

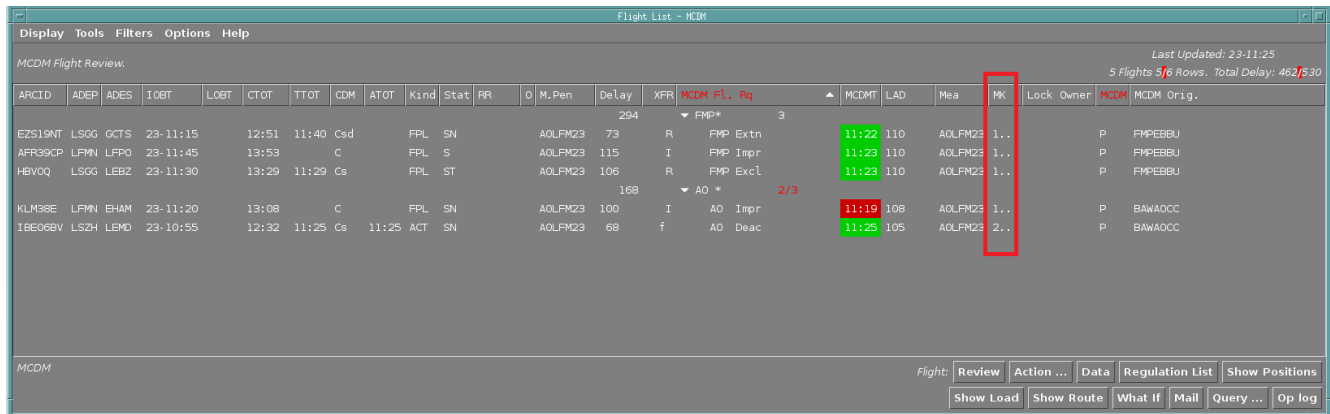
NMD/NOM/NMOC	Operational Instruction						Permanent	Doc. ID:
								OI/25-005
Issued on: 05/02/2025 By: MCIGARRA	Subject Updates the ATFCM Operations Manual – e-helpdesk updates						Validity From: 25/02/2025 To: UFN	NOP Portal: Yes Briefing: Yes
Applicability	AD		FM	✓	FP	✓	TLP status	White

1. Introduction

This instruction outlines the procedure and updates for the e-helpdesk, set to release on 25/02/2025 as part of Wave 1.1. It describes the impact on current procedures and key aspects of the updates.

2. Counter for the e-helpdesk

The e-helpdesk counter will display the number of requests made per callsign. This will assist the NM Tactical team and the DOM. Please be aware that this feature currently exists but has not been widely utilized in operations.



The screenshot shows the 'MCDM Flight Review' window. It contains a table with columns: ARCID, ADEP, ADES, IOBT, LOBT, CTOT, TTOT, CDM, ATOT, Kind, Stat, PR, O, M, Pen, Delay, XFR, MCDM FL, Rq, MCDMT, LAD, Mea, MK, Lock, Owner, MCDM, and MCDM Orig. The 'MK' column is highlighted with a red box. The table lists several flights, including EZS19NT, AFR39CP, HEV00, KLM38E, and IBE06BV, with their respective flight details and status.

3. Update of the Manual (5.8.2 - Regulation based rules)

After a right click, selecting New/e-Helpdesk Rule in the Scenario Display shown as: "Regulation Slot Improvement Minimum Delay"

Function:

Regulation Slot Improvement Minimum Delay rejection rules in the Slot Improvement tab:

a. Regulation Delay

b. Average Regulation Delay %

1) If only one of the 2 possible rules (Regulation Delay (fixed) and Average Regulation Delay (MLAD)) are enabled for the selected specific regulation(s), all delay improvement requests for flights regulated by the specific regulation(s) will be automatically compared with the Regulation Delay parameter set as a fixed value or a selected percentage factor of the Local Average Regulation Delay (MLAD).

Delay improvement requests with a delay lower than the Regulation Delay or MLAD parameter are automatically rejected.

Delay improvement requests with a delay higher than or equal to the Regulation Delay parameter or MLAD are submitted for manual processing by the **NM tactical team**.

2) Both Regulation Delay (fixed) - and Average Regulation Delay (MLAD) rejection rules are enabled for the same regulation

NOTE: The official electronic version takes precedence over any paper copies (except in the event of contingency)

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All delay improvement requests for flights regulated by the specific regulation(s) will be automatically compared with the fixed parameter and also with the MLAD parameter.

Delay improvement requests with a delay lower than the parameters are automatically rejected.

Delay improvement requests with a delay higher than or equal to parameters are submitted for manual processing by the **NM tactical team**.

Note: The automatic rejection based on Regulation Slot Improvement Minimum Delay rejection rule does not apply on flights in READY status.

Note: All e-helpdesk requests for Slot Improvement, including the subtypes “Airport Closure” and “Livestock,” with a delay lower than the parameters are automatically rejected.

4. Update of the Manual (5.8.2 - Permanent rules)

The automatic processing of e-Helpdesk requests, from TWRs, FMPs and AOs, is possible through the setting of:

1. Permanent rules

- Duplicate requests;
- ✗ Requests for slot extension and slot swap before SIT1;
- Requests for slot improvement before EOBT-60 minutes;
- Slot extension non-CDM;
- Slot extension A-CDM;
- Not suitable for manual improvement from A-CDM;
- Most penalising regulation changed;
- Not regulated

- Permanent rules

✗ 2. Requests for slot extension and slot swap before SIT1

In the Scenario Display shown as: “Sit1_Request_Rejection”

Function:

✗ Requests for slot extension and slot swap received before the flight’s SIT1 are automatically rejected.

7. Requests for slot improvement before EOBT-60 minutes

Function:

Requests for slot improvement before EOBT-60 are automatically rejected.

The parameter for the automatic rejection of the requests before EOBT - <SLOT_IMPROVEMENT_TIME_BEFORE_EOBT> cannot be modified tactically and requires publication via an OI for a permanent change or via AIM with approval of the OM for a temporary change.

Head of NMOC