retention rule.

### 2. Delete

Delete will **permanently and irretrievably** delete the records governed by that policy. As per GDPR regulation any data deleted will no longer be recoverable, even by Centrik staff.

### 3. Clear text

Clear is used to remove data fields whilst retaining the overall record. In the case of free text, the value will be replaced with the text "[CLEARED] Text has been cleared in accordance with Data Protection Compliance". In the case of Contact details, the Contact will be replaced with the text "Cleared User". As with Delete, these changes are permanent, and the original data will be irretrievable.

Due to the risk of data loss if Centrik is misconfigured in this area, Centrik support will be happy to assist you before you set either the Delete or Clear text options.

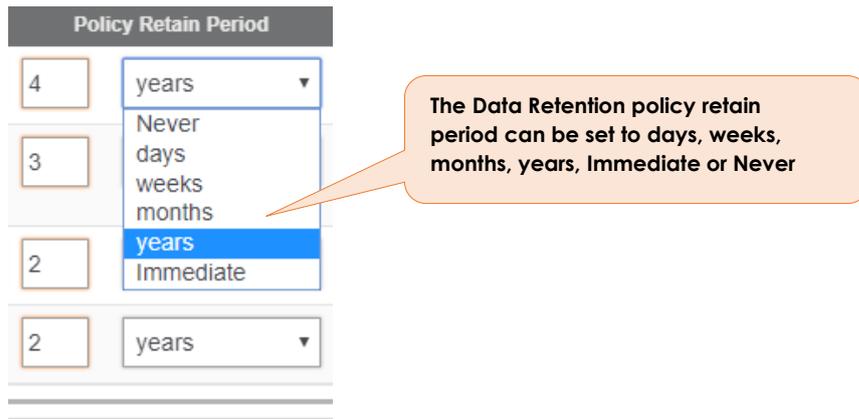
Policy	Policy Retain Period	
Delete	4	years
Clear text	3	years
Clear text	2	years
(Select...)	2	years
Retain indefinitely		
Delete		
Clear text		

The retention policy can be set to Retain Indefinitely, Delete or Clear Text

### Policy Retain Period

Both the Delete and Clear text options specify a policy retain period, which specifies when the policy comes into effect for each matching item of data held within Centrik. This allows the Data Protection officer or users with sufficient access rights to review items that are due to be deleted or cleared. Once reviewed, you may either proceed with applying the rule or exempt the item(s) from data protection action.

The policy retain period can be set to Days, Weeks, Months, Years, Immediate or Never. If the Policy Period is set to 'Immediate' then all records will be subject to the policy now. If the policy period is set to 'Never' then the policy will never apply.



### Policy Info

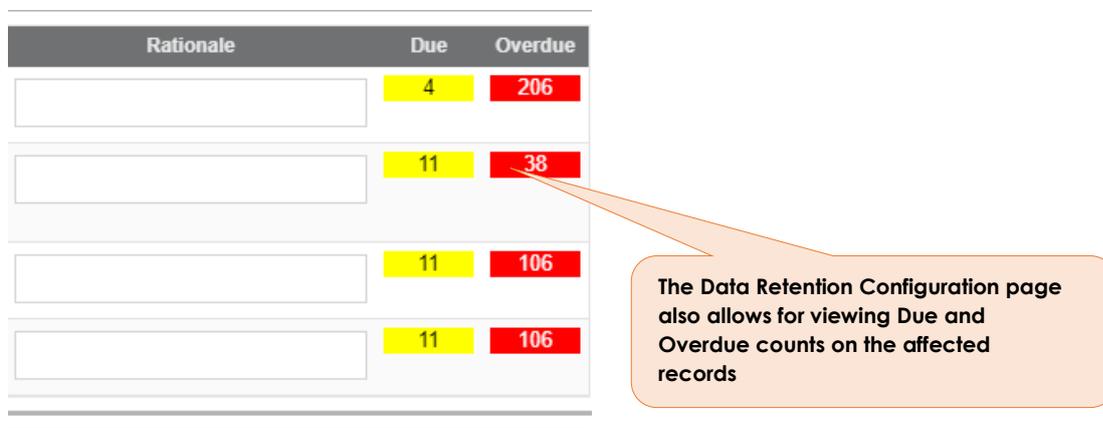
The Policy Info column offers a concise description of what data will be affected by application of that subclass policy. This helps to set up the Policy retain rules.

### Policy Rationale

The Data Protection Officer can enter a rationale justifying the policy retention rule that has been set in place against that policy.

