RELEASE NOTES

Version:

V4.3

Date:

07/03/2019

YOU HAVE CONTROL

Summary

This document gives an overview of the new features available in **Centrik V4.3**, including:

- Upgraded **Documents Module** offering more flexibility for folder structures, access rights and management.
- A new **Events Module** providing a calendar view of important events in your organisation, as well as providing visibility of documents relevant for a given day and time.
- Enhanced **Safety Module**, including clearer case closure processes, further features to help operators meet ECCAIRS reporting requirements, and numerous changes to improve user friendliness.
- Improved **Regulations subscription and update service.**
- New **Emergency Workflow** voice and SMS notification options to support emergency response planning.
- New **UAS Logbook Module.**
- Enhancements to the **UAS Tasking Module** to streamline Launch and Land checks.

A separate update to the **Centrik iPad app** will be released in tandem with Centrik V4.3, which includes:

- Support for all Centrik authentication options, including Single Sign on and Two Factor Authentication.
- More robust data synchronisation.
- Ability to capture photos from the iPad camera and attach directly within Centrik.

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.

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** Add-on feature or service not automatically made available in your system. Please see the corresponding section of the Release Notes below for further details.*

Compliance Module

Regulations Subscription Service *

Centrik has improved its regulations subscription service, which gives customers reliable access to up-to-date EASA, OTAR and other regulations.

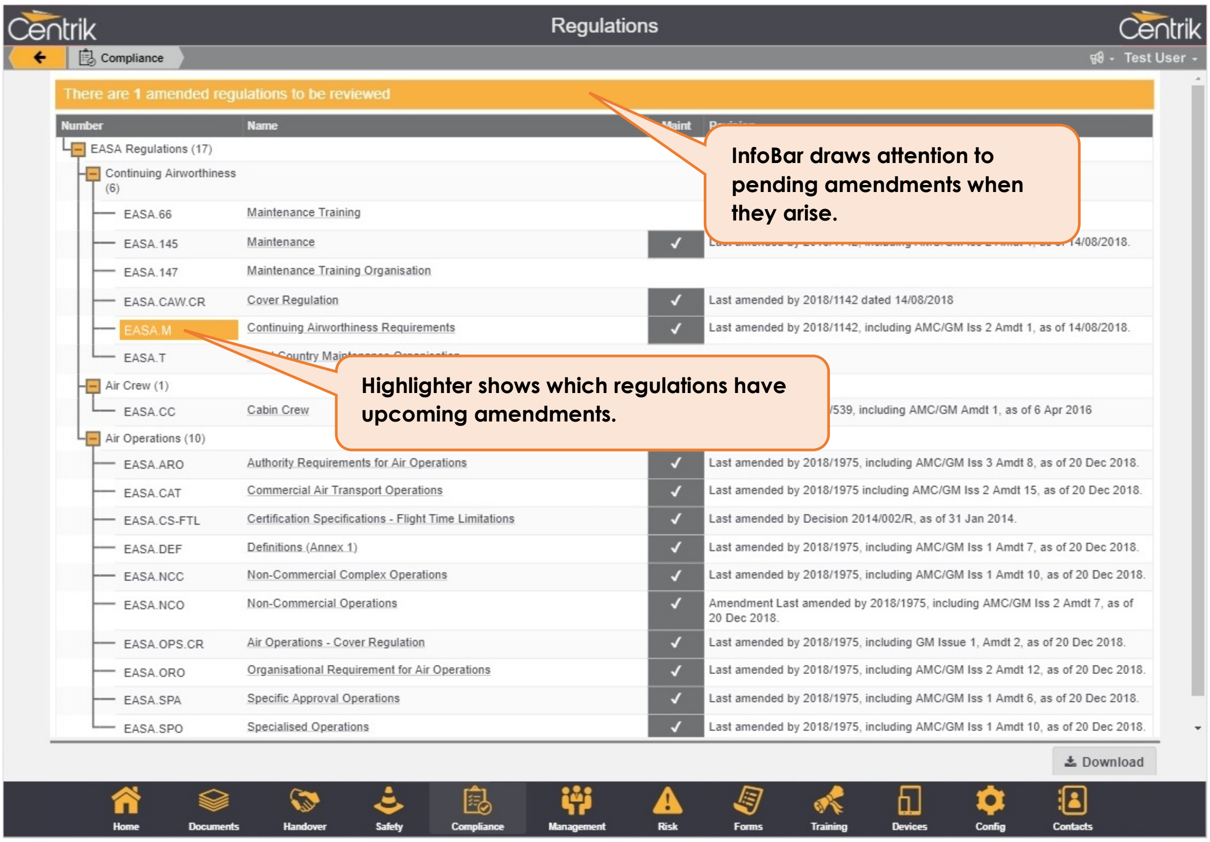
Improvements include:

- A notification when new amendments are published.
- Control over adoption of regulation amendments.
- A side-by-side view to help compare regulation versions.
- Comments and actions to manage adoption of upcoming amendments into your quality control checklists.
- Streamlined process for adding new regulations.

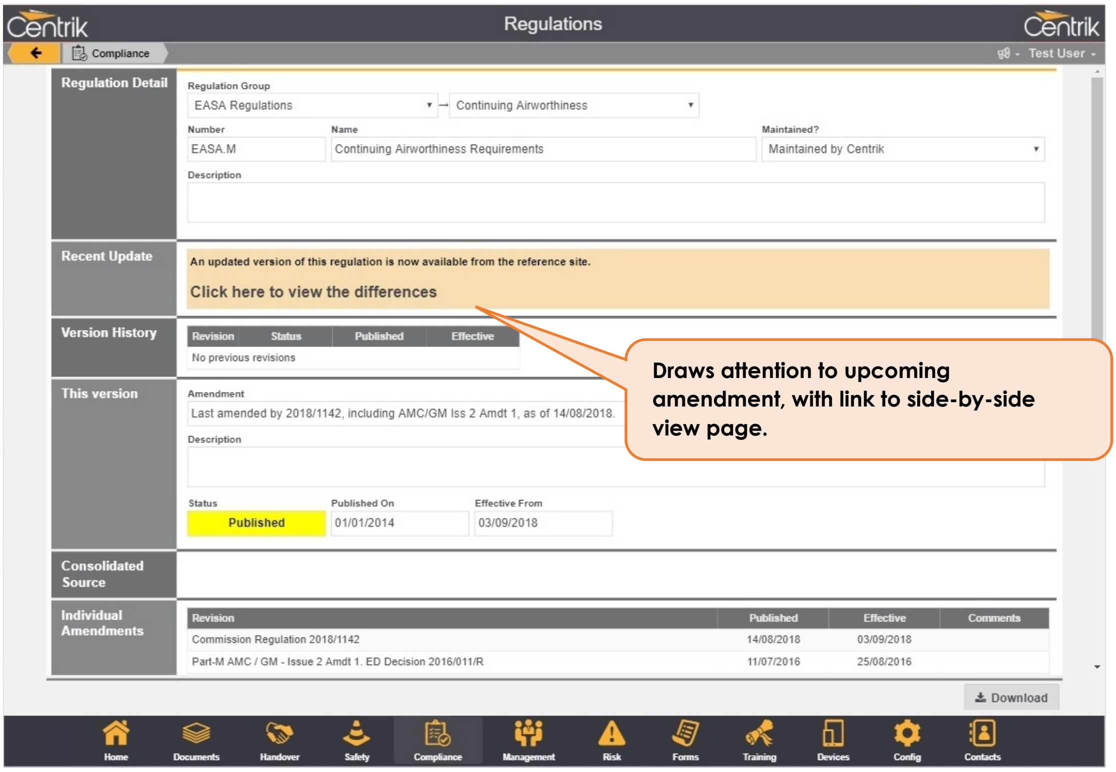
**** This is an add-on service and will not automatically be available in your system. If you wish to subscribe to Centrik's regulation subscription service, please contact regulations@centrik.net.***

The Update Process

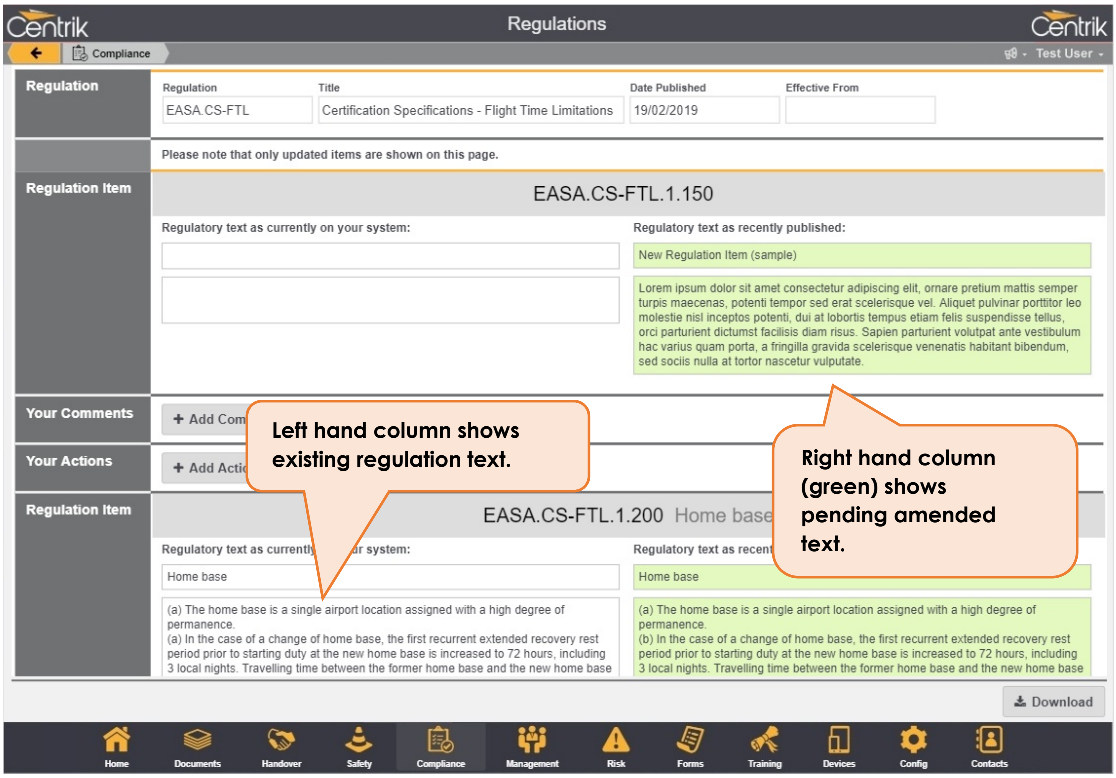
Centrik customers who have opted to use Regulations procedures will now receive automatic notification of these changes.



To view the amendment, simply click the highlighted regulation. You will be taken to this screen:



The Side-by-side View Page

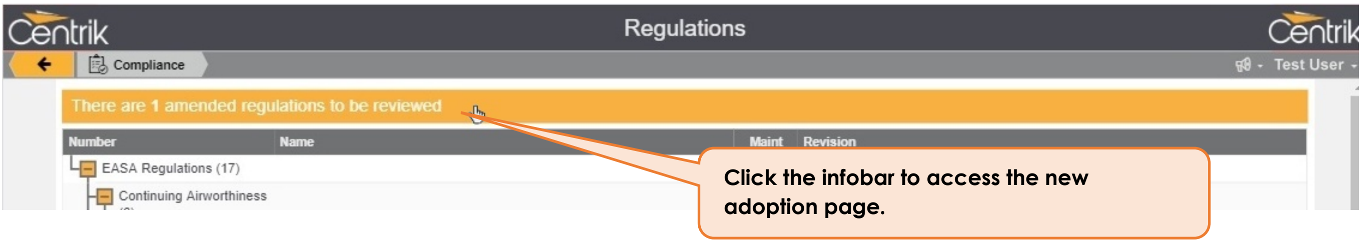


Adding Comments and Actions

The process of adopting new regulations into your organisation can be complex. To assist the process, use comments and assign actions to individuals to ensure that the new and amended regulations are effectively captured and processed.

Adoption of Amendments (Quality Managers Only)

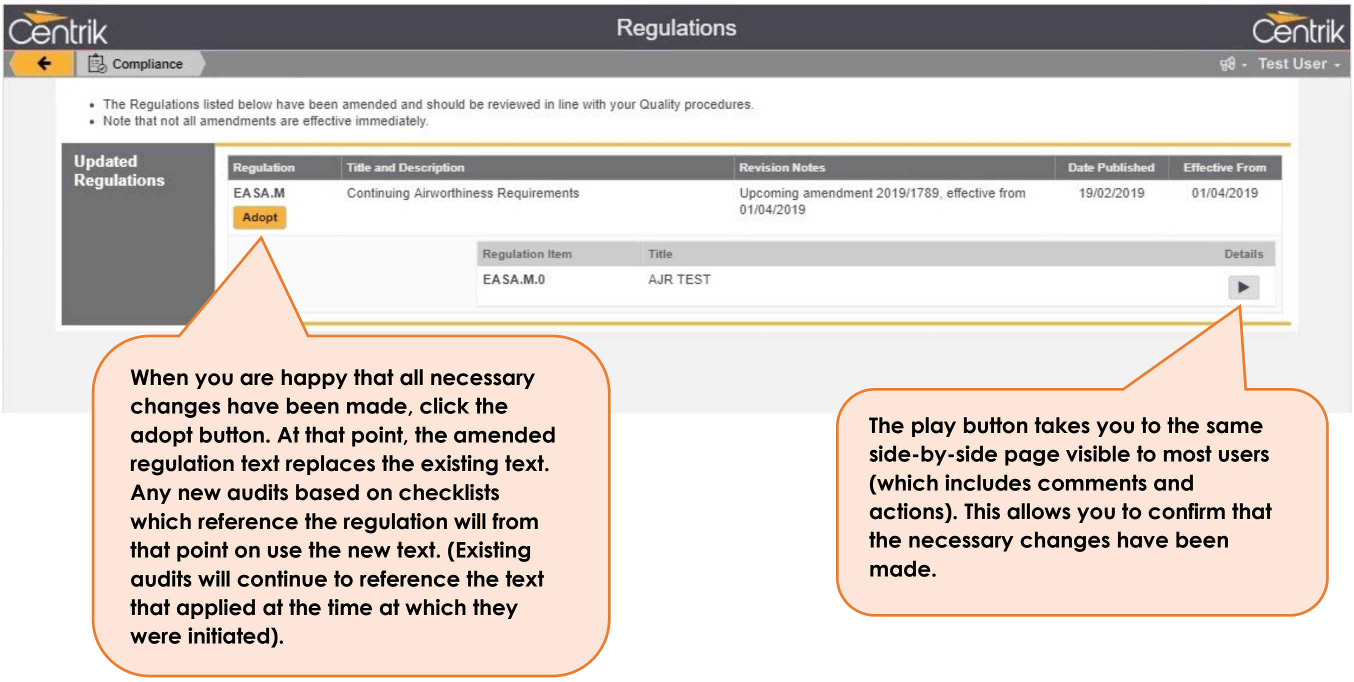
Users with Quality Manager access rights can click the amendment notification bar (notice the hand pointer) to access a special page where new and amended regulations can be adopted.



