



RELEASE NOTES

Version:

V4.4

Date:

14/11/2019

Summary

This document gives an overview of the exciting new features available in Centrik V4.4, including:

- Substantial new features to support **large organisations**, including the ability for a contact to belong to multiple organisations and departments within the system, playing a different role in each.
- Ability to partition Workflows, Meetings and Forms into 'subsystems' allowing control of the users that can access each area. Workflows and Meetings are also now accessed via their own dedicated buttons from Centrik's main menu.
- New **Group Oversight** and sharing features in Centrik's Compliance and Risk Modules.
- New **offline features for the Tasking / UAS Module** enabling enhanced in-the-field operations.
- Important incremental updates to the Safety Module, particularly for large organisations and regulators.
- **Training validation self-upload** features, streamlining currency management for Training Managers.

Release Classification

<p>Minor Release</p>	<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.

Contacts Module

Contact and Access Rights Management

In V4.4, users may belong to more than one organisation or department within Centrik. This adds flexibility that is particularly useful for large organisations - for example, multi-entity organisations such as an aircraft operator with multiple AOCs - ensuring that throughout Centrik each user can see and do only what is relevant to them within the system.

To support this, the contact management page has been updated as shown in the following screenshot:

Contact: Peter Herpels

Contact Detail

Last Name (or Company): Pilot | First Name: Peter | Job Title / Rank: Pilot

Organisation Unit: CentrikAir UK | Crew

Additional Org Units

Org Unit: CentrikAir ME - Flight Operation Department | Roles: [X]

Group - Safety Management | Roles: [X]

Roles

Standard Roles: Users (All AOCs) | CentrikAir UK - UK All Users

Additional Roles: Crew Training Planner

Access Rights

	Do	See	Manage
	Sys. Org. Dept.	Sys. Org. Dept.	Sys. Org. Dept.
Documents	Use Documents [R]		Manage Structure []
Flight Ops (BE)		See Dashboard [R] [R] [R]	Manage Documents []
			Track documents []
Ground Ops (BE)		See Dashboard [] [] []	Manage Documents []
			Track documents []

Access rights configured for each organisation via tabs

General | Log-In | **CentrikAir UK Crew** | CentrikAir ME Flight Operation Department | Group Safety Management

Footer: Home | Documents | Handover | Safety Reporting | Compliance | Meetings | Workflows | Risk | Forms & Reports | Training | Devices | Config | Contacts

Additionally, the access rights display can now show which Role(s) grant a user an access right (when a right has "R" over the checkbox, indicating the right is given to them by a role they hold):

Forms

Centrik Airways UK | Submit Forms [R] [R] [R]

Training

See Own Records []

Details of the role granting this access right

Centrik Airways UK - Flight Operations - Pilot

Organisation Overview

For any external organisations configured in your system Centrik now provides an enhanced overview page, with tabs for general information, key people, contacts and items within your Centrik system that are linked to that organisation

Centrik Organisation Detail **Centrik**

← Contacts Organisations ? ⓘ Adam Ross ▾

Organisation

Name: A.N.Third Party Supplier Location: AN3P

Oversight Period (Months): 12

Comments: A.N.Third Party Supplier details, used to supply XYZ

General **Key People** Contacts Relationships Oversight Findings Occurrence Reports

Main Contact

Main Contact Name: Omar Jenkins Position: Account Manager

Telephone: 01234 567890 Telephone: Fax:

e-mail address: handling@an3p.test

Save Cancel

Home Documents Handover Safety Compliance Meetings Workflows Risk Forms Training Devices Config Contacts

To take advantage of these features and to discuss the best organisation and access rights set up for your system please contact support@centrik.net.

Compliance Module

Standard Checklists and Group Oversight

Centrik V4.4 brings the ability to create group-wide standard compliance checklists. These checklists may then be applied to individual organisations and departments within the system on a case-by-case basis.

Audits performed and Findings raised by each of the target organisations and departments are summarised on a useful dashboard. You can drill down to view the detail for each organisation or department.