### Due/Overdue Totals

The due and overdue totals show the total number of records on a policy that are nearing or passed their target date for processing. Items are considered due when they are within 30 days of needing processing (shown in yellow), and items which are overdue are shown in red.



## Actioning Data Retention Policies

### Dashboard Alerts

The home page of Centrik provides access to dashboards with the Data Retention Status of each Policy Class. The dashboards will be visible to those with management access rights on the corresponding module that the Policy class belongs to. The Dashboard shows the Due and Overdue counts that need review.

Clicking on a dashboard entry will redirect the user to a read only view of the Data Retention Configuration page for just that Policy class.

Compliance Module	
Flight Ops Audits	1 1
Data Retention Status on Airworthiness & Maintenance Audits (Findings)	114
Data Retention Status on Flight Support Audits (Findings)	10
Data Retention Status on External Audits (Findings)	33 95

### Data Protection Review List

The Data Protection Review page lists the entries for a corresponding Policy class that are Due or Overdue for review. This page can be accessed via the Data Retention Configuration page.

The Centrik Module Manager or the Data Protection officer can review the list of entries on this page and decide to either Apply the policy rule or 'Exempt' the entry from the policy.

**Expired or expiring data items are listed, and can be viewed by clicking the links**

**A summary of the policy is shown, indicating what will happen to each data subclass when the policy is applied**

**You can omit certain entries from data retention processing**

Select	Date	Subsystem	Number	Exp Date	Title	Finding	Details	Actions	Attachments
<input type="checkbox"/> Exempt	12/09/2014	Flight Ops Audits	2014-004	12/09/2017	test 1				
<input type="checkbox"/> Exempt	12/09/2014	Flight Ops Audits	2014-002	12/09/2017	Test 1				
<input type="checkbox"/> Exempt	12/09/2014	Flight Ops Audits	2014-003	12/09/2017	test 2				
<input type="checkbox"/> Exempt	17/09/2014	External Audits	1080	17/09/2017	Training Records Updated				
<input type="checkbox"/> Exempt	17/09/2014	External Audits	1077	17/09/2017	Aircraft Operators' Helicopter Operations Manual Access				
<input type="checkbox"/> Exempt	03/10/2014	Flight Ops Audits	Test F02	03/10/2017	dfgb				
<input type="checkbox"/> Exempt	03/11/2014	External Audits	NC7396	03/11/2017	Subcontracting to third party.(REACH Aerospace)				
<input type="checkbox"/> Exempt	03/11/2014	External Audits	NC7401	03/11/2017	Manpower finding				
<input type="checkbox"/> Exempt	07/11/2014	Airworthiness & Maintenance Audits	F 01	07/11/2017	1.27 Liaison details require updating to reflect current personnel				
<input type="checkbox"/> Exempt	07/11/2014	Airworthiness & Maintenance Audits	Obs 02	07/11/2017	1.28 Signatory to contract is different to the current postholder				
<input type="checkbox"/> Exempt	03/12/2014	External Audits	Finding 2	03/12/2017	Recommend SMS training update for CMSM				
<input type="checkbox"/> Exempt				2/2017	Contact details require updating to reflect postholder changes				
<input type="checkbox"/> Exempt	27			1/2018	Liaison meetings between Operator & AMO				

Apply to Selected    Data Protection Review History    Include Exempt

Home Documents Handover Safety Compliance Management Risk Forms Training Devices Config Contacts

Data will be **permanently and irretrievably** cleared or deleted when the **Apply to Selected** button is clicked. Centrik support will be happy to assist should you have any queries ahead of executing this operation.

Exempted data is being permanently excluded from expiry.

## Centrik Support Access to Your System

As part of our contract with you, we already have committed to keep your data safe and confidential. You are the sole owner of the data, and we do not use it for any other purpose than supporting your business.

To support you, Centrik Support has read access to your data, and uses it to answer user queries, explain functionality, and to reproduce any issues you encounter. All members of our staff have signed confidentiality agreements, and are externally vetted, which includes criminal records checks.

If you as 'data controller' require a higher level of protection of your data, you can restrict our access. We are introducing new functions in Centrik V4.2 to help you with this:

- **You may configure the default access rights of the Centrik Support role** within the Contacts module. This role applies to all Total AOC staff. This allows you to specify exactly which parts of Centrik can be accessed by us, in the same way you manage access rights of your own users in Centrik.
- When a member of the Total AOC team requires additional access to fulfil a customer request or for any other reason, a new **Elevated Support Access Request** must be lodged by Total AOC and approved by a customer user, granting extended access rights for a limited amount of time.

