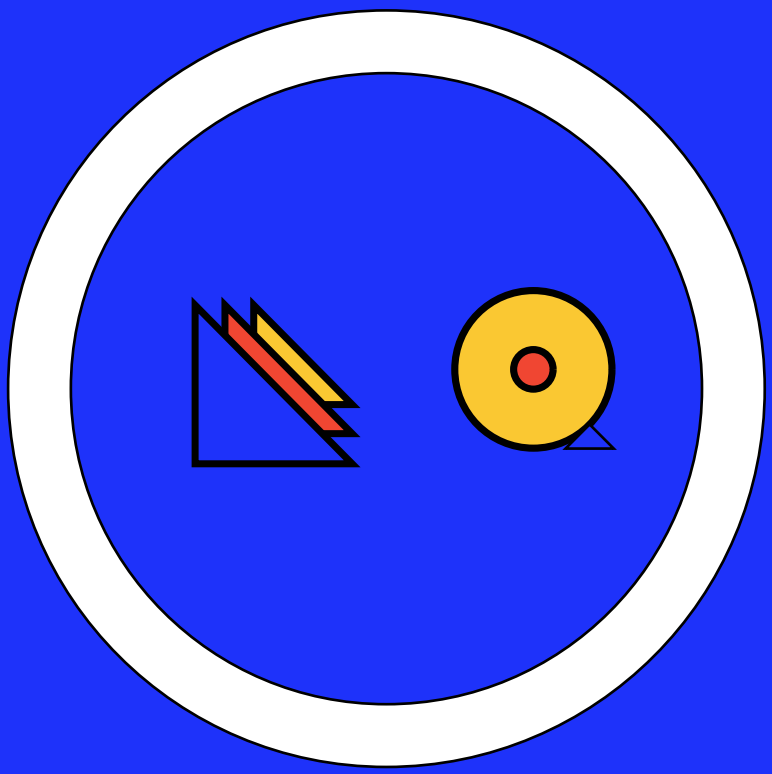
User Guide

to Ground Ops platforms

Version 02

Revision 00



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1 Introduction

One of the key IATA priorities is to drive further standardization of ground operations process, with a primary focus on risk reduction in ground operations. Driving forces within this long-term strategy are two key industry initiatives: ISAGO and IGOM. To ensure IGOM/ISAGO ongoing relevancy and fit for purpose, multiple changes are made to both initiatives each year. This manual provides guidance to airlines and GHSPs, helping them navigate effectively through the changes.

This User Guide covers guidance for airlines and GHSPs to:

1. Create IATA Customer Portal account (user and company) as an entry point to any IATA service.

2. Onboard (airlines and GHSPs) on Operational Portal (Ops Portal) (with the purpose of declaring their gap analysis with IGOM and other industry standards as the Portal evolves)

Please note that if an operator provides ground handling services, they are considered a GHSP for the purpose of this User Guide (regardless of if they-self handle or offer the services to other customers). Therefore, any operator that has both functions – airline and GHSP, they will need to have two different profiles/accounts on the OPS Portal. Please read further guidance below.

Future revision of this User Guide will also include:

3. GHSPs onboarding on One Source to replace the ISAGO Registry. (Any GHSP already today can have its profile on ONE Source, however, for ISAGO registered/accredited GHSPs it will be mandatory to have a profile on ONE Source as the registration details will move from Registry to ONE Source)

2 General Definitions

This section describes and explains common definitions that will be used in this user guide.

IATA Customer Portal

IATA Customer Portal is an online platform that serves as a gateway for its member airlines, GHSPs, and other industry stakeholders to access various IATA services. The platform includes a variety of tools and resources, as well as easy access to a wide range of IATA products and services. Ops Portal and ONE Source are two of the many services available via the IATA Customer Portal.

IATA Operational (OPS) Portal

IATAOPS Portal is an online platform for airlines and GHSPs providing access to a range of operational standards on different ground handling requirements. The portal also facilitates the exchange of operational information between stakeholders. Through the OPS Portal airlines and GHSPs can easily declare their compliance with the IATA Ground Handling Manual (IGOM) provisions, the established standard for ground handling worldwide. In addition, stakeholders can record and exchange information as well as post any variations to IGOM in their ground handling requirements.

Currently, the OPS Portal includes:	▪ IATA Ground Handling Manual (IGOM)
Throughout 2024, the OPS Portal will be expanded to also include:	▪ Airport Handling Manual (AHM) Chapter 11 Training ▪ Organization and Management (ORM) ▪ Cargo and Mail Handling (CGM)

NOTE: Terms IGOM Portal and OPS Portal are equivalent. The Portal started as IGOM Portal and was renamed to OPS Portal as a decision was made that more industry requirements shall be part of the portal online tool.

User account

An individual account that a person needs to create to access IATA Customer Portal.

Company account

An organizational account that belongs to a company. One company account for each physical location of an organization. Example, if a GHSPs called “GroundServe Inc.” has operations at only two locations – BRU and AMS. Then, GroundServce Inc. will have two company accounts, one for each location based on their physical addresses at those locations.

Another case is for Flybetter airline that has one physical location/address for BCN airport, as an operator and GHSP. The Flybetter airline will also have two company accounts with same physical location, however two different profiles with two different account record types: one as an airline and second one as GHSP (airline supplier). Read further guidance below.

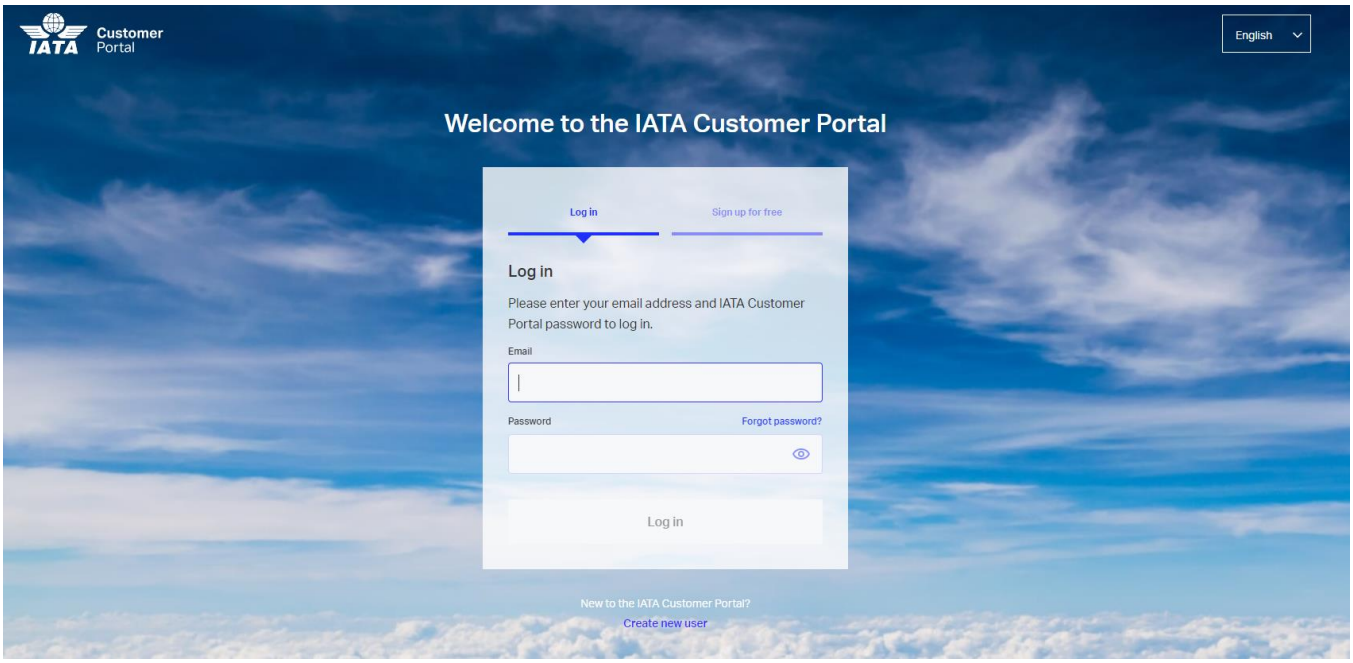
3 IATA Customer Portal

3.1 Accessing IATA Customer Portal

IATA Customer Portal can be accessed using a web browser on a computer or a mobile device. For the best user experience, using a computer is recommended. No other components or software are required other than an active internet connection.

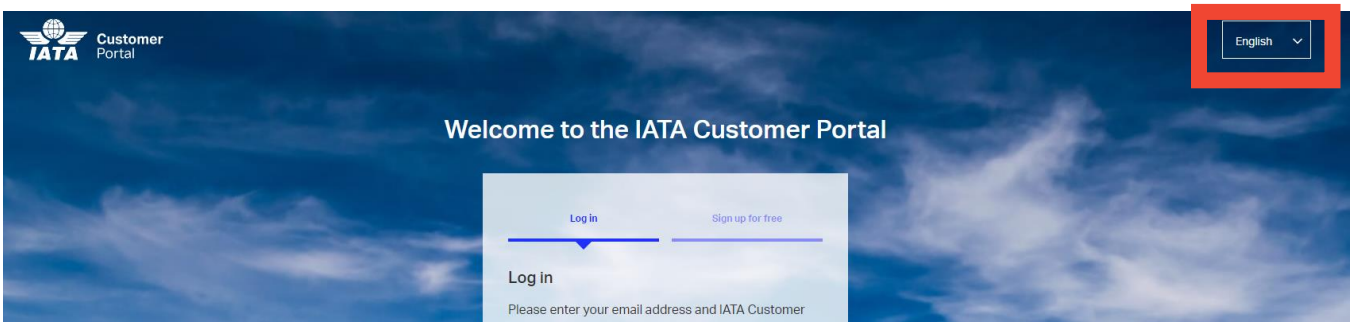
The IATA Customer Portal can be accessed at: https://portal.iata.org/s/

Upon clicking on the above URL, you will see a screen as below:



3.2 Changing language

You have the option to change the language of the IATA Customer Portal should you need. To change the language, simply click on the box on the top right corner and select your desired language from the dropdown.



The webpage will refresh and display information in your chosen language.

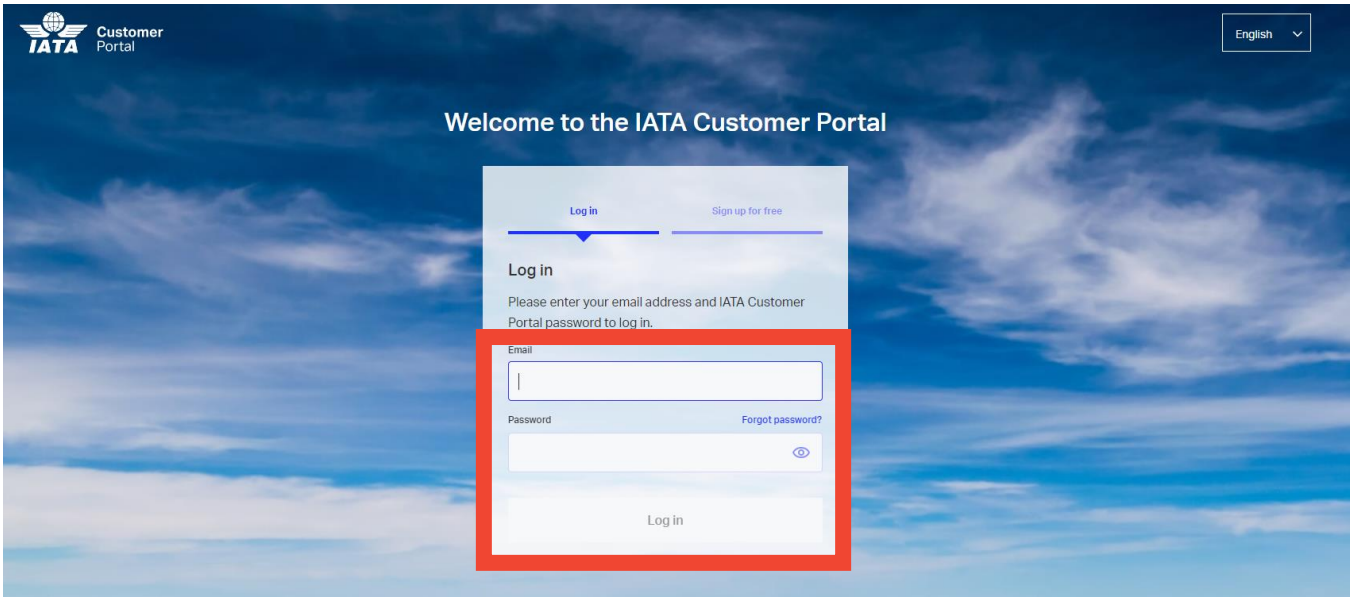
Note:

1. IATA Customer Portal is not yet available in all languages.

2. Although the language of the IATA Customer Portal can be changed, please **only use English** while entering requested information.

3.3 In case you do have an IATA Customer Portal account

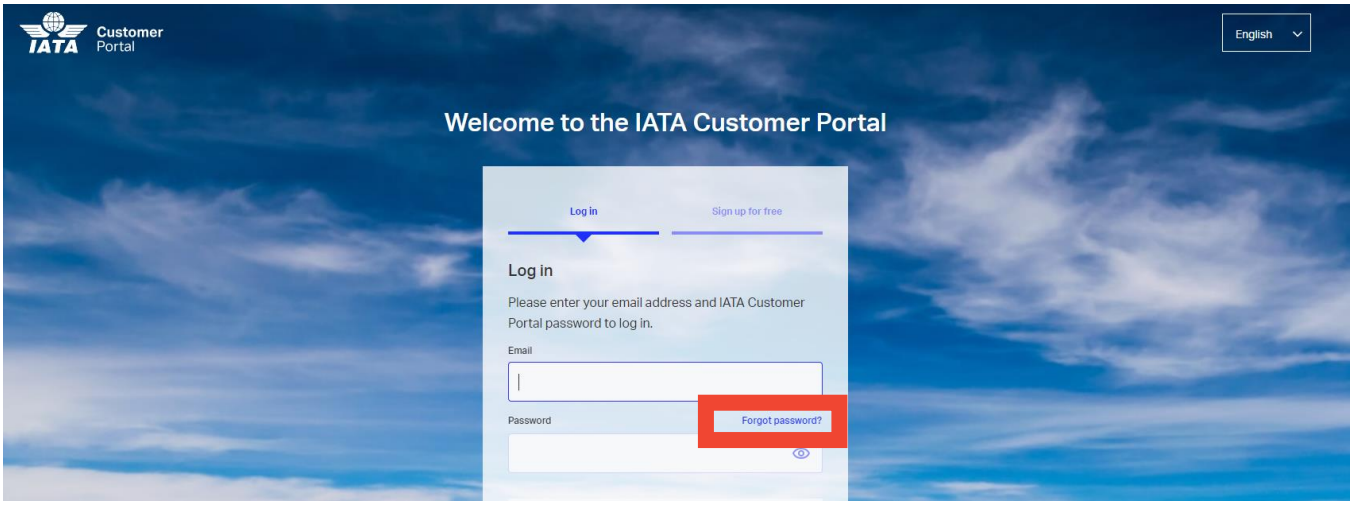
You can login to IATA Customer Portal by entering your **email** address and **password** in the fields highlighted below. And then click on **Log In**.



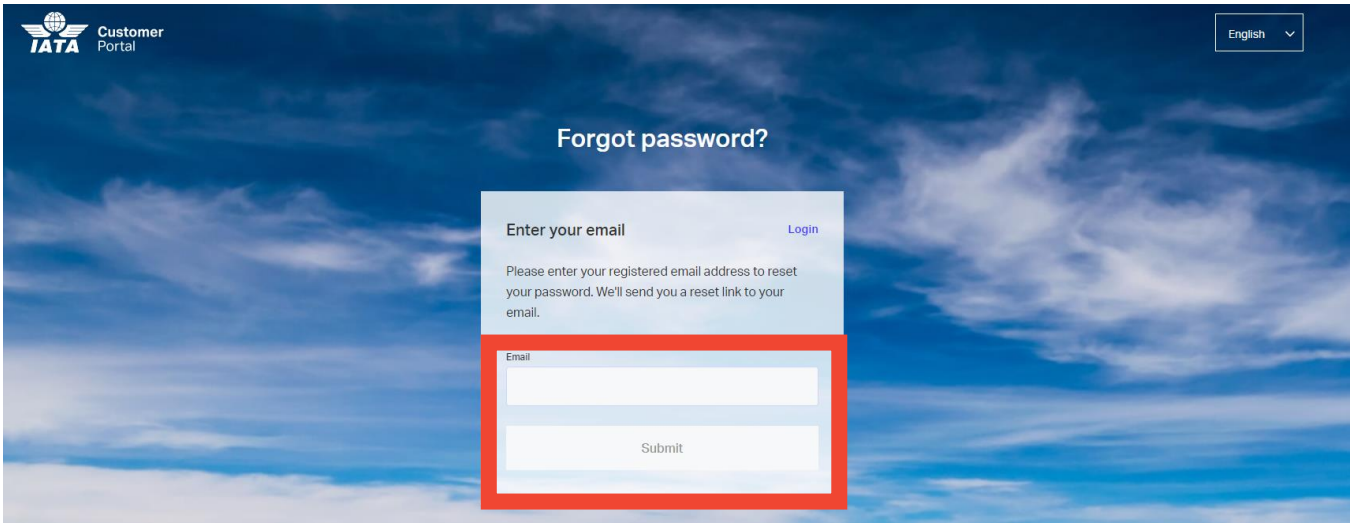
If you already have a user account and are able to access IATA Customer Portal successfully, you do not have to do anything at this time.

3.4 Check if you have an IATA Customer Portal account / Recover your account

If you are unsure whether you have an IATA Customer Portal account or if you forgot your password, click on **Forgot Password?**



Upon clicking on the **Forgot Password?** you will be redirected to a new webpage. You will be asked for your email address to reset your password. Enter your email address in the highlighted box below and click on **Submit**.



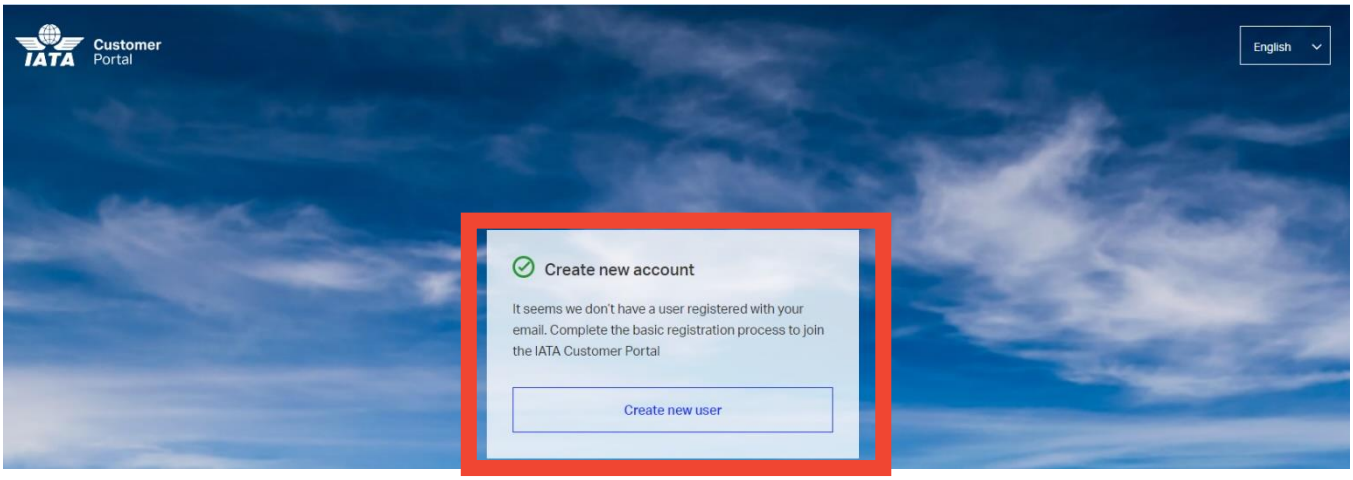
3.4.1 Reset your password

If you do have an account for IATA Customer Portal, you will receive an email with instructions to reset your password. Please follow the guidelines in the email to reset your password.

Once the password is reset, try to log in as in 3.3. If you are able to successfully login to IATA Customer Portal, you do not have to do anything else at this time.

3.4.2 No account found

If you do not have an IATA Customer Portal account, you will see the following screen. In this case, you can proceed to 3.5 to create an IATA Customer Portal account.

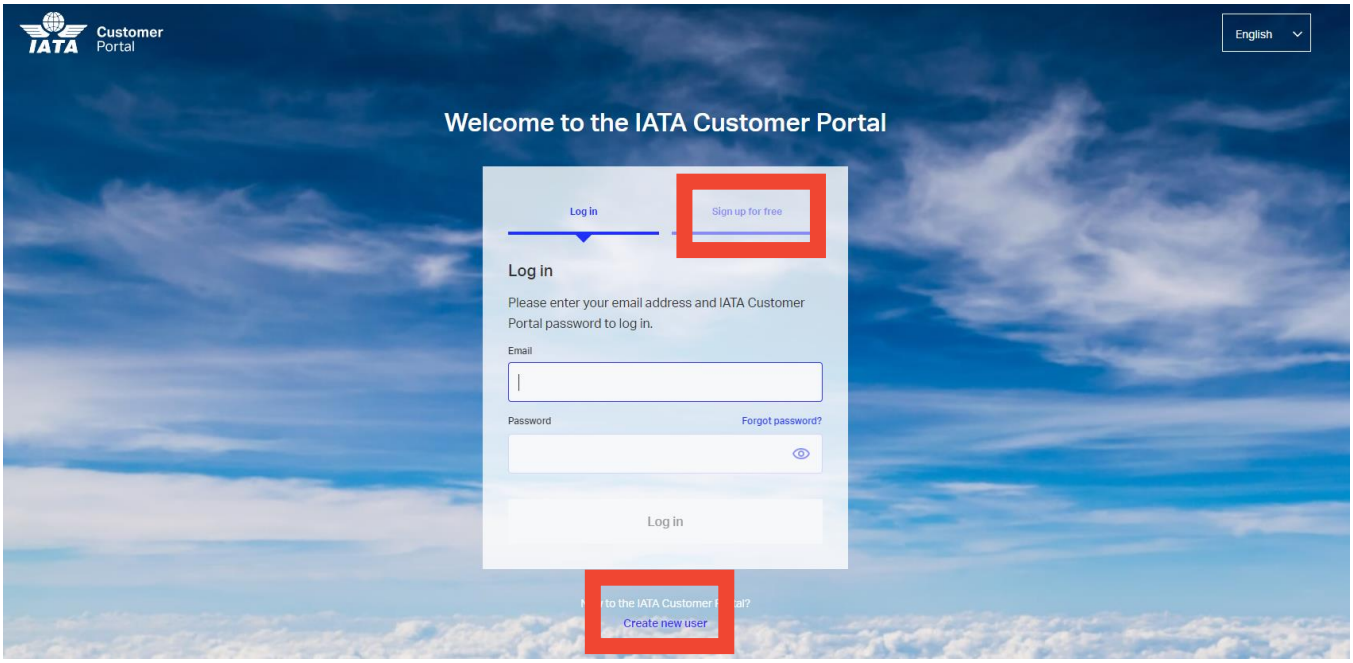


3.5 In case you don't have an IATA Customer Portal account

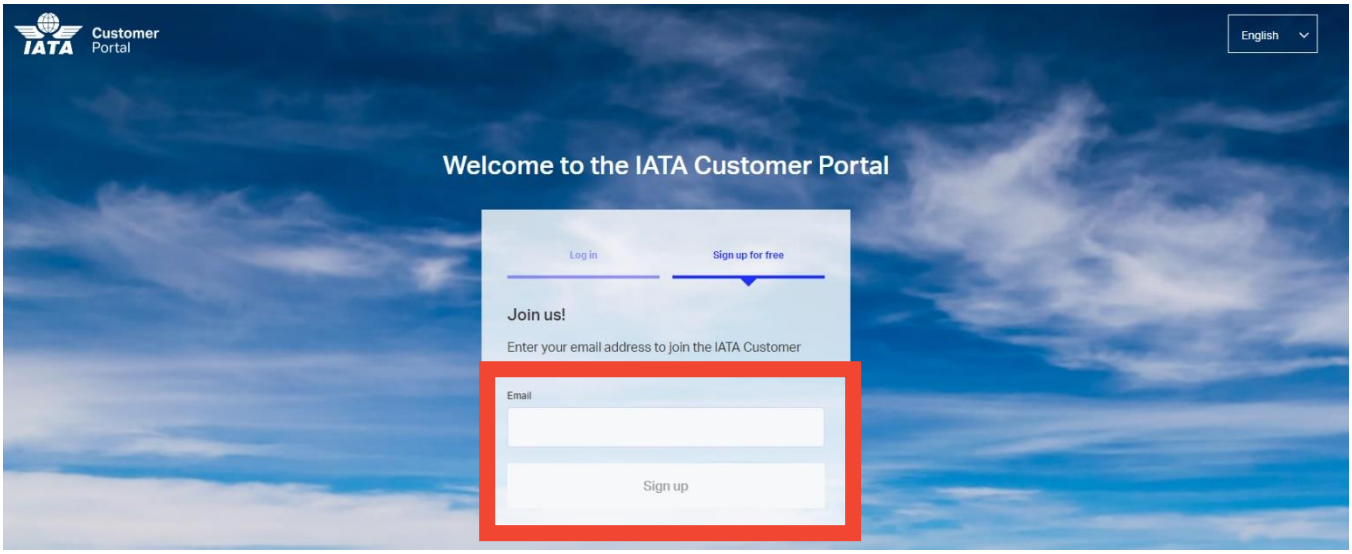
If this is the first time you set up a user account, you will need to follow the steps below to create a new one.

3.5.1 Create a new user account

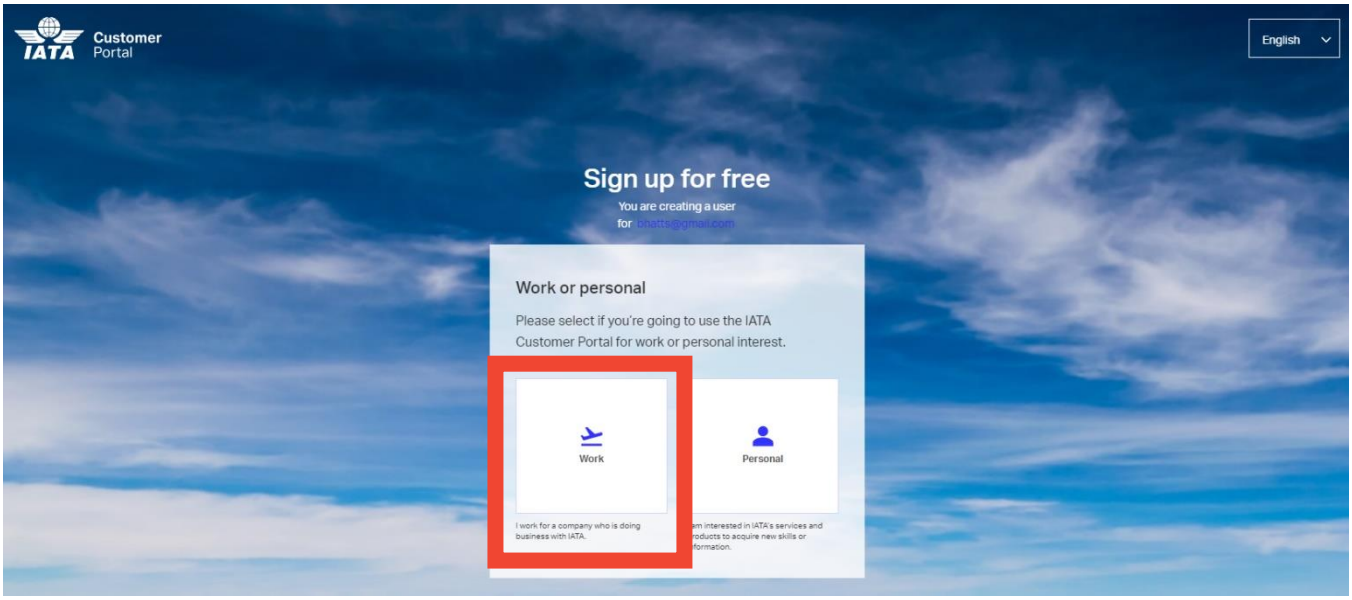
To create a new account, click on the either **Sign up for free** or **Create new user**



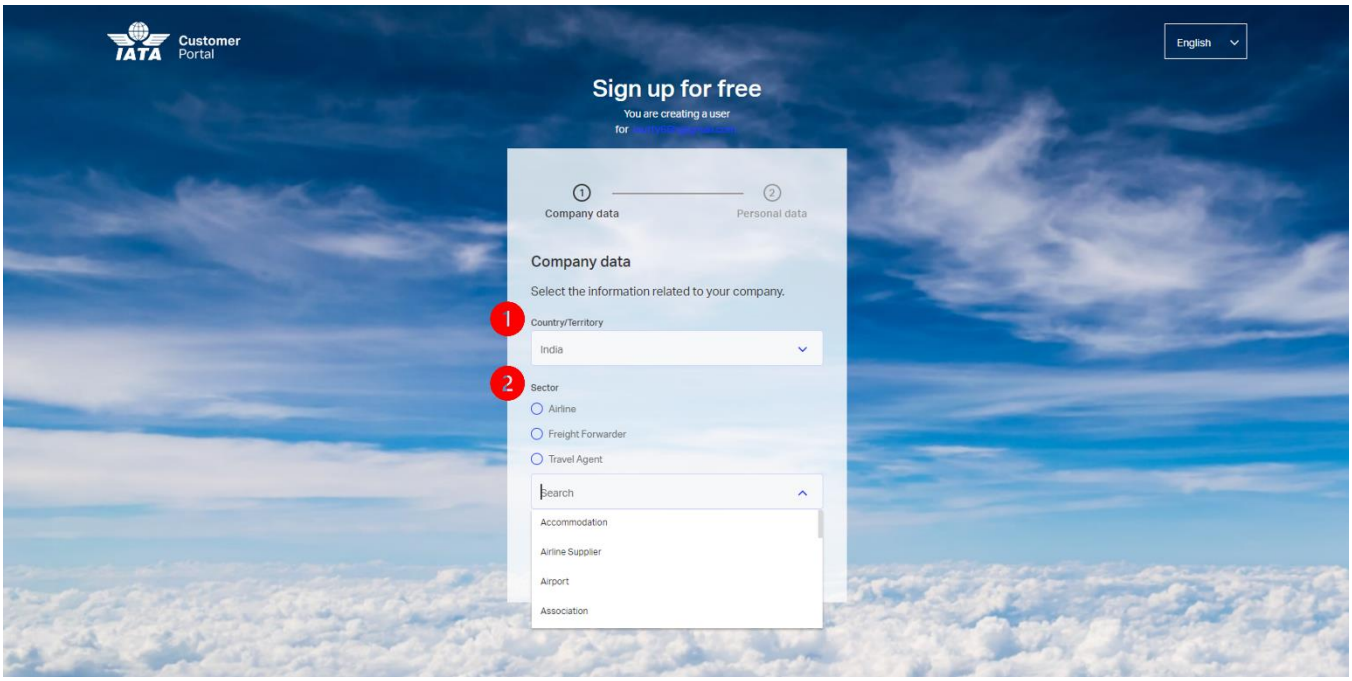
Upon section, you will be asked to provide your email address. Please provide your **professional** email address (work account) and click on **Sign up**.



