

**SIS Webinar
#03-2020**

**SIS 2020 Update
Webinar**

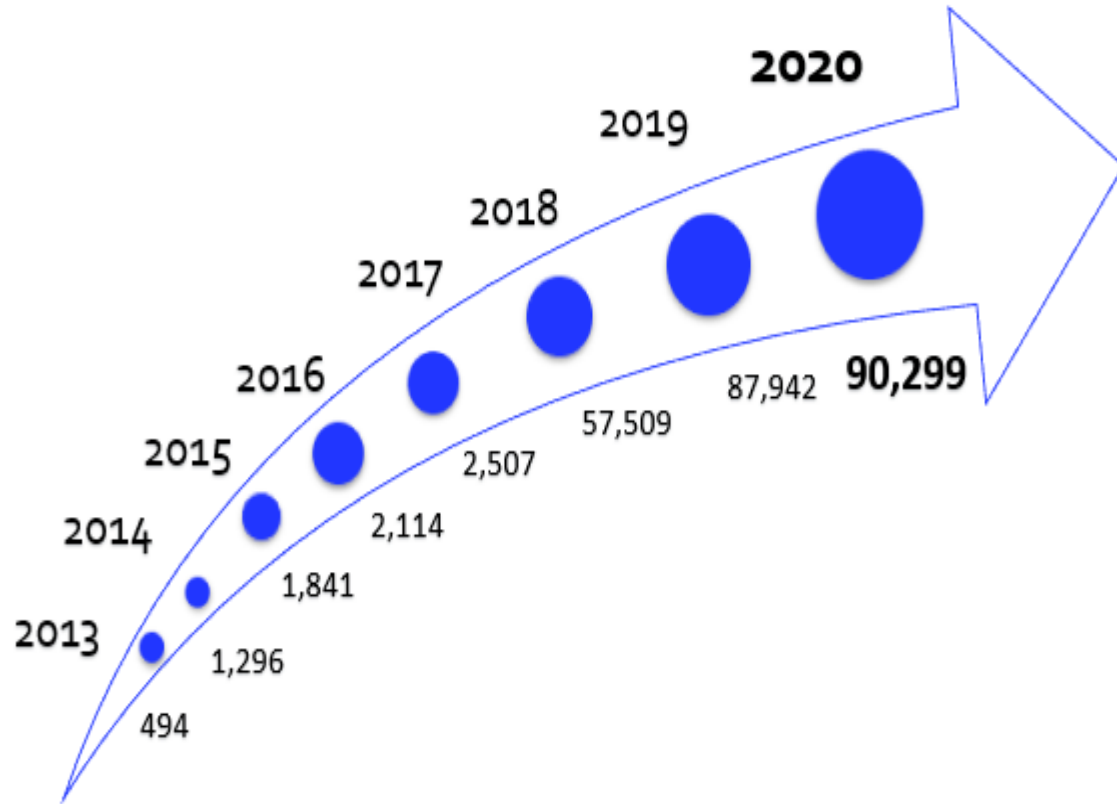




SIS Operational Update



SIS Agreements



Membership Category	Aug 2020	2019	% change
ISPA Airline	444	440	1%
ISPA Supplier	110	108	2%
ISUA Airline	3	3	-
ISUA Supplier	131	130	1%
ISUA Agent UATP	3	0	-
E&F Customers	83	81	2%
IATA Offices	14	15	-
TOU	1,906	1,860	2%
Sub Total	2,694	2,637	2%
TOU Agents*	87,420	85,305	2%
TOTAL	90,299	87,942	3%

*Agents (BSP&CASS) to which IATA submits invoices through SIS. The number of agents also includes some branches, as requested for invoicing purposes.