Checklists: Group Oversight

Prepare Checklists		Conduct Audit		Manage Findings										
				Capture			Act			Close				
#	Name	Total	Cayman Internal Audits	PrivateJet Internal Audits	US Internal Audits	Aviation Co. Internal Audits (XYZ Aviation)	Internal Audits (Sub-org 2)	Internal Audits (X Air)	Airways UK Internal Audits	FBO Internal Audits	Maintenance Internal Audits	Aviation Asia Internal Audits	Germany Internal Audits	ATO Internal Audits
GRP-01	Operational Control & Supervision	1				1								
GRP-02	Flight Safety Procedures													
GRP-03	Safety Management System	3 12 1	1	18/10/2019 1	23/10/2019 1 1				09/01/2019 1	16/10/2019 1	30/11/2018 2	16/10/2019 1 2	5	
GRP-04	Security													
GRP-05	Operational Procedures	2 2										16/10/2019 2 2		
GRP-06	MEL Usage													
GRP-07	Aircraft Performance	4							16/10/2019 1			3		
GRP-08	Nav & Comms Equipment and Practices													
GRP-09	Flight and Duty Time Limitations, Rest Requirements, and Scheduling													
GRP-10	Ground Operations	1								16/10/2019 1				
GRP-11	All Weather Operations													

Totals across group

Individual organisation / department details

Totals across group

Individual organisation / department details

UK CAA Specific Objective Checks

Following the United Kingdom CAA introducing the new "Specific Objective Checks" auditing method, we have introduced a new audit style allowing operators in the UK to record additional data. A drop-down for whether the sections are relevant to your operation and the background and applicability of each SOC section can be seen in the screenshot below.

Section Detail

Audit Number: -2019-003

Audit Name: Monitoring of Compliance with the Applicable Regulations and Promoting Best Practice within Flight Operations

Section Number: A

Section Name: Cockpit Voice Recorders/Flight Data Recorders/Underwater Locating Devices/Aircraft Tracking Systems

Background
Commission Regulation (EU) 2015/2338 of 11 December 2015 included amendments to the Air Operations Regulation regarding requirements for cockpit voice recorders (CVRs), flight data recorders (FDRs), underwater locating devices (ULDs) and aircraft tracking systems. These requirements became/become applicable on 16 June 2018, 16 December 2018, 1 January 2019 and 1 January 2020.

Applicability
All AOC holders

Relevant to Operation
Yes

Comments on Relevance / Justification why not relevant

Contents

Check	Compliant
A1	

Has the operator established and maintained, as part of the system for exercising operational control over the flights, an aircraft tracking system? (Aeroplanes only)

EASA.CAT.GEN.MPA.205

Documentation/Evidence

Comments

SOC 'Relevant to Operation' field

Documents Module

Document Tracking

Centrik's document tracking feature has been further enhanced to provide additional guidance to users on why documents are tracked for them. This is useful for document managers who may need to understand how and why a document applies to a user, particularly when following up late readers.

Document Tracking

Why is this document tracked?

Role: Centrik Airways UK - Flight Operations - Pilot - All
Department: Centrik Airways Germany - Flight Crew

