

SUPPORTING
EUROPEAN
AVIATION



FLIGHT DISPATCHER DAYS

SUPPORTING EUROPEAN AVIATION



NETWORK
MANAGER



TO REQUEST ACCESS TO NM SYSTEMS



<https://www.eurocontrol.int/network-operations/access-service-request-form>

NETWORK
MANAGER





GENERIC INFORMATION



EUROCONTROL

EUROCONTROL is a pan-European, civil-military organisation dedicated to supporting European aviation. EUROCONTROL was established under the EUROCONTROL International Convention relating to Cooperation for the Safety of Air Navigation of 13 December 1960, which entered into force on 1 March 1963.

<https://www.eurocontrol.int/about-us>
<https://www.eurocontrol.int/publication/eurocontrol-products-services-catalogue>

Network Manager (NM)

As the Network Manager (NM), we develop and operate the air traffic management (ATM) network in Europe and beyond. With our comprehensive picture of the ATM network and unique in-depth expertise, we ensure the smooth flow of traffic and address performance challenges strategically, operationally and technically.

Our 25+ years of expertise in centralised flow management allows us to efficiently forecast, plan and coordinate the safe operation of flights.

Hand-in-hand with our partners, we develop solutions to meet current and future airspace and ground capacity needs.

We exchange information with countries across the ICAO European region and beyond to improve traffic flows from the regional to the global level, enhance traffic predictability and increase network capacity.

<https://www.eurocontrol.int/network-manager>

Network operations planning, airspace design and utilisation

With over forty countries and more than ten million flights a year, Europe has some of the busiest and most complex airspace in the world. EUROCONTROL, acting as the Network Manager, ensures that this airspace is safely and efficiently designed, planned and managed.

We ensure the seamless integration of actions to improve the design and utilisation of Europe's airspace. In this way we can ensure the delivery of the Single European Sky (SES) II performance targets for capacity and flight efficiency at the European air traffic management (ATM) network and the local/sub-regional levels. At the same time, we provide alternative solutions to increase capacity and flight efficiency, make the best possible use of the available airspace resources and to accommodate the needs of all airspace users, civil and military. While modernising Europe's air traffic management system, we work to reduce operational costs and airspace fragmentation, and to reduce the impact of aviation on the environment. We lead the evolution of the European network. We innovate and develop the concepts and systems that will power the future network and fulfil the needs of our stakeholders.

<https://www.eurocontrol.int/network-operations-planning>
<https://www.eurocontrol.int/airspace-design-and-utilisation>

The Network Manager Operations Centre - NMOC

The Network Manager's core is our air traffic management network operations. The Network Manager Operations Centre primarily carries out three operational functions:

Airspace Data Management

We expand our view of the network through accurate information about Europe's airspace, kept up-to-date in the Central Airspace and Capacity Database (CACD). Sharing this information improves the efficiency and accuracy of our systems - Initial Flight Plan Processing System (IFPS) and Enhanced Tactical Flow Management System (ETFMS) - and those of our stakeholders. The airspace data is updated both during the current AIRAC cycle (dynamically and semi-dynamically) as well as for the next cycle (statically).



Flight Plan Processing

We use the airspace and aeronautical data available to us to check the flight plan. The flight plan related data is then validated, corrected if necessary and distributed to our partners. This ensures the network's safety and security, by flagging black-listed operators and ensuring there are no conflicting call signs embedded in their flight schedules.

IFPS User Manual: <https://www.eurocontrol.int/publication/ifps-users-manual>

Air Traffic Flow and Capacity Management

- We optimise traffic flows by constantly balancing capacity supply and demand while ensuring the safe and efficient operation of flights going to and over Europe.
- ATFCM User Manual: <https://www.eurocontrol.int/publication/atfcm-users-manual>
- AOLO (Aircraft operators liaison officer) NMOC
 - Call the AOLO hotline only for flights needing special assistance.
 - Examples of qualifying reasons for calling the AOLO hotline:
 - Flights delayed and at risk of FPL cancellation due to crew duty times;
 - AO needing assistance to urgently contact airborne flights or needing to know the position of aircraft they are not able to contact;
 - Special medical flights
 - Flights at/close to EOBT/TOBT receiving SRM (if these cases are not already dealt by TWR/FMP).
 - Exceptional Aerodrome or ACC conditions causing delays that push flights into critical night curfews; Priority of re-positioning of diverted flights;
 - Flights severely delayed by ATFM measures caused by meteorological phenomena