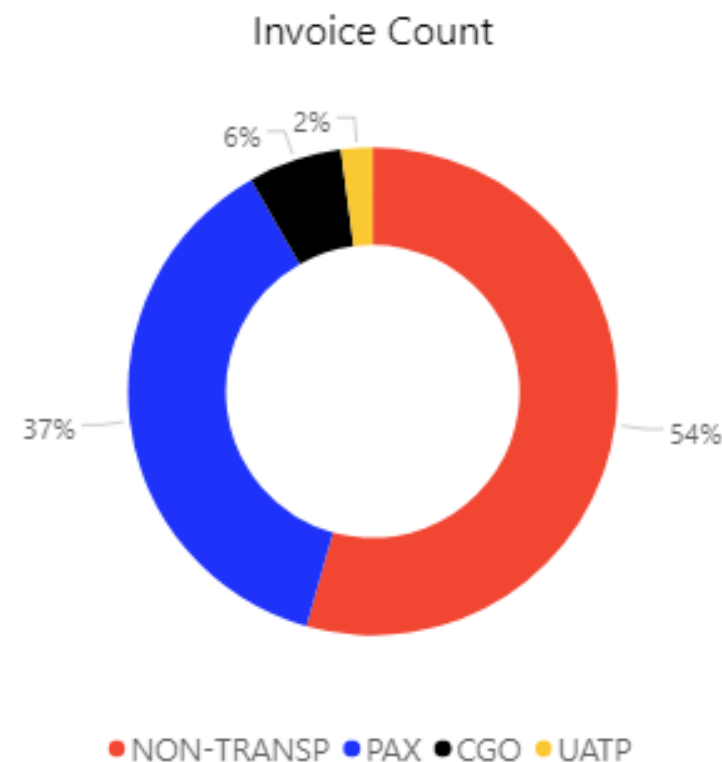
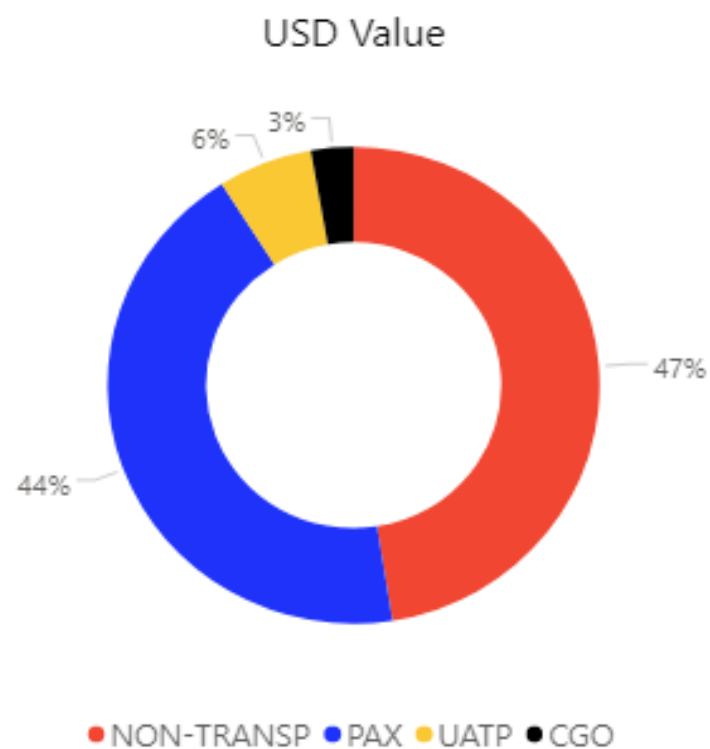
Billing Summary

2020 vs 2019

	Jan - Aug 2020		Jan - Aug 2019		2020 vs 2019	
Billing Type	USD Value (in billions)	Count of Invoices	USD Value (in billions)	Count of Invoices	% Change USD Value	% Change Invoice Count
PAX	\$8.79	323,794	\$25.91	527,397	-66%	-39%
NON-TRANSP	\$9.58	471,319	\$18.62	534,928	-49%	-12%
CGO	\$0.56	53,626	\$0.72	80,086	-22%	-33%
UATP	\$1.25	18,066	\$5.79	25,104	-78%	-28%
TOTAL	\$20.19	866,805	\$51.03	1,167,515	-60%	-26%

