

Centrik



RELEASE NOTES

Version:

V4.3

Date:

07/03/2019

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

The screenshot shows the Centrik Regulations interface. At the top, there is a navigation bar with 'Centrik' on the left and 'Regulations' in the center. Below the navigation bar, there is a header indicating 'There are 1 amended regulations to be reviewed'. The main content is a table of regulations, categorized into 'EASA Regulations (17)', 'Air Crew (1)', and 'Air Operations (10)'. The table has columns for 'Number', 'Name', 'Adopted', and 'Description'. The 'EASA.M' regulation is highlighted in orange, and an orange callout box points to it with the text 'Highlighter shows which regulations have upcoming amendments.' Another orange callout box points to the 'InfoBar' with the text 'InfoBar draws attention to pending amendments when they arise.'

Number	Name	Adopted	Description
EASA Regulations (17)			
Continuing Airworthiness (6)			
EASA.66	Maintenance Training		
EASA.145	Maintenance	✓	Last amended by 2018/1142 dated 14/08/2018.
EASA.147	Maintenance Training Organisation		
EASA.CAW.CR	Cover Regulation	✓	Last amended by 2018/1142 dated 14/08/2018
EASA.M	Continuing Airworthiness Requirements	✓	Last amended by 2018/1142, including AMC/GM Iss 2 Amdt 1, as of 14/08/2018.
EASA.T	Country Maintenance Organisation		
Air Crew (1)			
EASA.CC	Cabin Crew		539, including AMC/GM Amdt 1, as of 6 Apr 2016
Air Operations (10)			
EASA.ARO	Authority Requirements for Air Operations	✓	Last amended by 2018/1975, including AMC/GM Iss 3 Amdt 8, as of 20 Dec 2018.
EASA.CAT	Commercial Air Transport Operations	✓	Last amended by 2018/1975 including AMC/GM Iss 2 Amdt 15, as of 20 Dec 2018.
EASA.CS-FTL	Certification Specifications - Flight Time Limitations	✓	Last amended by Decision 2014/002/R, as of 31 Jan 2014.
EASA.DEF	Definitions (Annex.1)	✓	Last amended by 2018/1975, including AMC/GM Iss 1 Amdt 7, as of 20 Dec 2018.
EASA.NCC	Non-Commercial Complex Operations	✓	Last amended by 2018/1975, including AMC/GM Iss 1 Amdt 10, as of 20 Dec 2018.
EASA.NCO	Non-Commercial Operations	✓	Amendment Last amended by 2018/1975, including AMC/GM Iss 2 Amdt 7, as of 20 Dec 2018.
EASA.OPS.CR	Air Operations - Cover Regulation	✓	Last amended by 2018/1975, including GM Issue 1, Amdt 2, as of 20 Dec 2018.
EASA.ORO	Organisational Requirement for Air Operations	✓	Last amended by 2018/1975, including AMC/GM Iss 2 Amdt 12, as of 20 Dec 2018.
EASA.SPA	Specific Approval Operations	✓	Last amended by 2018/1975, including AMC/GM Iss 1 Amdt 6, as of 20 Dec 2018.
EASA.SPO	Specialised Operations	✓	Last amended by 2018/1975, including AMC/GM Iss 1 Amdt 10, as of 20 Dec 2018.

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

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

The screenshot shows the 'Regulations' page in the Centrik system. The 'Regulation Detail' section includes fields for Regulation Group (EASA Regulations), Name (Continuing Airworthiness Requirements), and Status (Published). A callout box highlights a link that says 'Click here to view the differences' under the 'Recent Update' section. Below this, the 'Version History' and 'This version' sections are visible, along with a table of 'Individual Amendments'.

Revision	Status	Published	Effective	Comments
Commission Regulation 2018/1142		14/08/2018	03/09/2018	
Part-M AMC / GM - Issue 2 Amdt 1. ED Decision 2016/011/R		11/07/2016	25/08/2016	

The Side-by-Side View Page

The screenshot shows the 'Side-by-Side View' page for regulation EASA.CS-FTL.1.150. It compares 'Regulatory text as currently on your system' (left column) with 'Regulatory text as recently published' (right column). The right column is highlighted in green to indicate amended text. Callout boxes explain that the left column shows existing text and the right column shows pending amended text.

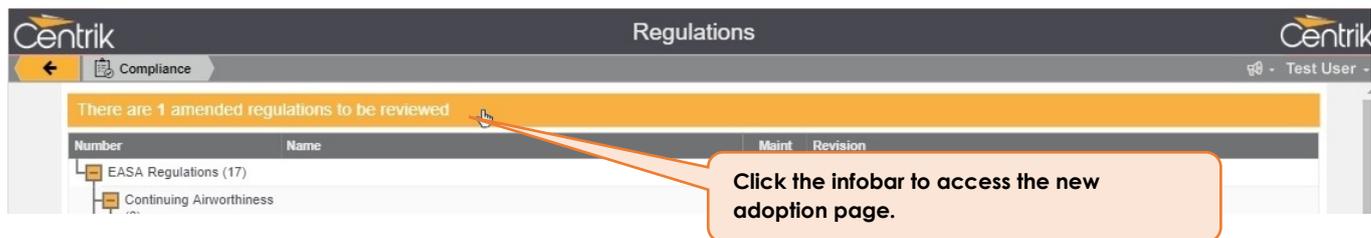
Regulation	Title	Date Published	Effective From
EASA.CS-FTL	Certification Specifications - Flight Time Limitations	19/02/2019	

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.

The screenshot shows the 'Updated Regulations' section of the Centrik interface. It includes a list of regulations with columns for 'Regulation', 'Title and Description', 'Revision Notes', 'Date Published', and 'Effective From'. A callout box points to the 'Adopt' button with the text: 'When you are happy that all necessary changes have been made, click the adopt button. At that point, the amended regulation text replaces the existing text. Any new audits based on checklists which reference the regulation will from that point on use the new text. (Existing audits will continue to reference the text that applied at the time at which they were initiated).' Another callout box points to a play button in the 'Details' column with the text: 'The play button takes you to the same side-by-side page visible to most users (which includes comments and actions). This allows you to confirm that the necessary changes have been made.'

Regulation	Title and Description	Revision Notes	Date Published	Effective From
EASA.M	Continuing Airworthiness Requirements	Upcoming amendment 2019/1789, effective from 01/04/2019	19/02/2019	01/04/2019

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.

The screenshot displays the 'Internal Audit Checklist' configuration screen. At the top, there's a breadcrumb trail: 'Quality > Internal Audit: Checklists and Schedule'. Below this is a progress bar with five stages: 'Prepare Checklists' (highlighted in orange), 'Conduct Audit', 'Capture', 'Act', and 'Manage Findings' (with sub-steps 'Act' and 'Close').