Close **Go to Document**

Reasons that document is tracked for this user

Forms Module

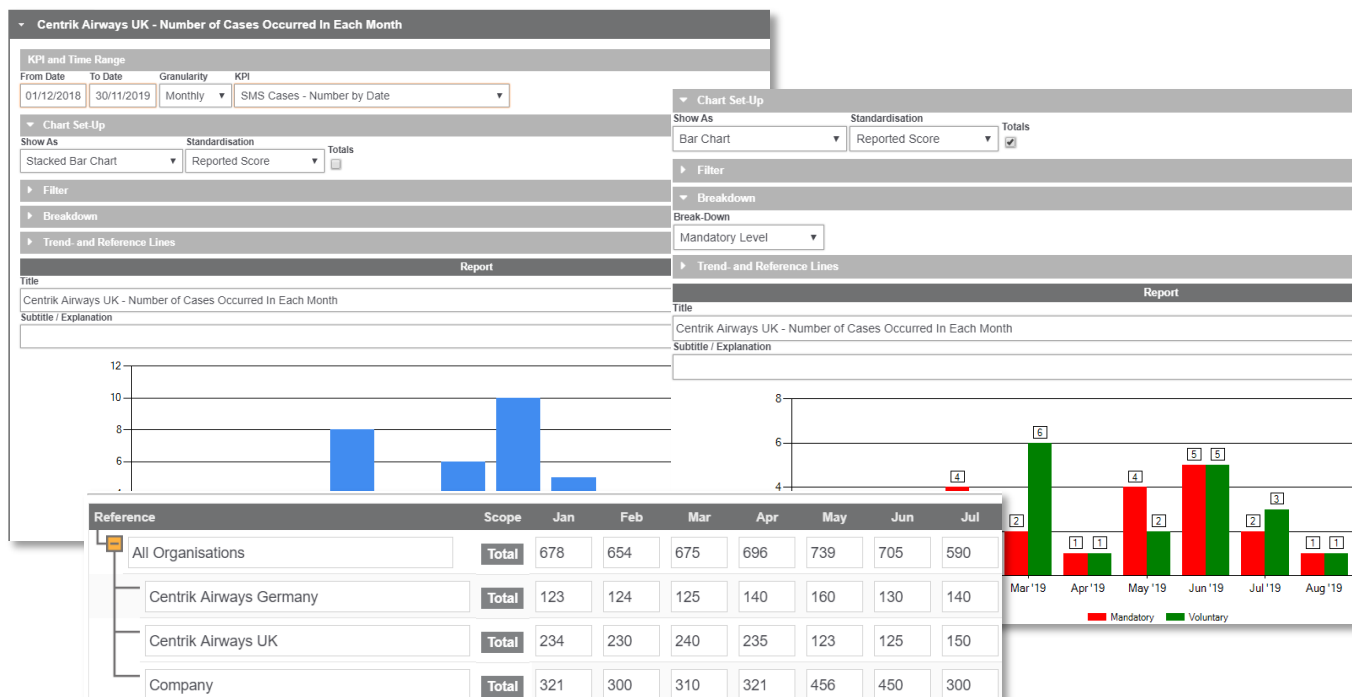
Forms Subsystems

Centrik now allows multiple Forms Module tabs or 'subsystems' to be set up. Subsystems allow the data within the Forms module to be logically separated, with the forms and access rights tailored individually for each subsystem.



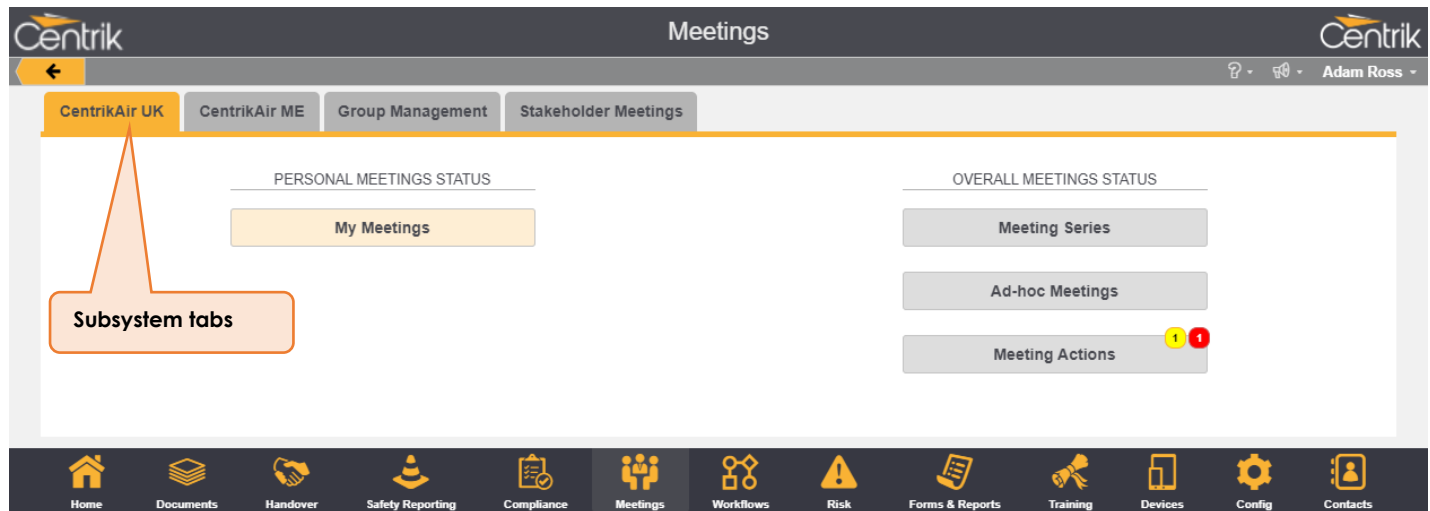
KPIs

Centrik's KPI features have been enhanced with an enhanced user interface and the ability to define reference data on a per-organisation basis.



