

Centrik



RELEASE NOTES

Version:

V4.0 – MAJOR RELEASE

Date:

09/01/2018

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Summary

As we approach the 5th anniversary of Centrik's first client implementation, we proudly present **Centrik Version 4.0**. This new major release updates ALL modules in Centrik, and includes the following:

- **A major overhaul of Centrik's user interface (UI)** which not only refreshes and updates the look-and-feel of Centrik, but also takes into account client feedback on usability.

The new look builds upon the familiar and successful user interface of previous versions of Centrik, whilst adding a series of enhancements to make Centrik even more user friendly.

Headline features of the new UI are:

- **An improved user dashboard**, which focuses more on critical information and, by default, hides items that do not need attention.
 - **A new navigation path** which makes navigation to pages previously visited much easier than before
 - **Clearer, more consistent landing pages for each module**, which makes it even easier to find the required function
 - **Standardised, fixed positions for buttons and common actions** - Edit, Save and Download buttons remain visible at the bottom of the page. This eliminates the need to scroll down to these buttons on long pages.
 - **A warning if the user navigates away from a page with unsaved data**
- **Significant improvements to some of Centrik's key features:**
 - **Workflows** – faster and more intuitive, with improvements to make it easier to coordinate complex projects within Centrik
 - **Meetings** – improved minuting and archiving
 - **Safety** – enhanced MOR reporting, ability to receive reports from external parties
 - **Quality/Compliance** – new checklist types, and improved finding creation and workflow
 - **Risk** – powerful new views to track overall risk status and change
 - **Training** – more flexible and powerful training record management, LIFUS, and more
- **Enhanced security**
 - Support for two-factor authentication if required
 - Option to provide single sign on within your organisation using LDAP

Release Classification

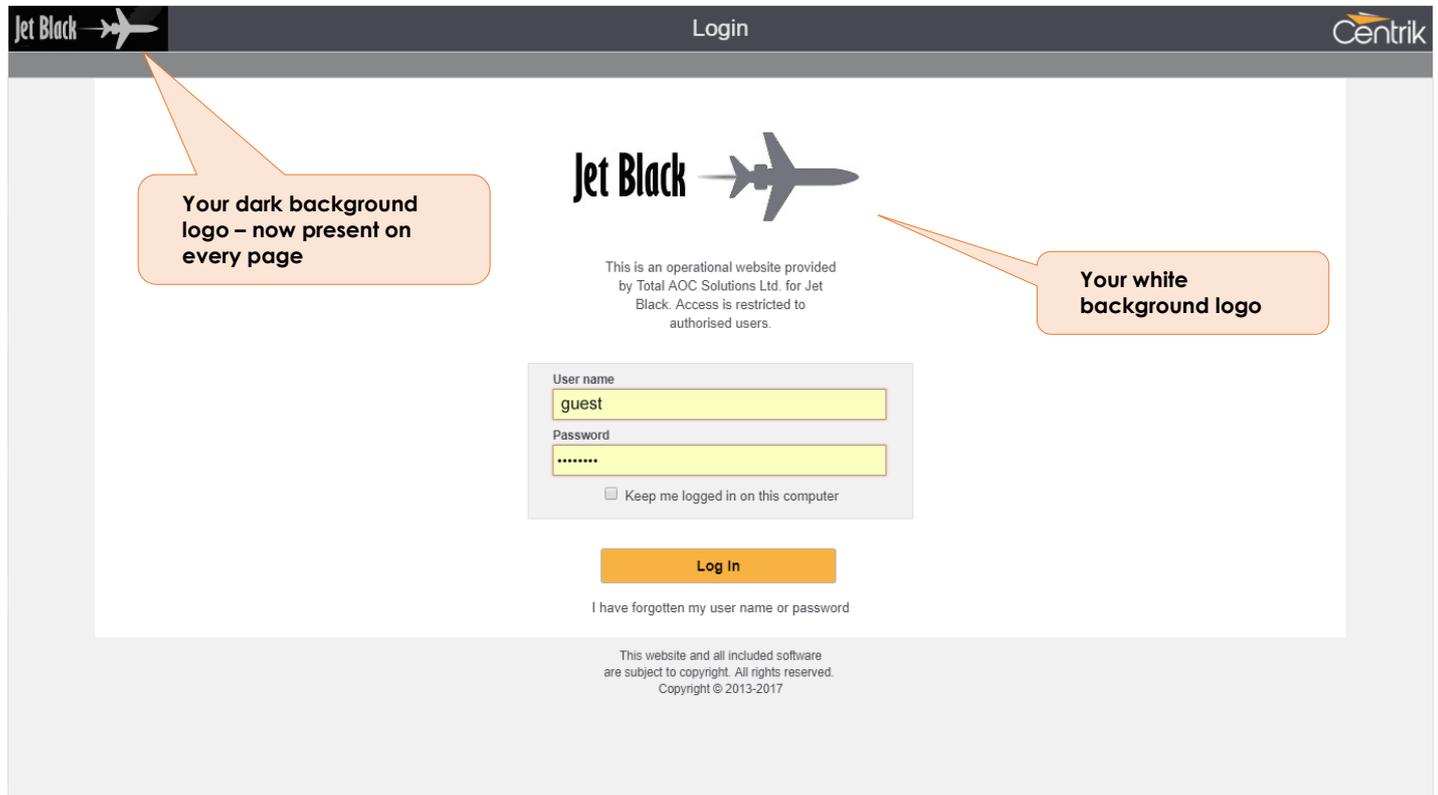
MAJOR RELEASE

Major releases include substantial changes to Centrik functionality, and could include new modules, major changes to existing modules, wide-ranging improvements to the user interface, new apps and app versions, etc.

This is the most significant class of product update and given that, some level of user re-training may be required. Centrik Support consults with each individual customer to agree an upgrade plan and go-live date, and each customer will be given a sufficient period for familiarisation with the new version using their Test System before scheduling the upgrade of their Live (Production) System.

Centrik's New User Interface

Login



Customisable branding

In previous versions of Centrik, customer branding was limited to a small logo shown at the top-left of the login page only. In version 4, this branding is much more prominent. The small logo is shown on every page, and a larger version of your logo may be added to the login page.

The large logo works best if it has a white or transparent background. It should be in JPG, PNG or GIF format. The smaller banner logo works best with a dark background. Please speak to Centrik Customer Support to have your logo installed as part of your V4 upgrade.

Every page now displays the logged-in user. See User and download menus section.

