



IOSA Operator Alert 38 IATA Connect

Issue date: 24-Sep-2024

Effective date: 24-Sep-2024

1. Reason for Alert

With the launch of 'IATA Connect', IOSA registered operators are invited to join the platform:

1. All nominated IOSA airline administrators will receive an email from 'NoReply@IATA.org' to complete their registration on 24 September 2024. Kindly verify your spam folders and contact us in case your airline administrators have not received the email.

Note: 'IOSA airline administrators' represent a user role within IATA Connect that have specific permissions and responsibilities. The selected individuals are the IOSA key contacts that have been submitted to IATA through the Airline Administration nomination form communicated in Operator Alert 37.

2. The airline administrator's role is to monitor and update the airline's profile on IATA Connect, as well as the advanced profile details and member permissions to access the airline's advanced profile. Further, the IOSA airline administrators will manage the IOSA audit report (IAR) requests for their respective airlines.
3. IPM Ed. 17 was recently published. It incorporates important changes addressing the introduction of IATA Connect. Airlines are invited to read IPM Ed. 17 including but not limited to relevant changes in chapters 4.8 and 7.6.
4. Advanced airline profiles are replacing the "Operator Questionnaire". Therefore, to comply with newly revised IPM requirements, the airline profile needs to be updated as follows (refer to IPM Ed. 17, 4.8.1):
 - (i) at least once every six (6) months;
 - (ii) for every reportable circumstance or event as outlined in [IPM 4.8.3](#);
 - (iii) thirty (30) days prior to any Audit.
5. Airline administrators will be able to grant "airline moderator" permissions to their airline colleagues who can assist with managing the airline profile and IAR requests.
6. Airline administrators will be able to "request to join" their partner airlines to view their partner airline's advanced profile and request IARs.
7. The IOSA Audit Report (IAR) Repository will remain available during the transition period but all new IARs will only be uploaded on IATA Connect. Therefore, to request the latest IARs, airline administrators will be asked to make IAR requests on the new platform.

Note: IARs back to June 2018 have been moved on to IATA Connect under the 'Audit History' of each airline as applicable. Any prior IARs can be retrieved from the IOSA Repository or requested from the IOSA team if needed.

8. User guides for airline administrators are available on IATA Connect.
9. All IOSA documentation including the IOSA Registry will be moved to IATA Connect and the current IOSA documentation site will be decommissioned. Moving forward, all new documents will be exclusively uploaded on IATA Connect.



2. Required Action by Operators

General users and airline administrators will receive their invitation links via email on 24 September 2024. They are required to follow the steps below:

1. All new users, including airline administrators are required set up their individual user profiles including their function (job title), organization, organization type and a profile photo.
2. By 31 October 2024, all airline administrators are required to access their airline profiles and complete all missing fields, including but not limited to 'Description', 'Callsign', 'History' and to upload an airline logo.

Airline administrators are required to update the airline profile as per above mentioned IPM requirements on a regular basis. As per IPM 4.8.2, failure to keep the operator profile information up to date may result in the temporary suspension of an operator's IOSA Registration.

(Historical records from the previous Operator Questionnaire are still being migrated into IATA Connect ('Reportable Circumstances to include accidents, serious incidents and changes))

3. All users are encouraged to explore the "Safety Connect" discussion groups and join the groups as desired. Posts and news from groups will customize the "newsfeed" of each user.
4. Please contact the IOSA team (iosa@iata.org), if changes to the airline administrators are needed.

Lastly, if you encounter and technical issues or have any questions regarding IATA Connect, please contact us at iataconnect@iata.org.

Resources on IATA Connect:

- [IATA Connect Launch](#)
- [IATA Connect Announcement](#)

Thank you,

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