RELEASE NOTES

Version:

V4.0 – MAJOR RELEASE

Date:

09/01/2018

Contents

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**

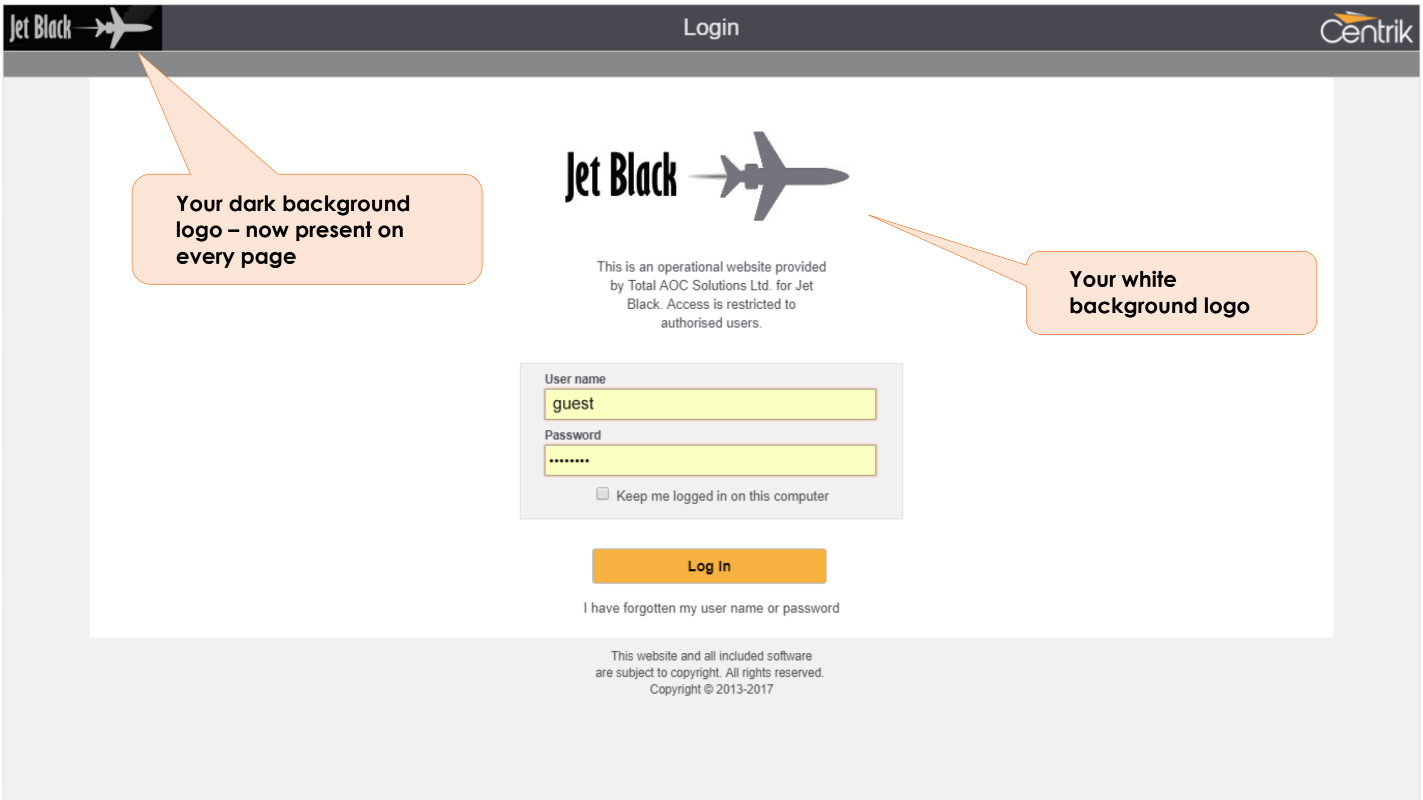
  - Support for two-factor authentication if required
  - Option to provide single sign on within your organisation using LDAP

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

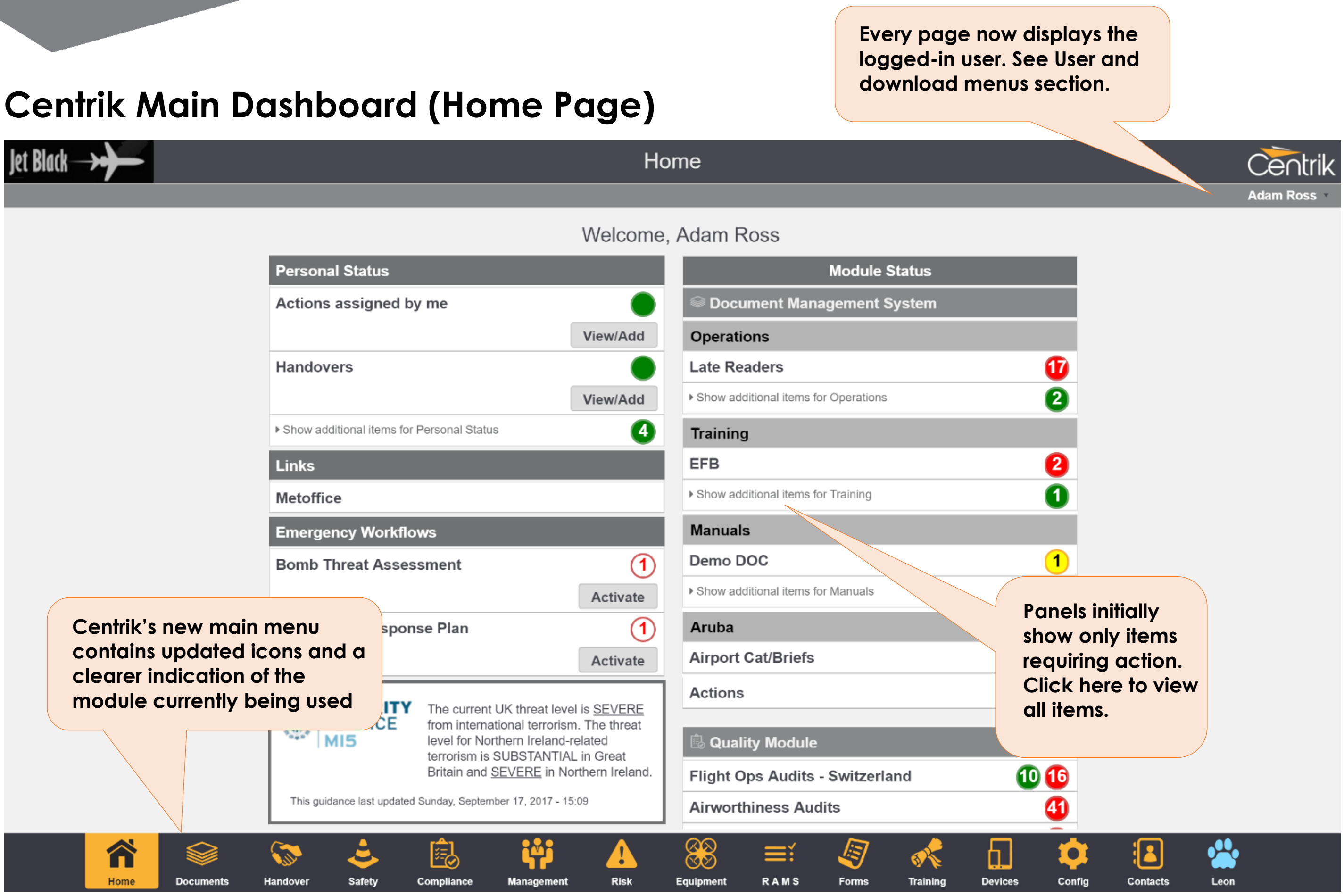


Customisable branding

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.

Centrik Main Dashboard (Home Page)



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

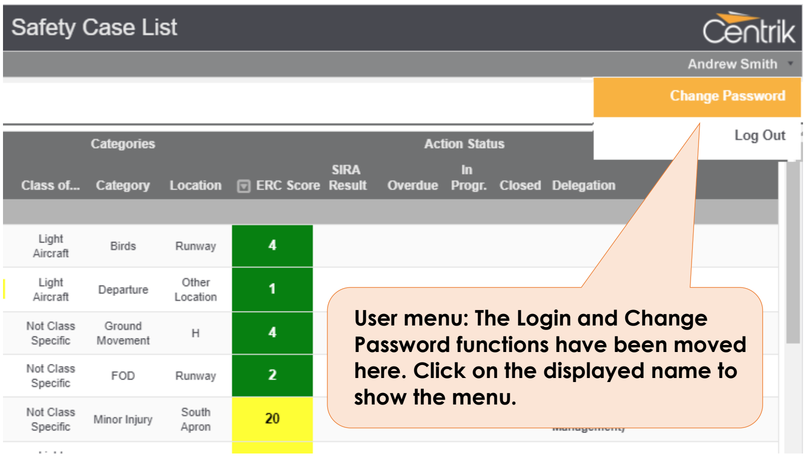
The Home Page often has a great deal of information to convey, and in V4 has been designed to make better use of available screen width. The screen shown above is typical of a small laptop (1366 x 768). Wider screens can display panels across three or four columns.

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.



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.

