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# **OPS Portal** User Guide

Version 01

**Revision 00** 

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# 1 Overview and Important Information

One of IATA's key priorities is to drive further standardization of ground operations processes, with a primary focus on reducing risks in ground operations. The Operational Portal is an online platform designed for airlines and ground handling service providers. Through this portal, users can:

- Conduct self-assessment gap analyses
- Declare compliance of their operational documentation with industry standards
- Exchange operational information
- Post any variations against industry standards

This platform enhances standardization, minimizes the need for airline-specific training, and reduces complexities in ground operations.

# 2 Definitions

# 2.1 Account Types

# 2.1.1 Airline account

Each airline can have only one account per Air Operator Certificate (AOC). Airlines that also provide ground handling services to third parties as a Ground Handling Service Provider (GHSP) will need to create separate accounts:

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

# 2.1.2 Ground Handling Service Provider (GHSP) accounts

GHSPs can have multiple accounts depending on the number of locations in their network. Ground Handling Service Providers that have both their headquarters and station at the same location will need separate accesses:

- As a Ground Handling Service Provider Headquarters
- As a Ground Handling Service Provider Station

# 2.2 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:

#### 1. OPS Portal Administrator

The company administrator of the account. This role is automatically assigned to the first user within a company. The OPS Portal Administrator can access all features within the platform, grant access to additional users, and has no limitations on permissions.

#### 2. Standard Administrator "Standard Related"

This role has access to all features except for the creation of a hierarchy group. However, the user assigned this role will be limited by the specific standard(s) they are assigned to.

#### 3. Editor "Standard Related"

The Editor within each company has limited access. The primary purpose of this role is to complete a section or sections of the gap analysis. Editors are assigned per standard.

#### 4. Viewer "Standard Related"

The Viewer is primarily for viewing gap analyses or variation(s).

#### 5. Acknowledger "Standard Related"

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# The Acknowledger has access to the same features as a Viewer, with the addition of the Notifications section, where they will receive information about the published gap analysis.

Note:

Standard Related means that each of the roles will be limited by the standard(s) assigned to them.

# 2.2.1 Permissions

Feature/Functionality	Functionality	OPS Portal	Standard	Editor	Acknowledger	Viewer
	Description	Administrator	Administrator			
Account Management –	Invite other users to their	Voc	Vac	No	No	No
User Administration	company account	165	165	INU	NO	INU
Account Management – Account Administration	Invite themselves to other stations	Yes	No	No	No	No
Account Management – Hierarchy Group	Create a Hierarchy Group	Yes	No	No	No	No
Gap Functions – Gap Analysis	Create a New File	Yes	Yes	No	No	No
Gap Functions – Gap Analysis	Work on a draft	Yes	Yes	Yes	No	No
Gap Functions – Gap Analysis	Clone or edit published gap analysis	Yes	Yes	No	No	No
Gap Functions – Gap Analysis	Read own company published gap analysis	Yes	Yes	Yes	Yes	Yes
Gap Functions – Gap Analysis	Read hierarchy shared gap analysis	Yes	Yes	Yes	No	No
Gap Functions – Gap Analysis	Read gap sharing gap analysis	Yes	Yes	No	No	No
Gap Functions – Gap Sharing Groups	Create a gap sharing group	Yes	Yes	No	No	No
Gap Functions – Documents	Read own company GOM	Yes	Yes	Yes	Yes	Yes
Gap Functions – Documents	Read hierarchy shared GOM	Yes	Yes	Yes	No	No
Variation Functions – My Variation Reports	Read own company variation reports	Yes	Yes	Yes	Yes	Yes
Variation Functions – Shared Variation Reports	Read shared hierarchy variation reports	Yes	Yes	Yes	No	No
Variation Functions – Shared Variation Reports	Read Variation sharing variation reports	Yes	Yes	No	No	No
Variation Functions – Shared Variation Reports	Create a variation sharing group	Yes	Yes	No	No	No
IATA Standards	Read IATA Manual headings	Yes	Yes	Yes	Yes	Yes



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# 3 OPS Portal Registration



Access to the OPS portal is straightforward and can be completed by following the steps outlined below:

# Submit Request

- Begin by navigating to the IATA website at <u>IATA Home</u> and selecting the "**Programs & Policy**" tab from the top menu.
- From the drop-down menu, choose "Ground Operations" under the "Operations & Infrastructure" submenu
- On the Ground Operations page, click on "<u>Operational Portal</u>" 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.

Sign up for the Ops Portal now
Eirst Name *
Last Name *
Job Title *
Company *
Company type *
Which account type do you want to publish a gap analysis for?
Are you the designated person by your company to undertake the role of OPS Portal Administrator? *
~
I consent to the processing of my personal information in accordance with IATA's Privacy Policy and I understand and agree to the Terms of Use *
SIGN-UP

#### Important Note:

The request to access the OPS Portal must be submitted only by the individual designated by the company as the primary OPS Portal account administrator.



### **Post-Submission Process**

- Once the application has been submitted, IATA will verify the request and send an invitation to access the OPS Portal.
- An invitation email from the system will include a link to access the platform.

This is a system generated message. Please do not reply.
Dear Customer,
You have been invited to use the *Ops Portal*, service in the IATA Customer
Portal. Please click the link below to begin.
Click here to continue.
NOTE: If you have not yet registered in the IATA Customer Portal, you will
be guided to do so. After completing this step, please return to this email
and click the link above to continue.
Accessing the OPS Portal

- Click on the "Click here to continue" link in the invitation email.
- The link will open the IATA Customer Portal:
  - If the IATA Customer Portal profile is already complete, access will be directed to the "OPS Portal Service."
  - o If the profile is incomplete, the system will prompt for completion before proceeding.
- The OPS Portal can also be accessed by navigating to "Available Services" in the IATA Customer Portal.
- Once "OPS Portal" is located, click on "Request Service."

Customer Services V Help V Portal	Q SEARCH 🕂 🔼	)
Home > Services > Manage Services		
Ops Portal		
About Request Servic	e	
Operational Portal (OPS Portal) is a tool that helps companies perform a gap analysis by comparing their documents with IATA ground operations and cargo standard declare any variations.	is to identify gaps, and align or	



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• Accept the terms and conditions by clicking "Accept."



• The system will automatically direct to "My Services," where OPS Portal will appear within the available services. Click on "Go to Service" to access the platform."

My Services	Available Services
Your company's ser	vices are listed below.
	Ops Portal
Ops Portal	Operational Portal (OPS Portal) is a tool that helps companies perform a gap analysis by comparing their documents with IATA groun
	Manage Service Go to Service
A confirmation emai	l will be sent once access has been fully completed.
This is a system gene	rated message. Please do not reply.

Dear Rawan Hafez,

Congratulations! Your access to Ops Portal Service has been granted. You can access it here.



# 4 OPS Portal Main Features

The OPS Portal platform is divided into the following sections:

- **Dashboards:** To be available by Q3. Part of Phase 2 enhancement.
- Account Management: Manage user roles, account relationships, and hierarchy groups.
- Notifications: To be available by Q3. Part of Phase 2 enhancement.
- **Gap Functions:** Perform gap analyses, track published gaps, documents management, and share gap analysis.
- Variation Functions: Manage variations within gap analyses and establish sharing groups.
- IATA Standards: Access compliance standards and documentation.

Operati IATA Airlin	ions Portal	•	Das
88	Dashboard		
ŝ	Account Management		
Ľ	Notifications		
<b>}</b> }	Gap Functions		
맵	Variation Functions		
미급	IATA Standards		

Each section of this manual provides detailed explanations and step-by-step guidance to maximize usability.

# 4.1 Account Management

The **Account Management** tab inside the Ops Portal allows users to invite and manage accounts, establish hierarchical relationships, and bulk edit user permissions.

# 4.1.1 User Administration

#### **Inviting and Managing Users**

- 1. Navigate to Account Management > User Administration.
- 2. Click on "Add User".

bunt Management									
User administration	Account adr	ninistration	Hierarchy Groups						
Day Group - Ai	rline								
Search active use	r						Add User		
Pending Users									
Pending Users	Ops Portal Administrator Stand	lard Administrator Editor	Acknowledg	jer Viewer	Auditor	Status	Manage		
Pending Users User name Company Users	Ops Portal Administrator Stand	lard Administrator Editor	Acknowledg	er Viewer	Auditor	Status	Manage Bulk Edit		
Pending Users User name Company Users User name	Ops Portal Administrator Stand	lard Administrator Editor	Acknowledg Editor	jer Vlewer Acknowledger	Auditor	Status Auditor	Manage Bulk Edit Manage		
Pending Users User name Company Users User name salesagent test2	Ops Portal Administrator Stand S Ops Portal Administrator	lard Administrator Editor Standard Administrator	Acknowledg Editor	jer Vlewer Acknowledger	Auditor Viewer	Status Auditor	Manage Bulk Edit Manage		



- 3. Follow the guided invitation flow to complete the user invitation process.
  - a. Add an email of the user to invite to the portal and click on Enter.
  - b. Select the standard or standards to be included inside of each of the roles of that user. For example, a user can be a Standard Administrator for IGOM and Editor for AHM1110.
  - c. Click on the + icon.
  - d. Repeat the process until all desired users are invited.