Centrik Main Dashboard (Home Page)

Jet Black Home Centrik Adam Ross

Welcome, Adam Ross

Personal Status

- Actions assigned by me (1) View/Add
- Handovers (1) View/Add
- Show additional items for Personal Status (4)

Links

- Metoffice

Emergency Workflows

- Bomb Threat Assessment (1) Activate
- Response Plan (1) Activate

Module Status

- Document Management System
- Operations (17) Show additional items for Operations (2)
- Training (2) Show additional items for Training (1)
- Manuals (1) Show additional items for Manuals
- Aruba
- Airport Cat/Briefs
- Actions
- Quality Module
- Flight Ops Audits - Switzerland (10/16)
- Airworthiness Audits (41)

Home Documents Handover Safety Compliance Management Risk Equipment R A M S Forms Training Devices Config Contacts Leon

Centrik's new main menu contains updated icons and a clearer indication of the module currently being used

Panels initially show only items requiring action. Click here to view all items.

Dashboard Panels

The Home Page provides a quick view summary of actions and items requiring attention, and will be instantly familiar to all users of older versions of Centrik. In V4, to simplify the dashboard and focus attention on the most critical items, only sections having red (critical) or yellow (impending) status flags are initially displayed; however, each panel can be expanded to show all items the "Show additional items..." link.

Adaptive Layout

The Home Page often has a great deal of information to convey, and in V4 has been designed to make better use of available screen width. The screen shown above is typical of a small laptop (1366 x 768). Wider screens can display panels across three or four columns.

Main Menu Icons

The main menu icons have been redesigned to provide improved legibility and high contrast, and better represent the function of each module. We think the standard module icons are best in class, but if you would like to customise the icons, please speak to Customer Support.

User Menu

To better accommodate the growing range of available modules, the “Log out” and “Change password” buttons have been moved to a new user menu dropdown on the far right of the navigation path bar. Other user-specific functions may be displayed in the menu depending on your installed Centrik options – for example managing linked accounts or two-factor authentication settings.

The screenshot shows the 'Safety Case List' interface. At the top right, the user 'Andrew Smith' is logged in, with a dropdown menu containing 'Change Password' and 'Log Out'. Below this is a table with columns for 'Categories' (Class of..., Category, Location, ERC Score) and 'Action Status' (SIRA Result, Overdue, In Progr., Closed, Delegation). The table contains five rows of safety cases with scores in colored cells (green for 4, 1, 4, 2 and yellow for 20). A callout box points to the user menu with the text: 'User menu: The Login and Change Password functions have been moved here. Click on the displayed name to show the menu.'

Categories				Action Status				
Class of...	Category	Location	ERC Score	SIRA Result	Overdue	In Progr.	Closed	Delegation
Light Aircraft	Birds	Runway	4					
Light Aircraft	Departure	Other Location	1					
Not Class Specific	Ground Movement	H	4					
Not Class Specific	FOD	Runway	2					
Not Class Specific	Minor Injury	South Apron	20					

Module Landing Pages

Over the years, the functionality of each module has grown, making it necessary to simplify the landing pages again, and so for V4 we have taken the opportunity to make them more consistent across all modules. This begins with the module landing pages – i.e. the principal page for a module accessed via the main menu.

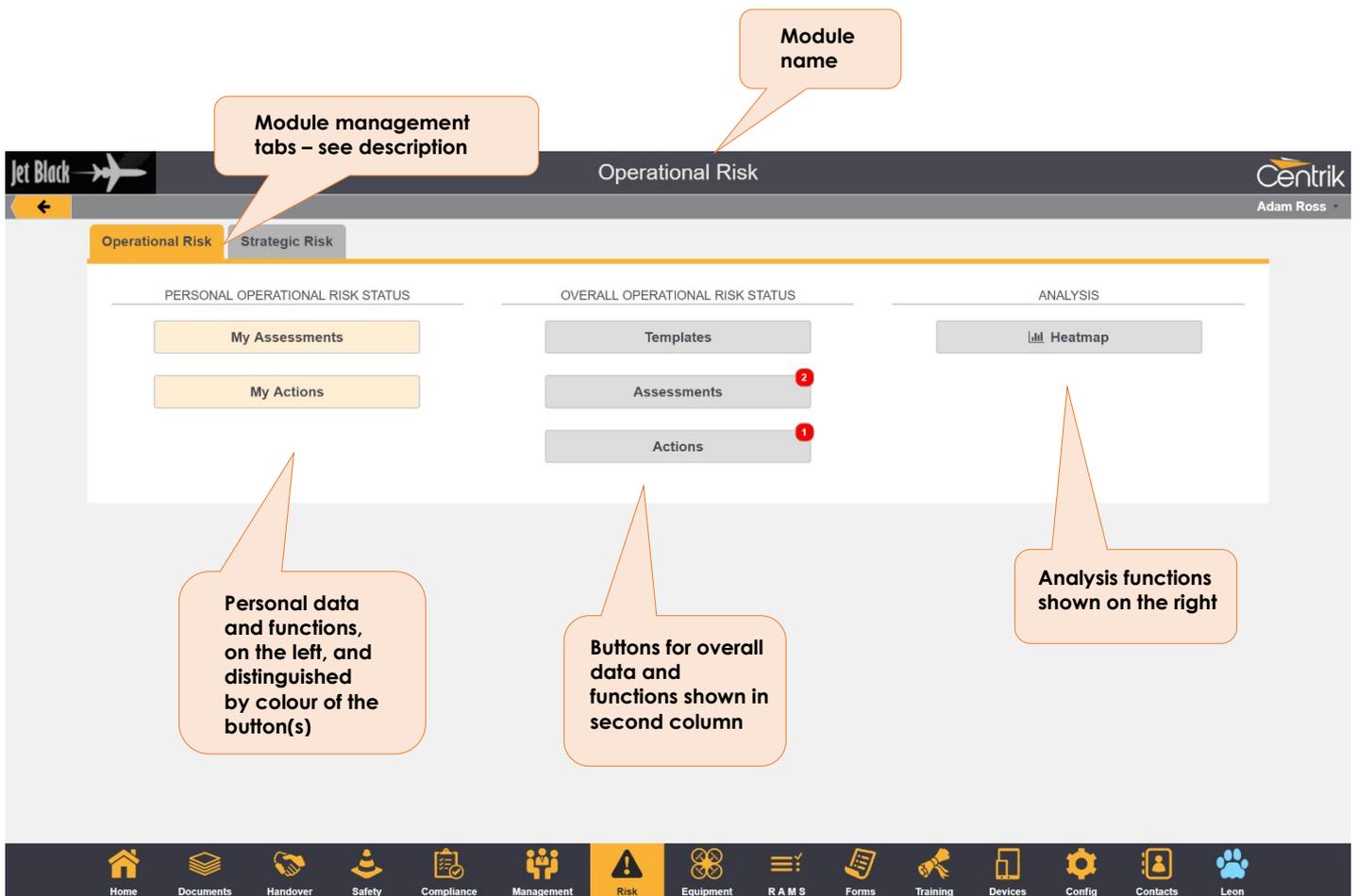
Column-based Layout

These principal module landing pages now have a simple and consistent design, based on columns:

- The left-hand column contains buttons for personal data and functions (e.g. "My safety cases")
- The central column contains buttons for overall data and actions (e.g. "All safety cases")
- The rightmost column – where present - is reserved for Analysis data (e.g. KPIs, heatmaps)

Access to the latter two columns depends on the user holding appropriate management access rights.