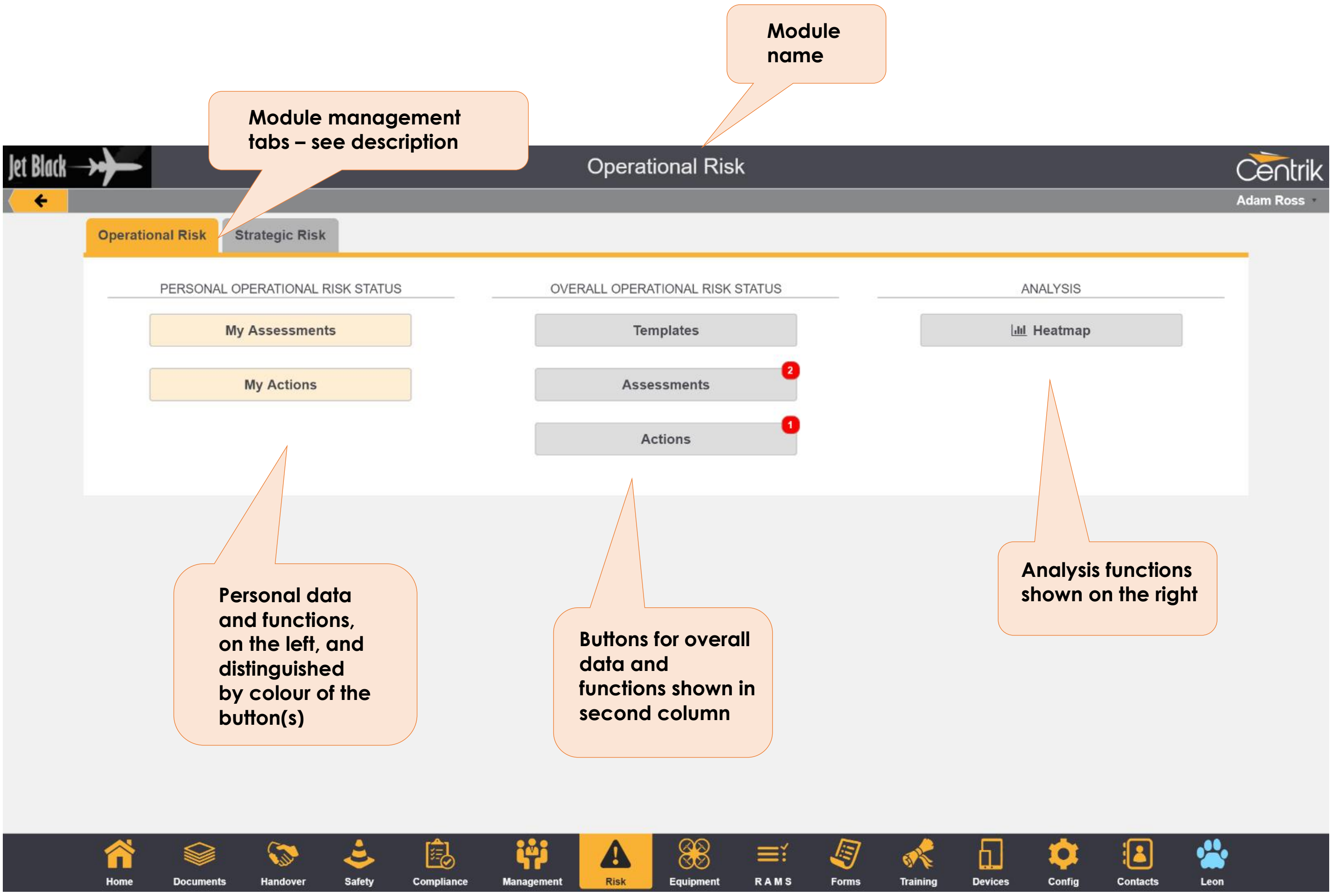
Column-based Layout

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.

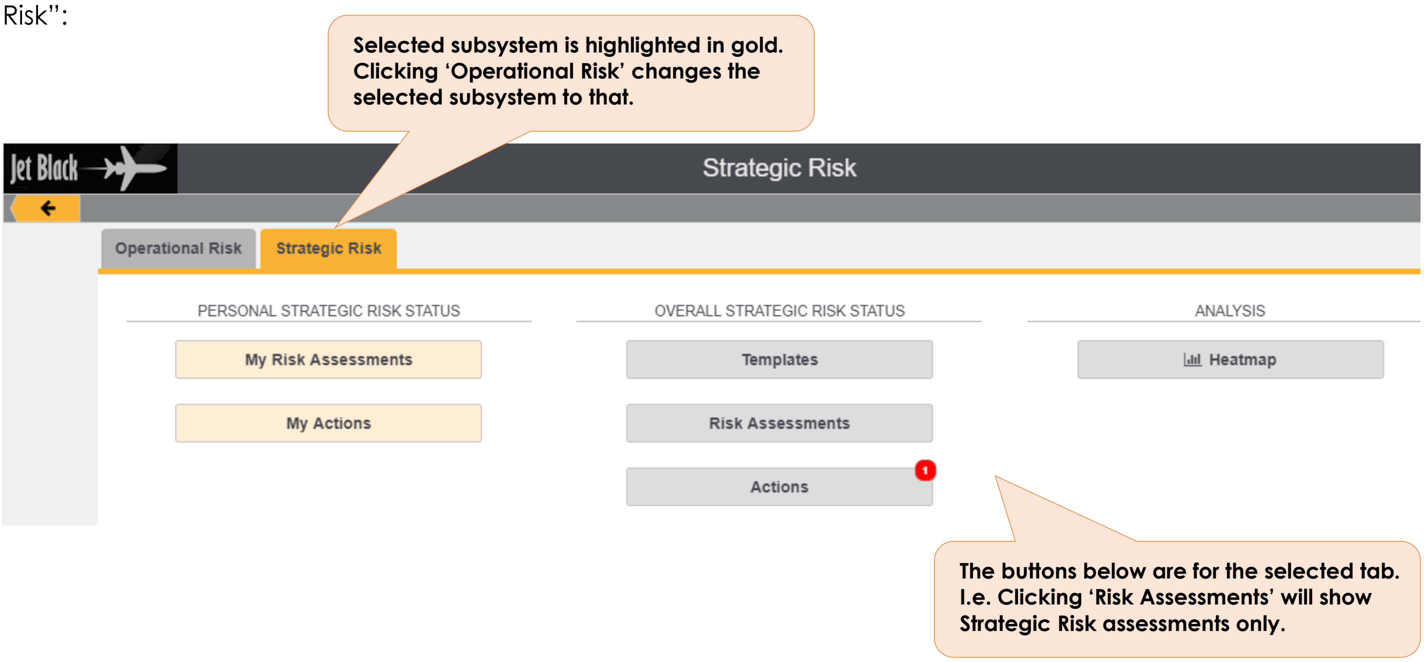
For example, Training might be broken down into "Flight Ops", "Ground Ops", "Maintenance", etc. Safety might be separated into "Internal Safety Management" and "External Safety Management". Centrik's Implementation and Customer Services consultants can advise on best practice and help determine the appropriate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

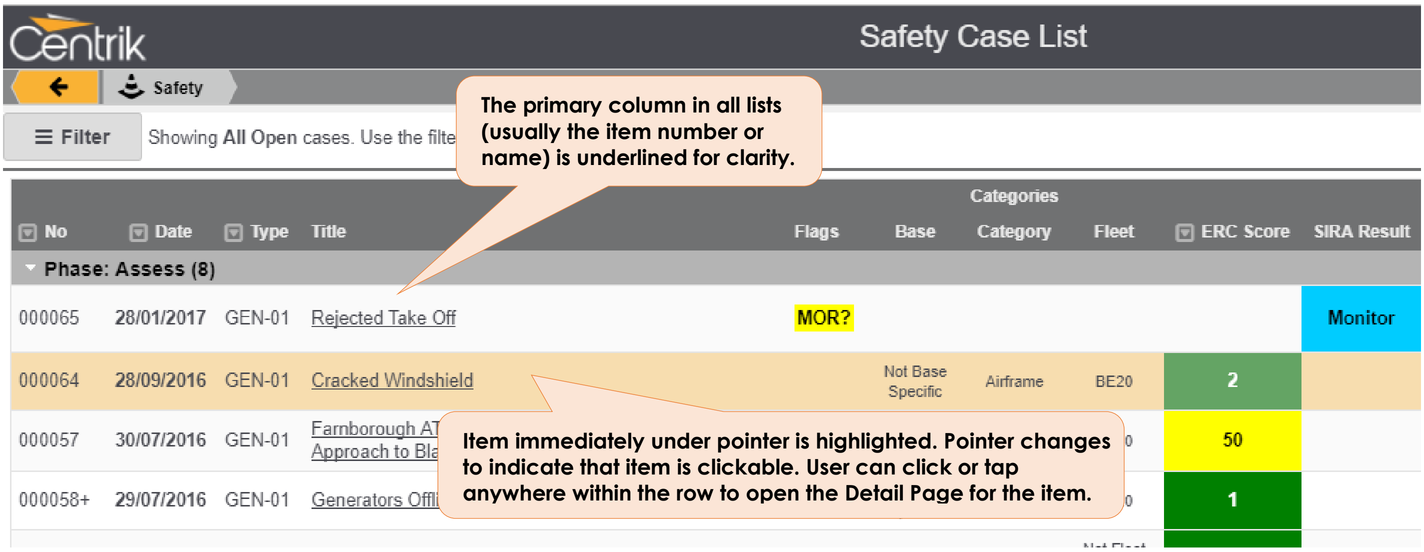
For convenience, the system remembers and auto-selects the last tab you visited for the duration of your session.

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



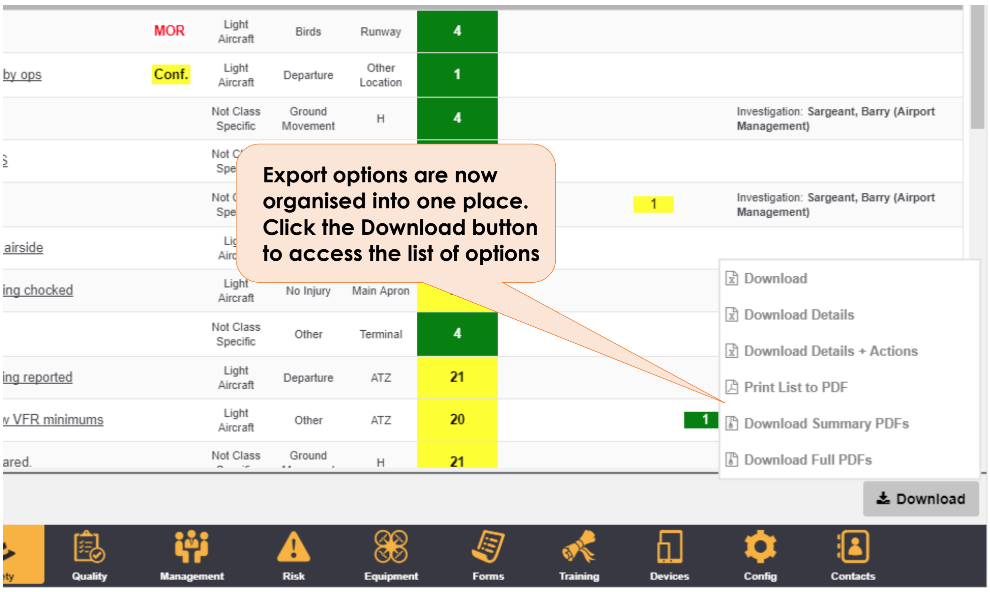
List Pages

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.