### Elevated Support Access Request

When Centrik Support require access to your system over and above that granted by the *Centrik Support* role, you will receive an elevated access request via Centrik as shown in the screenshot below. This allows you to grant access up-to-and-including your access rights within the system.

**When Centrik Support staff have limited access and need to perform some tasks they may request permission from you to elevate their access rights**

**The Request Summary briefly describes the level of access that you are granting, so that you can ensure you do not expose any sensitive data**

## Documents Module

### Document Versioning

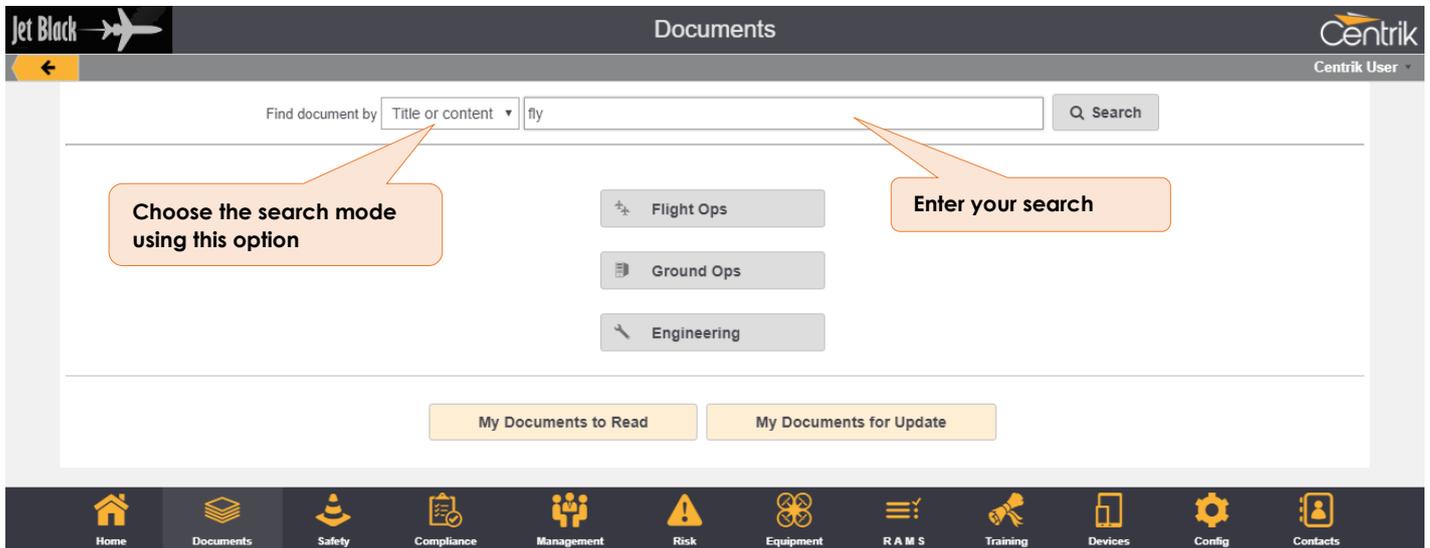
Previous versions of Centrik have allowed you to create a new version of a document, however new to Centrik V4.2 is the ability to view previous versions of a document. You can also reinstate an older document version as the current version, which records an audit trail for referential purposes.

Number	Document Title	Created By	Created On	Withdrawn On	Version	Current Version
OP2018-45	OMB8 Issue 1 Revision 2	Eric Roberts	09/07/2018 20:10		2	✓
OP2018-45	OMB8 Issue 1 Revision 1	Sally Smith	05/07/2018 10:28	09/07/2018 20:10	1	

