RELEASE NOTES

Version:

V4.1

Date:

26/04/2018

YOU HAVE CONTROL

Contents

Summary

This document gives an overview of new functionality available in **Centrik Version 4.1**, including:

- New features in the **Documents Module** to make it easier for document readers and managers to locate the documents that require their attention.
- A number of significant enhancements to the **Risk Module**, including the ability to **associate safety cases and findings with risk assessments** and more flexible support for new risk methodologies.
- Enhancements to the **Safety Module**'s ECCAIRS MOR publishing, along with the ability to publish voluntary reports.
- A major overhaul of the **Tasking Module**, developed for Centrik's UAS operator clients.

Release Classification

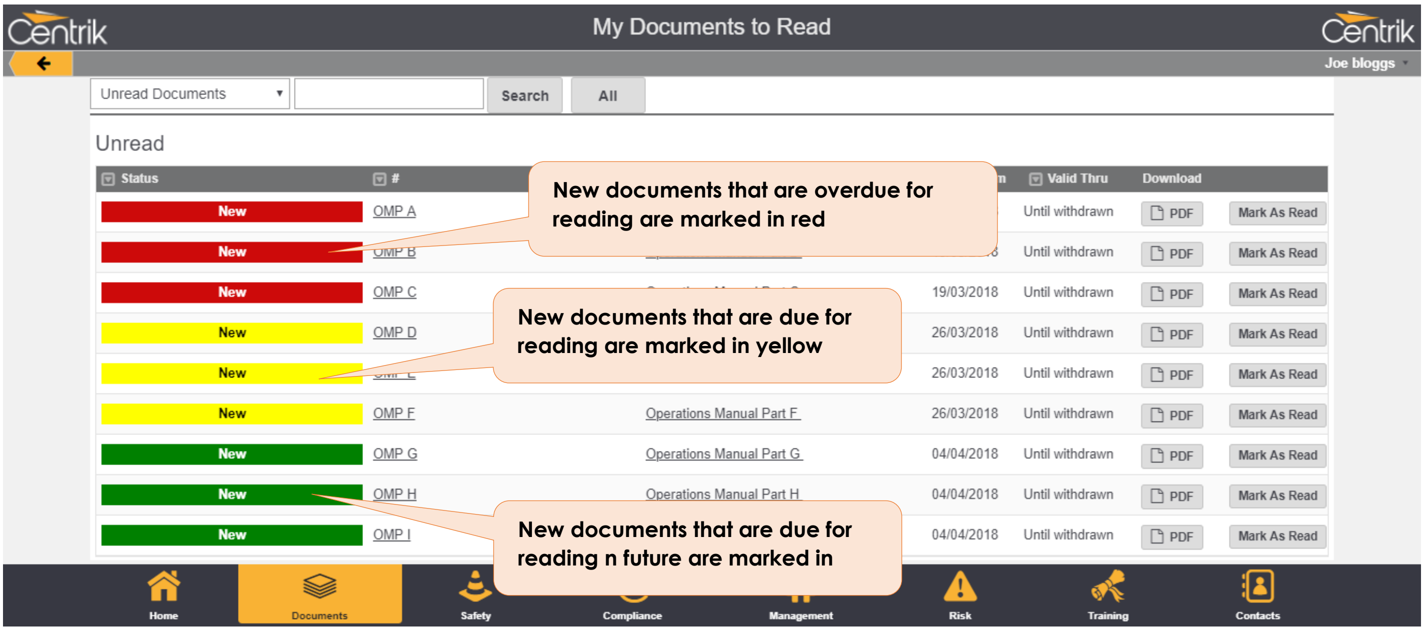
Minor Release	Minor releases include new features and enhancements to existing Centrik functionality. All changes are designed to be intuitive with no or limited re-training of users required. Users of the Centrik iPad app may need to resynchronise their apps to take advantage of any enhancements to 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. 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.

Documents Module

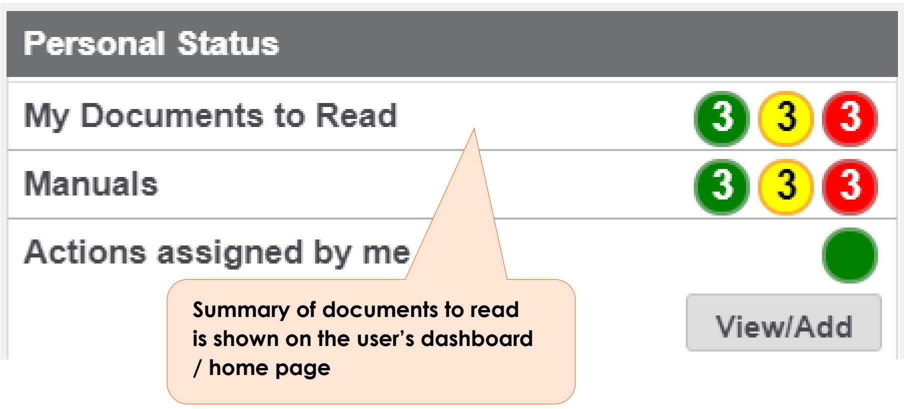
‘My Documents to Read’

Centrik now offers users who have access to the Documents module, a new page ‘My Documents to Read’ as a single page to view all documents that are pending to be read by the user. This greatly enhances a user’s visibility of the documents that require their attention, negating the need to navigate across different document subsystems and types.

Once on the page the user can access the documents and “Mark As Read” as usual.



The ‘My Documents to Read’ page defaults to unread documents but users can also review already read documents by choosing “Unread/Read” dropdown at the top of the page.



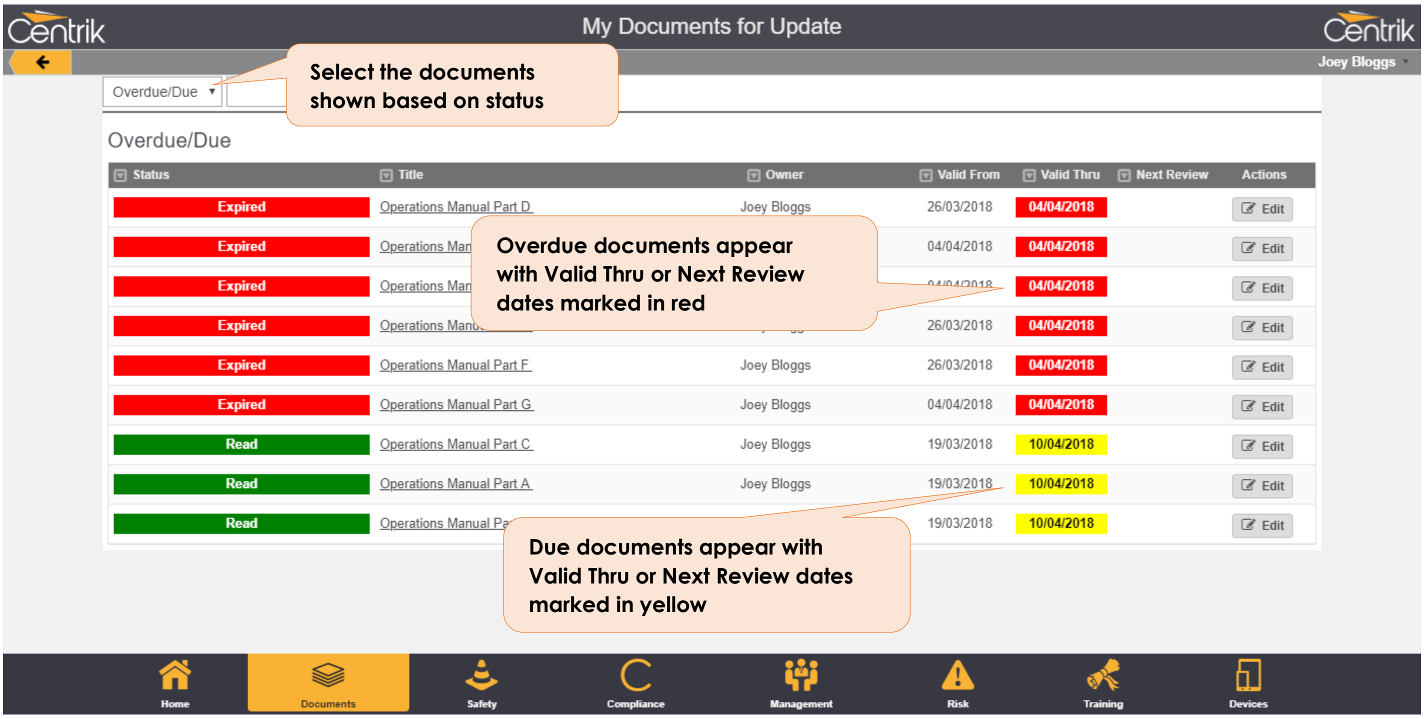
This page can be accessed from the Personal Dashboard as well as from the Document Landing page.

‘My Documents for Update’

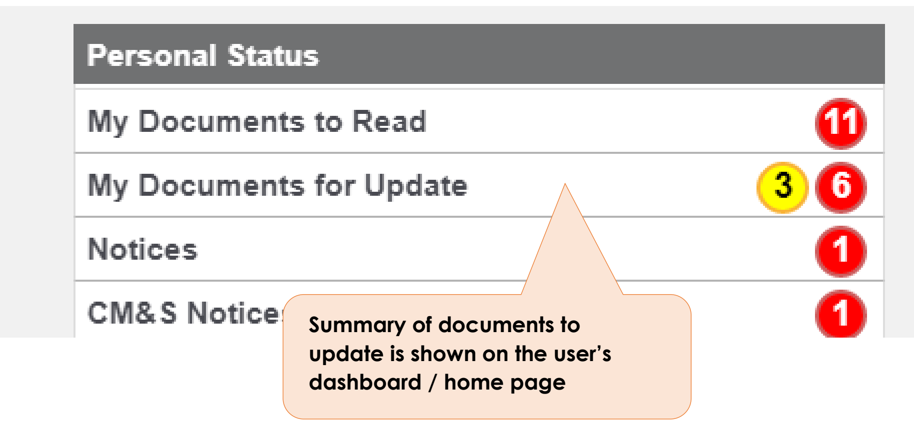
Centrik also now offers users who have permissions to Manage Documents, a new page ‘My Documents for Update’ as a page to view all documents that require update by the user (i.e. documents that the user is Creator, Owner or a Reviewer of that are soon to expire or have expired).

This page defaults to an Overdue/Due status. Documents that are overdue for update based on expiry date or the next review date having passed are considered overdue and appear at the top of the page with the Expiry Date or the Next Review date marked in red. Documents with an upcoming expiry date or next review date are considered due and appear following the overdue documents with the expiry or next review date marked in yellow.

The user can edit documents via this page and update the documents as required.



This page can be accessed from the Personal Dashboard as well as from the Document Landing pages.