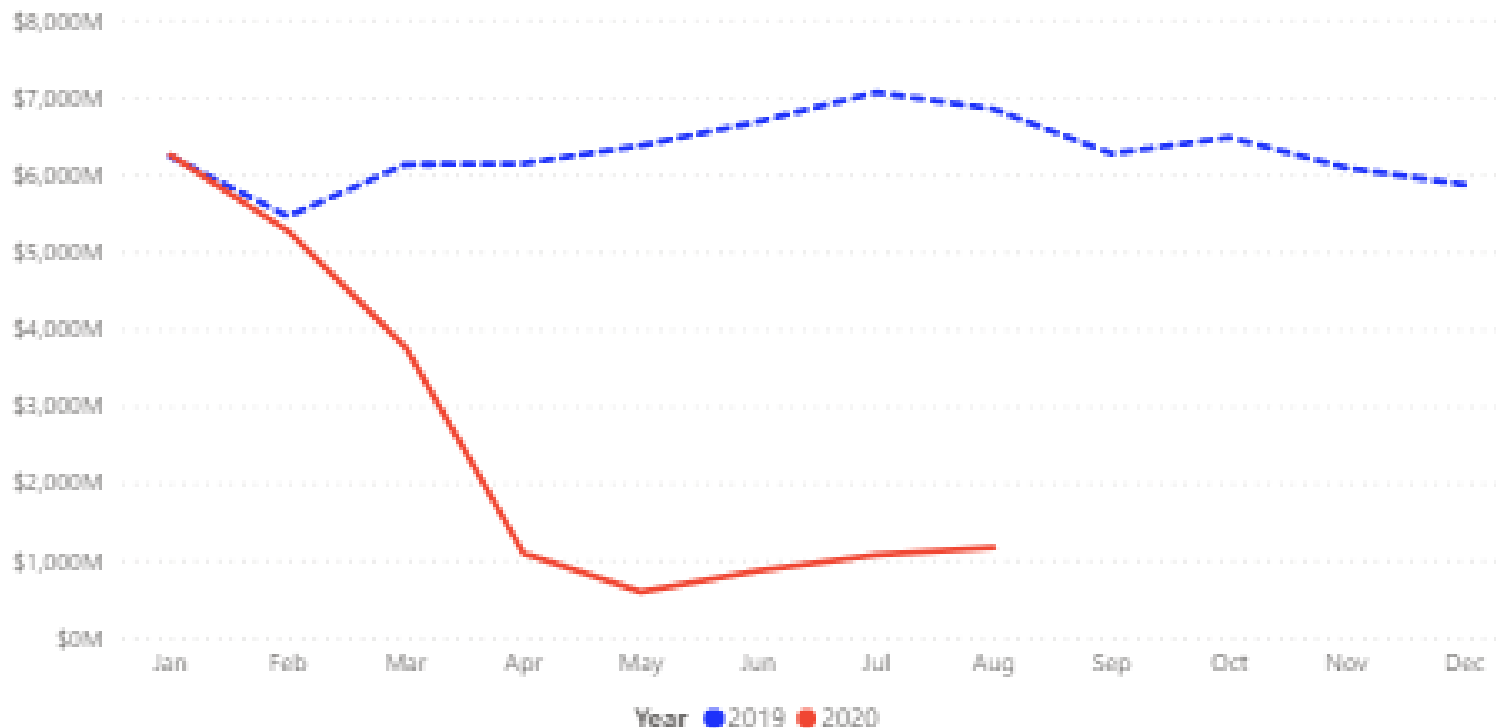
In comparison to 2019, the invoice value decreased by 60% and the invoice count decreased by 26%. Transaction count decrease in 2020 is 60%