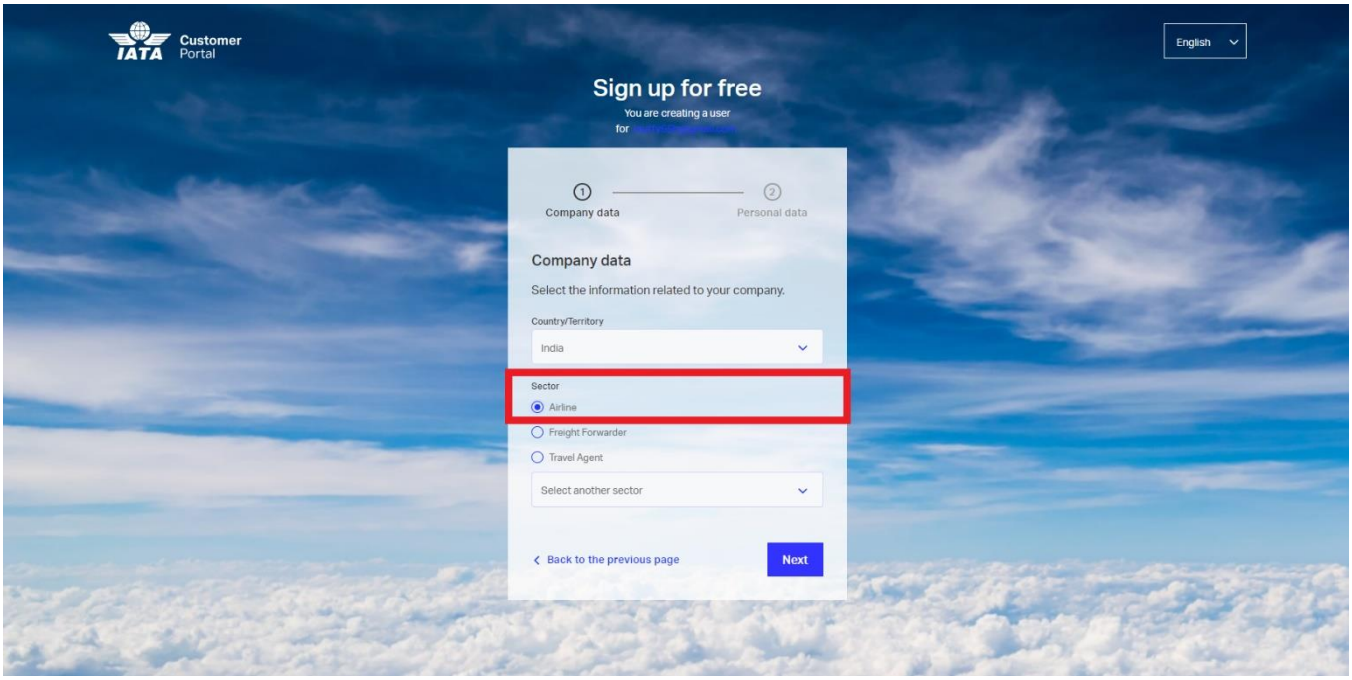
You will be presented with the the following screen and two options: **Work** or **Personal**. Please click on **Work** to proceed.



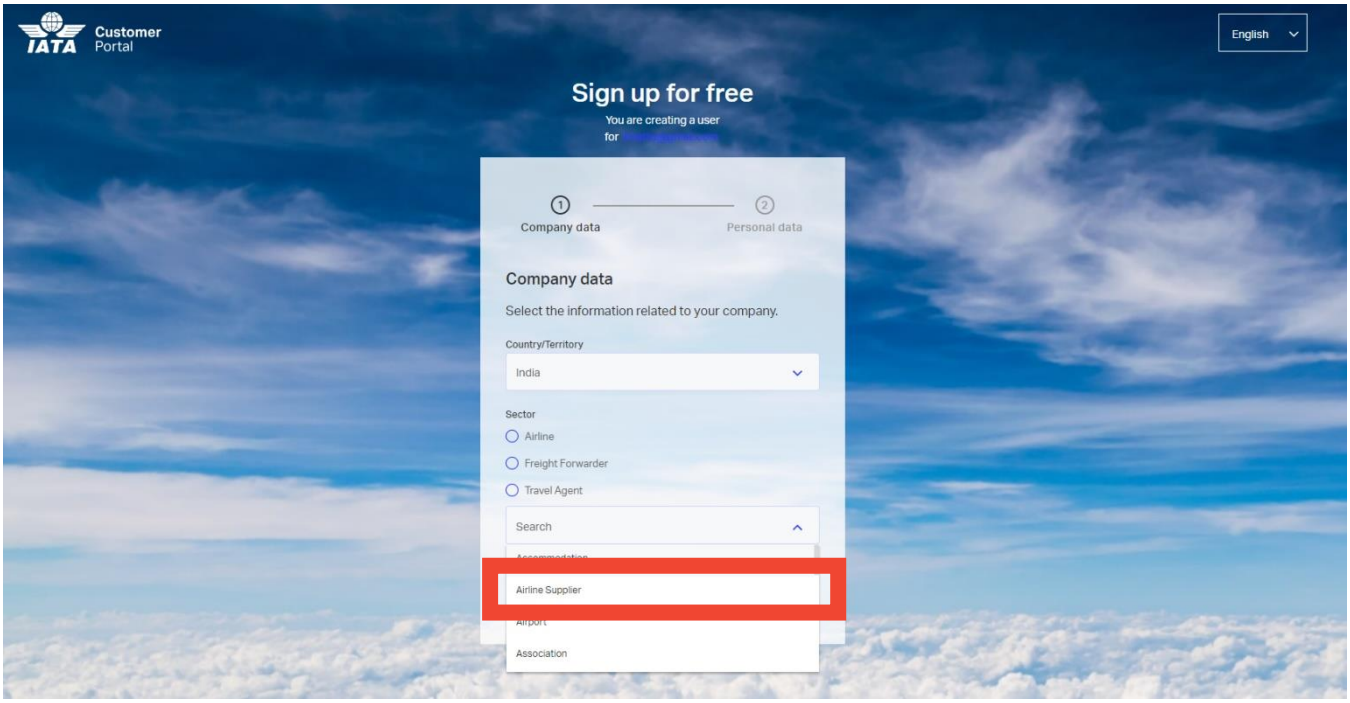
Fill out the form by first choosing your **Country/Territory** from the dropdown menu and then selecting the corresponding **Sector** that fits your organization.



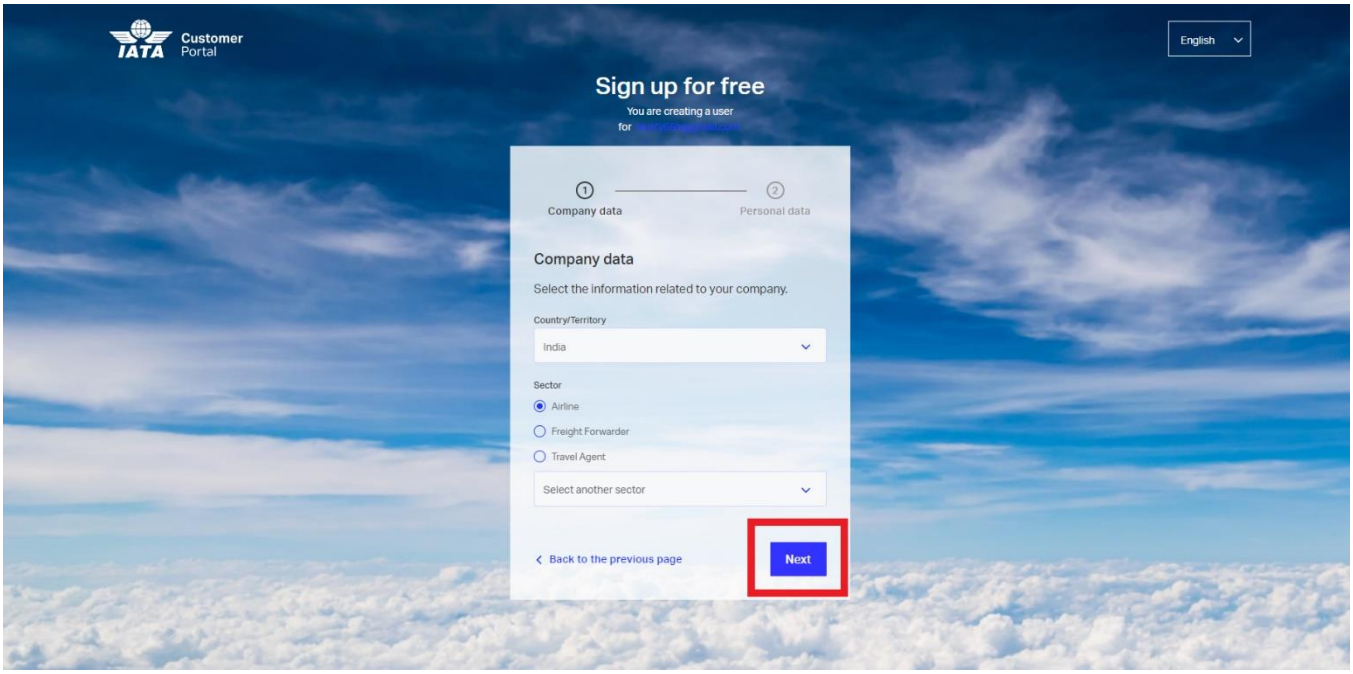
If you are an airline, please select **Airlines.**



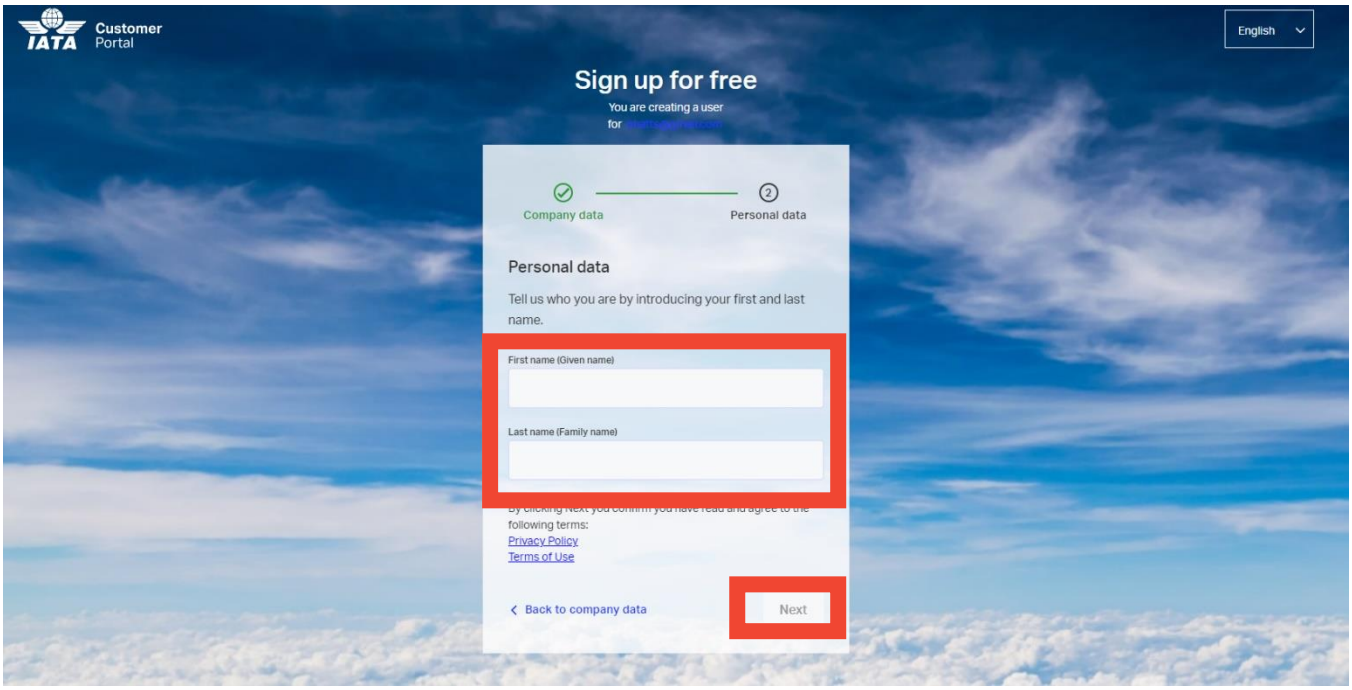
If you are a ground service provider, please click on **"Select another sector"** to open a dropdown list. Then, specifically choose **"Airline Supplier"** from the dropdown options.



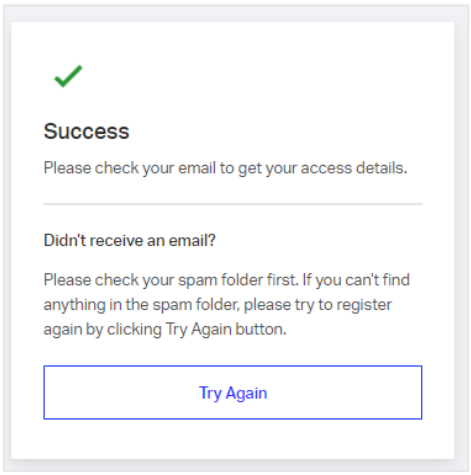
Once the sector is correctly selected, click on **Next**.



Provide your **First Name** and **Last Name** in the highlighted boxes. You can read **Privacy Policy** and **Terms of Use** by clicking on them. Once ready, click on **Next**.

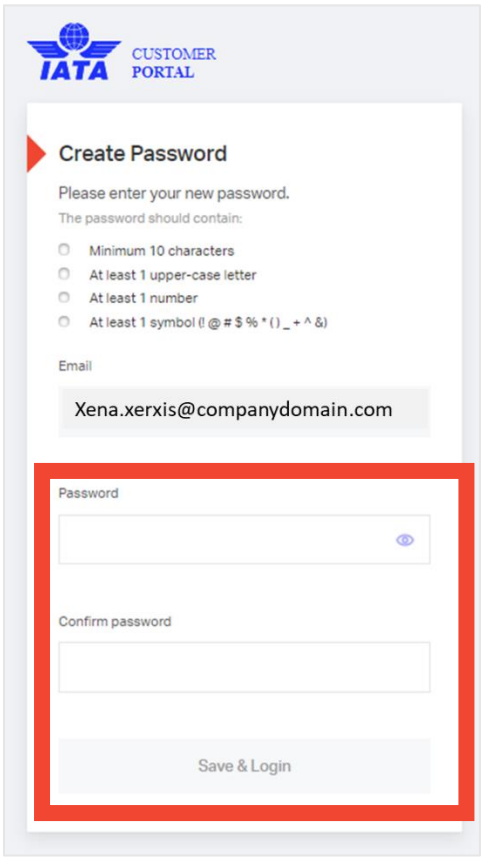


You will be presented with the following screen which informs you of an email sent to you for next steps.

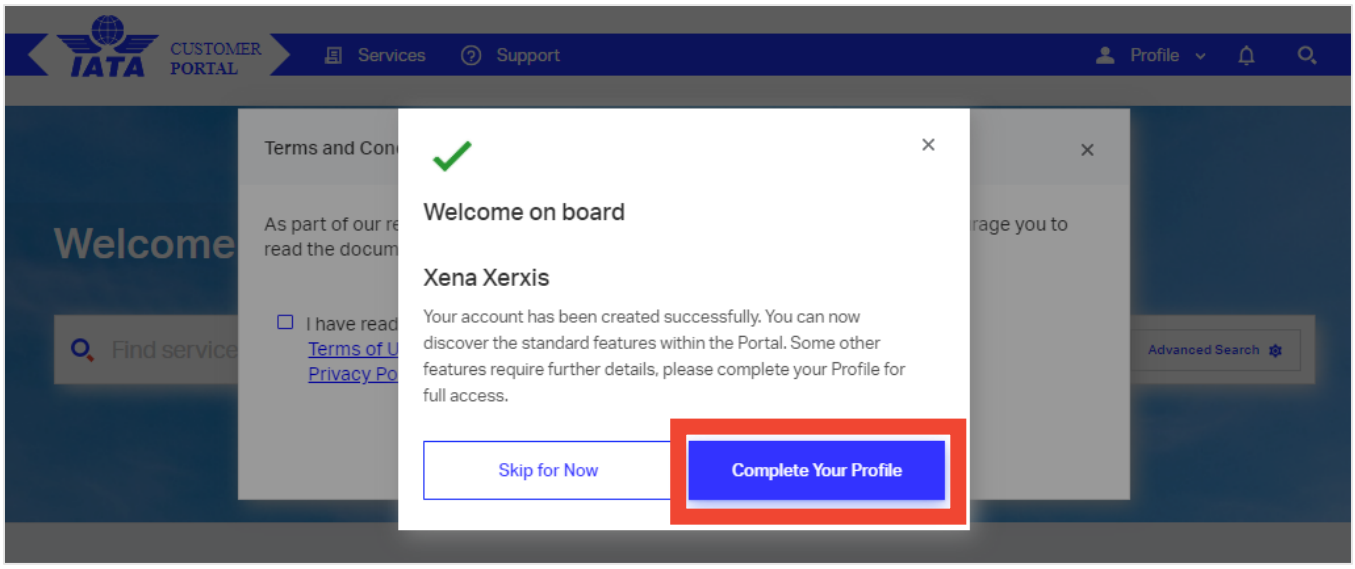


You will receive an email confirmation from the IATA Customer Portal. Confirm your mail address by clicking on the link provided.

Follow the guidance in the email to create a password for the IATA Customer Portal. Upon clicking the link, you will be able to set your password. Click on **Save & Login** afterwards.



Once the password is set, you will now be invited to complete your profile.



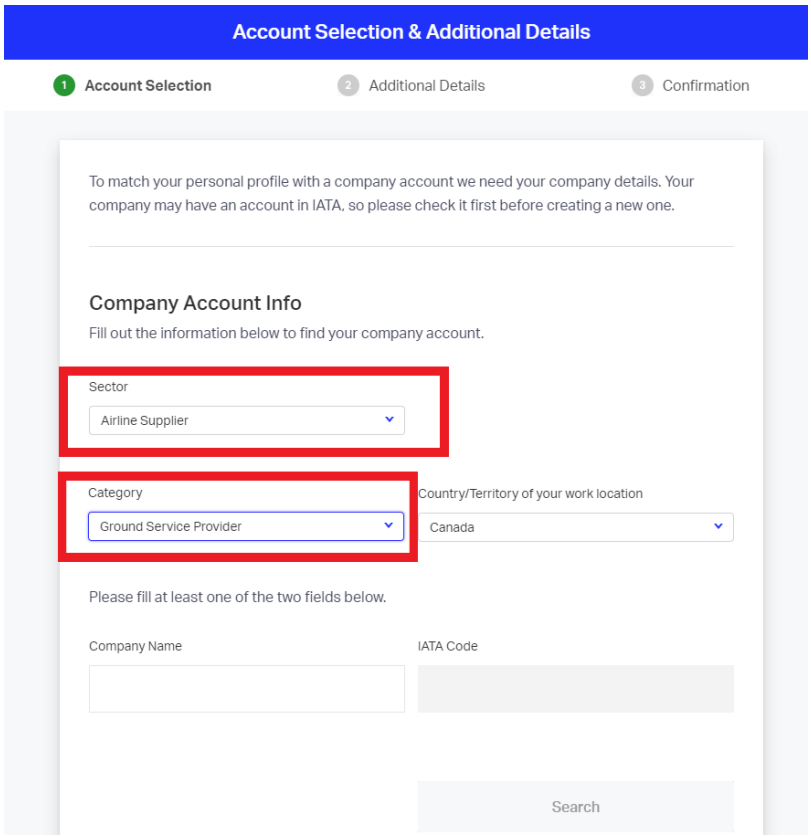
3.5.2 Complete your profile

3.5.2.1 Select the account of your company

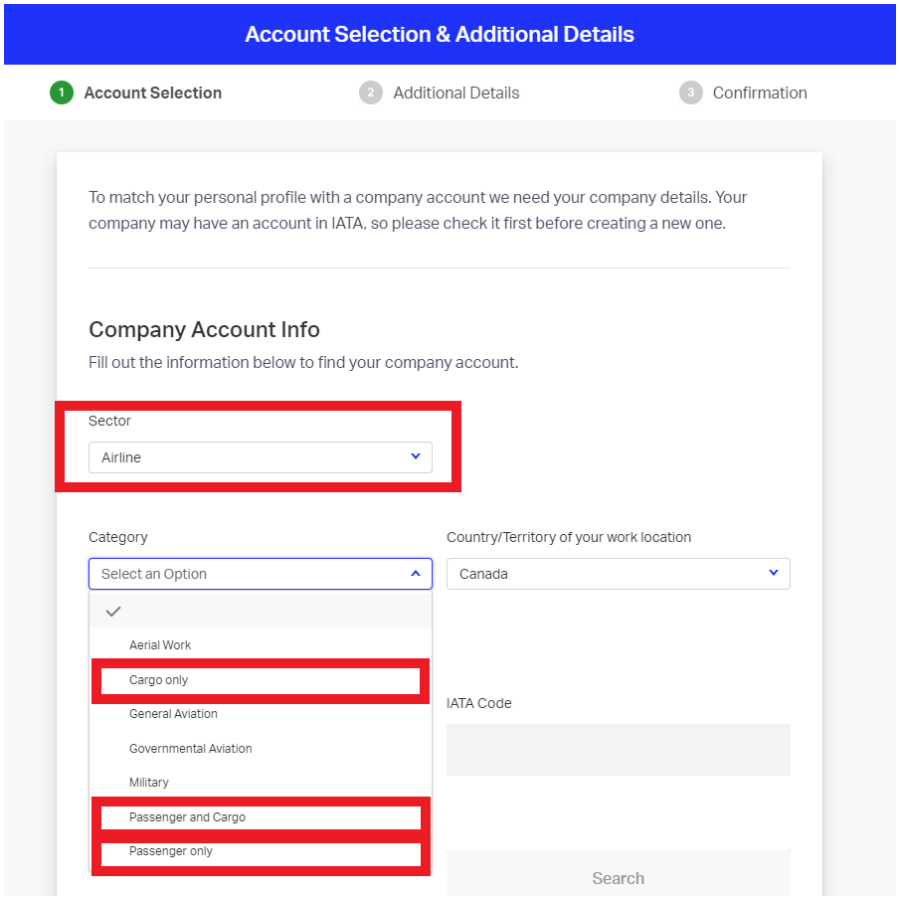
Your company may already have an account in IATA, so please fill in the Company Account Info form to verify.

The **Sector** should already be preselected based on your choice in section 3.5.1. If not, please ensure you choose the correct **Sector/Category** combination for your business from the provided list and the dropdown menu.

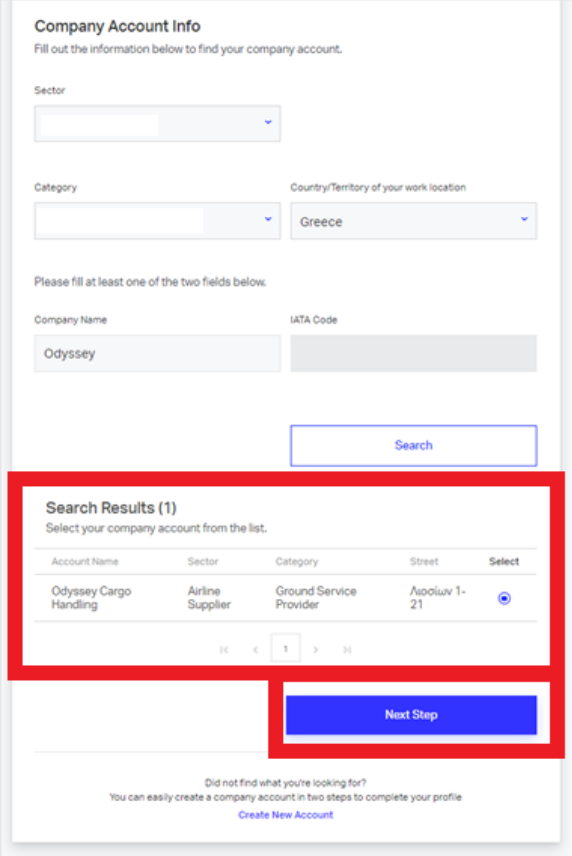
- If you are a ground service provider, the **Sector** will be **Airline Supplier** and the **Category** will be **Ground Service Provider**.



- If you are an airline, the **Sector** will be **Airline**, then the **Category** will be one of the following:
  - **Cargo only**
  - **Passenger and Cargo**
  - **Passenger only**



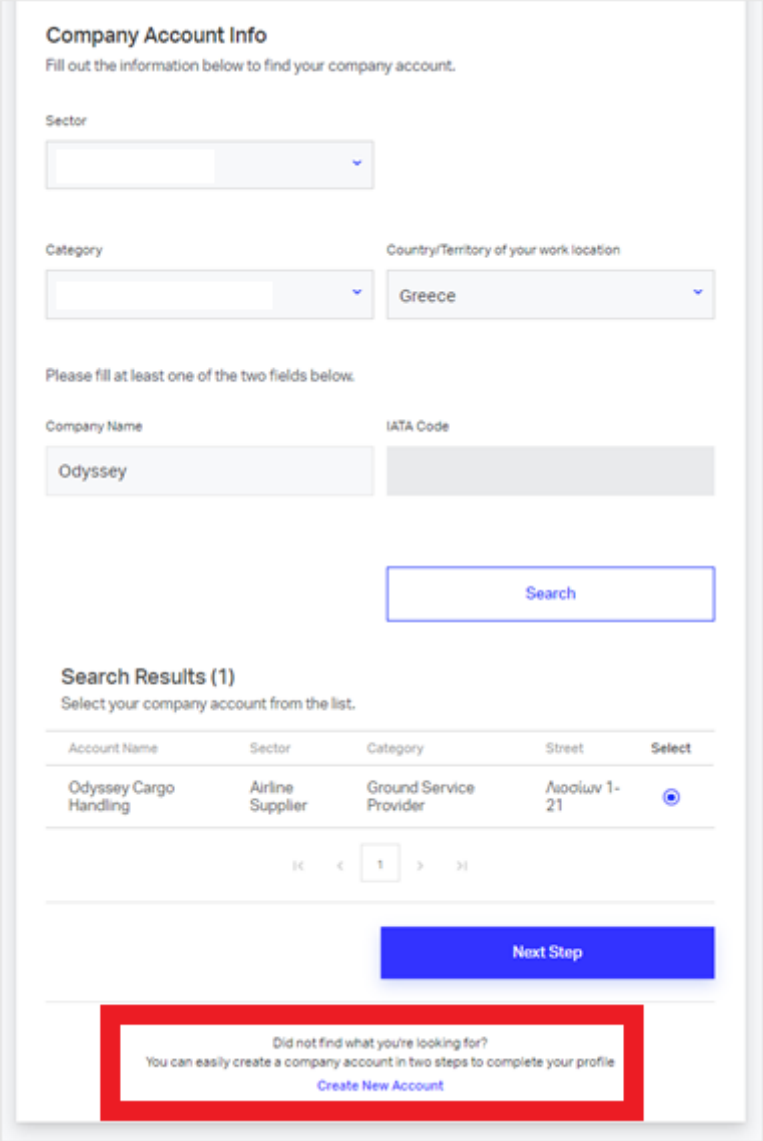
Enter your **Company Name** in the dialogue box and click on **Search**. The system will search for accounts meeting your criteria and will inform you of the matching accounts already existing. If you don't find yours, consider revising the spelling of your company name. You will see all the matching results in the area highlighted below.