User administration Day Group - Ai	Role Assig	nment Invitation				0	×		
Search active use		F	Roles as	signment					
Pending Users	i Ple	Please, assign at least one option. You can assign multiple standards to more than one role following hierarchy. (Portal Administrator Role doesn't need any standard role assingment)							
User name			2	Assign Ops I	Portal Administrat	or Role:		Auditor	
Company User				Standard Administrator:	Select	~			
User name				Editor:	IGOM	*	/iewe	ır	Auditor
salesagent test2				Acknowledger:	Select	~			•
				Viewer	Select	~			
				Auditor:	Select	*			
		lick in the add button if you need eed in the invitation process.	d to invite m	ore than one user. You can a	add as many user	rs as you			

# **Bulk Editing User Permission**

1. Click "Bulk Edit" in the User Administration tab.

Company Users							В	ulk E	dit
User name	Ops Portal Administrator	Standard Administrator	Editor	Acknowledger	Viewer	Auditor	1	/lanag	e
Adm Green	_	CGM,IGOM	-	-	AHM1110,AHM Ch.1	-	1	đ	i
Adm Yellow	_	CGM,IGOM	AHM1110	AHM Ch.1	-	-	1	đ	ĩ
Alvin Jenkins	$\checkmark$	-	-	-	-	-	1	Ċ	ĩ
Beatrice Villegas	$\checkmark$	-	-	-	-	-	1	, u	ĩ
Darwin Gross	_	IGOM	AHM Ch.1	CGM	-	-	1	Ċ	ĩ
Darío Fuentes	_	AHM1110	-	-	-	-	1	Ċ	ĩ
Jaume Lorente	$\checkmark$	-	-	-	-	-	1	Ċ	ĩ
JP Alb	$\checkmark$	-	-	-	-		1	đ	ī



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#### 2. The user matrix will become editable, allowing modifications to multiple user permissions simultaneously.

Cor	Company Users Bulk Edit										
	User name	Ops Portal Administrator	Standard Administrator	Editor	Acknowledger	Viewer	Auditor				
1	Adm Green		CGM; IGOM Y	Select values Y	Select values  Select all AHM Ch.1 AHM Ch.1 AHM Ch.10 AHM1110	AHM Ch.1; AHM1110 ¥	Select values ¥				
2	Adm Yellow		CGM; IGOM 🗸	AHM1110 ¥	AHM Ch.1 💙	Select values	Select values 🗸				
3	Alvin Jenkins		Select values 👻	Select values 🗸	Select values	Select values	Select values 🗸				
				Confirm Cancel							

- 3. Adjust roles and access levels as needed.
- 4. Click **"Confirm"** to apply changes.

Admins have different levels of visibility:

- Ops Portal Administrators: Can see and manage all active standards.
- Ops Portal Standard Administrators: Can only manage standards they are assigned to.

#### **Individual User Edits**

- Click the **pencil icon** next to a user's record to edit permissions.
- Click the **trash icon** to delete a user.

Company Users	i						Bulk Edit
User name	Ops Portal Administrator	Standard Administrator	Editor	Acknowledger	Viewer	Auditor	Manage
Adm Green	_	CGM,IGOM	-	-	AHM1110,AHM Ch.1	-	/ 💼
Adm Yellow	—	CGM,IGOM	AHM1110	AHM Ch.1	-	-	1 💼
Alvin Jenkins	$\checkmark$	-	-	-	-	-	/ 💼
Beatrice Villegas	$\checkmark$	-	-	-	-	-	/ 💼
Darwin Gross	_	IGOM	AHM Ch.1	CGM	-	-	/ 🕯
Darío Fuentes	_	AHM1110	-	-	-	-	/ 💼
Jaume Lorente	$\checkmark$	-	-	-	-	-	/ 🕯
JP Alb	$\checkmark$	-	-	-	-	-	/ 🕯



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	-	CGM,IGOM	-	×	-
/		Roles edit			-
Oj	()	Change, add or limit permits for the user. Yo one Standard for every role following hierard	u can assign more than chy.		Viewer
-					AHM1110,AHM Ch.*
~		Assign Ops Port Standard Administrator:	CGM; IGOM		-
-		Editor:	Select values		
~		Acknowledger: Reader:	Select values		-
~		Auditor:	Select values		-
	Cancel		Confirm		

# 4.1.2 Account Administration

This feature allows users to grant themselves access to other accounts within their network.

#### **Granting Account Access**

- 1. Navigate to **Account Management > Account Administration**.
- 2. Click **"Add Account"**.

User administration	Account administration	Hierarchy Groups		
Accounts				
Search accounts				Add Account
Account Name		Location	Code	Remove
GHSP Yellow Demo		V03	CDM	E⇒



3. A list of eligible accounts will auto-populate based on the location code.

Note: eligible accounts will be the accounts that falls within the same Network. Your company profile GSP code or ICAO codes needs to match.

- 4. Select the desired account.
- 5. The "Add Account" button will become active and blue; click to confirm.

inistrati		×
	New account access	^
ts	Select the location code (Airport) to have access to the account.	
accou	Q V04	۵
	Results	
ne	GHSP Black Demo - Ground Handler HQ - V04	
w Dem		
	Cancel	Add Account

#### **Important Note:**

If a user does not see the Account administration tab, it is because the role assigned to the user does not have permissions to view the tab or the user is within an Account administration in the list. This avoids nesting accounts.

# **Managing Accounts**

• Use the drop-down menu on the left to select a specific account after adding it.

	Customer Services V Help V Q SEARCH C (2)
Operations Portal	Account Management
日日 Dashboard	User administration Account administration Hierarchy Groups
Account Management	"Forest Angel" - Airline
C Notifications	Q, Search active user
Ç∎Ç Gap Functions	Pending Lisers
₽t <mark>g</mark> Variation Functions	Uterrame       V       OpsPartal Administrator       V       Editor       V       Advoseledger       V       Vewer       V       Audros       Manage       V
<sup>D</sup> t <mark>a</mark> IATA Standards	Company Users Bulk Edit
	Username v Ops Portal Administrator v Editor v Advocededger v Vewer v Address v Manage v
	admin forestangel 🗸



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#### • To remove an account relationship, click the **remove icon**.

User administration	Account administration	Hierarchy Groups		
Accounts				
Search accounts				Add Account
Account Name		Location	Code	Remove
GHSP Yellow Demo		V03	CDM	E→
GHSP Black Demo		V04	CDM	E→

#### 4.1.3 Hierarchy Groups

Hierarchy groups allow Ops Portal users to establish relationships between multiple accounts. Once linked, accounts within a hierarchy can view each other's published gap analyses and clone them if they have permission.

#### Important Note:

Accounts that can be added to the same hierarchy should share the same ICAO code or GHSP code depending on the type of account to link.

#### **Creating a Hierarchy Group**

- 1. Navigate to Account Management > Hierarchy Group.
- 2. Click "Create Hierarchy Group".

Jeneral					
User administration	Account administration	Hierarchy Group	5		
<ul> <li>Please, add a Company from previous version".</li> </ul>	to create a Hierarchy Relationship. Once a You can create as many groups as you nee	acepted by the Company, both will h ed.	ave access to all Gap and variation files created. Search	for them in the Gap Analysis and Variatio	on tab at "New
Search Account				Create Hiera	rchy group
Search Account				Create Hiera	rchy group
Search Account	Location	Code	Company Type	Create Hiera Status	rchy group
Search Account Company Name Air Blue Demo	Location V01	Code CDM	Company Type	Create Hiera Status ACTIVE	rchy group Access
Search Account Company Name Air Blue Demo Airline Alb Legal	Location V01 ALB	Code CDM	Company Type Artine Artine	Create Hiera Status ACTIVE ACTIVE	rchy group Access
Search Account Company Name Air Blue Demo Airline Alb Legal Aston Martin Airlines	Location V01 ALB FAM	Code CDM CDM	Company Type  Company Type  Airline  Airline  Airline  Airline	Create Hiera Status ACTIVE ACTIVE PENDING	rchy group Access

- 3. The system will display pre-selected accounts based on ICAO Code, GHSP Designator Code, and Location Code.
- 4. Select the desired accounts to include in the hierarchy.



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#### 5. Click "Add Account" to establish the relationship.