The main content area is divided into sections:

- Checklist Detail:** Contains fields for 'Checklist Number' (ABC/SAF/AUD 33-18) and 'Checklist Name' (Training Section Internal Audit). It also has dropdowns for 'Checklist Style' (Classic) and 'Possible Answers' (Standard Audit Result (Yes/No/In Part/NA)). An 'Audit Editability' dropdown is set to 'Checklist is extendable (additional items may be added, but items copied from checklist are ...)'. A 'Description' text area contains: 'The main objective of this internal audit was to look for evidence to show that the Training Section is operating in conformity to Jet Black procedures.'
- Schedule:** Includes 'Last Completed On' (30/01/2019), 'Next Due', and 'Override Next Due' fields. Below is a monthly calendar grid with checkboxes for each month (Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec).
- Form Sections:** A list of sections with checkboxes. 'General Questions' is checked. A callout box points to this section with the text: 'You can choose pre-defined form sections to appear in Audits created from this Checklist'.

At the bottom, there's a toolbar with 'Save', 'Cancel', 'Move', 'Start', and 'Download' buttons. Below the toolbar is a navigation bar with icons for Home, Documents, Events, Safety, Quality, Management, Risk, Forms, Training, Devices, and Contacts.

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.

Internal Audit: Training Section Internal Audit

Internal... Internal Audit Checklist New Internal Audit Joe Bloggs

Prepare Checklists **Conduct Audit** Capture Act Manage Findings Close

Title
 Audit Number: ABC/SAF/AUD 39-19
 Audit Name: Training Section Internal Audit

Status
 Due
 Audit Due On: 28/02/2019
 Started On: 20/02/2019
 Completed On: []

Checks
 Description: []
 Completion: 0 of 7 checks completed
 Conforming: 0 conforming, 0 partially conforming, 0 not conforming, 0 not applicable

General Questions
 Are there any security concerns: (not specified)
 Are there any legal concerns: (not specified)
 Are there any privacy concerns: (not specified)

Sections

No	Section	Items	Done
1.0	Interviews with Management and Staff	1	0
2.0	Training Master Document	1	0
3.0	Unit Training Competence	1	0

Once the Audit is started, all the fields in each form section will appear in the Audit

Edit Delete Complete Audit Move Audit Download

Home Documents Events Safety Quality Management Risk Forms Training Devices Contacts

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.

The screenshot displays the 'Internal Audit Checklist' interface. At the top, there is a navigation bar with 'Jet Black' and 'Centrik' logos, and the title 'Internal Audit Section: Security'. Below this is a breadcrumb trail: 'Internal Audits: Checklists and Schedule > Internal Audit Checklist'. A progress bar shows the current step as 'Prepare Checklists', with other steps being 'Conduct Audit', 'Capture', 'Act', and 'Close'.

The main content area is divided into two sections: 'Section Detail' and 'Contents'.
Section Detail: Contains fields for 'Checklist Number' (1), 'Checklist Name' (Security and Dangerous Goods), 'Section Number' (1), and 'Section Name' (Security). There is also a 'Description' field.
Contents: A table with two columns: 'Check' and 'Reference'.
 - Check 1: 'Which Nominated Person has responsibility for Security within the company?'. It has four references: EASA.145.1 AMC, EASA.ORO.AOC.105, EASA.ORO.AOC.110 AMC, and EASA.145.A.30. An 'Add Reference' button is visible below the references.
 - Check 2: 'Are Nominated Persons aware of the current Security Threat level?'. It has an 'Add Reference' button.
 - Check 3: 'Is the Initial/Recurrent Training programmes appropriate for the scale of operation.'. It has one reference: EASA.145.A.35(j) AMC, and an 'Add Reference' button below it.

An orange callout box points to the 'Add Reference' button for Check 1, containing the text: 'You can use the Add Reference button to add more references to each Checklist item'. Below the table, there are buttons for 'Save', 'Cancel', and 'Renumber'. At the bottom is a navigation menu with icons for Home, Documents, Safety, Compliance, Management, Risk, Equipment, R A M S, Training, Logbook, Devices, Config, and Contacts.

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.

Jet Black Contact: Joe Bloggs **Centrik**

← **Contacts** 🔊 Joe Bloggs ▾

Contact Detail	Last Name (or Company) Bloggs	First Name Joe	Job Title / Rank Admin
	Department Finance, Administration and Management ▾		
Contact Information	E-mail Address joe.bloggs@jetblack.com	Telephone	Mobile Telephone
Log-In Details	Authentication Method Centrik		
	User Name Joe.Bloggs	Password (change only)	
Personal details	Nickname	Experience level (not specified) ▾	Start date

Edit **Delete** **Revoke Access**

Home Documents Events Safety Quality Management Risk Forms Training Devices Contacts

The custom form fields can be added to sections which will appear in the detail page for each Contact

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.

The screenshot displays the 'Ground Ops' interface within the Centrik system. The top navigation bar includes 'Jet Black' and 'Centrik' logos, along with the user name 'Adam Ross'. A secondary navigation bar lists various modules such as Operations, Safety, Security, Technical, Centrik Training, GDPR, Aircraft De-Icing Anti-Icing, Memo, Commercial, Compliance, Finance & Admin, Flight Ops, Ground Ops (highlighted), Ground Ops Training, Human Resources, and Management.

The main content area features a search bar with the text 'Find document by title:' and a 'Q Search' button. Below this, there are two columns of document lists: 'INTERNAL DOCUMENTS' and 'EXTERNAL MATERIALS'. The 'INTERNAL DOCUMENTS' list includes items like 'Ground Ops Memo', 'Ground Safety Newsletters', and 'Ground Ops Document'. The 'EXTERNAL MATERIALS' list includes 'Handling', 'Ground', and 'Ground'.

Callouts highlight specific features:

- Optional column headings:** A callout points to the 'INTERNAL DOCUMENTS' heading.
- Users with Manage Structure access rights can click here to edit folders:** A callout points to a gear icon in the top right corner of the 'EXTERNAL MATERIALS' list.
- Same familiar user interface, but supporting any number of folder levels:** A callout points to the overall document structure.

At the bottom of the interface, there are buttons for 'My Documents to Read', 'My Documents for Update', and 'Late Readers' (with a notification badge showing '59' and '91'). A bottom navigation bar contains icons for Home, Documents, Handover, Safety, Compliance, Management, Risk, Equipment, Forms, Training, Logbook, Devices, Demo, Config, and Contacts.