Amended regulations are *not* automatically applied to your system until approved by a user with the Quality Manager permission. This gives you as much time as you need to absorb the implications of each amendment and update your processes accordingly.

Whilst the amended regulation is being evaluated by you, no changes are made to the regulations visible in the regulations tree or referenced by Quality checklists.

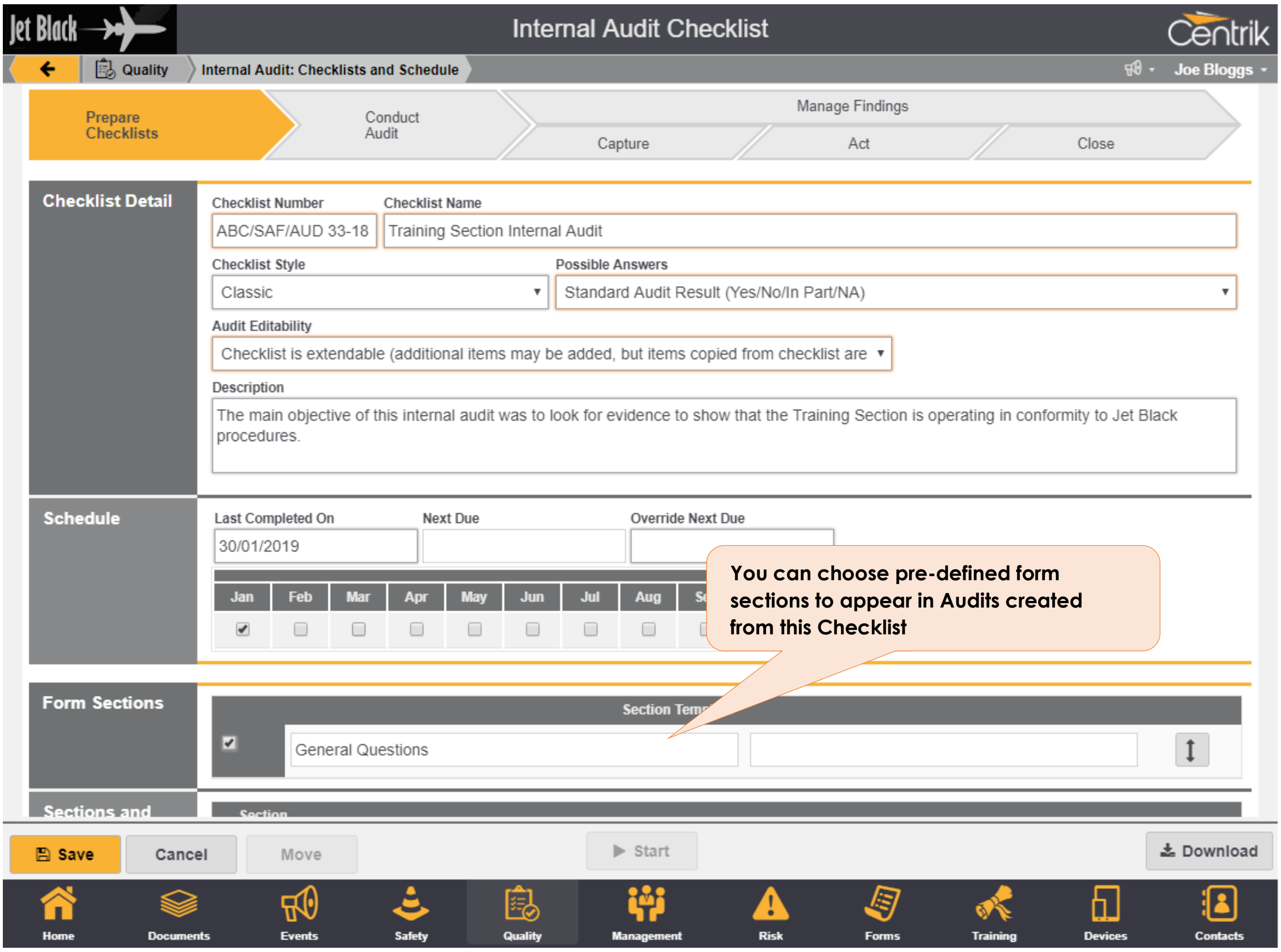
Eventually however, you will want to "adopt" the amended regulation into your current regulation set.



Customisable Data Capture for Audits and Findings

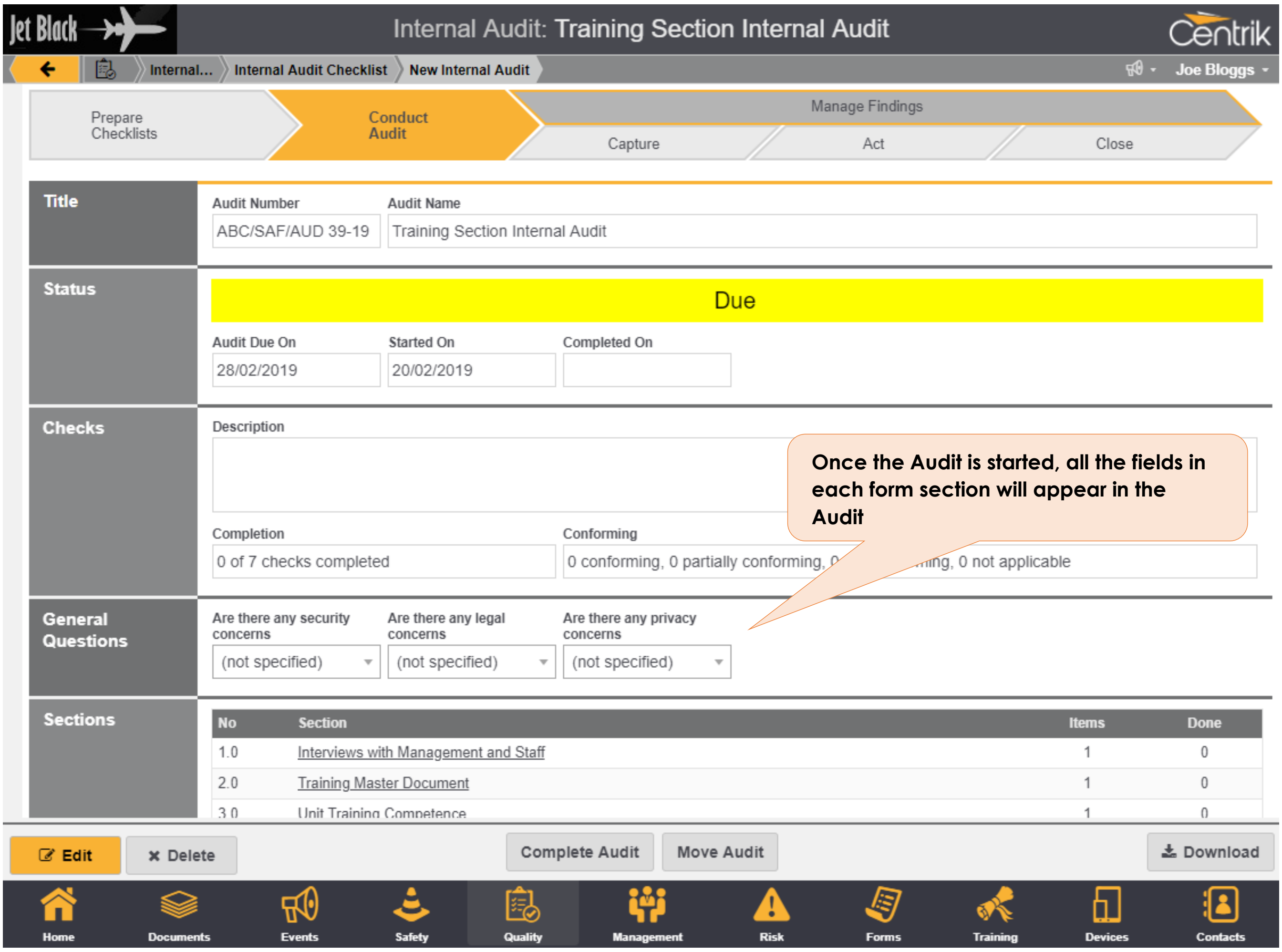
Centrik V4.3 allows you to customise the information captured against Audits and Findings.

In each checklist you can choose a collection of data field 'form sections' which will appear in the Audit created from that Checklist.



Form sections like the "General Questions" example shown above consist of a set of data fields that you can define.

Once you have started an Audit you will see the data fields that are contained within the form sections that were added to the Checklist.



Similarly, to the new feature that allows you to create form sections in Checklists; in Centrik V4.3 you are also able to create and use form sections in Findings.

To add customised data capture to your Audits in this way, please contact support@centrik.net.

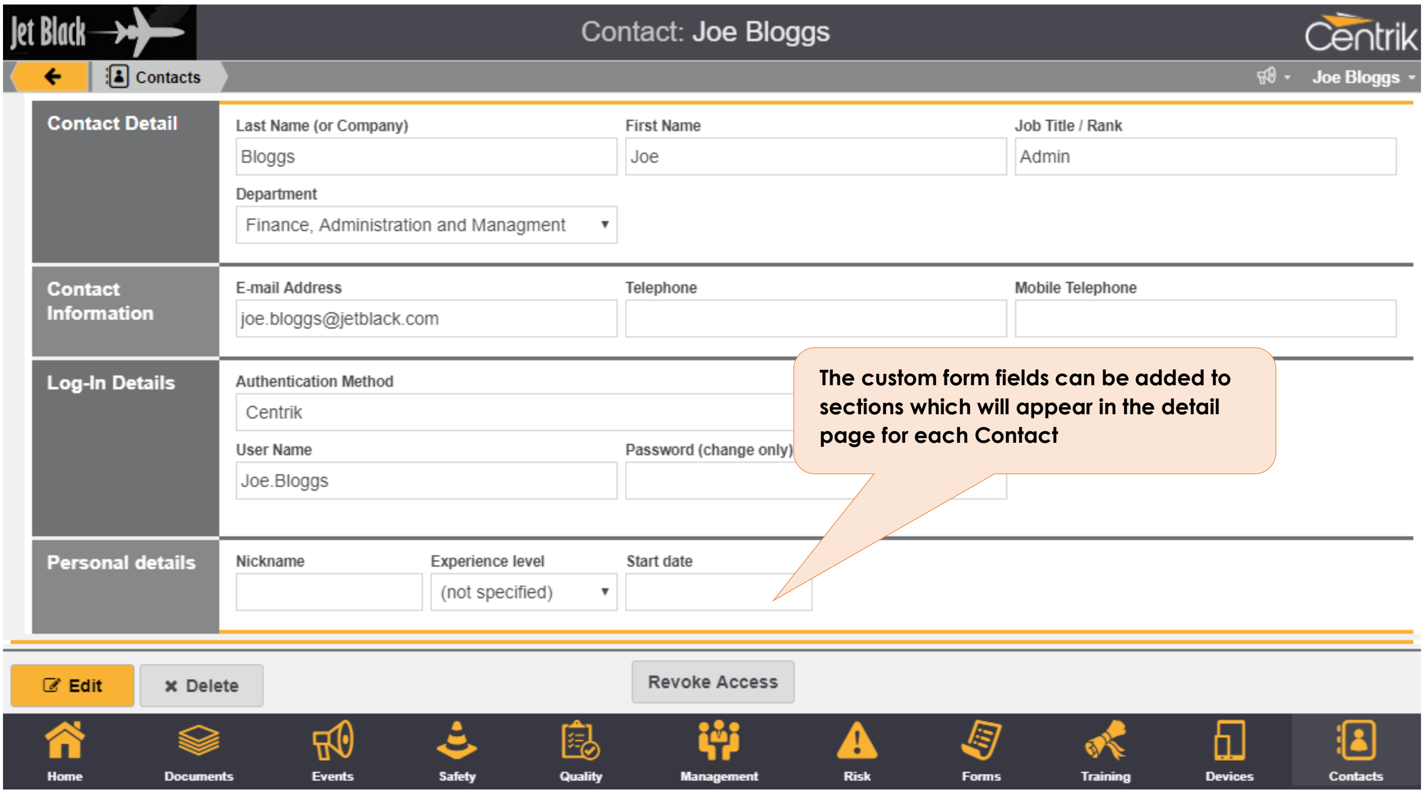
Add Multiple Regulation References to Checklist Items

In the previous version of Centrik you could store one main reference and an additional reference to regulations, but in Centrik V4.3 you can add multiple regulation references in each Checklist item.

Contacts Module

Customisable Data Capture for Contacts

Centrik V4.3 allows you to add custom data fields to the Contacts module. You may wish to capture additional information about the employees in your organisation, such as an employee's start date, level of experience, or preferred name. Please contact Centrik Support to have additional data fields added as needed.



Documents Module

Centrik V4.3 includes a significant behind-the-scenes upgrade of the Documents Module. While user interface remains familiar from previous versions of the documents module, this update provides enhanced flexibility, especially for those organisations with a large number of different types of documents.