í	Please Fill Filter Inputs and choose	e the Company if available.
୍ Comp	bany name	
Q Locat	tion Code	
Doculto		
GHSP Yello	w Demo, V03, Yellow Street	
GHSP Black	Como, V04, Black Street	
Air Blue De	mo, V01, Blue Street	
GHSP Pure	Visions, QWE, -	
	in Airlines, FAM, -	
Aston Mart		
Aston Mart		

#### **Example:**

- Iberia creates a relationship with Vueling.
- When sending the invite, the system warns the user that Vueling also has an active hierarchy relationship with all the accounts mentioned in the pop-up, meaning that when they accept, the account will also have access to the published gap analysis from those accounts and vice-versa.

lser administratio	on Account administration Hierarchy Group	6	
	These are the hierarchy relationships that will be created, both with the selected account and with those accounts with which it has a hierarchy relationship.	×	
Please, add	Aston Martin Airlines, FAM, -		o all Gap and vari
the Gap Ana	GHSP Pure Visions, QWE, -		
	Ayers LLC, null, Whole 2nd Floor 24 El Teseen El Shamaly St, Area C, NORTH 90 NE CAIRO	w	
Search Acco	Airline Alb Legal, ALB, -		
	Air Blue Demo, V01, Blue Street		
mpany Name	Cancel		



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• After adding the account, a separate line for each of them will appear and will only turn active once Vueling has accepted the invitation to create a hierarchy.

User administration	Account ad	ministration	Hierarchy Groups		
<ul> <li>Please, add a Company the Gap Analysis and V</li> </ul>	y to create a Hierarchy Rela /ariation tab at "New from p	ationship. Once acepted by revious version". You can cr	the Company, both will have access to all Gap ar eate as many groups as you need.	nd variation files created. Search	for them
Search Account				Create Hierarc	hy grou
Company Name	Location	Code	Company Type	Status	A
Air Blue Demo	V01	CDM	📉 Airline	PENDING	
Airline Alb Legal	ALB		📐 Airline	PENDING	
Aston Martin Airlines	FAM	CDM	📐 Airline	PENDING	
Ayers LLC			📉 Airline	PENDING	
GHSP Pure Visions	QWE	CDM	🤨 Ground Handler HQ	PENDING	

Air Green view while waiting for acceptance

- Once Vueling accepts, Iberia will also gain access to its published gap analysis.
- If Vueling later deactivates the relationship, all connected accounts will also be inactivated.

# 4.2 Gap Functions

Gap Functions tab enables users to identify, track, and manage compliance with aviation standards. These functions help organizations assess their operational gaps, implement corrective actions, and ensure alignment with industry requirements.

The gap functions are divided into:

- Gap Analysis
- Gap Sharing Groups
- Documents

#### 4.2.1 Gap Analysis

Gap Analysis section is divided into 3 key components:

- New File: Create a fresh gap analysis for a selected standard.
- Published Gaps: View and manage previously published gap analyses.
- **Continue Draft:** Resume work on an unfinished gap analysis.



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# 4.2.1.1 Creating a New Gap Analysis

- 1. Click on "New File" in the Gap Analysis section.
- 2. Select the applicable Standard (e.g., IGOM, AHM1110, etc.).
- 3. Click "Start Gap Analysis" to begin.

Airline-Aston Martin Airlines-C IGOM-ed.53-v.1	DM-FAM- Language: English	×	Preference document	Adopt Standard	Publish	Save and exit
Chapters Dive into the gap analysis by exploring chapters 01.Passenger Handling Procedures	s and subchapters of the standard presented	here.				🕏 Bulk mapping
1.1 Passenger Depa	rture	0% completed				>
1.2 Passenger Secur	rity	0% completed				>
1.3 Passenger Arriva	al, Transfer and Transit	0% completed				>
1.4 Special Categori	es of Passengers	0% completed				>
1.5 Passenger Disru	ptions	0% completed				>
02.Baggage Handling Procedures	0%	completed				+
03.Aircraft General Safety and Servicir	ng Operations 0%	completed				+

The gap analysis follows a structured format with the following:

- **Naming Convention:** Automatically set as Account Name + Standard + Edition + Version.
- **Language Selection:** Choose a language from the dropdown menu (options depend on the uploaded and activated standards).

Airline-Aston Martin Airli IGOM-ed.53-v.1	lines-CDM-FAM-	gliah 🗸	<i> </i>	Adopt Standard	Publish	Save and exit (
Chapters Dive into the gap analysis by explorin	ing chapters and subchapters of the standard pre	sented here.				Bulk mapping
01.Passenger Handling Proce	edures	100% completed				-
1.1 Passen	nger Departure	100% completed				>
1.2 Passen	nger Security	100% completed				>
1.3 Passen	nger Arrival, Transfer and Transit	100% completed				>
1.4 Special	al Categories of Passengers	100% completed				>
1.5 Passen	nger Disruptions	100% completed				>



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- Adopt Standard: Allows users to adopt the standard as it is without any variation. After adopting a standard, the option becomes inactive and users can either go through the answers and change them or publish directly in case everything is filled out correctly.
- **Bulk Mapping:** Enables mass response entry for multiple sections.

			0.1111111	Адорг		
pters into the gap analysis by explo	oring chapters and subchapters of the standard presented here.					Bulk mapping
1.Passenger Handling Pro	ocedures 100% completed	i -				
1.1 Pass	senger Departure	100% completed				>
1.2 Pass	senger Security	100% completed				>
1.3 Pass	senger Arrival, Transfer and Transit	100% completed				>
1.4 Spec	cial Categories of Passengers	100% completed				>
1.5 Pass	senger Disruptions	100% completed				>
Bulk mapping	ing oferred mapping and efficiently apply it to r ing a mapping for a chapter or section a the mapping for any sub-section late	multiple chapters and sect will apply it to all sub-s er if needed.	<b>ions</b> ections below. You	can	×	
Out of Scope	•	Filter by chapter 1110.Ground Operations	Training Program	•		
Out of Scope Comment Does not apply	↓ Iy to me	Filter by chapter 1110.Ground Operations	Training Program	•		
Out of Scope Comment Does not apply	y to me Name	Filter by chapter 1110.Ground Operations Seld	Training Program	► e / els		
Out of Scope Comment Does not apply	y to me Name Ground Operations Training Program	Filter by chapter 1110.Ground Operations Sele	Training Program	► A / Als		
Out of Scope Comment Does not apply 1110 1.	y to me Name Ground Operations Training Program OVERVIEW	Filter by chapter 1110.Ground Operations Selo m	Training Program	► e / els		
Out of Scope Comment Does not apply 1110 1. 2.	y to me Name Ground Operations Training Program OVERVIEW DEFINITIONS	Filter by chapter          1110.Ground Operations         Sele         m         [] <td>Training Program</td> <td>► e / els</td> <td></td> <td></td>	Training Program	► e / els		
Out of Scope Comment Does not apply 1110 1. 2. 3.	y to me Name Ground Operations Training Program OVERVIEW DEFINITIONS TRAINING MANAGEMENT SYSTEM	Filter by chapter          1110.Ground Operations         sele         n         [] <td>Training Program</td> <td>► e / els</td> <td></td> <td></td>	Training Program	► e / els		
Out of Scope Comment Does not apply 1110 1. 2. 3. 4.	y to me Name Ground Operations Training Program OVERVIEW DEFINITIONS TRAINING MANAGEMENT SYSTEM THE TRAINING PROGRAM	Filter by chapter          1110.Ground Operations         sele         n         [] <td>Training Program</td> <td>►</td> <td></td> <td></td>	Training Program	►		
Out of ScopeCommentDoes not apply11101.2.3.4.5.	y to me Name Ground Operations Training Program OVERVIEW DEFINITIONS TRAINING MANAGEMENT SYSTEM THE TRAINING PROGRAM ABSENCE FROM WORK	Filter by chapter  1110.Ground Operations Seld	Training Program	e /		

#### **Important Note:**

Responses of the gap analysis sections will be saved in the language selected by the user in the portal. This information will be used to open the gap analysis in the selected language once published. In case a gap analysis has responses in multiple languages, the gap analysis will open in English.



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# 4.2.2 Filling Out the Gap Analysis

1. Navigate through the sections and answer each requirement.

Airline-Aston Martin Airlines-CDM-FAM- IGOM-ed.53-v.1	iguage: English 🔹	Ø Refere	Ince document Adopt Standa	ard Publish	Save and exit (F)
Chapters Dive into the gap analysis by exploring chapters and subchapters of the	standard presented here.			[	Bulk mapping
01.Passenger Handling Procedures	0% completed				-
1.1 Passenger Departure	0	0% completed			<b>&gt;</b>
1.2 Passenger Security	0	0% completed			<b>•</b>
1.3 Passenger Arrival, Transfer and Transit	0	0% completed			<b>&gt;</b>
1.4 Special Categories of Passengers	0	0% completed			<b>&gt;</b>
1.5 Passenger Disruptions	0	0% completed			<b>•</b>
02.Baggage Handling Procedures	0% completed				+
03.Aircraft General Safety and Servicing Operations	0% completed				+
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- 2. Mandatory fields include:
  - 1. Mapping: Select from predefined options.
  - 2. Reference Document: Upload or select a document.
  - 3. **Sub-reference:** Provide additional information.
- 3. Optional fields:
  - 1. Comments: Add clarifications.
  - 2. Variation Description: If applicable, provide details.
  - 3. Attach Additional Files (if needed).