- The Airport Function
 - It provides input, advice and airport coordination to the decision-making process of the NMOC in relation to flow management and demand/capacity-balancing.
 - www.eurocontrol.int/service/airport-function

Network operations handbook (also available via NOP portal): <https://www.eurocontrol.int/library/search?f%5B0%5D=product%3A806&f%5B1%5D=product%3A806>

Network performance

We assess the performance of the network, check that it is in line with the objectives in the Network Strategic, Operations and Performance Plans, recommend measures and actions to address the identified issues.

<https://www.eurocontrol.int/network-performance>

Safety

At EUROCONTROL, we work to ensure that safety remains the top priority in all domains of air traffic management and air service provision.

As the Network Manager, and in partnership with civil and military airspace users as well as international organisations, we strive to maximise safety performance on a pan-European level and beyond.

We also believe that safety management should evolve. Today, our approach to safety is proactive more than reactive; preventive rather than responsive. We systemically look for emerging properties in a constantly changing system.

On an operational level, we support the aviation industry in enhancing their safety management systems. Our staff continually monitor safety issues in the network and assess the associated risk. This approach is key to developing and deploying the new methods, tools and workflows that we make available to operational stakeholders. In this way, we also facilitate the rapid and proactive identification of safety issues and the dissemination of knowledge in the aviation community.

<https://www.eurocontrol.int/safety>



Communications, navigation and surveillance

At EUROCONTROL, we work to enhance the resilience of the CNS infrastructure to deliver safe, secure, predictable, efficient and sustainable operations that improve the European's network performance.

We are expanding our CNS monitoring capabilities in order to develop a system-wide view that will help detect and predict CNS problems as well as collect the best information to determine their root causes and cost-effective solutions. Our integrated performance-based approach to CNS combines satellite, ground and airborne solutions that can deliver resilient CNS aviation solutions at reduced cost.

We are fostering improved decision-making mechanisms to better meet future CNS challenges. We work closely with stakeholders to translate civil and military requirements into CNS solutions. In addition, we deliver pan-European services and international specifications and guidelines, ensuring the global interoperability of the CNS infrastructure.

<https://www.eurocontrol.int/communications-navigation-and-surveillance>

EUROCONTROL Learning Zone

We provide training for air traffic management staff, regulators, aircraft operators, flow management personnel and aviation experts.

At our EUROCONTROL Aviation Learning Centre in Luxembourg, we support our pan-European activities and the implementation of the Single European Sky's efforts. We also contribute to the SESAR programme by delivering unique high-quality training courses in the areas of

- Network efficiency
- Communications, Navigation and Surveillance (CNS)
- Safety
- SES regulation

<https://www.eurocontrol.int/service/classroom-and-e-learning-aviation-training-courses>

<https://learningzone.eurocontrol.int/>



CONTACTS



THE NETWORK MANAGER OPERATIONS CENTRE - NMOC

Request for information regarding Airspace data

email: nm.ad.spvr@eurocontrol.int

Request for information regarding Flight Plan Filing Problems

FP1 - BRUSSELS

Telephone: +32 2 745 1950

email: nm.ifps.spvr@eurocontrol.int

Request for information regarding Flow management (ATFCM)

E-HELPDESK ACCESS VIA THE NOP PORTAL / NMP FLIGHT

Telephone: +32 2 745 1901

The telephone Helpdesk is available to those that have no internet access or token.