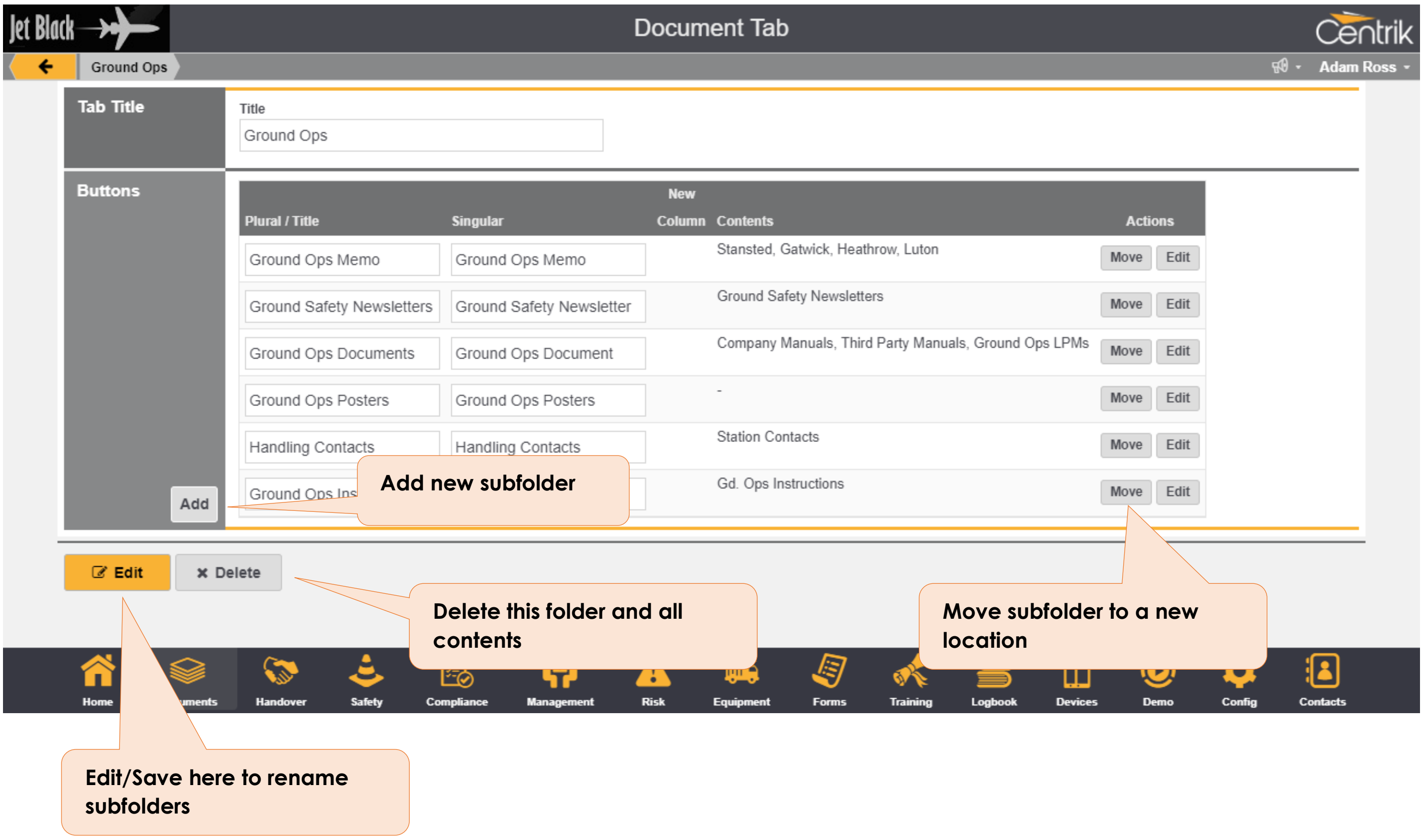
The key enhancements are:

- The ability to have any number of ‘levels’ of documents (previously limited to three levels).
- The ability to arrange documents in labelled columns.
- The ability to flexibly manage access rights to documents, from simple (all documents managed together) to very detailed.
- The (optional) ability to manage the document structure yourself, adding document buttons, relabelling them or moving them around.

Please contact our support team if you would like to use this opportunity to restructure the layout of your document system, and perhaps rationalise access rights to it.

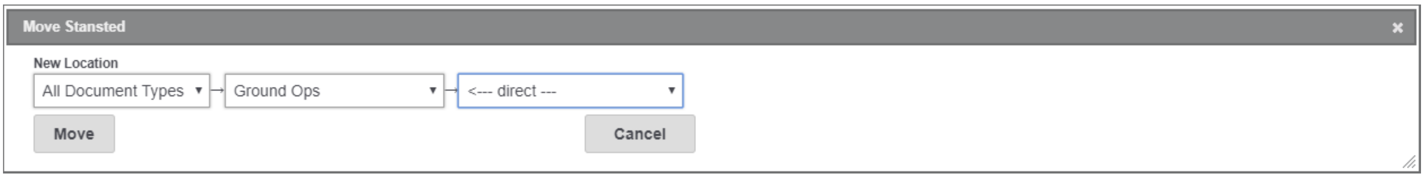
Document Folder Editing

Users granted the Manage Structure access right are now able to self-manage the folder structure, including adding and deleting folders and moving folders from one location to another.



Moving Folders

When clicking the Move button, the user selects the new 'parent folder' for the folder being moved:



In the example above, the 'direct' option selected simply means that the folder will be moved to sit directly under the 'Group Ops' tab.

Events Module *

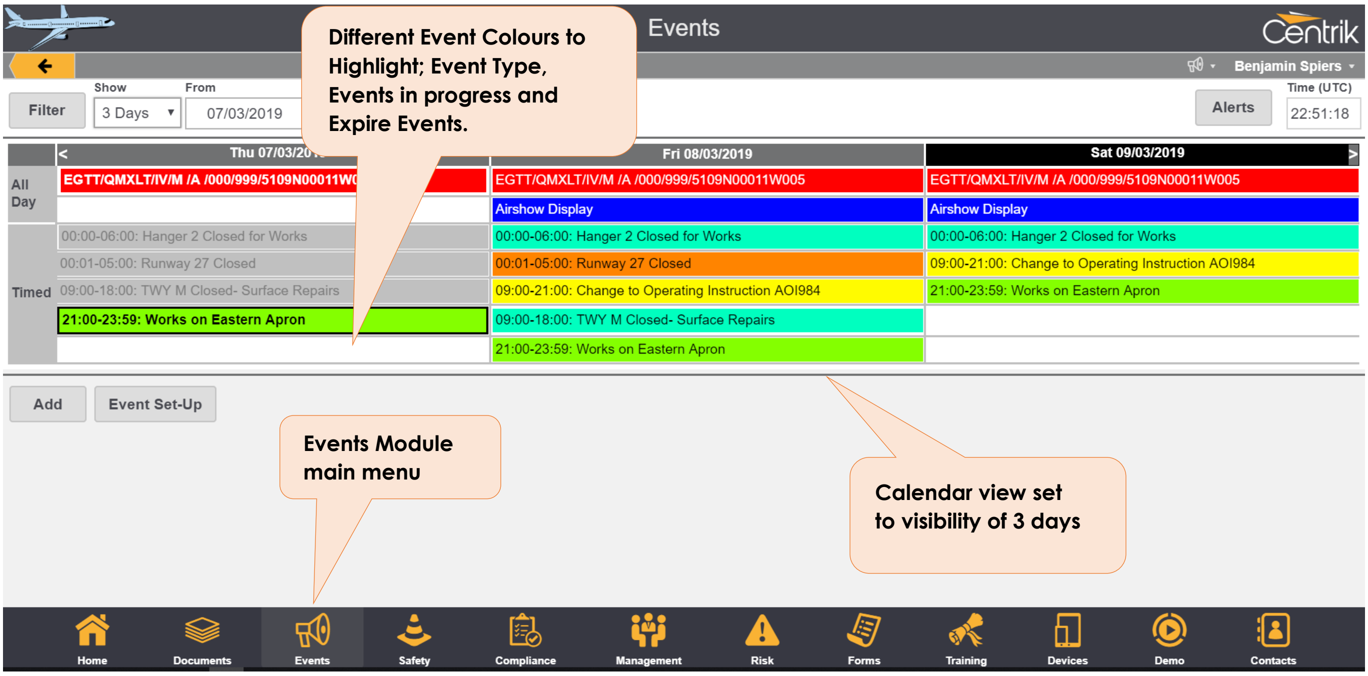
Centrik V4.3 introduces the new Events Module, designed to provide an operational overview of key events and activities occurring within your organisation. This new module ensures all staff members are notified of events and allows them to have visibility of current and upcoming events.

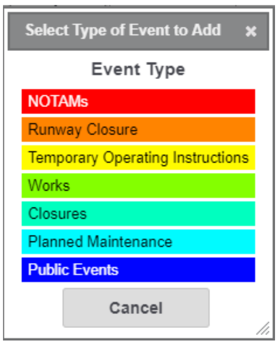
Events can be ad-hoc and temporary in nature – for example calendar events such as an audit, operational restriction or NOTAMs. Or they can be recurring – for example denoting team shift patterns.

The Events Module also acts as a powerful extension to the Documents Module. Each event can be associated with a document, allowing fine grained control of the documents that apply at any point in time. For example, this can be used to easily identify operating procedures that staff need to read for a particular working shift.

**** This is an add-on feature and will not automatically be available in your system. If you wish to make use of the Events Module, please contact support@centrik.net.***

Operational Overview

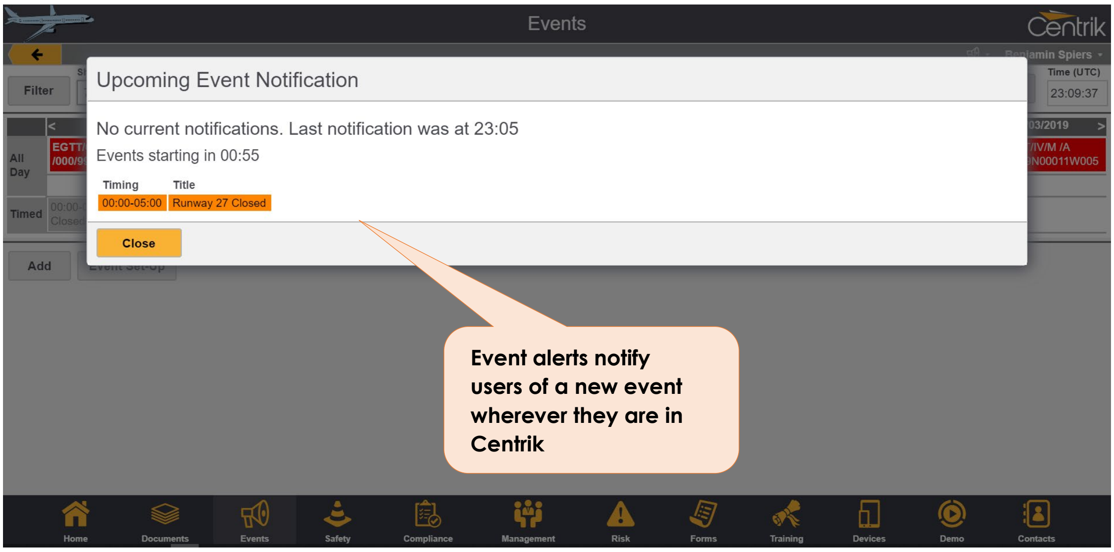




Managers can create new events, colour coded to a specific event type, which highlights the different types of event relevant to them. These events can be set up to expire automatically or manually based on the event times/dates and can be scheduled on specific weekdays or over a continuous timeframe until their validity expires.

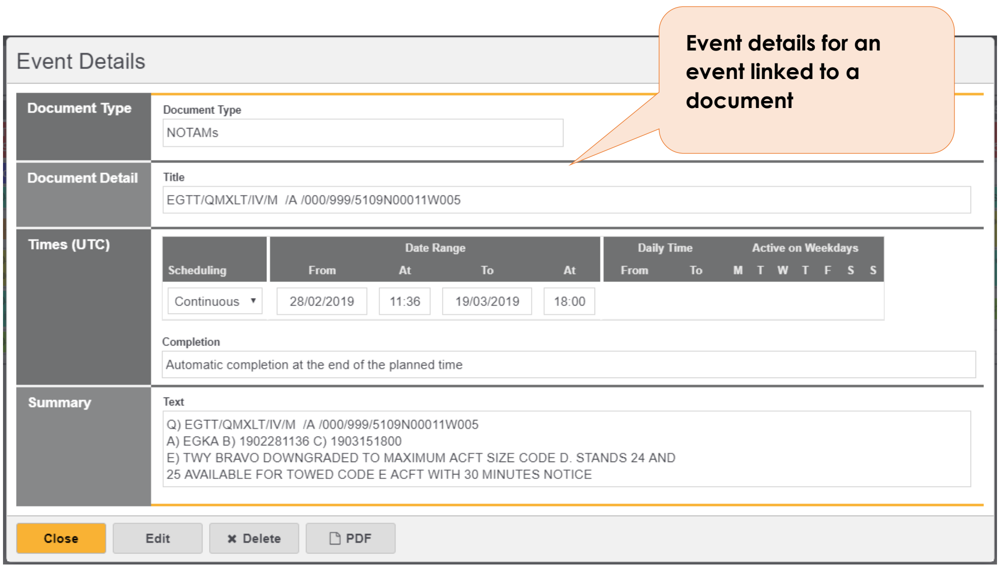
Standard users of the Events Module will only have visibility of the events that are specific to them, ensuring they only see what is relevant as part of their operation. Users can open each specific event, allowing them the visibility of further event details, ensuring they are up to date with all current and live information.

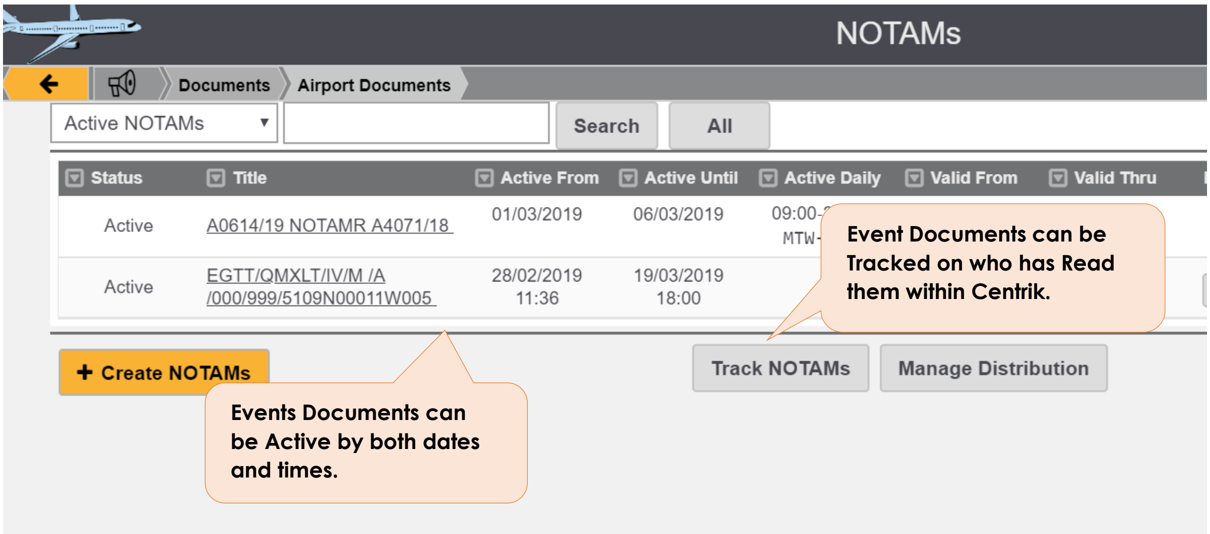
The Events Module will notify the users from anywhere within Centrik of upcoming events that have been distributed to them to ensure they are up to date and current of any operational changes that are going to affect them and their job function.