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4. Click "Save" to store progress.

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# 4.2.2.1 Published Gaps

- 1. Go to the "Published Gaps" tab to view all published analyses.
- 2. Available actions:
  - **View** (eye icon): Open a published gap analysis.
  - Edit: Modify an existing analysis.
  - **Clone**: Create a new draft from an existing analysis.
- 3. Use filters to refine searches:
  - All Gaps / Latest Published
  - Standards Filter
  - Companies Filter

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rations Portal st Angel" - Airline 🗸	<ul> <li>Gap Functions</li> </ul>								
🖥 Dashboard	Gap Analysis	Gap Sharing Groups	Documents						
Account Management									
			R	New file	Published gaps	Conti	nue Draft		
<sup>1</sup> Notifications									
Solutifications	Clone & Edit allows	you to re-use any published gap within your	company hierarchy or sharin	ig group (if allowed). A new	w gap analysis will be created based on the p	revious gap, re-using all e	existing gap entries:		
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# 4.2.2.2 Continuing a Draft Gap Analysis

- When an account creates a gap analysis from scratch in the "New file" section and exits the gap analysis without publishing it.
- When an account clones a gap analysis and exits the gap analysis without publishing it.
- 1. Navigate to the "Continue Draft" section.
- 2. Click the **Continue** arrow to resume editing.
- 3. Click the **Trash** icon to delete a draft.
- 4. Note: A draft must be deleted before creating a new gap analysis for the same standard.

	<b>P</b> New file	Published gaps	Continue Draft			
Select one of the following draft to continue your gap analysis.						
Gap analysis name			Standard	Completion	Continue	Delete
Airline-Aston Martin Airlines-CDM-FAM-AHM1110-ed.45-v.1			AHM1110	0.00%	>	â
Airline-Aston Martin Airlines-CDM-FAM-CGM-ed.26-v.2			CGM	0.00%	>	â
Airline-Aston Martin Airlines-CDM-FAM-IGOM-ed.53-v.1			IGOM	100.00%	>	â



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# 4.2.3 Gap Sharing Groups

This feature allows sharing gaps with external accounts (out of the account hierarchy).

1. Access the Gap Functions > Gap Sharing Groups tab and click on **Create gap sharing group**.

	Customer Services V Help V Portal	Q SEARCH 🧔 🚨
Operations Portal "Forest Angel" - Alrline 🗸	Gap Functions	
Dashboard	Gap Analysis Gap Sharing Groups Documents	
錢 Account Management		
🖻 Notifications	Please, add a Company to create a Gap Group. Once acapted by the Company, both will have access to all Gap files created. Sea under your organization, please go to Account Management and add the company there in the corresponding tab. 'GHSP are no	rch for them in the Gap Analysis tab at "New from previous version". You can create as many groups as you need. To share Gap files with Company allow to share GAP files with Ainfines. If you require exception access, please contact opsportal@ids.org.
👫 Gap Functions	Click on "Create gap thating group" button to linkte a company.     An invitation will be sent.     Aprimitation will be sent.     Upon acceptance, both comparises will be able to Read and/or re-use each other is gap analysis, available at "Published gaps".	
ଅଟ୍ଟ Variation Functions	Note: To share Gap files with accounts under your organization, go to Account Management.	
<sup>ଅ</sup> ଟ୍ସ IATA Standards	Company Name V Location V Code V Company Type	Create gap sharing group     Status      V     Status      XozeM
	Company mans - concorri + Uote + Company spe	Usation or Usation     Us

- 2. Search for an airline or GHP account using:
  - o Name
  - o ICAO Code
  - IATA Code

New Gap Sharing Group	×
① The account will receive a new request to join the Gap Group.	
1. Choose the company type.	
2. Search company by name, ICAO, or IATA code.	
3. Choose the company from the search results.	
4. Chose sharing permission.	
5. Select applicable standards to be shared.	
Company type	
Airline Ground Handler	
Q Company name	
Q ICAO Code	
Keep the cursor inside the field and press enter on each of them to apply the search.	
Filtered results	
Air Europa, Airline, , Carretera Lluchmajor Km 20.5 Centro Empr. Globalia Po Box 132 BALEARIC ISLANDS	
LATAM Altimes oroup, Altime, , Americo vespucio opol renca KLM2, Altimes, P.O. Box 7700 Schiphol Altoport	
Lufthansa, Airline, , Deutsche Lufthansa AG Venloer Str. 151 - 153	
RusLine, Alrilne, , Str. Dorogobuzhskaya 14 Building 1	
Iberia Express, Airline, , Calle Alcaniz 23. 1' Planta.	
Qatar Airways, Airline, , Qatar Airways Tower 1 Airport Road	
Sharing permission	
Read Only     Read and reuse	
Select Standards	
IGDM; GOSM/CGO; AHM CM	
	Send request
Heln Services Privacy	1000



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#### 3. Select the account which the relationship will be created with.

i The account will receive a new request to	Join the Gap Group.		
1. Choose the company type.			
2. Search company by name, ICAO, or IATA code.			
3. Choose the company from the search results.			
4. Chose sharing permission.			
5. Select applicable standards to be shared.			
Company type			
Airline Ground Handler			
Q Company name			
<ul> <li>Q. ICAO Code</li> <li>(i) Keep the cursor inside the field and press</li> </ul>	s enter on each of them to apply	Q IATA Code	
Q. ICAO Code  Keep the cursor inside the field and press Filtered results	s enter on each of them to apply	Q IATA Code	
Q. ICAO Code  Keep the cursor inside the field and press Filtered results ArEuropa, Airline, , Carretera Lluchmajor Km 20.5 Ce 172M Alfiere Grune Abria.	e enter on each of them to apply ntro Empr. Globalia Po Box 132 BALEA	Q IATA Code the search.	
Q. ICAO Code  Keep the cursor inside the field and press  Filtered results  Ar Europa. Airline, , Carretera Lluchmajor Km 20.5 Ce LATAM Airlines Group, Airline, , Americo Vespucio 807  KM2, Airline, P.O. Box 7700 Schiphol Airport	e enter on each of them to apply ntro Empr. Globalla Po Box 132 BALEA I Renca	Q IATA Code the search.	
Q. ICAO Code  Keep the cursor inside the field and press  Filtered results  Ar Europa. Alrine., Carretera Lluchmajor Km 20.5 Ce LATAM Airfines Group. Airline., Americo Vespucio 807  LATAMAirfines Group. Airline., Americo Vespucio 807  Luthanas. Alrine., De Dav TOO Schiphol Alprort  Luthanas. Alrine. De Deutsche Luthanas AG Venicer's	e enter on each of them to apply ntro Empr. Globalla Po Box 132 BALEA I Ranca tr. 151 - 153	IATA Code       the search.	
Q. ICAO Code  Keep the cursor inside the field and press Filtered results  Ar Europa, Airline, , Carretera Lluchmajor Km 20.5 Ce LATAM Airlines Group, Airline, , Americo Vespucio 807 LATAM Airlines , Do Box 700 Schiphol Airport Lufthansa, Airline, , Deutsche Lufthansa AG Venicer S RusLine, Airline, , Str. Dorogobuzhskaya 14 Building 1	e enter on each of them to apply ntro Empr. Globalia Po Box 132 BALE/ Renca tr. 151 - 153	C IATA Code the search.	
Q. ICAO Code  Keep the cursor inside the field and press Filtered results Ar Europa, Airline, , Carretera Lluchmajor Km 20.5 Ce LATAM Airlines Group, Airline, , Americo Vespuelo 80' LATAM Airlines (P. D. Box 700 Schiphol Airport Lufthansa, Airline, , De Ustche Lufthansa AG Venicer S RusLine, Airline, , Str. Dorogobuzhskaya 14 Building 1 Hoarit Express, Airline, , Gatar Airways Tower 1 Airport Qatar Airways, Airline, , Qatar Airways Tower 1 Airport	e enter on each of them to apply ntro Empr. Globalia Po Box 132 BALEA Renca tr. 151 - 153 Road	Q IATA Code r the search. ARIC ISLANDS	
CAO Code     Keep the cursor inside the field and press Filtered results     Ar Europa, Airline, , Carretera Lluchmajor Km 20.5 Ce LATAM Airlines Group, Airline, , Americo Vespucio 800     LATAM Airlines, P.O. Box 7700 Schiphol Alprort     Lufthansa, Airline, , De Ustoche Lufthansa AG Venloer S     RusLine, Airline, , Str. Dorogobuzhskaya 14 Building 1     beria Express, Airline, , Gatar Alaways Tower 1 Airport     Sharing permission	e enter on each of them to apply ntro Empr. Globalia Po Box 132 BALEA Renca tr. 151 - 153 Road	Q. IATA Code       r the search.	
CACO Code	e enter on each of them to apply ntro Empr. Globalia Po Box 132 BALE/ I Renca tr. 151 - 153 Road	Q IATA Code The search.	
CAO Code  C	s enter on each of them to apply ntro Empr. Globalla Po Box 132 BALE/ I Renca tr. 151 - 153 Road	Q. IATA Code       r the search.	
CAO Code  C	s enter on each of them to apply ntro Empr. Globalla Po Box 132 BALE/ I Renca tr. 151 - 153 Road	IATA Code  r the search.  ARIC ISLANDS	
ICAO Code     Ide content of the field and press	s enter on each of them to apply ntro Empr. Globalla Po Box 132 BALE/ Renca tr. 151 - 153 Road	IATA Code      the search.      RRIC ISLANDS	