If your company has an IATA account at your **exact** address, click **Next Step**. Now go to 3.5.2.3 to continue with the completion of the profile.

3.5.2.2 Create an account for your company

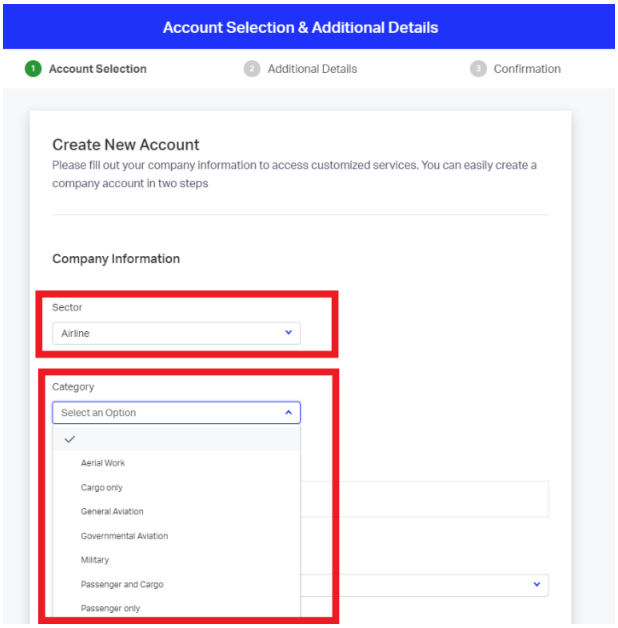
If your company doesn't have an IATA account at your exact address or no matching results are found, select "**Create New Account**" at the bottom of the search page.



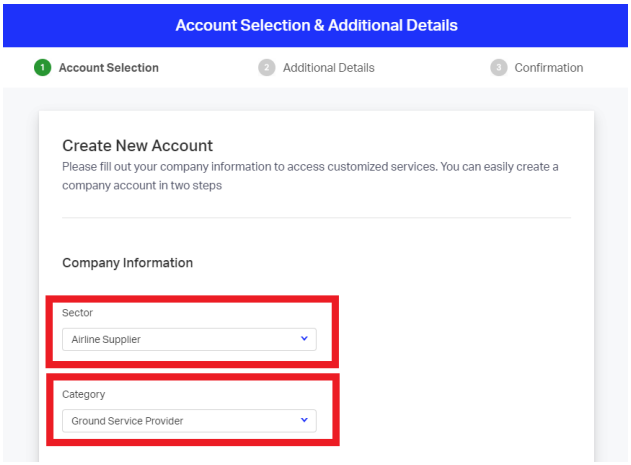
On the **Create New Account** page, fill in the form. Please note that **Company Name** is the legal name of your company.

Once again, please make sure that **Sector** and **Category** will match your selection in section 3.5.2.1

For airlines:

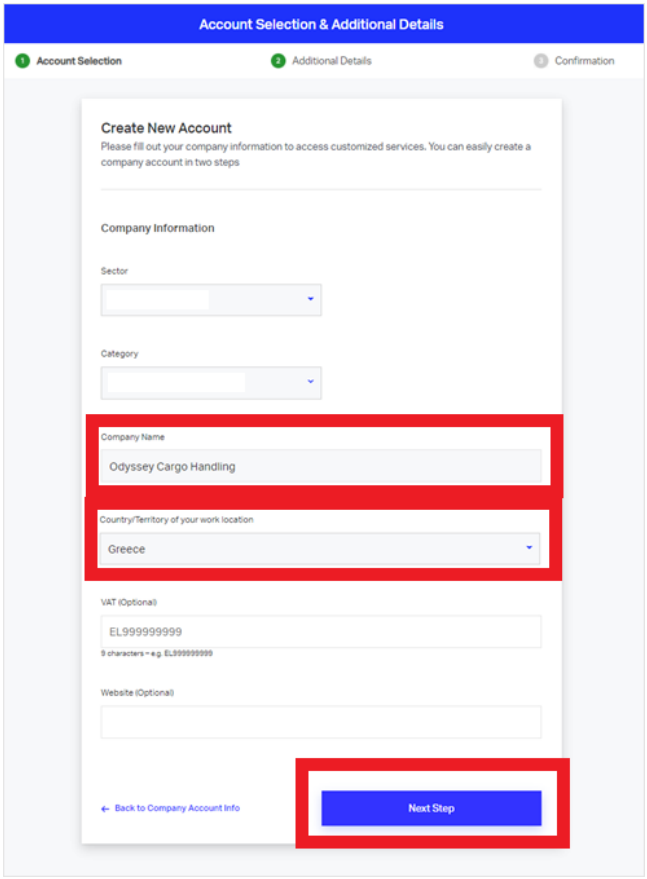


For airline supplier:



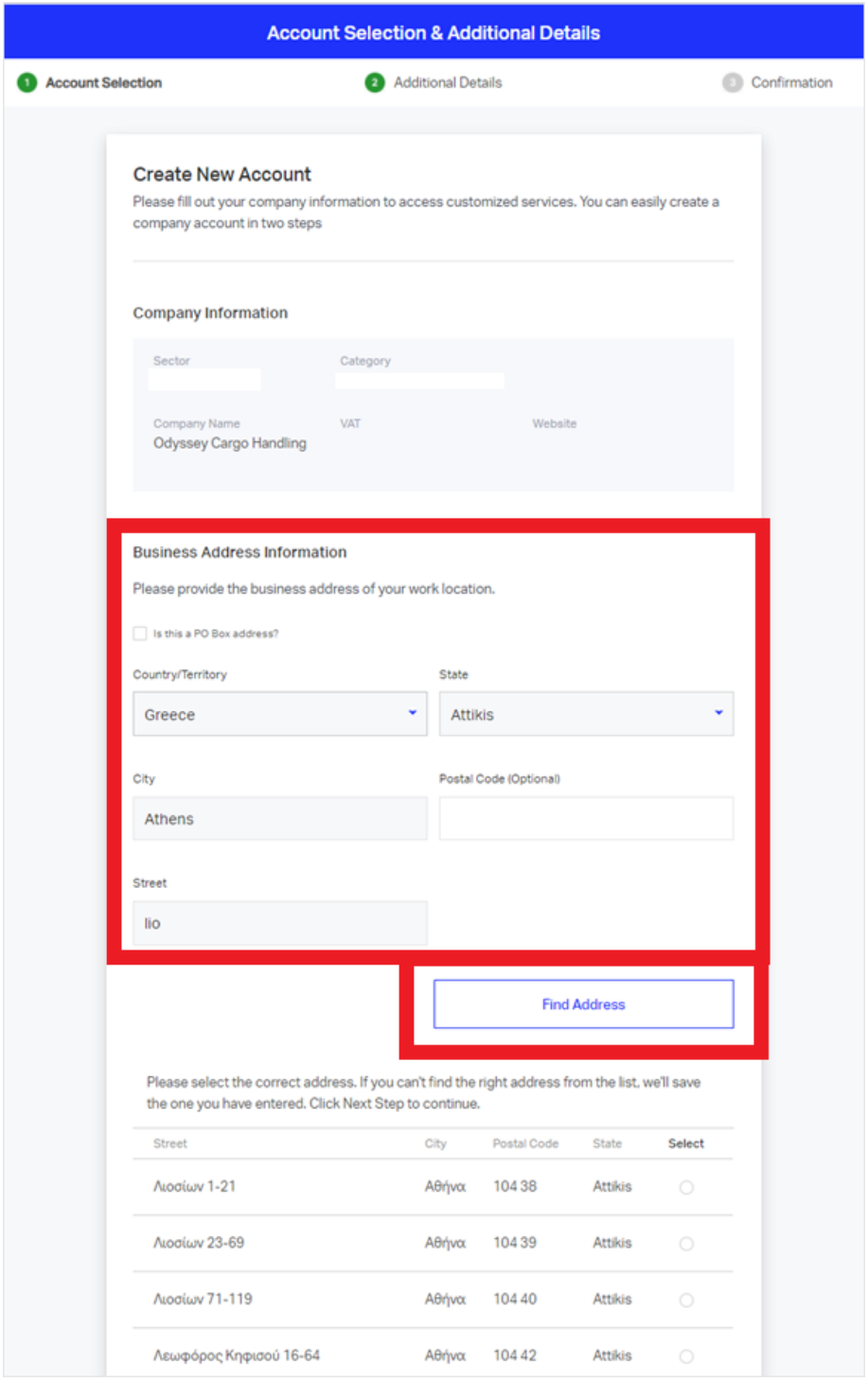
Select **Country/Territory of your work location** from the dropdown list.

Click on **Next Step** after entering the required information.

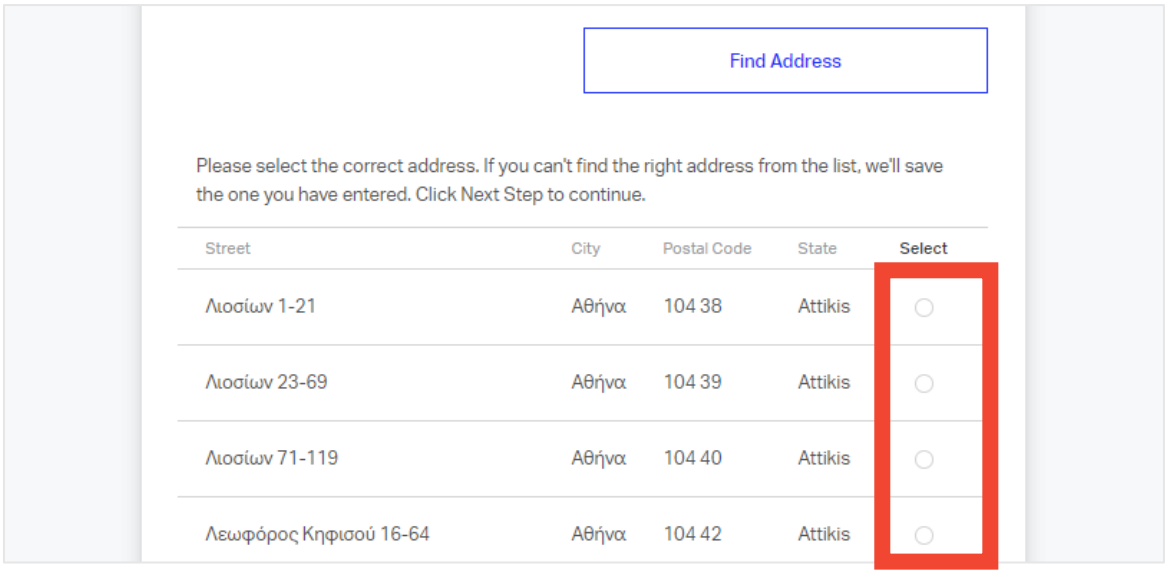


You will be asked to provide your business address information. You can use the **Find Address** button to ensure it is accurate.

Important: Make sure you enter the EXACT address as your organization's address.

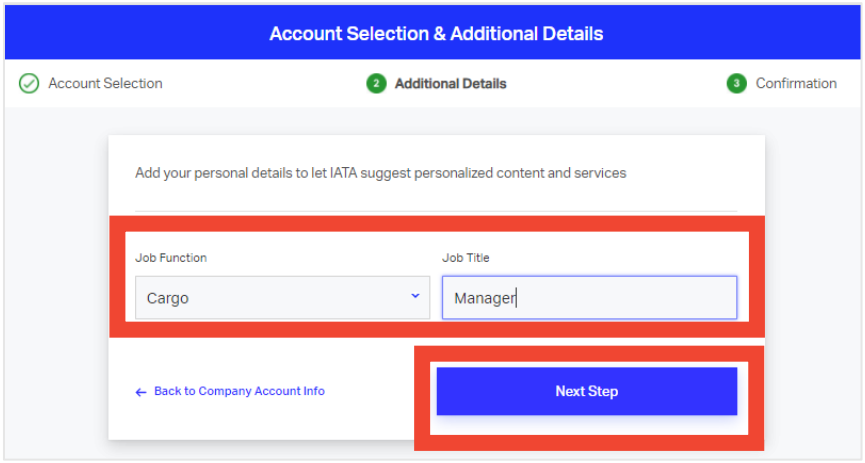


You can select the proper address by selecting the best match for your company address. Once the address is selected, Click on **Next Step**. Now go to 3.5.2.3 to continue with the completion of the profile.

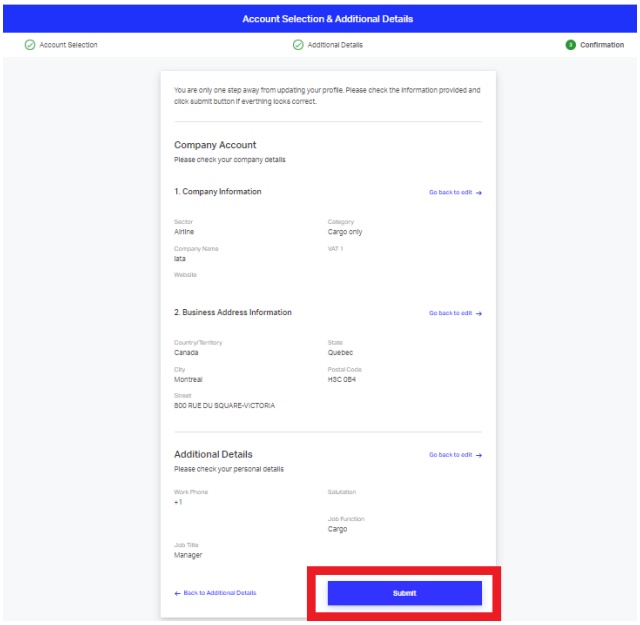


3.5.2.3 Complete and confirm your profile

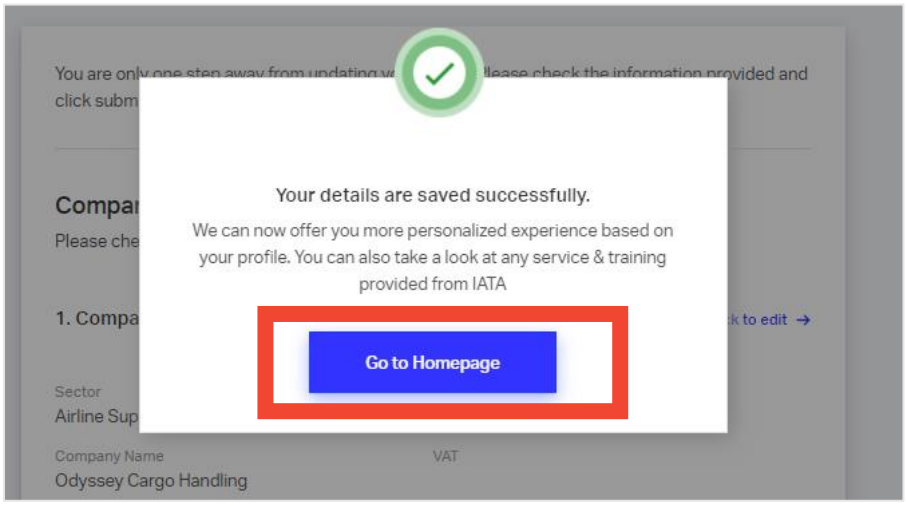
Add your professional details (**Job Function** and **Job Title**) in the dialogue box and click on **Next Step**.



Verify that the information displayed is correct and click **Submit.**



You can now click on **Go to Homepage**.

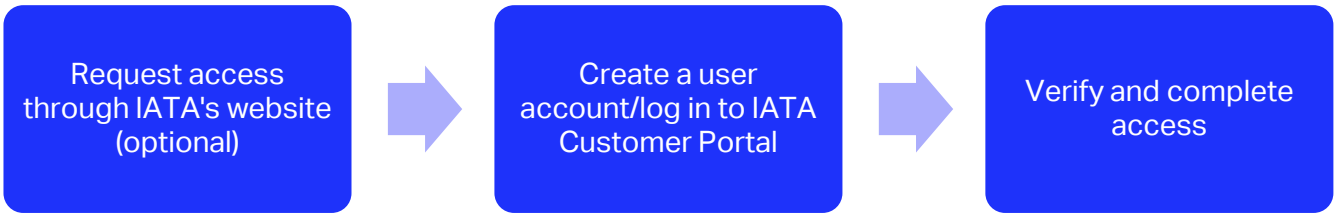


Once completed, you do not have to do anything else at this time.

4 IATA Operational Portal

Once you have successfully completed your registration in the IATA Customer Portal, accessing the IATA OPS Portal is easy. But before that, here is some information for you to better understand IATA OPS Portal.

4.1 Guide to OPS Portal platform



4.1.1 Definitions

4.1.1.1 Account Types

Airline account
Each airline can have only one account per Air Operator Certificate (AOC).

Station (Location)
Refers to the location of each account.

Ground Handling Service Provider (GHSP) accounts
GHSPs can have multiple accounts depending on the number of locations in the GHSP's network, but only one account per location.

Airlines that also provide ground handling services to third parties as a GHSP will need to create separate accounts:

- As an airline (with one account per AOC)
- As a GHSP (with one account per location)

4.1.1.2 User Types

The platform is designed to assign different user profiles that have specific accessibility and permissions. The roles that a user can have in the OPS Portal platform are:

IGOM Admin
The company administrator of the account. The IGOM Admin can access all the sections currently enabled in the platform (Dashboard, GAP Analysis, Notifications, Variation Report, IGOM Document Description and Station Administration).

Editor
The Editor is primarily assigned to complete a section or sections of the gap analysis on behalf of the IGOM Admin. The Editor will have access to the Dashboard, GAP Analysis, Variation Report and IGOM Document

Description sections.

Viewer

The Viewer is primarily a company employee who has an interest in viewing variation(s) in the accounts of the members of the portal with which the company is sharing information. The Viewer can see the Variation Report and IGOM Document Description sections.

Station Acknowledger

The Acknowledger has access to the same sections as a Viewer, but with the addition of the Notifications section, where they will receive information about the published gap analysis. The Acknowledger is a role primarily designed for GHSP organizations. The role is meant to be the main point of contact of a GSHP Station who oversees handling documentation from customers and distributing it to the personnel.

Service Administrator

When inviting users to the IGOM portal, there is an option to include the Service Administrator role. This role grants the selected users the ability to manage all subsequent accesses, invitations, and workflows within the company. In another words, this allows the person to invite any other person in the company to join your company's IGOM Portal account.

It is up to the inviter/IGOM admin and service administrator to decide whether to use this option.

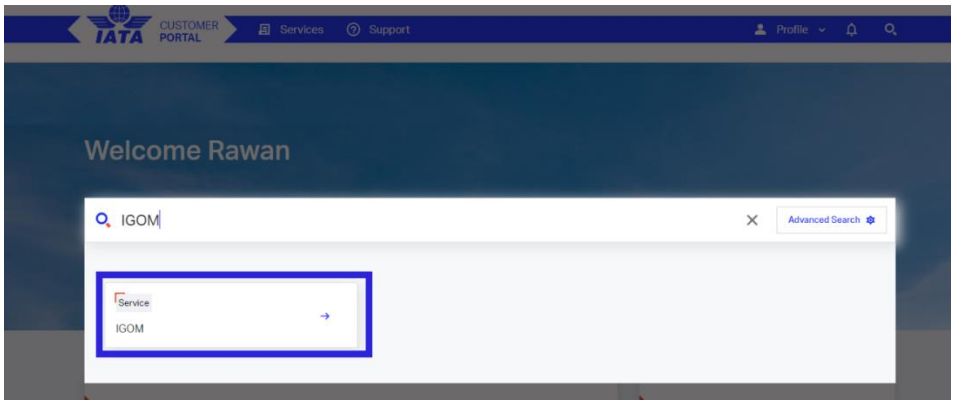
Sections	Functionalities \ Roles	IGOM Admin	Editor	Station Acknowledger	Viewer
Dashboard	Visualize own station /airline charts	Yes	Yes	Yes	Yes
GAP Analysis	Create / Clone GAP Analysis	Yes	No	No	No
GAP Analysis	Edit Chapters of GAP Analysis	Yes	Yes	No	No
GAP Analysis	Attach GOM Documents	Yes	No	No	No
GAP Analysis	Send notifications	Yes	No	No	No
GAP Analysis	Edit section "Notes" in Gap Analysis	Yes	Yes	No	No
GAP Analysis	Publish a GAP Analysis	Yes	No	No	No
Variation	See Variation description / attachment s	Yes	Yes	Yes	Yes
Variations	Read variations for own station	Yes	Yes	Yes	Yes
IGOM Document	Read the last IGOM	Yes	Yes	Yes	Yes
IGOM Document	List and read older IGOMs	Yes	Yes	No	No
Notifications	Send notifications	Yes	No	No	No
Notifications	Read & acknowledge notifications	Yes	No	Yes	No
Account Administration	Invite other User of the platform to share information	Yes	No	No	No
Account Administration	Assign roles in the account	Yes	No	No	No

4.2 OPS Portal Registration

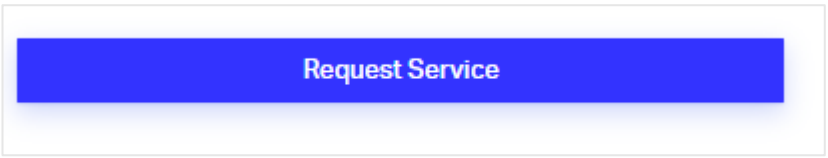
There are two ways of how to request access to the OPS Portal and both ways to access the portal is straightforward and can be completed by following the steps outlined below:

First Option

- If you already have access to the IATA Customer Portal, as instructed in section 3 of this user guide, log in to the IATA Customer Portal and search for "IGOM" in the search bar and choose the "IGOM" service.

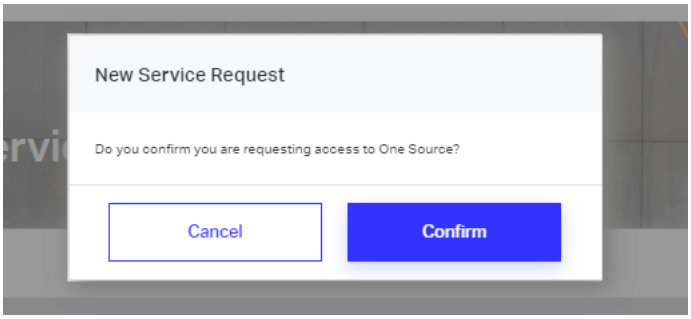


Next, click on the "Request Service" button.



Note: if you haven't yet filled your profile, the system will ask you to do it now. Follow the instructions in section 3.5.2

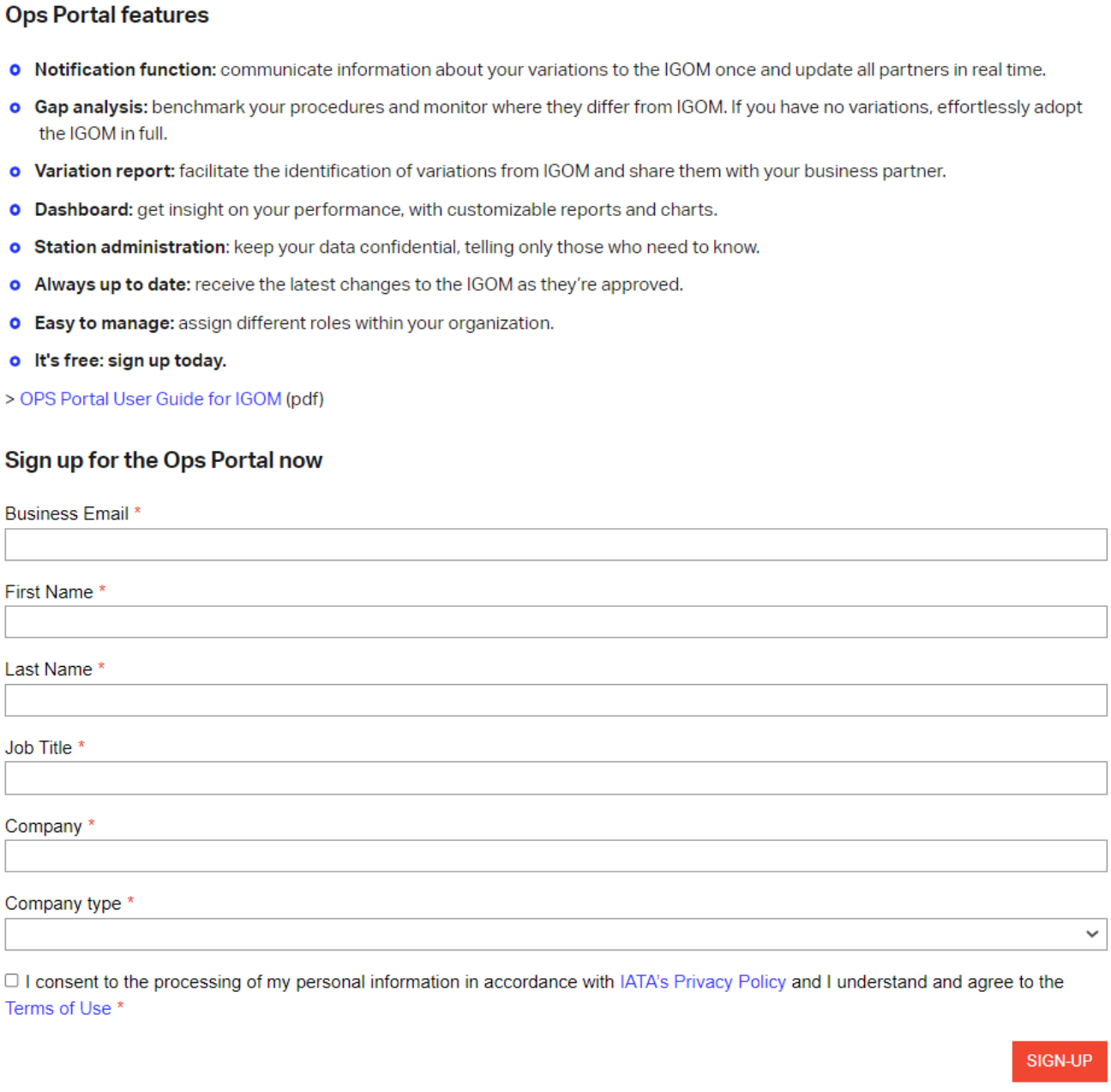
- Confirm you are requesting access:



Second Option

- Begin by navigating to the IATA website at IATA - Home and selecting the "Programs & Policy" tab from the top menu.
- From the drop-down menu, choose "Ground Operations" under the "Operations & Infrastructure" sub-menu.

- On the Ground Operations page, click on "Operational Portal" IATA Operational Portal (IGOM Portal) and scroll down to the "Sign up for the Ops Portal now" section.
- Fill in all the required information and ensure that you have checked the consent box before submitting your application by clicking the "Sign up" button.