Contact Aircraft Operators Liaison Officer (AOLO)

Telephone: +32 2 745 1992

Aircraft Operator Hot line phone number: +32 496 560 300

email: nm.aolo@eurocontrol.int

Request for information regarding Airport function

email: nm.airports@eurocontrol.int

Communicate Technical Problems (Transmission, Terminals) – CSO Helpdesk

Telephone: +32 (0) 2 745.19.97

email: m.cso.help-desk@eurocontrol.int

Report Operational incidents

CCMS <https://www.nm.eurocontrol.int/cwars/jsp/startCCMS.jsp>

email: nm.incident@eurocontrol.int

Request for information regarding operational analysis

email: nm.opa@eurocontrol.int



NM CUSTOMER SUPPORT

Request for information regarding NM services:

<https://www.eurocontrol.int/info/request-information-form>

Request access to NM services:

<https://www.eurocontrol.int/network-operations/access-service-request-form>

Access is subject to eligibility, usage conditions and the signing of a NM agreement

- **NOP Portal**
<https://www.eurocontrol.int/portal/network-operations-portal>
- **CHMI**
<https://www.eurocontrol.int/tool/collaboration-human-machine-interface>
- **B2B services**
<https://www.eurocontrol.int/service/network-manager-business-business-b2b-web-services>
- **NMIR**
<https://www.eurocontrol.int/dashboard/network-manager-interactive-reporting-dashboard>
- **RAD**
<https://www.nm.eurocontrol.int/RAD/>
- **CSST**
<https://www.eurocontrol.int/tool/call-sign-similarity-tool>
- **CCMS**
<https://www.eurocontrol.int/tool/central-claim-management-system>
- **E-helpdesk**
https://www.nm.eurocontrol.int/HELP_PUBLIC/E-Helpdesk.html

- **DDS**
<https://www.eurocontrol.int/service/data-distribution-service>
- **Messaging**
<https://www.eurocontrol.int/network-operations/messaging-addressing-request-form>
- **NMP**
<https://www.eurocontrol.int/portal/network-operations-portal>
- **SAFA**
<https://www.eurocontrol.int/service/safety-and-security-alerting-services>

Request for self registration:

- To update contact details in the EUROCONTROL database
- To receive e-mail notifications when the NM Release Notes are updated

<https://www.eurocontrol.int/network-operations/self-registration-form>

AOLC – AIRCRAFT OPERATORS LIAISON CELL



An important element of the NM operational organization is the integration of Airspace Users (AUs) into ATFM operations by means of the Aircraft Operator Liaison Cell (AOLC). The cell is staffed by airline representatives employed by airline associations. During NM daily ATFM activities the cell is the AU focal point for related strategic, pre-tactical, and post operations matters. In addition the cell is involved in aviation crisis management ensuring transparency in such situations. The focal points for tactical matters are the EUROCONTROL employed Operations Managers, Deputy Operations Managers, and Aircraft Operator Liaison Officers (AOLOs). The AOLC liaises with NM operational services, AUs, and ATM providers, proposes developments that benefit AUs and ATM providers, follows up on any repetitive problems that negatively affect the AUs, and monitors the equity of the flow management process. A dedicated AOLC mailing list is maintained and used for sharing operational guidance information.

AOLC supports:

- **AOG**

The NM Airline Operations Group (AOG) is an operational working group established within the framework of the EUROCONTROL network cooperative decision-making processes. The NM AOG is the forum for operational consultation with Airspace Users (AUs) on activities related to Air Traffic Management (ATM). The group identifies actions that benefit air navigation services delivery to AUs, that improve the EUROCONTROL ATM network operational performance, and that deliver AU operational efficiencies. Specific importance is given to airspace capacity performance for AU on-time punctuality and environmental sustainability. A dedicated AOG mailing list is maintained, and the group meets twice a year at EUROCONTROL in Brussels.

- **CFSPG**

The Computer Flight plan Service Provider Group is an operational working group established jointly by IATA and EUROCONTROL. It is the forum for operational consultation between Computer Flight plan Service Providers and EUROCONTROL on activities related to Air Traffic Management. The group identifies actions that deliver Airspace User operational efficiencies, and its actions feed into NM Airline Operations Group (AOG) activities. A dedicated CFSPG mailing list is maintained, and the group meets twice a year at EUROCONTROL in Brussels.

email: nm.aolc@eurocontrol.int



TOOLS AND SERVICES



FLIGHT PLAN GUIDE

This online tool uses the content of the official version of the IFPS User Manual (section 147. IFPS Error Messages), and includes the latest updates released by Operational Instructions. It enables the users of the tool to have a constant access to the most up-to-date version of the manual.