#### 4. Select access type:

- **Read-only**: View only.
- **Read and Reuse**: View and clone gaps.

the set of		
() The account will receive a new request to join the Gap G	roup.	
1. Choose the company type.		
2. Search company by name, ICAO, or IATA code.		
3. Choose the company from the search results.		
4. Chose sharing permission.		
5. Select applicable standards to be shared.		
Company type		
Airline     Ground Handler		
Q Company name		
Q ICAO Code	Q IATA Code	
Keep the cursor inside the field and press enter on each	of them to apply the search.	
Keep the cursor inside the field and press enter on each Filtered results	of them to apply the search.	
Keep the cursor inside the field and press enter on each      Filtered results      Ar Europa, Airline, , Carretera Lluchmejor Km 20.5 Centro Empr. Globalia	of them to apply the search.	
Keep the cursor inside the field and press enter on each      Filtered results      Air Europa, Airline, , Carretera Lluchmajor Km 20.5 Centro Empr. Globalia      LATAM Airlines, P.O. Box 7700 Schiphol Airport      KM2, Airline, , P.O. Box 7700 Schiphol Airport	of them to apply the search.	
Keep the cursor inside the field and press enter on each      Hered results      Air Europa, Airline, , Carretera Lluchmajor Km 20.5 Centro Empr. Globalia      LATAM Airlines Group, Airline, , Americo Vespucio 901 Renca      KLM2, Airline, , PO. Box 700 Schiphol Airport      Luthansa, Airline, , Deutsche Luthansa AG Venioer Str. 151 - 153	of them to apply the search. a Po Box 132 BALEARIC ISLANDS	
Keep the cursor inside the field and press enter on each     Filtered results     Air Europa. Airline. , Carretera Lluchmajor Km 20.5 Centro Empr. Globalii     LATAM Airlines Group. Airline. , Americo Vespucio 901 Renca     KLM2, Airline. , De. Box 7700 Schiphol Airport     Luthanaa, Airline. , Deutsche Luthansa AO Venloer Str. 151-153     RusLine, Airline. , Str. Dorogobuzhskaya 14 Building 1     Imeria Evropes Airline. Calle Actorniz 31 'Phonta	of them to apply the search. # Po Box 132 BALEARIC ISLANDS	
Keep the cursor inside the field and press enter on each     Filtered results     Air Europa. Airline. , Carretera Lluchmajor Km 20.5 Centro Empr. Globalia     LATAM Airlines Group. Airline. , Americo Vespucio 901 Renca     KLM2, Airline. , De. Box 7700 Schiphol Airport     Luthana, Airline. , Deutsche Luthana AG Venloer Str. 151-153     RusLine, Airline. , Str. Dorogobuzhskaya 14 Building 1     Iberia Express. Airline. , Cartaniz 23. 17 Panta.     Qatar Airways. Airline. , Qatar Airways Tower 1 Airport Road	of them to apply the search.	
Keep the cursor inside the field and press enter on each     Filtered results     Air Europa, Airline, , Carretera Lluchmajor Km 20.5 Centro Empr. Globalii     LATAM Airlines Group, Airline, , Americo Vespucio 901 Renca     KLM2, Airline, , PO. Box 7700 Schiphol Airport     Luthana, Airline, , Deutsche Luthana AG Venloer Str. 151 - 153     RusLine, Airline, , Str. Dorogobuzhakaya 14 Building 1     Iberia Express, Airline, , Gatar Airways Tower 1 Airport Road     Sharing permission	e Po Box 132 BALEARIC ISLANDS	
Keep the cursor inside the field and press enter on each      Filtered results      Air Europa, Airline, , Carretera Lluchmajor Km 20 5 Centro Empr. Globalia      LATAM Airlines Group, Airline, , Americo Vespucio 901 Renca      KLN2, Airline, , P.O. 80x 700 Schiphol Airport      Lufthansa, Airline, , Deutsche Lufthansa AG Venioer Str. 151 - 153      RusLine, Airline, , Str. Dorogobuzhskaya 14 Building 1      Iberia Express, Airline, , Oatar Airwaya Tower 1 Airport Road      Sharing permission      Read Only Read and reuse	a Po Box 132 BALEARIC ISLANDS	
Keep the cursor Inside the field and press enter on each      Filtered results      Air Europa, Airline, , Carretera Lluchmajor Km 20.5 Centro Empr. Globalia      LATAM Airlines Group, Airline, , Americo Vespucio 901 Renca     KLM2, Airline, , De Olsor, 700 Schiphol Airport      Luthansa, Airline, , De Usche Lufthansa AG Venicer Str. 151-153     RusLine, Airline, , Str. Dorogobuzhskaya 14 Building 1      Iberia Express, Airline, , Oatar Airwaya Tower 1 Airport Road      Sharing permission      Read Only Read and reuse      Select Standards	a Po Box 132 BALEARIC ISLANDS	
Keep the cursor Inside the field and press enter on each      Filtered results      Air Europa, Airline, , Carretera Lluchmajor Km 20.5 Centro Empr. Globalia      LATAM Airlines Group, Airline, , Americo Vespucio 901 Renca      KLM2, Airline, P. DO 80.7 700 Schiphol Airport      Luthanas, Airline, P. OB 80.7 700 Schiphol Airport      Luthanas, Airline, Str. Dorogobuzhakaya 14 Building 1      liberia Express, Airline, , Gatar Airwaya Tower 1 Airport Road      Sharing permission      Read Only Read and reuse      Select Standards      IGOM: GOSM/CGO, AHM CM	a Po Box 132 BALEARIC ISLANDS	
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Version: 01

Revision: 00

Publication date: 2/23/2025

#### 5. Assign standards to be shared.

The account will receive a new request to join the Gap Group.     Choose the company type.     Search company tyn ame. (CAQ, or IATA code.     Choose the company from the search results.     Choose sharing permission.     Select applicable standards to be shared.     Ground Handler     Gr				
Choose the company type Search company by name, ICAO, or IATA code. Choose the company from the search results. Choose sharing permission. Select applicable standards to be shared. Company type Aitline Ground Handler Company name Company name CAO Code C IATA CODE C IAT	The account will receive a new request to join the account will receive a new request to join the provided of the provided	ne Gap Group.		
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Lufthansa, Airline, , Deutsche Lufthansa AG Venloer Str. 151 - 153 RusLine, Airline, , Str. Dorogobuzhskaya 14 Building 1 beria Express, Airline, , Calle Alcaniz 23. 17 Janta.	Q. ICAO Code  (i) Keep the cursor inside the field and press enter  Filtered results  Air Europa, Airline, , Carretera Lluchmajor Km 20.5 Centro Em	Q. IAT,	A Code	
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Read Only Read and reuse	CAO Code     Cod	Q. IAT, r on each of them to apply the sear ppr Globalia Po Box 132 BALEARIC ISLAN	A Code	
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elect Standards	Q. ICAO Code  (C. IC	Q. IAT, on each of them to apply the sear pr. Globalia Po Box 132 BALEARIC ISLAN	A Code	