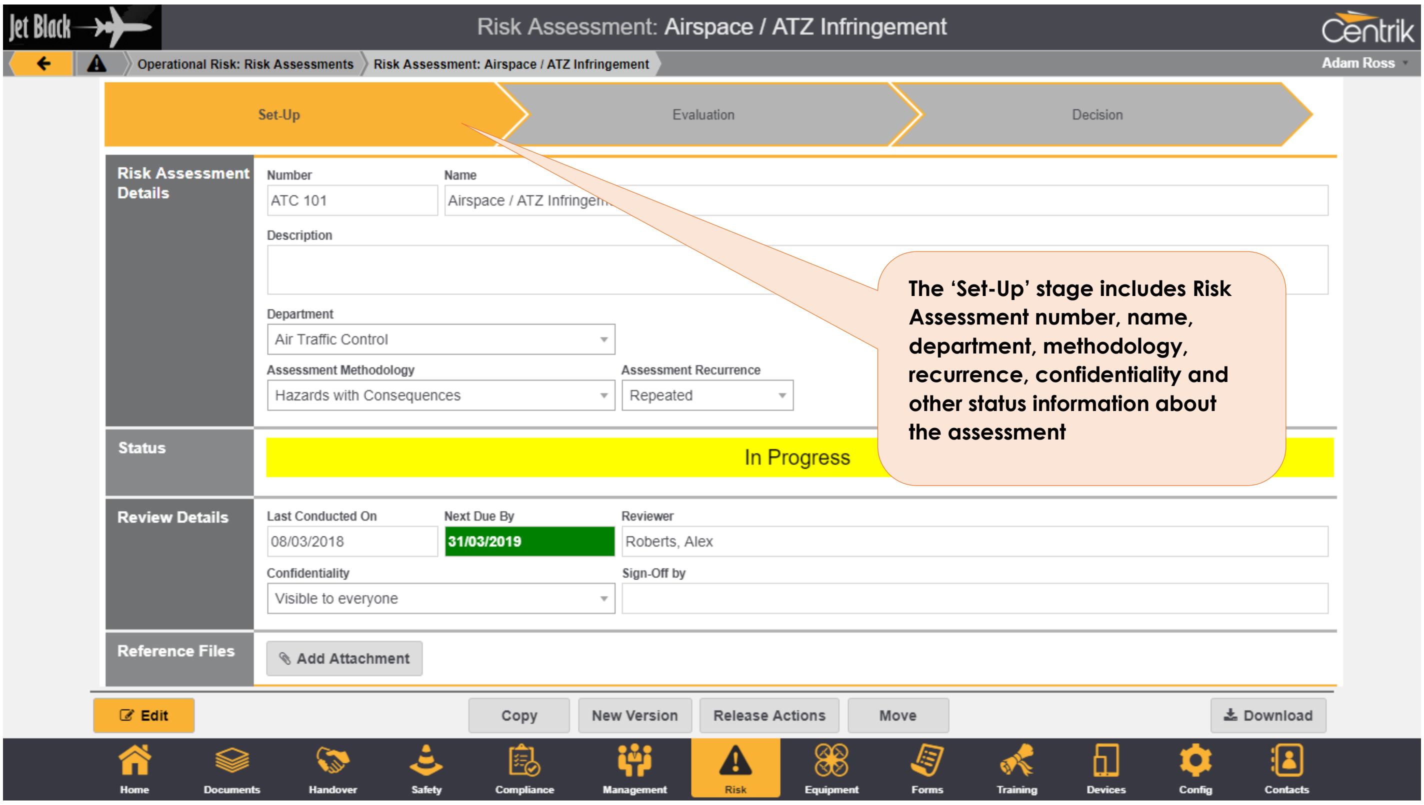


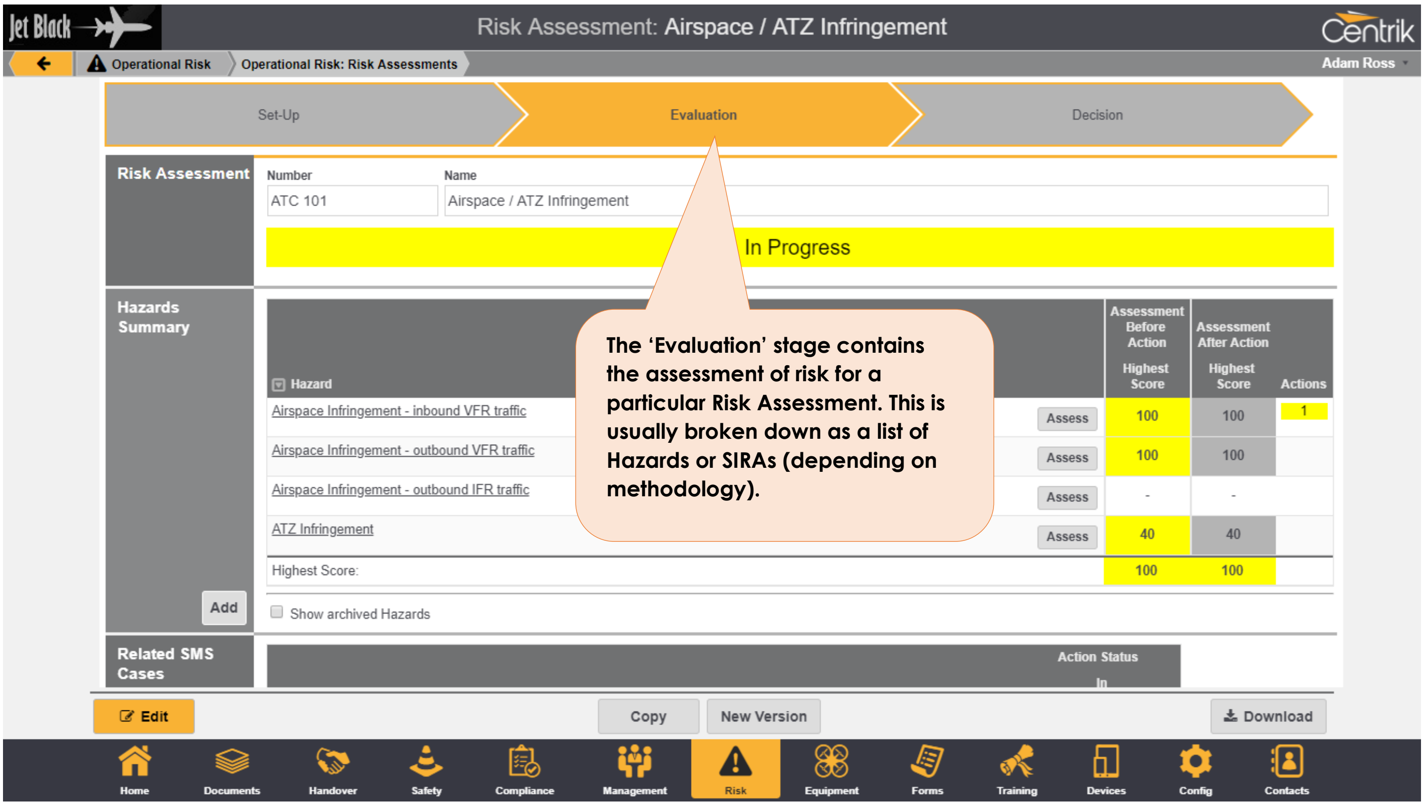
Risk Module

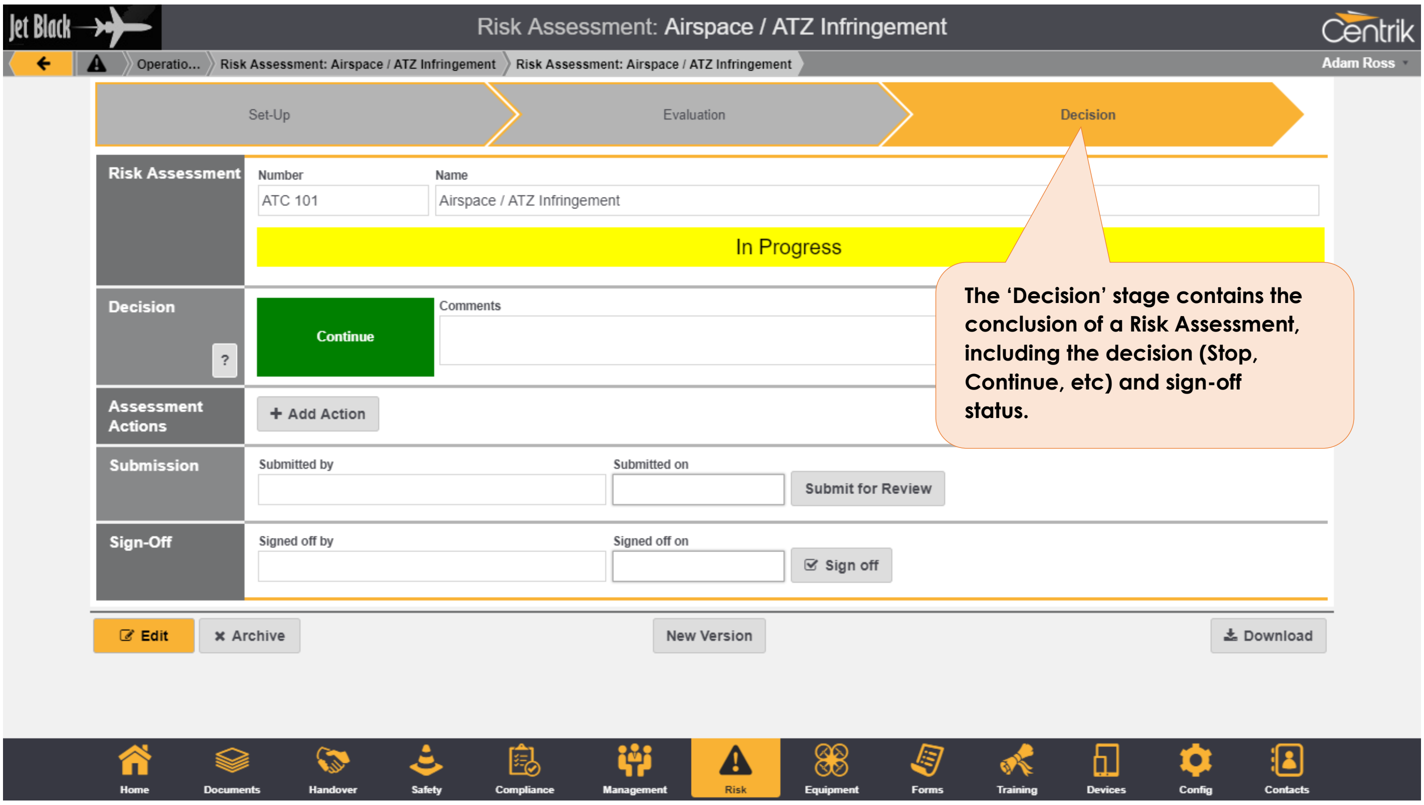
The Risk module sees a number of significant enhancements with this release, simplifying use of risk assessments and adding the ability to assign safety events and findings to Risks in the Risk Register, whilst also supporting new risk methodologies.

Simplified three-stage Risk Assessment page

To simplify the Risk Assessment page, we have divided it into its three distinct stages (Set-Up, Evaluation and Decision). The familiar Centrik chevrons at the top of each stage tell you which stage you are currently looking at.




Risk Assessment: Airspace / ATZ Infringement
Centrik
Adam Ross
Operational Risk
Operational Risk: Risk Assessments
Set-Up
Evaluation
Decision
Risk Assessment
Number
ATC 101
Name
Airspace / ATZ Infringement
In Progress
Hazards Summary
Hazard
Assessment Before Action
Highest Score
Assessment After Action
Highest Score
Actions
Airspace Infringement - inbound VFR traffic
Airspace Infringement - outbound VFR traffic
Airspace Infringement - outbound IFR traffic
ATZ Infringement
Assess
100
40
1
Highest Score:
Add
Show archived Hazards
Related SMS Cases
Action Status
The 'Evaluation' stage contains the assessment of risk for a particular Risk Assessment. This is usually broken down as a list of Hazards or SIRAs (depending on methodology).
Edit
Copy
New Version
Download
Home
Documents
Handover
Safety
Compliance
Management
Risk
Equipment
Forms
Training
Devices
Config
Contacts


Risk Assessment: Airspace / ATZ Infringement
Centrik
Adam Ross
Operatio...
Risk Assessment: Airspace / ATZ Infringement
Set-Up
Evaluation
Decision
Risk Assessment
Number
ATC 101
Name
Airspace / ATZ Infringement
In Progress
Decision
Continue
Comments
The 'Decision' stage contains the conclusion of a Risk Assessment, including the decision (Stop, Continue, etc) and sign-off status.
Assessment Actions
Add Action
Submission
Submitted by
Submitted on
Submit for Review
Sign-Off
Signed off by
Signed off on
Sign off
Edit
Archive
New Version
Download
Home
Documents
Handover
Safety
Compliance
Management
Risk
Equipment
Forms
Training
Devices
Config
Contacts