Billing Values and Invoice Counts Jan-Aug 2020



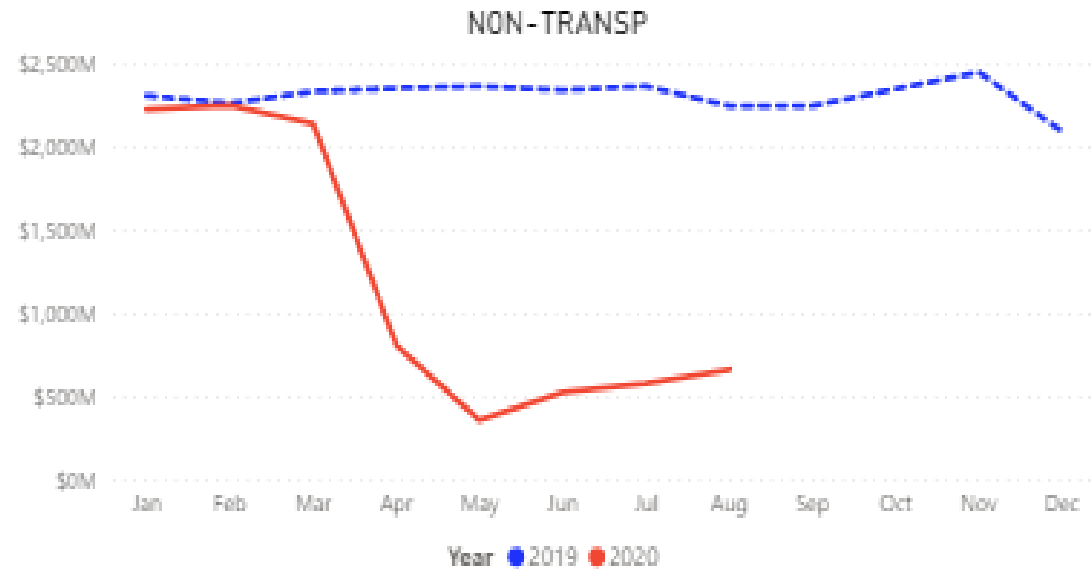
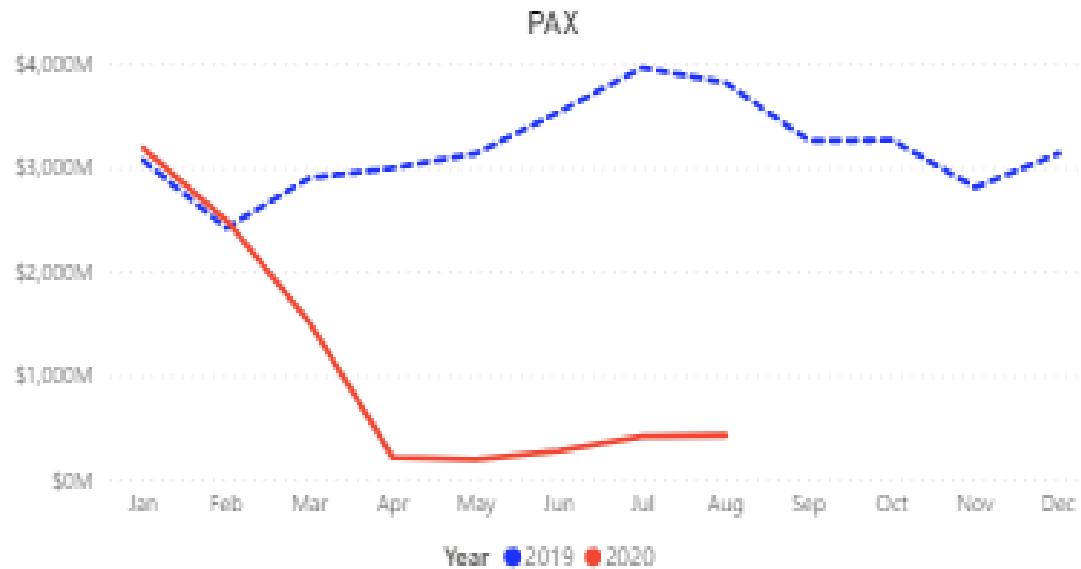
Billing Values through SIS