Documents as Events

In addition, the Events Module can be integrated with your Documents Module to provide further granularity with document validity timescales. Events documents can not only be set up to be valid for specific validity times, but also allows document managers to track who has read each of the events. This allows for greater control over your events and ensures all staff have read and acknowledged the set of documents that are required.





All Event Types are fully configurable to meet your operational needs requirements and can be managed with the assistance of our Centrik Support Team.

iPad App

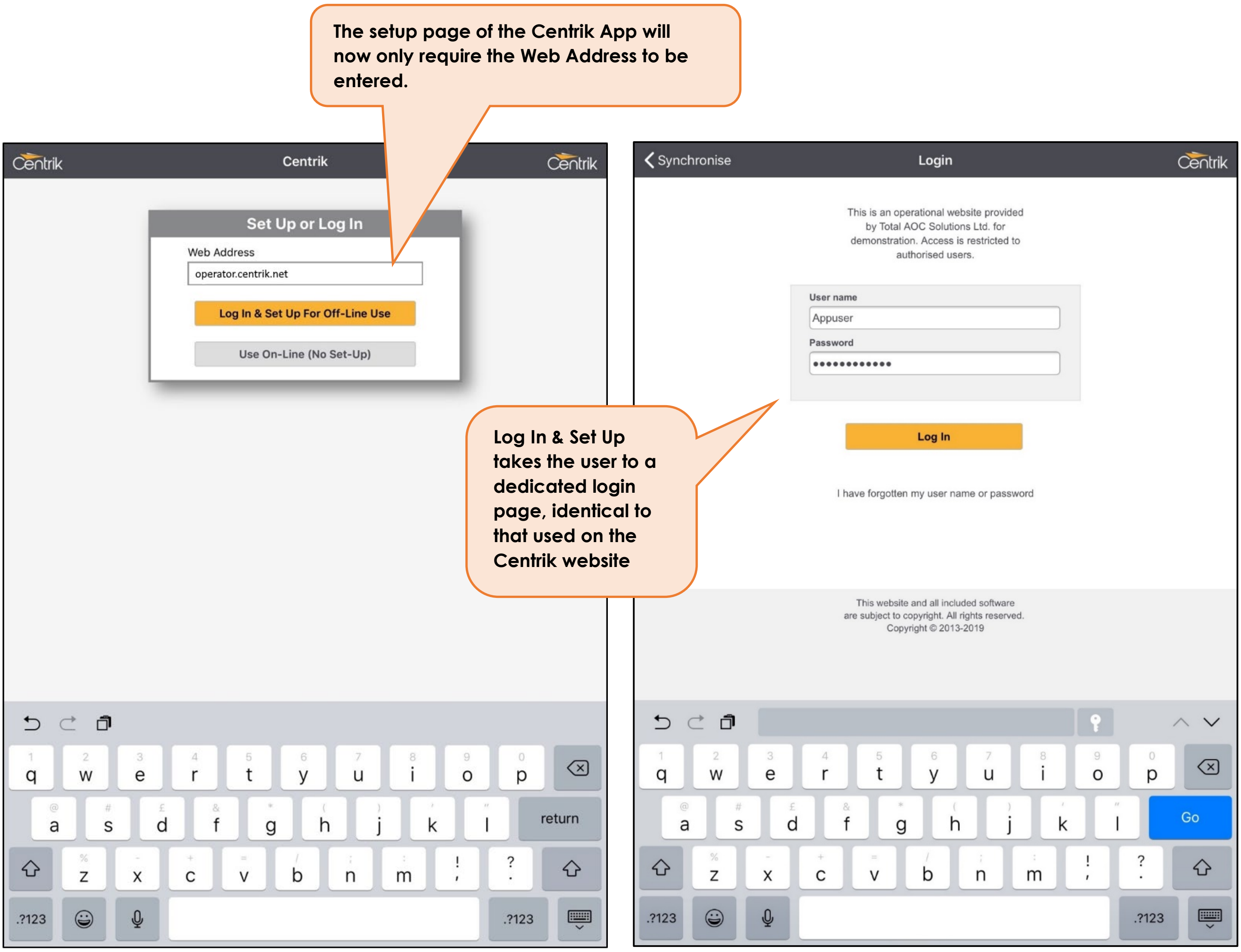
Following the release of Centrik V4.3, a new version of the Centrik iPad App will be made available.

This new app version includes improvements to the user interface and allows for a more robust Syncing process. For example – the sync operation will not be interrupted if the device is rotated.

Improvements to the login process and to allow the device camera to be used are also included as follows:

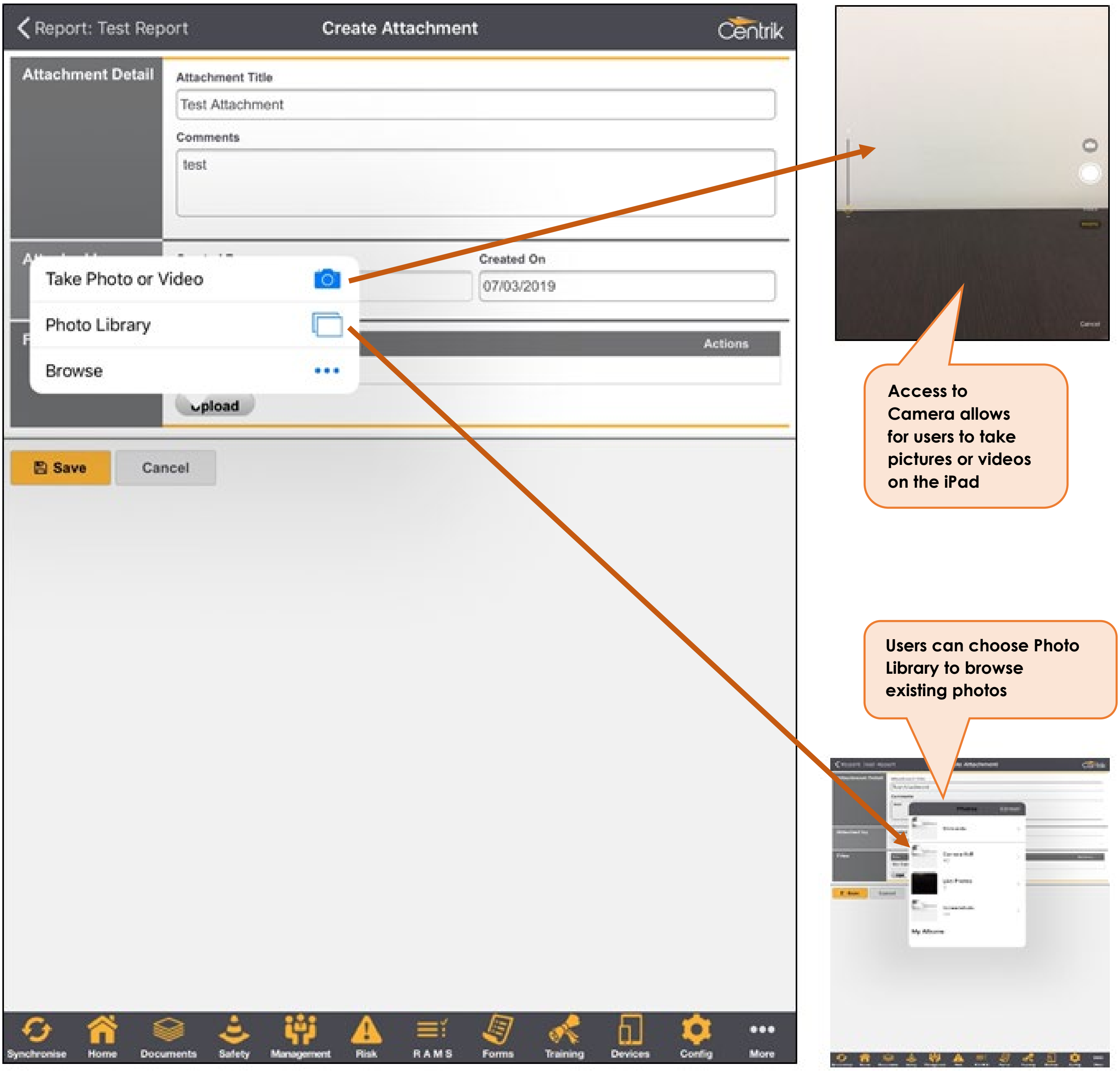
New User Login Options

The new App has changes that affect how users will authenticate. Users of the Centrik App authentication will now follow the same process within the App as when logging in to their Centrik website. This change allows for a more consistent login journey and allows the App to support Centrik's full range of Single Sign On and Two Factor Authentication configuration options.



Using Camera from within Centrik App

The new version of the Centrik iPad App includes the ability to upload photo attachments directly from the device camera or photo library. This enables users to take pictures or videos on their device and directly upload them to Centrik, for example to attach to a safety report or form.



Management Module

Emergency Response Plan Notifications *

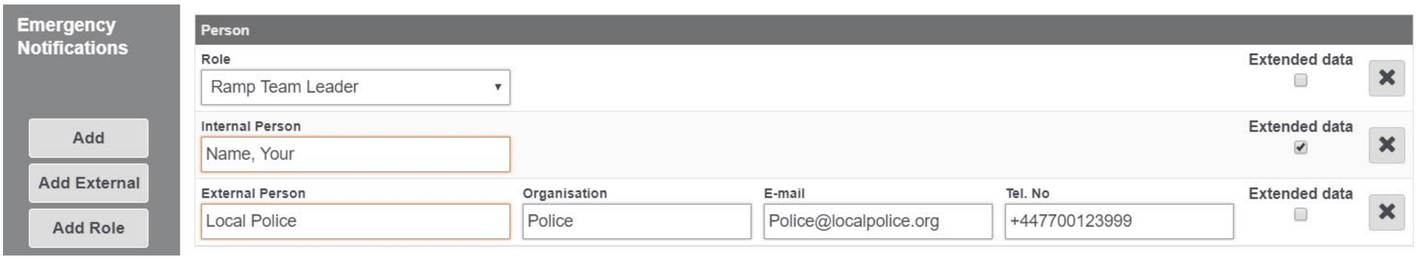
Our Emergency Response Plan (ERP) capability has been dramatically enhanced in Centrik V4.3, adding the ability to notify key people via phone calls and SMS messages.

Each ERP workflow is configured by you to have the appropriate lists of contacts to notify, and a list of possible status values used to quickly disseminate emergency details and severity. This configuration is detailed in the set-up sections below; followed by details of how to activate and manage an ongoing ERP on page 21.

**** This is an add-on feature and will not automatically be available in your system. If you wish to make use of Emergency Response Plan Notifications, please contact support@centrik.net.***

ERP Workflow Set-up: Who to Notify

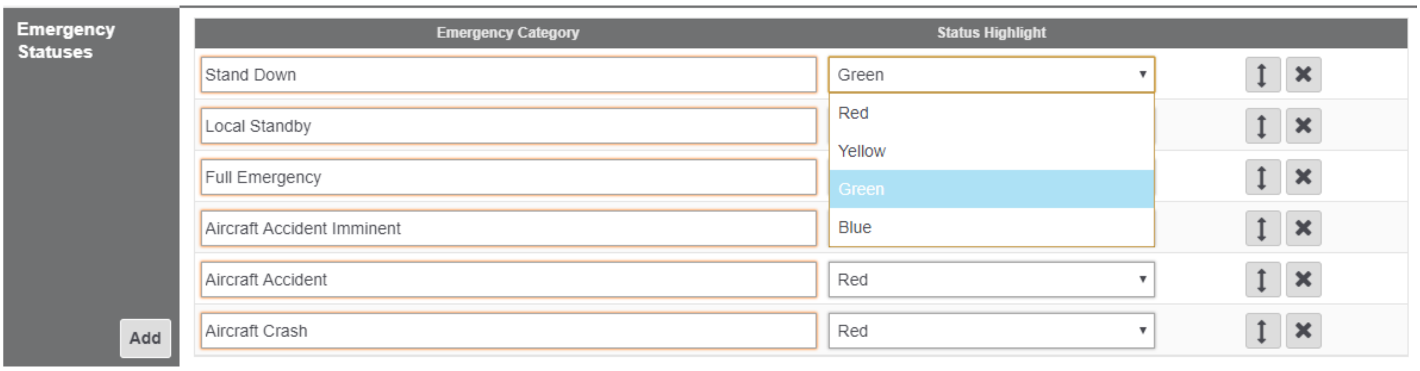
During an emergency event, a set of recipients are notified as defined in the Emergency Notifications section of the workflow definition.



Each of these people will be sent an email, SMS message and phone call when a workflow representing an emergency event is started, and subsequently when its status changes.

ERP Workflow Set-up: Emergency Status

For each type of emergency workflow, you may define statuses that are used to classify an emergency event as it progresses.



The ordering of the status values can easily be changed via drag and drop. This controls the layout of the buttons used for selecting the status of an individual emergency event.