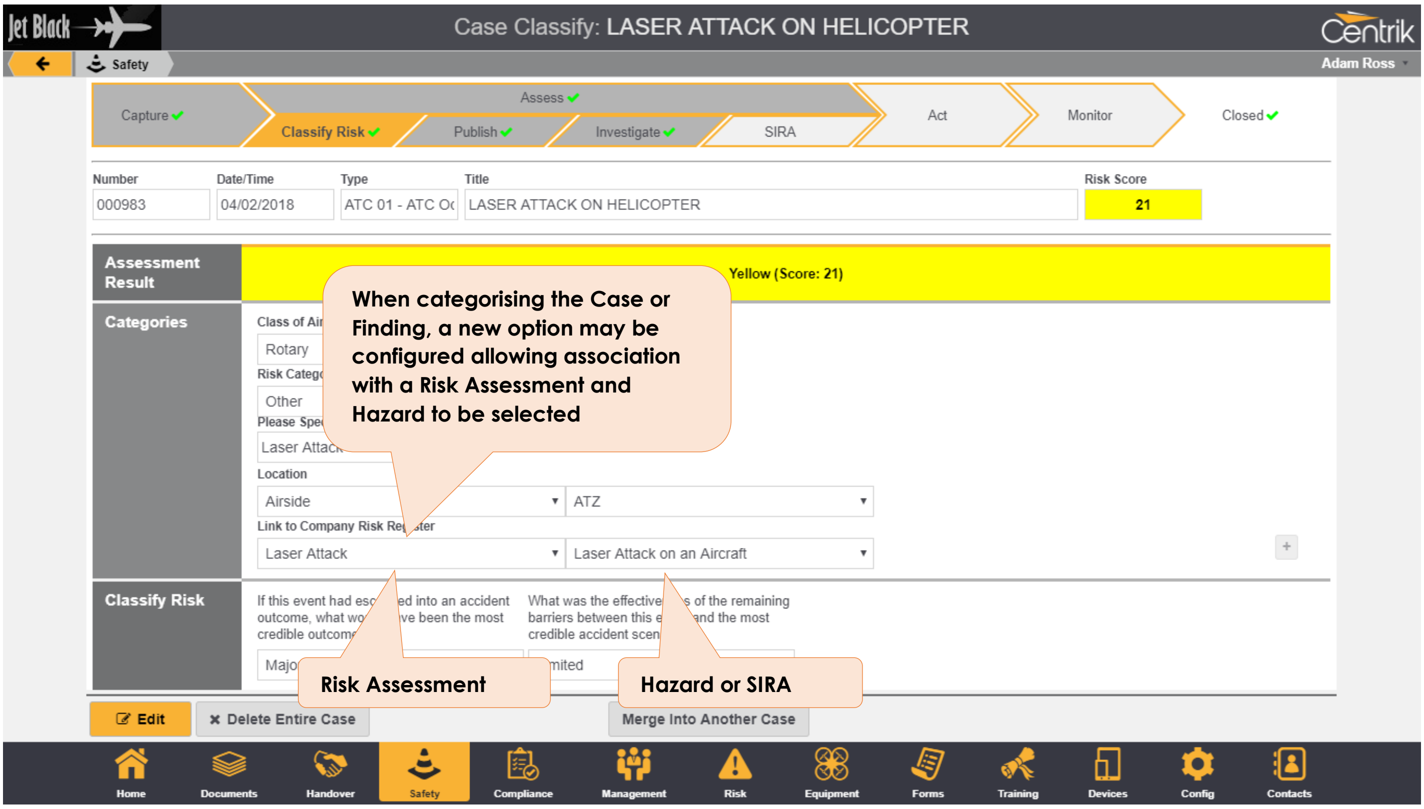
Easily build your Risk Register with Safety Cases and Findings linked to Risks

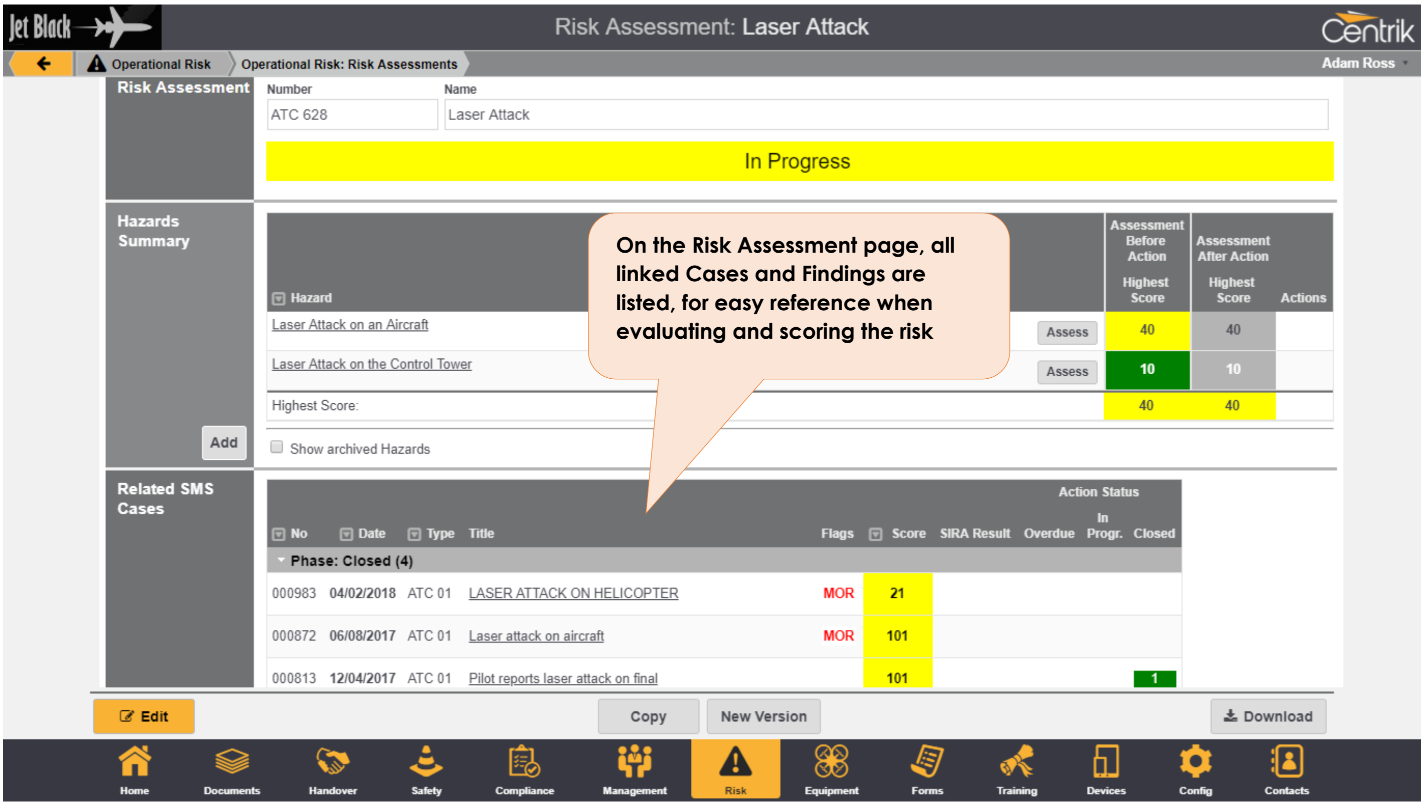
Centrik V4.1 offers the ability to link the Risk, Safety and Quality/Compliance modules, and combine the proactive risk management in the Risk module with the more reactive management of incidents and the performance of mitigating controls as assessed in Quality. This link makes it possible to

- Associate safety cases and findings with risk assessments and individual hazards in these assessments
- See the actual incidents and findings (and their score) alongside the risk assessment score
- Navigate easily from the risk assessments to cases and findings that are relevant to this risk
- Update the classifications available for cases and findings by adding new risk assessments and hazards

Typical risks in the Risk system would be the "CAA Significant seven", or the operator specific hazard log.

This functionality could replace hazard logs kept in the safety system, and we encourage you to work with our support team to enable this function, and get the best out of the integration Centrik can offer.

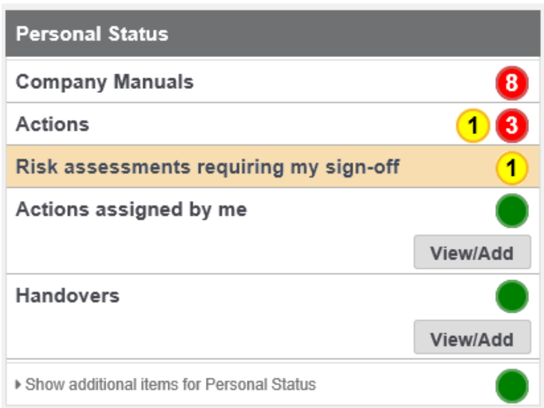




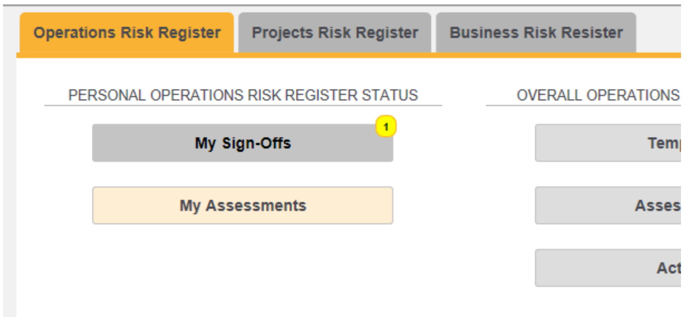
Centrik Support are able to configure this feature as required.

Risk Assessments requiring sign-off flagged on user Home Page

Risk Assessments that have been submitted and which are now requiring signoff are notified to the "Sign-Off by" manager by email, and appear as actionable items in the Personal Status section of their Home Page.



It is also flagged up on the new "My Sign-Offs" button on the Risk module landing page.

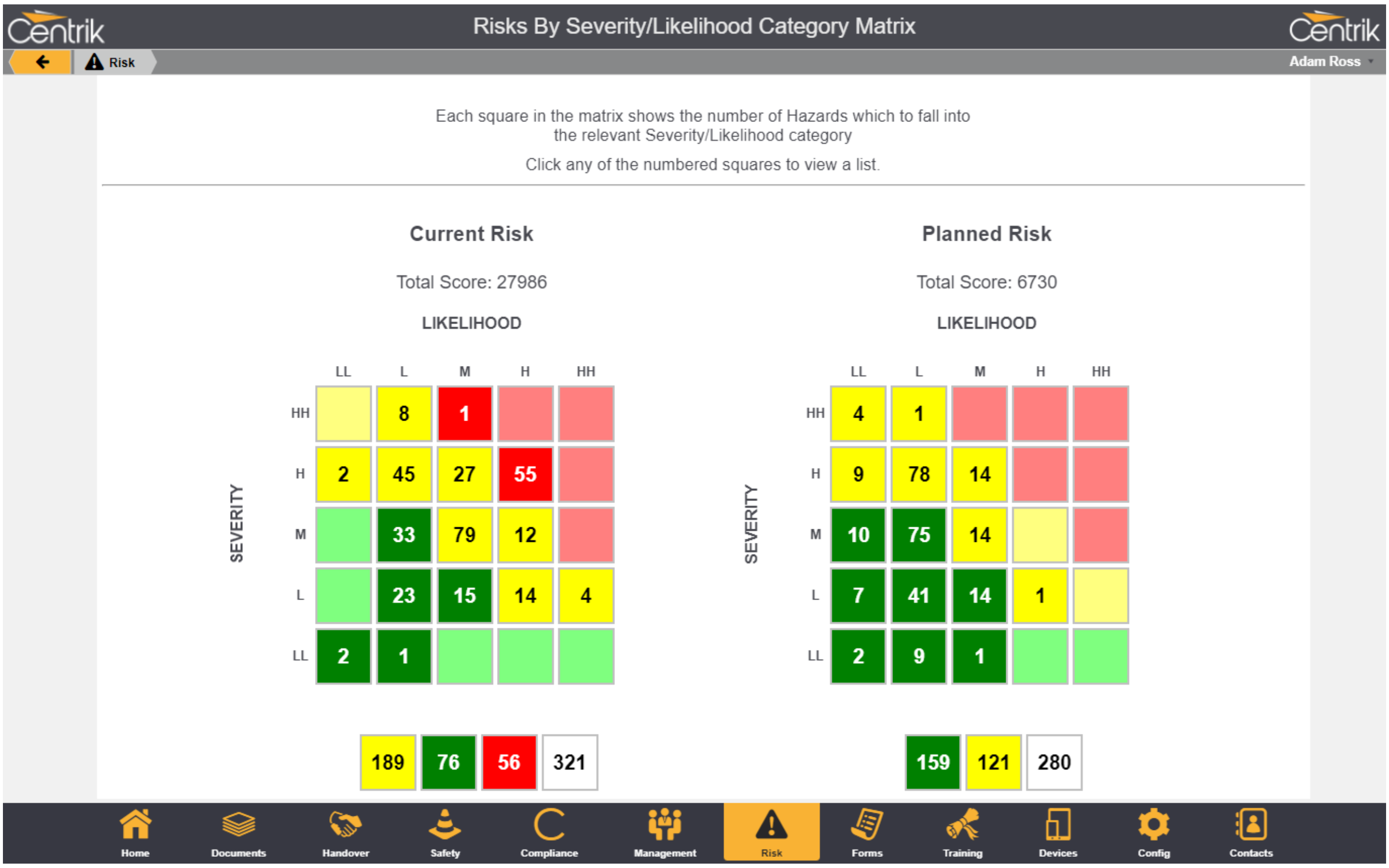


New Residual Risk visualisation

The new Residual Risk view makes it much easier to see the hazards associated with the selected Risk Assessment – see illustration below.