USD Value (in Mill) 2020 vs 2019



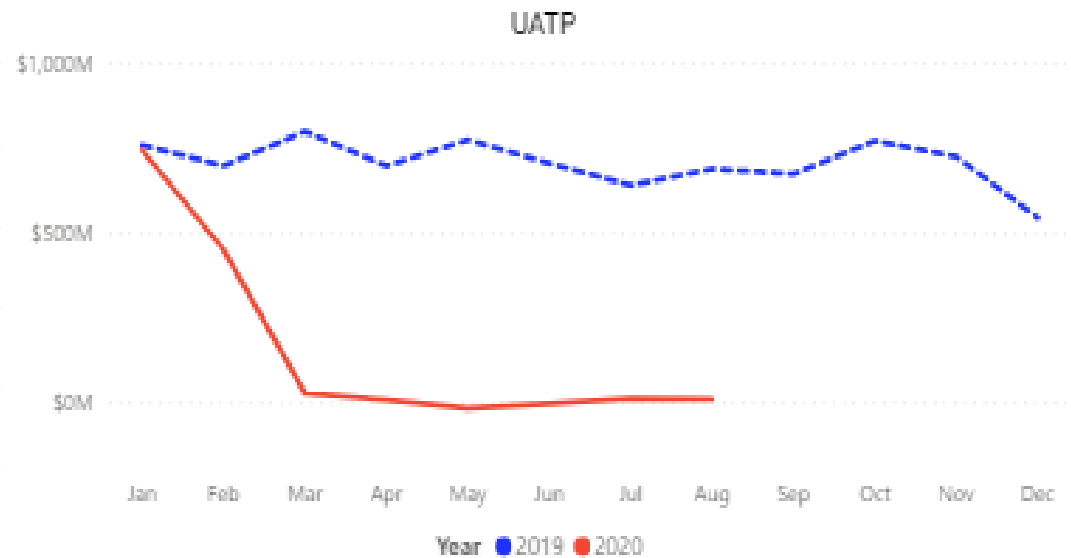
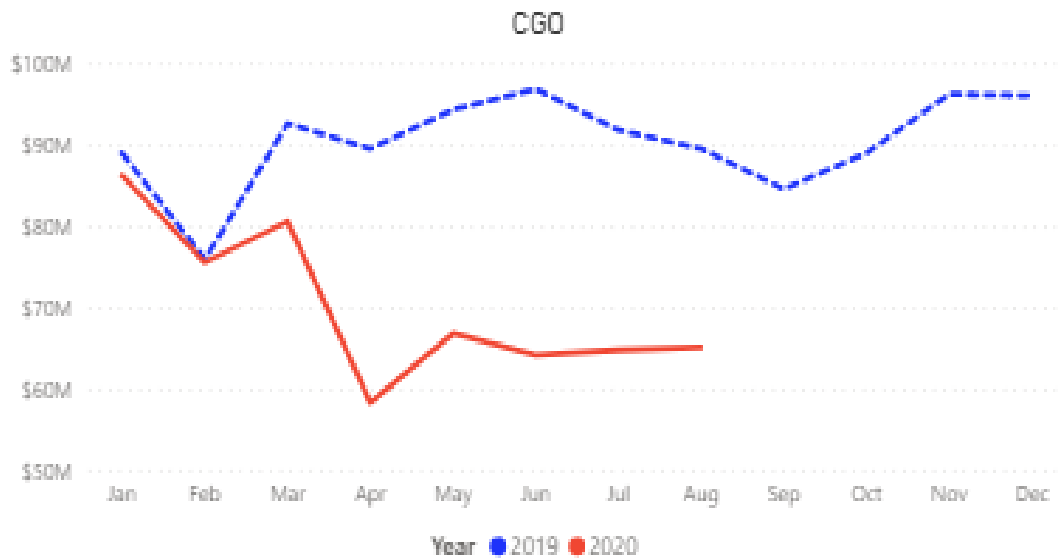
Billing Values by Billing Category