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.

The screenshot shows the 'Document Tab' interface for 'Ground Ops'. It features a 'Tab Title' field with 'Ground Ops' entered. Below is a 'Buttons' section containing a table of folder entries. Each entry has 'Move' and 'Edit' buttons. Callouts highlight the 'Add' button as 'Add new subfolder', the 'Edit' button as 'Edit/Save here to rename subfolders', and the 'Delete' button as 'Delete this folder and all contents'. Another callout points to the 'Move' button on the 'Gd. Ops Instructions' row as 'Move subfolder to a new location'. The bottom navigation bar includes icons for Home, Documents, Handover, Safety, Compliance, Management, Risk, Equipment, Forms, Training, Logbook, Devices, Demo, Config, and Contacts.

Plural / Title	Singular	New Column	Contents	Actions
Ground Ops Memo	Ground Ops Memo		Stansted, Gatwick, Heathrow, Luton	Move Edit
Ground Safety Newsletters	Ground Safety Newsletter		Ground Safety Newsletters	Move Edit
Ground Ops Documents	Ground Ops Document		Company Manuals, Third Party Manuals, Ground Ops LPMs	Move Edit
Ground Ops Posters	Ground Ops Posters		-	Move Edit
Handling Contacts	Handling Contacts		Station Contacts	Move Edit
Ground Ops Ins			Gd. Ops Instructions	Move Edit

Moving Folders

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

The 'Move Stansted' dialog box shows the 'New Location' section with three dropdown menus: 'All Document Types', 'Ground Ops', and '<--- direct ---'. 'Move' and 'Cancel' buttons are at the bottom.

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

The screenshot shows the 'Events' module interface. At the top, there's a navigation bar with the Centrik logo and user information (Benjamin Spiers). Below that, a filter section shows 'Show 3 Days From 07/03/2019'. The main area is a calendar grid with columns for Thu 07/03/2019, Fri 08/03/2019, and Sat 09/03/2019. Events are color-coded: red for NOTAMs, orange for Runway Closure, yellow for Temporary Operating Instructions, green for Works, cyan for Closures, blue for Planned Maintenance, and dark blue for Public Events. A callout box points to the event colors with the text: 'Different Event Colours to Highlight; Event Type, Events in progress and Expire Events.' Below the calendar, there are buttons for 'Add' and 'Event Set-Up'. A callout box points to the 'Events' icon in the bottom navigation bar with the text: 'Events Module main menu'. Another callout box points to the '3 Days' filter with the text: 'Calendar view set to visibility of 3 days'.

Select Type of Event to Add ✕

Event Type

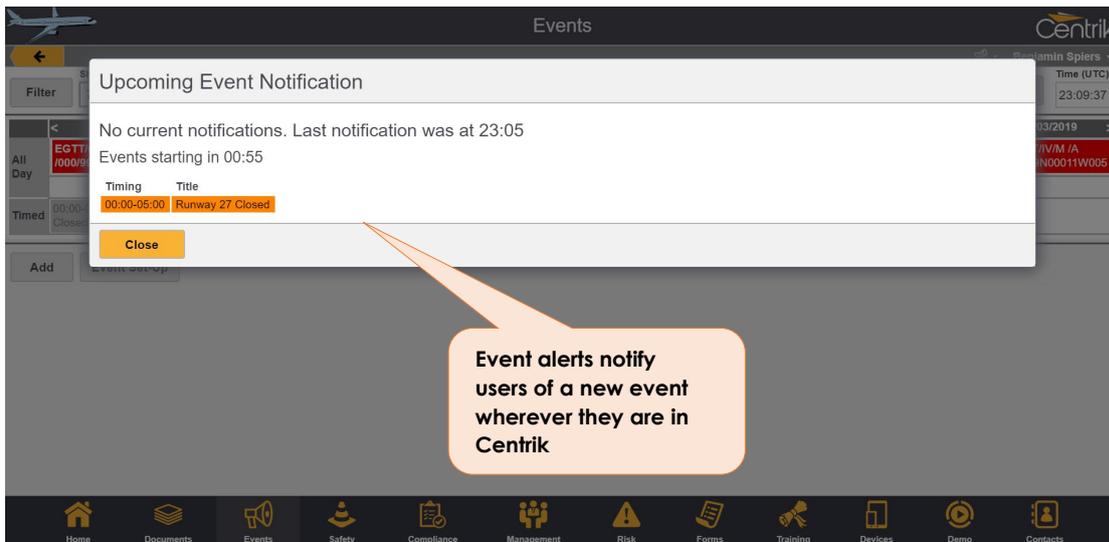
- NOTAMs
- Runway Closure
- Temporary Operating Instructions
- Works
- Closures
- Planned Maintenance
- Public Events

Cancel

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.

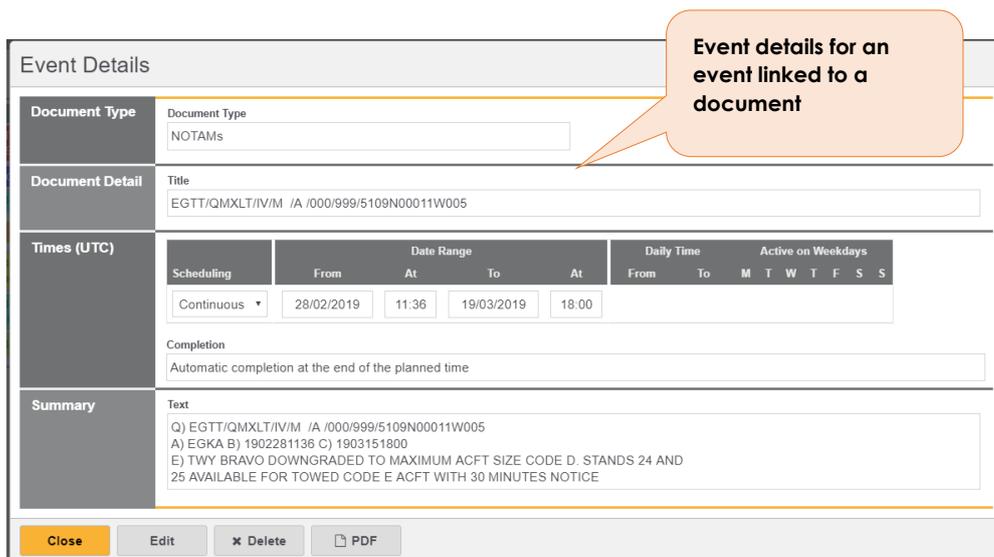
Standard users of the Events Module will only have visibility of the events that are specific to them, ensuring they only see what is relevant as part of their operation. Users can open each specific event, allowing them the visibility of further event details, ensuring they are up to date with all current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



NOTAMs

Documents > Airport Documents

Active NOTAMs Search All

Status	Title	Active From	Active Until	Active Daily	Valid From	Valid Thru
Active	A0614/19 NOTAMR A4071/18	01/03/2019	06/03/2019	09:00-18:00 MTW		
Active	EGTT/QMXLT/IV/M/A /000/999/5109N00011W005	28/02/2019 11:36	19/03/2019 18:00			

+ Create NOTAMs **Track NOTAMs** **Manage Distribution**

Events Documents can be Active by both dates and times.