6. Click **"Send request"** to send an invitation.

<ul> <li>The account will receive a new request to join the Gap Group.</li> <li>1. Choose the company type.</li> <li>2. Search company form the search results.</li> <li>4. Chose sharing permission.</li> <li>3. Select applicable standards to be shared.</li> <li>Company type <ul> <li>Atrine</li> <li>Ground Handler</li> </ul> </li> <li>Q. Company name </li> <li>Q. ICAO Code <ul> <li>Q. IATA Code</li> </ul> </li> <li>Q. IATA Code</li> <li>Company form the lield and press enter on each of them to apply the search.</li> <li>Select applicables tong. Atrine, , Careters Lluchmajor Km 20.5 Centro Empr Globala Po Box 132 BALEARIC ISLANDS <ul> <li>LATMA Atrines Group, Atrine, , Americo Vespuico 901 Renca</li> <li>KLM2, Atrine, , PO, Box 7200 Schiphol Airport</li> <li>Lufthana, Atrine, , Deutsche Lufthane Al Venier Str. 151 - 153 <ul> <li>Rusule, Atrine, , Cale Alcaniz 23.1 'Plenta.</li> <li>Gate Alraws, Atrine, - Ole Alcaniz 23.1 'Plenta.</li> </ul> </li> </ul></li></ul>	New Gap Sharing Group		
	i The account will receive a new request to join the Gap Grou	p.	
2. Search company by name. ICAO, or IATA code. 3. Choose the company from the search results. 4. Chose sharing permission. 5. Select applicable standards to be shared. Company type  • Arline  Ground Handler  • Company name  • Company name • Company na	1. Choose the company type.		
	2. Search company by name, ICAO, or IATA code.		
4. Chose sharing permission. 5. Select applicable standards to be shared. Company type   Arline Ground Handler	3. Choose the company from the search results.		
5. Select applicable standards to be shared. Company type	4. Chose sharing permission.		
Company type  Arrine Converte and the andler  Converte and the andler  Converte and the field and press enter on each of them to apply the search.  Either of results  Arr Europe, Airline, Careteres Lluchmajor Km 20.5 Centro Empr Globalia Po Box 132 BALEARIC ISLANDS  LATMA Airlines Group, Airline, Americo Vespucio 901 Renca  KLM2, Airline, PO, Box 7700 Schiphol Alroort  Luthanase, Airline, Str. Doropobuchkaya 14 Building 1  Iberia Express, Airline, Calle Alcaniz 23.1 'Planta.  Berta Airways, Caller Alconter 20.1 'Planta.	5. Select applicable standards to be shared.		
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C IATA Code	Q Company name		
Keep the cursor inside the field and press enter on each of them to apply the search.      Filtered results      Air Europe, Airline, , Carretera Lluchmajor Km 20.5 Centro Empr. Globalia Po Box 132 BALEARIC ISLANDS     LATAM Airlines Group, Airline, , Americo Vespucio 801 Renca     KLM2, Airline, , PO. Box 7700 Schiphol Alront     Luthansa A Korone, Str. D51-153     RusLine, Airline, Str. Dorogobuzhskaya 14 Bulding 1     Iberia Express, Airline, , Calle Alcaniz 23.1 'Planta.     Gate Alrows, Airline, , Calle Alcaniz 23.1 'Planta.			
Air Europa, Airline, , Carretera Lluchmajor Km 20.5 Centro Empr. Globalia Po Box 132 BALEARIC ISLANDS LATAM Airlines Group, Airline, , Americo Vespucio 901 Renca KLM2, Airline, , PO. Box 7700 Schiphol Airport Luthanas, Airline, , Deutsche Luthanas AG Venloer Str. 151 - 153 RusLine, Airline, , Str. Dorogobuzhskaya 14 Building 1 Iberia Express, Airline , , Calle Alcaniz 23.1 Planta.	<ul> <li>Q ICAO Code</li> <li>Weep the cursor inside the field and press enter on each of</li> </ul>	Q. IATA Code	
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RusLine, Airline, , Str. Dorogobuzhskeya 14 Building 1 Iberia Express, Airline, , Calle Alcaniz 23. 17 Planta. Datar Airways, Alline, Otatar Airways Tower 1 Aircort Road	Q. ICAO Code  Keep the cursor inside the field and press enter on each of  Filtered results  Air Europa, Airline, , Carretera Lluchmajor Km 20.5 Centro Empr. Globalla PC LATAM Airlines Group, Airline, , Americo Vespucio 901 Renca KM 2, Airline PD, Box 7200 Schisbná Jároch	Q. IATA Code them to apply the search.	_
Iberia Express, Airline, , Calle Alcaniz 23. 1º Pianta. Datar Airwaya: Airline, , Catar Airwaya: Tower 1 Airmort Road	Q. ICAO Code  Keep the cursor inside the field and press enter on each of Filtered results ArEuropa, Airline, , Carretera Lluchmajor Km 20.5 Centro Empr. Globalia PC LATAM Airlines Group, Airline, , Americo Vespucio 901 Renca KLM2, Airline, , Deutsche Lufthansa AG Venicer Str. 151 - 153	Q. IATA Code them to apply the search.	
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Read Only     Read and reuse	CAO Code     Keep the cursor inside the field and press enter on each of     Filtered results     Air Europa, Airline, , Carretera Lluchmajor Km 20.5 Centro Empr. Globala Po LATAM Airlines Group, Airline, , Americo Vespucio 901 Renca     KLN2, Airline, , PO Box 7700 Soniphol Airport     Luthansa, Airline, , PO Box 7700 Soniphol Airport     Luthansa, Airline, , Ostra Dorogobuzhskaya 14 Building 1     Bieria Express, Airline, , Gater Airways Tower 1 Airport Road     Sharing permission     Read Only Read and reuse     Select Standards	Q. IATA Code them to apply the search.	
Read Only  Read and reuse  Select Standards  KGOM; GOSM/CGO; AHM CM	Q. ICAO Code       Keep the cursor inside the field and press enter on each of      Filtered results      Air Europa, Airline, , Carretera Lluchmajor Km 20.5 Centro Empr. Globala Poc     LATAM Airlines Group, Airline, , Americo Vespucio 901 Benea     KLM2, Airline, , POB 057 700 Sonjphol Airport     Lufthansa, Airline, , Deutsche Lufthansa AG Venloer Str. 151 - 153     RusLine, Airline, , Deutsche Lufthansa AG Venloer Str. 151 - 153     RusLine, Airline, , Deutsche Lufthansa AG Venloer Str. 151 - 153     RusLine, Airline, , Oatar Airways Tower 1 Airport Road     Sharing permission      Read Only     Read and reuse  Select Standards      IOOM: GOSM/CGO, AHM CM	Q. IATA Code them to apply the search.	
Read Only  Read and reuse  Select Standards  KGOM; GOSM/CGO; AHM CM	Q. ICAO Code  (i) Keep the cursor inside the field and press enter on each of  Filtered results  Air Europa, Airline, , Carretera Lluchmajor Km 20.5 Centro Empr. Globalla Poc LATAM Airlines Group, Airline, , Americo Vespucio 901 Benca KLM2, Airline, , De0.807 700 Schiphol Airport Lufthansa, Airline, , Gatar Airways Tower 1 Airport Road Sharing permission  • Read Only Read and reuse Select Standards  IgOM; GOSM/CG0, AHM CM	Q. IATA Code them to apply the search.	
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7. Upon acceptance, shared gaps are accessible in the **Published Gaps** tab.



Publication date: 2/23/2025

# 4.2.4 Managing Documents

The document list can be found inside the Gap Functions > Documents tab.

Gap Analysis	Gap Sharing Groups	Documents								
Documents										
(i) In this tab you will be a	ble to manage your existing documents	If you want to upload a new documen	t please add a new user prov	ision document inside you	r gap analysis.					
Name	Abbr. Ed.	ν.	Rev.	Published Date	Review Date	Effective Date	Available Standards			
CGM	CGM 26			2024-06-14	2024-06-14	2024-06-14	CGM	1	8	0
IGOM	GOM 53			2024-06-26	2024-06-26	2024-06-26	IGOM	1	ŵ	0
		K First	Showing 1 of 1 Page(s)	Next > Last	>>		A	dded do	cumen	nts: 2

# 4.2.4.1 Uploading a New Document

- 1. Documents can only be uploaded within a gap analysis:
  - Click **"Reference Document"** in the header.
  - OR click **"+Add New Document"** within a gap answer.