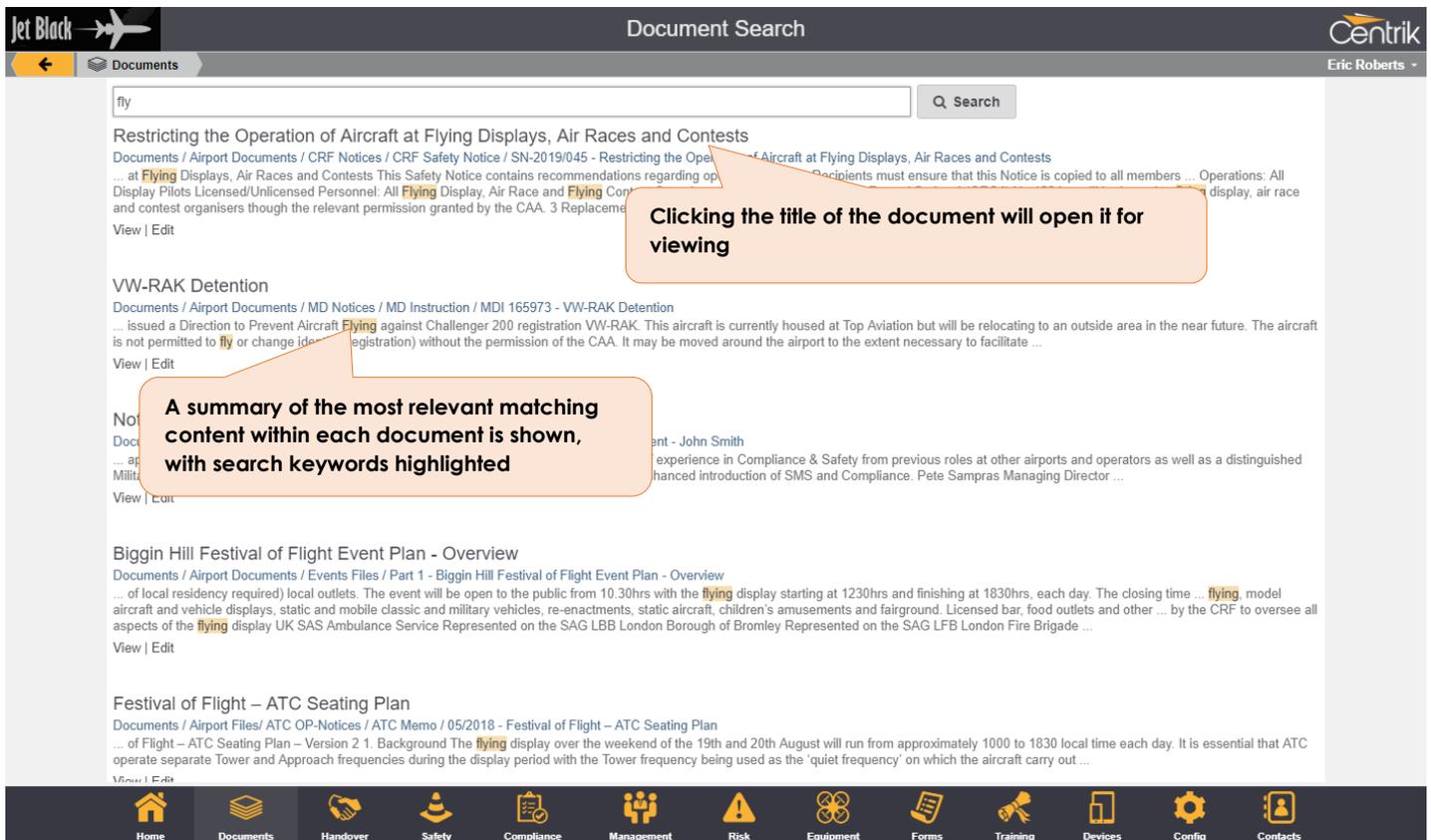
If a link to an older version of a document is used then the viewer is informed that a newer version of the document is available, which can be viewed instantly.

## Document Search

Centrik V4.2 improves the ability to search for documents. When you upload a file in the documents module, Centrik will 'read' it's contents and make it available for searching. Once read, documents can be searched from the documents module home page



The above example will look for the word "fly" anywhere in the title or content of a document and will display a maximum of 10 results at a time. Where there are lots of search results there will be links at the bottom of the page which you can click or tap to show more results.



Note that it may take a few minutes after uploading a document for it to become searchable.

Search is designed to work with many document formats, with some exceptions:

- Images cannot be searched, even if they contain text
- Password protected files cannot be searched
- PDF files containing scanned documents cannot be searched

After upgrading to V4.2, Centrik will need time to read your previously uploaded documents. You may therefore not see this option immediately when you first upgrade.

Selecting 'Find document by Title only' will change the behaviour of the search to only look at exact matches on document title - this is identical to the behaviour of Centrik V4.1 and earlier.

## Management Module

### Management of Change Workflows

Management of Change (MoC) workflows are a specialised form of Workflow designed to guide organisations through the process of effecting significant changes to their business.