Note that the Documents module is the exception to this rule. Due to its functionality and the large number of buttons that may be displayed, it has its own landing page design.



Personal Action Buttons

Action buttons which are specific to your personal data are shown in a different colour, as illustrated above.

Module Management Tabs

As in previous versions of Centrik, the Safety, Risk, and Training modules can be divided into 'subsystems'. Subsystems allow the data within the module to be logically separated, with the set-up and access rights tailored individually for each subsystem.

For example, Training might be broken down into "Flight Ops", "Ground Ops", "Maintenance", etc. Safety might be separated into "Internal Safety Management" and "External Safety Management". Centrik's Implementation and Customer Services consultants can advise on best practice and help determine the appropriate subsystems for your needs.

Within the V4 module landing pages, Safety, Risk and Training subsystems are presented consistently using tabs placed within the module landing page. Clicking a tab selects that subsystem, and displays the appropriate buttons for the subsystem – organised into columns as usual.

Users are only shown the tabs that they have access rights for.

For convenience, the system remembers and auto-selects the last tab you visited for the duration of your session.

The following example shows the Risk module set-up with two subsystems: "Operational Risk" and "Strategic Risk":

The screenshot shows the 'Strategic Risk' module interface. At the top left is the 'Jet Black' logo with an airplane icon. Below it is a navigation bar with two tabs: 'Operational Risk' and 'Strategic Risk'. The 'Strategic Risk' tab is highlighted in gold. Below the tabs are three columns of buttons:

- PERSONAL STRATEGIC RISK STATUS:** 'My Risk Assessments' (highlighted in gold) and 'My Actions' (highlighted in gold).
- OVERALL STRATEGIC RISK STATUS:** 'Templates', 'Risk Assessments', and 'Actions' (with a red notification bubble containing the number '1').
- ANALYSIS:** 'Heatmap' (with a heatmap icon).

Two callout boxes provide additional information:

- Top callout: "Selected subsystem is highlighted in gold. Clicking 'Operational Risk' changes the selected subsystem to that."
- Bottom callout: "The buttons below are for the selected tab. I.e. Clicking 'Risk Assessments' will show Strategic Risk assessments only."

List Pages

List pages are the pages which display summary lists of items, and are crucial to navigating through Centrik. In V4 list pages have been made even more user-friendly throughout Centrik, and many new sorting and filtering options are available.

Download Menus

Where pages have multiple export options, these have been put into a single "Download" button, which pops up a context menu showing the options available.

Detail Pages

Detail pages are used to view and edit the detail of an item within Centrik – be it a safety case, document, piece of equipment, risk assessment etc. For V4 we have improved the day-to-day experience of editing data in Centrik by ensuring that the key buttons are always visible on the page and consistently positioned where the user expects to find them.

The new navigation trail helps you navigate through each module. The familiar back button has also been retained, moved slightly to accommodate your corporate logo

Editing buttons are now always in view bottom-left, with the most commonly used button highlighted in gold.

Other functions are always in view bottom-centre.

Navigation Path

The new navigation path (also known as a 'breadcrumb trail') in V4 displays your route to the current page within the current module. Now, if you have drilled down several layers you can short-circuit several back button clicks by clicking the appropriate link in the path.

Always-in-view Editing Buttons

The main editing buttons – Add, Edit, Delete, etc – have been moved to a special always-in-view bar. On short pages, this will appear immediately below the page content. Longer, scrolling, pages, cause the action bar to 'stick' to the bottom of the visible screen, immediately above the main menu items. This means you don't have to scroll to the bottom of the page to add or edit items on the page.