New 'Risk Matrix' visualisation

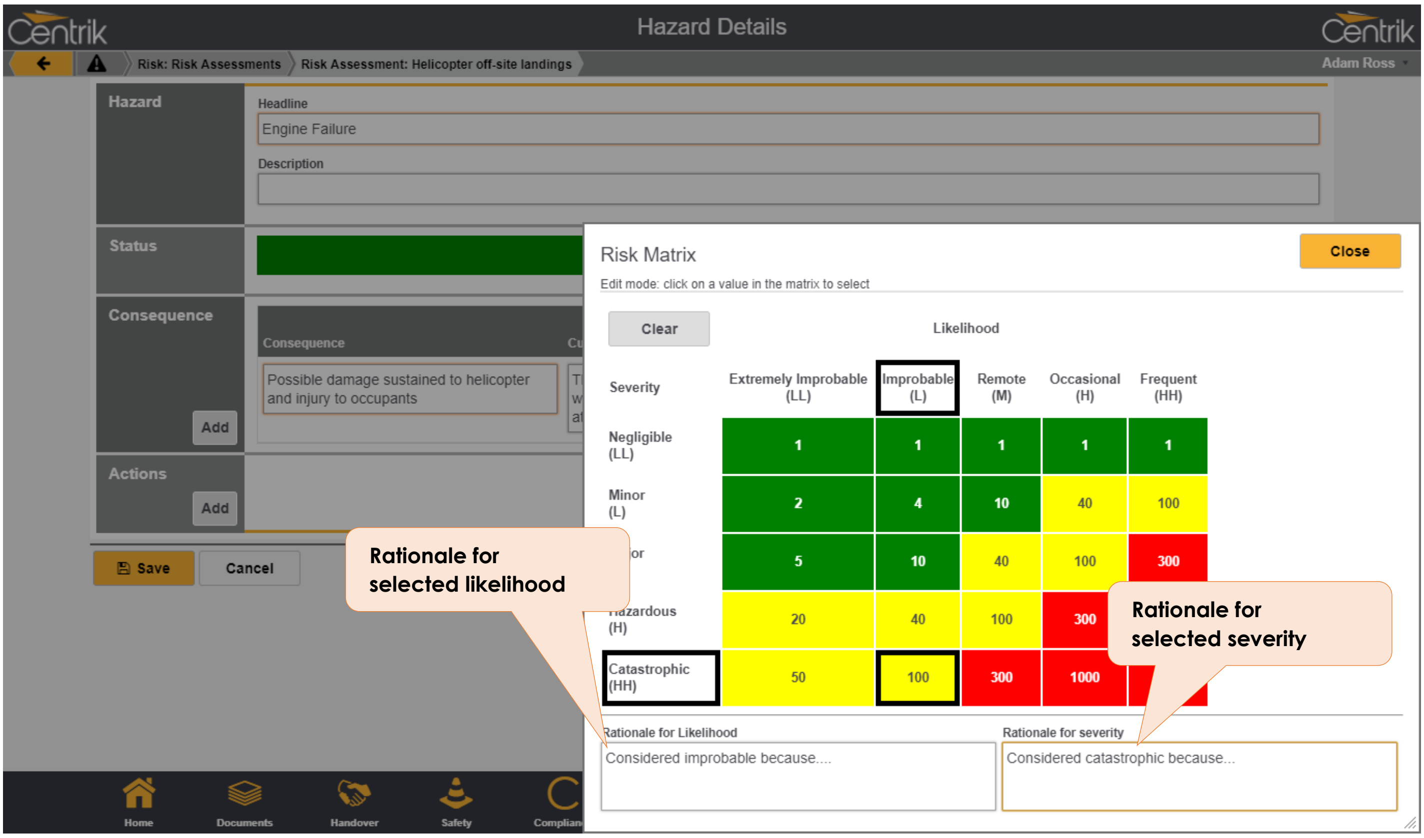
The Risk Matrix view, showing numbers of Hazards classified by their severity and likelihood scores – previously only available to Business Risk subsystems – is now available for all Risk subsystems. This allows easy gauging the effectiveness of your proposed mitigation activity, by comparing Before and After positions.



Clicking any of the numbered squares leads to a page detailing each of the assessment and hazards for that classification.

Optional addition of rationales to consequence scoring

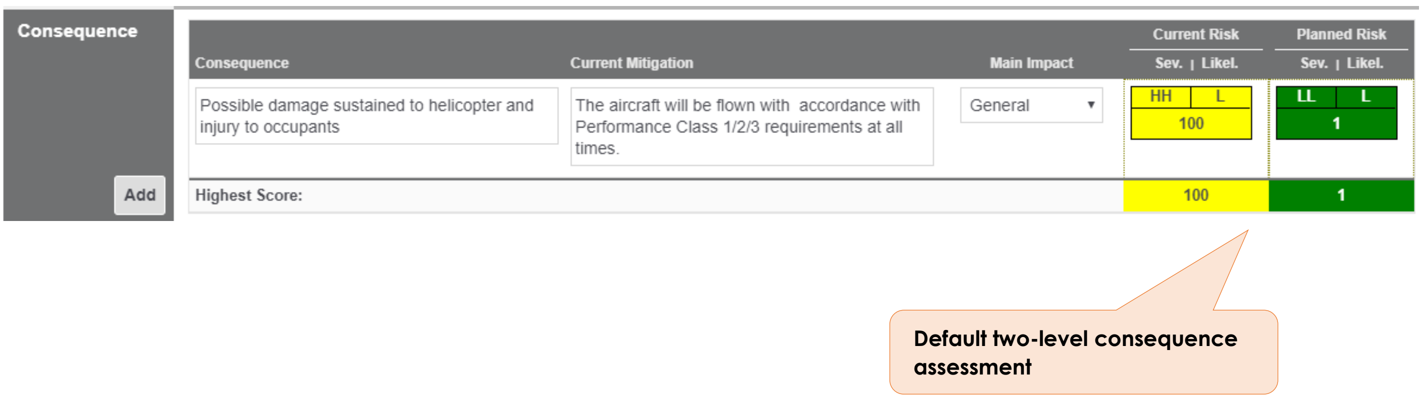
Centrik now provides (optionally) the ability to justify the rationale for your assessment of likelihood and severity within a risk assessment making this even more robust and auditable.

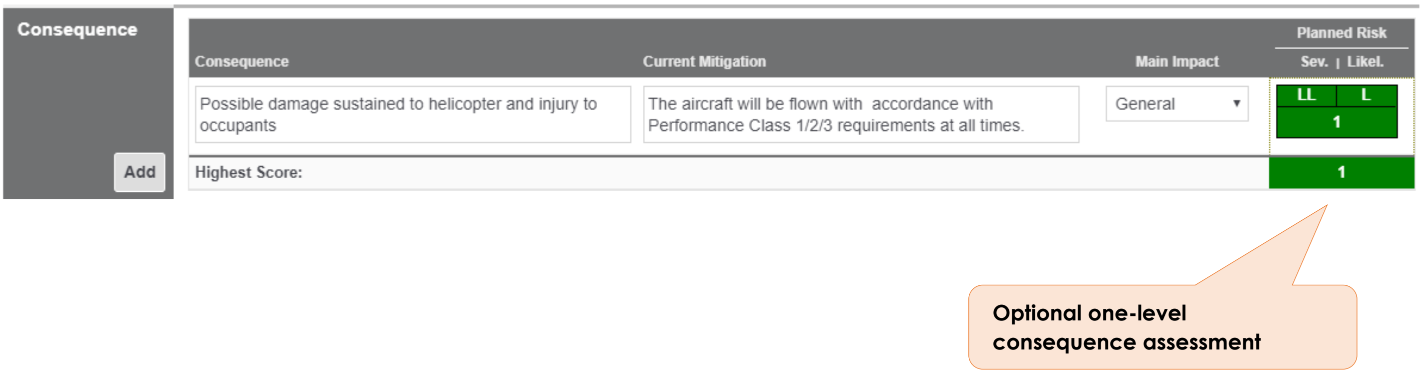


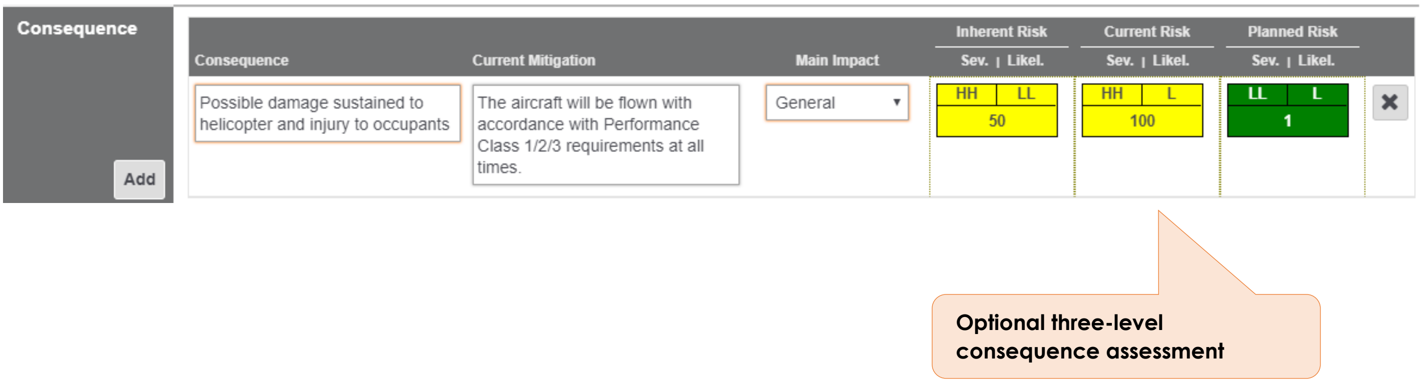
Support for custom Risk methodologies

Consequence assessment options

In addition to the familiar two-level "Before mitigation" and "After mitigation" consequence assessments, Centrik may now be tailored to support risk methodologies with single or three-level consequence assessments.







Terminology

The terminology for these consequence assessments and many other areas of Risk may be tailored to your preferred risk methodologies. To change from the default terminology, please contact Customer Support.

Score aggregation options

Centrik now makes it easier to tailor rules used when it comes to aggregating individual risk scores. Choose between “Worst Case” or “Compound” aggregation for both Consequences and Hazards, to ensure that your overall aggregated score for each Risk Assessment is as accurate as it can be for your organisation and methodology.