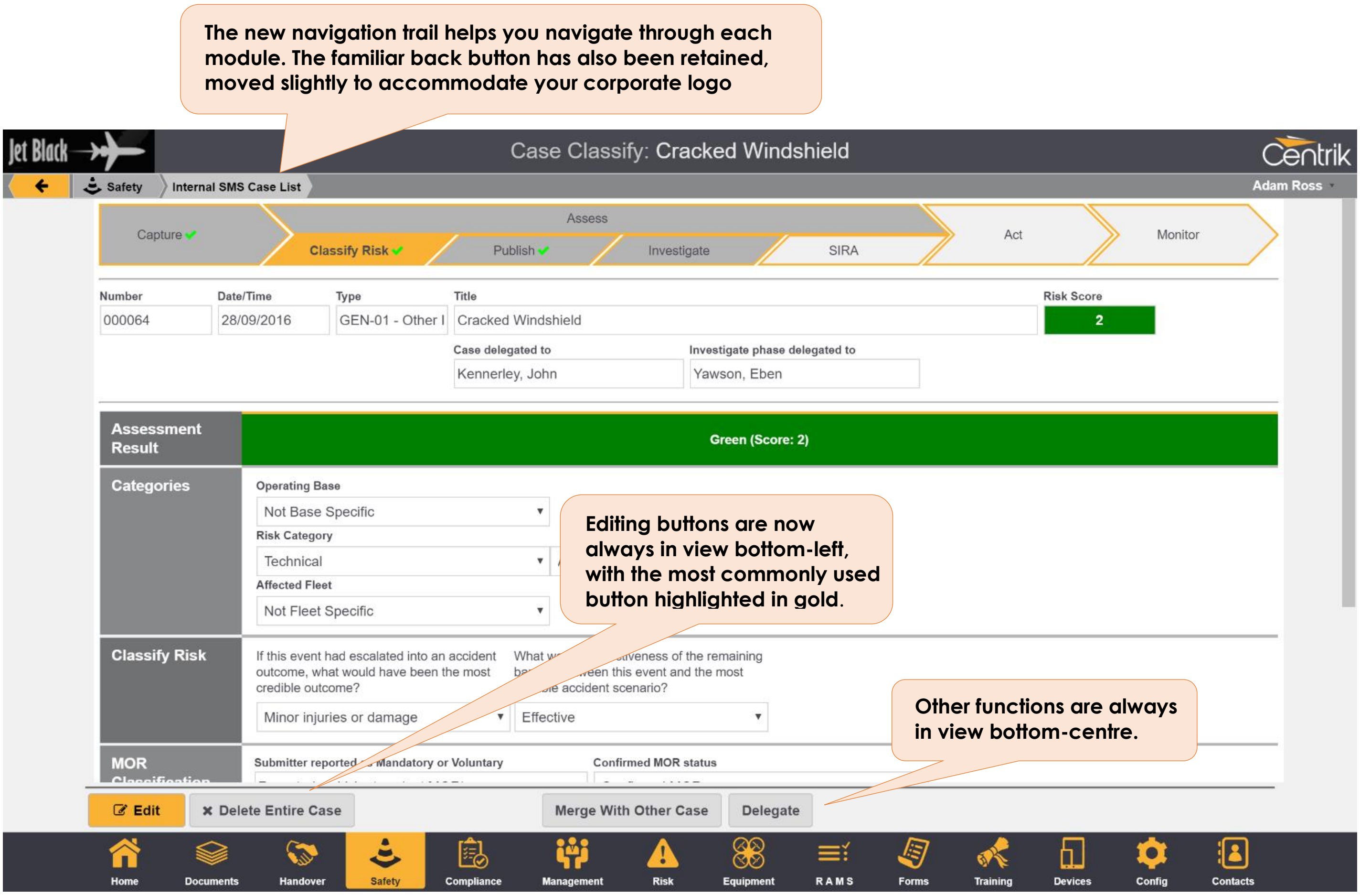
Download Menus

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.



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.

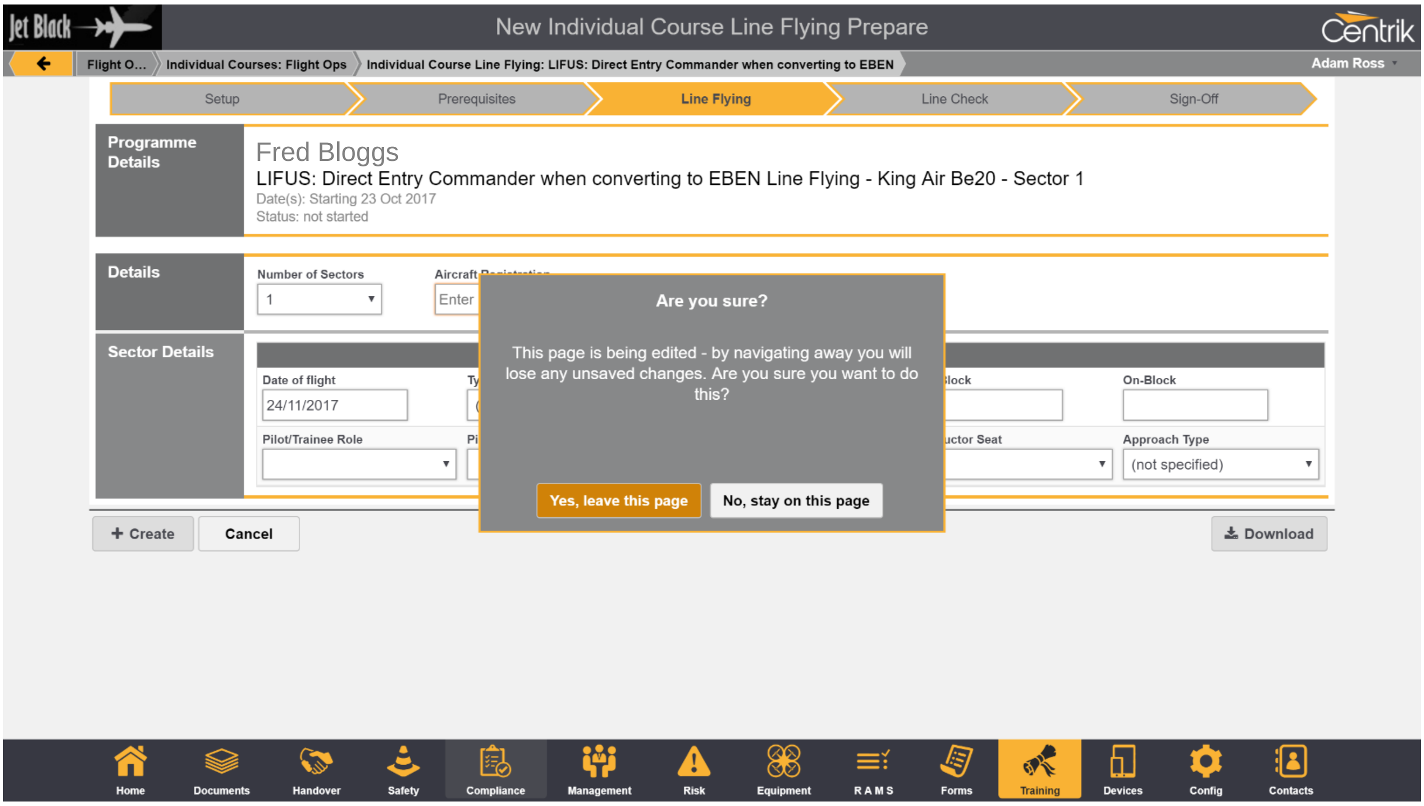
Primary Function Buttons

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).