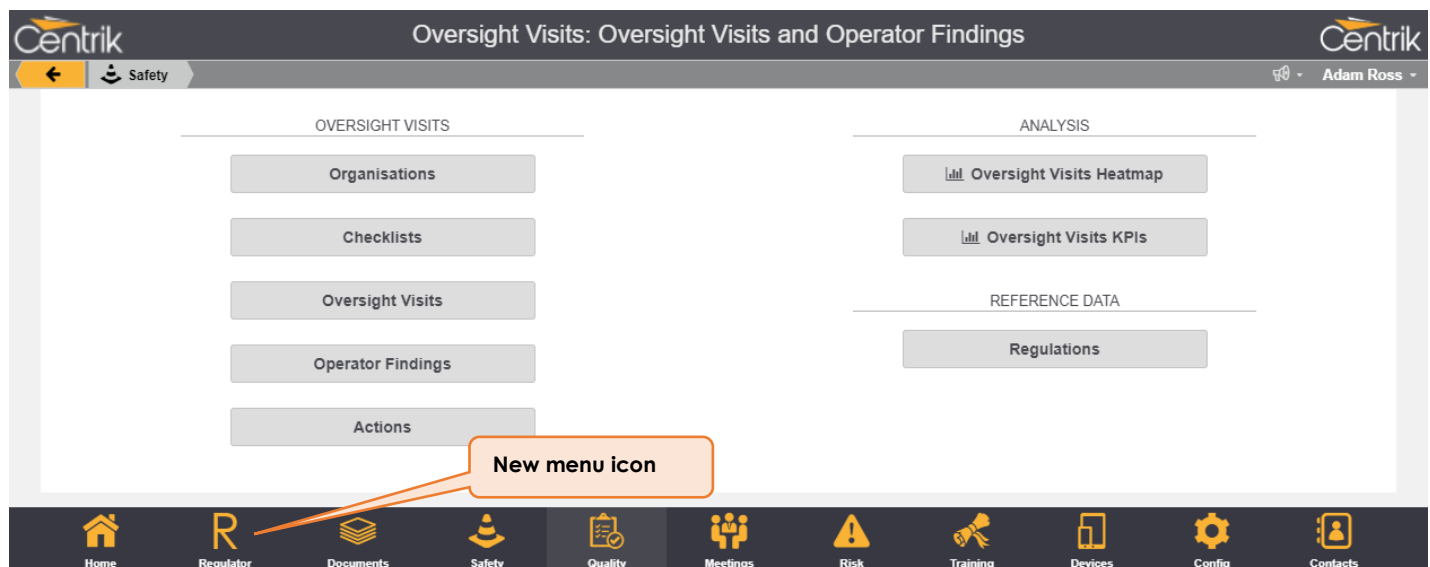
Meetings and Workflow Modules

In previous versions of Centrik, the meetings and workflows features were combined in the Management Module. Continuing the theme of enhanced flexibility aimed at larger organisations, Centrik V4.4 splits these into separate modules. This allows improved access control via the Contacts Module ensuring that each user can only see the meetings and workflows that apply to them.



Regulator Module

For Centrik's regulator customers, V4.4 may be configured with a new Regulator link in the main menu. This provides a new way to access the existing organisation and inspections features, and over the coming months will be extended with new regulator features for applications processing and aircraft registry.



Risk Module

Top Risks

Centrik V4.4 brings a simple but powerful function allowing you to define the top risks for your organisation independently of risk score.

A risk is identified as a top risk as follows:

Decision	<input type="button" value="Continue"/>	Comments
Top Risk	<input checked="" type="checkbox"/> Top Risk	This should be a top risk because ...

The Risk Register may then be filtered to show top risks as follows:

Top Risks

Organisation

Department

Search for Name

Flagged as Top Risk

(all)

(all)

Q Search

<input checked="" type="checkbox"/> Number	Name	<input checked="" type="checkbox"/> Organisation	<input checked="" type="checkbox"/> Department	Top Risk	<input checked="" type="checkbox"/> Next Due	Assessment Before Action		<input checked="" type="checkbox"/> Actions	Assessment After Action		Related...	<input checked="" type="checkbox"/> Status
						<input checked="" type="checkbox"/> Overall	<input checked="" type="checkbox"/> Highest Score		<input checked="" type="checkbox"/> Overall	<input checked="" type="checkbox"/> Highest Score	<input checked="" type="checkbox"/> Cases <input checked="" type="checkbox"/> Findings	
01	Security	Centrik Airways UK	(all)	<input checked="" type="checkbox"/>		-	-		-	-		In Progress

Risks may be ordered by assessment score before action or assessment score after action.

Enhanced ICAO 5x5 Risk Matrix

Centrik can now be configured to better show the ICAO 5x5 risk matrix, with a new colour coding scheme for each severity/probability combination. This can replace numeric scores, giving a quick at-a-glance view of the severity and probability selected when reviewing a list of hazards or occurrences.