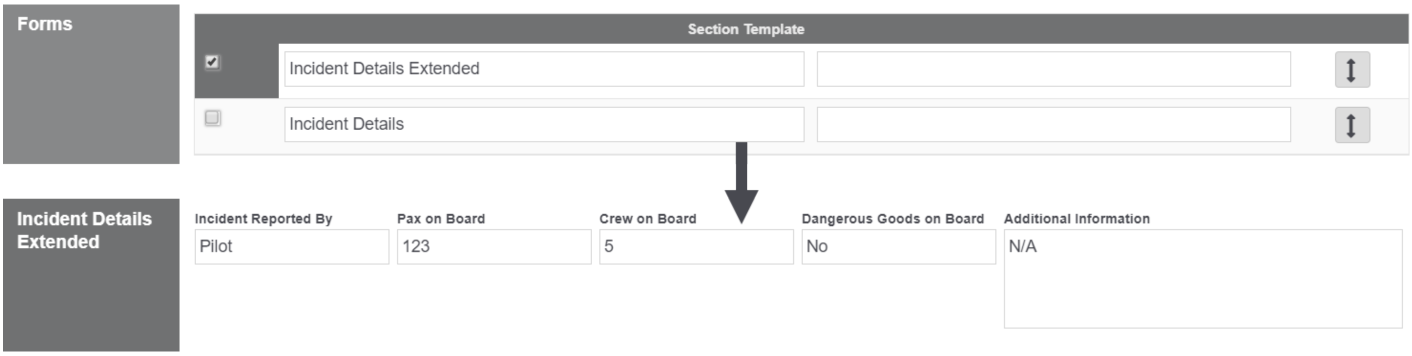
ERP Workflow Set-up: Notification Levels

Each person in the list may be set to receive notifications only when an emergency reaches a certain status.

For example, if an incident is created and is immediately stood down, it may not be necessary to notify emergency services, but if a Full Emergency were declared you would want a notification to be sent.

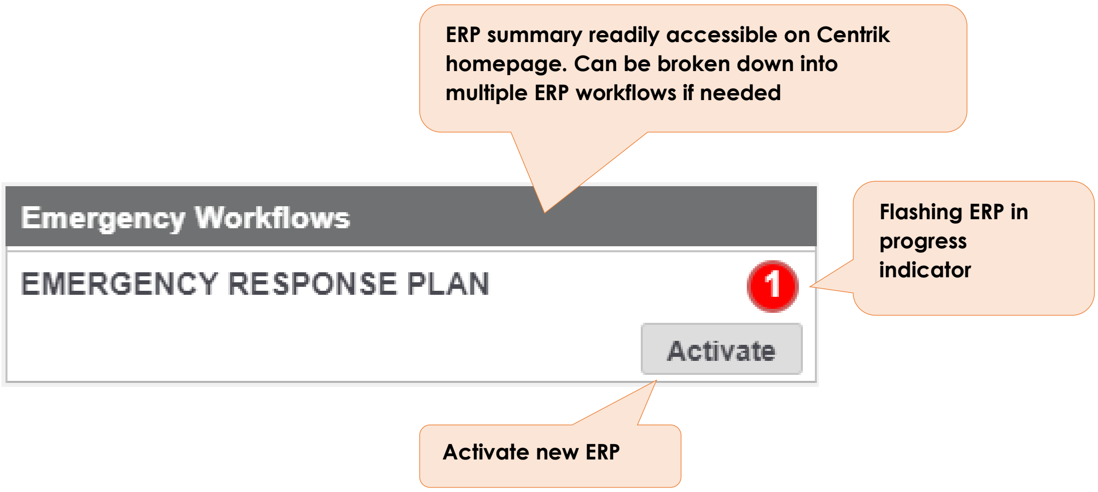
ERP Workflow Set-up: Data Capture

Customisable forms can now be added to workflows to capture the most important emergency details as the emergency unfolds.

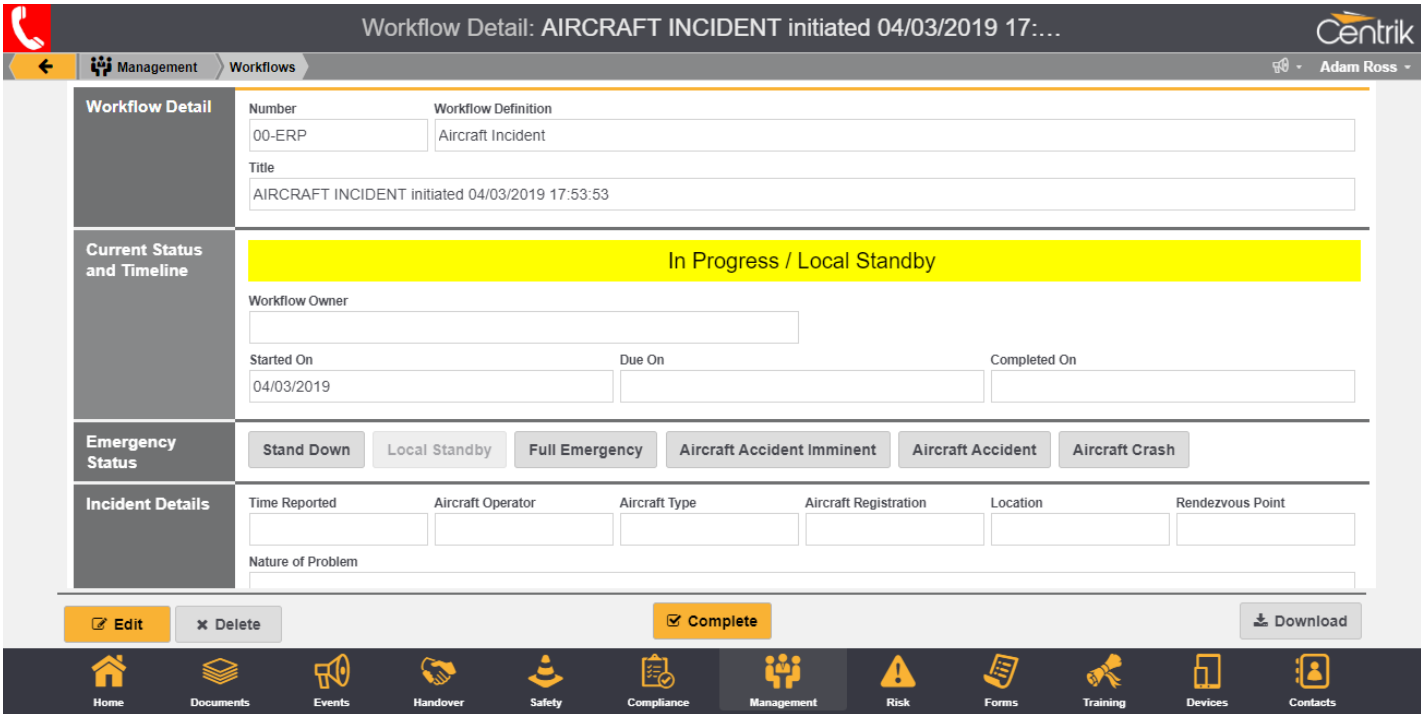


ERP Activation

Emergency Response Plan workflows are set-up to allow easy access via the Centrik homepage:

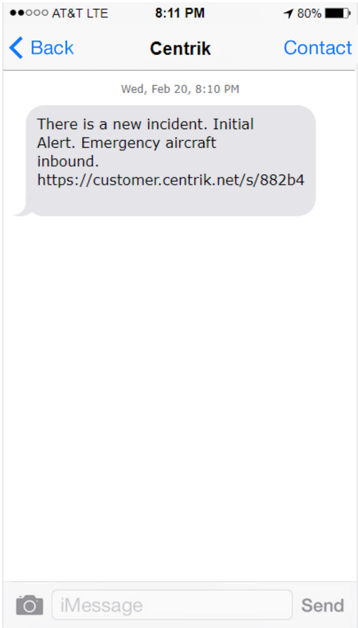


Once an ERP has been activated, it is assigned an initial status by clicking one of the status buttons. This triggers the first voice and SMS notifications to be sent out to the recipients which have been set-up. No notifications are sent until an Emergency Status is set.



As the ERP progresses and the emergency event unfolds, the status may be updated by clicking the appropriate button, which will notify all recipients of the new status.

ERP In-Progress: What a Notification Recipient Receives



When a workflow representing an emergency event is started, or the workflow status is subsequently changed, Centrik places a phone call to each recipient and reads a message summarising the incident. For example, if the incident was titled “Emergency aircraft inbound”, the message would be:

```
There is a new incident. Initial Alert. Emergency aircraft
inbound.
```

If the ‘extended data’ option has been selected, the recipient is given further information about the data captured regarding the incident.

Recipients are given the option to replay or acknowledge the message.

Additionally, recipients are notified with both an SMS and email message as follows:

```
There is a new incident. Initial Alert. Emergency aircraft
inbound. Please log in to Centrik to view details:
https://customer.centrik.net/s/aea56
```

ERP In-Progress: Notification Status

When viewing an emergency, it may be useful to see who has seen and acknowledged a phone message, and who has yet to be given the message. This is shown on the workflow overview page.

Notifications

Person	Status
Person A	Not yet responded - Centrik will call this person soon
Police	Not yet responded - Centrik will call this person soon
Person C	Acknowledged
Person D	Not yet responded - Centrik will call this person soon
Person E	Not yet responded - Centrik will call this person soon

Safety Module

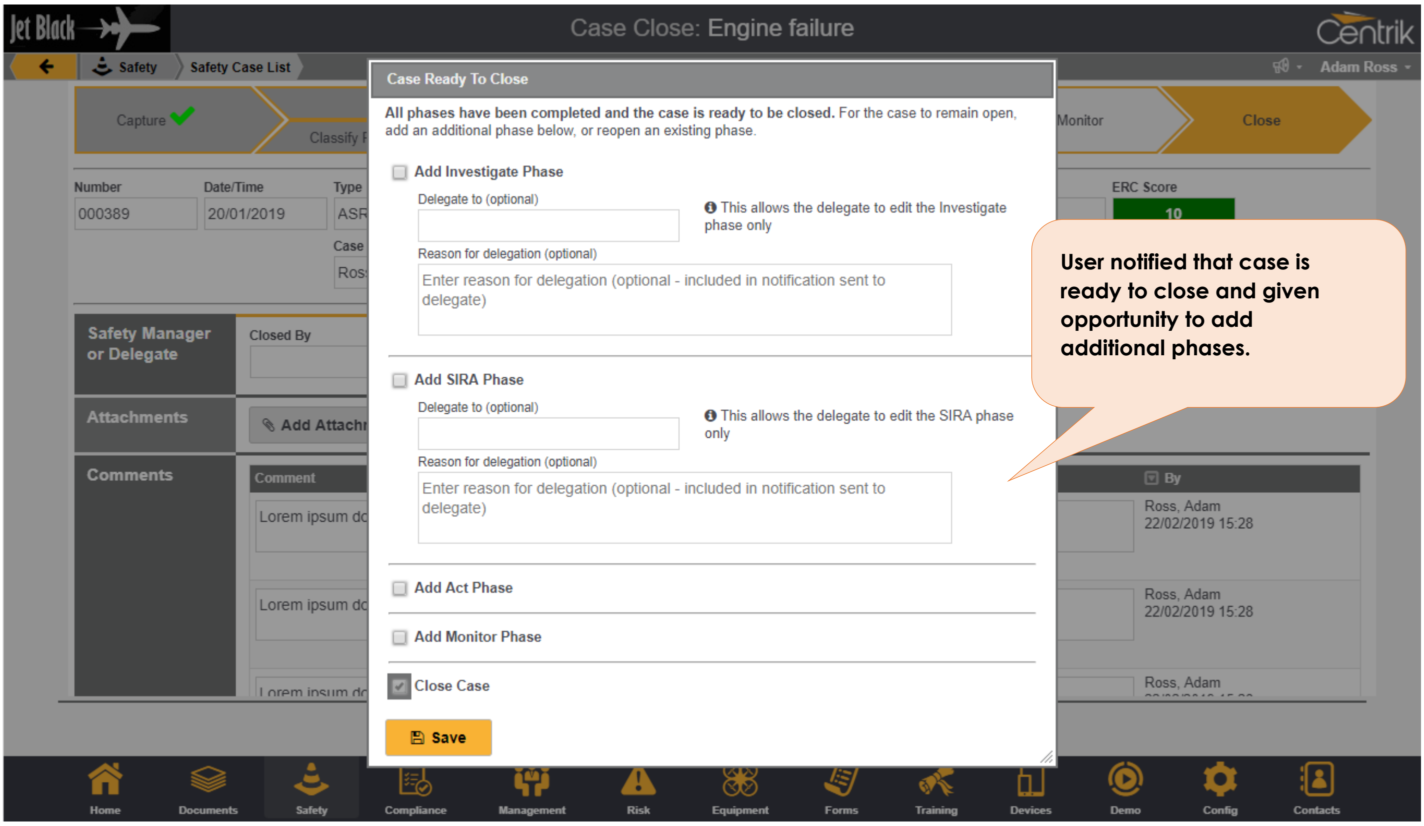
Case Closure Workflow

For V4.3 we have made the process for closing safety cases much clearer. In previous versions of Centrik, a case closed automatically as soon as all required activities were completed. In some scenarios this meant that cases were closed as soon as they were classified - and the feedback from users was that this was counterintuitive.

In V4.3, Centrik offers two new closure workflows. Each safety form may be configured individually with the most appropriate option.