	Customer Services V Help V Portal	Q SEARCH 🎜 🚨	
Airline-"Forest Angel"-UAA-LOC1-IGOM-ed.16-v.4 Lat	nguaga Englah ¥	Parference document Action: Standard Publish	Save and exit 🕞
Chapters Dive into the gap analysis by exploring chapters and subchapters of the standard presented i	we.		🔹 Bulk mapping
01.Passenger Handling Procedures	100% completed		
1.1 Passenger Departure	100% completed		>
1.2 Passenger Security	100% completed		>
1.3 Passenger Arrival, Transfer and Transit	100% completed		)
1.4 Special Categories of Passengers	100% completed		>
02.Baggage Handling Procedures	100% completed		+
Airline-"Forest Angel"-UAA-LOC1-IGOM-ed.16-v.4	Customer Services V Help V Portal	Q SEARCH 🦨 🜊	Save and exit
C Back to chapters			
01 Passenger Handling Procedures 1.1 Passenger Departure 18 of 18 ferre compress 1.1.1 Protegearture Activities ① + 1.1.2 Check-In Gounter Requirements 1.1.3 Passenger Check-In 4 1.1.4 Passenger Acceptance + 1.1.5 Desuments Required for Travel +	1.1.2 Check-In Counter Requirements Mapping* Veriation  Reference document*  Gater value	Sub reference' Type something	< >
✓ 1.1.8         Bagging Acceptance         +           ✓ 1.1.7         Passenger Soarding         +           ✓ 1.1.8         Income from         +           ✓ 1.1.9         Post-Flight Departure Activities         +	TEG1VIR1 Type something. Add variation description in a new language + Extra files		



Publication date: 2/23/2025

- 2. Provide the required details:
  - o Name
  - Edition, Version, and Revision Number
  - Publication and Review Date
  - Effective Date
  - Standard(s)

		EDIT DOCUMENT	×	1
* Docume	ent Name	Abbreviated Name	Available Standards	I
CGM		CGM	CGM	I
• Edi	tion	Version	Revision	I
26				I
* Publish	ed Date	Review Date	Effective Date	
Jun 14, 2024		Jun 14, 2024	Jun 14, 2024	
31		Upload Files Or drop files Save		22 22

3. Click **Save** to store the document.

#### **Important Note:**

Whatever documents are uploaded in either of the ways will appear in the list on the "Documents" tab.

#### 4.2.4.2 Managing Document Changes

- 1. When cloning an old gap analysis, the system detects outdated document versions.
- 2. Users can:
  - Update to the latest version (automatically replaces old references).
  - Keep the old version (marked with a warning icon).

Documents can be edited, deleted, or viewed based on user permission



Publication date: 2/23/2025

# 4.3 Variation Functions

The variation functions in the IATA Operations Portal allow users to manage and track responses marked as variations in the gap analysis. These functions help organizations monitor compliance deviations and share insights with relevant stakeholders.

	Customer Services V Help V	Q SEARCH 🥰 🚨	
Operations Portal	Variation Functions		
Dashboard	My variations reports Shared variation reports Variation sharing groups		
Account Management	Bees Airline - Airline		
🔁 Notifications	Refine your search by standard for variation reports. Standards: Select		
Ĵ┿┇ Gap Functions			
ିଅଟ୍ର Variation Functions			
맥 <mark>0</mark> IATA Standards			

# 4.3.1 My Variation Reports

1. Users can filter their variation reports by standard.

Variation Functions	ariation Functions					
My variations reports	Shared variation reports	Variation sharing groups				
KLM - Ground Handler Station Refine your search by standard for variat Standards: AHM1110	- AST tion reports.					
Name	Standard		Published Date	View		
GHSP-KLM-014-AST-AHM1110-ed.56	-v.1 AHM111	10	2024-10-09	0		

- 2. Once a gap analysis is selected, users can:
  - Navigate through different sections.
  - Review responses marked as variations.
  - Filter to show only Safety Critical variations.

•	Variation Functions	Lar	guage: English ¥			
	K Back to variation functions GHSP-KLM-014-AST-AHM1110-ed.56-v.1	Publis	hed Date: 2024-10-09		Download Repo     Only Safety critical	art I
	1110 Ground Operations Training Program 3. TRAINING MANAGEMENT SYSTEM	+	1110 Ground Operations Training Program 3. TRAINING MANAGEMENT SYSTEM			
			3.1 Company Responsibility	• Variation	+	



Publication date: 2/23/2025

Variation Functions	English	
< Back to variation functions GHSP-GHSP Pure Visions CDM-0	WE-IGOM-ed.54-v.9 Published Date: 2024-09-26	ي Download Report
01 Passenger Handling Procedures + 1.3 Passenger Arrival, Transfer and Transit	01 Passenger Handling Procedures 1.3 Passenger Arrival, Transfer and Transit	
	1.3.1 Pre-Arrival	• Variation +

- 3. If enabled, users can download:
  - A full report with all variations.
  - A report containing only Safety Critical variations.

	TATA	Customer Services V Help V Q SEARCH C (2)		
Airline-Bees Airline-UAA1-CVN2-AHM Ch.6-ed.1-v.4	Language	Englin v		
< Back to variation functions Airline-Bees Airline-UAA1-CVN2-AHM Ch.6-ed.1-v.4	Published Da	Re: 2025-01-29		Download Report     Only Safety critical
601 Organization and Management 1. ORGANIZATION AND MANAGEMENT	+ 60	1 Organization and Management NRGANIZATION AND MANAGEMENT		
2. DOCUMENTATION SYSTEM     10. TECHNICAL SPECIFICATION FOR GROUND SERVICE EQUIPMENT (IGSE)     11. MANAGEMENT REVIEW		1.2 Management System 1.2.1 Principles	Variation	-+
12. CONTINUOUS IMPROVEMENT 13. OUTSOURCED FUNCTIONS		1.2.2 Integrated Management System	<ul> <li>Variation</li> </ul>	+
610 Safety Management System 3. SCOPE OF A SAFETY MANAGEMENT SYSTEM 4. SAFETY POLICY AND OBJECTIVES	+	1.3 Ground Hendling Policies	e Variation	+
5. SAFETY RISK MANAGEMENT 6. SAFETY ASSURANCE		1.4 Good Guidance in Building Systemic Company Cultures 1.4 Safety Culture	<ul> <li>Variation</li> </ul>	- +
615 Monitoring Program	+	1.4.2 Security Culture	<ul> <li>Variation</li> </ul>	+
- 000000000000000000000000000000000000	ТАТА	Portal Services V Help V Q. SEARCH &		
Airline-Bees Airline-UAA1-CVN2-AHM Ch.6-ed.1-v4	Language	Customer Portal     Services     Help     Q SEARCH     C       Englain     *		
Airline-Bees Airline-UAA1-CVN2-AHM Ch.6-ed.1-v.4 C Back to variation functions Airline-Bees Airline-UAA1-CVN2-AHM Ch.6-ed.1-v.4	Language	Customer Partal     Sarvices     Help     Q. SEARCH (£       sngah		Domical Report     orsai
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Airline-Bees Airline-UAA1-CVN2-AHM Ch.6-ed.1-v.4 C Back to waisflow functions C Back to waisflow functions C Back to waisflow and Management C	Published De + 1.0	Customer Services V Help V       Q: SEARCH @ @         Explain       V         ter 2025-01-29       V         10 Organization and Management       V         Download Report       V         12.2 Image       Select what type of report you want to download and proceed to do so.         1.3 Ground Her       V         1.4 Select What       V         1.4 Select What       V	e Variation e Variation e Variation e Variation	Download Report  Ony Safety official  -  +  +  -  +  +  +  +  +  +  +  +  +



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### 4.3.2 Shared Variation Reports

- 1. Users can view variation reports shared by other companies.
- 2. Filters are available to refine search results by standard and company.
- 3. Users can open a gap analysis to view all variation-type answers.

		Customer Services - Portal	🗸 Help 🦞		Q SEARCH 🧔		
Operations Portal Bees Airline - Airline 🗸	<ul> <li>Variation Functions</li> </ul>						
🗄 Dashboard	My variations reports	Shared variation rep	o <mark>rts</mark> Variation sharing gr	oups			
🕸 Account Management	Bees Airline - Airline						
S Notifications	Refine your search for shared varian	tion reports with any of the following	g filters.				
👫 Gap Functions	Select	( <b>v</b> .)	Select	*			
Pig Variation Functions	Company Name	V Type	✓ Location	V Name N	Standard	V Published Date	View V
Ptg IATA Standards	Air Canada	Airline	RV1	Airline-Air Canada-UAA-RV1-AHM1110 Airline-Air Canada-UAA-RV1-AHM1110	AHM1110 AHM1110	2025-02-02	0
ag ann ann an an an	Air Canada	Airline	RV1	Airline-Air Canada-UAA-RV1-AHM1110	AHM1110	2025-01-27	0
	Air Canada	Alriine	RV1	Airline-Air Canada-UAA-RV1-AHM1110	AHM1110	2025-01-27	0
	Air Ganada	Alrline	RV1	Airline-Air Ganada-UAA-RV1-AHM1110	AHM1110	2025-01-27	0
	Air Canada	Airline	RV1	Airline-Air Canada-UAA-RV1-AHM1110-	AHM1110	2025-01-27	0
	Air Canada	Airline	RV1	Airline-Air Canada-UAA-RV1-AHM1110	. AHM1110	2025-01-25	0
	Air Canada	Airline	RV1	Airline-Air Canada-UAA-RV1-AHM1110	. AHM1110	2025-01-25	0