Note that each Risk Subsystem can define its own aggregation method, so what works for Flight Ops may be different from Maintenance or Business Risk.

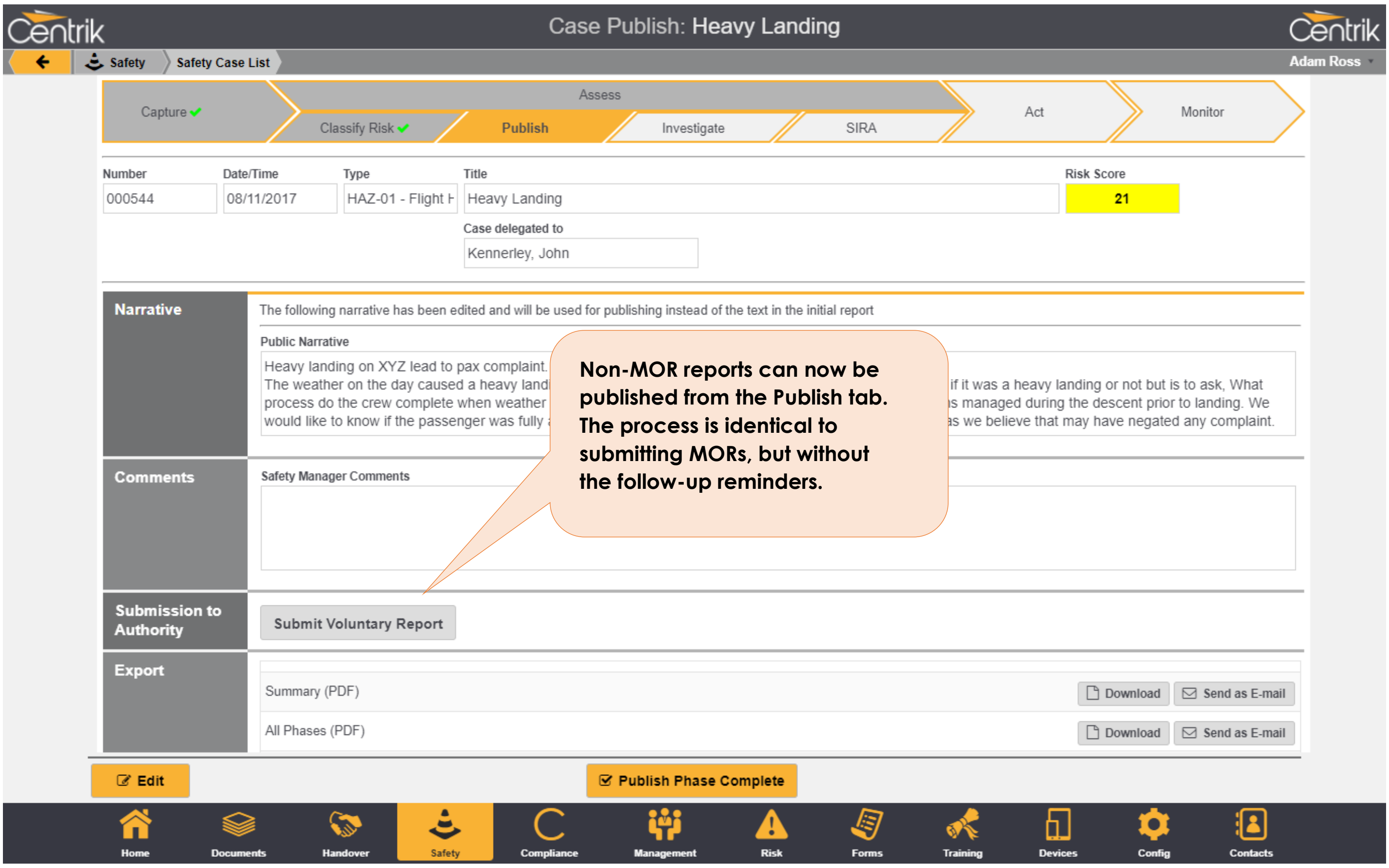
Business Risk options

Some of the features of the specialised Business Risk subsystem (introduced last year) have now been incorporated for general use: a “Confirm Reviewed” button, “Expected completion date”, additional “Risk Response”, “Current Status” and “Risk Proximity” fields – these are all now individually configurable for any subsystem.

Safety Module

Ability to submit ECCAIRS-compliant voluntary occurrence reports

In addition to Mandatory Occurrence Reports (MORs), Centrik now allows operators to submit ECCAIRS-compliant voluntary reports to their regulatory authority. A voluntary report may be submitted for any case that is not marked as an MOR.



ECCAIRS mapping updates

Centrik ECCAIRS (E5X) output for mandatory and voluntary reports has been updated to align with the latest EASA and NAA guidance. These updates have been made in consultation with and validated by the UK CAA, but will apply equally to other NAAs using ECCAIRS.

We recommend that operators using Centrik for ECCAIRS reporting undertake a review of their SMS forms to ensure that all mandatory fields are included for each type of occurrence. Centrik Support are available to assist with this, and are able to quickly build compliant forms using a set of standard sections.

A summary of the data mapping updates is provided below for reference:

E5X DATA FIELD	CHANGE MADE
Report_Identification	Replaces Tracking_Sheet_Number, populated with the Centrik report number
Report_Status	Used to reflect the status of the report submission chosen within Centrik: - Closed On Issue (new report not requiring any follow-up) - Open (open report requiring follow-up) - Closed
Reporting_form_type	Used to specify the type of reporting form used. This is configured as part of form set-up by Centrik Support.
Report/FileName	Used to list the attachment filenames provided with the report (if any) for reference inside the E5X.
Reporting_Entity	The AdditionalText attribute is now populated with the operator name.
Reporter_S_Description	Replaces Narrative_Text as the E5X field used to contain the Centrik 'Public Narrative' (from case Publish tab).
Reporter_S_Language	Replaces Narrative_Language as the E5X field used to specify the language of the report. By default, this field does not appear on any report forms and is automatically set to English – but forms may be configured to allow reporters to choose alternative languages should you require (and have agreed this with the NAA).
Risk Assessment	Contains the Centrik 'Comments on the assessment of this risk' field (from case Classify tab).

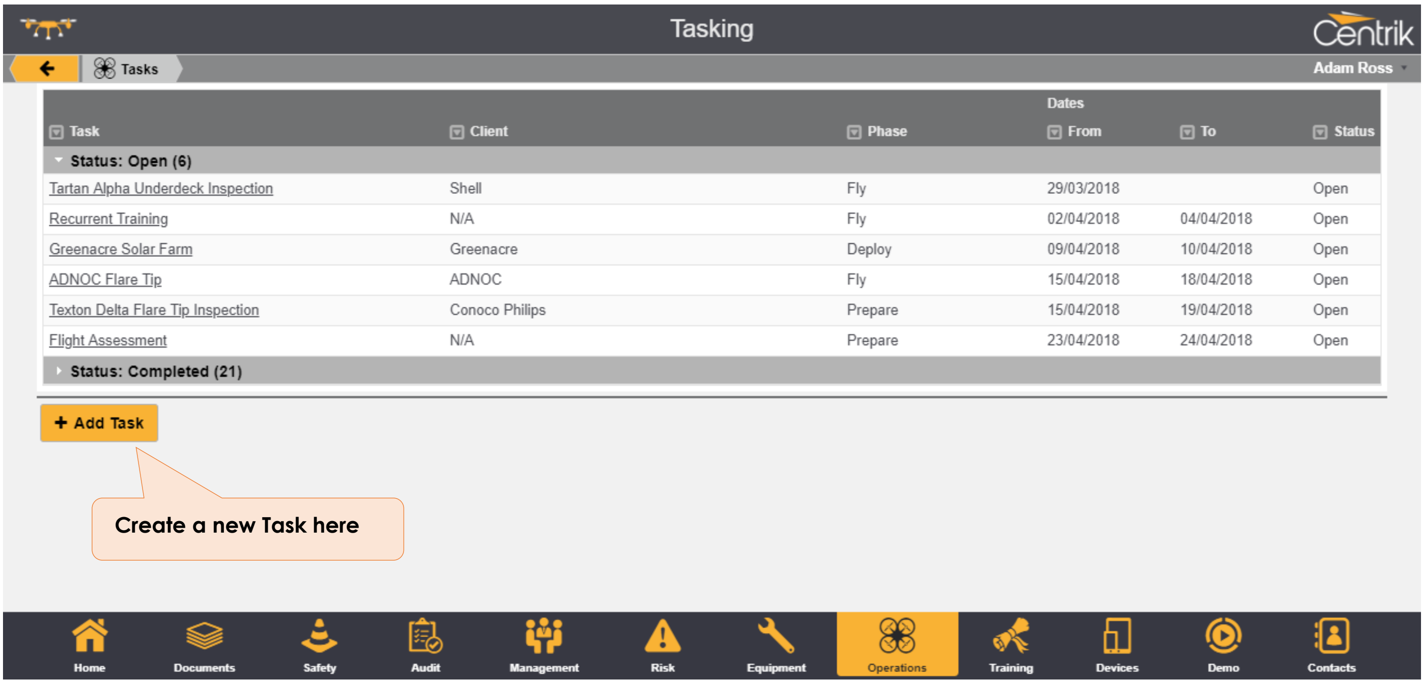
UAS Tasking Module

The new UAS Tasking module contains many important enhancements with much more functionality for UAS operators working both in the office and in the field.

New Tasking Overview

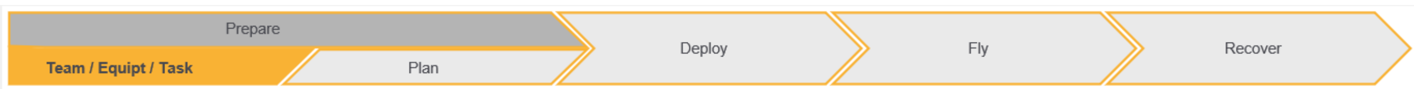
Managers will now be able to see what Phase tasks are in with a new overview page which can be sorted by task, client, date, phase or status. Tasks are either Open or Completed and when Open, their phase status is shown.

Below you can see two tasks are being prepared, one is ready to start its Deployment checks and three tasks are ready to be flown. A pilot in the field need only look for the appropriate task in the Fly Phase to start his Pre-flight checks and begin flying.