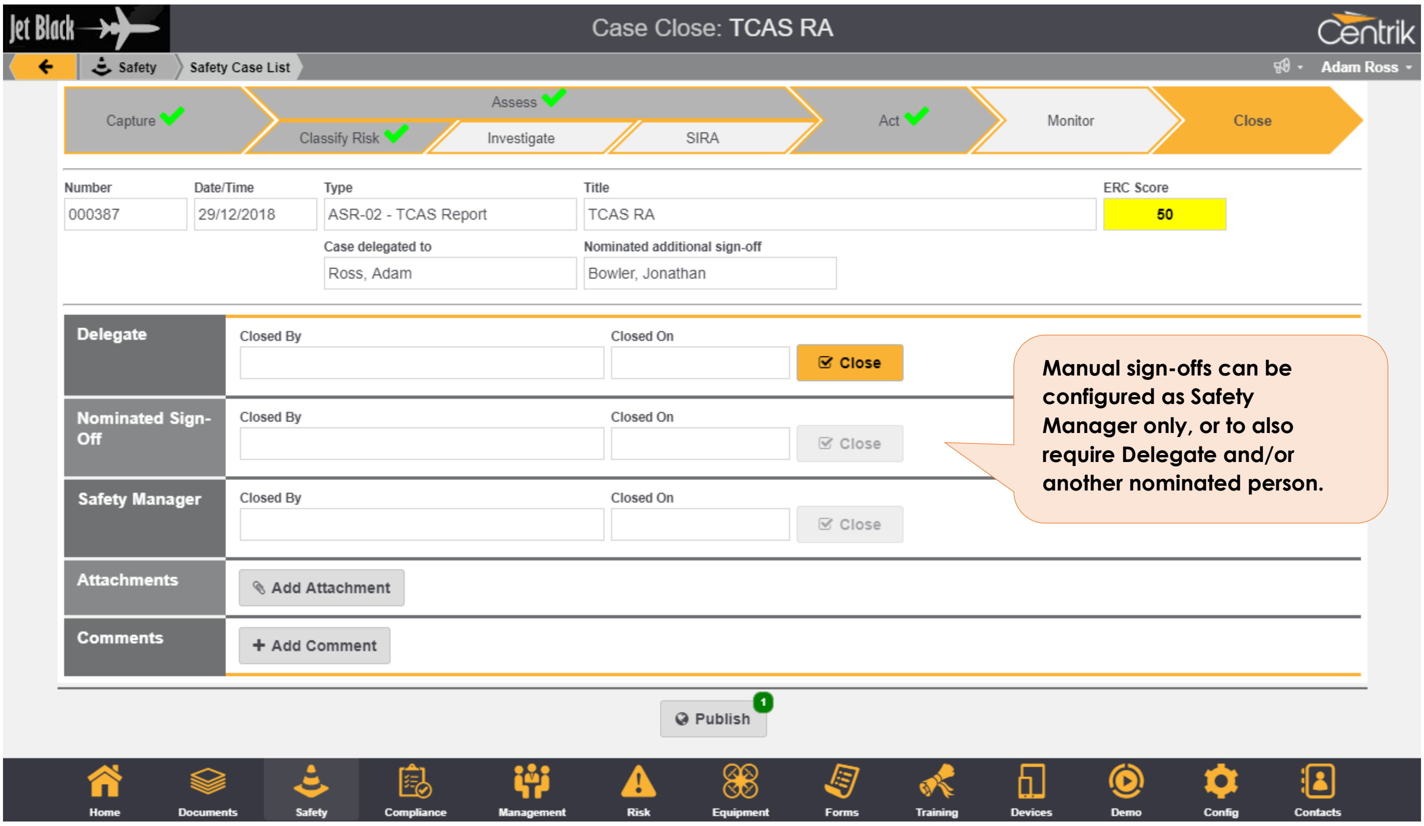
Option 1: Closure Confirmation Prompt (Default Option)

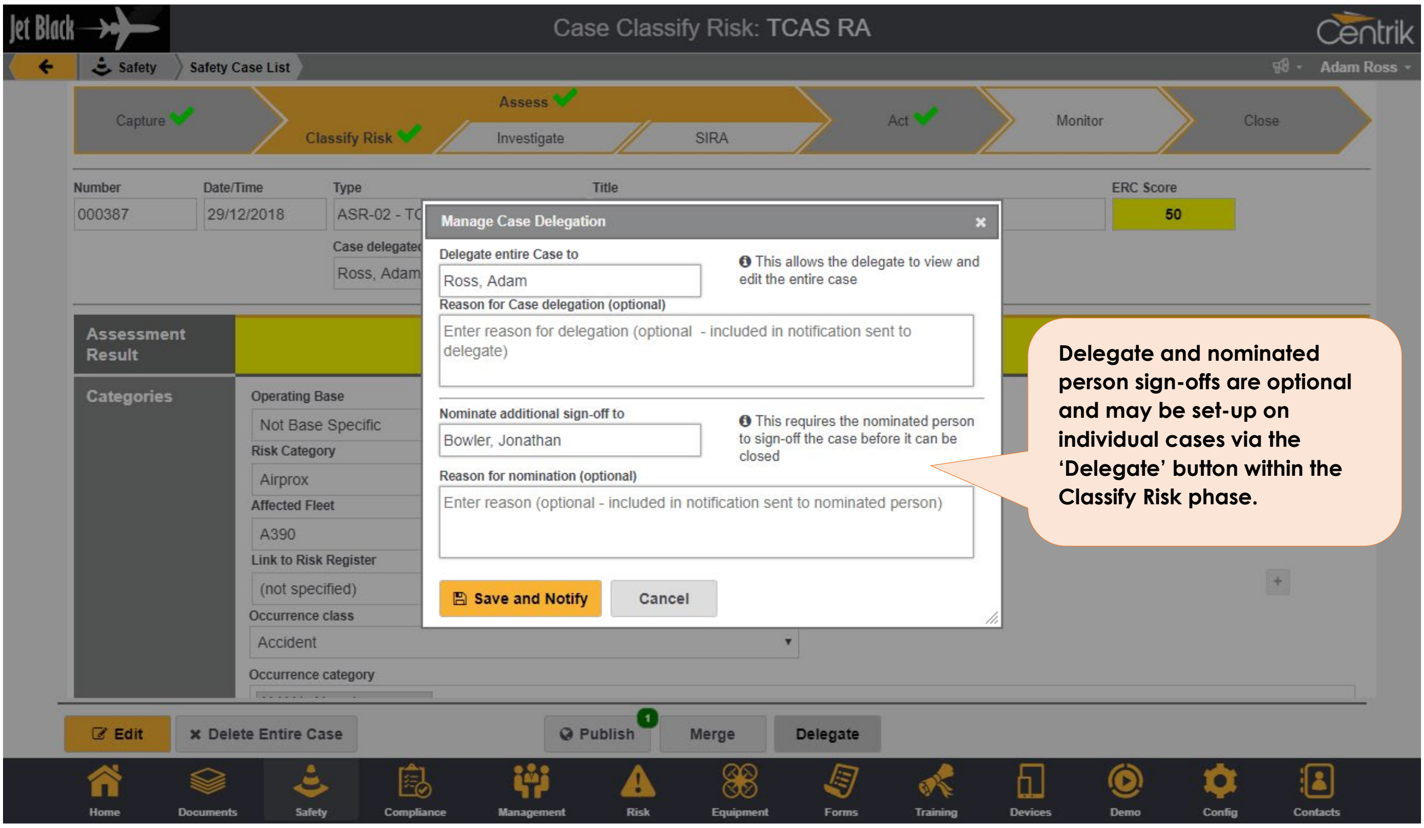
When Centrik detects that a case is ready to be closed, a new prompt message displayed on the page, giving the user options to either close the case or to add additional phases and delegations and keep the case open.



Option 2: Manual Closure

Alternatively, forms may be configured so that cases are not closed until receiving sign-off from a Safety Manager and optionally the case delegate and/or another nominated person.


Jet Black
Case Close: TCAS RA
Centrik
Safety
Safety Case List
Adam Ross
Capture
Assess
Classify Risk
Investigate
SIRA
Act
Monitor
Close
Number
000387
Date/Time
29/12/2018
Type
ASR-02 - TCAS Report
Title
TCAS RA
ERC Score
50
Case delegated to
Ross, Adam
Nominated additional sign-off
Bowler, Jonathan
Delegate
Closed By
Closed On
Close
Nominated Sign-Off
Closed By
Closed On
Close
Safety Manager
Closed By
Closed On
Close
Attachments
Add Attachment
Comments
+ Add Comment
Publish
1
Home
Documents
Safety
Compliance
Management
Risk
Equipment
Forms
Training
Devices
Demo
Config
Contacts
Manual sign-offs can be configured as Safety Manager only, or to also require Delegate and/or another nominated person.

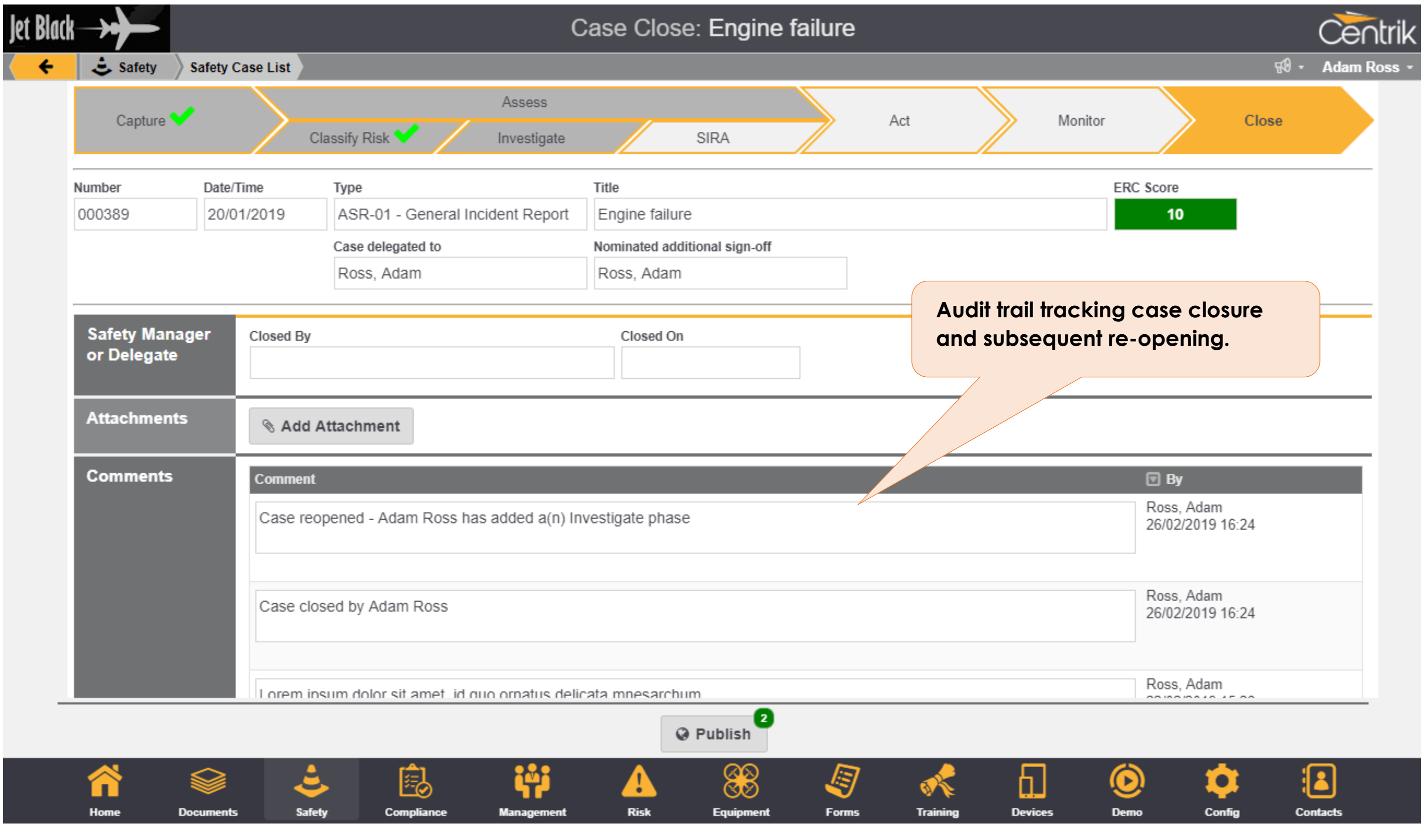

Jet Black
Case Classify Risk: TCAS RA
Centrik
Safety
Safety Case List
Adam Ross
Capture
Assess
Classify Risk
Investigate
SIRA
Act
Monitor
Close
Number
000387
Date/Time
29/12/2018
Type
Title
ERC Score
50
Manage Case Delegation
Delegate entire Case to
Ross, Adam
This allows the delegate to view and edit the entire case
Reason for Case delegation (optional)
Enter reason for delegation (optional - included in notification sent to delegate)
Nominate additional sign-off to
Bowler, Jonathan
This requires the nominated person to sign-off the case before it can be closed
Reason for nomination (optional)
Enter reason (optional - included in notification sent to nominated person)
Save and Notify
Cancel
Assessment Result
Categories
Operating Base
Not Base Specific
Risk Category
Airprox
Affected Fleet
A390
Link to Risk Register
(not specified)
Occurrence class
Accident
Occurrence category
Edit
Delete Entire Case
Publish
1
Merge
Delegate
Home
Documents
Safety
Compliance
Management
Risk
Equipment
Forms
Training
Devices
Demo
Config
Contacts
Delegate and nominated person sign-offs are optional and may be set-up on individual cases via the 'Delegate' button within the Classify Risk phase.

Editing a Closed Case

Closed cases may be reclassified via the Classify Risk phase without being re-opened, but all other changes require one or more phases to be reopened, which in turn re-opens the case. After being edited the case will need to be closed again per the options above.

Closure Audit Trail

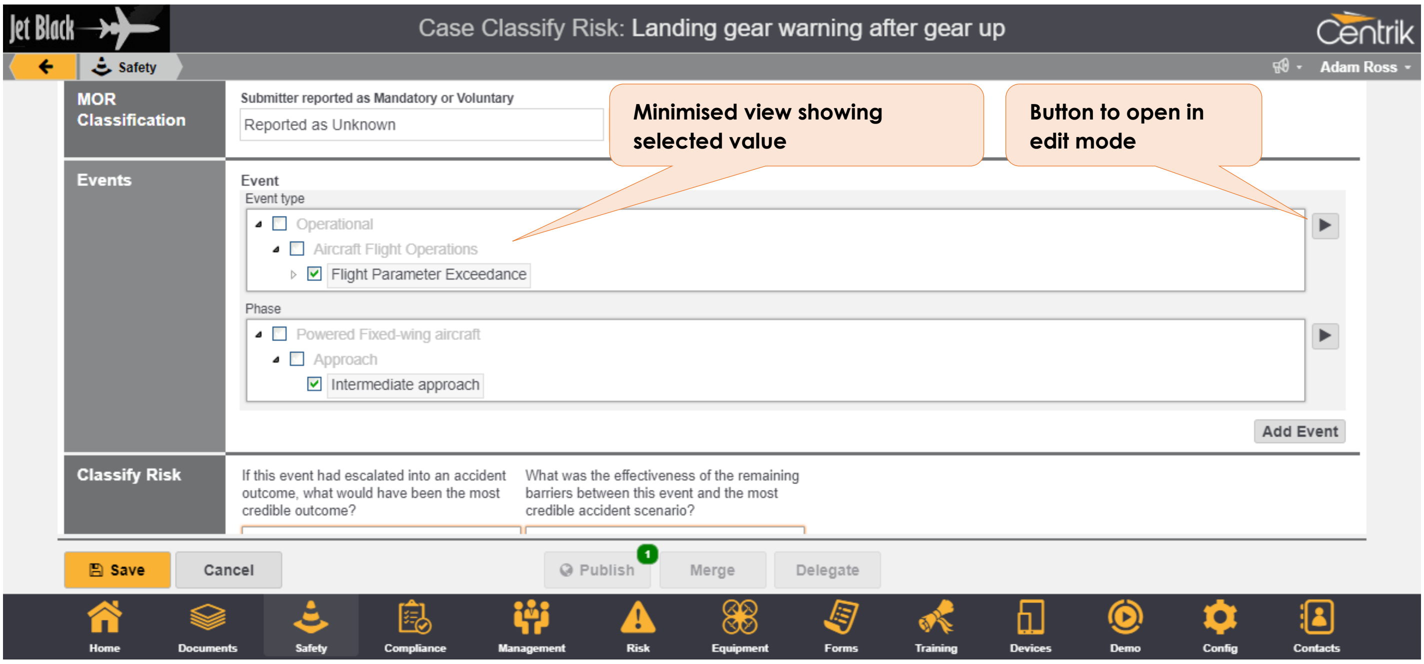
Regardless of which option is chosen, a full audit trail is stored detailing the case being closed and any subsequent changes to it which cause it to be reopened.