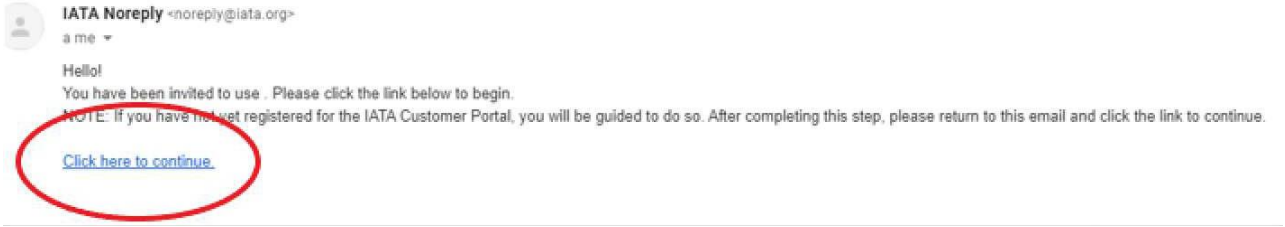


IMPORTANT:

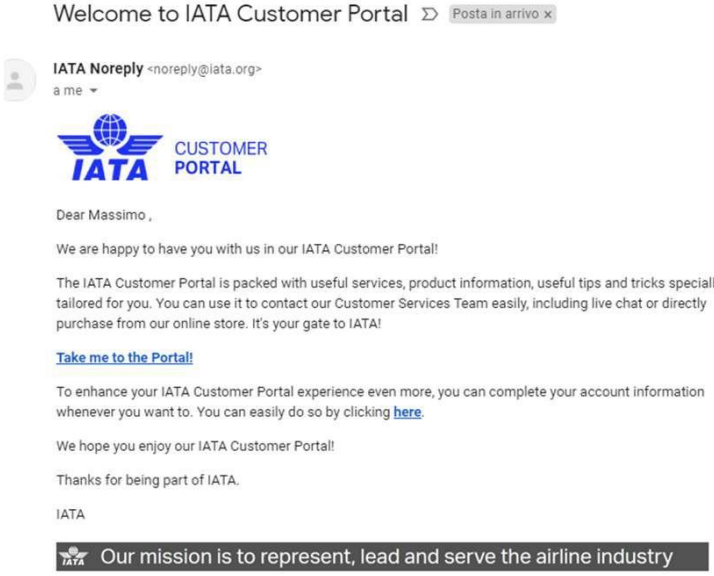
The request to access the OPS Portal shall be done only by the person designated by the company as their main OPS Portal account administrator.
Once this person has completed the registration process, they will, by default, have the role of the company's OPS Portal Admin and Service Administrator.

- Once the application has been completed, an invitation email will be sent by IATA to complete the necessary steps to access the OPS Portal.

- Click on the "Click here to continue" link as indicated in the image below:

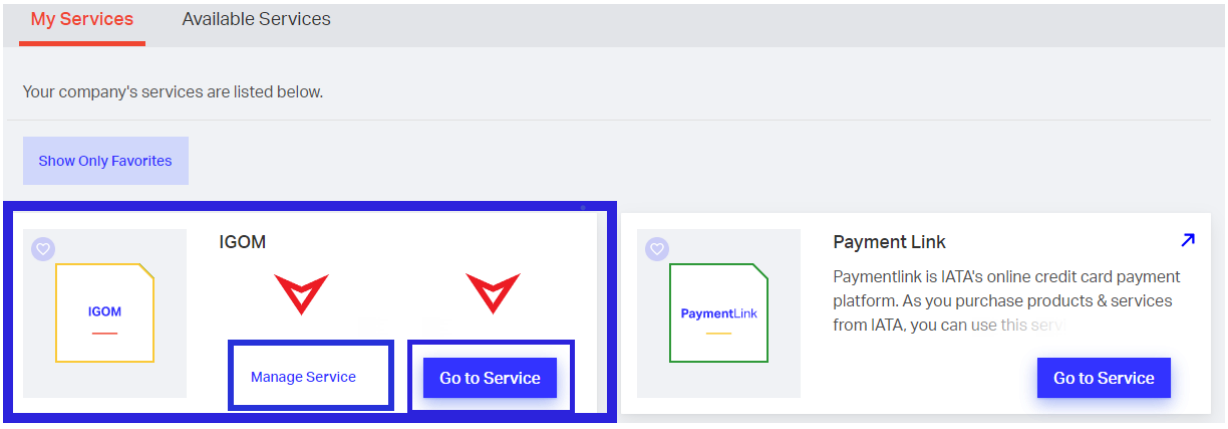


- Finalize your personal profile information in the IATA Customer Portal as instructed in section 3.5.2
- Check your email and click on "Take me to the Portal."
  Once you have completed the information in your personal profile, the registration is active.



4.2.1 Access Granted

- The person of the company who is first given access to the OPS Portal will have two roles: **IGOM Admin** and **Service Administrator**.
- To access the functionalities of the **Service Administrator**, click on the **Manage Service** button.
- To access the OPS Portal as **IGOM Admin**, click on **Go to Service**.

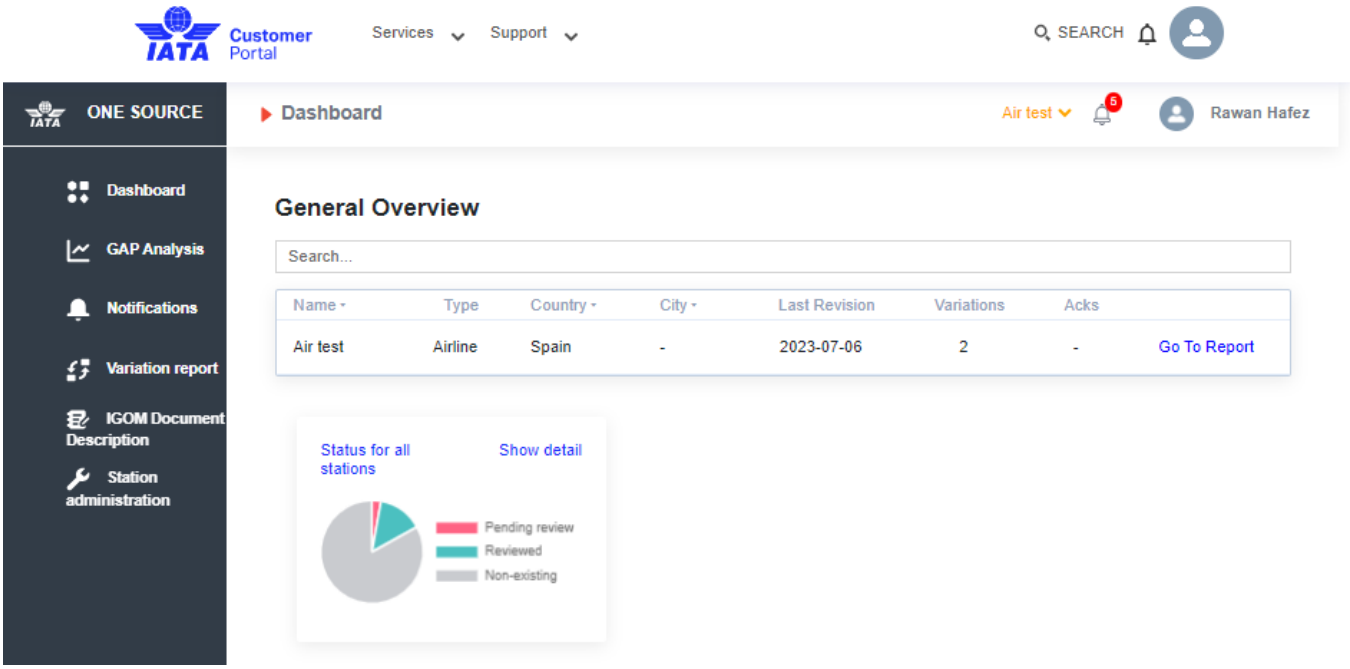


4.3 OPS Portal Main Features

The OPS Portal platform is divided into the following sections:

- Manage Service (invitation Step 1)
- Station administration (invitation Step 2)
- Dashboards
- GAP analysis
- Notifications
- Variation report
- IGOM document description

First two items are related to inviting other users to the OPS Portal. Except for Manage Service, all other sections are accessible from the sidebar menu of the page:



4.4 Service Administrator "Manage Service" (Invitation Step 1)

By clicking on "Manage Service" you will access a page where you will be able to invite people in your company to join your company's account.

To invite a person to join the account:

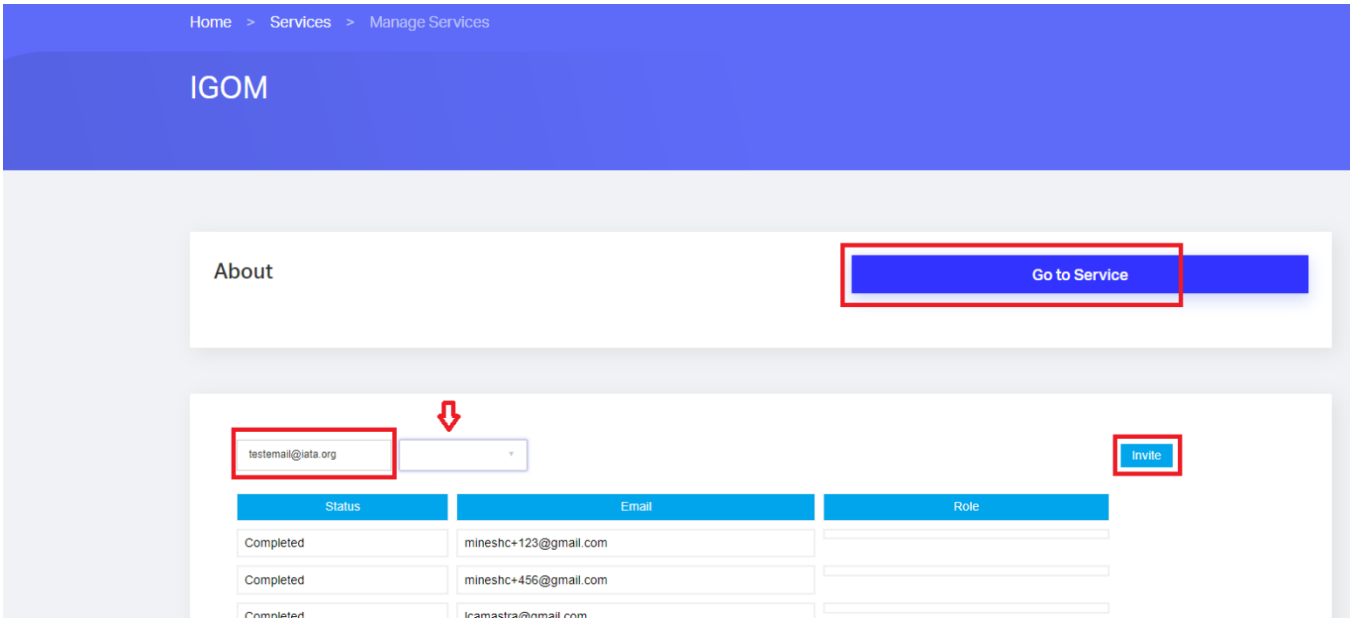
- Enter a valid email address.
- Choose if the person will be a **Service Administrator** or **Blank**
- Click on **Invite**

There are two different options you can choose when inviting people: **Service Administrator** or **Blank**.

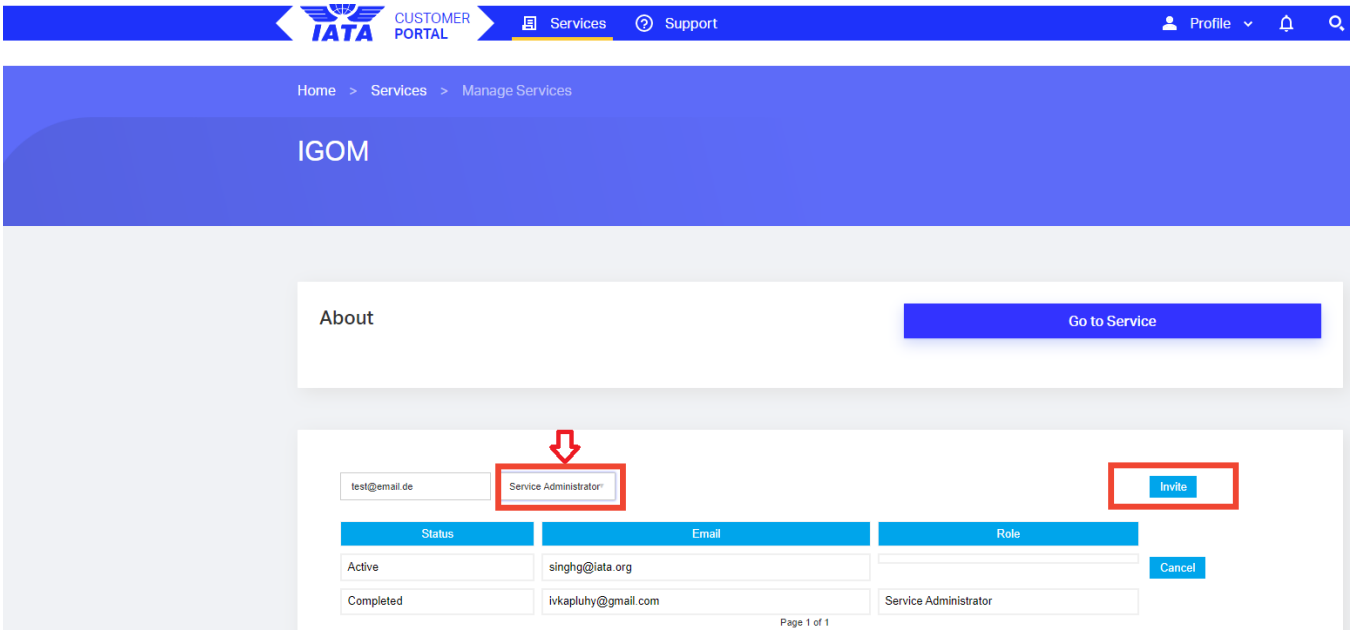
If you invite a person by selecting the **Service Administrator** option, the person will be able to invite other people from your company to the account.

If you invite a person by selecting the **Blank** option, the person will not be able to invite any other person to the account, meaning the person will not be enabled as an additional **Service Administrator**.

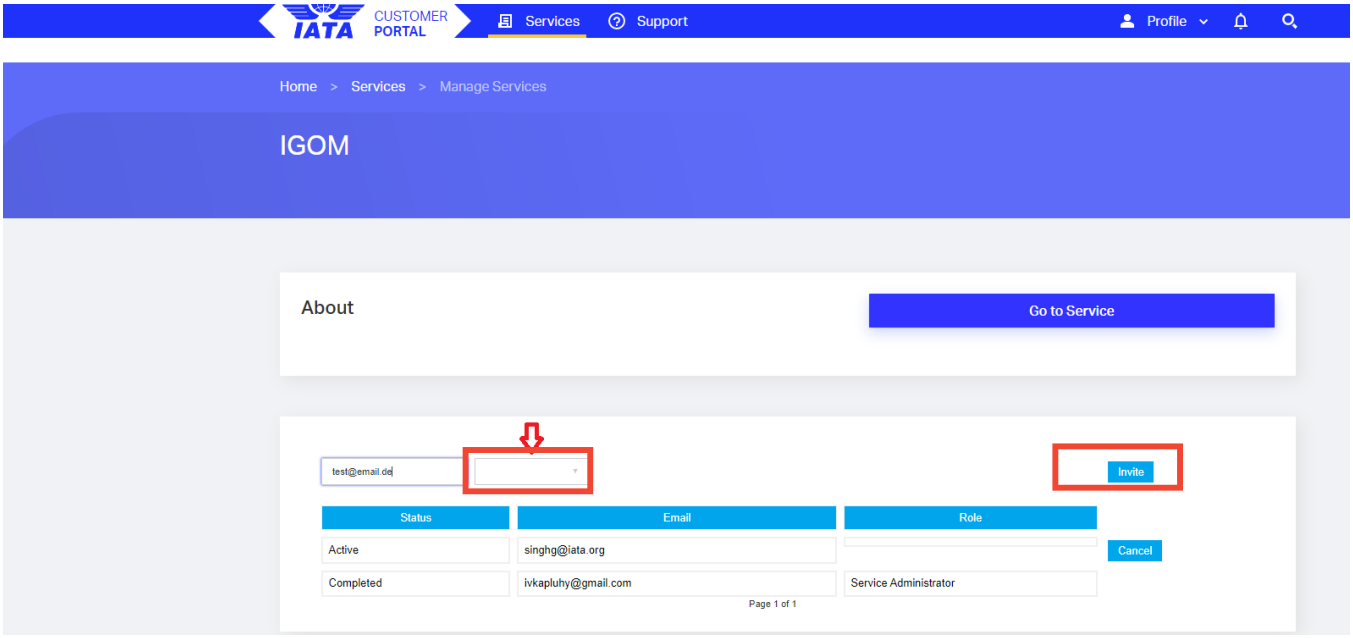
Here is how to assign these roles:



Assign the **Service Administrator** role.



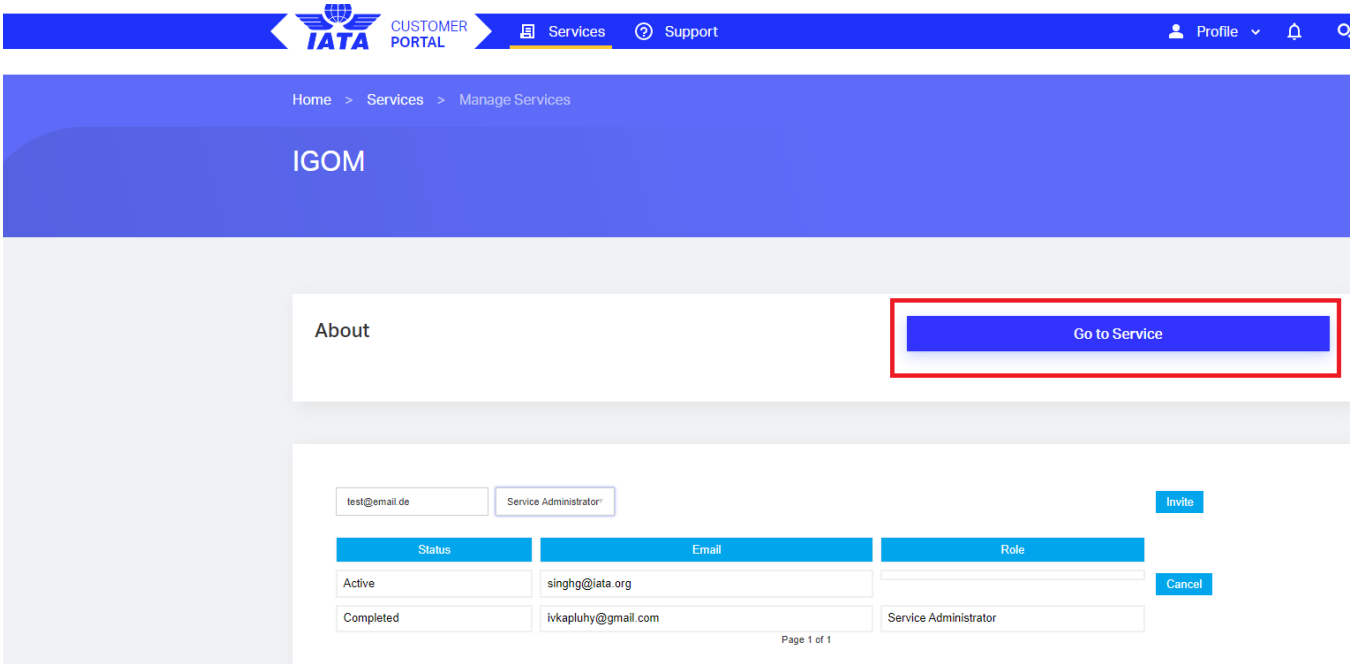
Assign the **Blank** role.



Once the invitee has completed his/her profile in the registration process, you will be able to assign him/her a role in the portal. For the "role" assignment, see Section 4.5.2 Station Management below.

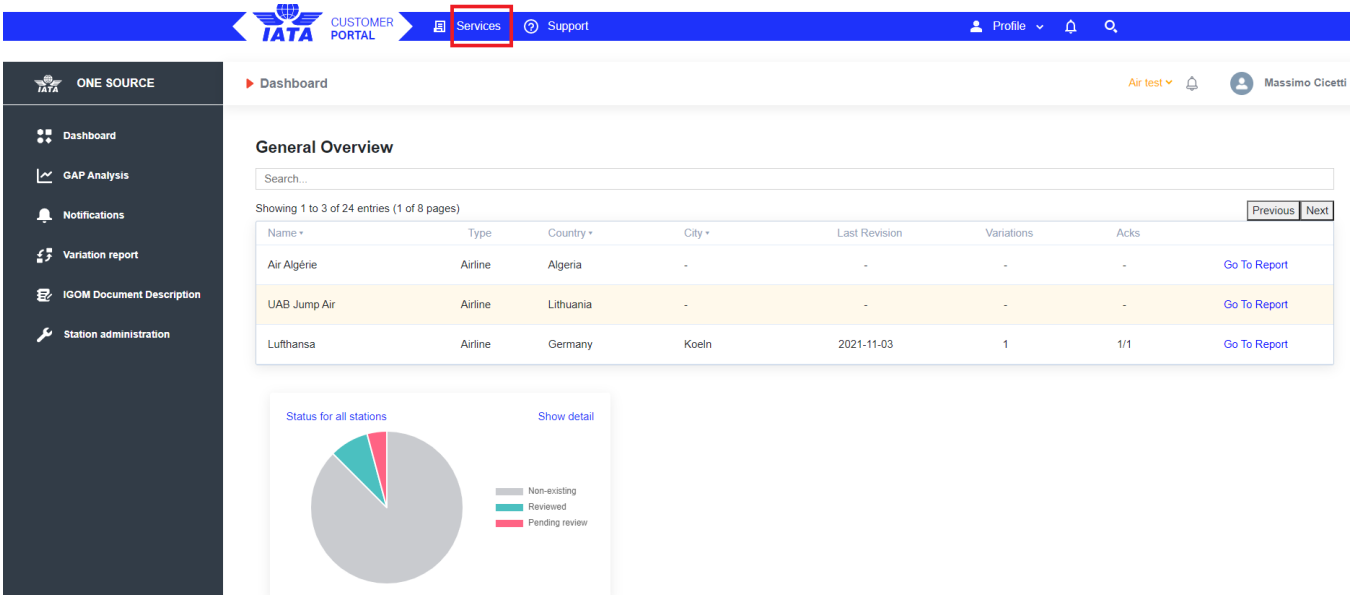
4.4.1 Accessing the OPS Portal from the "Service Administration" Page

From the **Service Administration** page, you can access the OPS Portal by clicking **Go to Service** anytime.

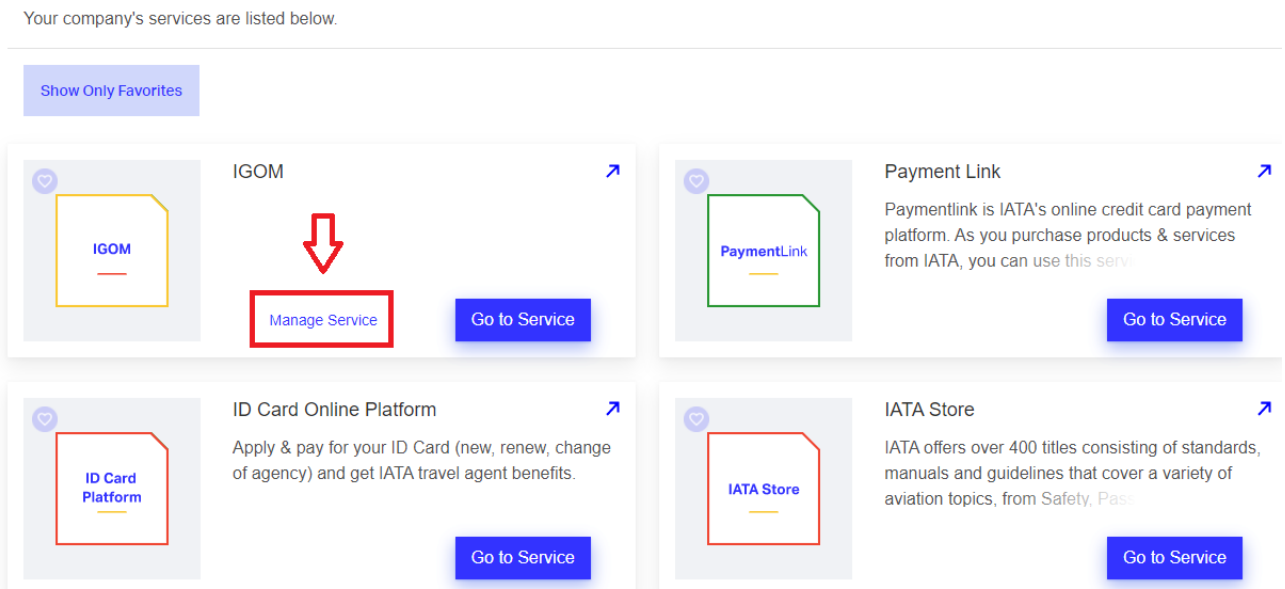


4.4.2 Accessing the "Service Administration" Page from the OPS Portal

From the OPS Portal, you can always access the **Service Administration** page by clicking **Services**.



And then **Manage Service**.



4.5 Station Administration

4.5.1 General

Access to the Station Administration page is only available to people who have been assigned the IGOM Admin role.

The Station Administration page has two tabs to manage the following:

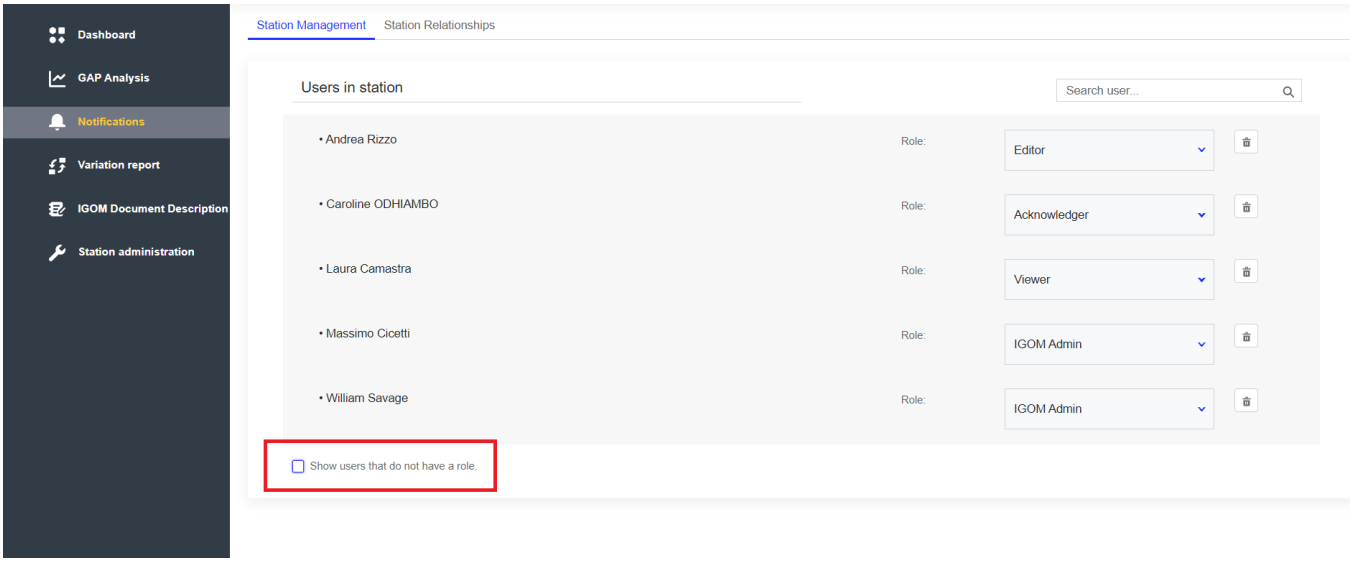
Station Management: assign roles to people you have invited to join your OPS Portal account.

Station Relationships: Create relationships between accounts.

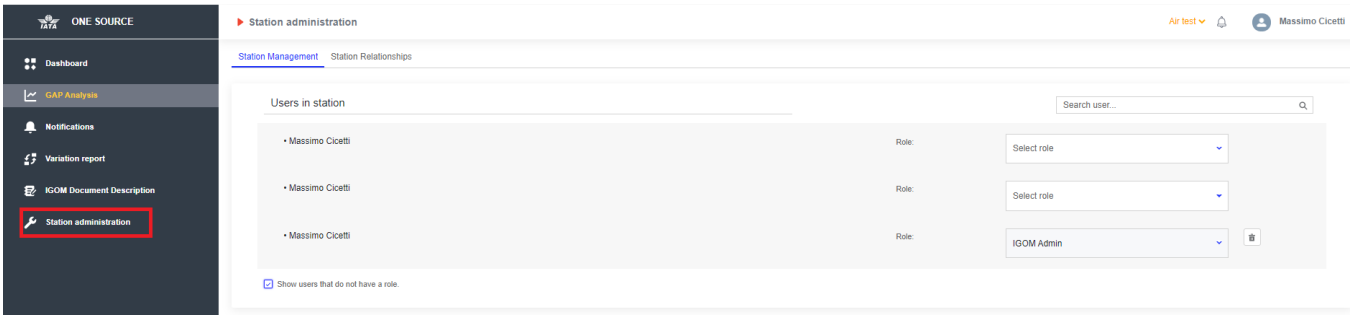
4.5.2 Station Management (Invitation Step 2)

In this tab, the IGOM Admin can assign a role to each person in the account.