Event Documents can be Tracked on who has Read them within Centrik.

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.

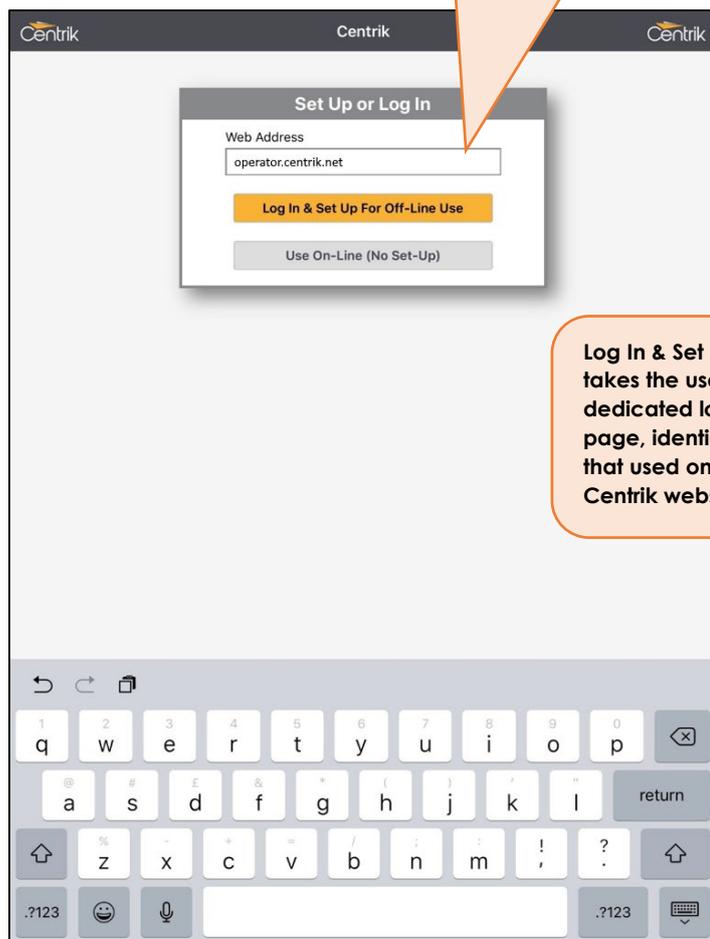
This new app version includes improvements to the user interface and allows for a more robust Syncing process. For example – the sync operation will not be interrupted if the device is rotated.

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

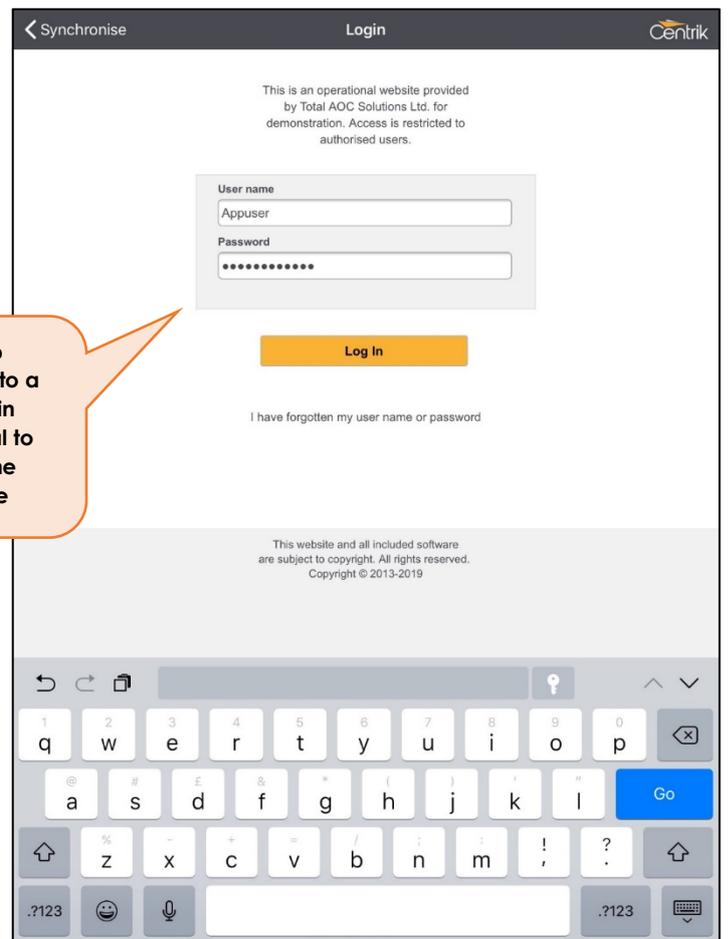
New User Login Options

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.

The setup page of the Centrik App will now only require the Web Address to be entered.



Log In & Set Up takes the user to a dedicated login page, identical to that used on the Centrik website



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.

Access to Camera allows for users to take pictures or videos on the iPad

Users can choose Photo Library to browse existing photos

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.

Emergency Notifications				
Add Add External Add Role	Person			
	Role Ramp Team Leader			Extended data <input type="checkbox"/>
	Internal Person Name, Your			
	External Person Local Police	Organisation Police	E-mail Police@localpolice.org	Tel. No +447700123999
				Extended data <input type="checkbox"/>

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.

Emergency Statuses		Emergency Category	Status Highlight	
Add	Stand Down		Green	↑ ×
	Local Standby		Red	↑ ×
	Full Emergency		Yellow	↑ ×
	Aircraft Accident Imminent		Green	↑ ×
	Aircraft Accident		Blue	↑ ×
	Aircraft Crash		Red	↑ ×
	Aircraft Crash		Red	↑ ×

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.

Emergency Notification Details

Name	Email	Tel.
Ramp Team Leader		+447701234567

Notify these people only when the emergency is ranked equal to or higher than:

Local Standby

Save
Cancel

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.