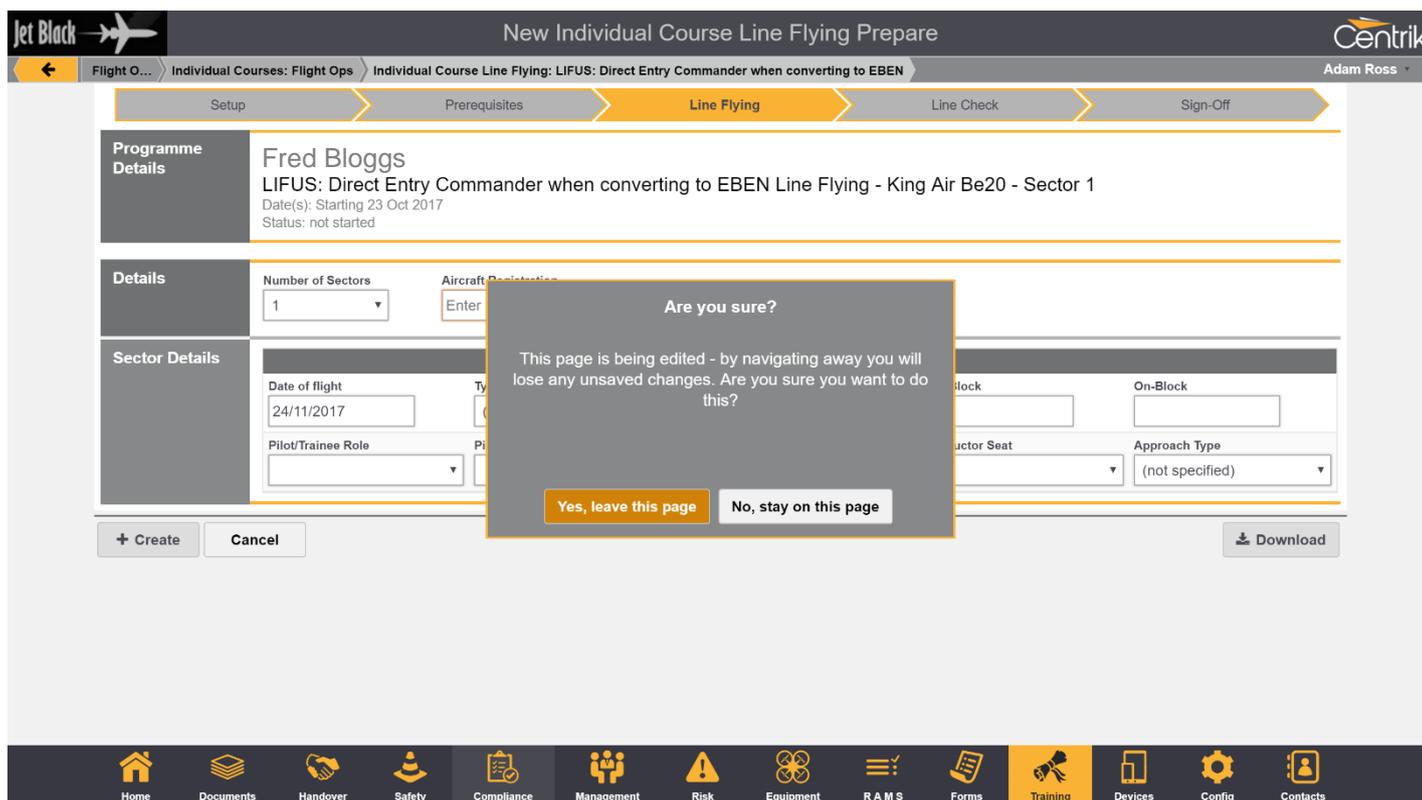
Primary Function Buttons

The most commonly used action buttons are now highlighted using the Centrik Gold colour.

Adaptive Layout

To better accommodate the wide range of devices used by Centrik users – from iPads to ultra-wide PC screens, we have in most places constrained pages to a maximum width of 1200 pixels – this makes them easier to read whilst minimising the need for horizontal scrolling. (There are some exceptions: where the amount of information needing to be presented forces the page to go full width – on smaller devices, some horizontal scrolling may be required on these pages).

Unsaved Changes Warning



If you add or edit an item, then navigate away before pressing 'Save', pages will now warn you about the possibility of unsaved changes and ask for your confirmation before leaving the page.

Viewing Actions

Action items are now shown in a popup box. By not leaving the underlying page, this helps to save a great deal of navigating between different pages. Note however that if you need to insert or edit an action, you will still be taken to a standalone action page.

View Action

Action Title	Action Title Check bleed gauge	Action ID SMS-000061
Status	Open	
	Action Open From 21/11/2017	Action Due On 29/11/2017
	Action Completed On	
	Action Owner Smith, Andrew	Action assigned by
Description	Description of action to be taken (if required)	
Actions Taken	Actions taken	

[Edit](#) [Close](#)

Key Enhancements by Area

Safety/Reporting Module

New Landing Page

The Safety module homepage follows the three-column layout, and displays subsystem tabs where multiple reporting subsystems are implemented. Additionally, an extra tab is displayed to access data and functions across all subsystems.

'Analysis (All)' tab. Clicking this allows access to Heatmap and KPI functions across all reporting subsystems.

The screenshot shows the 'Safety' module landing page. At the top, there is a navigation bar with 'Jet Black' on the left, 'Safety' in the center, and 'Centrik Adam Ross' on the right. Below the navigation bar are three tabs: 'External Reporting', 'Internal SMS', and 'Analysis (All)'. The 'Analysis (All)' tab is selected and highlighted in orange. The main content area is divided into three columns:

- PERSONAL INTERNAL SMS ACTIONS:** Contains a 'Start New Report' button and a message 'You have no cases or actions'.
- INTERNAL SMS DOCUMENTS:** Contains a 'Safety Newsletters' button.
- OVERALL INTERNAL SMS STATUS:** A list of items with counts:
 - All Drafts: 4
 - Case In-Box: 4
 - All Cases: 53
 - MORs: 1 (yellow), 2 (red)
 - All SIRAs: 28
 - All Actions: 43 (green), 1 (yellow), 5 (red)
- ANALYSIS:** Contains two buttons: 'Internal SMS Heatmap' and 'Internal SMS KPIs'.

At the bottom, there is a navigation bar with icons for Home, Documents, Handover, Safety (highlighted), Compliance, Management, Risk, Equipment, R A M S, Forms, Training, Devices, Config, and Contacts.

Analysis functions for the selected subsystem only

Safety module landing page now uses the new column-based layout

MOR Submissions – Selecting authority and including attachments

When submitting an MOR report to an authority, the authority or authorities may now be selected from a predefined list, to be agreed and configured for you by Centrik Support. The intention of this enhancement is that, once setup, users submitting MORs do not have to remember the appropriate authority email address to use. Additionally, Centrik contacts and external email addresses may be specified to receive a copy of the report.

Please contact Centrik Support to ensure the appropriate authorities are added to your system.

Furthermore, Centrik V4 now offers the ability for report and case attachments to be optionally selected for inclusion in the MOR sent to the authority.

Submit MOR Report: Rejected Take Off

Process flow: Capture ✓ → Classify Risk ✓ → SIRA ✓ → Act ✓ → Monitor

Number: 000065 | Date/Time: 28/01/2017 | Type: GEN-01 - Other I

Risk Score: 0 | SIRA Result: Monitor

Case delegated to: Yawson | SIRA phase delegated to: Kennerley, John | Roberts, Alex

Addressing

Authority Name	Country	Authority Contact Address
<input checked="" type="checkbox"/> UK CAA	United Kingdom	sdd@caa.co.uk
<input type="checkbox"/> Transport Malta	Malta	occprepsmu.tm@transport.gov.mt
<input type="checkbox"/> Swiss CAA	Switzerland	occurrence@bazl.admin.ch
<input type="checkbox"/> FAA	United States of America	reporting@faa.gov

Additional contacts to submit report to:

Additional external contacts to submit report to: From:

Subject: Occurrence - 000065 - Rejected Take Off

Message

Message: Please find attached Jet Black MANDATORY report number 000065.

Attachments

Optional Attachments
A PDF copy of the Internal SMS report and an E5X file will always be attached, but you can select up to 2 attachments selected.

	Attach?	Action or Attachment Title	File Name	
Classify	<input checked="" type="checkbox"/>	Reporter captured photo	60479A37-C9EB-4EE5-AEE6-464D45226F87.png	Attachment Details View File
Investigate	<input type="checkbox"/>	Damage photo	Ba_b747-400_g-civx_maingeardetail_arp.jpg	Attachment Details View File
	<input checked="" type="checkbox"/>	Jet Black investigation	18TFSI.pdf	Attachment Details View File

Message Footer

Message Footer (Will be automatically added to message)

Attached are files for Jet Black MANDATORY report number 000065:
 - Case 000065 All Phases _PDF_ v1 Initial-exported 2017-12-21.pdf
 - Case 000065 ECCAIRS MOR Report _E5X_ v1 Initial-exported 2017-12-21.e5x
 - [Other selected optional attachments here - not included in message preview]

Submission Version: 1
 Submission Type: Initial

Regards,
 Adam Ross,
 Jet Black

This email was generated by Centrik V4.0, Commit 466c70e

Buttons: Submit MOR Report, Cancel

Navigation bar: Home, Documents, Handover, Safety, Compliance, Management, Risk, Equipment, R A M S, Forms, Training, Devices, Config, Contacts, Leon

User submitting MOR can simply select the appropriate authority from a list of predefined options

Other Centrik-user recipients entered here

Other external recipients entered here

Selection of attachments to be included

Safety Subsystems / External Reporting

Centrik now supports partitioning of its Safety Management System into multiple subsystems, and specifically for 'external reporting' subsystems allowing external parties to submit reports.