Examples of MoC workflows might include:

- Adding a new aircraft to the fleet
- Adding a new building or re-purposing an existing building
- Moving staff from one location to another
- Adopting new policies (such as GDPR)

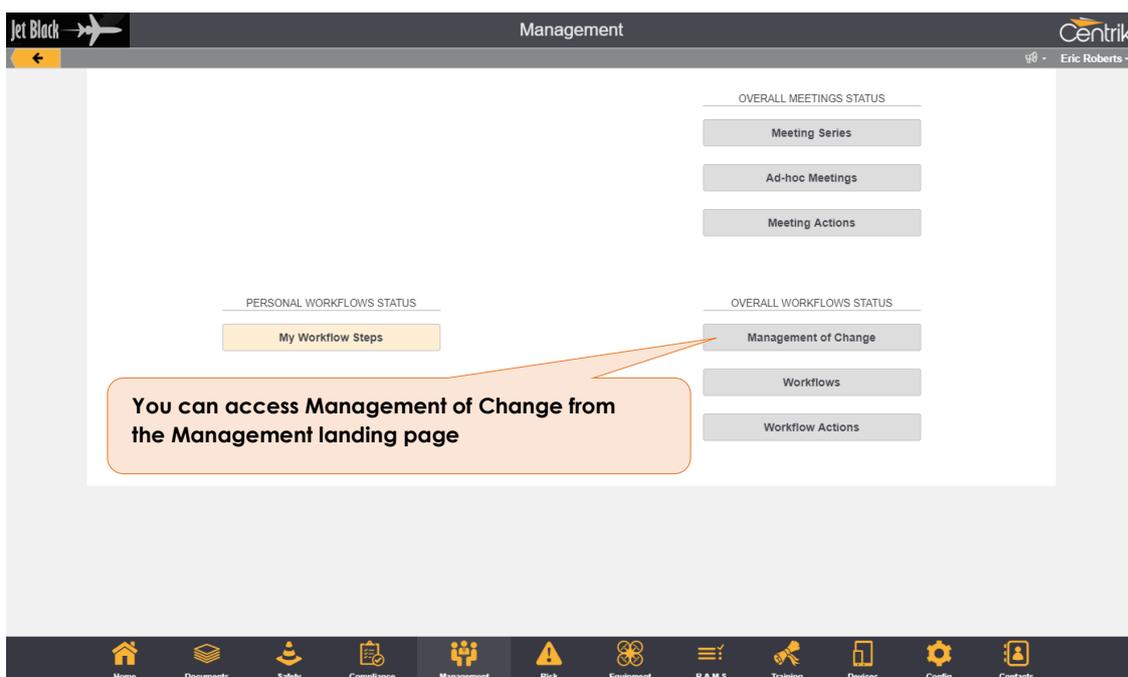
The key differences between Standard and MoC Workflows are:

- **MoC Workflows are phased** - Each workflow section is assigned to one of a handful of standard phases. At any point in time, the workflow has a 'Current Phase', implying that the sections in previous phases have been completed.
- **MoC Workflow Phases must be signed off** by the workflow owner (or any authorised manager) before proceeding to the next phase. Only the "current active phase" can be signed off - this ensures that phases are signed off in the correct order.

### Management of Change Phasing Options

MoC currently implements three phase schemas – **Standard** (7 phase), **Simple** (4 phase) and **Extended** (9 phases).

The phases of the Standard Management of Change model - from 'Initial Proposal' through to 'Distance Review' - are built around industry standard norms and best practice. Should you wish for alternative Phase names, they may be customisable to your requirements via Centrik Support.



### Overview page

The new MoC overview page separates workflows into their currently active phase. MoC workflows therefore progress from Initial Proposal (at the top) down to Distance Review (at the bottom). Coloured status fields provide a rapid overview of the current state of your MoC processes.

Identifier	Workflow	Workflow Definition	Workflow Phase	Department	Owner	Status
<b>Phase: Proposal (4)</b>						
NEWAC	New Learjet 75 (G-HJFD)	Addition of new aircraft	Proposal	AOC	Brown, Derek	Due In One Week Or Less
STAFF01	New staff member	Additional staff	Proposal	ATO	Donovan, Mark	Overdue
NEWBDG	New Stationary Cupboard	New or re-purposed building	Proposal		Smith, L. R.	Overdue
PROC01	Upgrade to JAR processes	New processes	Proposal	ATO	Brown, Derek	In Progress
<b>Phase: Initial Planning and Approvals (1)</b>						
SERV01	New Electrical Testing Equipment		Initial Planning and Approvals	AOC	Huxtable, Nigel	In Progress
<b>Phase: Management Planning (2)</b>						
STAFF01	New staff member (Admin)			ATO	Chadwick, Len	Overdue

### Workflow Detail page

**Workflow Detail: Facility**

Eric Roberts

MoC > Change Management Workflow Definitions > Management of Change : Workflow Definition: Airport General / Internal Building / Facility / Equipment / Staff Change