Risk Probability	Risk Severity				
	Catastrophic (A)	Hazardous (B)	Major (C)	Minor (D)	Negligible (E)
Frequent (5)	5A	5B	5C	5D	5E
Occasional (4)	4A	4B	4C	4D	4E
Remote (3)	3A	3B	3C	3D	3E
Improbable (2)	2A	2B	2C	2D	2E
Extremely Improbable (1)	1A	1B	1C	1D	1E

To have your risk matrix configured in this way please contact support@centrik.net.

Risk Assessment Oversight and Ability to Copy and Move Assessments

The Risk Module now provides new tools useful for managing assessments where multiple risk subsystems are employed. This is particularly useful for large organisations where a Risk Assessment may be defined at group level and assessed separately within individual organisations and departments.

Risk Assessment: Security

Dates and Assessor

Conducted On: 25/07/2019 | Expires On: | Assessor: |

Confidentiality: Visible to everyone

Reference Files

There are no associated attachments.

Copies

Number	Name	Organisation	Department	Next Due	Overall	Highest Score	Actions	Assessment Before Action		Assessment After Action		Related...		Status
								Overall	Highest Score	Overall	Highest Score	Cases	Findings	
01	Security	CentrikAir ME	(all)	-	4C		-	-	3D	102			In Progress	
01	Security	CentrikAir UK	Safety Management	-	4C		-	-	3D				In Progress	
01	Security	CentrikAir US	(all)	-	4C		-	-	3D				In Progress	

Copy **New Version** **Move** **Close** **Download**

Home **Documents** **Handover** **Safety Reporting** **Compliance** **Meetings** **Workflows** **Risk** **Forms & Reports** **Training** **Devices** **Config** **Contacts**

The screenshot above shows how this is managed via the main Risk Assessment Set-Up page. Various copy options are available as follows:

Create a copy of this Risk Assessment

☒ **Standard Copy:**

- Copy the current version of this Risk Assessment, but without the risk evaluation

☐ **Full Copy:**

- Copy the current version of this Risk Assessment in its entirety

☐ **Create Template:**

- Create a template from this Risk Assessment

Target Risk Subsystem

(please select)

OK **Cancel**

Moving Risk Assessments

Centrik also now provides a tool for moving Risk Assessments between subsystems:

Select a new Risk Subsystem for this Assessment

All versions and actions will be moved to the selected subsystem.

Risk Subsystem

Company

Move Cancel

Note that where the Risk is associated with a specific organisation or department, you may also need to update these attributes when moving the assessment.

Safety Module

The Safety Module has been further enhanced in V4.4 as follows:

- Page load times improved for all pages
- Enhanced cross-organisation data analysis in the heatmap
- Heatmap and KPI standardised comparison of organisations (using known values, e.g. score per 10 aircraft). These can be configured by users directly within the Reference Values (when broken down by organisation or department)
- Compatibility with latest ADREP taxonomy version 4.1.0.7

Internal Publishing

Centrik includes a new feature for publishing or escalating safety events within an organisation. This is particularly useful for larger organisations where individual entities or departments have independent Safety systems and need to cross-publish or escalate some reports within the group.

Check the options that apply to this report:

☐ Birds / Wildlife struck ☐ TCAS ☐ Security Incident

☐ Damage / Injury incurred ☒ Air Navigation Service / Airspace relevant

☐ Weather relevant ☐ Other aircraft involved

☐ Occurrence on or near aerodrome ☐ Dangerous Goods

☐ Runway incursion ☐ Maintenance incident

Flight Details

Air Navigation Service / Airspace Details

Attachments

Comments

Download Report: Wrong Routing used

Return To Sender Escalate to Group

Internal publishing may be configured to be available directly from the report 'capture' page, meaning that reports do not need to be classified etc before being escalated internally

External Reporting

Centrik's external reporting feature has been further enhanced to allow a guest user to save and retrieve draft reports before submitting them.

Additionally, reports may now be pre-filled by uploading an E5X file. This is useful where external reporting organisations are using other safety management software solutions.

For those reporting organisations using Centrik, we can set up seamless Centrik to Centrik publishing from one system to another.

To allow E5X upload and pre-filling for your external reports, please contact Centrik Support. Note that the extent of the information pre-populated will depend on quality of the file being imported.

Tasking (UAS) and Equipment Modules

Offline Tasking

The recording of Flights and equipment usage can now be recorded off-line using the Centrik App. This enables users in the field to record their usage of equipment and upload the flight times when connectivity is regained.