Quality/Compliance Module

New Landing Page with Module Management Tabs

The Quality and Documents modules can be divided into 'subsystems', and as with subsystems in other modules, Quality and Documents subsystems allow the data within the module to be logically separated, with the set-up and access rights tailored individually for each subsystem. However, Quality and Documents subsystems are used for more specific purposes – typically representing an individual audit program or collection of related documents – and therefore most clients have many more of these subsystems set-up within their system.

Because of this, we have taken a slightly different approach to the Quality and Documents module landing pages, whilst staying consistent and familiar with design used in the other modules. Instead of showing the subsystems as tabs, we show the buttons for all subsystems together on the same page. This follows the approach to these modules in previous version of Centrik, and for most customers this set-up will be intuitive and friendly.

However, new in V4 for our larger or more complex customers, we may now group Quality and Documents subsystems into 'zones', where the zones are shown as tabs on the landing page. Zones may be used wherever it is useful to subdivide/group together subsystems. For example, multi-AOC operators may find it useful to create a zone for each AOC.

Zone tabs are used just the same as tabs on the other module landing pages. The darker grey '(All)' tab contain functions that apply to all zones.



The Quality Module landing page follows the new column-based layout, with optional zone tabs added.

Additional Checklist Variations

Centrik now has a new audit checklist style – “with evidence” – that has an additional field to capture the evidence obtained during an audit. This could be a manual reference or interview results and has the advantage that the evidence is separate from the auditor’s comments.

<p>Does the Aerodrome Operator(AO) have a procedure, which has been approved by the Competent Authority, to manage changes not requiring prior approval</p>	<p>Yes ▼</p>
<p>EASA.ADR.OR.B.040 (d) ⓘ</p>	<p>Documentation/Evidence</p> <p>Change Manual revision 2, approved by CAA on 20/10/2017</p>
	<p>Comments</p>

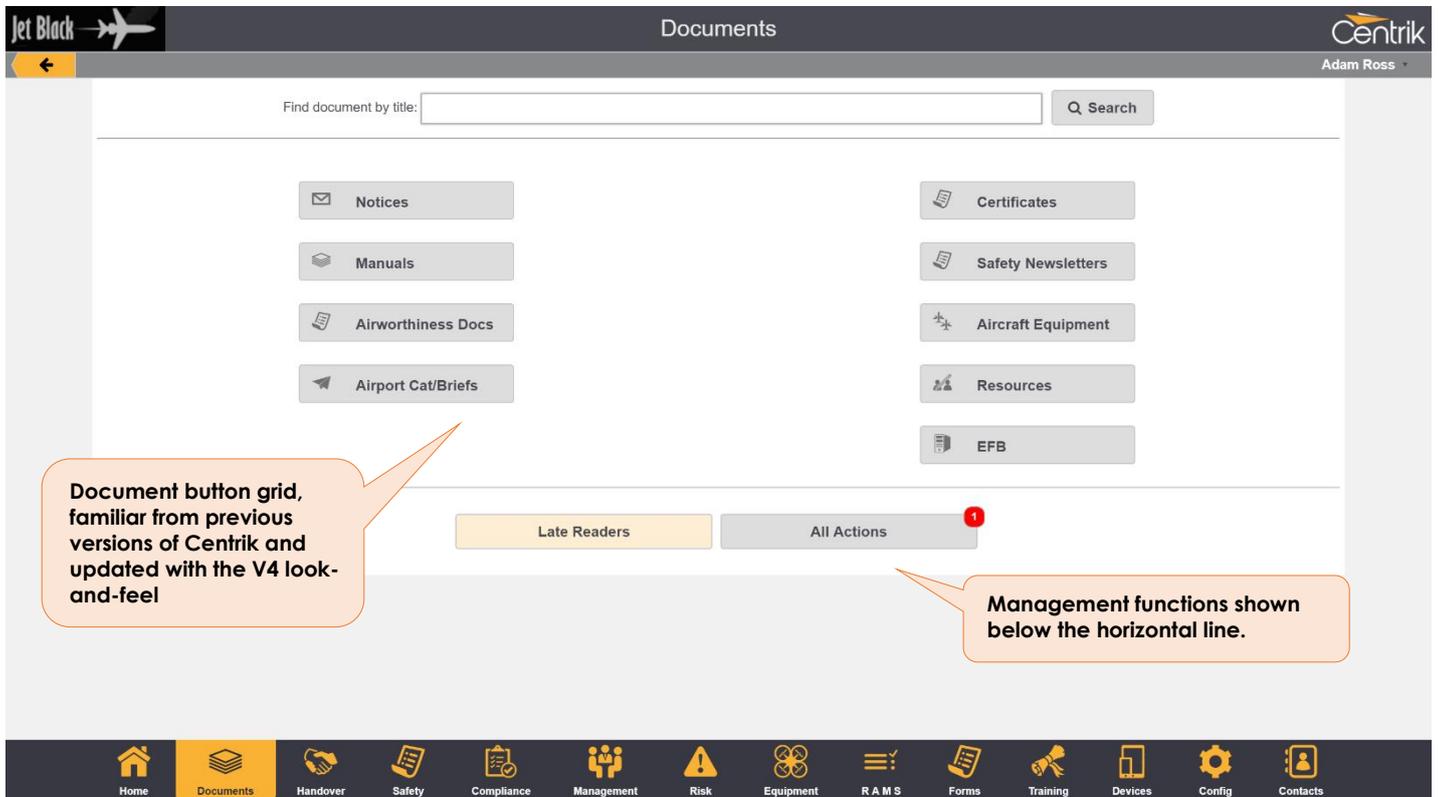
Normally the new checklist style is selected when creating a new checklist. It is also possible to change the checklist style for existing checklists to “with evidence”.