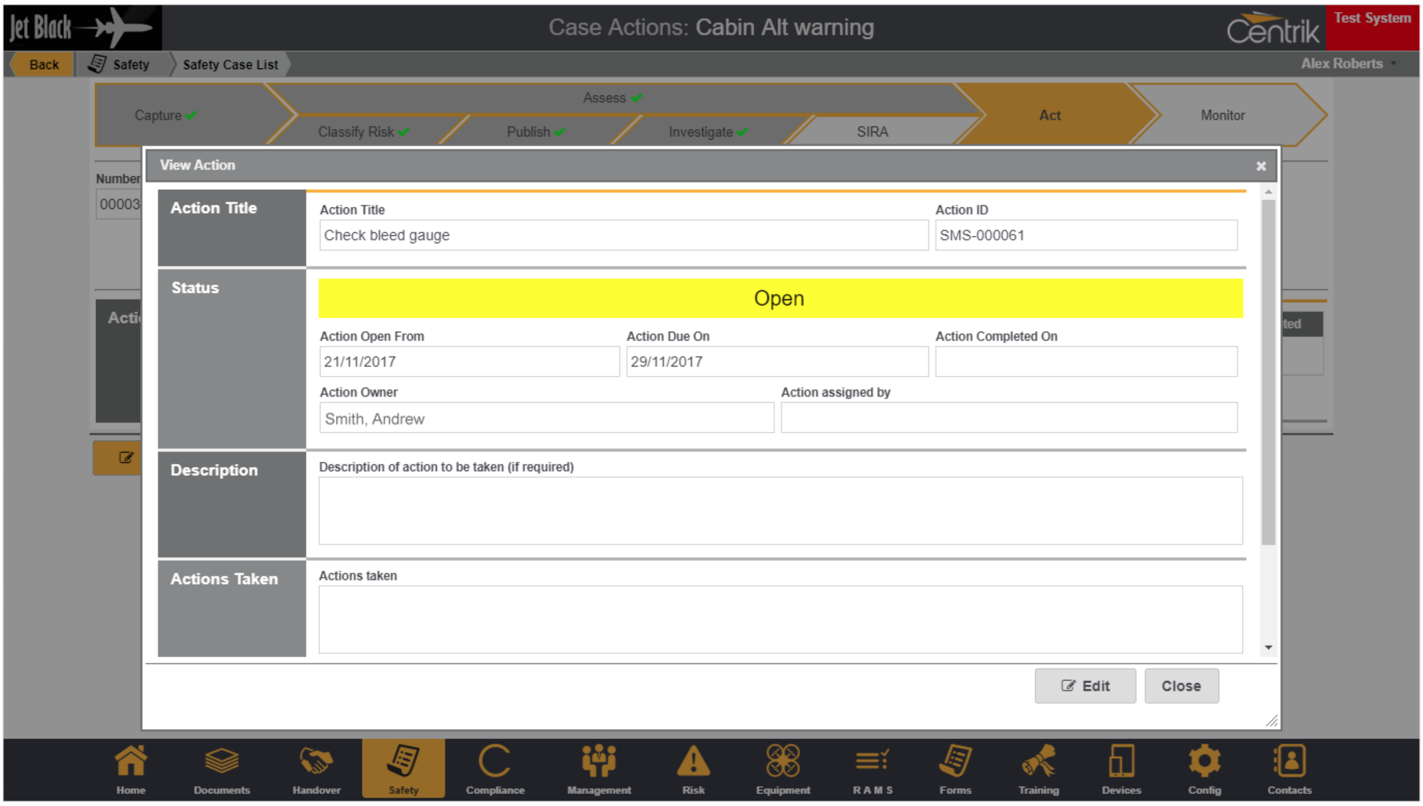
Unsaved Changes Warning



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.

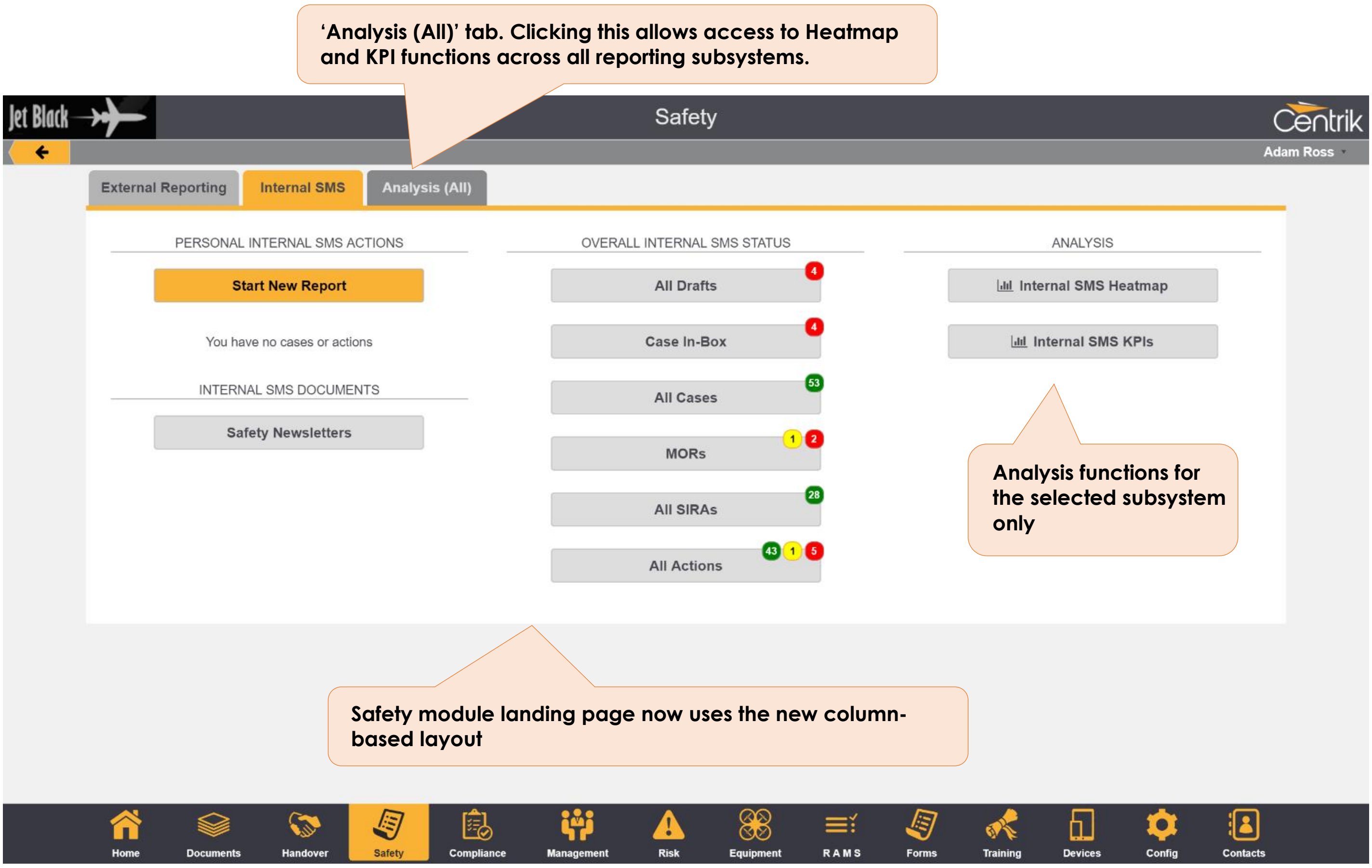


Key Enhancements by Area

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.

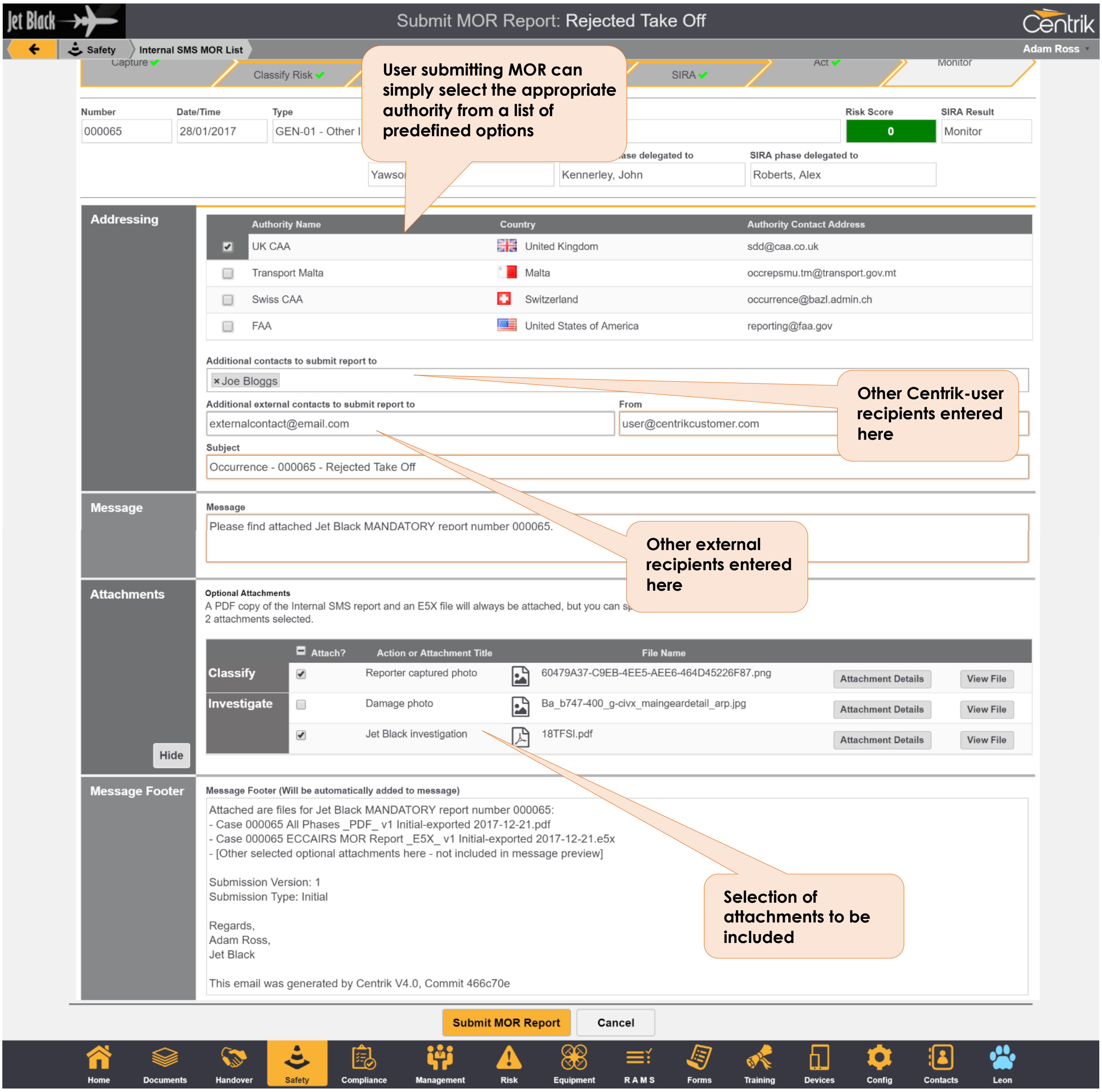


MOR Submissions – Selecting authority and including attachments

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 optionality selected for inclusion in the MOR sent to the authority.



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.