Proposal ✓ Management Approval Change Assessment Change Decision Implement the change Initial Audit Review

Identifier	Workflow Title	Workflow Type	Owner	Phase Start Date	Target End Date
5	Facility	Airport General / Internal Building / f	Roberts, Eric	10/09/2018	

**Status** In Progress

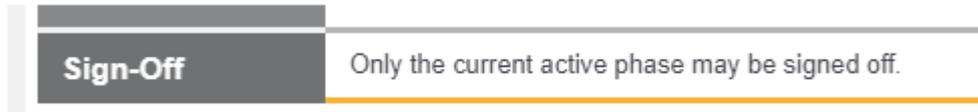
Workflow Step	Owner	Due
<b>Define the Change, agree to proceed</b>		
1.1.1 Define the change and state briefly why.		Completed 10/09/2018 Eric Roberts
1.1.5 Meeting		Completed 10/09/2018 Eric Roberts
Meeting	Scheduled SAFETY MEETING	Head of Department (Fortnightly) on 07/09/2018
1.1.6 Assessment of Risks		Completed 10/09/2018 Jerome Lecky
Risk Assessment	Signed Off - Continue Maintenance 18	Generic Maintenance Risk Assessment
Action	Overdue RMS-000481	Review when lone work policy in place

**Sign-Off** Signed off Parker, Peter 10/09/2018

Workflow phases are clearly laid out in standard Centrik style using coloured chevrons at the top of the detail page. Unused phases appear in light grey. Phases beyond the current active phase are inactive until their immediate preceding phase is signed off.

## Signing off phases

Phases must be signed off to mark the transition to the next phase. Only the workflow owner and Workflow Managers have sign-off rights, and only the Current Active Phase can be signed off.



**Confirm phase completion status**

Workflow : **New ramp procedures for VIP aircraft**  
Phase : **Proposal**

This phase of the workflow has a total of 1 steps:

Steps marked 'Completed'	0
Steps marked 'Not Applicable'	0
Steps marked 'Partially Completed'	0
Steps still showing as 'To Do'	1
Required Steps still showing as 'To Do'	1

There are one or more Required steps still to complete.  
You may not sign off this phase yet.

**Phases cannot be signed off until all Required steps are marked as Completed.**

## Customising Workflows

Whilst all MoC workflows are initially based on their underlying Workflow Definition, they may be significantly customised - you can Add, Edit or Delete any individual step, and change Step ownership and date criteria.

## Safety Module

### Optional Form Sections

Centrik V4.2 allows for safety reports to be configured with optional sections, where a user can choose the sections that are relevant to their report. For example, a section on 'Runway incursion details' would be included only if a question 'Did the occurrence involve a runway incursion?' was checked. This feature makes for a simpler capture process and makes it easier to ensure the appropriate mandatory fields are provided for every report.

The screenshot displays the 'New ASR-01 - Safety Report' form in the Centrik V4.2 interface. The form is titled 'New ASR-01 - Safety Report' and is part of a 'Start Safety Case' process. The process flow includes 'Capture', 'Classify Risk', 'Investigate', 'SIRA', 'Act', and 'Monitor'. A 'Save Draft' button is visible in the top right corner.

The 'General Information' section contains the following fields:

- Report Number: 000124
- Safety Form: ASR-01 - Safety Report
- Mandatory or Voluntary?: Unknown
- Is Fatigue Related?: (not specified)
- Report Title: Enter report title (required)
- Confidentiality: Not confidential
- Description: Enter description (required)
- Event Date: 2/07/2018
- Event Time (UTC, hh:mm): 15:44
- Event Location: Enter event location (required)

Below the 'General Information' section, there are several checkboxes for applicable options that apply to this report:

- Was an aircraft involved in the occurrence?
- Did the occurrence involve more than one aircraft?
- Did the occurrence happen at or around an aerodrome?
- Was there an ATM Contribution?
- Did the occurrence result in fatalities and/or injuries?
- Did the occurrence involve a runway incursion?
- Was the aircraft hit by a bird or other animal?
- Were the weather conditions relevant?

Two callout boxes provide additional information:

- Questions can be included in the report by selecting them in the General Information section** (pointing to the 'Description' field).
- Additional sections are included in the report based on the questions that were selected** (pointing to the 'Flight and Aircraft Details', 'Other Aircraft Details', 'Finish and Submit', and 'Attachments' sections).

The bottom navigation bar includes icons for Home, Documents, Handover, Safety, Compliance, Management, Risk, Equipment, Forms, Training, Devices, Config, and Contacts.