Checklist Detail	Checklist Number	Checklist Name
	QB10 ⓘ	Enter checklist name (requ
	<p>Checklist Style</p> <ul style="list-style-type: none"> Classic ▼ <li style="background-color: #007bff; color: white;">Classic Classic (with evidence) Regulation Based Regulation Based (with evidence) Regulation Based with Auditor Actions (IOSA Style) 	

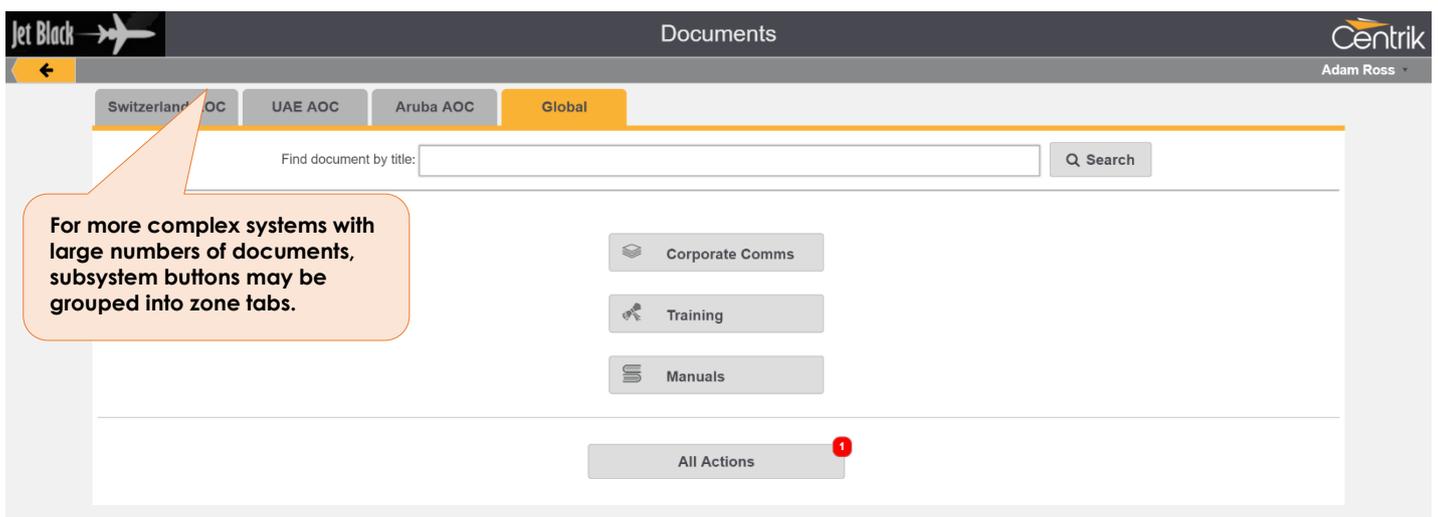
Note the regulatory reference in the green highlighted box. An additional service offered by Centrik is the tracking and maintaining of applicable Regulations. Once these Regulations are activated within the operators system they enable easy access reading whilst auditing, creation of audit questions, assigning of regulations with Findings and many more useful features. When highlighted in green, it indicates that the reference has been recognised by Centrik and is therefore up to date with the current regulations. Clicking on the exclamation mark on the right-hand side of the green box will bring up a window with the regulatory paragraph from the reference. Note, as with the EASA Easy Access Rules, these regulations combine the officially published text of the regulation together with the Acceptable Means of Compliance and Guidance Material (including any amendments) adopted so far.

Documents Module

New Landing Page



Due to the large numbers of document buttons that may be set-up, the Documents module landing page does not follow the same design as the other modules. The document buttons for subsystems and document types are arranged in a grid of columns, and button layout can be tailored to your needs. Management functions are shown below the document buttons.



Management Module

Enhanced Meeting Minuting

Several improvements have been made to the meeting minuting page

Meeting Agenda and Minutes

Meeting Date: 20/02/2017 | Individual Meeting Name: Safety Review Board

Previous Actions
Show

Agenda Items and Minutes of Meetings

Agenda Item	Actions
1 Apologies Minutes: Please note the attendees may be from the following list: and not the list in the title page as incorrectly listed. <input type="checkbox"/> Flight Operations Manager <input type="checkbox"/> Safety Manager <input type="checkbox"/> Training Manager <input type="checkbox"/> Continuing Airworthiness Manager <input type="checkbox"/> Ground Operations Manager <input type="checkbox"/> Compliance Monitoring Manager	Previous Meeting + Add Action
2 Actions from previous meetings Minutes: Hazard Identification. Safety Aspect of manuals	Previous Meeting + Add Action

Save Cancel Finalise Minutes

Home Documents Handover Safety Compliance Management Risk Equipment R A M S Forms Training Devices Config Contacts Leon

Callouts:
 - New buttons to allow users to quickly navigate between previous and next meetings in a series
 - Click 'Previous Minutes' to see or copy the minutes for the agenda item from the previous meeting
 - Ability to drag-and-drop reorder agenda items for an individual meeting, useful should the meeting not follow the usual sequence

Archiving of Meetings

Management of meetings in Centrik has been enhanced with the ability for users to archive old or superseded meeting series' and individual meetings. This ensures that only current and active items are visible by default.

2 GOM Review
3 Staff Training
4 Ops Procedures Review
5 Future Planning

Reports No rep
Schedule Meeting inter months

Edit Archive

Callout: Meeting series' and individual meetings are archived via the Archive button

Users can restore archived items at any time.

Meeting	Last Meeting	Next Due	Next Scheduled	Action
1 Ground Operations Meeting	27/07/2015	27/08/2015		Schedule Meeting
1 Postholder Meeting (Archived)				
2 Centrik Implementation	12/09/2014			Schedule Meeting
3 Maintenance and Quality Liaison Meeting		11/02/2017	11/11/2016	Continue Minutes
4 Management Meeting	26/09/2016		02/02/2017	Continue Minutes
7 Training Liaison Meeting		17/10/2014		Schedule Meeting
13 demo (Archived)				
14 QA MEETING				Schedule Meeting
Safety 1 Safety Review Board	24/11/2016	20/08/2017	20/02/2017	Continue Minutes

Workflow Enhancements

In Centrik V4, workflows have been made significantly more user friendly with some powerful new features that will particularly improve management of complex processes within Centrik.

The main page for a workflow now shows a much more detailed status summary, broken down by workflow section. This shows the number of steps, overdue steps, omitted steps, complete steps as well as an action summary for each section. Clear colour coding highlights items for concern, such as overdue items.

Where workflows are used to coordinate other activities in Centrik – meetings, risk assessments, audits or sub-workflows – the overall status of these activities is displayed also. Any actions associated with these linked activities are included in the overall action status for a section.