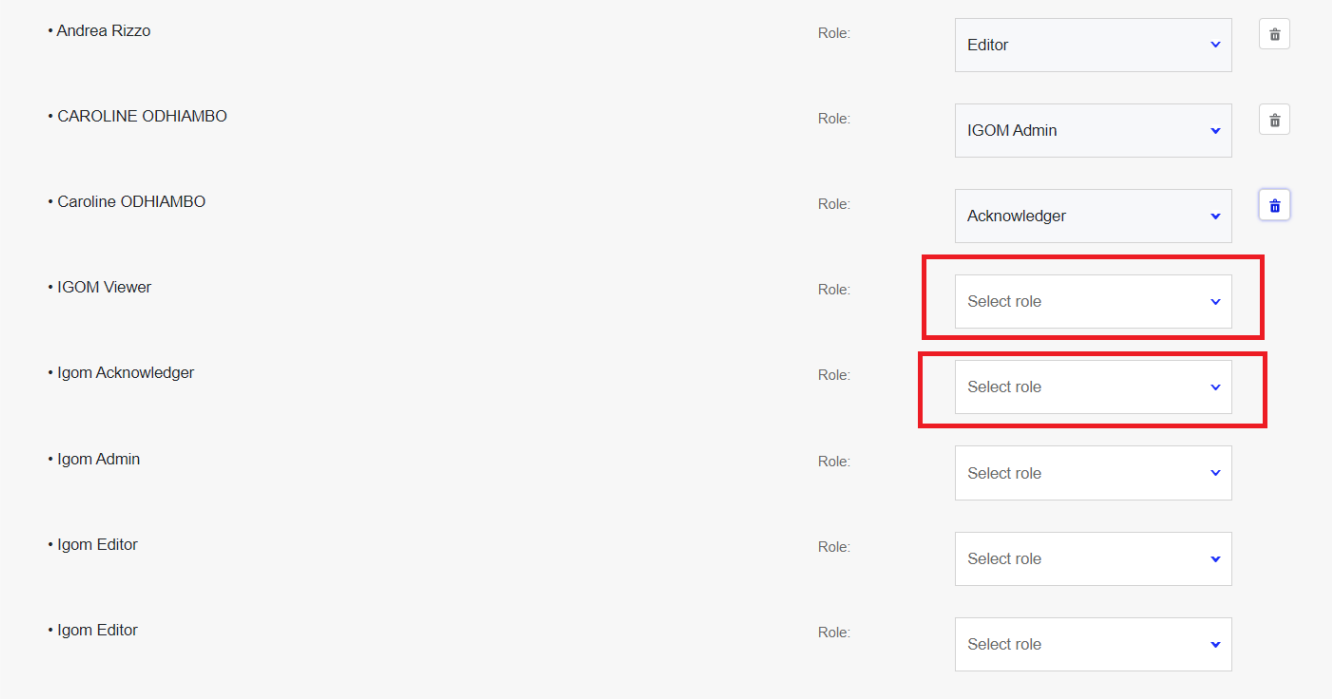
Below the list of users, there is a checkbox labeled “Show users that do not have a role.” Enabling this checkbox will display users who have not been assigned a role, making it easier to identify and manage their roles.



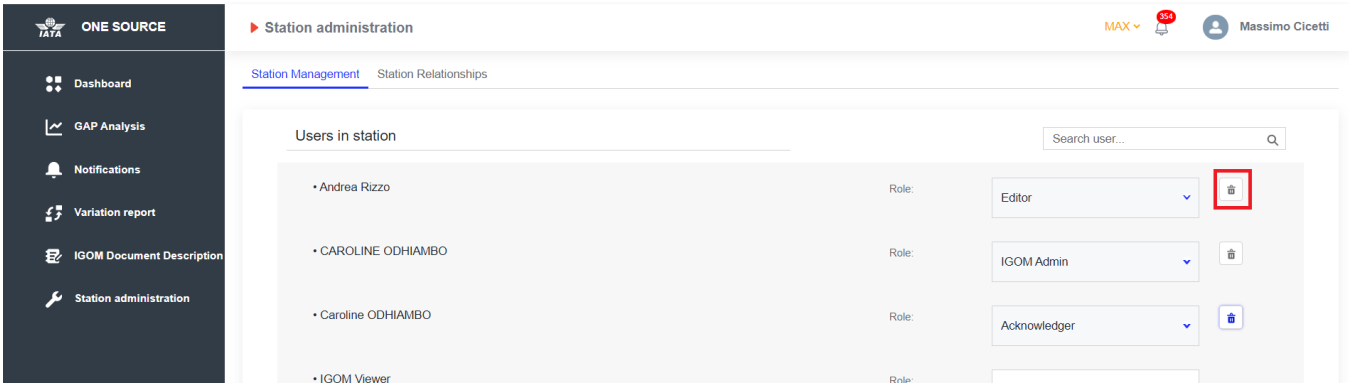
Example:



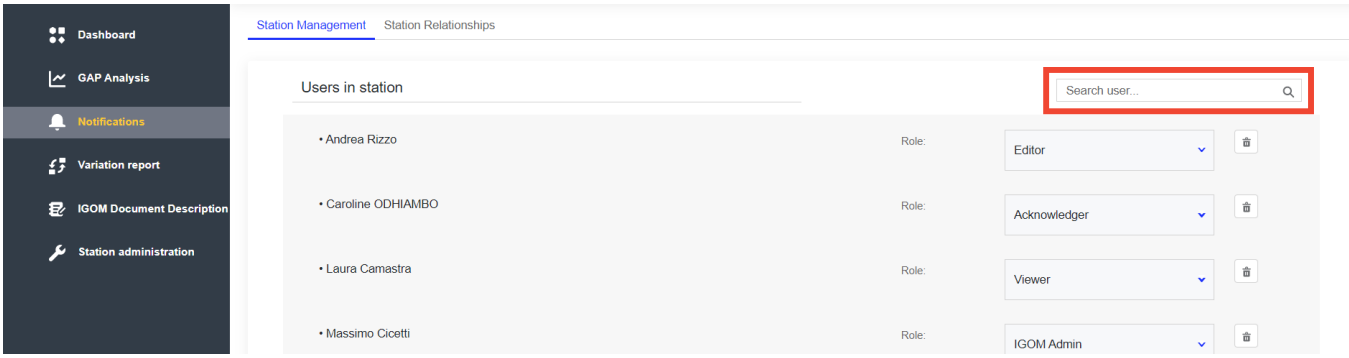
Clicking on arrow next to the name of the user will allow to assign a role to the users.



Additionally, the IGOM Admin will be able to remove a role from a user by means of clicking on the bin icon (to the right of the role).



At the top of the list, there is a search box to make it easier to find a specific user by typing their name. This option will filter the list by any searched term.



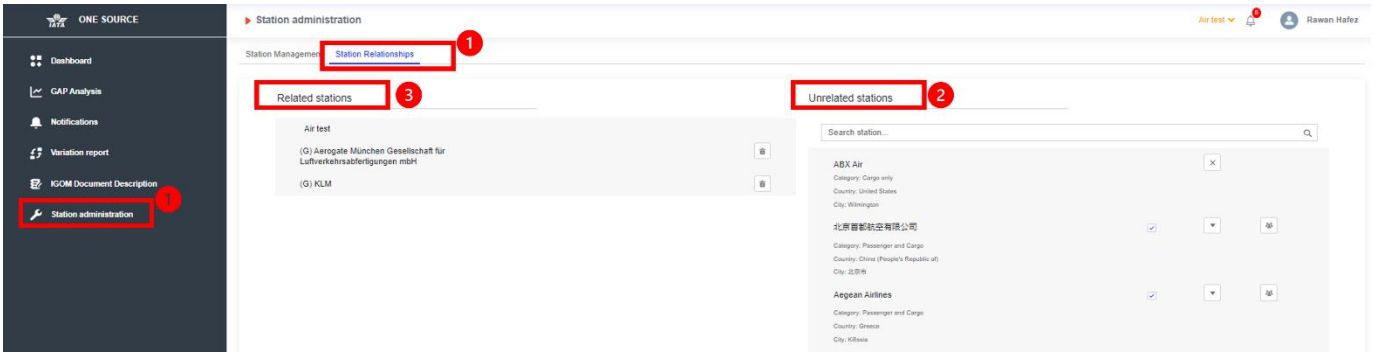
All these options will allow the IGOM Admin to easily manage the roles of users at their station.

4.5.3 Station Relationships

The Station Relationships tab is a workspace where the IGOM Admin can manage relationships between different OPS Portal accounts.

To establish a hierarchy group or a group relationship with other companies existing on the OPS Portal, users can follow these steps using the Station administration page and the station Relationships tab:

1. Access the **Station Relationships** tab. This tab is located on the **Station administration** page.
2. On the right side of the screen, under **Unrelated stations**, a list of companies with OPS Portal accounts will be displayed.
3. On the left side of the screen, under **Related stations**, companies that the user already has a relationship with will be listed.



4.5.3.1 Create a Hierarchy Group (internal – within same organization)

What is a hierarchy group?

A hierarchy group creates a "parent/child" relationship. A "parent" can share documentation loaded in the "Document" section to all members of the hierarchy and give any member of the group the opportunity to "clone & reuse" an existing gap analysis published by the parent.

Typically, a generic version of the gap analysis is created at the headquarters or "parent" level by the IGOM Admin. It can then be cloned, reused, and adjusted for the specific "child" account.

This option can be used by GHSPs operating at multiple stations to link all the stations under one umbrella. In this case, the headquarters station (parent) will send a request to the outstations to become a "child" in the hierarchy.

This option can also be chosen by airlines to either link different AOCs of the same group under one umbrella or to link the airline to its own ground handler (e.g., airlines also having a ground handling department).

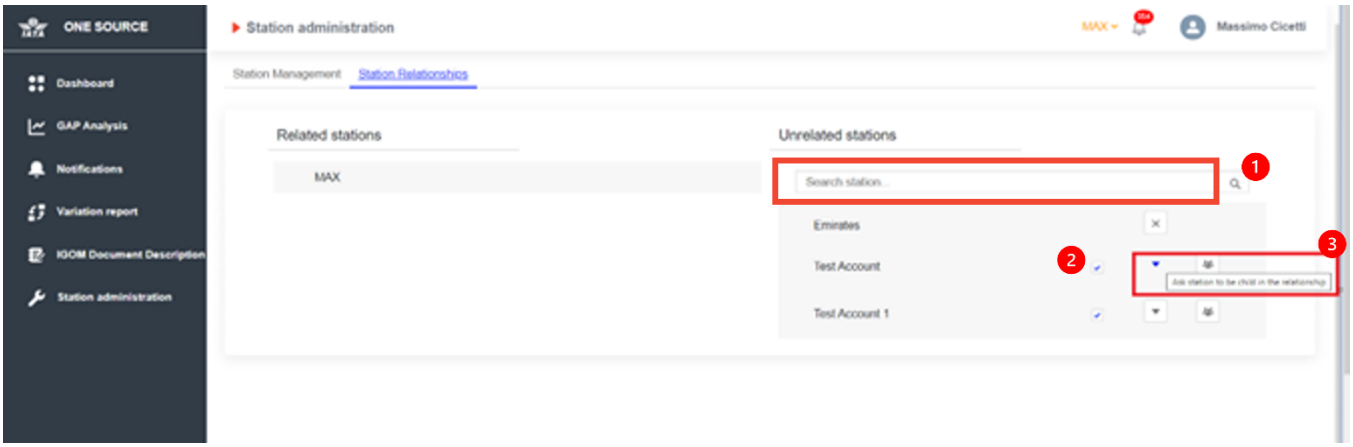
How to create a hierarchy group:

To create a hierarchy group relationship with another account, the IGOM admin should perform the following:

1. Utilize the search functionality provided to locate the desired account with which to establish a hierarchy group.

2. Once the account is found, there is an option to control notifications within the relationship. The requesting account must choose whether to activate the notifications for communications by ticking the mark.

3. Once the notification aspect is determined, the IGOM admin should proceed by clicking on the **downward arrow** symbol as shown below.



4. By clicking the downward arrow, an invitation request will be sent to the other account.

5. The IGOM admin of the other account will then have the option to either accept or decline the hierarchy group relationship request.

6. If the request is accepted by the IGOM admin of the other account, that company's name will be moved to the left side under **Related stations**.

4.5.3.2 Create a Group Relationship with Another Account (external – with other organization(s))

What is a group relationship?

This option is used to create a relationship between an airline and a GHSP to make it possible to share information between the accounts in the relationship. Group relationships allow accounts to share their gap analysis variation reports for review.

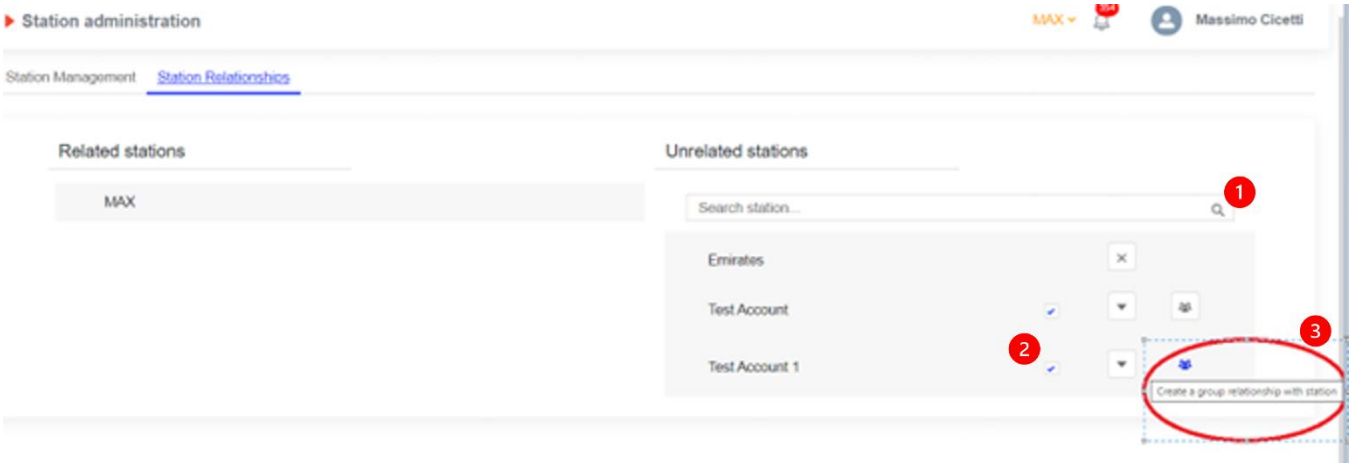
How to create a group relationship:

To create a group relationship with another account, the IGOM admin should perform the following:

1. Utilize the search functionality provided to locate the desired account with which to establish a hierarchy group.

2. Once the account is found, there is an option to control notifications within the relationship. The requesting account must choose whether to activate the notifications for communications by ticking the mark.

3. Once the notification aspect is determined, the IGOM admin should proceed by clicking on the **group** symbol as shown below.



4. By clicking the group symbol, an invitation request will be sent to the other account.

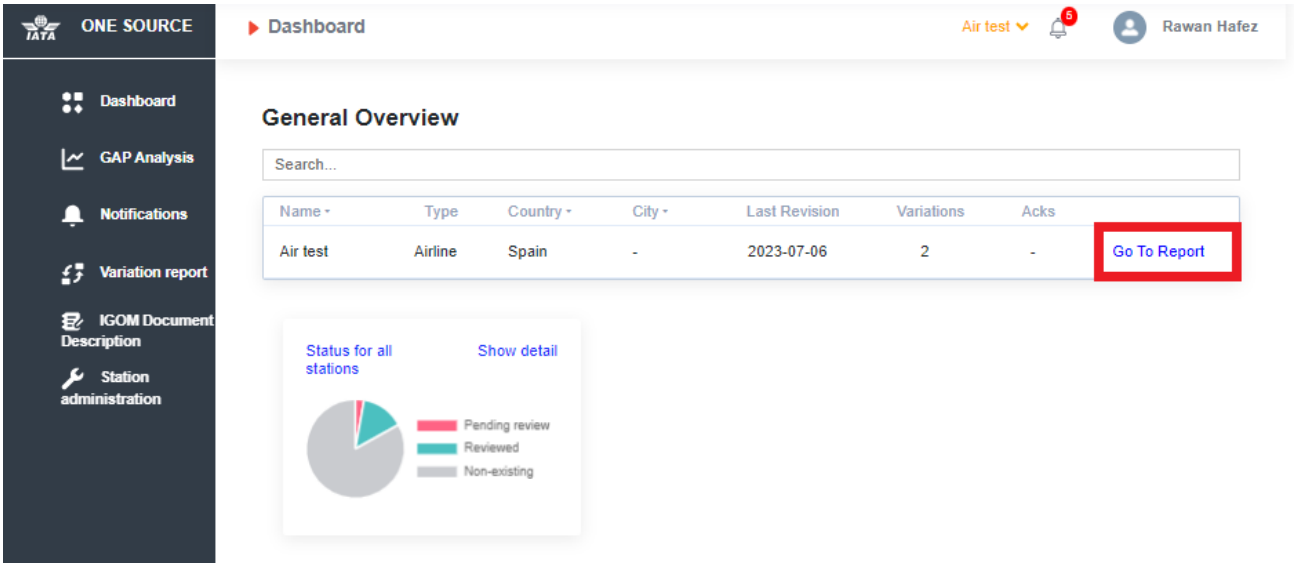
5. The IGOM admin of the other account will then have the option to either accept or decline the group relationship request.

6. If the request is accepted by the IGOM admin of the other account, that company's name will be moved to the left side under **Related stations**.

4.6 Dashboard

The dashboard on the main page of the OPS Portal provides a comprehensive overview of your company's information. It includes:

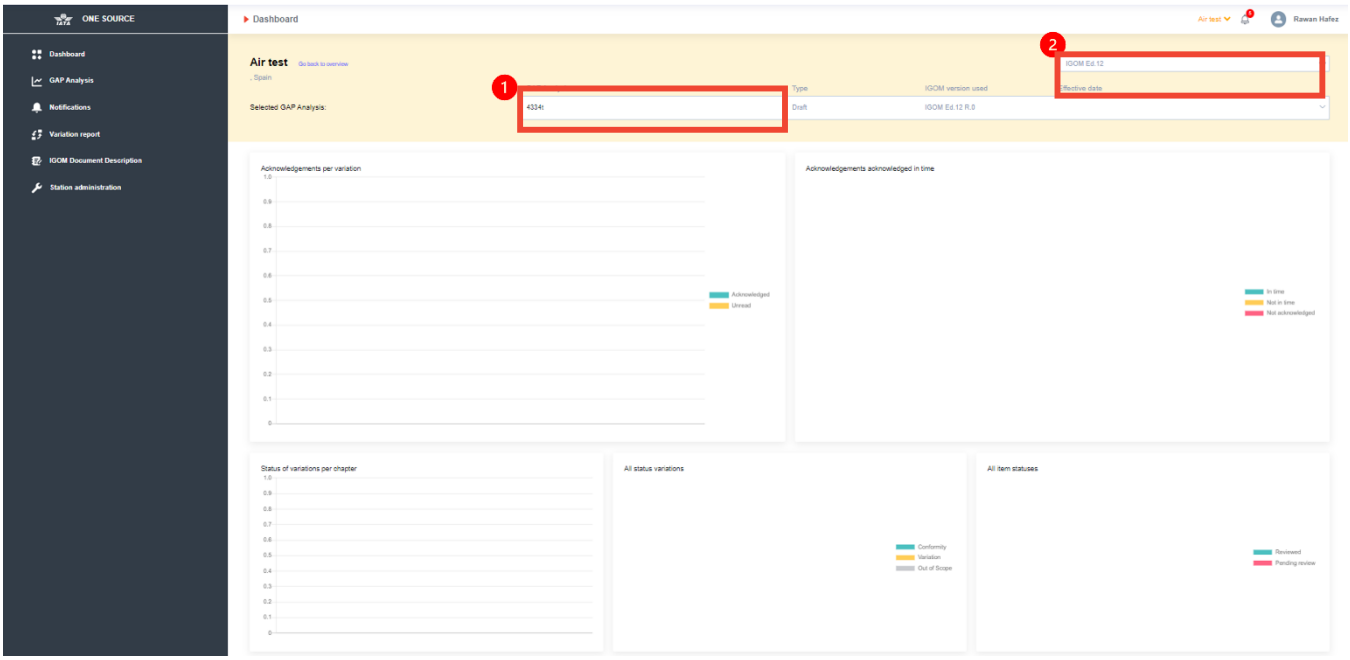
- Company name
- Type of company
- Country and city
- Latest published gap analysis date, indicated as **Last Revision**
- Number of variations reported in the latest published gap analysis.
- Notification acknowledgment, if any notifications were sent during the publication of the latest gap analysis (for further details, refer to section 4.8 on Notifications)
- **Go to Report** button.



Clicking the **Go to Report** button directs to the report function where users can access the following:

1) A dropdown list of the company's report area. The dropdown list provides the IGOM edition numbers, allowing users to review both published and draft versions of previous and current gap analysis editions.
2) A dropdown menu is available for selecting a specific GAP Analysis to be displayed.

Once selected, the page will refresh and present the requested information.



4.7 Gap Analysis

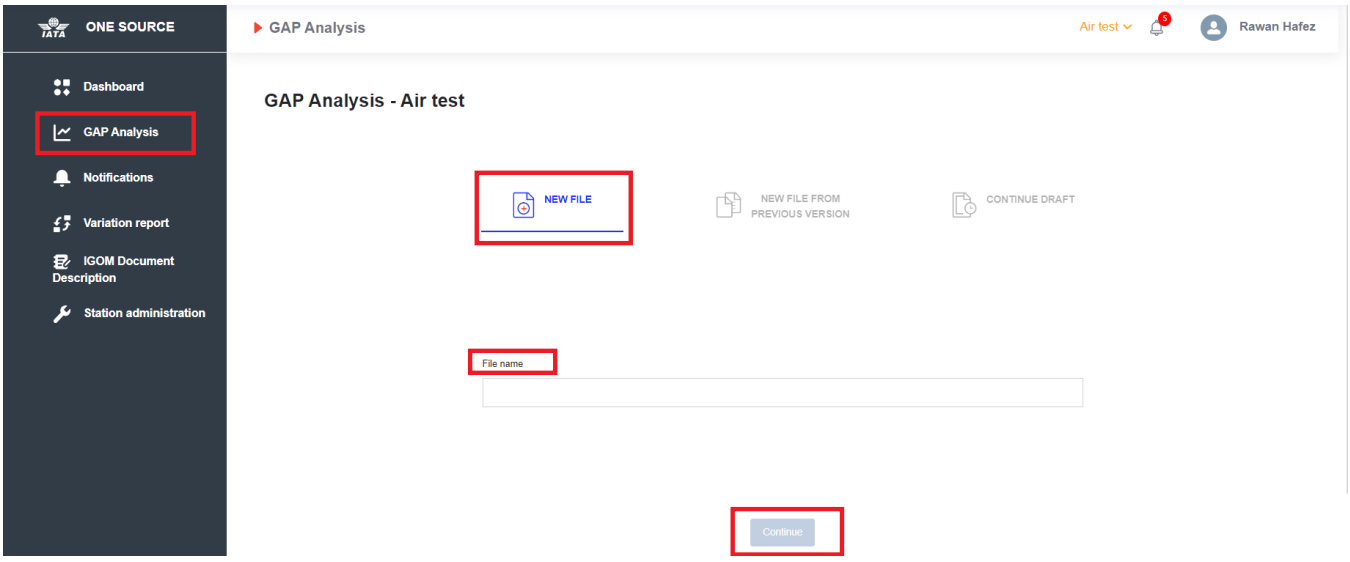
4.7.1 Introduction

The GAP Analysis section is the core of the OPS Portal. It allows the company to benchmark its own procedures against those of IGOM, indicating areas of conformance, variations and what is out-of-scope in the company's documentation in comparison to IGOM. To better understand IGOM implementation, it is recommended to view the IGOM Implementation video.

It is important to note that a gap analysis shows conformity (or not) at a documentational level only. It does not indicate conformity for implementation.

4.7.2 New File

The **New File** wizard enables the IGOM Admin to initiate the creation of the initial company gap analysis. The process for creating a new gap analysis begins with naming the file, ensuring that the name accurately represents the company, version number, and, if applicable, the gap edition. Upon clicking **Continue**, a new page will be presented, presenting all IGOM procedures that need to be reviewed and completed.

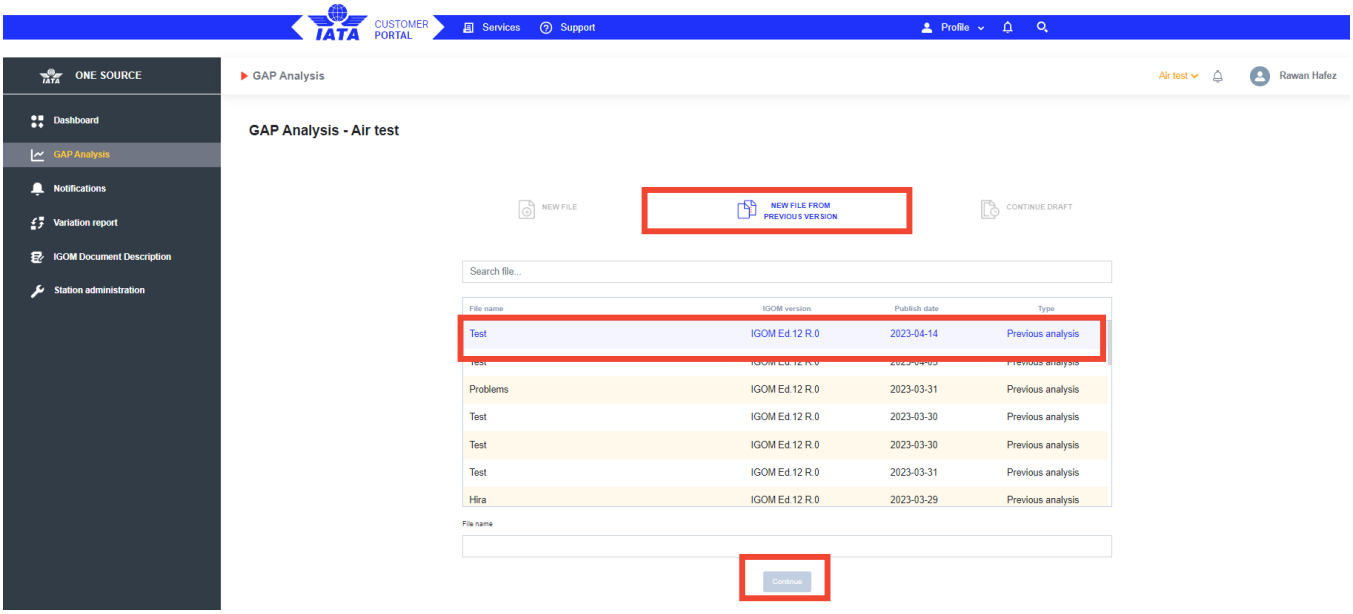


4.7.3 New File from a Previous Version (Published Gap Analysis Clone and Reuse)

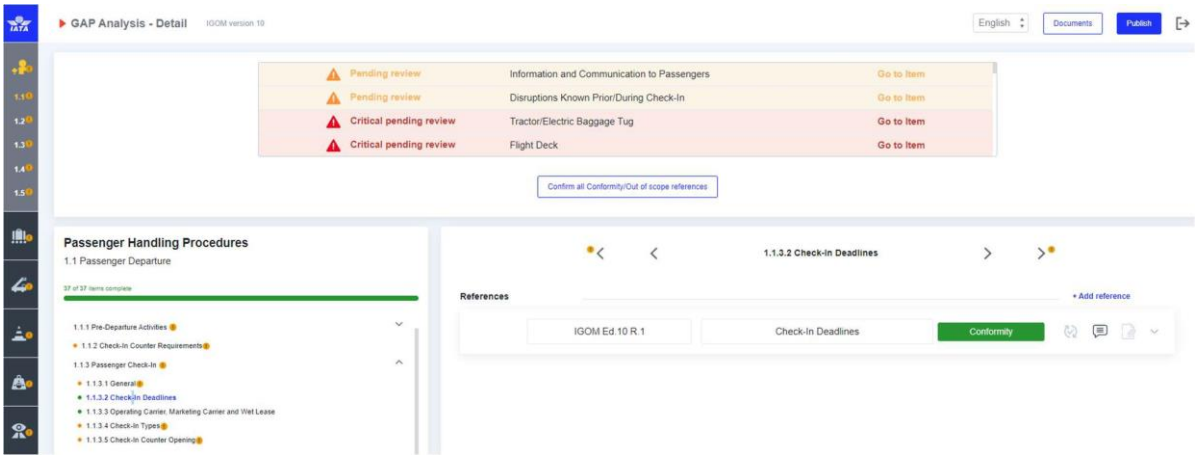
When a new edition of the IGOM is released, the Administrator has the option to clone and reuse an existing gap analysis. This can be done by following these steps:

Cloning an Existing Published Gap Analysis:

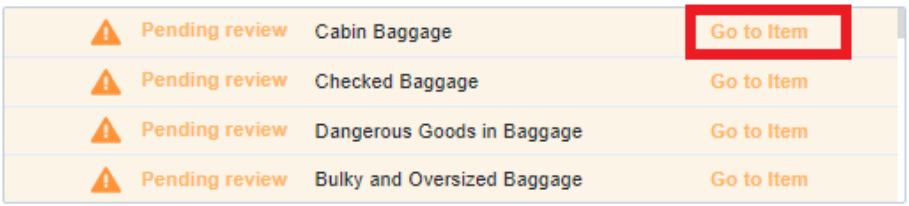
- Select **New File for a Previous Version**: The Administrator chooses this option to initiate the cloning process.
- List of Previously Published Gap Analyses: A list of previously published gap analyses will be displayed, including any gap analysis created at the headquarters or "parent" level, if a hierarchy group has been established between accounts.
- Select the Desired Published Gap: From the list, the IGOM admin selects the desired gap analysis, renames it, and saves it.