Please note that, in case of off-line access to this tool, the information contained therein may be outdated.

<https://contentzone.eurocontrol.int/fpl/>

NM RAD - ROUTE AVAILABILITY DOCUMENT

The RAD is a common reference document containing the policies, procedures and description for route and traffic orientation. It also includes route network and free route airspace utilisation rules and availability.

Please note that, in case of off-line access to this tool, the information contained therein may be outdated.

<https://www.nm.eurocontrol.int/RAD/index.html>

email: nm.rad@eurocontrol.int

NMP FLIGHT

The Network Manager Portal - Flight (NMP) is a collaboration application that enables the EUROCONTROL Network Manager's (NM) operational stakeholders to interact and collaborate with our Network Manager Operations Centre (NMOC).

<https://b2c.nm.eurocontrol.int/>

TUTORIAL:

https://www.youtube.com/watch?v=dqLn6W6D6Z8&list=PLMP8cAd_wumDLBHTlhv_NqE3P4e1J9TNI&ab_channel=NetworkManagerFlightManagementZone

CRITICAL FLIGHTS

Flights can be declared as CRITICAL in the e-Helpdesk application and in NMP Flight. It is left to the discretion of the Airspace User as to which flights should be marked as critical. By flagging a flight as critical, the following actions will be applicable:

- NMOC staff will exploit all means to reduce the ATFM delay of the critical flight, in coordination with relevant ANSP/Airport responsible for the ATFM measure. There is no guarantee that each request will be satisfied. Each Airspace User is allowed to mark as critical up to 5% of its regulated flights provided:
- The overall number of critical flights per AO is limited to max 20 flights
- Once the flight is marked as critical, it cannot be modified again the same day.
- The critical flight will be exempted from E-HelpDesk manual user rules
- The critical flight will still be subject to all E-HelpDesk system rules (e.g. SIT1 rule)

SLOT SWAPPING

Slot Swapping may be requested via the following communication channels:

- NMP Flight
- NOP Portal (including the Swap investigator option)
- B2B
- Telephone
- It is allowed to perform up to 3 slot swaps per flight (swaps can be done only if both flights are subject to the same most penalizing ATFM measure)
- NMOC accepts the proposals for slot swapping of pre-sequenced flights. AO may ask for a slot swap until CTOT-TaxiTime-TRS-3min. After this time ETFMS will reject the request.
- Slot Swapping proposals are subject to the assessment of the NMOC operational staff.
- request may be accepted or rejected.



NM FLIGHT EFFICIENCY – REROUTING OPPORTUNITIES (GRRT)

The NM Flight Efficiency implementation in NM's strategic project that aims to improve flight efficiency performance, supporting airspace users, mainly aircraft operators (AOs), to optimise their operations. In parallel, it will support AOs to improve the related processes and relevant systems in the areas of flight planning, which would result in a wider array of flight planning options allowing AOs to respond adequately to the network dynamical component. It manages NM's automated rerouting tool GRRT and YoYo and TURN tools. Together with AOLC, NM Flight Efficiency implementation runs the NM FE Taskforce.

Group Rerouting tool (GRRT) - The flight efficiency opportunities give aircraft operators visibility on other possible routing options in the Network and helps them in the selection of shorter and more efficient routes, but also supports the identification of possible inefficiencies in their flight planning while considering the AOs' business criteria. This information can be used tactically after filing flight plan or strategically to improve AOs routing options. Access is possible via NM applications (NMP Flight / CHMI/ NOP) or B2B.

<https://www.eurocontrol.int/publication/network-operations-flight-efficiency-user-manual-6.0>

<https://www.eurocontrol.int/publication/nm-flight-planning-requirements-guidelines>

email: nm.fetaskforce@eurocontrol.int

YOYO AND TURN TOOL

The YoYo and Turn tool are used to identify flight plans with YoYo and Turn profiles that are rarely flown on ATC. To support the reduction of unanticipated flight plans, NM enabled functionality for identification and rejection of Yo-Yo and sharp turn angle flight plans in operations. Access is possible via NM applications or B2B.