Please contact Centrik Support so that this feature can be enabled and configured based on the safety reports that have been setup.

## Alternative ERC View

Centrik may now be configured to provide an alternative view for specifying the Event Risk Classification (ERC) for a Safety Case. The new view shows a pop-up including configurable guidance text for each of the options that may be chosen, promoting consistency.

The screenshot shows the Centrik interface for a 'Case Classify: Jet blast' scenario. The main interface includes a progress bar with steps: Capture, Classify Risk, Investigate, SIRA, Act, and Monitor. Below this, a table shows case details: Number (000449), Date/Time (12/08/2018), Type (HAZ-99 - Other), Title (Jet blast), and ERC Score (4). A green bar indicates the 'Assessment Result' with a 'Score: 4'. A 'Categorisation' pop-up window is open, titled 'Selected Most Credible Outcome', with a 'Close' button. The pop-up contains a table with the following data:

Most Credible Outcome		Catastrophic Accident (Cat)	Major Accident (Maj)	Minor injuries or damage (Min)	No accident outcome (No)
Category	Section	No potential damage or injury could occur	Minor injuries, minor damage to aircraft	1 or 2 fatalities, multiple serious injuries, major damage to the aircraft	Loss of aircraft or multiple fatalities (3 or more)
	Typical Scenarios	Any event which could not escalate into an accident, even if it may have operational consequences (e.g. diversion, delay, individual sickness)	Pushback accident, minor weather damage	High speed taxiway collision, major turbulence injuries	Loss of control, mid air collision, uncontrollable fire on board, explosions, total structural failure of the aircraft, collision with terrain

At the bottom of the interface, there are buttons for 'Edit', 'Delete Entire Case', 'Publish', 'Merge', and 'Delegate'. A footer contains a JavaScript URL and a 'Contacts' icon.

ERC may also now optionally be added to a report form allowing the reporter to submit this information.

## Publishing Workflow

Centrik report publishing has been tweaked to separate it from the main safety case workflow. This reflects that fact that publishing can occur at any stage of the case workflow – it is not an isolated stage.

**Case Classify: Jet blast**

Workflow: Capture ✓ → **Classify Risk ✓** → Investigate → SIRA → Act → Monitor

Number	Date/Time	Type	Title	ERC Score
000449	12/08/2018	HAZ-99 - Other	J	4

**Assessment Result** | Score: 4

**Categorisation**

- Operating Base: Other
- Risk Category: Airport
- Identifier (ICAO/IATA): KEWR
- Affected Fleet: Not Fleet Specific

**MOR Classification**

MOR status: [Dropdown]

MOR: [Dropdown]

**Classify Risk**

What was the effectiveness of the remaining barriers between this event and the most credible accident scenario?  
Limited

Buttons: Edit | Delete Entire Case | **Publish** (1) | Merge | Delegate

Navigation: Home | Documents | Safety | Quality | Management | Risk | Training | Devices | Config | Contacts

The text details of the case being published are now clearer shown on the publish page, along with the ability to edit the 'public' versions of these fields prior to publishing to ensure on appropriate details are shared, and any personal information is omitted if necessary.

**Case Publish: Jet blast**

Adam Ross

Capture ✓ Classify Risk ✓ Investigate SIRA Act Monitor

Number	Date/Time	Type	Title	ERC Score
000449	12/08/2018	HAZ-99 - Other	Jet blast	4

**MOR Status** Investigation follow up submission due by 2018-09-11 10:57

**Review Public Report**  
Review and edit the text to be published, ensuring personal details are removed if necessary.

**Narrative**  
The following narrative has been edited and will be used for publishing instead of the text in the initial report

The aircraft (G-1234) was parked at Newark airport from 11-08-18 until 12-08-18 on the de-icing bay (stand K84), it was reported to us by the airport that the aircraft had been moved by the jet blast of a B787.  
The aircraft had been moved back to its original position by the time we got to inspect it.  
The nose wheel locking pin was removed whilst it was packed with the brakes off.  
No damage was found to the aircraft by the crew after a thorough inspection

- Classify Risk Comments
- Investigation Actions
- Investigation Findings
- Safety Manager Comments

**Text details of report to be published are shown here for review, and may be edited**

Edit Submit MOR

Home Documents Safety Quality Management Risk Training Devices Config Contacts

## Training Module

### Simplified training record updates

We have streamlined the workflow of updating training records. It is now possible to upload the training records and upload the corresponding documents in a single step. This automatically creates the attachments.