Task	Client	Phase	Dates From	Dates To	Status
Status: Open (6)					
Tartan Alpha Underdeck Inspection	Shell	Fly	29/03/2018		Open
Recurrent Training	N/A	Fly	02/04/2018	04/04/2018	Open
Greenacre Solar Farm	Greenacre	Deploy	09/04/2018	10/04/2018	Open
ADNOC Flare Tip	ADNOC	Fly	15/04/2018	18/04/2018	Open
Texton Delta Flare Tip Inspection	Conoco Philips	Prepare	15/04/2018	19/04/2018	Open
Flight Assessment	N/A	Prepare	23/04/2018	24/04/2018	Open
Status: Completed (21)					

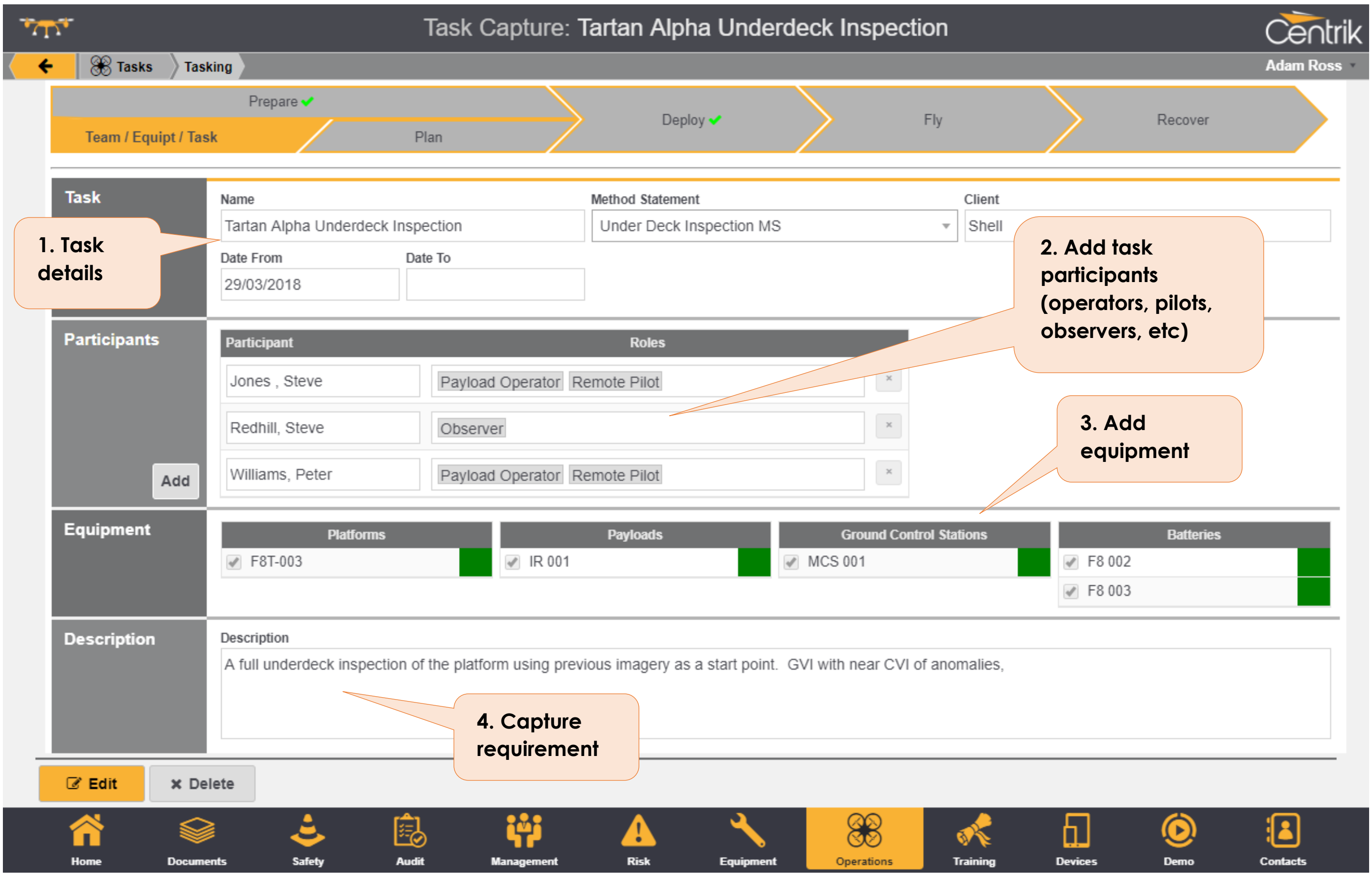
Each task is conducted in 4 simple Phases (which can be renamed) - **Prepare**, **Deploy**, **Fly**, **Recover**.



Prepare Phase

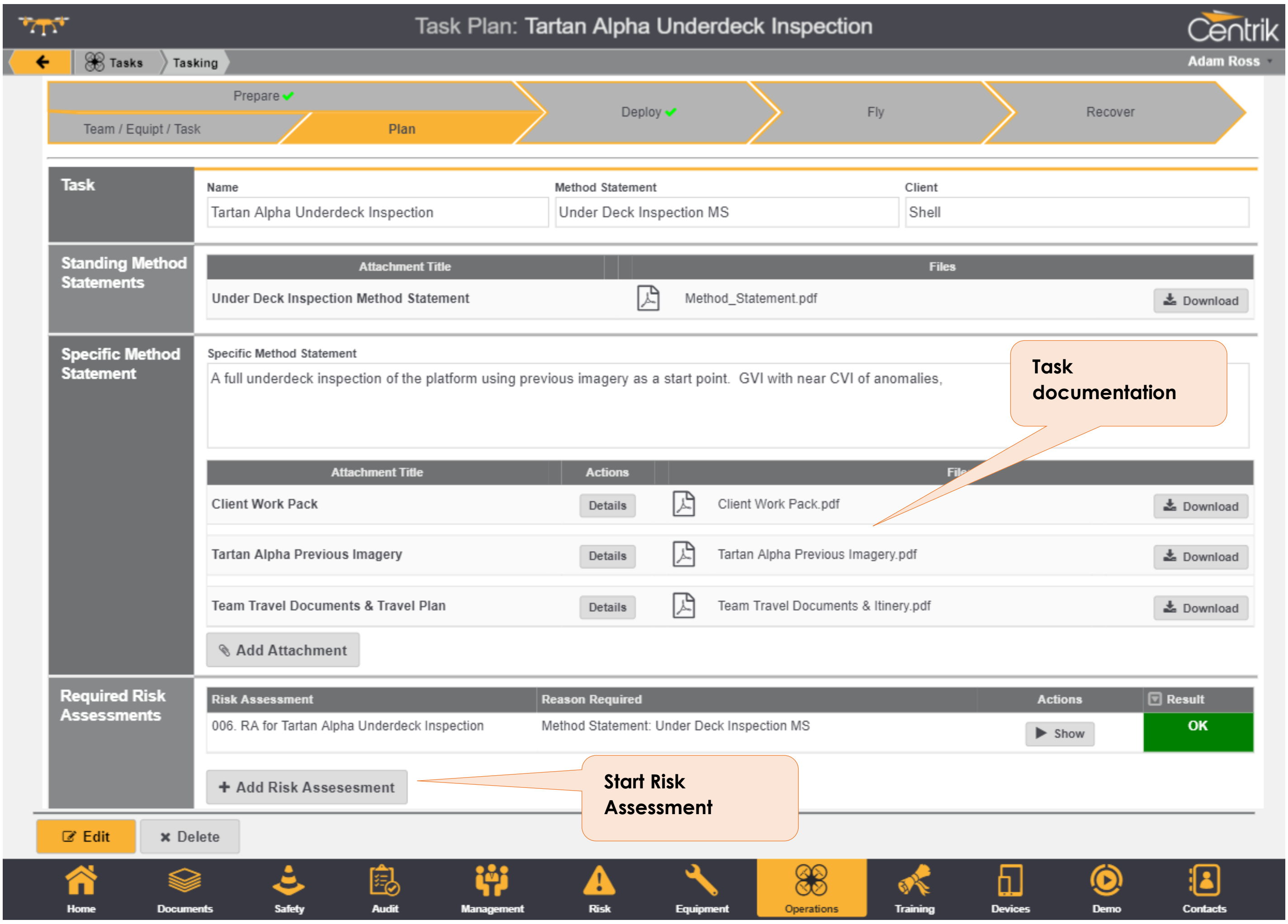
Team / Equipment / Task selection

When a new task is created, the Prepare phase begins by completing the task details section. Participants can be added, along with the role(s) they will be performing on the task, followed by the equipment required for the task. The task requirement and any attachments at this stage can be added at the bottom of the page.

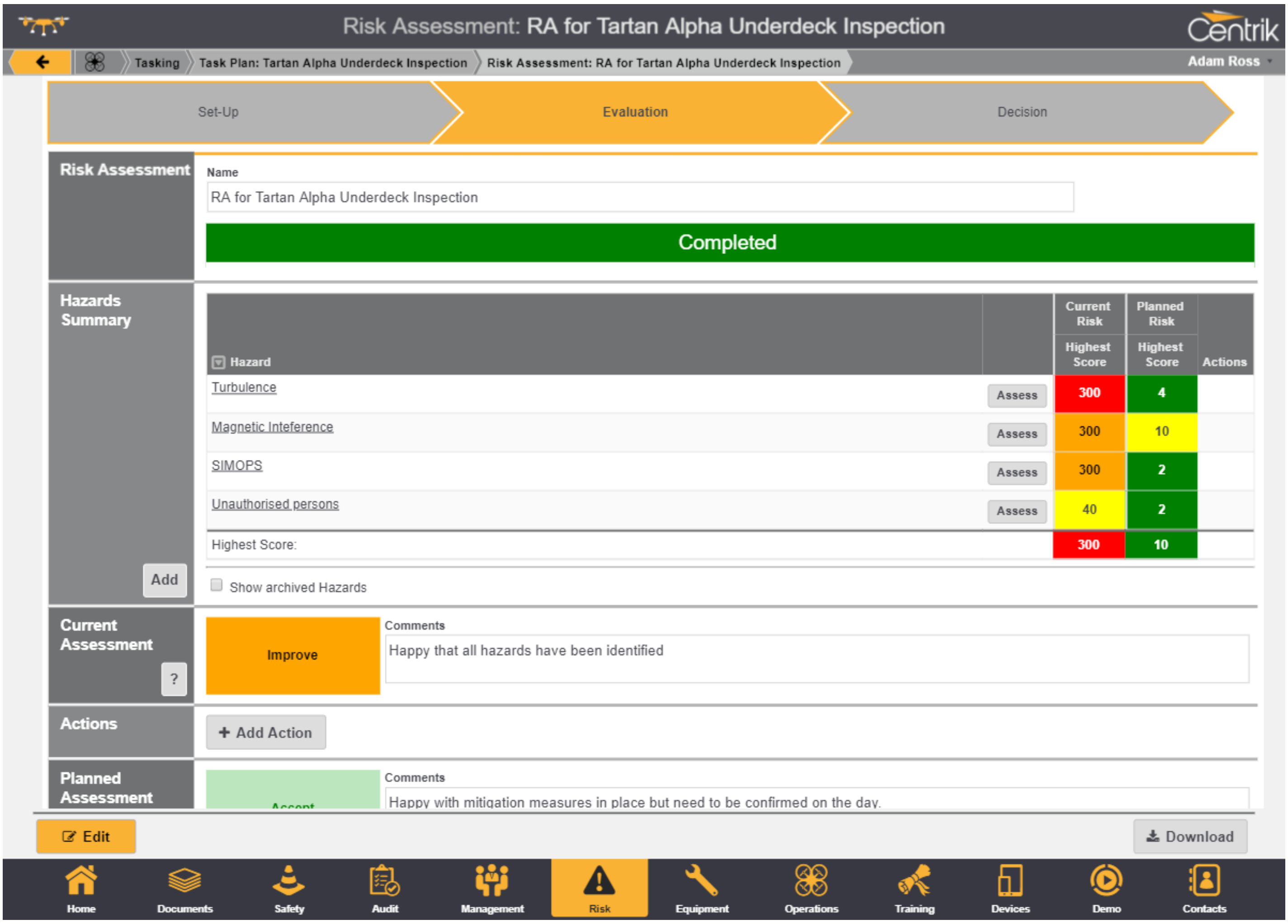


Task planning

In the plan sub-phase, you can attach documentation to build up a folio of task information such as client work packs, travel details and previous imagery. With your Method Statement saved at the top of the page, you can then start your associated Risk Assessment.