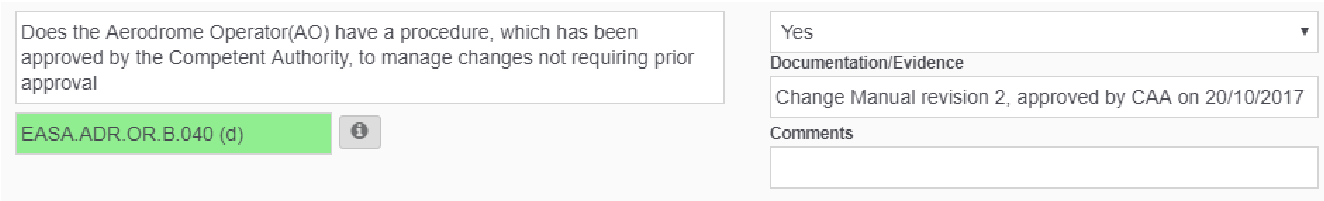
Because of this, we have taken a slightly different approach to the Quality and Documents module landing pages, whilst staying consistent and familiar with design used in the other modules. Instead of showing the subsystems as tabs, we show the buttons for all subsystems together on the same page. This 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.

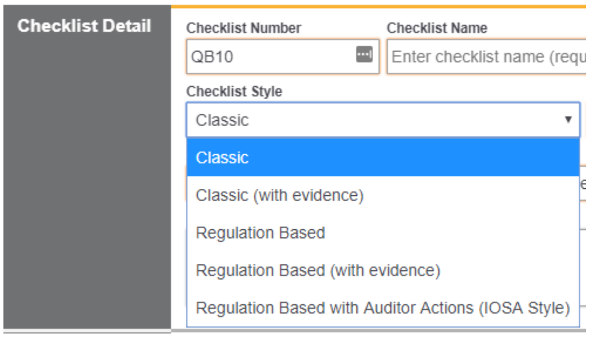
The Quality Module landing page follows the new column-based layout, with optional zone tabs added.

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.



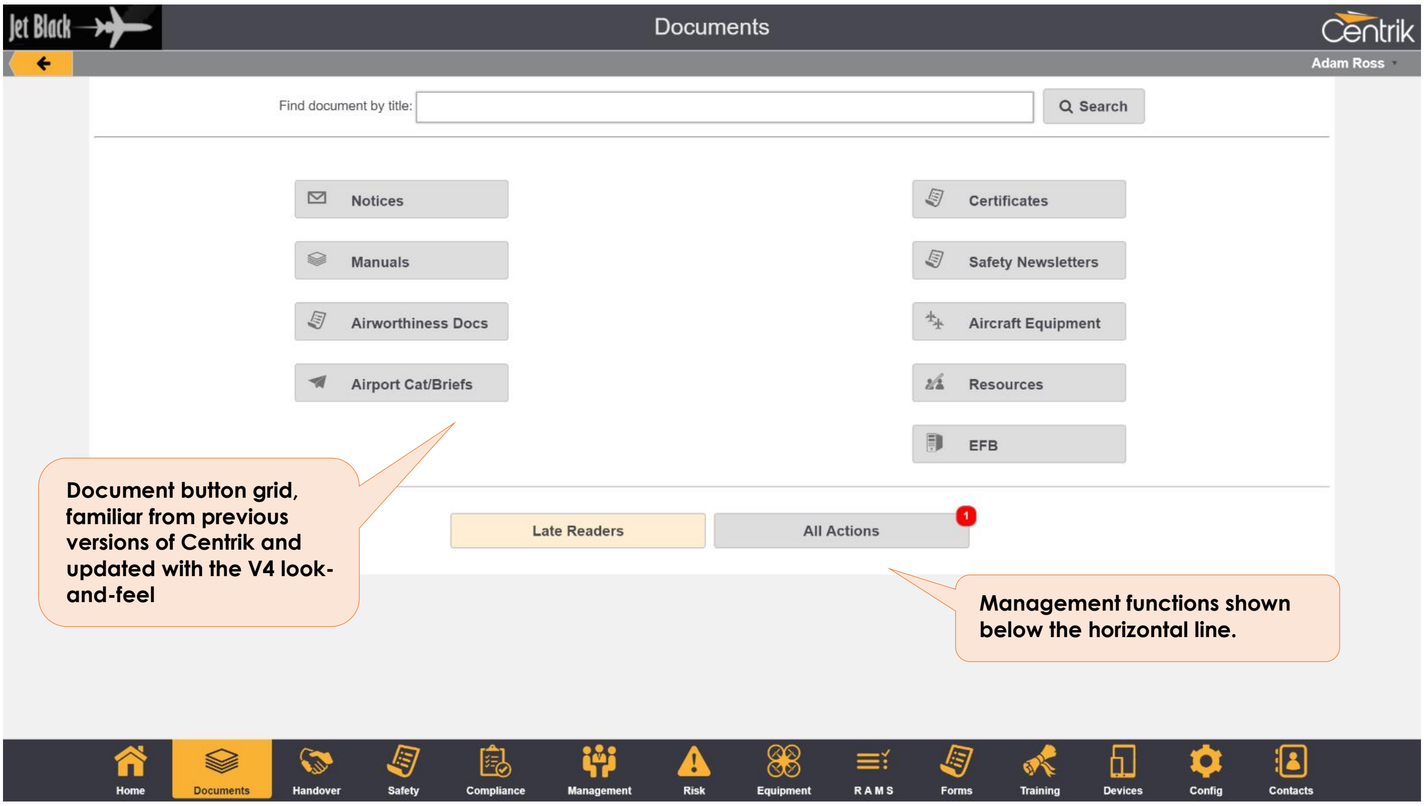
Normally the new checklist style is selected when creating a new checklist. It is also possible to change the checklist style for existing checklists to "with evidence".



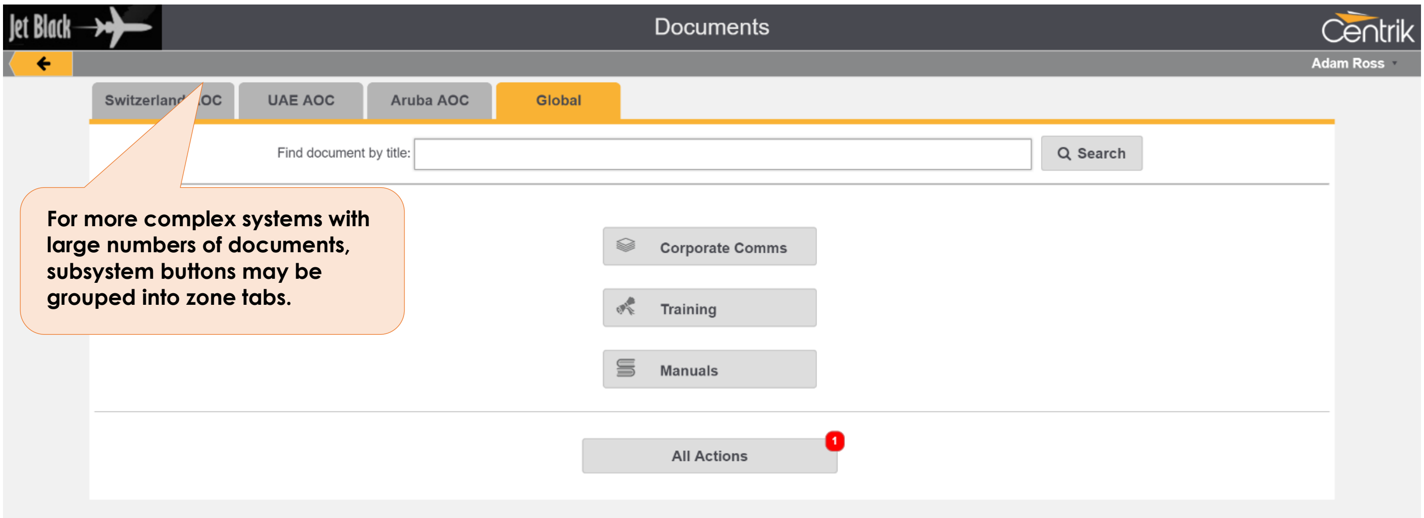
Note the regulatory reference in the green highlighted box. An additional service offered by Centrik is the tracking and maintaining of applicable Regulations. Once these Regulations are activated within the operators system they enable easy access reading whilst auditing, creation of audit questions, 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



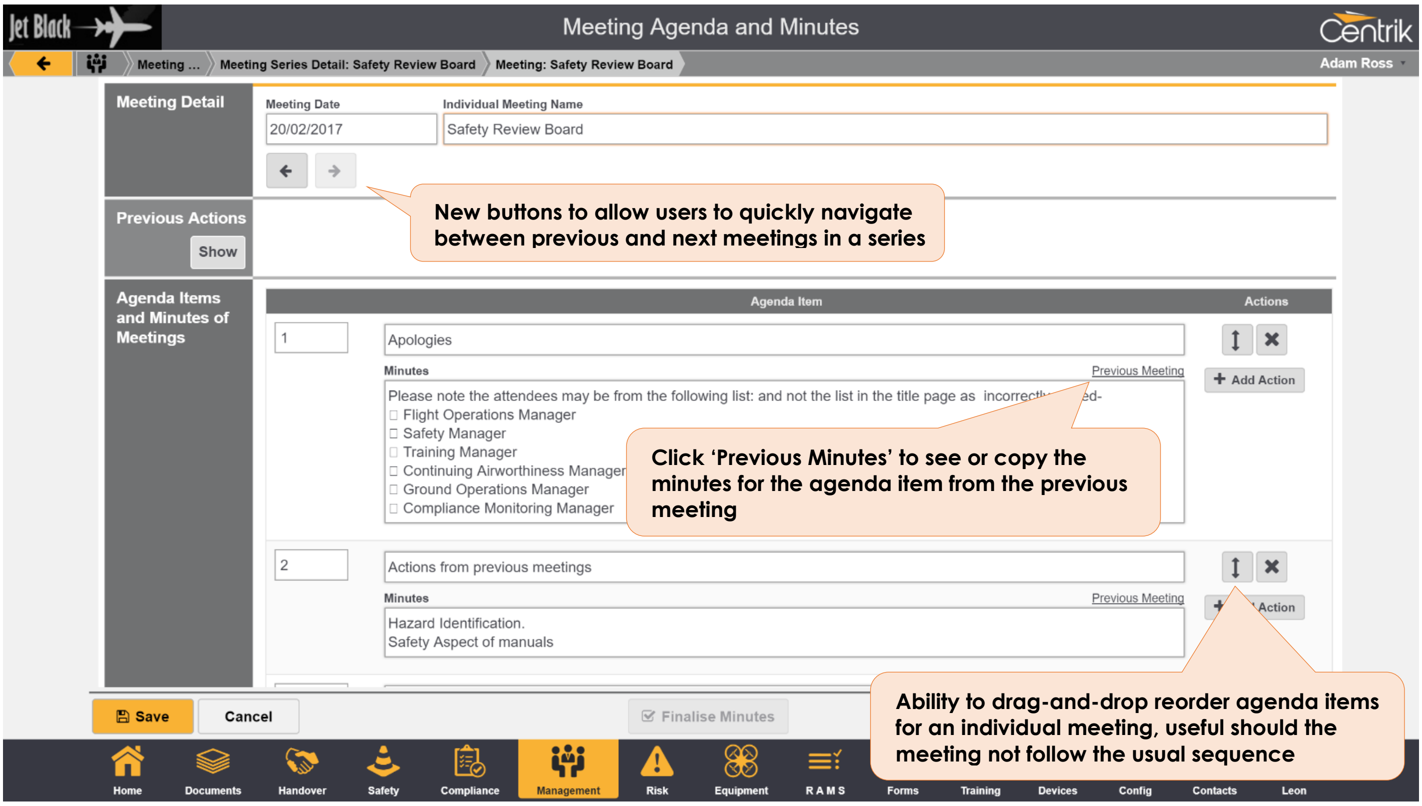
Due to the large numbers of document buttons that may be set-up, the Documents module landing page does not follow the same design as the other modules. The document buttons for subsystems and document types are arranged in a grid of columns, and button layout can be tailored to your needs. Management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