<https://www.eurocontrol.int/publication/yo-yo-and-sharp-turn-angle-guidelines>

email: nm.fetaskforce@eurocontrol.int

STAM RRP (ANTICIPATE A SURGE IN USAGE BY 2025)

If you receive a STAM rerouting proposal, your flight is being offered a different route to avoid potential delays in a busy airspace.

It is a suggestion, so you can choose to accept or reject it. However, an acknowledgement upon reception is requested. What-if delay is provided for a more informed decision.

If you want to receive STAM RRP's visit links below.

Training Learning Zone [NMO-STAM-RRP]:

<https://learningzone.eurocontrol.int/ilp/pages/mediacontent.jsf?mediaId=19567763&catalogId=290500>

STAM RRP's in NMP Flight

https://www.youtube.com/watch?v=H1vr9pK8y8E&ab_channel=NetworkManagerFlightManagementZone

email: ctm@eurocontrol.int

CALL-SIGN SIMILARITY TOOL (CSST)

The use of similar call signs by aircrafts operating in the same area on the same radio frequency is referred to as 'call sign similarity'. The danger of a pilot taking and acting on a clearance intended for another aircraft due to this phenomenon is a common occurrence and can lead to flight safety incidents. The purpose of the call sign similarity tool is to help aircraft operators (AOs) to de-conflict similar call signs embedded in their schedules. This helps to reduce the incidence of call sign confusion events and improves the safety of the Network.

www.eurocontrol.int/service/call-sign-similarity-service



MIRROR

MIRROR is an operational decision support tool created by EUROCONTROL that creates a sequence of flights for each aircraft, its ground phases, its corresponding matched air traffic control (ATC) flight-plan, air traffic flow management (ATFM) delay and its impact on the passenger experience, enabling operational stakeholders to better predict delays and take measures to mitigate their impact – increasing the efficiency and sustainability of flights.

<https://www.eurocontrol.int/tool/mirror>

FADE

The length of the ground delay assigned to a regulated flight may change dynamically until departure. The FADE AI module has been developed to reduce this uncertainty and therefore improves airlines' operations management throughout the day. Trained on historical data, it is connected to the NM operational system and can predict the trend of the delay with an accuracy of 75 %. FADE reduces the prediction error by up to 63% when compared to the model without FADE.

<https://www.eurocontrol.int/solution/reducing-operational-impact-atfm-delay-uncertainty>

NMIR - THE NETWORK MANAGER (NM) INTERACTIVE REPORTING

The Network Manager (NM) Interactive Reporting (NMIR) tool is a web interface giving access to reports on NM archived data, as well as derived performance and quality indicators, generated from its operational systems and stored in the NM Data Warehouse (DWH), its archive system. Through NMIR, users have access to a set of pre-defined reports, with interactive features and secured authentication ensuring confidentiality. Reports can be generated instantly at any time, with the possibility of comparing the latest archived results (available one or two days after the operation took place), with trends over several years.

For information concerning the software and the configuration required in order to obtain access to NMIR application, download the NMIR users guide.

<https://www.eurocontrol.int/dashboard/network-manager-interactive-reporting-dashboard>

EVITA

Visualise Volcanic Ash crises to support decision making. EVITA is a collaborative online tool which allows users to visualise the impact of a crisis on air traffic and on the available air traffic network capacity in Europe.

<https://www.eurocontrol.int/online-tool/european-crisis-visualisation-interactive-tool-atfcm>

FATHOM AND FLAIR

EUROCONTROL's interactive analysis tool FATHOM allows users to access comprehensive data giving insights into traffic, punctuality, schedule and air traffic flow management (ATFM) delay, fuel burn, route charges, route length and flight time.

Interactive analysis tool FLAIRE allows users to access flight level adherence data that can provide valuable insight for continuous improvement and optimisation of flight planning processes.

