

POSAM SERVIO

Letové prevádzkové služby, š.p. (LPS) streamline events management and infrastructure records employing a new Operation Information System.

Industry:

Transportation

Customer profile:

Letové prevádzkové služby, š.p. provide air navigation services within the airspace and selected airports of the Slovak Republic.

- Revenues: Eur 48,9 mil. (2009)
- Number of employees: 480

Primary role of Letové prevádzkové služby, š.p. is to prevent collisions of airplanes and to maintain a fast, well-arranged and safe flow of air traffic.

Major benefits of solution:

- Paperwork in dealing with events reduced by 40%
- 98% of reports are solved within the SLA agreed
- 98,5% of users have expressed their satisfaction with the quality of services

BACKGROUND

Support of air navigation services in records and solution of events was provided by combination of paper and electronic systems (log book, several heterogeneous and often duplicate systems). However, the situation was administratively demanding and unsustainable in the long term. It turned out necessary to shift to a new, more flexible system able to provide relevant information to ensure the air traffic – air traffic / operation information system.

The company has decided to choose PosAm Servio, solution covering all original functions and at the same time bringing higher quality in support of existing processes, defined services and reporting.

OBJECTIVES AND REQUIREMENTS

Technical coordination centre (Internal call centre) of Letové prevádzkové služby and the whole company operate in the 24x7 mode. 5 operators provide information for approximately 85 solvers dislocated throughout Slovakia to ensure trouble-free operation of aviation systems. An important aspect was to harmonize aviation terminology with standard IT terminology in transition to PosAm Servio. Particularly in terms of definition of individual operation services and description of (not only) IT environment characterized by long equipment life cycles (up to 25 years), openness of PosAm Servio has turned out to be the key feature.

Fundamental requirement has certainly been to ensure high system accountability and availability, since the Operation information system is operated in this “safety critical” segment where you have no possibility to stop a running process. With respect to the mentioned parameters, it was necessary to implement PosAm Servio step by step while maintaining (or effectively redesigning) the original processes and availability of the original as well as the new systems for selected users. To maintain data integrity between the two systems was a must.

SOLUTION

Introduction of PosAm Servio was preceded by a detailed analysis and preparation of system configuration. The first step was to implement basic version of the system in order to primarily verify functionality and to familiarize with the solution. Then service management model and catalogue of services were created. Definition of business and technical services and their mutual relations, quality levels of provided services (SLA, OLA), metrics for their evaluation, performance capacity indicators, scope of individual service provision and so on. The project was specific with a high number of services (dozens) provided and managed using PosAm Servio for a relatively low number of users (350). An advantage was integrated models for catalogues of services and quality management, significantly contributing to streamlining and accelerating the works in this stage.

“CONFIGURABILITY AND FLEXIBILITY WERE THE KEY MOTIVATORS IN CHOOSING A NEW OPERATION INFORMATION SYSTEM. THESE REQUIREMENTS, INCLUDING SPECIFIC FUNCTIONAL FEATURES AND HIGH COST-EFFECTIVENESS, HAVE BEEN BEST MET BY THE POSAM SERGIO SOLUTION.”

*Ing. Marián Mališ,
Project Manager*

The second step was to fill the TZL (CM-DB) database with information and to set configuration management. The contents included information on facilities of engineering infrastructure, their mutual relations, data on solution groups, organizational structure and the like. An advantage in data recording were the dynamic data structures and relations within CM-DB which provided sufficient flexibility, and the extent of data turned out to be no problem for records of technical equipment with high levels of complexity and multiple redundancy (e.g. radar and navigation systems, telecommunication equipment).

In order to eliminate the risks, the overall implementation was divided into several stages with careful evaluation of individual aspects after each stage and modification of implementation process according to collected information. Speed of implementation was significantly supported by the PosAm Sergio solution out-of-the-box functionality which allowed keeping up with the determined deadline to start the full system operation within 7 months from project initialization. An important

part of the solution is reporting which provides comprehensive information on all key parameters as well as allows evaluation of fulfillment of required objectives.

RESULTS AND BENEFITS

Elimination of double records (paper records, records for statistic purposes in electronic form have been replaced by centralized records in PosAm Sergio). Automation of many activities (events planner, calendar functions, automated responses, batch processing, pre-defined forms and many more) streamlined routine activities and increased performance efficiency in provision of technical support. Quality control and automated corrective activities constantly monitor compliance with the set quality levels of business as well as technical services. Well-arranged records of assets and engineering infrastructure in TZL database help better evaluate individual events in their context and subsequently proactively prevent potential incidents and problems. Continuous user satisfaction evaluation has confirmed increased satisfaction with provided services.

“Implementation of PosAm Sergio in the context of ITIL recommendations and introduction of services helped us better understand our own environment and established processes. Creation of service catalogue allows streamlining the work, better status monitoring and evaluation of performance of operation service provision.”

*Ing. Marián Mališ,
Project Manager*

SOLUTION WITHIN YOUR REACH

Find more detailed information on how to ensure an efficient support of processes for IT service management in product documentation or at www.posam.sk. Do not hesitate to contact our company's business division, too.

PosAm, spol. s r. o.
Odborárska 21, 831 02 Bratislava
tel.: +421-2-49 23 91 11
fax: +421-2-49 23 98 88
www.posam.sk