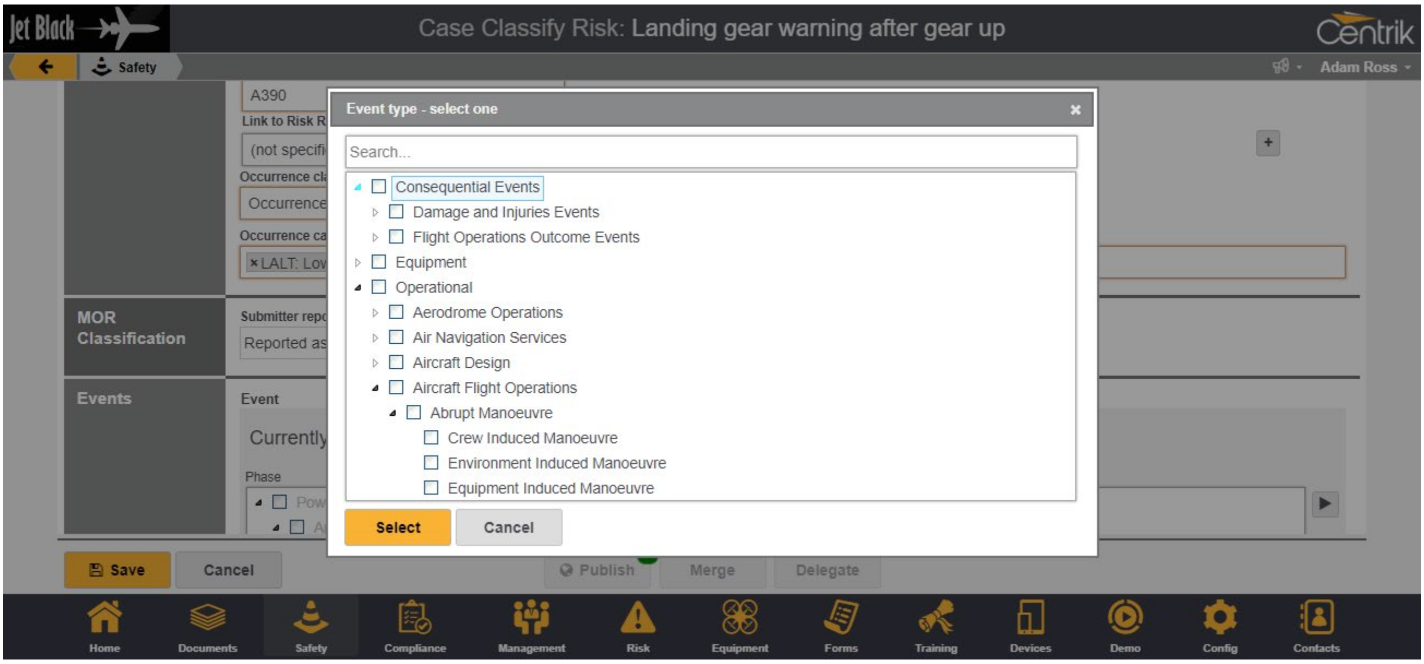
Improved Forms

New User Interface Controls

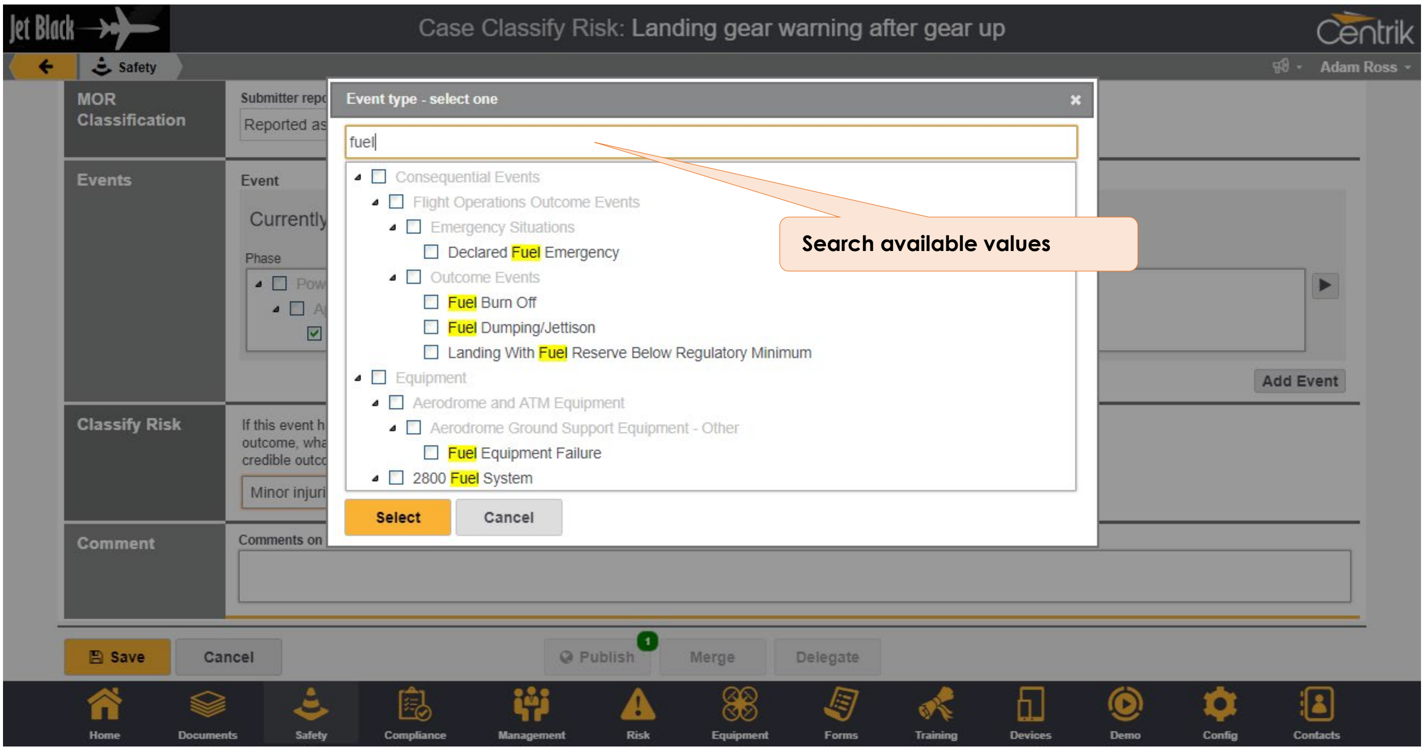
Safety forms are friendlier to use than ever before with the introduction of new features that make selecting values from large hierarchical data fields much easier. This is especially useful for the ADREP data fields required for ECCAIRS-compliant mandatory occurrence reports.



Clicking the arrow button opens the data field in edit mode, allowing the user to browse and select one or more values:



Users can search the data field for desired values using the search field:



Standard 'Combined Reporting Form'

To aid customers in meeting mandatory reporting requirements, Centrik V4.3 includes a 'combined reporting form', which may be used to capture and submit ECCARS-compliant occurrence reports. Contact support@centrik.net to have this form enabled or to review on your Test system.

This is particularly important for European Operators who are governed by the EASA 376/2014 reporting regulation as the Combined Reporting Form has been put together to meet the EASA requirements while retaining as much simplicity as possible for the reporters.

Some National Aviation Authorities are now seeking to validate the e5x forms that operators submit directly the Authority are in accordance with the standards. Most of our conversations have been with respect to the UK CAA and Irish IAA, but other Authorities are also doing this. Contact support@centrik.net if you have any queries concerning the Centrik E5X output.

Enhanced Case Merging

Safety case merging has been enhanced to retain actions, comments and attachments from the case being merged.

Customisable Terminology

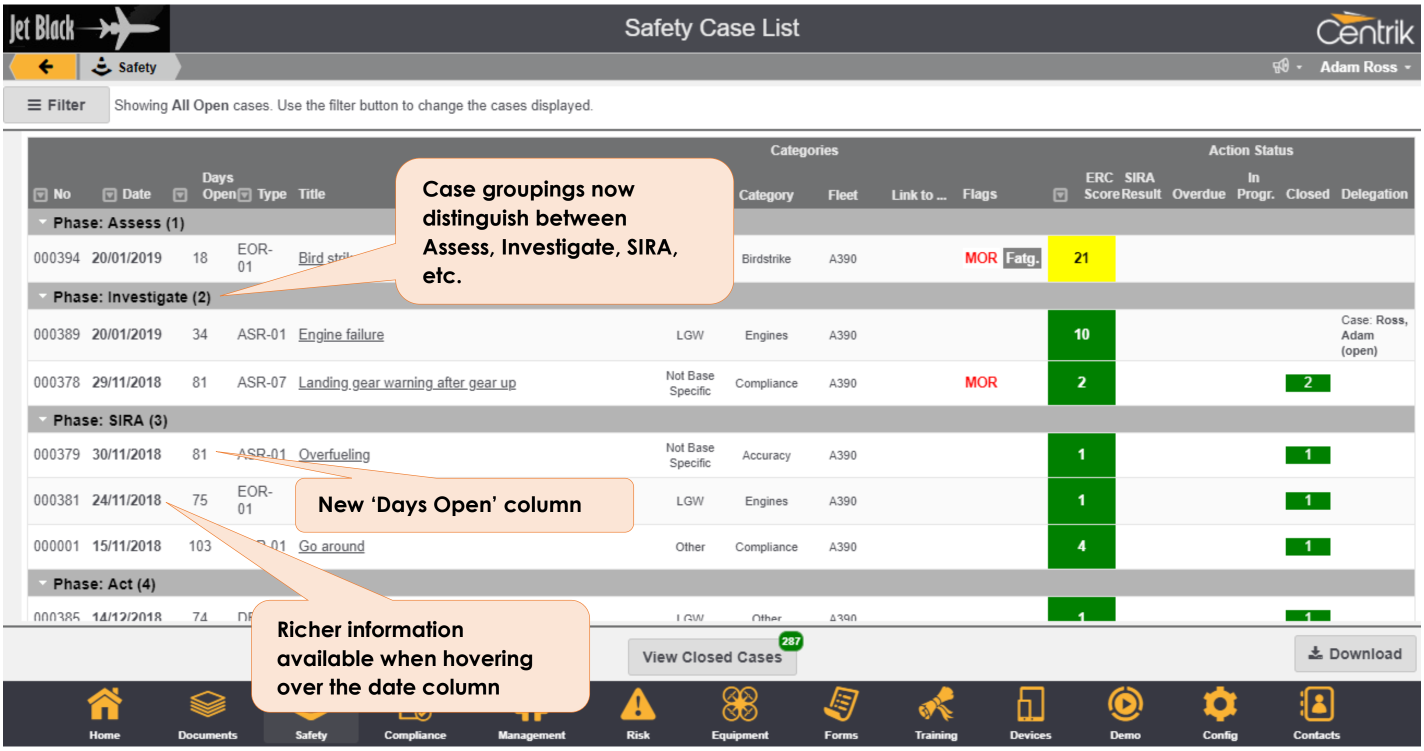
All case phases may be renamed with customised names if required to better fit your internal case workflow. This is useful where the Safety Module is being adapted for non-safety or non-aviation purposes.

Mandatory Occurrence Reporting

At the request of several National Aviation Authorities, Centrik V4.3 includes a number of enhancements to further enable Centrik's well used ECCAIRS-compliant MOR submission functionality. This includes support for multiple ADREP taxonomy versions, meaning that operators can publish MORs to individual NAAs using whichever version is preferred.

Enhanced Case Lists

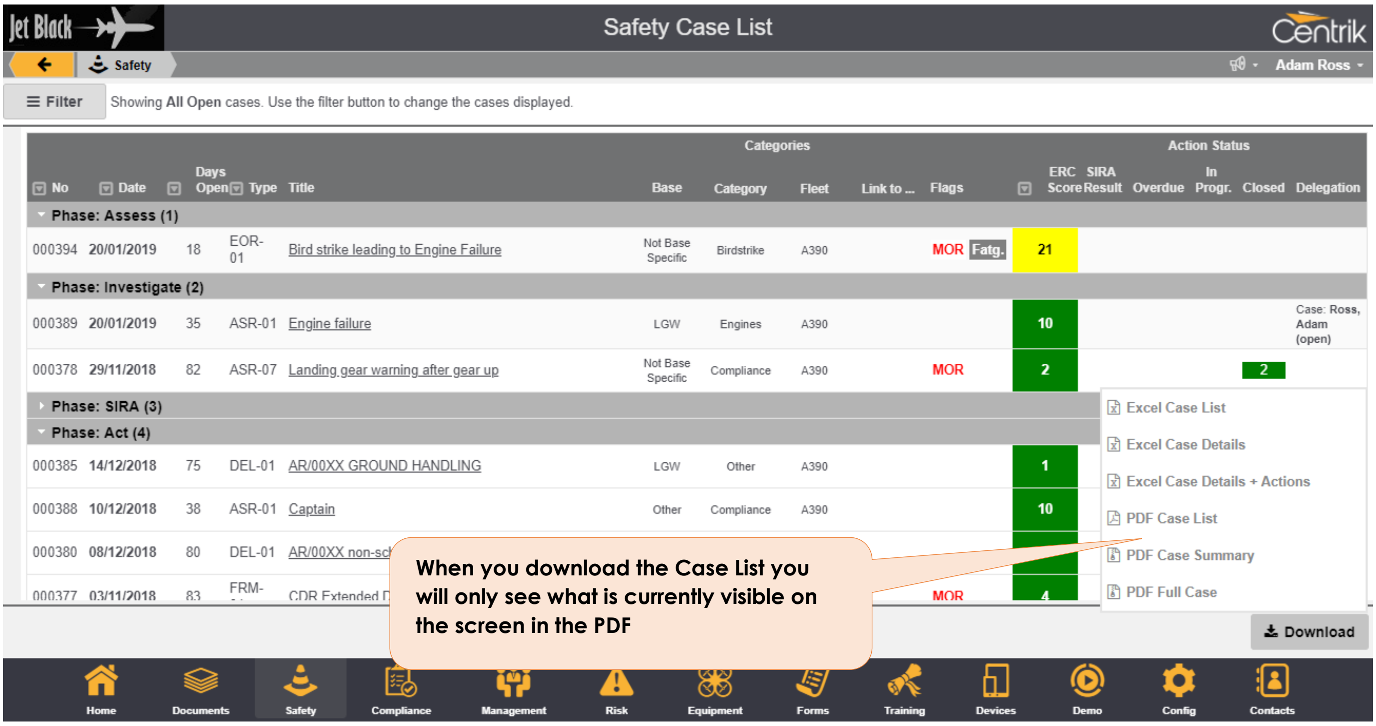
The case list screens now include additional information to provide a better at a glance overview.