Centrik Workflow Detail: Addition of B757 - G-1234 Adam Ross

Workflow Detail
 Number: Fleet Change 02
 Workflow Definition: Change Management
 Title: Addition of B757 - G-1234

Current Status and Timeline
 Due: [Date] in One Week
 Workflow Owner: Wallis, Chris
 Started On: 21/12/2017
 Due On: 22/03/2018

Workflow Sections

Number	Items	Steps			Assessments	Linked Items			Actions		
		Overdue	Omitted	Done		Meetings	Audits	Subworkflows	Overdue	Open	Closed
0	Project setup	4	1	2	0/2	0/2	1/1	1	1	1	
1	Commercial/Legal/Financial	13	1	1	0/1	0/2	0/1	0/2			
2	Availability/Delivery	6		0							
3	Regulation/Manuals	19		0		0/2					
4	Flight Personnel	5		0		0/2		0/3			
5	Airworthiness	3		0							
6	Flight Operations	11		0							

Annotations:

- New section summary.** Each section may be viewed and edited individually, making larger workflows more manageable.
- Total counts for all sections shown at top**
- Step status for each section**
- Action status for each section**
- Status of linked items coordinated within the workflow section.** In this case, two 'Flight Personnel' meetings to do, zero done.

Buttons: Edit, Delete, Complete

Navigation: Home, Documents, Compliance, Management, Risk, Forms, Devices, Config, Contacts

The updated page for viewing and editing the steps in a workflow section is as follows. (Viewing of all workflow sections and steps together is still possible via the View All Steps button on the workflow summary page above).

Centrik Section 0 Adam Ross

Workflow Detail: Addition of B757 - G-1234

Section Detail

Workflow Number: Fleet Change 02
 Workflow Definition: Change Management - Introduction of new Aircraft
 Title: Addition of B757 - G-1234
 Section Number: 0
 Section Name: Project setup

Workflow Steps

Workflow Step	Owner	Due Date	Status																		
0.10 Management review of objectives	Dep: Board of Director:	21/12/2017	Completed 02/01/2018 ✓																		
<table border="1"> <thead> <tr> <th>Status</th> <th>Action ID</th> <th>Action</th> <th>Owner</th> <th>Due Date</th> <th>Completed</th> </tr> </thead> <tbody> <tr> <td>Overdue</td> <td>MTG-000465</td> <td>Investigate and make recommendation on using ConsultCo to PM</td> <td>Board of Directors</td> <td>30/12/2017</td> <td></td> </tr> <tr> <td>Open</td> <td>MTG-000464</td> <td>Identify airfield stakeholders and set up meetings</td> <td>Ross, Adam</td> <td>24/01/2018</td> <td></td> </tr> </tbody> </table>				Status	Action ID	Action	Owner	Due Date	Completed	Overdue	MTG-000465	Investigate and make recommendation on using ConsultCo to PM	Board of Directors	30/12/2017		Open	MTG-000464	Identify airfield stakeholders and set up meetings	Ross, Adam	24/01/2018	
Status	Action ID	Action	Owner	Due Date	Completed																
Overdue	MTG-000465	Investigate and make recommendation on using ConsultCo to PM	Board of Directors	30/12/2017																	
Open	MTG-000464	Identify airfield stakeholders and set up meetings	Ross, Adam	24/01/2018																	
0.20 Appoint Project Manager	Ross, Adam	11/01/2018	N/A																		
0.30 Brief Project Manager w responsibilities expectations	Ross, Adam	22/01/2018	Partially Completed ⚠																		
0.40 Agree with P		20/03/2018	To Do																		

Clearer step status and buttons for doing or viewing a step.

Open actions displayed against a step include those actions raised against a linked activity – e.g. a meeting, risk assessment etc – undertaken as part of the step

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

Centrik Section 0 Adam Ross

Workflow Detail: Addition of B757 - G-1234

Step details popup

Details for 0.10 - Management review of objectives

Project kick-off meeting (Please select existing or create new 'Ad-Hoc Meetings' meeting)
 (No Meeting) + New Meeting

Objectives agreed?
 Comment

Date: 02/01/2018

ACTIONS

Status	Action ID	Action	Owner	Due Date	Completed
Closed	WKF-000067	Identify agent contact for aircraft logs	Kennerley, John	21/04/2018	21/12/2017

+ Add Action

ATTACHMENTS

Attachment Title	Actions	Files
Proposed schedule	Details	18TFSL.pdf

+ Add Attachment

Completed Part Completed To Do Not Applicable

Custom fields can be added to steps, which can now be optional or mandatory

Coordinated activities – e.g. meetings, risk assessments, etc – can be selected or auto-started

Actions and attachments may be saved directly against a step

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

The 'My Workflow Steps' page has been enhanced in line with the changes described above, and is also now significantly faster to load. This page is designed to give a user an overview of all open workflow steps assigned to them across all workflows. Users can either complete the steps on this page, or if more context is required, by following links to the overall workflow or section.

The screenshot shows the 'Workflow Step Status for Adam Ross' page. At the top, there are filters for 'Workflow Definition' (set to '(All Workflows)'), 'Organise By' (set to 'Step Due Date'), and 'Workflow Status' (with a dropdown menu showing options: 'x Overdue', 'x Due in next 30 da', and 'x Due after 30 days'). There are also 'Due Date From' and 'Due Date To' fields, a search bar, and a 'Reset' button.

The main table displays workflow steps with columns for 'Workflow / Section / Step', 'Owner', 'Due Date', and 'Status'. A summary row at the top of the table shows: 'Workflow: Addition of B757 - G-1234 / Project setup', 'Owner: Wallis, Chris', 'Due Date: 22/03/2018', and 'Status: Workflow Due In More Than One Week'.

Workflow / Section / Step	Owner	Due Date	Status
0.20 Appoint Project Manager	Ross, Adam	26/12/2017	To Do
0.30 Brief Project Manager with requirements, responsibilities, expectations and due dates	Ross, Adam	22/01/2018	Partially Completed
0.40 Agree with PM the resources allocated to achieve the tasks (document starting point)	Ross, Adam	20/03/2018	To Do

At the bottom, there is a navigation bar with icons for Home, Documents, Handover, Safety, Compliance, Management, Risk, Forms, Training, Devices, Config, and Contacts.

Callouts:

- New filter option to display only a specified type of workflow** (points to the 'Workflow Definition' dropdown)
- New option to order displayed steps by due date, or grouped by workflow** (points to the 'Organise By' dropdown)
- Overall workflow summary info including owner, due date, status and links to the workflow and section pages** (points to the summary row)
- Colour coded due dates where specified, to highlight most urgent items** (points to the '26/12/2017' date)

Risk Module

Residual Risk View

Centrik V4 introduces a new way of visualising changes in risk status for scored risk assessments (e.g. using a methodology such as Hazards and Consequences). Each risk assessment's total initial risk and total residual risk is plotted on a risk scoring scale an arrow, visually summarising mitigation status in a simple and effective way. The size of the arrow indicates the size of the change, and the direction and colour clearly communicate whether the change is positive (green) or negative (red).