**Jet Black** New Check **Centrik**  
Eric Roberts

Flight Ops Overview: Flight Ops Training Records: Bloggs, Joe

<b>Check Detail</b>	Pilot Name	Pilot Rank (at time of check)	Type
	Bloggs, Joe	Captain	CL350
<b>Details</b>	Type of Check	Date of Check	Cycle
	Licence Proficiency Check (LPC)	Enter date of check (requ	-
<b>Uploaded by</b>	Last modified by		Last modified on, at
<b>Qualifications</b>	Qualifications Checked		
	LPC	Pass	31/01/2019
	UPRT FSTD Qualification Training & Checking	Pass	31/07/2018
<b>Attachments</b>	Upload		

**Previously, the "Upload" attachment button was only available after the training record was saved.**

Save Cancel

Home Handover Safety Quality Risk Training Devices Config Contacts

Attachment Title	Actions	Files
LPC Joe.pdf	Details	LPC Joe.pdf
Download		
Add Attachment		

**After saving, the uploaded files are available as attachments, and additional files can be added using the "Add Attachment" button as before**

## Equipment Module

### Retire Status

Centrik V4.2 now allows retiring of equipment. Once retired, equipment cannot be used and no longer needs any checks to be performed.

The screenshot shows the Centrik interface for the 'Equipment: DJI Inspire 1' module. The top navigation bar includes 'Jet Black' and 'Centrik User'. The main content area is divided into sections: 'Type' (Name: DJI Inspire 1, Equipment Class: Platform, Equipment Type: DJI Inspire 1), 'In-Service Date' (09/07/2018), 'Initial Hours', and 'Initial Cycles'. Below this is the 'Totals' section with 'Total Hours' (0:00) and 'Total Cycles' (0). A 'View Usage' button and an 'Add Flight' button are present. At the bottom, there are 'Edit', 'Delete', and 'Retire' buttons. A callout box points to the 'Retire' button with the text: 'Retire equipment by clicking this button'. The bottom navigation bar contains icons for Home, Documents, Safety, Compliance, Management, Risk, Equipment, R A M S, Training, Devices, Config, and Contacts.

Once a piece of equipment has been retired:

- It will not show in the main Centrik home dashboard
- You can view historic flights, but you cannot add new flights in the equipment module. An exception to this rule is if the equipment has already been assigned to a running task in the tasking module - it is assumed that equipment already on a mission needs to have its usage logged even if it is set to retired in Centrik.
- You can view historic and outstanding defects, but you cannot add new defects. Existing defects can be updated but will not show in reports.
- You can view the history of periodic checks cannot perform new checks.
- You cannot assign this equipment to tasks in the tasking module (but it's existing allocation to tasks will not be removed as per note above).
- You can reinstate the equipment to remove the retire status if required

## Tasking Module

### Printable Checklists

Centrik V4.2 adds to the tasking module the ability to print checklists for our clients who operate in areas where electronics use is restricted.

Once configured, on qualifying tasks there will be a new "Paperwork" section in the Deploy phase which allows the printing of pre and post flight checklists for the equipment you are taking on a mission.

The screenshot displays the 'Task Deploy: Demo Task' interface. At the top, there is a progress bar with stages: Capture, Prepare, Plan, Deploy (highlighted in orange with a green checkmark), Fly, and Recover. Below this, a table shows task details:

Task	Name	Method Statement	Client
	Demo Task	Example	Demo Client

Below the table, there is a 'Required Checks' section and a 'Paperwork' section. The 'Paperwork' section contains three download options:

- Defect Sheet
- Battery Charging Sheet
- Flight Sheet for DJI Inspire 1

An orange callout box points to these options with the text: "Use these options to download the checklists you will need for the task". The bottom of the interface features a navigation bar with icons for Home, Documents, Safety, Compliance, Management, Risk, Equipment, R A M S, Training, Devices, Config, and Contacts.

At Centrik, we encourage our clients to be paperless wherever possible, so this feature is only enabled on request - please contact Centrik Support.

## Support

Please do not hesitate to get in contact with the Centrik support team, who will be more than happy to assist you with any queries or issues you may have.

The support team can be reached by the following means:

- Email: [Support@Centrik.net](mailto:Support@Centrik.net)
- Telephone: [+44\(0\)1959 543 204](tel:+44(0)1959543204)
- Helpdesk: [Helpdesk.Centrik.net](http://Helpdesk.Centrik.net)
- Skype: All members of our team have Skype for Business accounts and can add Customers to their contacts to enable Skype contact, particularly for when screen sharing may be needed or where no telephone is available.