Forms

Section Template

Incident Details Extended

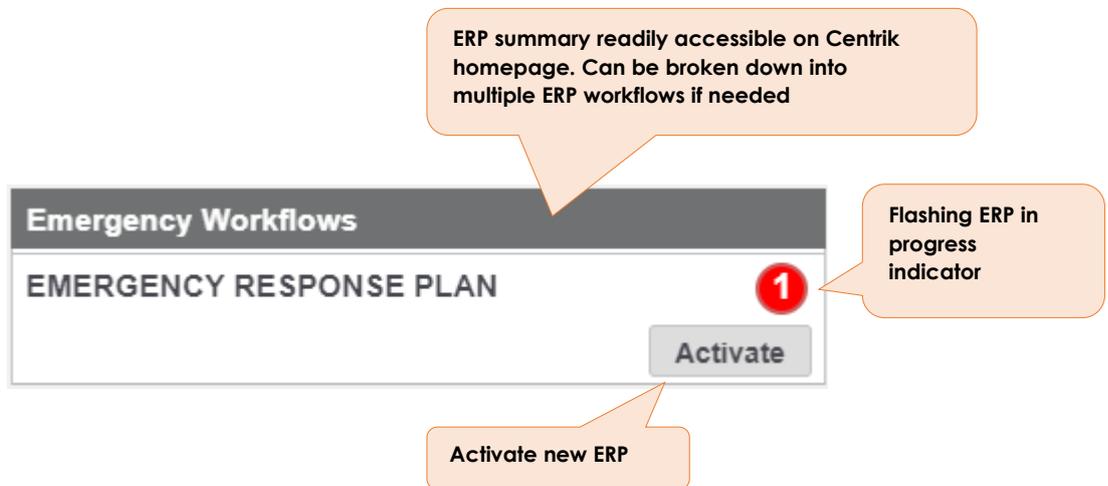
Incident Details

Incident Details Extended

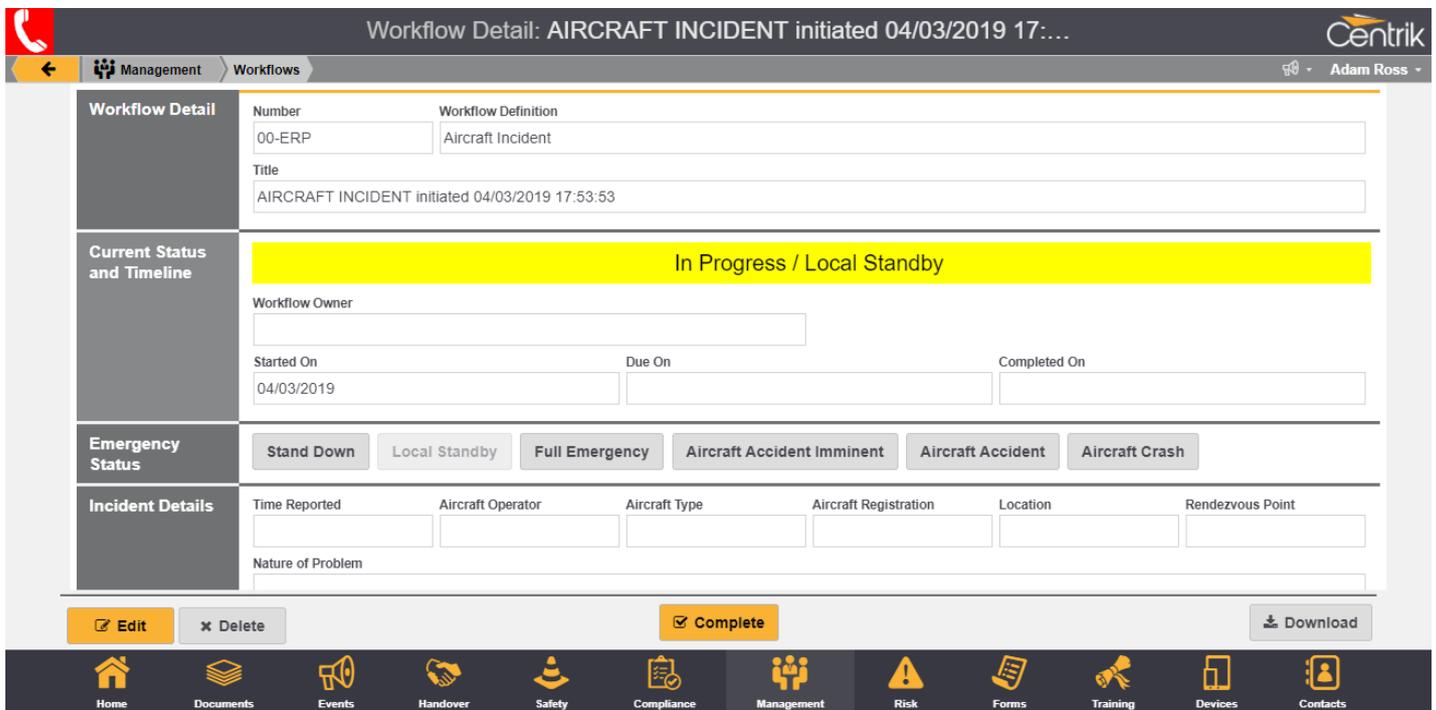
Incident Reported By	Pax on Board	Crew on Board	Dangerous Goods on Board	Additional Information
Pilot	123	5	No	N/A

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:

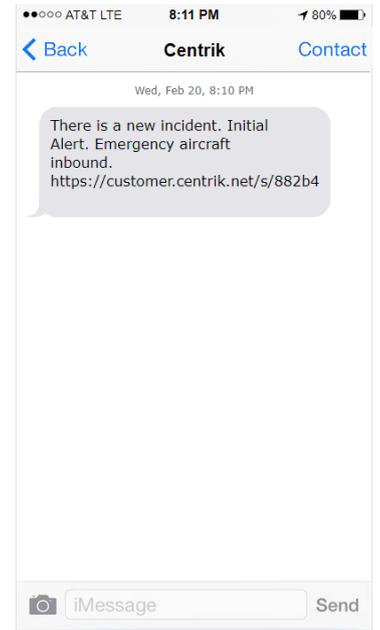
There is a new incident. Initial Alert. Emergency aircraft inbound.

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.