To access the tasks off line the Task is first synchronised down onto the Device with connectivity in place, using the Sync option in the Task list

Name	Start	Status	Open
Centrik Task	2019-11-11	Not on device	Sync

Once synchronised onto the Device you can record the Flights in the task as per on-line function.

Task	Name	Method Statement	Client
	Centrik Task	Standard Field Task	Centrik

Flight Record	Pilot	Payload Operator
	UAV Pilot	(not specified)

Take-Off Date	Landing Date
12 Nov 2019	

Take-Off (UTC)	Landing (UTC)
15:42	15:44

[Land](#)

Location	Take Off Latitude	Take Off Longitude

Location	Landing Latitude	Landing Longitude

Post Flight Checks	Class	Equipment	Check	Actions	Result
	Platform	Inspire 1	Inspire UK-21	Post Flight	Start Not Started

When completed, and the device has internet connectivity, you can upload the Flight back into the system. The task will display 'Requires Sync' as you have outstanding offline updates to transfer.

Name	Start	Status	Open
Centrik Task	2019-11-11	Requires sync	Sync Open

Once synchronised, the device will then update to inform you the Flight have been transferred to the on-line system, showing 'Up to Date' on the Tasks (off-line) view.

Synchronise

Tasks (Off-Line)

Centrik

Name	Start	Status	Open
Centrik Task	2019-11-11	Up to date	<div>Open</div>

The Flight(s) are then viewable in the task in the normal manner on-line. You can record additional Flights in the Off-line copy of the task and upload into the on-line system as required.

Equipment Defects

Equipment defects now show an auditable path of changes recorded when the Defect is amended. These amendments are displayed in the comments field in the Defect page, showing which Users have made any changes.

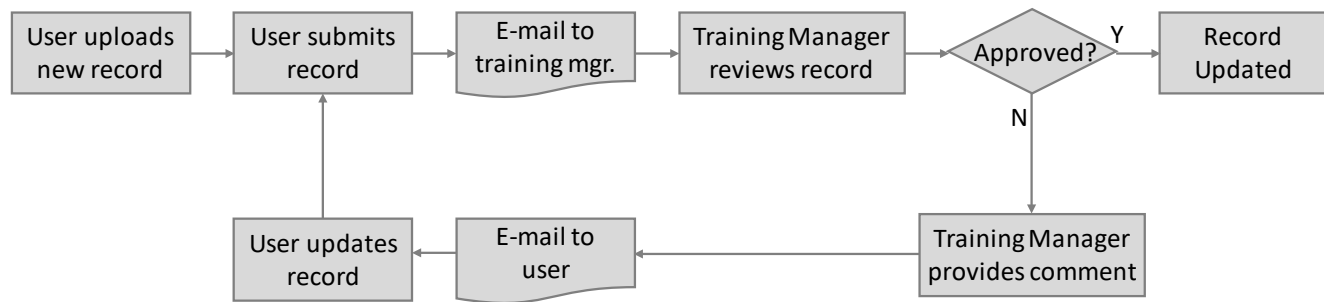
Comments		Comment		By
		Defect updated by UAV Pilot on 12/11/2019 16:30 Description updated from Large significant crack now on the Sony NEX Lens, drastically effecting images TO Small insignificant crack on the Sony NEX Lens, not effecting images		Pilot, UAV 12/11/2019 16:30
		Defect updated by UAV Pilot on 12/11/2019 16:30 Defect Date updated from 13/11/2019 TO 11/11/2019		Pilot, UAV 12/11/2019 16:30

Training Module

Training Qualification Self-Upload

There is now the option to allow users to 'Self-upload' Training details to validate new currency qualifications. This can be enabled per subsystem within Training module and is applicable to qualifications validated by document upload.

Once the setting is enabled the process is as follows:



Starting on the 'My Currency' page, the user clicks the + button to initiate the process of adding the qualification details. Once saved the training record is then submitted for sign-off.

Sign-Off	Not submitted		
	Submit		
Details	Previous Expiry	Completed On	Expiry
		11/11/2019	31/12/2019
	Comment		

The user can view the qualifications uploaded and their current status on the system under the 'My Uploads' option.

PERSONAL UAS OPS STATUS

My Currency 1

My Uploads

The Training Manager can then view Self Upload items requiring sign-off via the Training dashboard.

UAS Ops - Self Upload

Pending Updates 1

They can sign-off or reject these items as required. Once signed off the qualification will update to reflect the approved record.