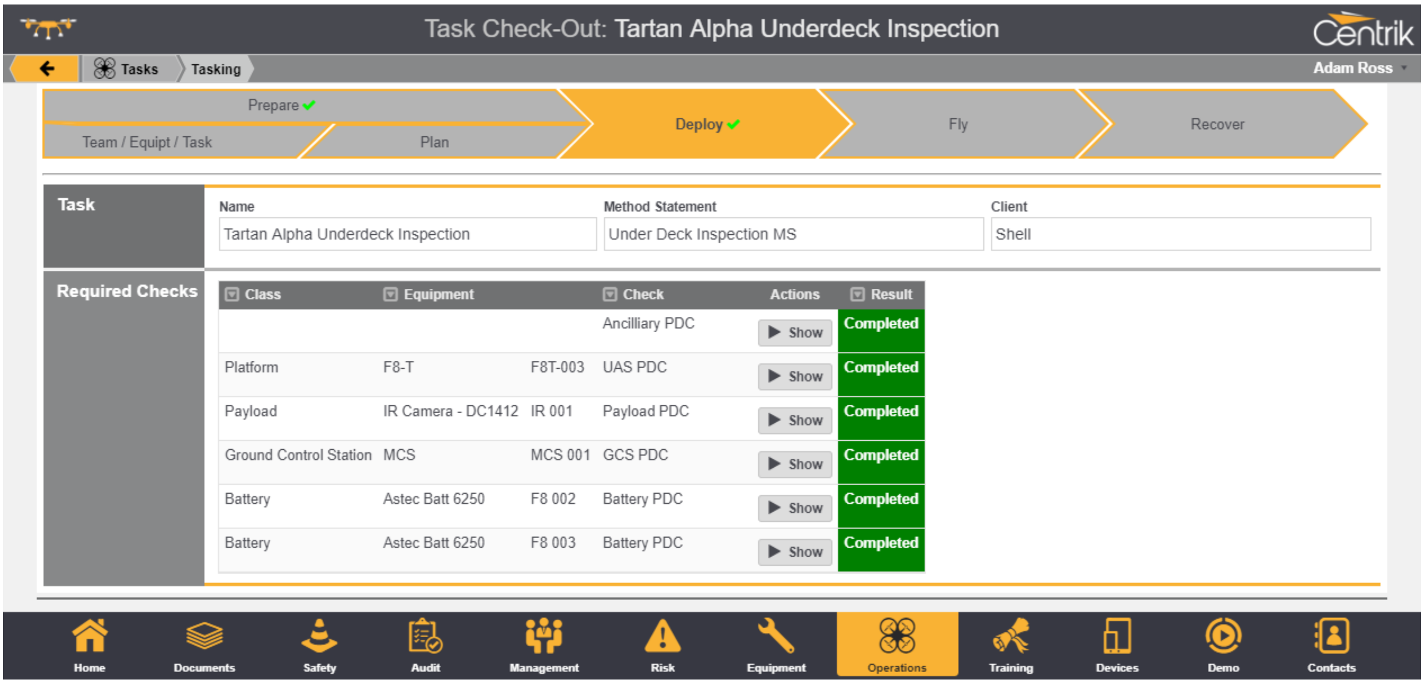


When planning a task, you can now conduct a risk assessment using Centrik's upgraded risk module, which uses industry standard methodology to comprehensively help you manage and avoid risk. Once complete, this can be printed and sent to clients but it remains saved within the task for completeness. Clicking on the start Risk Assessment button will take you through the process of assessing risks, making decisions and giving approvals in 3 simple steps: Set-Up, Evaluation, Decision.

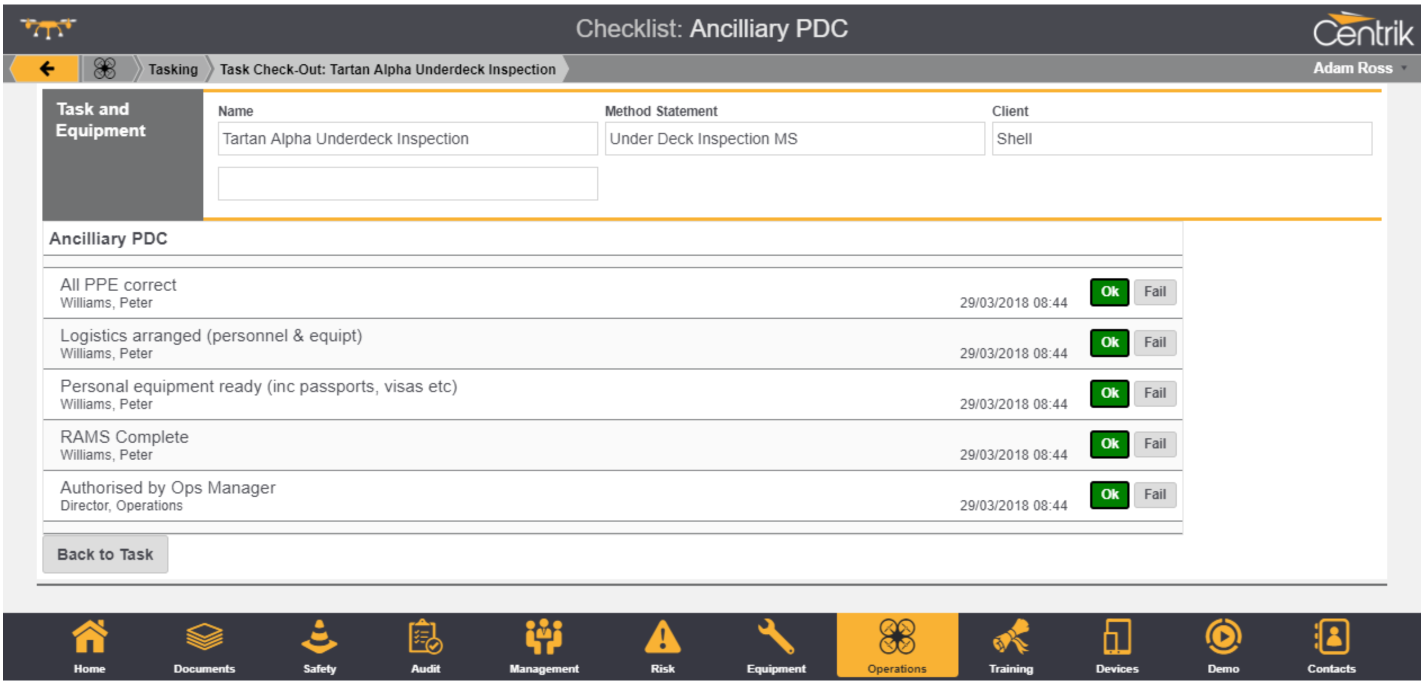


Deploy Phase

Once the plan phase is complete, a green tick will appear. This tells you that your deployment checks can now be started under the deploy phase. These checks ensure that you and your equipment are ready for the task. Checks are easily configurable in Centrik. Once all checks are complete, a green tick will appear against the Deploy Phase



The new Tasking Module includes an enhanced user interface for completing checks. Most checks are simply OK/Fail with any Failures offering a text box to give an explanation. Equipment checks are set to OK/Fail/Defect allowing you to raise a defect straight away if needed.