<https://www.eurocontrol.int/tool/network-manager-interactive-analysis-tool>

DDR2

EUROCONTROL, as the Network Manager (NM), provides operational stakeholders with the most accurate picture of past and future pan-European air traffic demand from several years ahead until the day before operations. This also includes environment data, analysis reports and tools (SAAM and NEST). All this information is managed by and can be accessed via the Demand Data Repository (DDR). Special portal is available to Aircraft operators.

<https://www.eurocontrol.int/ddr>



ALL-CAUSES DELAY ANALYSIS INTERACTIVE DASHBOARD

Your source of all-causes delay statistics based on operational flight by flight data received from airspace users and EUROCONTROL Network Manager flight data. This dashboard aims to provide the user with an enhanced understanding of the causes of delay to flights (based on IATA delay codes), relating to ATFM as well as non-ATFM related delays.

<https://www.eurocontrol.int/dashboard/all-causes-delay-analysis-interactive-dashboard>

email: coda@eurocontrol.int

Telephone: + 32 2729 3389

FF-ICE – FLIGHT & FLOW INFORMATION FOR A COLLABORATIVE ENVIRONMENT

FF-ICE is an ICAO concept that defines information requirements for flight plan, flow management and trajectory management. It will replace the current ICAO Flight Plan 2012 and will provide a globally standardised, information rich environment that will enable ATM service providers to meet the operational requirements of airspace users.

FF-ICE will be implemented in steps or “releases”. The first release, FF-ICE/R1, focusses on pre-departure and will enable stakeholders to file, update or cancel flight plans, to provide data on certain flight events and to request and receive flight plan information and data. FF-ICE flight plans will include 4D trajectories and flight specific performance data.

Commission Implementing Regulation (EU) 2021/116 (Common Project One) mandates FF-ICE/R1 to be implemented by the 31st of December 2025 and applies to airspace users, ANSPs and NM.

NM has implemented the services required for FF-ICE/R1 and is ready to support their implementation and use by stakeholders. Further information can be found in the EUROCONTROL Network Manager IFPS Users Manual.

email: ffice@eurocontrol.int

EUROPEAN AIS DATABASE

The European aeronautical information services database (EAD) is a centralised reference database of quality-assured aeronautical information that enables users to retrieve and download AIS data in real time.

It provides instant access to the most up-to-date digital aeronautical information from the ECAC and ECAC+ areas, from Notices to Airmen (NOTAMs), pre-flight information bulletins (PIBs), briefing facility services and the AIP library.

The EAD is the world's largest aeronautical information management (AIM) system.

<https://www.eurocontrol.int/service/european-ais-database>

AIRPORT CDM (A-CDM)

Airport CDM (A-CDM) aims to improve the efficiency and resilience of airport operations by encouraging the airport operators, aircraft operators, ground handlers, ATC and the Network Manager to exchange relevant accurate and timely information. It focuses especially on aircraft turn-round and pre-departure processes. It also allows the exchange of more accurate departure information, particularly target take-off times, with the European ATFCM network, leading to improved en-route and sectoral planning. Flight dispatchers are requested to provide accurate Target Off-Block Times (TOBTs) and update them when they change by 5 minutes or more.

<https://www.eurocontrol.int/concept/airport-collaborative-decision-making>

email: airport-cdm@eurocontrol.int



AIRLINES DIRECTORY FOR USE DURING PROLONGED LOSS OF COMMUNICATION

Prolonged Loss of Communication (PLOC), as it is called by Air Navigation Service Providers (ANSPs) and Aircraft Operators (AOs), or COMMLOSS, as it is termed by the military operators has serious consequences on ATM. The “Airlines directory for use during prolonged loss of communication” aims to provide the ANSPs with the relevant contact details of the AOs to address problems in cases of prolonged loss of communications (“PLOC”). The directory contains the AO’s name, ICAO code, dispatch office phone number and notes providing information on the airline AO’s dispatch office working hours and availability. The contact details are strictly restricted for use in an operational environment and in cases of PLOC and may be accessed only by operational staff. To subscribe contact EUROCONTROL EVAIR team.

email: evair@eurocontrol.int



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