When accessing an already published gap analysis, it will display with all the references already filled in. Any IGOM items that have been updated with the latest IGOM version will be highlighted for easier comparison by the IGOM admin/Editor.

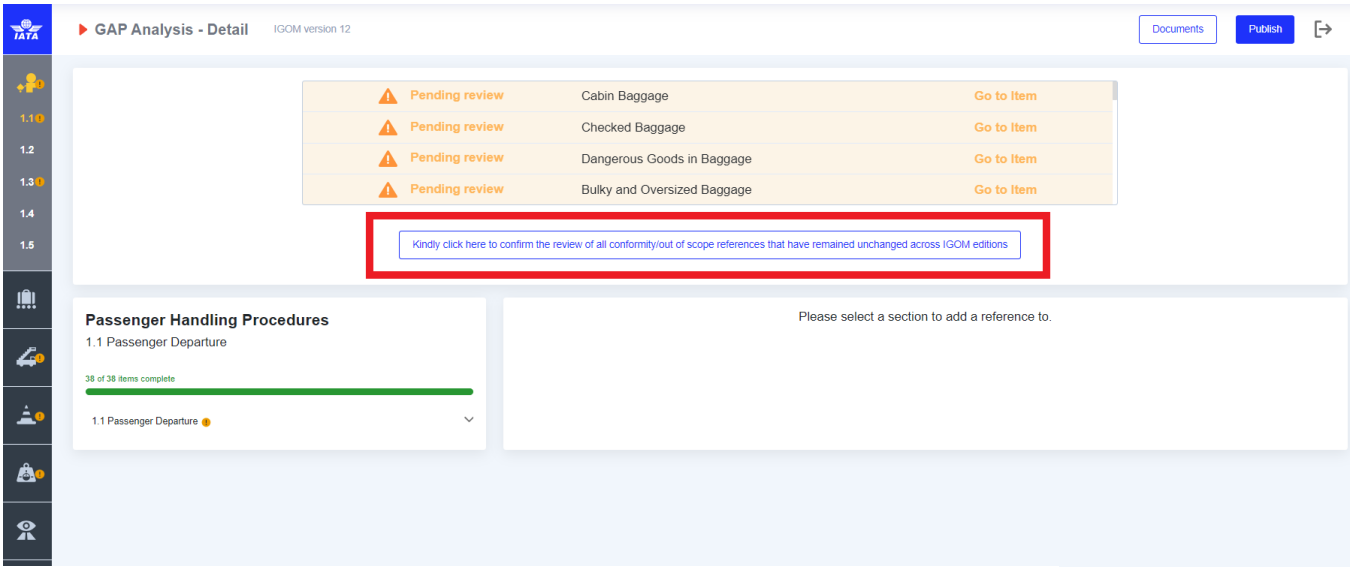


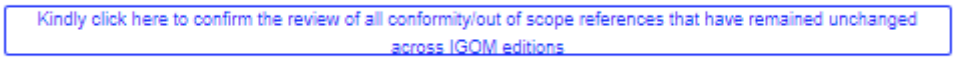
Any IGOM procedures that have been amended between IGOM editions will automatically have their reference mappings changed to "variation." A list of these procedures will be generated for review on top of the gap or screen, and each item on the list must be reviewed before proceeding with the publication of the gap analysis. To expedite the review process, you can utilize the **Go to Item** feature, which allows quick navigation to each item then review the mapping response and update it if needed, as outlined in section 4.7.8 of the **References**.



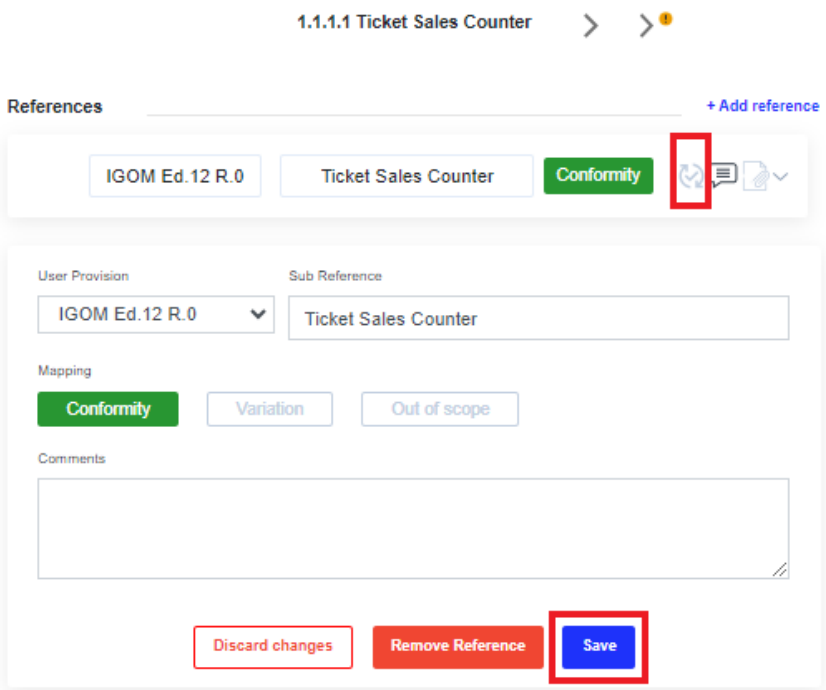
On the other hand, IGOM procedures that have remained without any amendments between IGOM editions will retain their mapping status as in “conformity” or “out of scope” but will require revision. There are two different ways to proceed with the review of “conformity” or “out of scope” mapping references:

1. To simplify the revision process, you can simply click on **Kindly click here to confirm the review of all conformity/out of scope references that have remained unchanged across IGOM editions**. This will automatically confirm the revision of all those items with a single click.



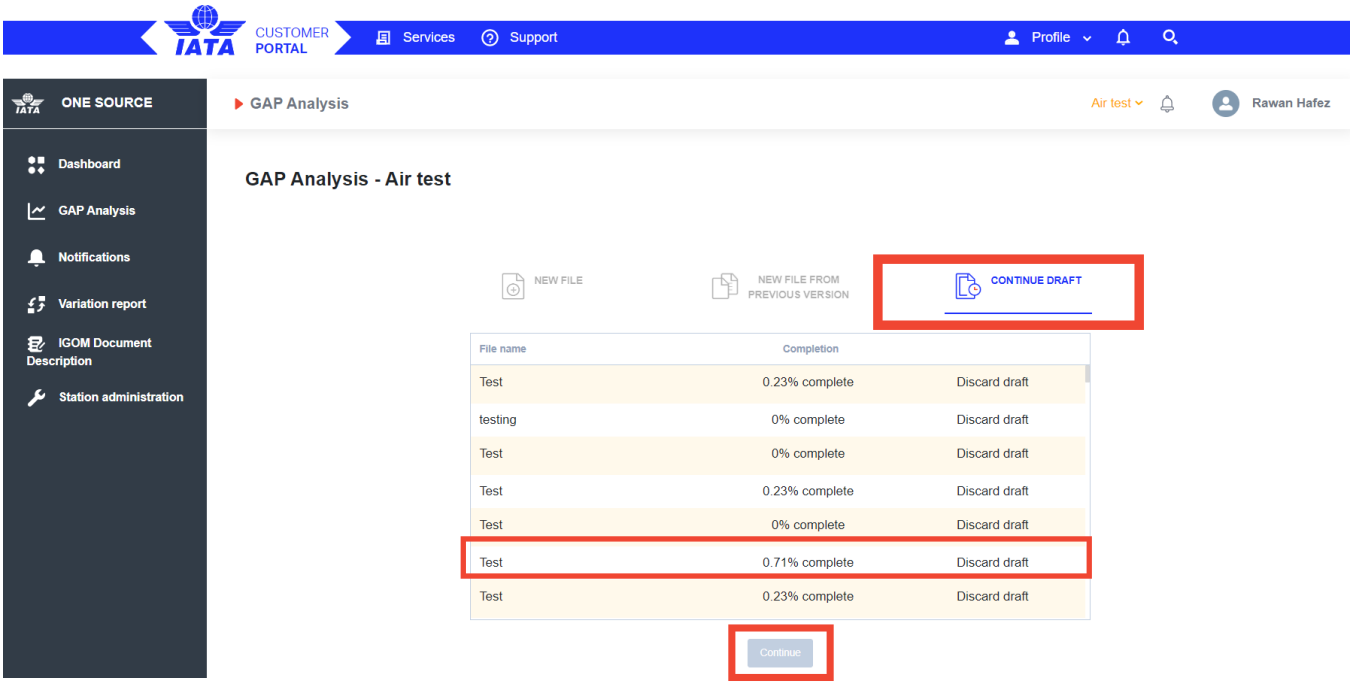


2. Review each item individually and confirm the revision by either opening each reference and clicking "save" or by clicking the circle button.

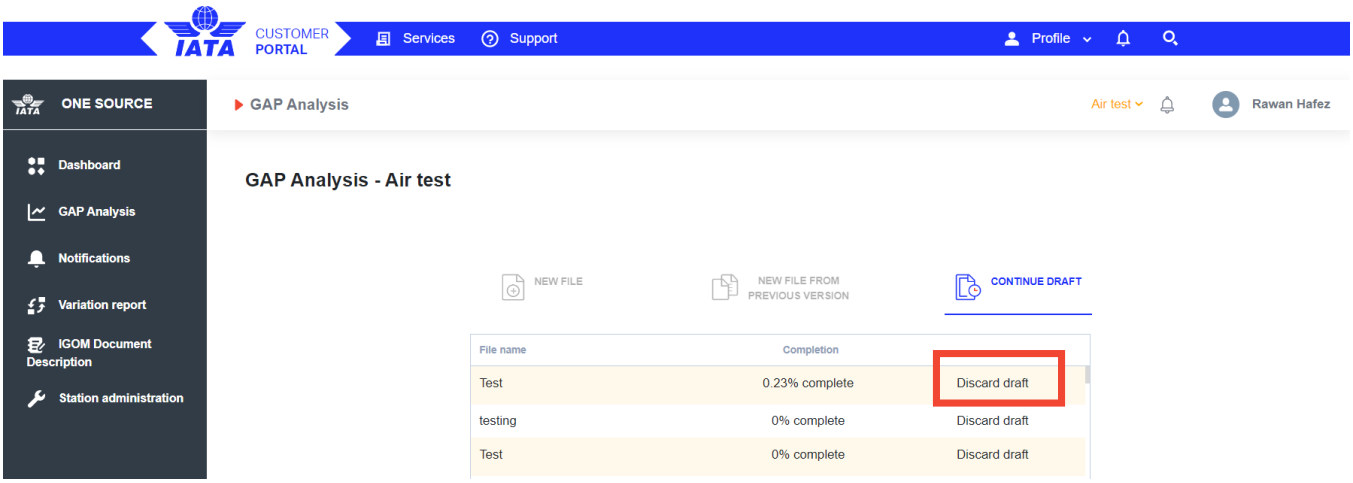


4.7.4 Continuing a Draft Version of the Gap Analysis

Once a gap analysis is started, all information is automatically saved in the OPS Portal. When accessing the wizard, the automatically saved draft gap analysis will be available so the Editor or IGOM Admin can continue to fill in the remaining information and/or modify data already in the gap analysis.



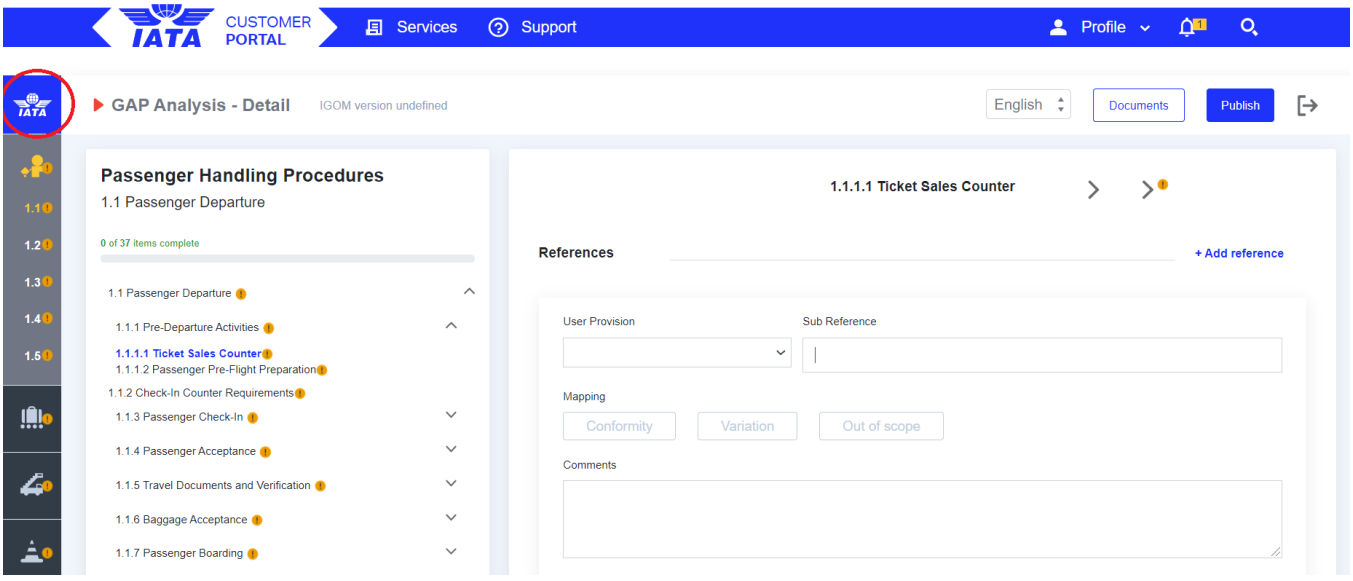
The **Discard draft** button serves the purpose of deleting any unwanted drafts from the system. This functionality allows for the removal of drafts that are no longer needed or relevant. We would encourage you to delete any obsolete drafts to avoid working on the incorrect draft.



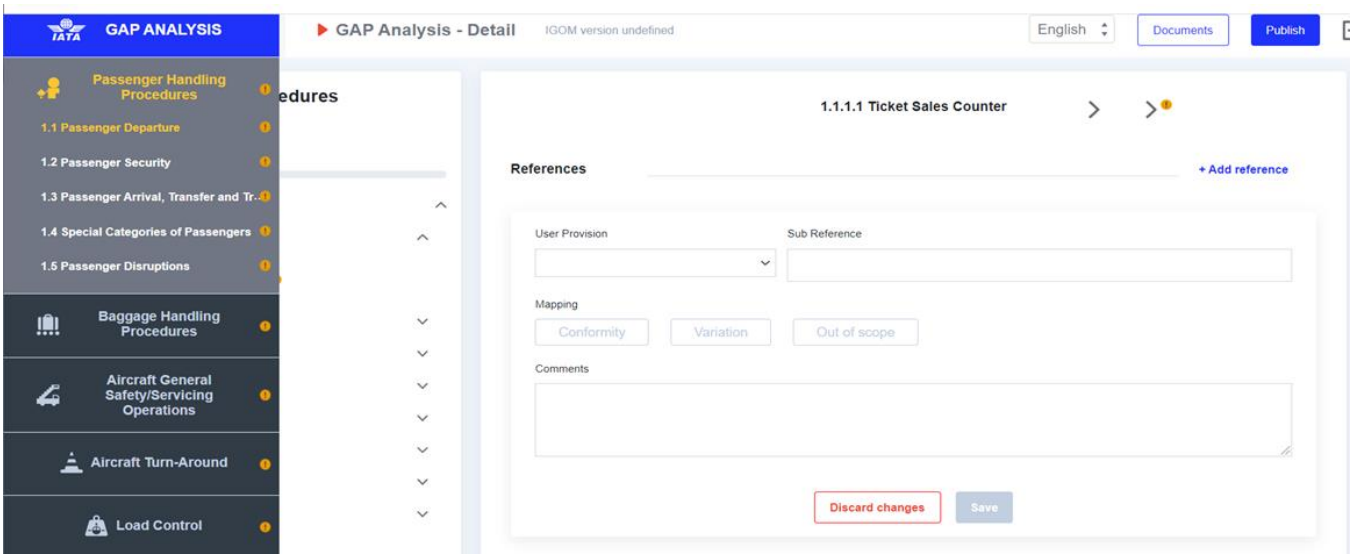
4.7.5 Gap Analysis Details

The gap analysis wizard is divided into multiple sections. There is a sidebar menu on the left where the IGOM chapters and subchapters are displayed. This menu can be collapsed or expanded by clicking the IATA logo at the top of the sidebar.

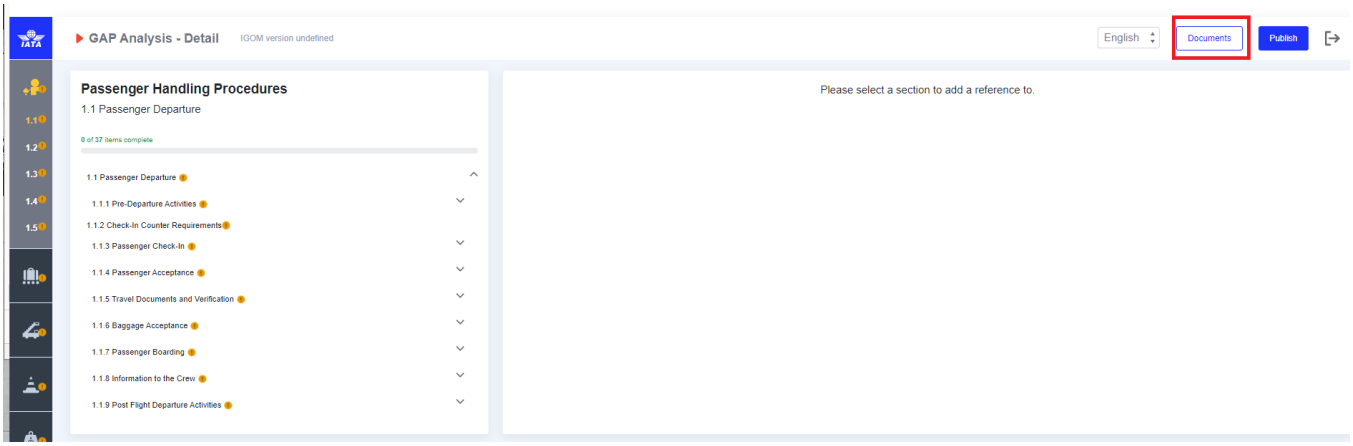
Collapsed View:



Expanded View:



To be able to start filling in the gap analysis, the "Document" section first needs to be populated.

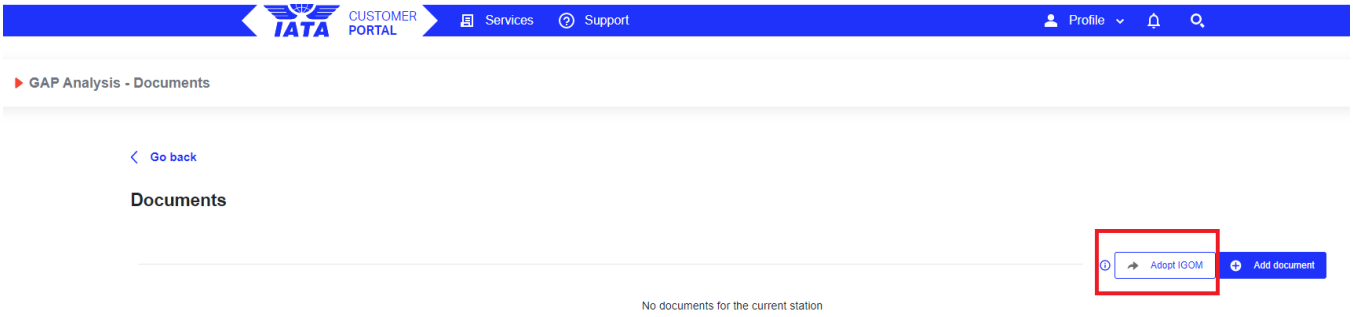


4.7.6 Documents

To populate the **Document** section, there are two options: **Adopt IGOM** or **Add document**.

4.7.6.1 Adopt IGOM

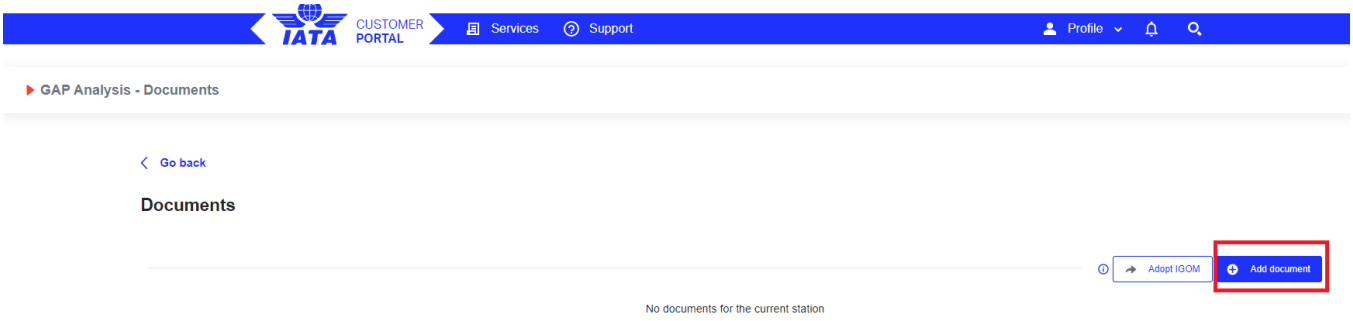
The **Adopt IGOM** button is available only when the gap analysis is empty. If a company chooses to adopt IGOM in its entirety, then, by clicking the **Adopt IGOM** button, all the information in the gap analysis will automatically turn to "green." This indicates conformity with the reference and sub-reference as it is published in IGOM. Nevertheless, if a user still has a variation(s), it is possible to add other document references by using the **Add document** function.



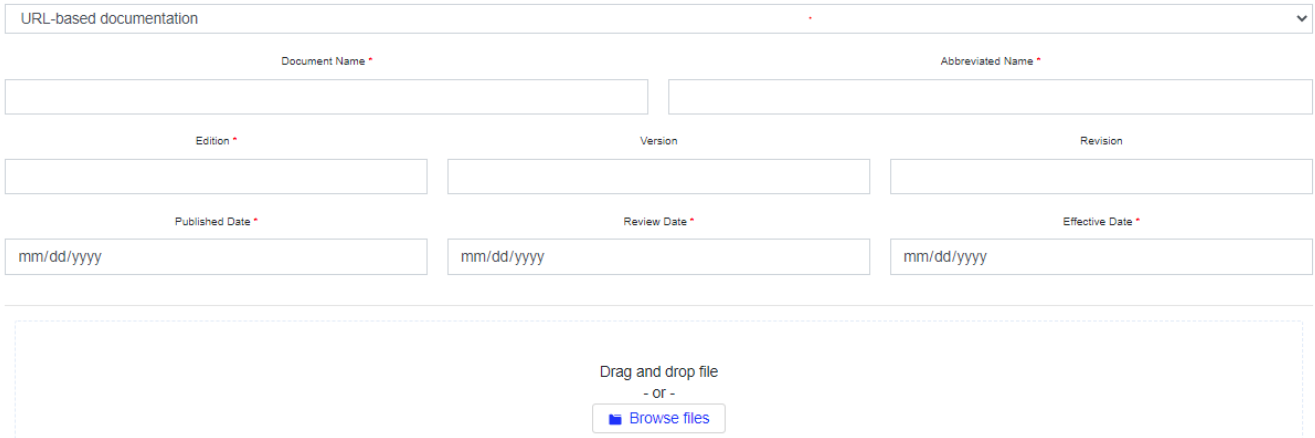
4.7.6.2 Add Document

Clicking on the **Add document** button will automatically add a new document to the list. All documents inserted in this tab will be available in the dropdown menu **User Provision**.

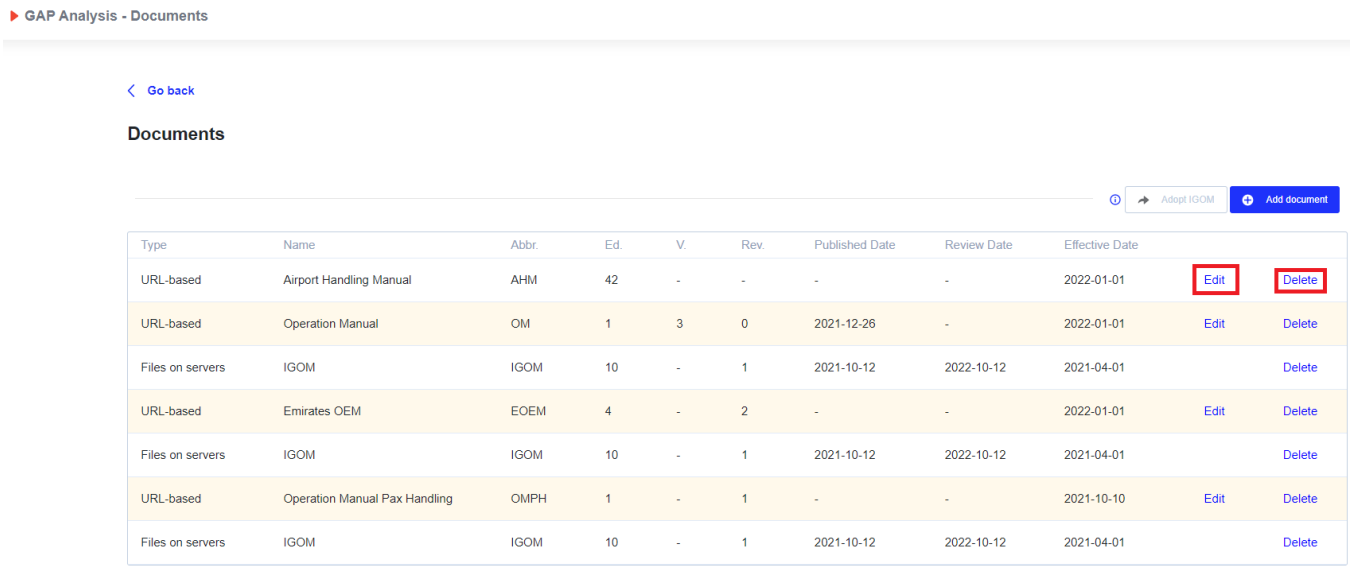
If the company wishes to benchmark (gap analysis) their documentation with IGOM, the **Add document** function shall be used.



For each document added, the user (typically the IGOM Admin or Editor) shall fill in the mandatory information.



If the user wants to edit or delete an existing document, the function **Edit** or **Delete** can be used.