# 4.3.3 Variation Sharing Groups

- 1. Administrators can share variations with external accounts outside their company hierarchy.
- 2. Sharing group statuses include:
  - **Pending:** Relationship is newly created or modified.
  - Active: Accepted relationships, allowing variation visibility.
  - Inactive: Temporarily disabled sharing.
  - **Declined:** Rejected relationships.
  - Blocked: Restricted sharing due to IATA admin rules.

			on Functions						
My variations reports	Shared variation reports	a Variatio	on sharing groups						
1. Click on "Create variation sharing	group" button to invite a company.								
2. An invitation will be sent.									
3. Upon acceptance, both companies	s will have access to each other's va	riation reports, available at	"Shared variation reports" tab.						
Search Account					Create variation sharing	aroup			
- Courter recount						j group			
Company Name	Location	Code	Company Type	Standards	Status	Access			
Beltran, Davies and Webster	BAR	123	📉 Airline	IGOM	BLOCKED				
Beltran, Davies and Webster	BAR	123	📉 Airline	IGOM,CGM,ORM	PENDING				
Combat Tactic	SER	123	📉 Airport	IGOM	BLOCKED				
Combat Tactic	SER	123	📉 Airport	IGOM,CGM,ORM	ACTIVE				
Combat Tactic	SER	123	📉 Airport	AHM1110,IGOM,CGM,ORM	DECLINED				
Lutz, Fitzpatrick and Mann	ESP	105	• Ground Handler Station	AHM1110,IGOM,CGM,ORM	ACTIVE				



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- 3. To create a sharing group:
  - Click "Create Variation Sharing Group".
  - Search for companies by name, ICAO code, or IATA code.
  - Filter results by Airline or Ground Handler.
  - Select applicable standards.
  - Submit the relationship request for approval.

		Customer Services Help V	Q SEARCH 🦺	9	
Operations Portal	Variation Functions				
Bees Airline - Airline 🗸		New Variation Sharing Group	×		
Dashboard	My variations	① The invited account will receive a request to join the variation sharing group.			
Account Management           Interface	1. Click on 'Creas 2. An invitation w	Choose the company type     Sector company type     Central company to minite ADA     (MAR code     Console the company from the secrific results.     A Sector applicate instruction to be shared.			
👫 Gap Functions	G Search Acc	Company type • Arine Creund Hunder			Create variation sharing group
미명 Variation Functions	Company Name	Q. Company name		~	Status 🗸 Access
며 IATA Standards	Air Canada Air Canada dhata usa	Q. ICAO Code     Q. IATA Code       O     Keep the cursor inside the field and press enter on each of them to apply the search.		M Ch.6,GOSMIC	ACTIVE /
	1	Pilterad results A france, Ann. C., Gardvet Lucringin Ho 25 Curtin Frey-Osobili N 56: 132 ALEARC IELANDS LAVA Annes Desa, Anne, Annes Steppino 291 Head H.M. 2, Anne, B. Chartze Lufbrank Ad Venor's 101 - 132 Hustin, Anne, I: Desated Lufbrank Ad Venor's 101 - 132 Bere Locres, Anne, J. Cash Assart 21 ; Parts Genz Avery, Anne, Gard Assart 21 ; Parts Genz Avery, Anne, Gard Assart 21 ; Parts Hoto Science (Comparison)	Gend mount	ľ	

4. An active relationship can be modified to add/remove standards or deactivate sharing.

	Customer Services V Help V Portal		Q SEARCH 🥂 🚨	
Operations Portal	Variation Functions			
08 Dashboard	My variations reports Shared variation reports Varia	tion sharing groups		
Account Management	1. Click on 'Create variation sharing group' button to invite a company.			
ප් Notifications	<ol> <li>An invitation will be sent.</li> <li>Upon acceptance, both comparises will have access to each other's variation reports, available a</li> </ol>	at "Shared variation reports" tab.		
🚱 Gap Functions	O <sub>6</sub> Search Account			Create variation sharing group
미입 Variation Functions	Company Name V Location V Code Air Canada RV1 UAA	Company Type	V Standards V	Status V Accent
TE IATA Standards	Air Canada RV1 UAA	📐 Airline	AHM1110JGOM	ACTIVE
	dinata usa EX5 UAA	🤨 Ground Handler Station	AHM1110,AHM Ch.1,AHM Ch.6,GOSM/C	PENDING
Operations Portal	Customer Services Help Variation Functions		Q SEARCH 🧔 💽	
Dees Airline - Airline 🗸				
88 Dashboard	My variations reports Shared variation reports Ver	iation sharing groups		
😫 Account Management	1. Click on "Create variation sharing group" button to invite a company.			
C Notifications	2. An Institution will be sent. 3. Upon acceptor Edit variation sharing group		×	
Cap Functions	Q. Search Act Customize your variation sharing group's access permissions and star	idard settings to ensure that information is shared correctly with the fol	llowing account.	Create variation sharing group
ିାର୍ଣ୍ଣ Variation Functions	Company Name Company Name V Location V Code	Company Type     Standards     AHM1110JGGM	Status      ACTIVE	Status V Account
PG IATA Standards	Air Cenada dnata usa Standards	_	IN CUS,GOSMIC	ACTIVE PENDING
	Inactivate variation sharing group access		Update	
		_		



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# 4.4 IATA Standards

The IATA Operations Portal includes a dedicated section for IATA Standards, allowing users to view the structure of chapters and subchapters within a selected active standard. This feature ensures that users have access to the latest regulatory and procedural requirements applicable to their operations.

	Customer Services V Help V	Q SEARCH 🧔 🙆
Operations Portal Boos Alrline - Alrline 🗸	IATA Standards	
Dashboard	Please, select the desired Standard to view documentation	
贷 Account Management	Standard Select ~	Continue
Notifications		
💏 Gap Functions		
010 Variation Functions		
마명 IATA Standards		

# 4.4.1 Navigating IATA Standards

#### 1. Selecting a Standard:

- o Users can choose from the list of available IATA Standards.
- Click "Continue" to enter the selected standard.

	Customer Services V Holp V Portal	Q. SEARCH 🦸 🚨
Operations Portal Bees Airline - Airline 🗸	IATA Standards	
🔡 Dashboard	Please, select the desired Standard to View documentation	
Account Management	Standard vcom v	Continue
🖻 Notifications		
👫 Gap Functions		
${}^{D}\overline{t}^{D}_{G}$ Variation Functions		
미 IATA Standards		

#### 2. Viewing Chapters and Subchapters:

- The portal displays a hierarchical structure of chapters and subchapters.
- Users can navigate between different sections to review specific requirements.

	Customer Portal	Services 🗸 Help 🗸	Q SEARCH 🧔 🚨
Operations Portal Dees Airline - Airline 🗸	IATA Standards		
믑 Dashboard	IGOM ed.16 Effective Date: 2023-01-21		Change Standard
l Account Management	1 Passenger Handling Procedures	1 Passenger Handling Procedures	
S Notifications	1.1 Passenger Departure     1.2 Passenger Security     1.3 Passenger Arrival Transfer and Transit	1.1 Passenger Departure	
👫 Gap Functions	1.4 Special Categories of Passengers 2 Baggage Handling Procedures	1.1.1 Predeparture Activities (3)	>
■I <sup>B</sup> Variation Functions		1.1.2 Check-In Counter Requirements	
		1.1.3 Passenger Check-In	>
미읍 IATA Standards		1.1.4 Passenger Acceptance	>
		1.1.5 Documents Required for Travel	>
		1.1.6 Baggage Acceptance	>

#### 3. Identifying Changes:

o Icons highlight modifications between different standard versions.



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o Safety-critical procedures are marked distinctly for quick identification.



#### 4. Switching Standards:

• Click "Change Standard" to return to the selection menu and choose another standard.

	Customer Se	ervices 🗸 Help 🗸	Q SEARCH 🎜 💄
Operations Portal	IATA Standards		
🔡 Dashboard	IGOM ed.16 Effective Date: 2025-01-21		Change Standard
錢 Account Management	1 Passenger Handling Procedures	1 Passenger Handling Procedures	
🖻 Notifications	1.1 Pessenger Departure     1.2 Pessenger Security     1.3 Pessenger Arrival, Transfer and Transit     1.4 Special Categories of Pessengers     2 Baggage Handling Procedures	1.1 Passenger Departure	
👫 Gap Functions		1.1.1 Prodeparture Activities	>
ଅମ୍ପ୍ର Variation Functions		1.1.2 Check-In Counter Requirements	
Drg. Late Chardende		1.1.3 Passenger Check-In	>
tg TATA Standards		1.1.4 Passenger Acceptance	>
		1.1.5 Documents Required for Travel	>

# 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 <u>opsportal@iata.org</u>