Management Module

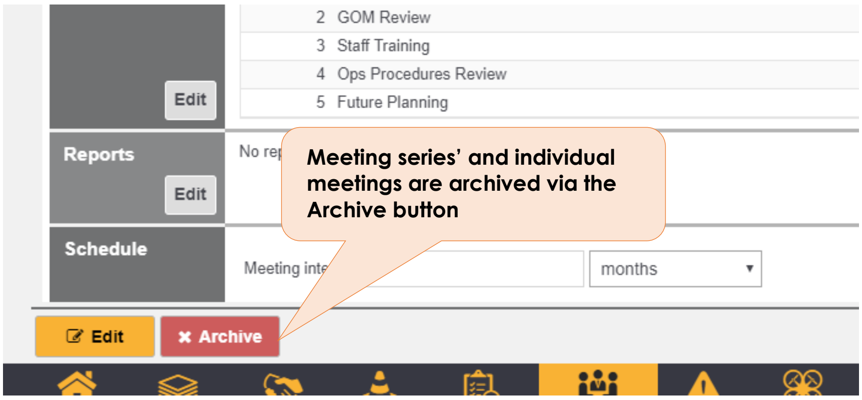
Enhanced Meeting Minuting

Several improvements have been made to the meeting minuting page

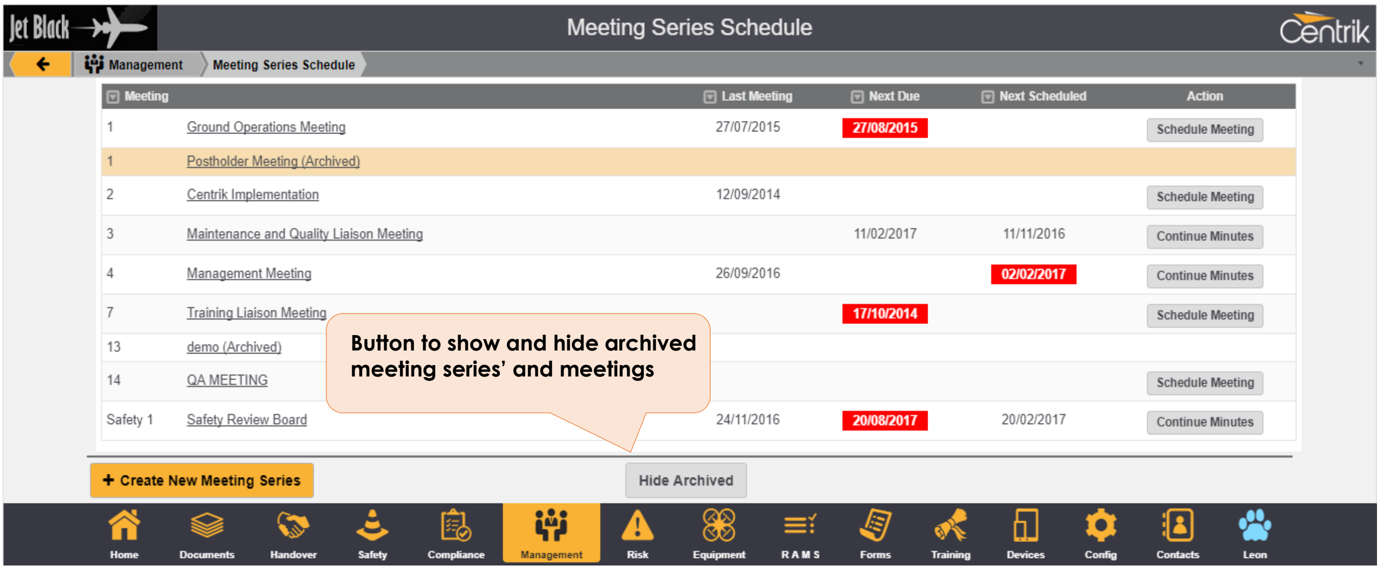


Archiving of Meetings

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.



Users can restore archived items at any time.