List of Risk Assessments showing overall risk change status

Large green arrow = large positive change for this risk

Small red arrow = small negative change for this risk

Hazard Assessment and Consequence details for selected Risk Assessment (terminology may be customised)

Hazard	Consequence	Current Controls	Before		After	
			Sev.	Likel.	Sev.	Likel.
Contaminated surfaces or engines (Cold weather)	Contamination of engine intake, fac and/or core whilst on ground.	Maintenance engineer fits engine air intake blanks to reduce exposure to contamination whilst parked. Maintenance engineer and/or Flight crew inspect engines to establish if de-icing is necessary. Ground staff/engineer perform de-icing or face ice prior to take off and return for further de-icing.	M	M	M	L
Outside mass and balance envelope (Landing operations)	Cargo holds are mis-loaded (e.g. incorrect distribution) by loading staff.	Loaders complete loading in accordance with load plan and aircraft specific procedures. Dispatcher detects error by reference to completed load plan and takes appropriate action. Flight crew detect	M	H	M	L

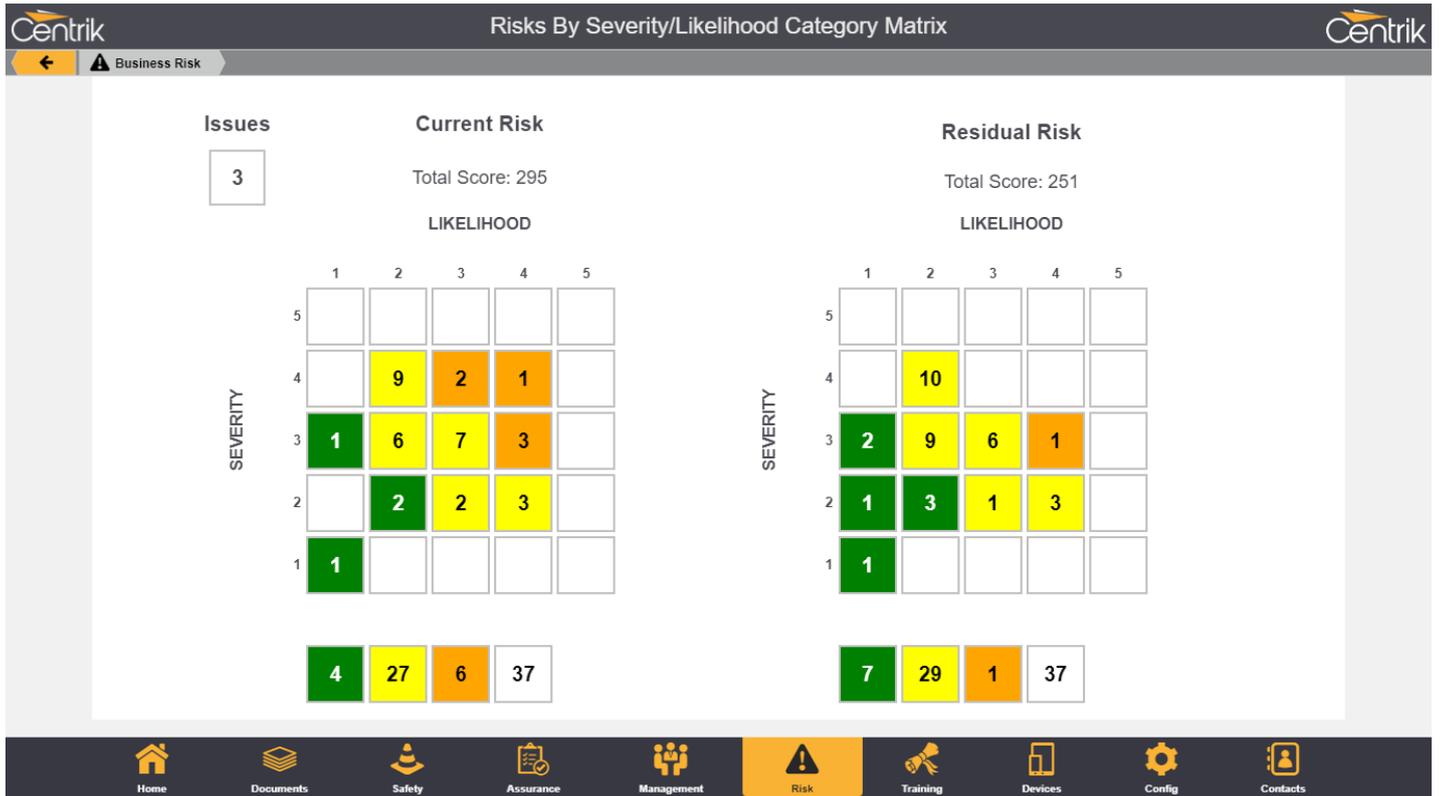
This value quoted on the residual risk display is the sum of the highest consequences within an individual hazard.

The individual Consequences for the selected Risk Assessment are shown below. The Consequences are listed in order of descending score. The scores for the individual Risk Assessments ordered by the Risk Assessment number. Clicking on a Risk Assessment will show all of the hazards which make up that risk assessment in descending order by score.

The risks can be sorted by score on the Assessments page within the risk module to obtain the top risks. The score given to a risk is the highest score of the individual hazards within that risk.

Business Risk 'Risk Matrix' View

Users of Centrik's 'business risk' features will notice some enhancements to the 'Risk Matrix' breakdown view. This view can be used to increase the visibility of risks related to each Risk Assessment by evaluating the likelihood of a risk against its severity and also improve management decision making. New in V4 is the ability to compare a Risk Matrix before and after each Risk Assessment's associated actions are taken. Also, the Risk Matrix shows data more clearly and can display different groupings of the hazards and associated risks, related to each Risk Assessment.



Two Factor Authentication

For customers seeking enhanced security, Centrik V4 offers 'two factor authentication' – the same industrial strength security provision used by banks and financial websites.

Two factor authentication requires that users follow up their normal username and password login with a one-time numerical code which is either texted to your mobile phone, or generated by a dedicated smartphone app.

This combination of requiring "something you know" with "something you have" means that users are at less risk of malicious activity via password theft.

The 'Authy' code generating app is provided as a free download for all users and runs on all modern smartphones, iPhone and Android.

Please note that this service is chargeable, based on the number of users and authentications involved.



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](tel:+44(0)1959543204)
- 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.