The screenshot shows the Centrik interface for a 'Case Close: Engine failure'. A modal dialog box titled 'Case Ready To Close' is displayed in the center. The dialog box contains the following text: 'All phases have been completed and the case is ready to be closed. For the case to remain open, add an additional phase below, or reopen an existing phase.' Below this text are four options, each with a checkbox and a 'Delegate to (optional)' field:

- Add Investigate Phase
 - Delegate to (optional) [input field]
 - This allows the delegate to edit the Investigate phase only*
 - Reason for delegation (optional) [input field]
 - Enter reason for delegation (optional - included in notification sent to delegate)
- Add SIRA Phase
 - Delegate to (optional) [input field]
 - This allows the delegate to edit the SIRA phase only*
 - Reason for delegation (optional) [input field]
 - Enter reason for delegation (optional - included in notification sent to delegate)
- Add Act Phase
- Add Monitor Phase
- Close Case

At the bottom of the dialog box is a yellow 'Save' button. A callout bubble on the right side of the dialog box contains the text: 'User notified that case is ready to close and given opportunity to add additional phases.'

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 Centrik

Case Close: TCAS RA Adam Ross

Safety Safety Case List

Capture Classify Risk Assess Investigate SIRA Act Monitor Close

Number	Date/Time	Type	Title	ERC Score
000387	29/12/2018	ASR-02 - TCAS Report	TCAS RA	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

Comments

Manual sign-offs can be configured as Safety Manager only, or to also require Delegate and/or another nominated person.

1

Jet Black Centrik

Case Classify Risk: TCAS RA Adam Ross

Safety Safety Case List

Capture Classify Risk Assess Investigate SIRA Act Monitor Close

Number	Date/Time	Type	Title	ERC Score
000387	29/12/2018	ASR-02 - TCAS Report	TCAS RA	50

Case delegated to: Ross, Adam

Assessment Result

Assessed

Categories

- Operating Base
- Not Base Specific
- Risk Category
- Airprox
- Affected Fleet
- A390
- Link to Risk Register
- (not specified)
- Occurrence class
- Accident
- Occurrence category

Manage Case Delegation

Delegate entire Case to ⓘ This allows the delegate to view and edit the entire case

Reason for Case delegation (optional)

Nominate additional sign-off to ⓘ This requires the nominated person to sign-off the case before it can be closed

Reason for nomination (optional)

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

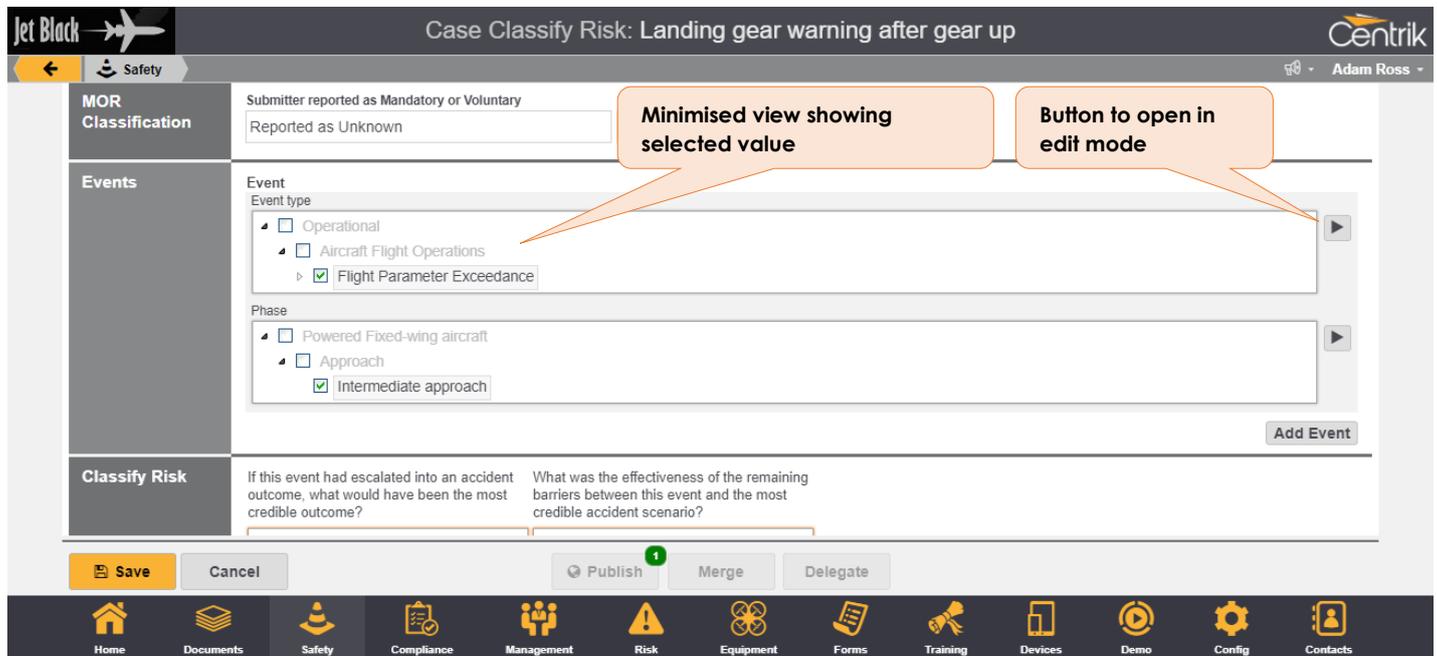
Regardless of which option is chosen, a full audit trail is stored detailing the case being closed and any subsequent changes to it which cause it to be reopened.

The screenshot displays the 'Case Close: Engine failure' interface in the Centrik system. At the top, a progress bar shows the workflow stages: Capture (checked), Classify Risk (checked), Investigate, SIRA, Act, Monitor, and Close. Below this, a table lists case details: Number 000389, Date/Time 20/01/2019, Type ASR-01 - General Incident Report, Title Engine failure, and ERC Score 10. It also shows 'Case delegated to' and 'Nominated additional sign-off' as Ross, Adam. A 'Safety Manager or Delegate' section includes 'Closed By' and 'Closed On' fields. An 'Attachments' section has an 'Add Attachment' button. The 'Comments' section contains a list of entries: 'Case reopened - Adam Ross has added a(n) Investigate phase' (By: Ross, Adam, 26/02/2019 16:24), 'Case closed by Adam Ross' (By: Ross, Adam, 26/02/2019 16:24), and a placeholder comment. A 'Publish' button with a '2' notification is visible. A callout box points to the audit trail entries with the text: 'Audit trail tracking case closure and subsequent re-opening.' The bottom navigation bar includes icons for Home, Documents, Safety, Compliance, Management, Risk, Equipment, Forms, Training, Devices, Demo, Config, and Contacts.