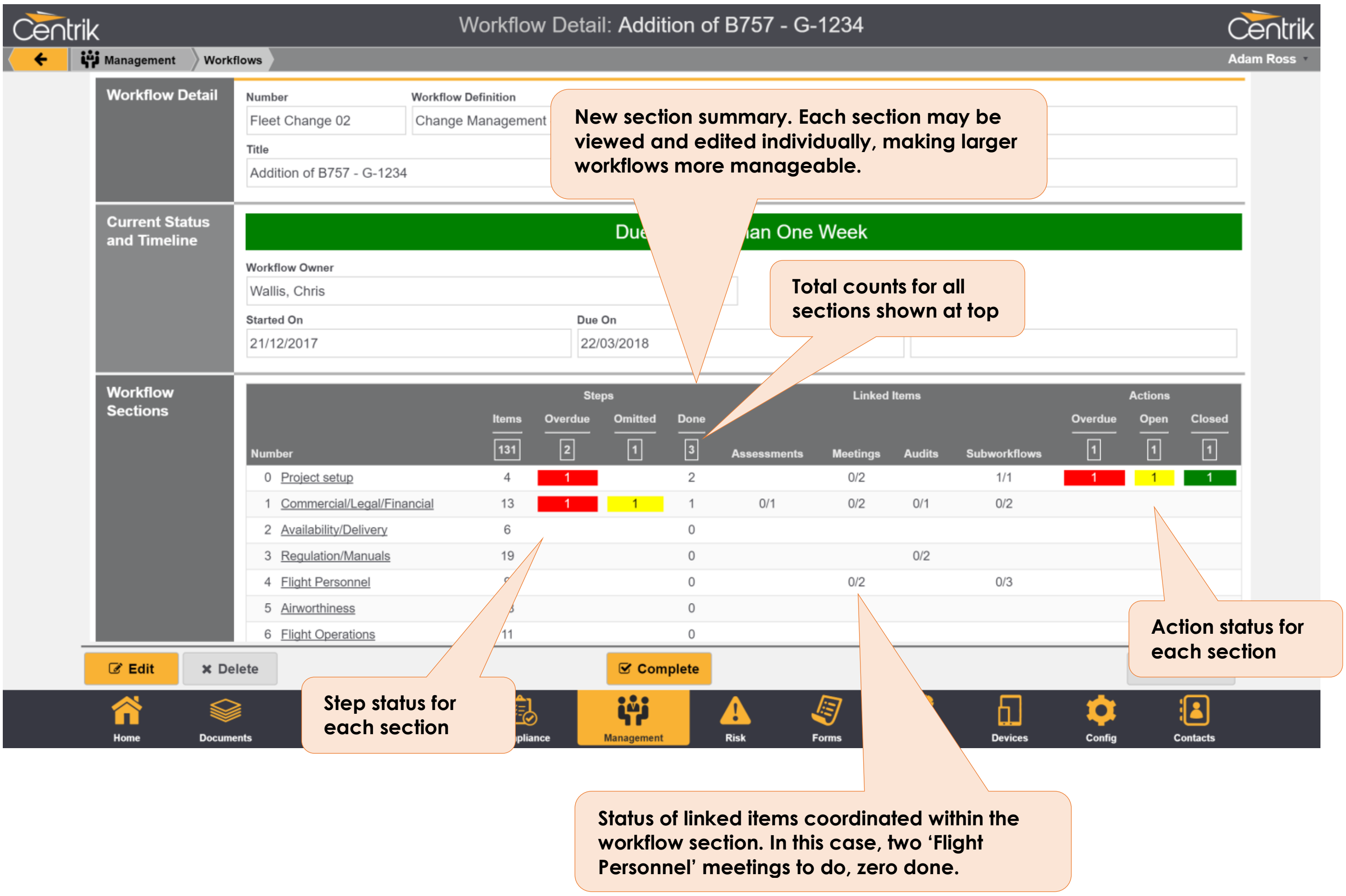


Workflow Enhancements

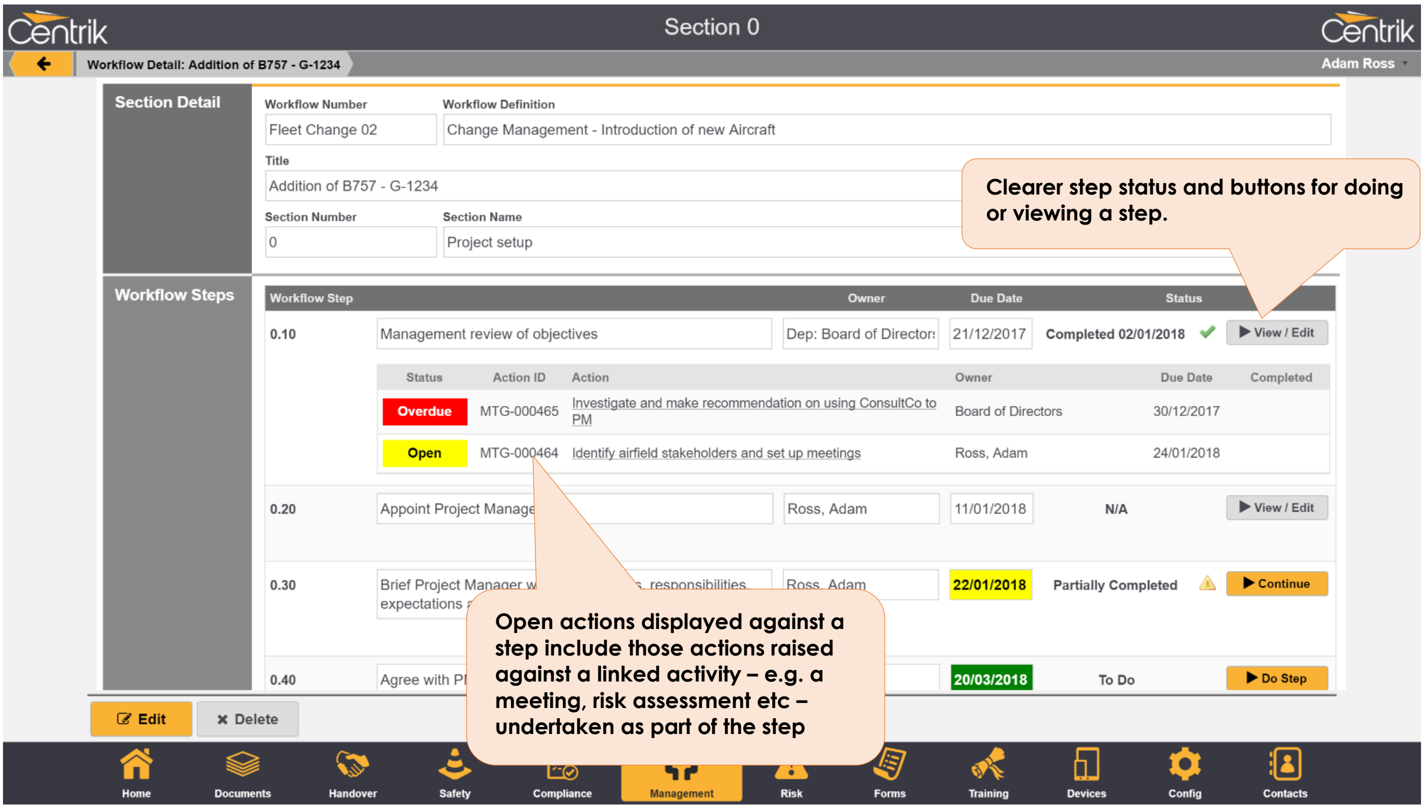
In Centrik V4, workflows have been made significantly more user friendly with some powerful new features that will particularly improve management of complex processes within Centrik.

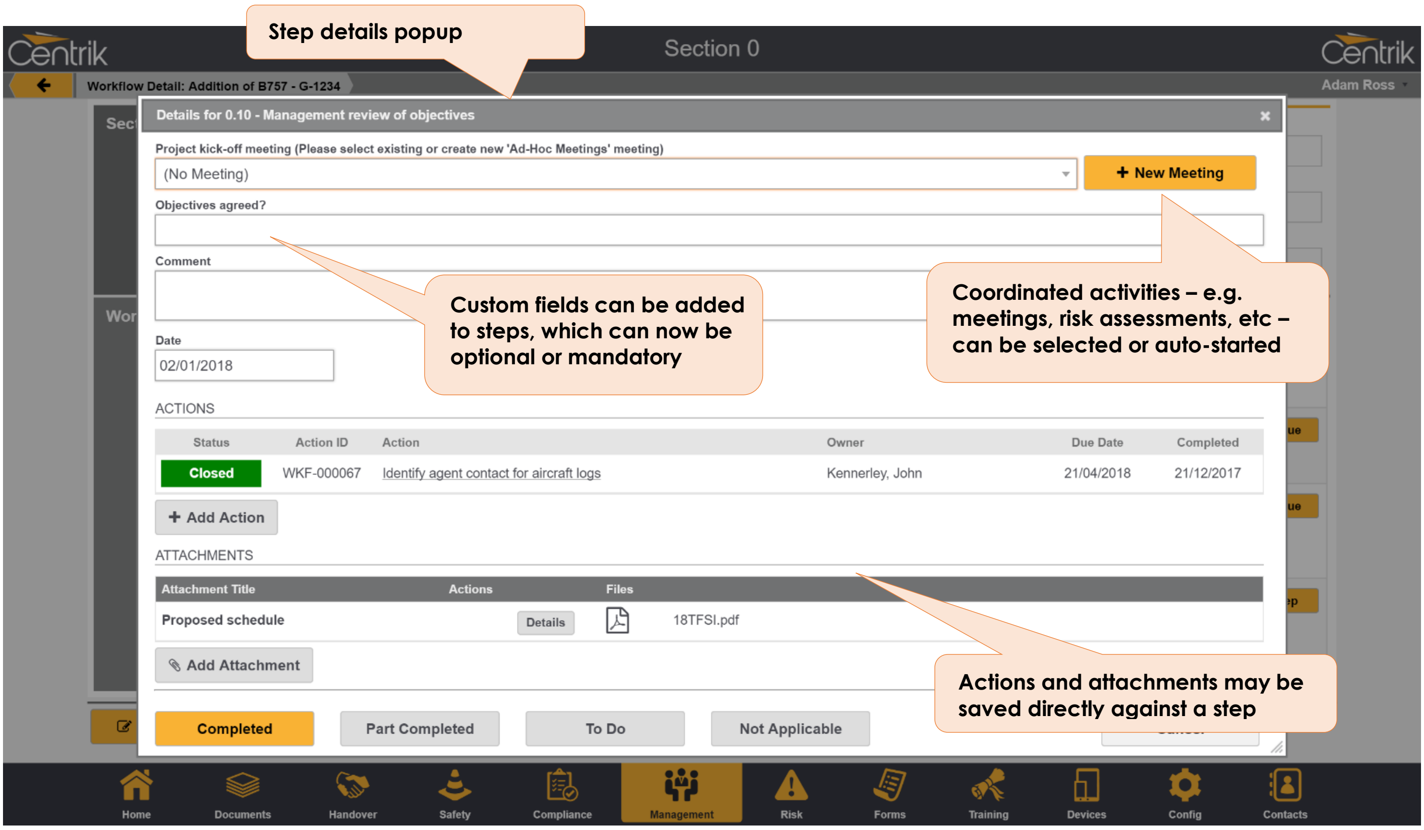
The main page for a workflow now shows a much more detailed status summary, broken down by workflow section. This shows the number of steps, overdue steps, omitted steps, complete steps as well as an action summary for each section. Clear colour coding highlights items for concern, such as overdue items.

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.

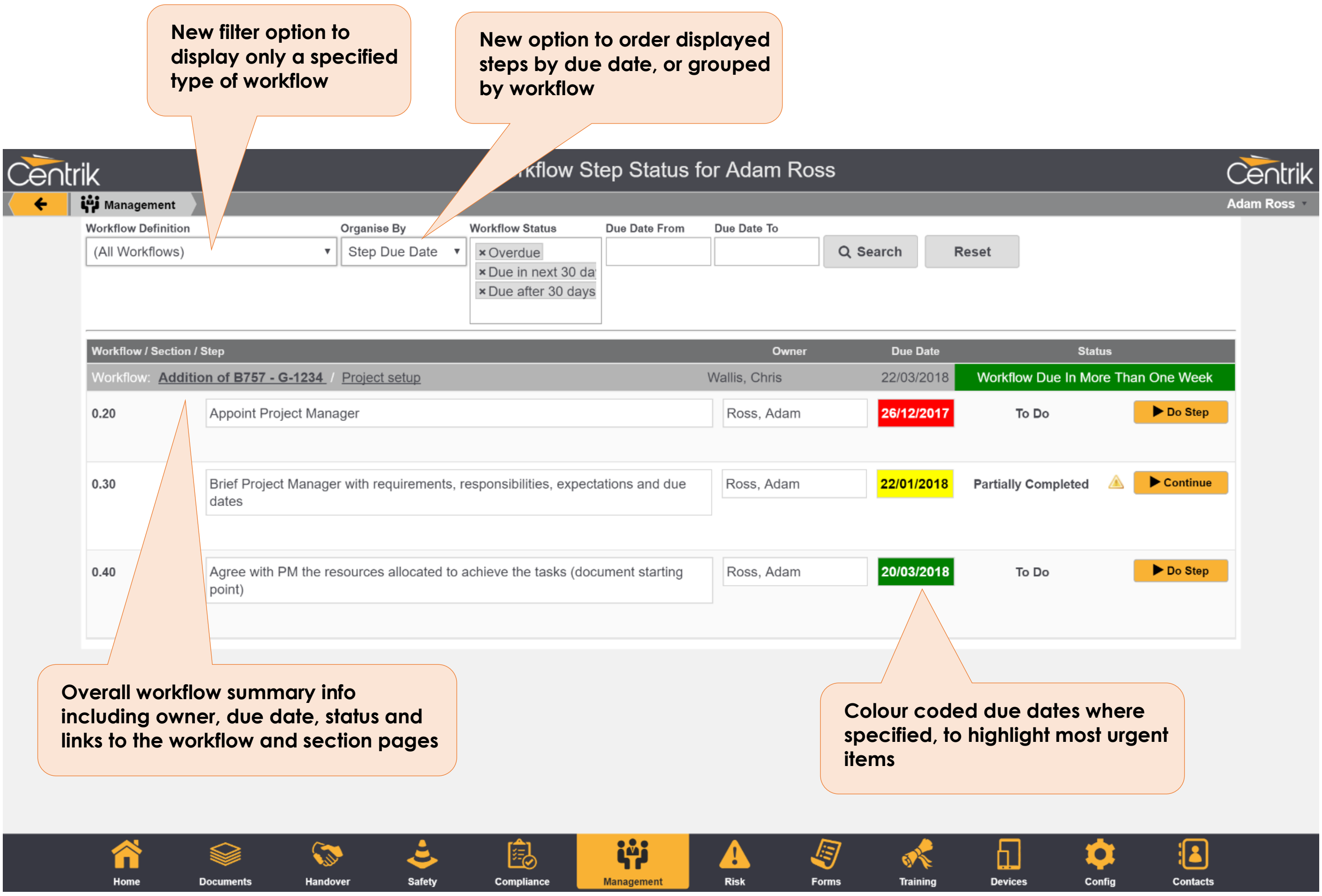


The updated page for viewing and editing the steps in a workflow section is as follows. (Viewing of all workflow sections and steps together is still possible via the View All Steps button on the workflow summary page above).