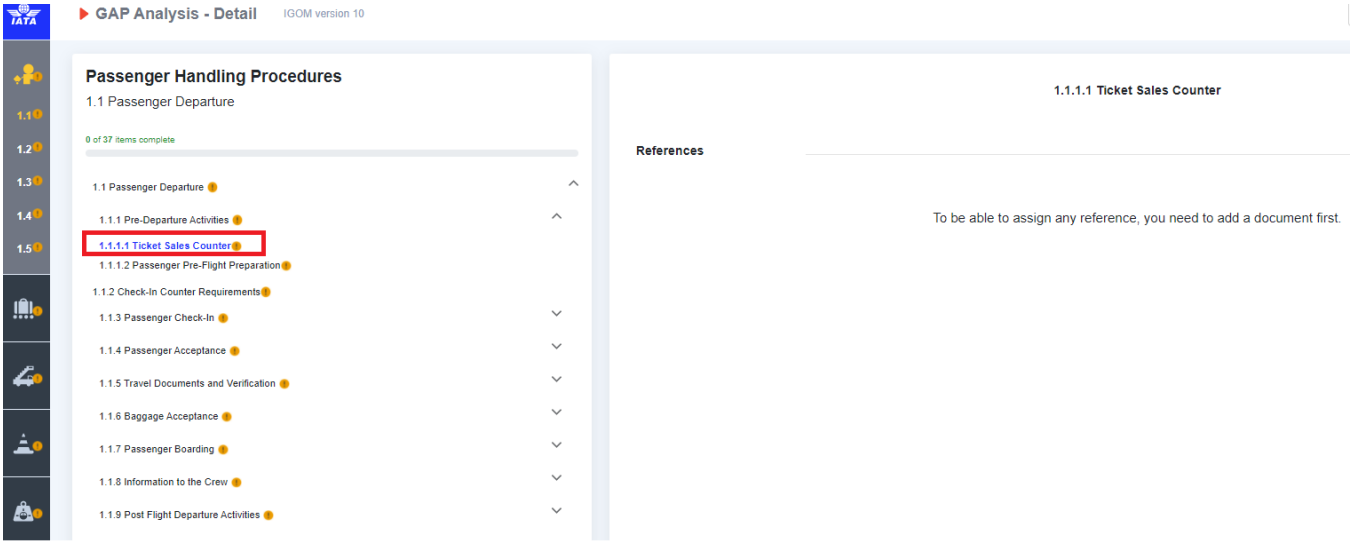
Type	Name	Abbr.	Ed.	V.	Rev.	Published Date	Review Date	Effective Date		
URL-based	Airport Handling Manual	AHM	42	-	-	-	-	2022-01-01	Edit	Delete
URL-based	Operation Manual	OM	1	3	0	2021-12-26	-	2022-01-01	Edit	Delete
Files on servers	IGOM	IGOM	10	-	1	2021-10-12	2022-10-12	2021-04-01		Delete
URL-based	Emirates OEM	EOEM	4	-	2	-	-	2022-01-01	Edit	Delete
Files on servers	IGOM	IGOM	10	-	1	2021-10-12	2022-10-12	2021-04-01		Delete
URL-based	Operation Manual Pax Handling	OMPH	1	-	1	-	-	2021-10-10	Edit	Delete
Files on servers	IGOM	IGOM	10	-	1	2021-10-12	2022-10-12	2021-04-01		Delete

For those organizations that have set up a hierarchy group, all documents uploaded in the OPS Portal in an individual account will be visible to all members of the group. For more information, please see Section 4.5 Station Administration.

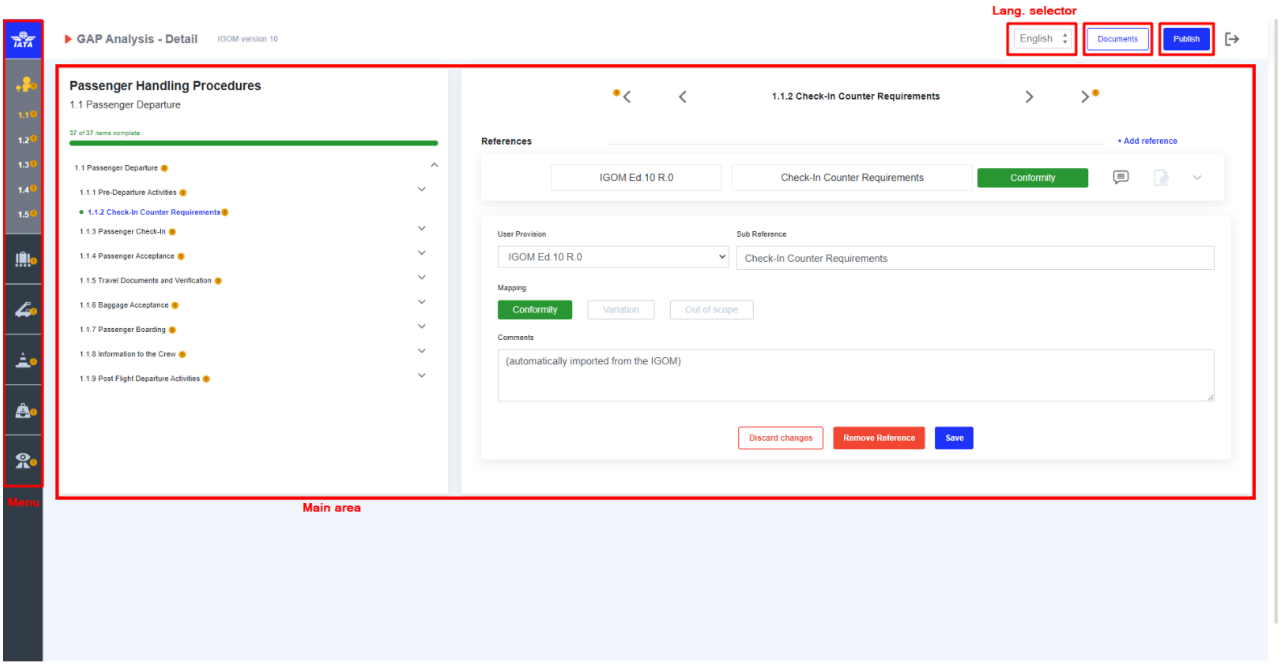
4.7.7 Gap Analysis Display

Chapter 1 of IGOM "Passenger Handling Procedures" is displayed by default. All subchapters are displayed in the main area. These subchapter(s) contain a navigation menu for the items of the selected subchapter. A progress bar indicates how many items per section have been assessed as "Conformity," "Variation" or "Out of scope."

Fillable fields are only provided for the subchapters of IGOM that contain a procedure. For example, in the screenshot shown below, the "collapsed view" shows that sub-chapter 1.1.1.1 is fillable while its parent sections 1.1.1 and 1.1 are not.



When more than one language of IGOM is uploaded by IATA, a language selector will appear in the top right corner of the screen.

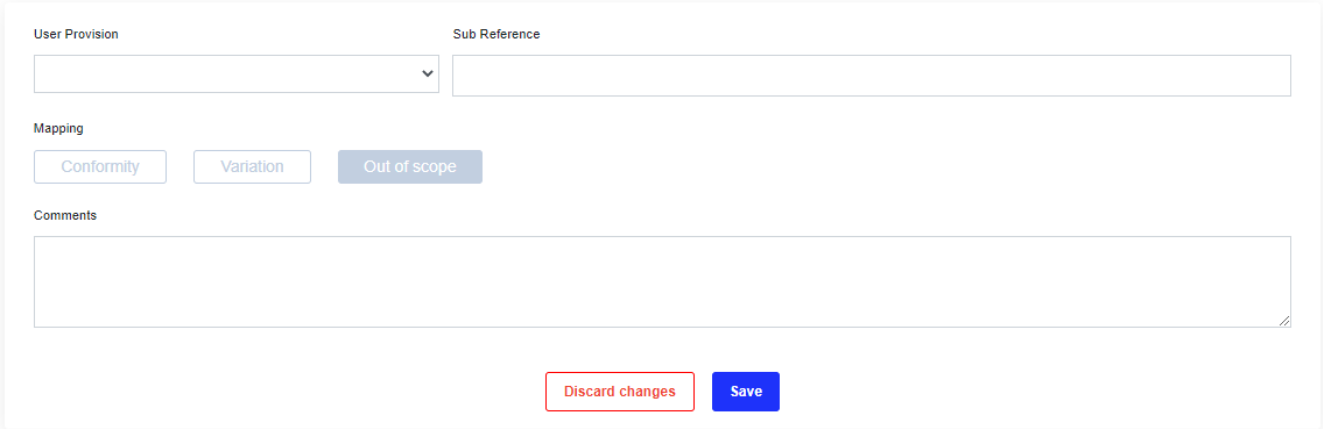


All the documents necessary for referencing in the gap analysis first need to be uploaded in the documents section. See Section 4.7.6.2 Add Document.

Lastly, once the gap analysis is completed and ready to be published, click on the "Publish" button in the top right corner of the screen. For more information on the Publish function, see section 4.7.12 Publish GAP Analysis.

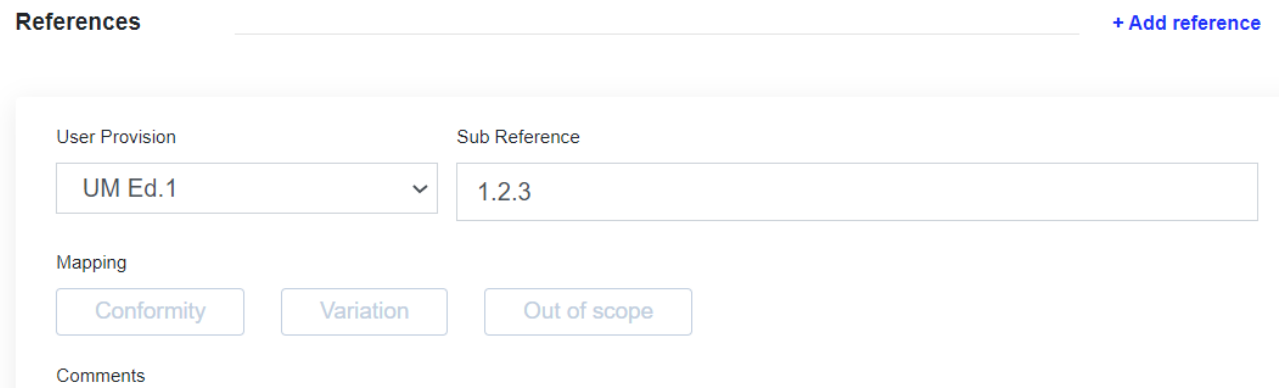
4.7.8 References

This is where you compare your reference documentation to IGOM.

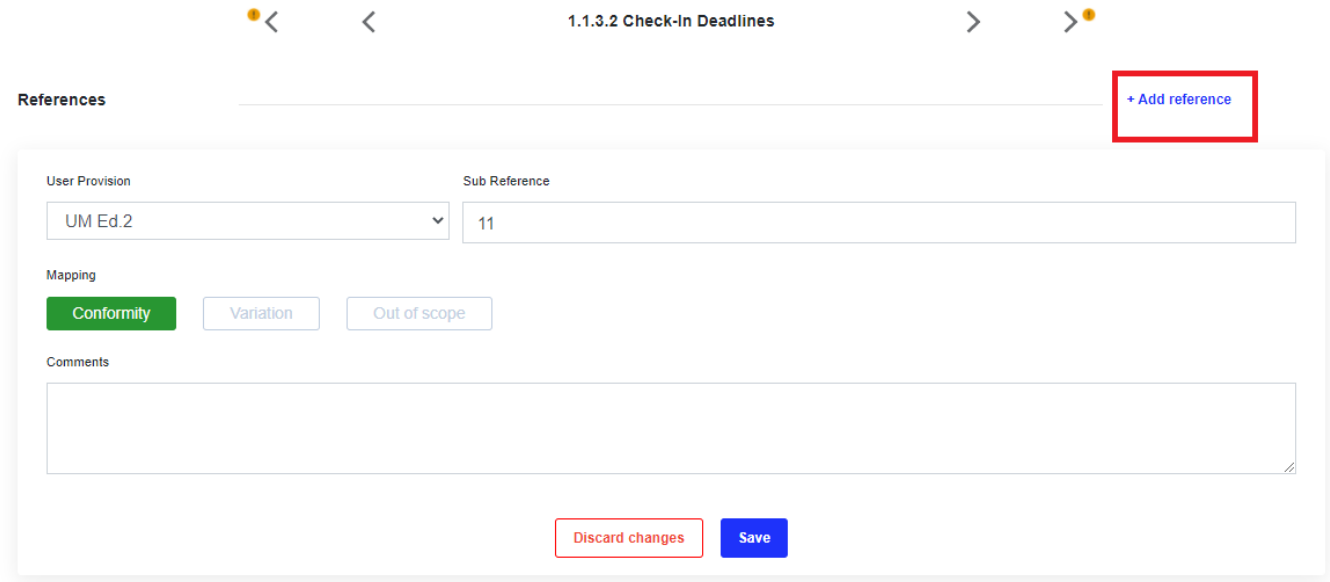


Under **User Provision**, there is a drop-down menu that displays a list of all the documents previously loaded into the Document section.

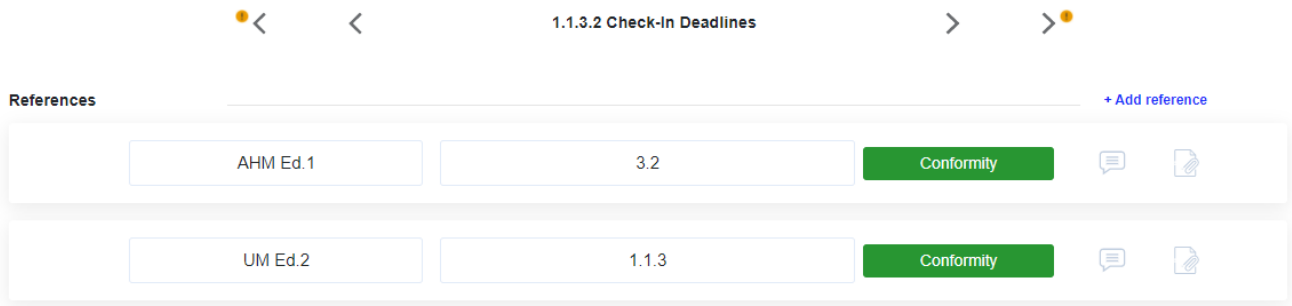
Sub Reference is the part (typically a numbered section) of the manual or document to be referenced.



If an IGOM procedure is covered in different parts of the company's documentation (e.g., in two different sections of the same manual or even in different manual(s), the function **Add reference** can be used. This allows the company to add as many references to their documentation as are needed to fully address the IGOM procedure.



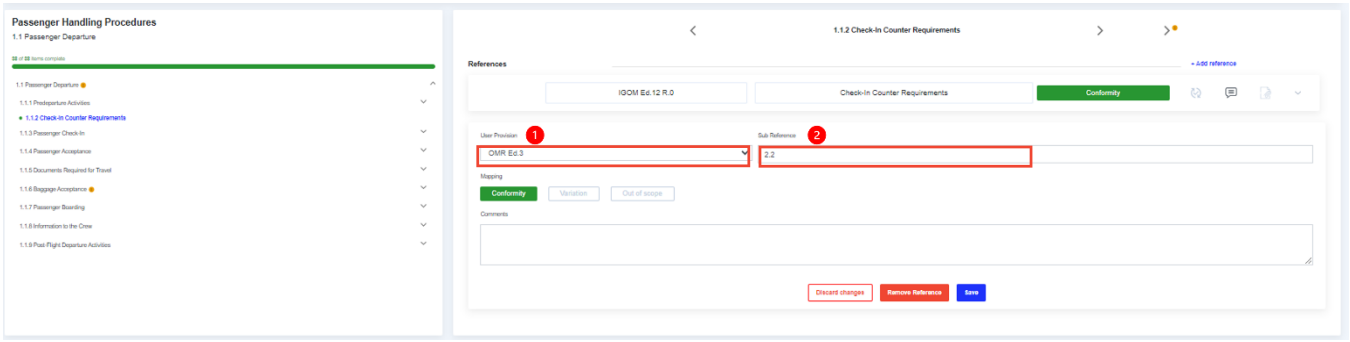
Second reference inserted:



4.7.9 Assess Conformity

If the reference is marked as “Conformity” and to be able to successfully save the progress., the user needs to:

1. Choose their own company’s GOM within the **User Provision** section.
2. Ensure that the **Sub Reference** field reflects the corresponding numbering from their GOM.”



4.7.10 Out of Scope

If the reference is marked as “Out of scope “, it is possible to save without the need for a reference to company documentation.

4.7.11 Variations

4.7.11.1 General

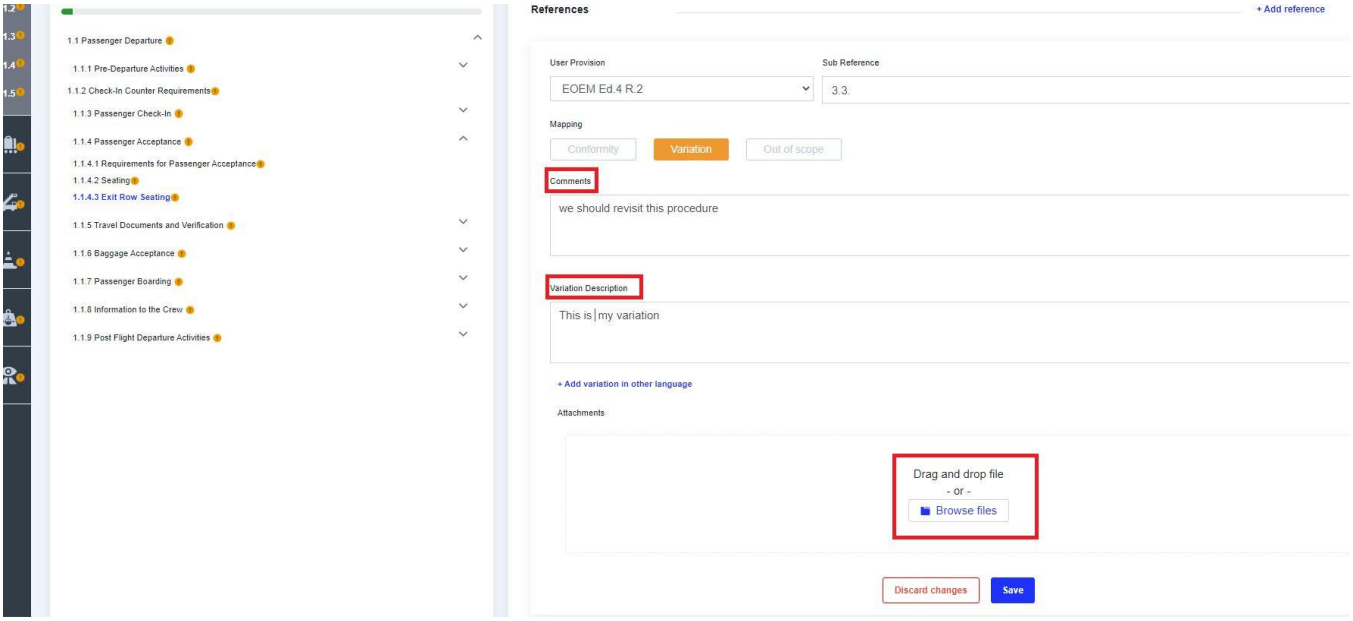
In IGOM, a variation refers to situations where an operator or provider does not comply with the procedures outlined in the manual. If you come across any discrepancies between the user manual and IGOM, where a procedure in the user manual does not align with the corresponding procedure in IGOM due to differing steps or requirements, you should mark it as "Variation". If the reference is marked as “Variation “, the “User Provision,” “Sub Reference” and “Variation Description” fields are mandatory. The text inserted in the “Variation Description” will be displayed in the variation report. There is also the opportunity to “Attach” supporting documents that can be subsequently downloaded.

Note:

- The "Variation Description" field is a required field and will be visible to all end users. The Editor shall clearly describe where and how the company procedure differs from the existing IGOM procedures. This

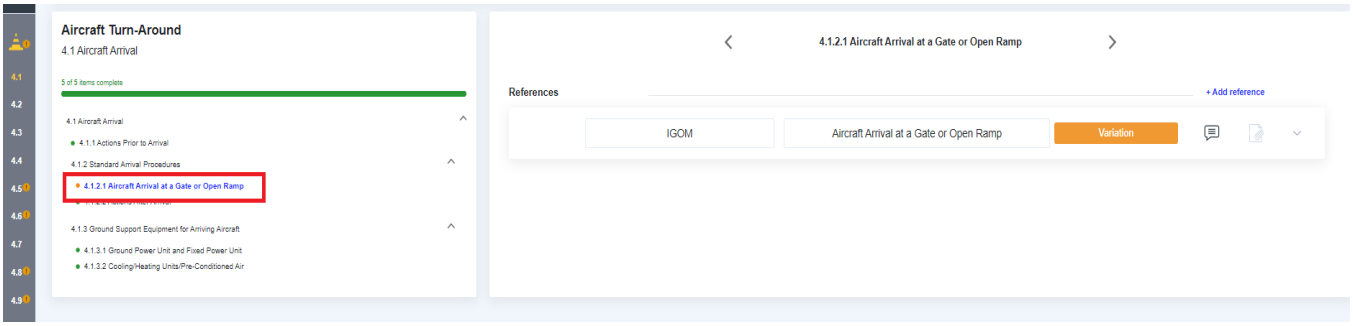
description will be transferred to the Variation Report, which can be shared with another account within the Group Relationship - see 4.5.3.2 Create a Group Relationship with Another Account for more details.

- A "Comment" is for notes for internal use only (the account's IGOM Admin and Editor).



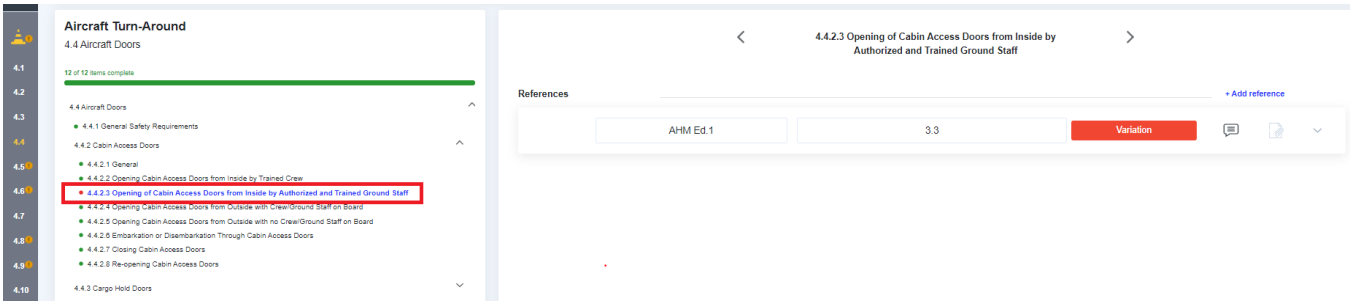
4.7.11.2 Variations from IGOM Non-safety Critical Procedures

Variations from IGOM's non-safety critical procedures will be automatically highlighted in amber.



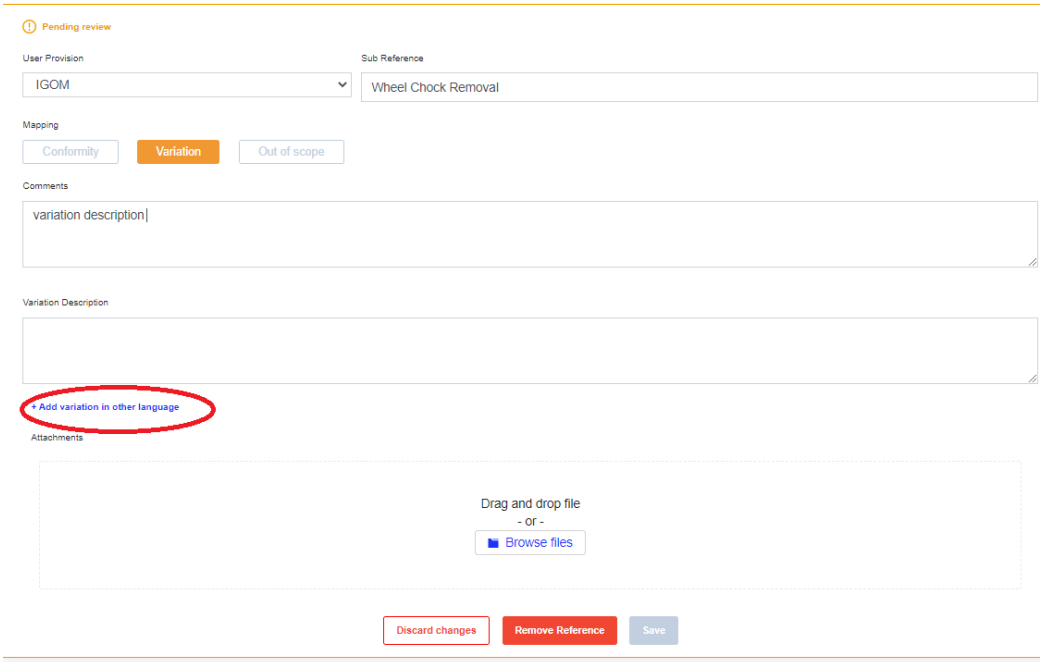
4.7.11.3 Variations from IGOM Safety Critical Procedures

Variations from IGOM's safety critical procedures will be automatically highlighted in red.

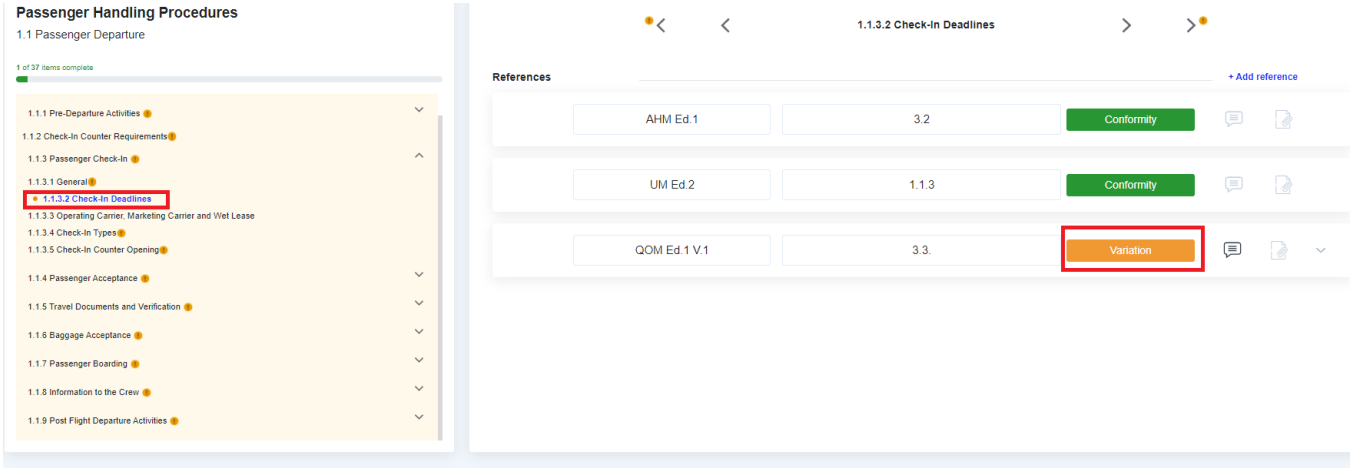


4.7.11.4 Multiple Language Option

The system is designed so companies can insert variations descriptions in multiple languages. This option facilitates the display of variations in more than one language.



4.7.11.5 Multiple Mapping Responses



In cases where there are multiple document references to an IGOM procedure, the mapping responses for these references will follow the following structure and color code automatically:

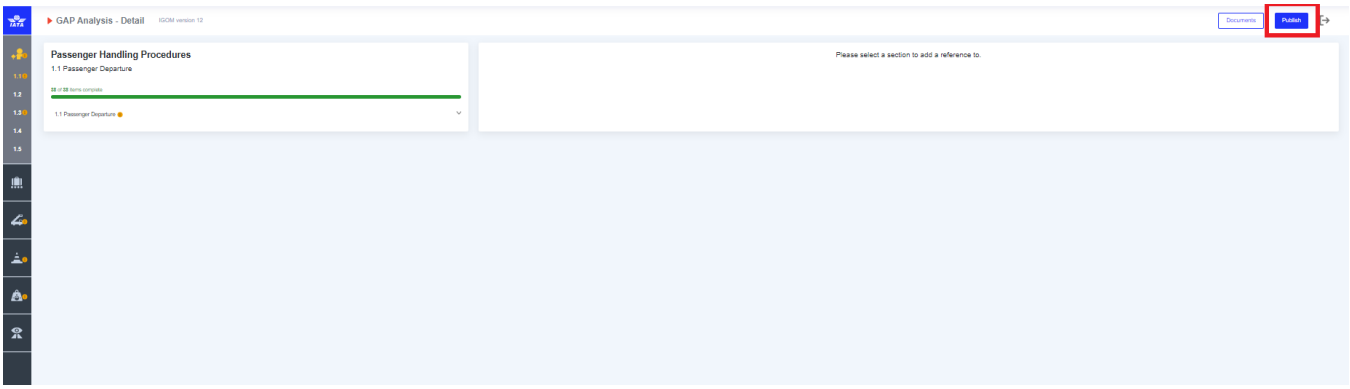
- All the reference mappings are in conformity with the entire IGOM procedure, are considered compliant and are marked in green.
- all the reference mappings are out of scope, the entire IGOM procedure is considered out of scope and is marked in grey.
- All the reference mappings are variations, the entire IGOM procedure is considered variation and is marked in amber or red. The variation description gets transferred to the variation report.

