Technical
Services

Simplifying Complexity
Improving Safety

opscom
s y s t e m s ®

Opscom for Technical services

Opscom is a web based (SaaS) solution (with the possibility to also run the solution on your own servers as an on-prem/in house setup). The solution is compliant with current regulations, as the ICAO SMS Doc.9859/2018, ICAO Annex 8&19, ISO 31000, (EU)2019/1384, (EU)748,/2012, (EU)2015/640, (EU)1321/2014 and (EU)376/2014.

Technical requirements

With SaaS there is no need for a separate server installation. Opscom uses the Google cloud setup. If a customer wants to use their own servers (on-prem) or a cloud based local solution, there are no problems related to this

Security and stability

Opscom has a proven track record as a system provider for more than 15 years, with demanding customers like the DoD, RNoAF and Police Aviation. Opscom are employing the latest features related to cyber security, with a ISO/IEC 27001 SMS certification in place.
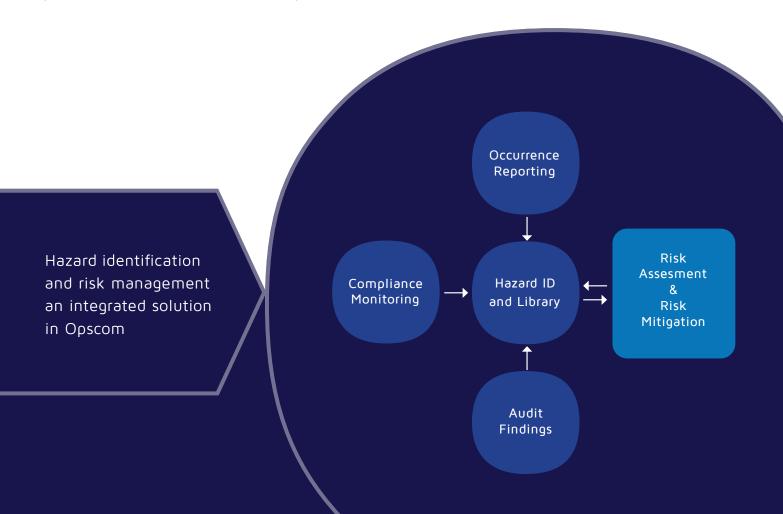
Responsive design gives you 100 % mobility

With the development of Opscom 2.0 we have made it possible to work with Opscom on any mobile device, in an easy and user-friendly manner. We can also provide you with an offline app for added mobility.

Information management and user control

Opscom gives better control of minor occurrences, to identify and organize the hazards and improve your risk management process. The solution provides every stakeholder with a common platform for day-to-day operation and the on-going safety work.
There are no limitations on the number of Opscom users within the system. Your data integrity is taken care of and Opscom is compliant with the EU GDPR regulation.

Management of Change (MoC)

Opscom do have a dedicated MoC module in place. This module will support the process and documentation of any management of change activity at an aerodrome. This module builds on the existing hazard and risk management solution.

Hazard identification and risk management an integrated solution in Opscom

Occurrence Reporting

Compliance Monitoring

Hazard ID and Library

Risk Assesment & Risk Mitigation

Audit Findings

Opscom Modules

1. Operations

This is a core module for airside operations.
It contains several defined features:

- Equipment oversight with any types of checklists and digital forms, integrated into the SPI/KPI`s for management oversight
- Task management
- Roster and duty management

2. Documentation

The document module features publications of documents (files), a digital signature for receiving documents and an easy solution for following up publication of documents.

- The duty journal for day to day documentation that is not identified as a occurrence
- A operational occurrence log, fully customized by the user that can generate a very user friendly interface for occurrence reporting
- Environmental reporting, with statistics and oversight

3. Quality assurance

Case management, occurrence reporting and root cause identification

- An integrated audit function with digital checklist and custom-made checklist library
- A fully operational compliance function, that gives the aerodrome a day to day oversight of any compliance related issue
- Management of change (MOC) functionality, keeping track of and documenting planned and on-going changes at the aerodrome

4. Safety & security

Hazard library, risk assessment and mitigations is fully integrated with other functions in Opscom. This gives a 360 oversight of the risk management process.

- Visitor journal, handling access cards and security approvals
- Training, approvals and skills oversight of all personnel and operational teams

5. Management dashboard

This module is the central place for the user to generate the statistics and operational oversight. The data will be generated in the system but extracted and presented in this module.

Occurrence reporting, a critical component in your safety system

Reactive

Responding to occurrences that have taken place

Proactive

Actively seeks the identification of hazardous conditions through the analysis of all relevant occurrences

Predictive

Using all relevant data as a fundament for identifying future problems

Opscom modules and Regulatory requirements

ICAO SMS and EASA SMM & MOC Requirements

Modules

		1. Operations	2. Documentation	3. Quality assurance	4. Safety & security	5. Dashboard
Policy and Objectives	Management commitment and responsibility					●
	Safety accountabilities of managers					●
	Appointment of key safety personnel				●	
	SMS implementation plan	●		●		
	Coordination of the emergency response plan			●		
	System documentation	●	●			
Risk Management	Hazard Identification processes	●			●	
	Risk assessment and mitigation processes				●	
	Internal safety investigations				●	
Safety Assurance	Safety performance monitoring and measurement			●		●
	The management of change			●		
	Continuous improvement of the safety system			●		
Safety Promotion	Training and education				●	
	Safety communication		●			

ISO/IEC 27001:2017 Certified

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