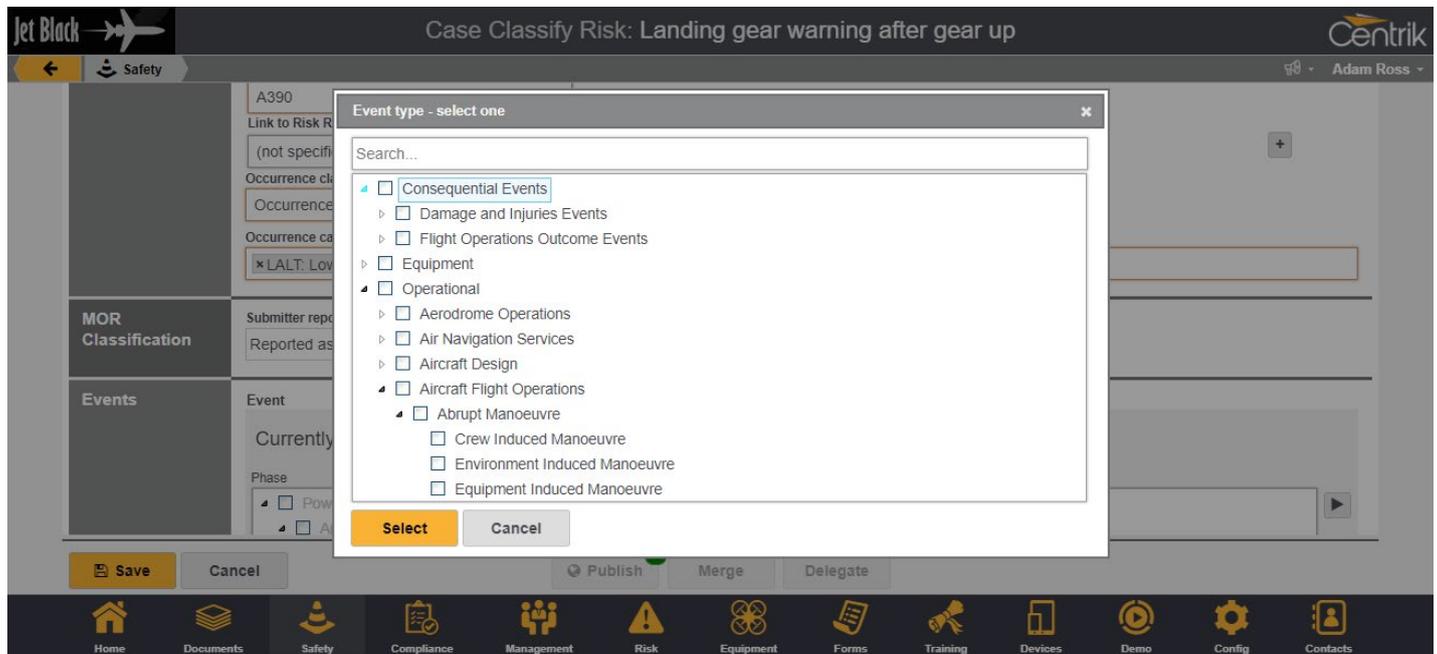
Improved Forms

New User Interface Controls

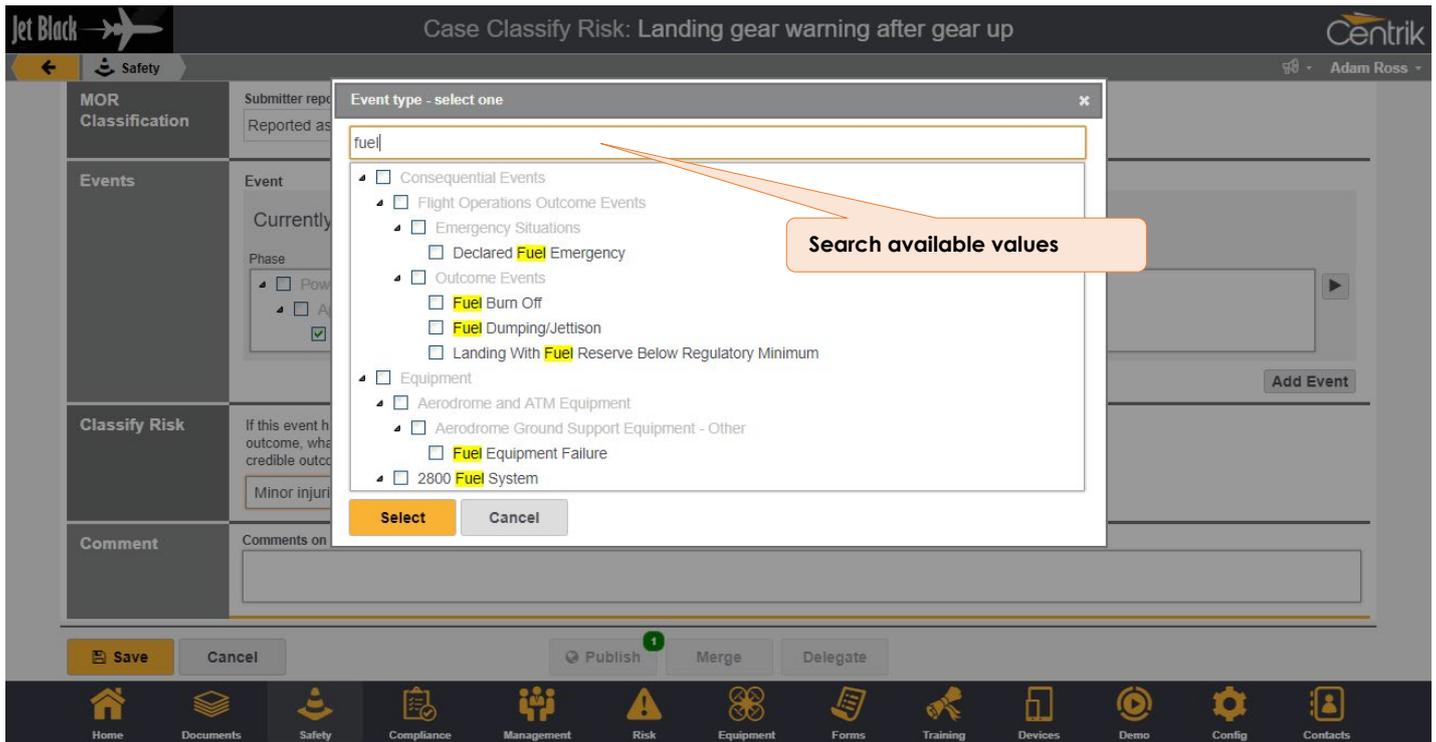
Safety forms are friendlier to use than ever before with the introduction of new features that make selecting values from large hierarchical data fields much easier. This is especially useful for the ADREP data fields required for ECCAIRS-compliant mandatory occurrence reports.