- reference mappings contain both conformity and variation, the entire IGOM procedure is considered as a variation and is marked in amber or red, The Variation Description gets transferred to the variation report.
- reference mappings include both conformity and out of scope, the entire IGOM procedure is considered as out of scope and marked in grey.
- reference mappings include both variation and out of scope, the entire IGOM procedure is considered as variation and is marked in amber or red, The Variation Description is transferred to the variation report.
- reference mappings include conformity, variation, and out of scope, the entire IGOM procedure is considered as variation and is marked in amber or red. The Variation Description is transferred to the variation report.

4.7.12 Publish GAP Analysis

Once the gap analysis has been fully completed or partially completed (with at least one chapter completed to 100%), it is possible to "Publish" either the entire gap analysis or selected chapters by choosing either "Select All" or just the chapters to be published. Publishing enables the sharing of the information in the gap analysis with all other accounts with which it has a relationship.

Click on the **Publish** button to publish the selected gap analysis.

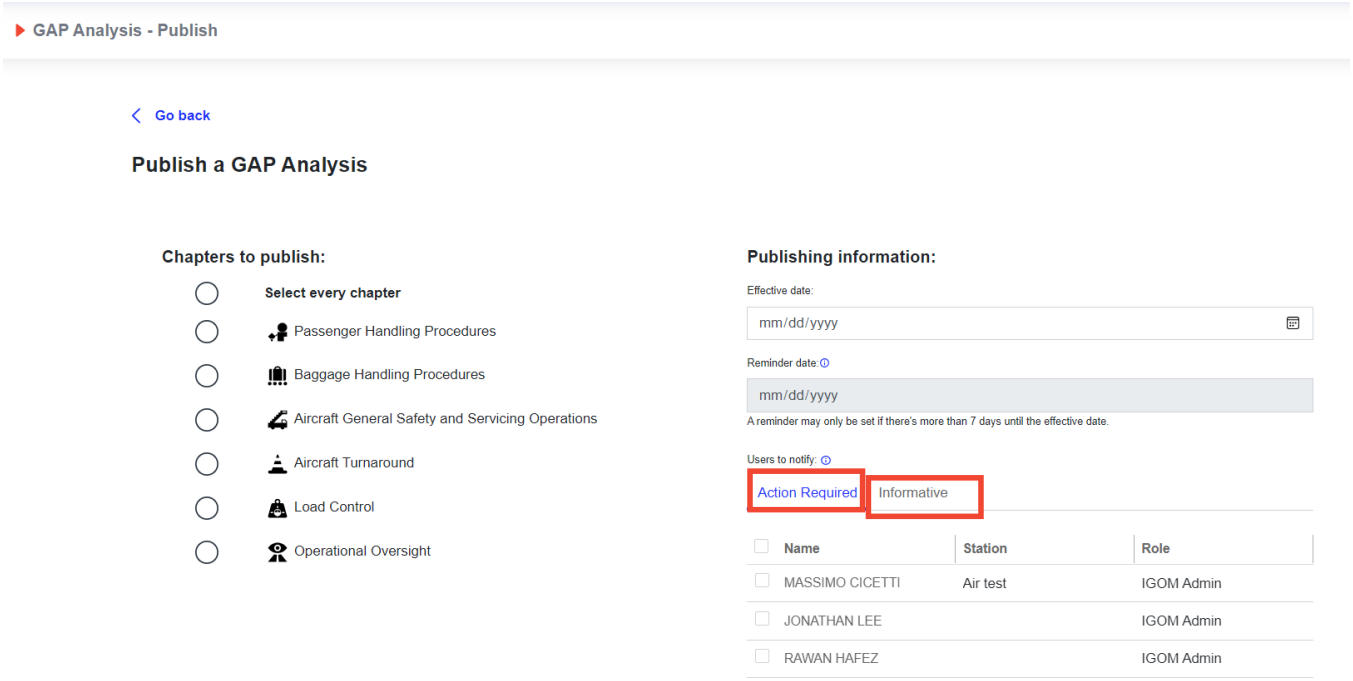


At the same time as publishing the gap analysis, it is possible to establish an "Effective Date" to be associated with the gap analysis. Should this effective date be more than seven days after the publishing date, a reminder date can also be set.

Notifications (see Section 4.8 Notifications) regarding the publishing of the gap analysis can also be sent. These notifications can be selected as either **Action Required** or **Informative**.

Action Required notifications trigger the sending of an email listing all the items together with their variation status and a link to acknowledge all of them.

Informative notifications trigger just the sending of an email listing all the items together with their variation status.

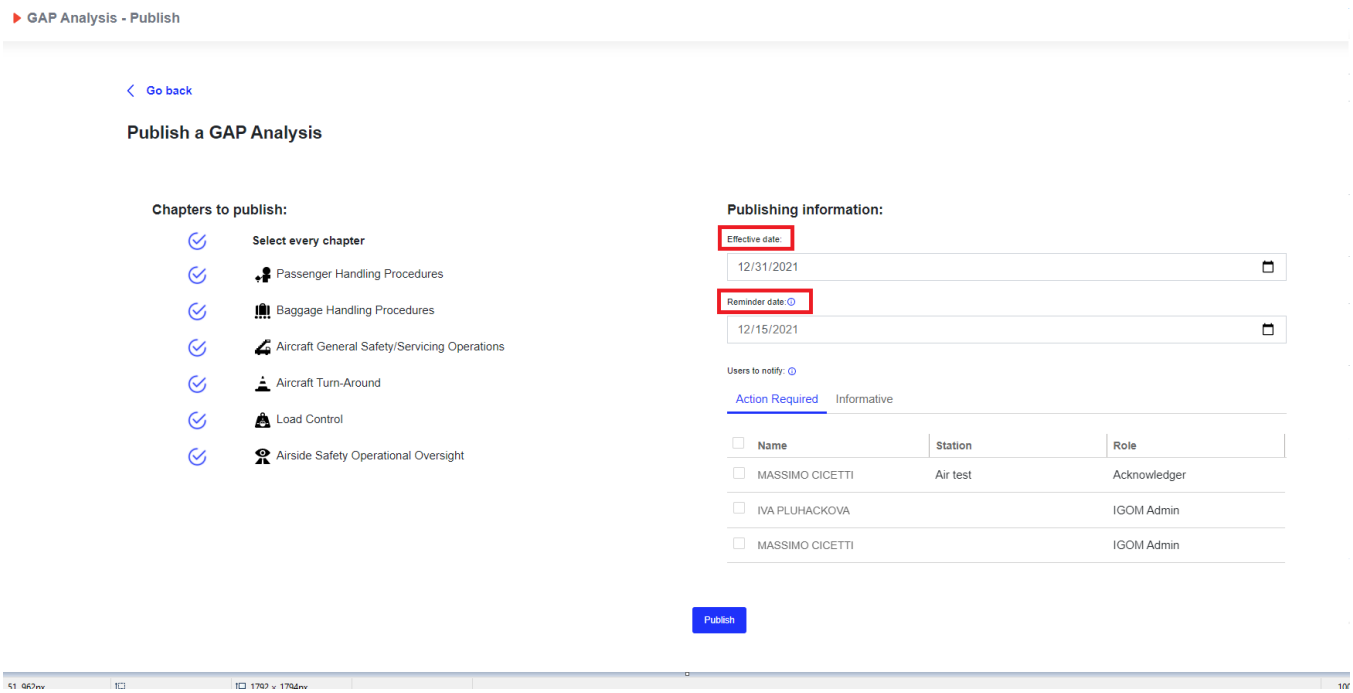


4.8 Notifications

4.8.1 Introduction

The notifications page is used to display all the notifications sent to the user as well as the type and status of each for ease of checking and management of the notifications.

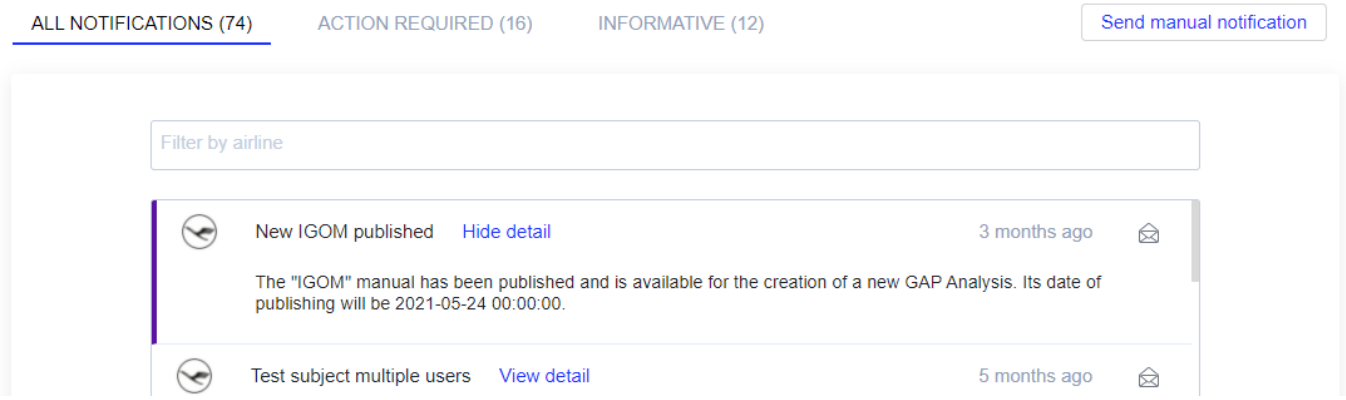
The IGOM Admin can also send manual notifications to a list of recipients (see section 4.8.3 Manual Notifications)



4.8.1.1 Notifications about Variations

When an item in the gap analysis is published or changed, the system will give the option to send a notification to all the accounts of the network (e.g., IGOM Admin and Acknowledgers, where applicable).

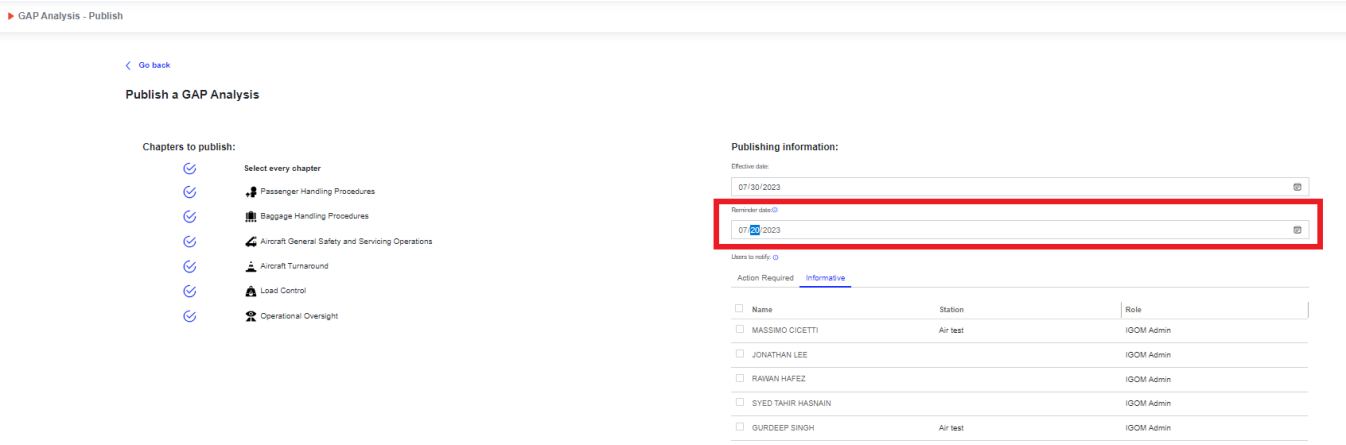
If the recipient of a notification is an IGOM Admin or Acknowledger, that recipient will be able to acknowledge notifications that are pending review. In both cases, clicking on one of the notifications will expand the message to show the complete content.



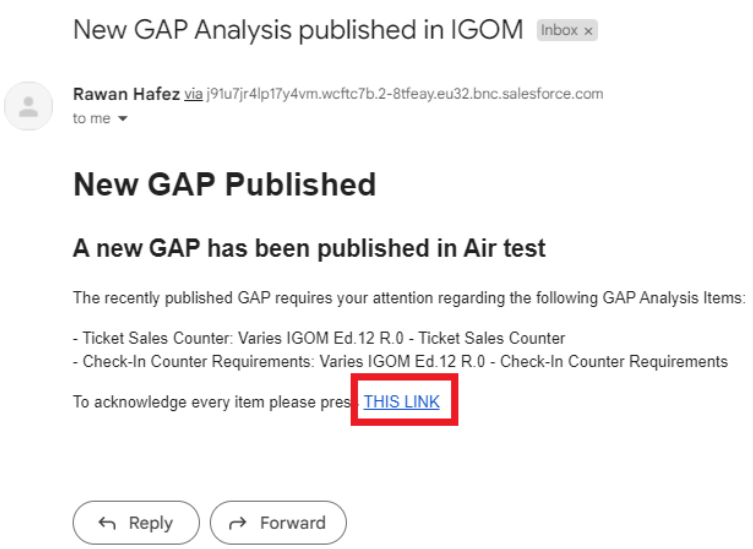
4.8.2 Sending a Reminder Notification

If a notification has not been actioned by the Acknowledger, an automatic **Reminder notification** can be sent. These reminder notifications will be sent via email and will contain an **Acknowledge** button that will redirect the recipient to the IGOM Portal. A reminder can be set only if the effective date is seven or more days after the gap analysis is published.

Automatic notifications can be set up so the system will send reminders to different users that need to **Acknowledge** any specific change or update.



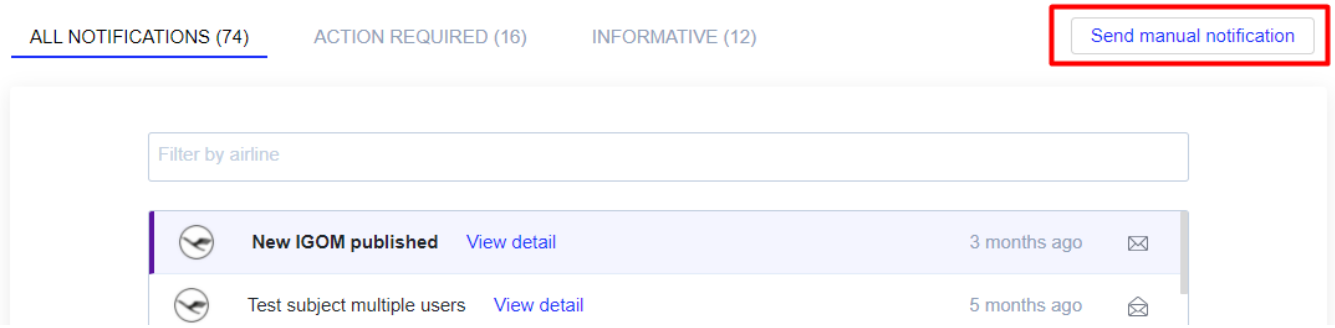
Upon publication of the gap analysis, the designated recipient will receive an email similar to the following:



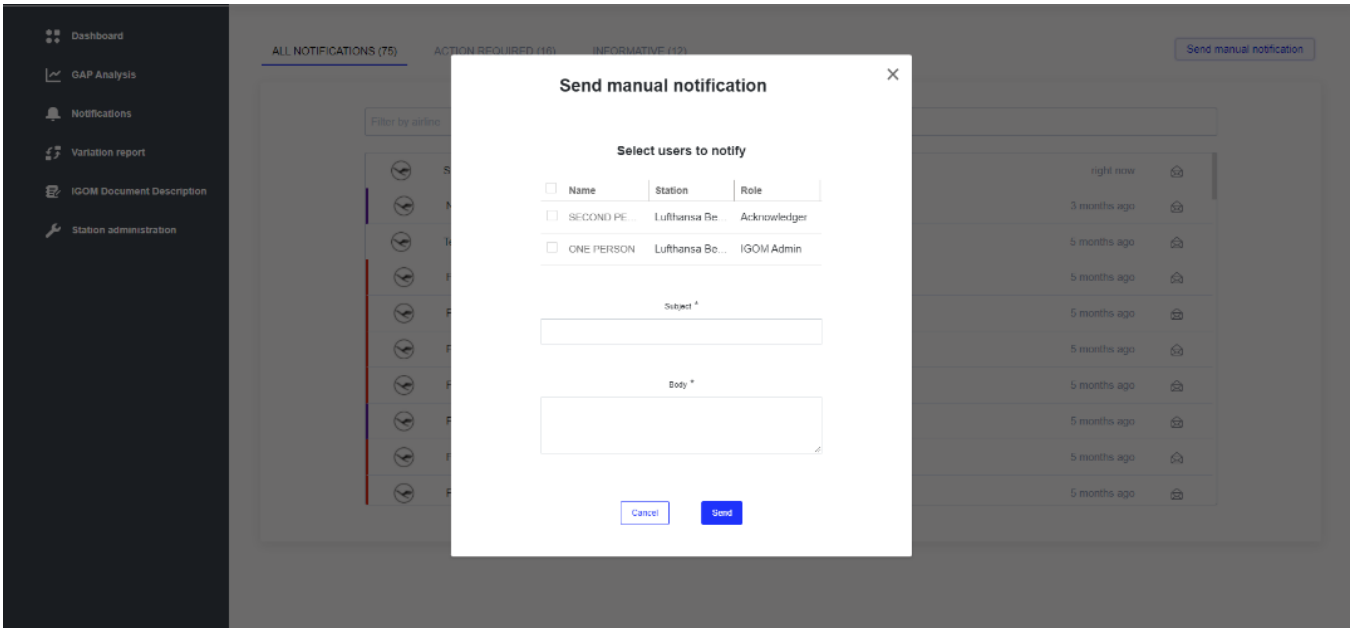
THIS LINK will direct the user to the OPS Portal to review the notification and its contents.

4.8.3 Manual Notifications

The IGOM Admin can use the **Send manual notification** button to send a notification to a list of users at any time.

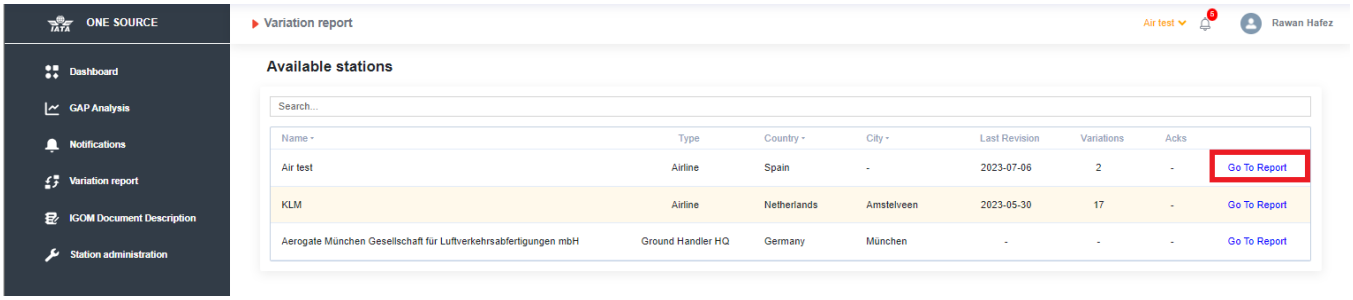


This notification will have a subject and body and it can include free text.



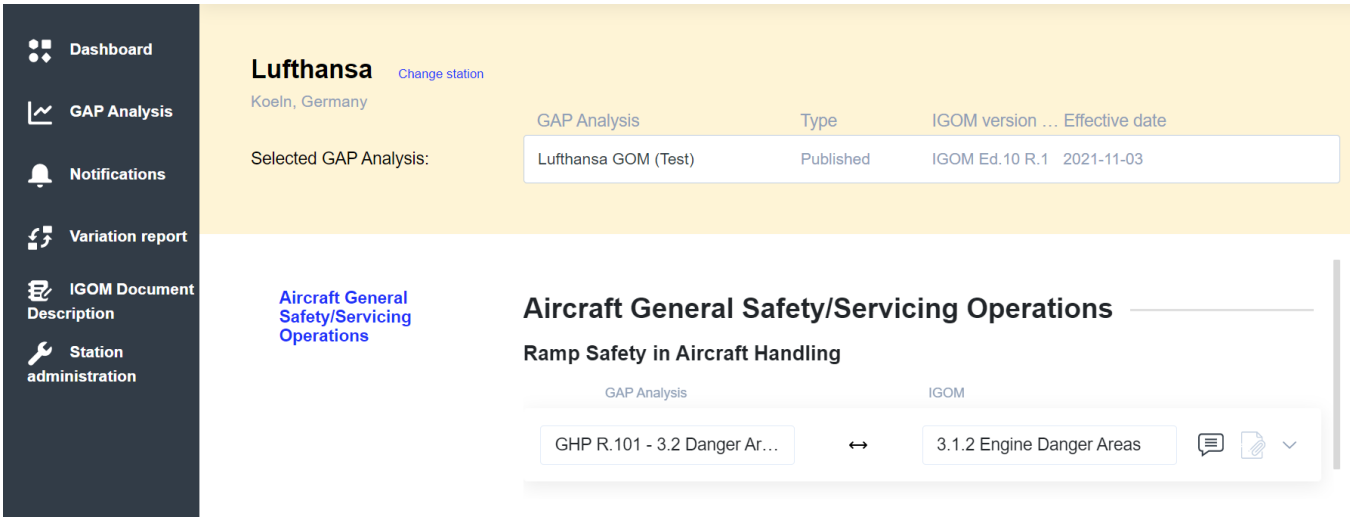
4.9 Variations Report

The Variations Report page displays the variations identified in a specific gap analysis. Instead of manually going through a whole GAP Analysis document, the Variations Report makes it much easier to see what variations were identified in the document. The Variations Report includes a list of all the companies with which your company has established a group relationship, granting access to them. To access the detailed variation report, a **Go to Report** button is provided.

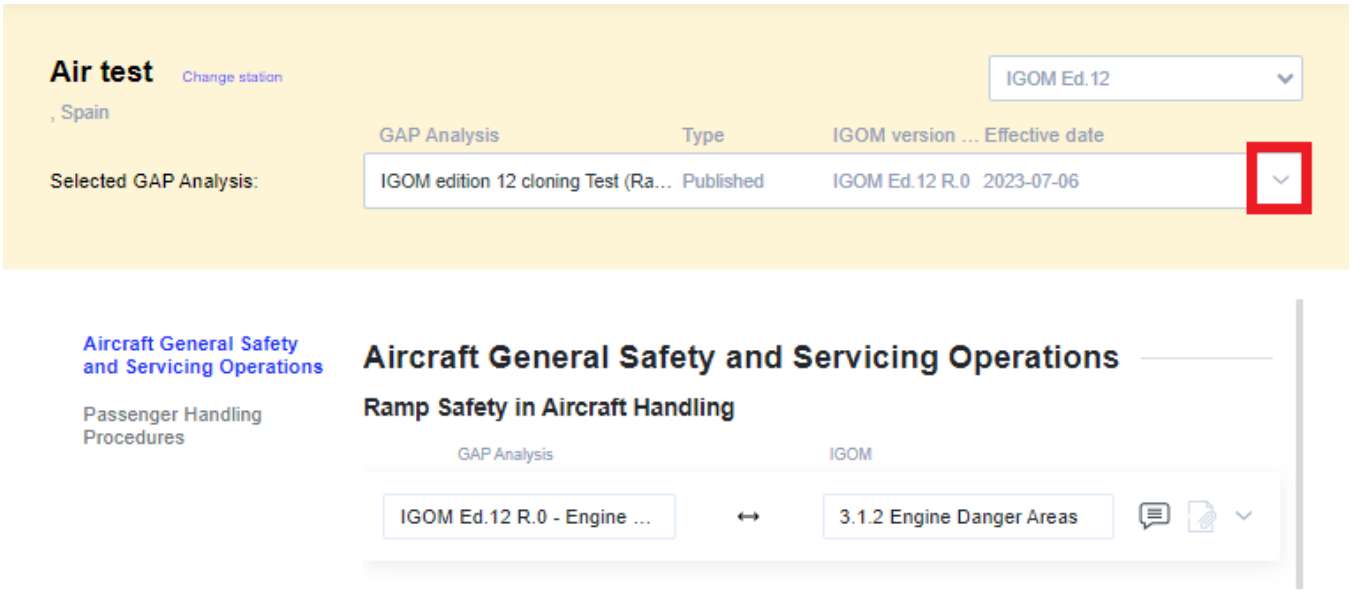


The relevant information about them is summarized in columns such as:

- Name of the GAP Analysis
- IGOM version
- Effective Date



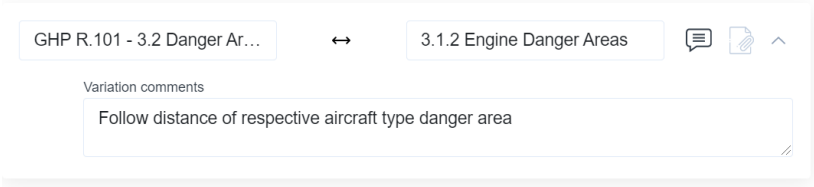
Once in the report area, a dropdown menu will allow the user to select which GAP Analysis to check. There is an option to select a previous version of the GAP Analysis, and, if selected, the page will refresh showing the variations for that selected version.



Once a GAP Analysis is selected, the variation list is displayed, sorted by chapter and section. In this way, it is possible to see either all the variations at once, or just the ones related to a specific chapter.

The Variations Report will show:

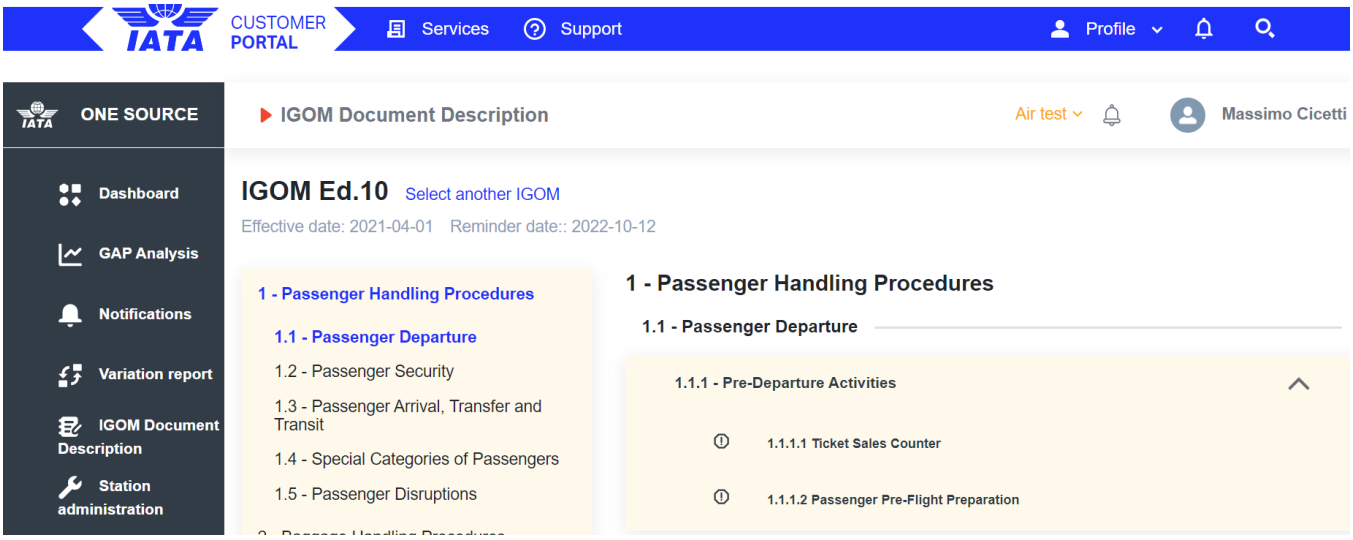
- IGOM item (chapters, subchapters).
- Name.
- Mapping to the company's own GOM document.
- Comments field.
- Attachments that were used to provide extra information about the variation. Any attachments will be downloadable for local storage.



4.10 IGOM Document Description

The **IGOM Document Description** section is used by IATA to upload the IGOM manual every time there is a new edition or update. It also allows any account member to see the structure of the IGOM document.

When this page is accessed, it defaults to the latest IGOM edition. The document is displayed with collapsible sections and navigation through chapters and subchapters, so it is easy to view, read and navigate.



The latest IGOM edition highlights the items that have been changed from the previous edition. Different colors are used to indicate if the item has either been added or modified compared to the previous edition. When the item is deleted from the previous version, an "x" is placed where the item used to be. An arrow "^" on the right side of each section allows the section to be collapsed.

Next to the current IGOM document title, there is a link that allows the user to select another IGOM document edition.

4.11 Account Suspension

It is the duty of each user to keep their information in the portal up to date with the current IGOM edition. Each new edition of IGOM has a publishing date and an effective date set for three months after the publishing date. It is expected that all users will review/update their information in the GAP Analysis before the effective date. The account will be suspended if the user fails to update the information within eight months of the effective date.

5 Use of this manual

Despite our best effort to cover everything, nothing is perfect, and we acknowledge there may be errors or missing useful information. IATA welcomes all feedback, corrections, or suggested improvements, on this guidance by email to groundops@iata.org.