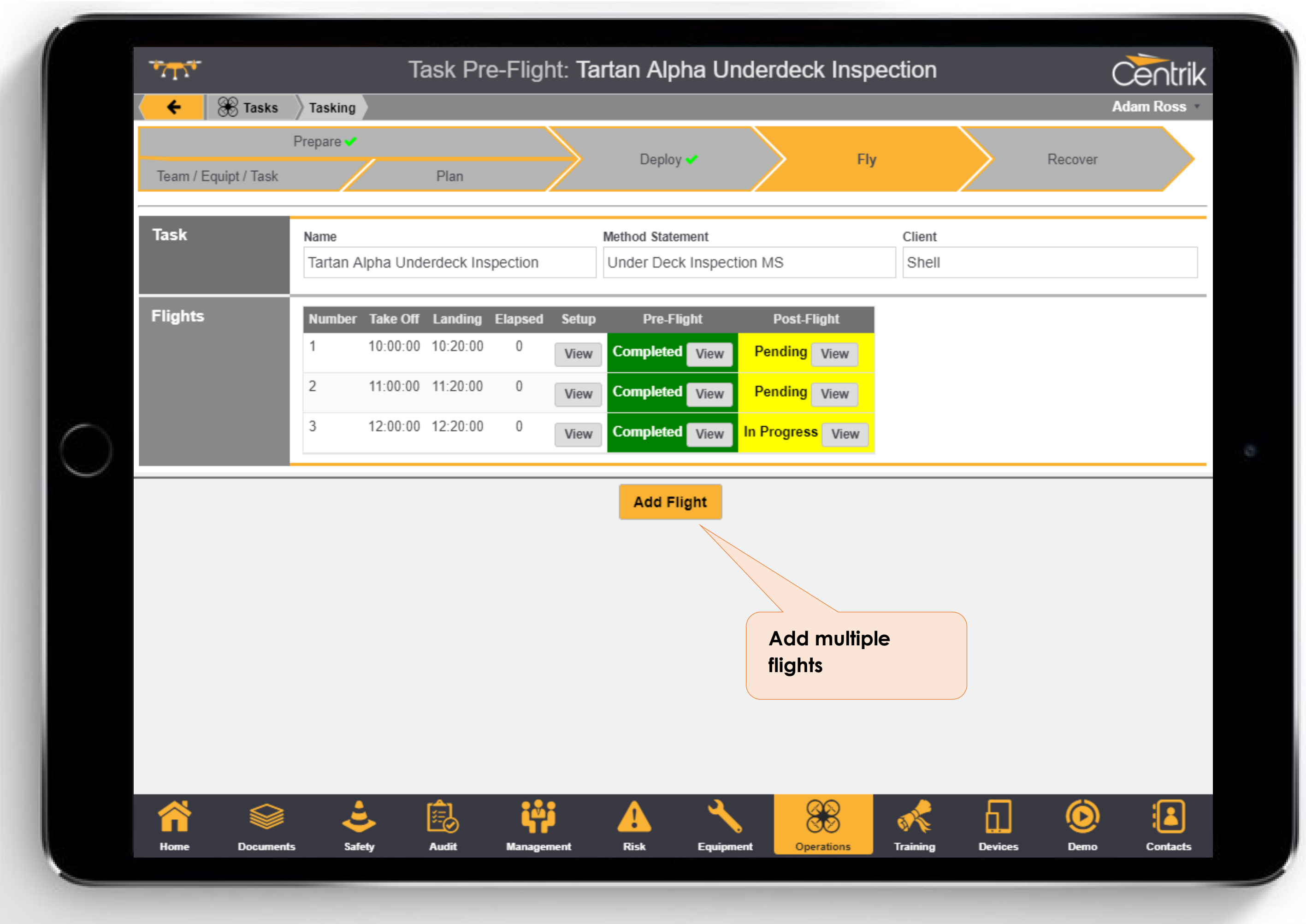


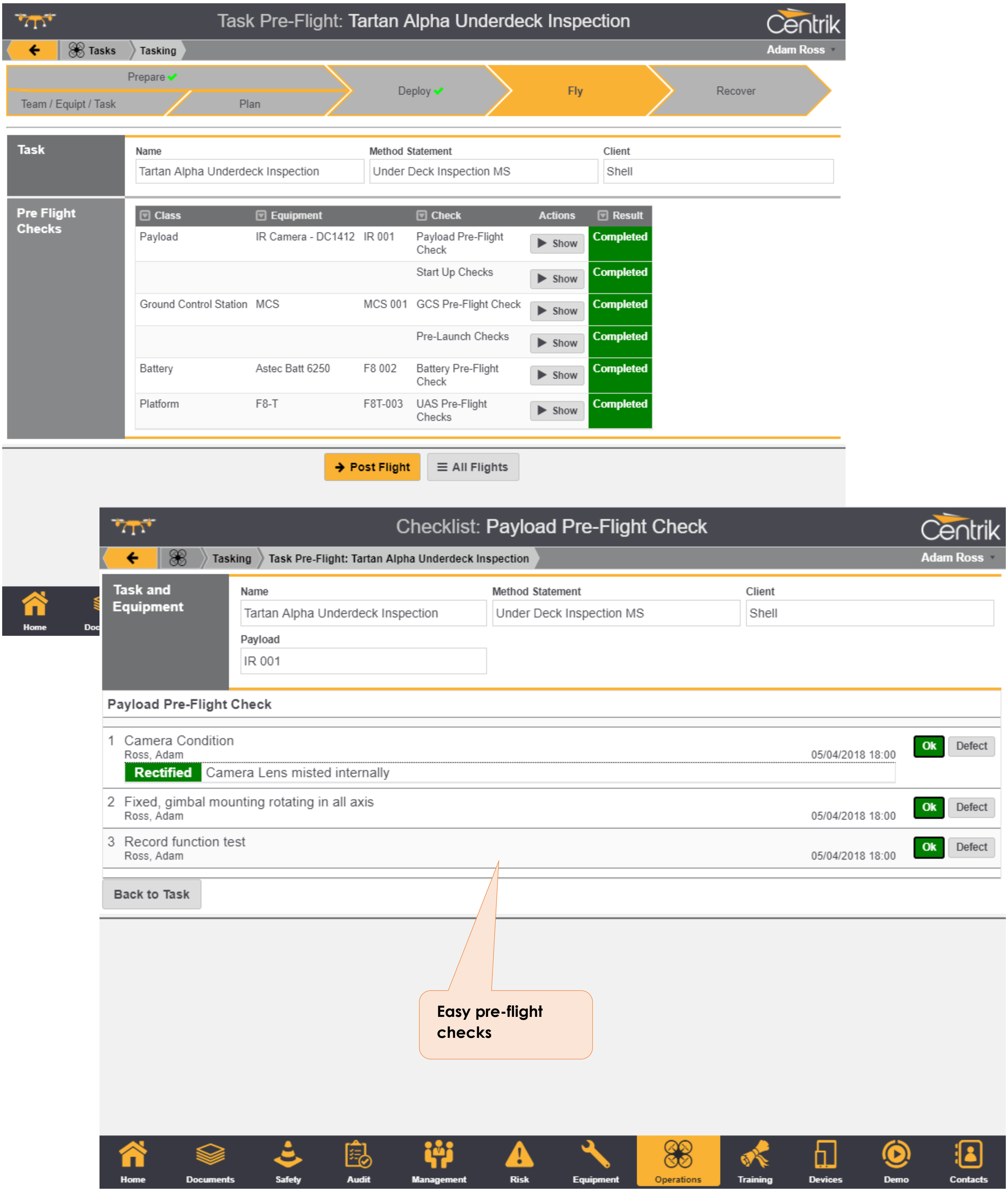
Fly Phase

Pre-Flight

The fly phase is designed to be used in the field and so it displays very well on any tablet. (Note that internet connectivity is required – as a future version of Centrik will incorporate flight planning software that will provide live NOTAMs etc).

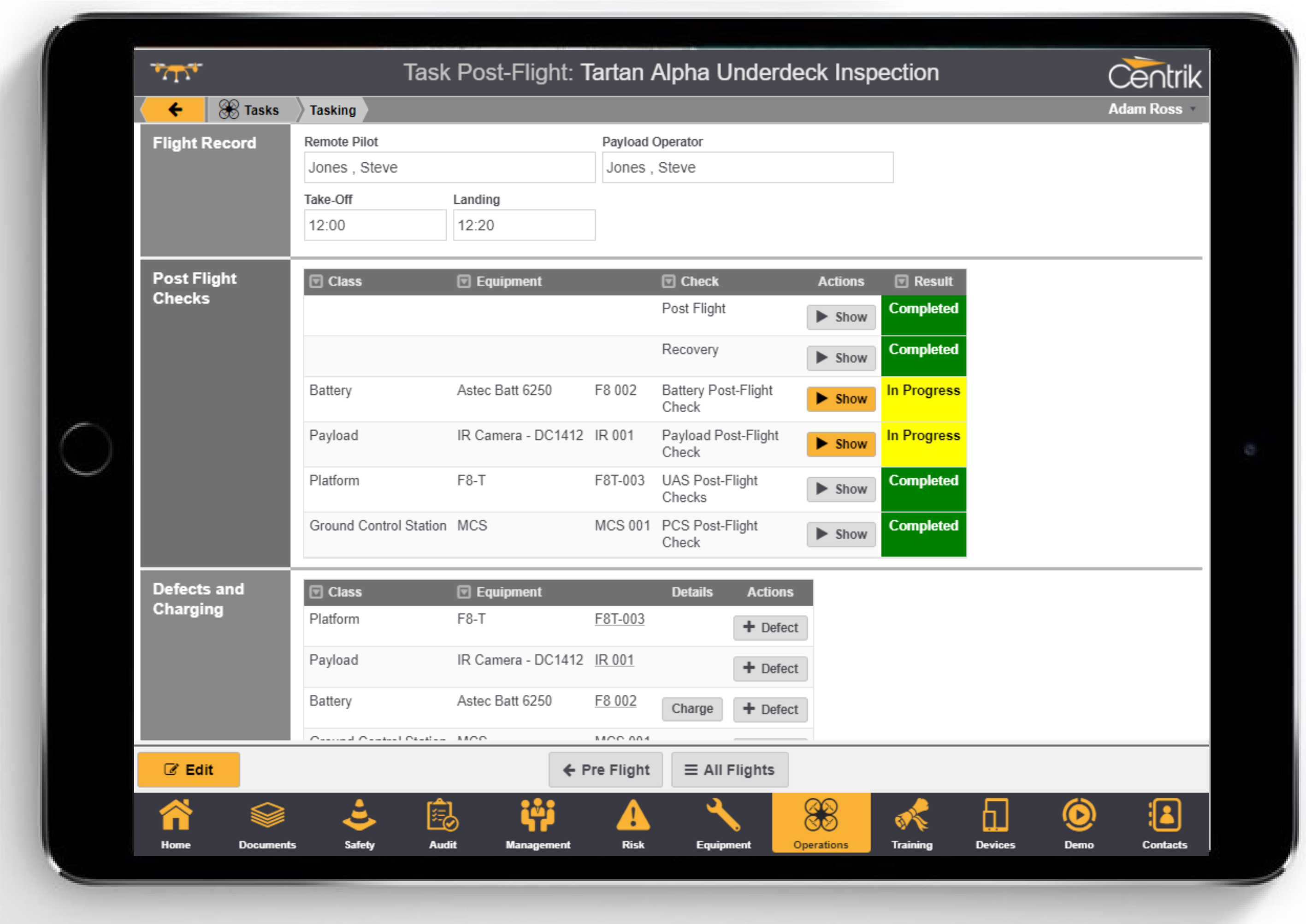
When in the field, click Add Flight to begin your pre-flight checks easily. Once all pre-flight checks are done put your tablet down and go and fly, without the worry of paper records getting lost or damaged the field.




Task Pre-Flight: Tartan Alpha Underdeck Inspection
Centrik
Tasks
Tasking
Adam Ross
Prepare
Team / Equipt / Task
Plan
Deploy
Fly
Recover
Task
Name
Tartan Alpha Underdeck Inspection
Method Statement
Under Deck Inspection MS
Client
Shell
Pre Flight Checks
Class
Equipment
Check
Actions
Result
Payload
IR Camera - DC1412
IR 001
Payload Pre-Flight Check
Show
Completed
Start Up Checks
Ground Control Station
MCS
MCS 001
GCS Pre-Flight Check
Pre-Launch Checks
Battery
Astec Batt 6250
F8 002
Battery Pre-Flight Check
Platform
F8-T
F8T-003
UAS Pre-Flight Checks
Post Flight
All Flights
Checklist: Payload Pre-Flight Check
Task Pre-Flight: Tartan Alpha Underdeck Inspection
Task and Equipment
Payload
IR 001
Payload Pre-Flight Check
1 Camera Condition
Ross, Adam
05/04/2018 18:00
Rectified
Camera Lens misted internally
Ok
Defect
2 Fixed, gimbal mounting rotating in all axis
3 Record function test
Back to Task
Easy pre-flight checks
Home
Documents
Safety
Audit
Management
Risk
Equipment
Operations
Training
Devices
Demo
Contacts

Post-Flight

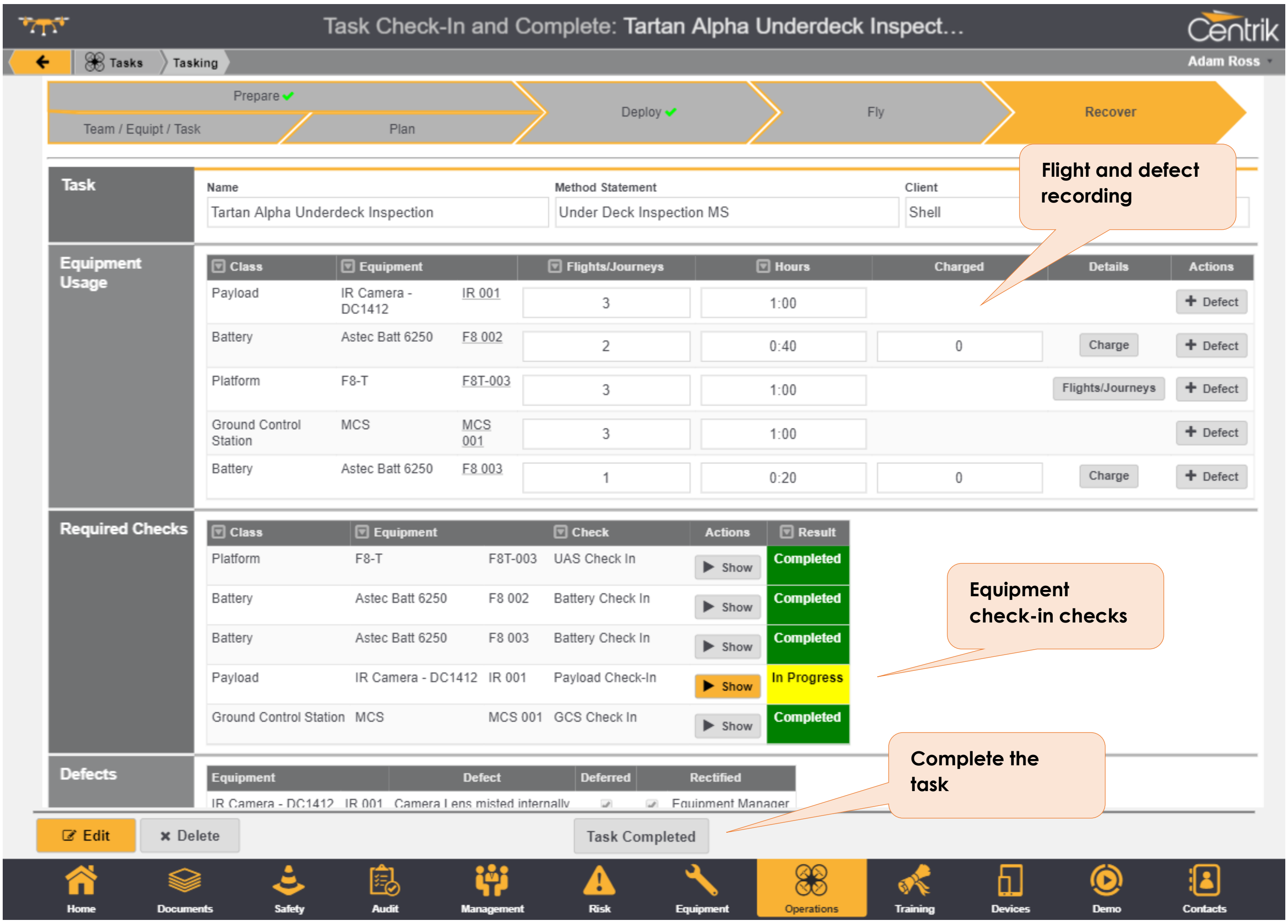
Once your flight is complete, click on Post Flight to add flight times, charge batteries, add defects and to complete post flight checks. If you wish, you can also wait until you get back to the office and do this in the Recover Phase.



Adding flight times automatically updates personal flight log books, Flight Time Limitations, UAS usage, payload and battery usage, which will save you a huge amount of time.

Recover Phase

When you return to the office you can complete the post-deployment checks on the equipment before you store it away for the next task. You can add additional flights; record battery charging and add defects if you hadn't done so in the field. Once done, simply click "Task Completed" to flag that no more work is required for this task. Completed tasks are removed from the "Open Tasks" area of the system in order to keep your view of ongoing work clear.



There is more updated functionality in this new module than is described here. If you are interested in implementing the new Tasking features within your system, is recommended that you contact Centrik Support to arrange further training and a consultation on how to get started.

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
- Telephone: +44(0)1959 543 204
- Helpdesk: 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.