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.

The screenshot shows the 'Safety Case List' interface. At the top, there's a 'Filter' button and a message: 'Showing All Open cases. Use the filter button to change the cases displayed.' The main table has columns for No, Date, Days Open, Type, Title, Categories (Category, Fleet, Link to ..., Flags), and Action Status (ERC Score, SIRA Result, Overdue, In Progr., Closed, Delegation). The cases are grouped by phase: Assess (1), Investigate (2), SIRA (3), and Act (4). Callouts highlight: 'Case groupings now distinguish between Assess, Investigate, SIRA, etc.', 'New 'Days Open' column', and 'Richer information available when hovering over the date column'. A 'View Closed Cases' button with a '287' badge and a 'Download' button are also visible.

No	Date	Days Open	Type	Title	Category	Fleet	Link to ...	Flags	ERC Score	SIRA Result	Overdue	In Progr.	Closed	Delegation
Phase: Assess (1)														
000394	20/01/2019	18	EOR-01	Bird strike	Birdstrike	A390		MOR Fatg.	21					
Phase: Investigate (2)														
000389	20/01/2019	34	ASR-01	Engine failure	LGW	Engines	A390		10					Case: Ross, Adam (open)
000378	29/11/2018	81	ASR-07	Landing gear warning after gear up	Not Base Specific	Compliance	A390	MOR	2				2	
Phase: SIRA (3)														
000379	30/11/2018	81	ASR-01	Overfueling	Not Base Specific	Accuracy	A390		1				1	
000381	24/11/2018	75	EOR-01		LGW	Engines	A390		1				1	
000001	15/11/2018	103	ASR-01	Go around	Other	Compliance	A390		4				1	
Phase: Act (4)														
000385	14/12/2018	74	ASR-01		LGW	Other	A390		1				1	

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.

No	Date	Days Open	Type	Title	Base	Category	Fleet	Link to ...	Flags	ERC Score	SIRA Result	Overdue	In Progr.	Closed	Delegation
Phase: Assess (1)															
000394	20/01/2019	18	EOR-01	Bird strike leading to Engine Failure	Not Base Specific	Birdstrike	A390		MOR Fatg.		21				
Phase: Investigate (2)															
000389	20/01/2019	35	ASR-01	Engine failure	LGW	Engines	A390				10				Case: Ross, Adam (open)
000378	29/11/2018	82	ASR-07	Landing gear warning after gear up	Not Base Specific	Compliance	A390		MOR		2			2	
Phase: SIRA (3)															
Phase: Act (4)															
000385	14/12/2018	75	DEL-01	AR/00XX GROUND HANDLING	LGW	Other	A390				1				
000388	10/12/2018	38	ASR-01	Captain	Other	Compliance	A390				10				
000380	08/12/2018	80	DEL-01	AR/00XX non-sc											
000377	03/11/2018	83	FRM-	CDR Extended P					MOR		4				

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.

Introduction
 Welcome to the Jet Black MANDATORY OCCURRENCE REPORT Portal.
 Please ensure you fill out the correct information below and select your MOR Report below.
 This report shall be raised directly with the Jet Black Safety Regulation department.
 For any issues regarding the forms please contact us on (+44) 123456789

Reporter

Reported By (your name)

E-Mail Address

Telephone Number

Re-Enter E-Mail Address

Submit an update to a previous report using online form

Previous Report Reference

Unique Report Code

Update 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.

The screenshot shows the Centrik Logbook interface. At the top, there are filters for People (all), Roles (all), Equipment Classes (all), and Equipment Types (all). Below these are fields for Minimum and Maximum hours per day or month, and Minimum and Maximum hours total. A 'Show FTL Config' button is present. The main table displays flight hours for various pilots in 2018. A 'Download' button is at the bottom right of the table. The bottom navigation bar includes icons for Home, Documents, Safety, Quality, Management, Risk, Equipment, Tasking, Training, Logbook, Devices, and Contacts.

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

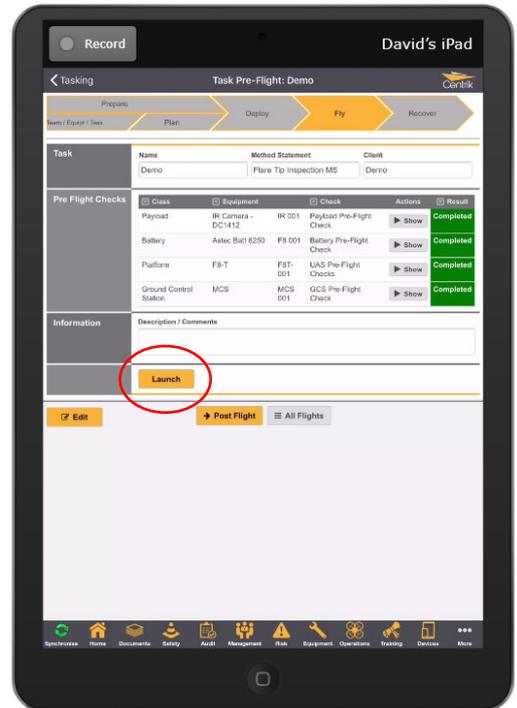
Centrik V4.3 includes improvements to the Fly Phase of the UAS Tasking module to make it much easier and quicker to record flight times in the field. It also reduced the chance of error.

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.



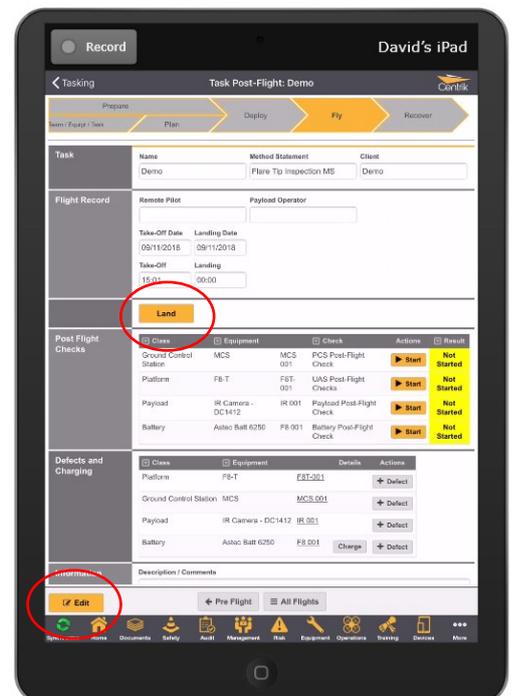
Land Procedure

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](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.