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
Section 0
Workflow Detail: Addition of B757 - G-1234
Adam Ross
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 Directors
21/12/2017
Completed 02/01/2018
View / Edit
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
Ross, Adam
11/01/2018
N/A
View / Edit
0.30
Ross, Adam
22/01/2018
Partially Completed
Continue
0.40
20/03/2018
To Do
Do Step
Edit
Delete
Home
Documents
Handover
Safety
Compliance
Management
Risk
Forms
Training
Devices
Config
Contacts


Step details popup
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
Section 0
Workflow Detail: Addition of B757 - G-1234
Adam Ross
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
18TFSI.pdf
Add Attachment
Completed
Part Completed
To Do
Not Applicable
Home
Documents
Handover
Safety
Compliance
Management
Risk
Forms
Training
Devices
Config
Contacts

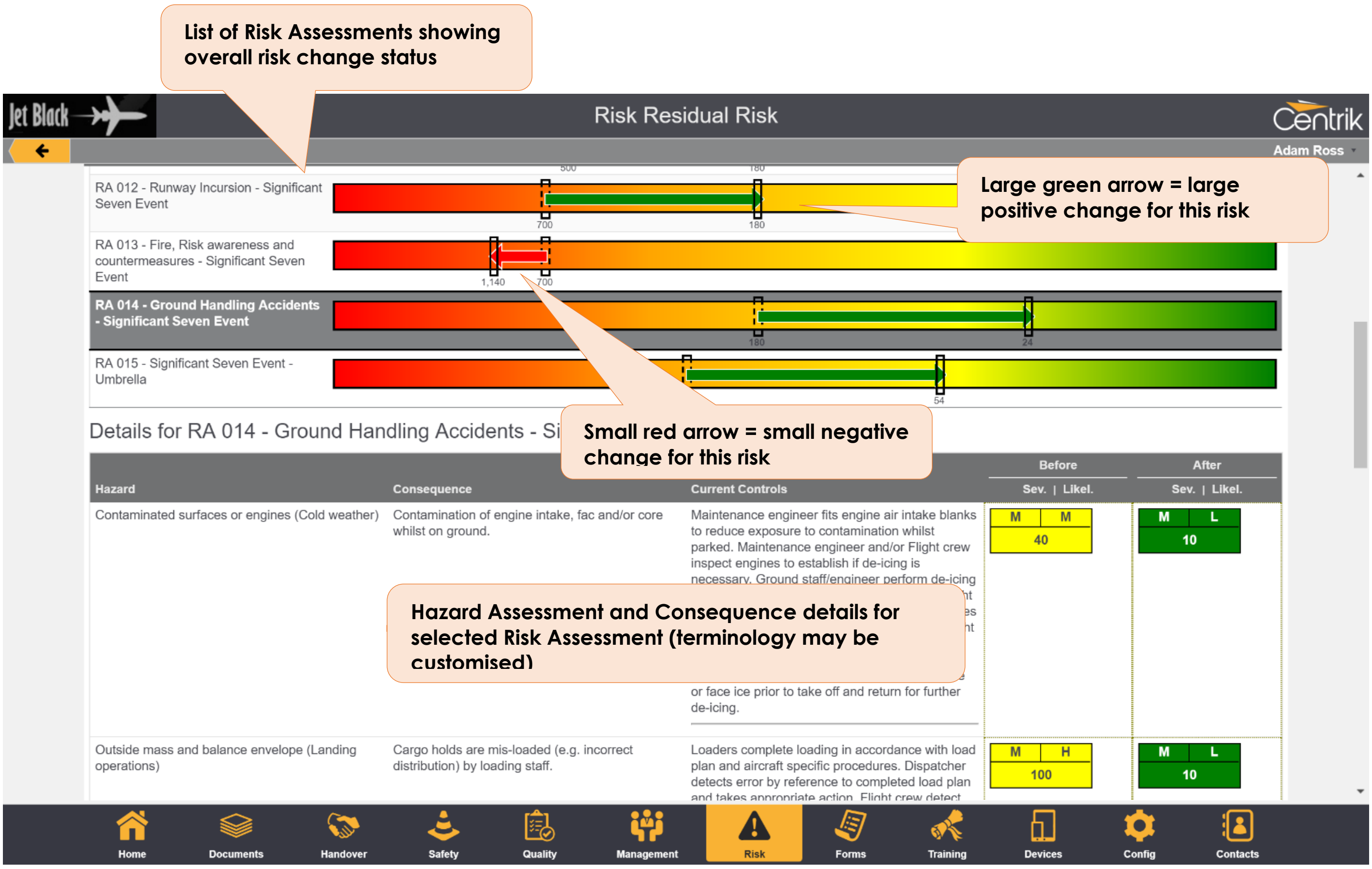
The 'My Workflow Steps' page has been enhanced in line with the changes described above, and is also now significantly faster to load. This page is designed to give a user an overview of all open workflow steps assigned to them across all workflows. Users can either complete the steps on this page, or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



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).



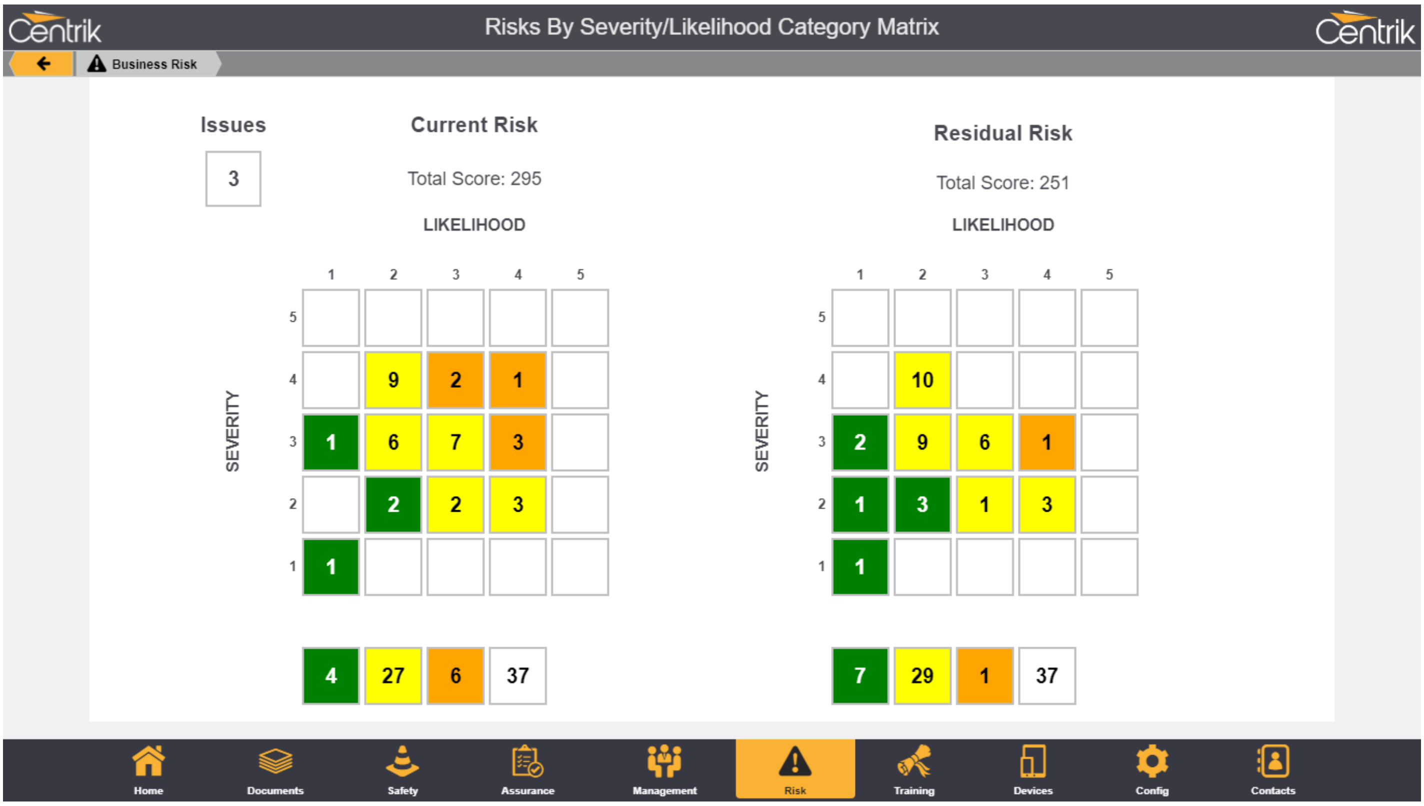
This value quoted on the residual risk display is the sum of the highest consequences within an individual hazard.

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 follows 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
- 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.