Improved filtering is now available not only on the 'All Cases' page, but also 'MORs', 'My Cases' and 'Delegated Cases'. It is now possible to search for a safety case number using a 'wildcard' to bring back matches based on part of the case number. For example, searching '0003*' returns all cases with numbers beginning '0003'.

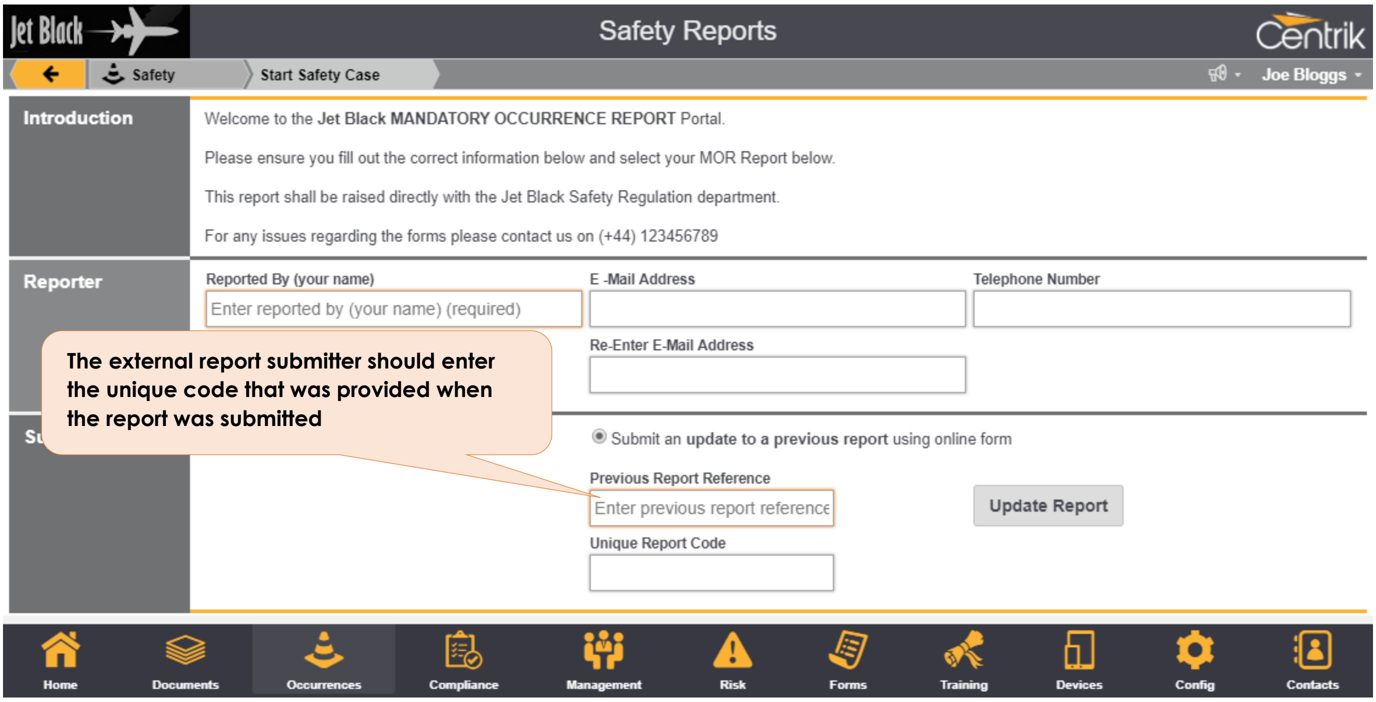
Download Case List as PDF

Centrik V4.3 supports a more intuitive sorting of Safety Cases when downloading the case list. You can filter out some of the case phases, simply by collapsing it on the Safety Case List page. This means you can reduce the content of the download to just the phases you wish to see.



External Reporting Changes

When an external user submits an external report and then wishes to modify it, previously that person had to enter the Report Reference and the same e-mail address that was used at the time of creation. In Centrik V4.3 this is even more secure and user-friendly. Instead the external user will be supplied with a Unique Report Code in an e-mail at the time of submission. This code should be entered along with the Report Reference when they wish to modify the report.



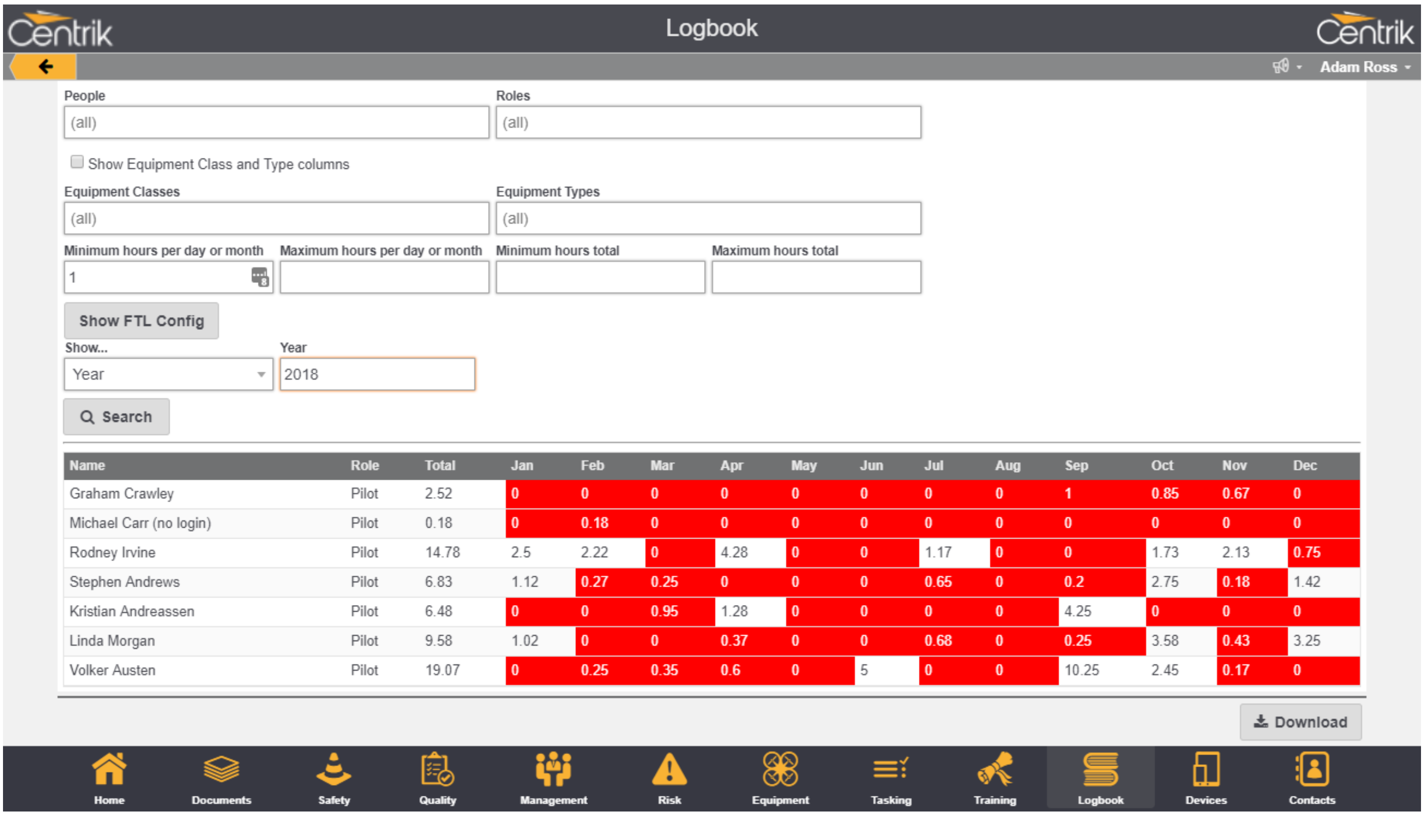
Tasking (UAS) Module

Remote Pilot Log Book

The Remote Pilot (RP) log book has been given a significant upgrade which will give UAS managers a much-improved overview of their pilot's currency. It will also enable greater interrogation of the data and you will be able to export that data to excel if required.

We have added advanced filtering so that you can focus your view in on critical items such as just RPs or just those able to fly certain Types of UAS, and much more.

Many operators have maximum and minimum hours that RPs need to maintain. Filtering tools are provided with the new log book to quickly check adherence to these limits.



Name	Role	Total	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Graham Crawley	Pilot	2.52	0	0	0	0	0	0	0	0	1	0.85	0.67	0
Michael Carr (no login)	Pilot	0.18	0	0.18	0	0	0	0	0	0	0	0	0	0
Rodney Irvine	Pilot	14.78	2.5	2.22	0	4.28	0	0	1.17	0	0	1.73	2.13	0.75
Stephen Andrews	Pilot	6.83	1.12	0.27	0.25	0	0	0	0.65	0	0.2	2.75	0.18	1.42
Kristian Andreassen	Pilot	6.48	0	0	0.95	1.28	0	0	0	0	4.25	0	0	0
Linda Morgan	Pilot	9.58	1.02	0	0	0.37	0	0	0.68	0	0.25	3.58	0.43	3.25
Volker Austen	Pilot	19.07	0	0.25	0.35	0.6	0	5	0	0	10.25	2.45	0.17	0

Clicking on an individual will show their full personal flight log. Clicking within a flight within an individual's log book will take you to the full tasking details.

Individuals without management permissions will see only their own log book.

Streamlined Launch/Land

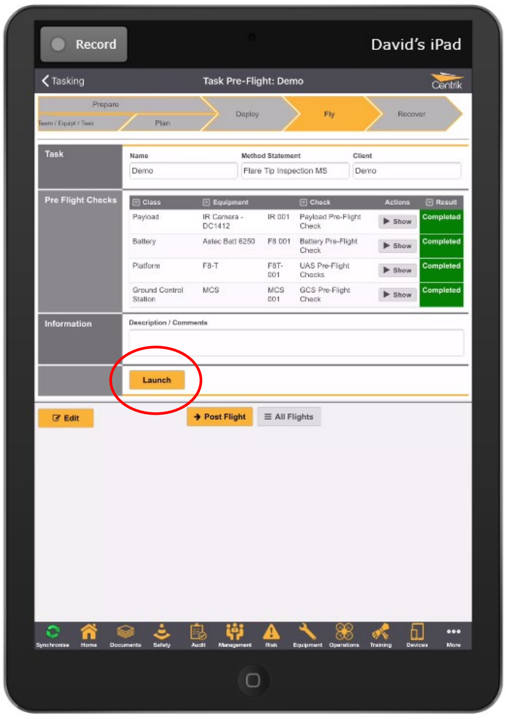
Centrik V4.3 includes improvements to the Fly Phase of the UAS Tasking module to make it much easier and quicker to record flight times in the field. It also reduced the chance of error.

Rather than manually entering the take-off and landing times, you can now time stamp these events through a simple tap.

Launch Procedure

The Payload Operator will have the tablet in hand and will completed the Pre-Flight Checks (PFCs) with the Remote Pilot by Challenge and Response. Once all PFCs re done, you are ready for launch.

As the UAS launches, the Payload Operator taps the Launch button on the screen which records the start time of the flight. The Payload Operator puts down the Tablet and prepares to operate the payload.



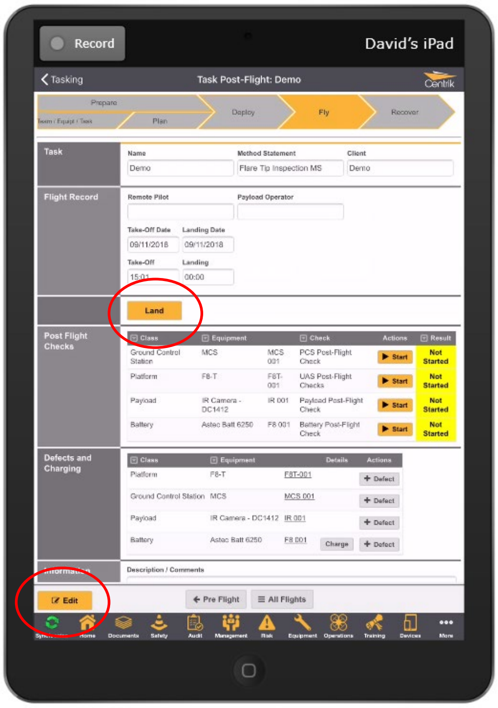
Land Procedure

Once the task is complete, the Payload Operator prepares for landing and completes any Pre-Landing Checks using the tablet. You will see that Centrik has automatically forwarded on to the 'Land' page.

As the UAS lands, the Payload Operator taps the 'Land' button which time stamps the entire flight updating Flight Logs of all equipment and the team, it's as simple as that.

Should there be any delay to the timings such as during single person operations, timings can be manually adjusted using the 'Edit' function.

Additional flights can be added in the normal manner.



Support & Training

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.