USD Value (in Mill) 2020 vs 2019



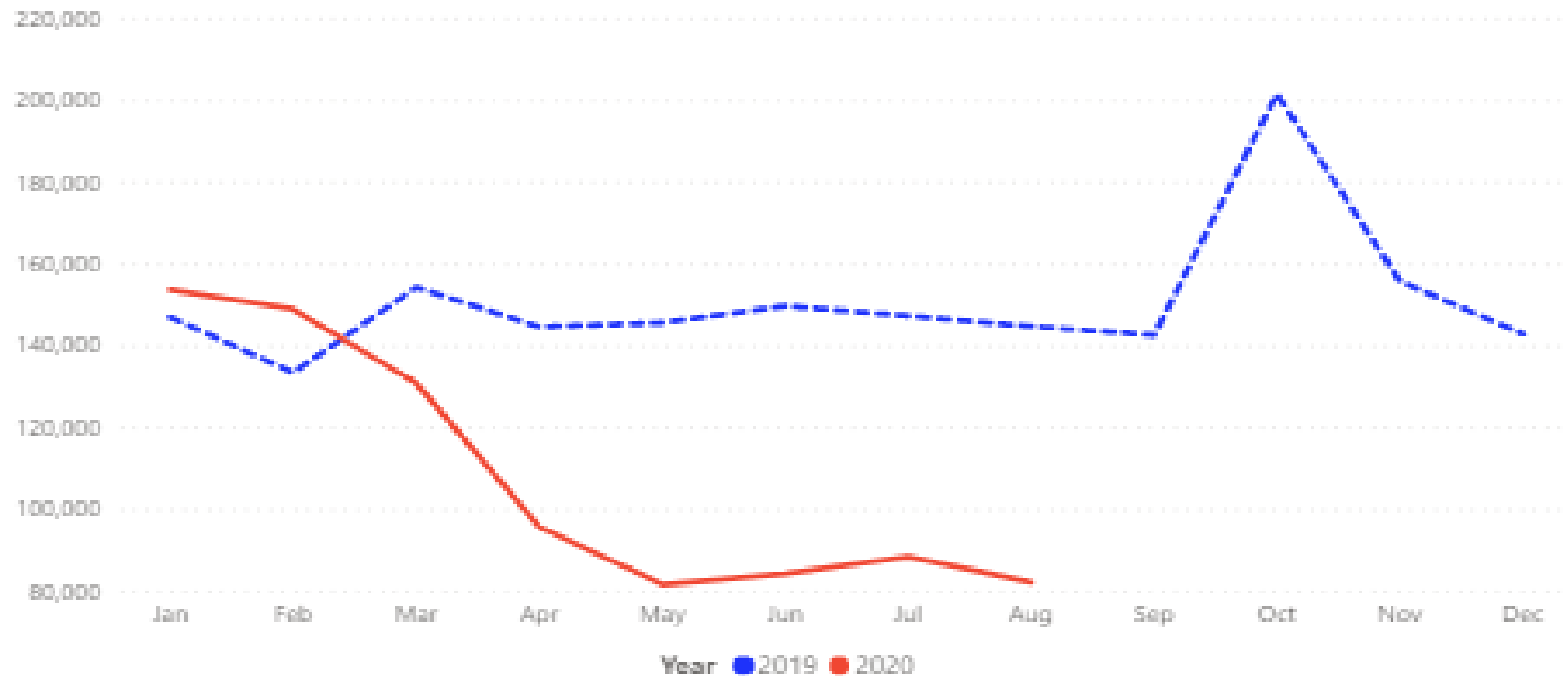
Billing Values by Billing Category

USD Value (in Mill) 2020 vs 2019



Number of Invoices through SIS

2020 vs 2019



Number of Invoices through SIS

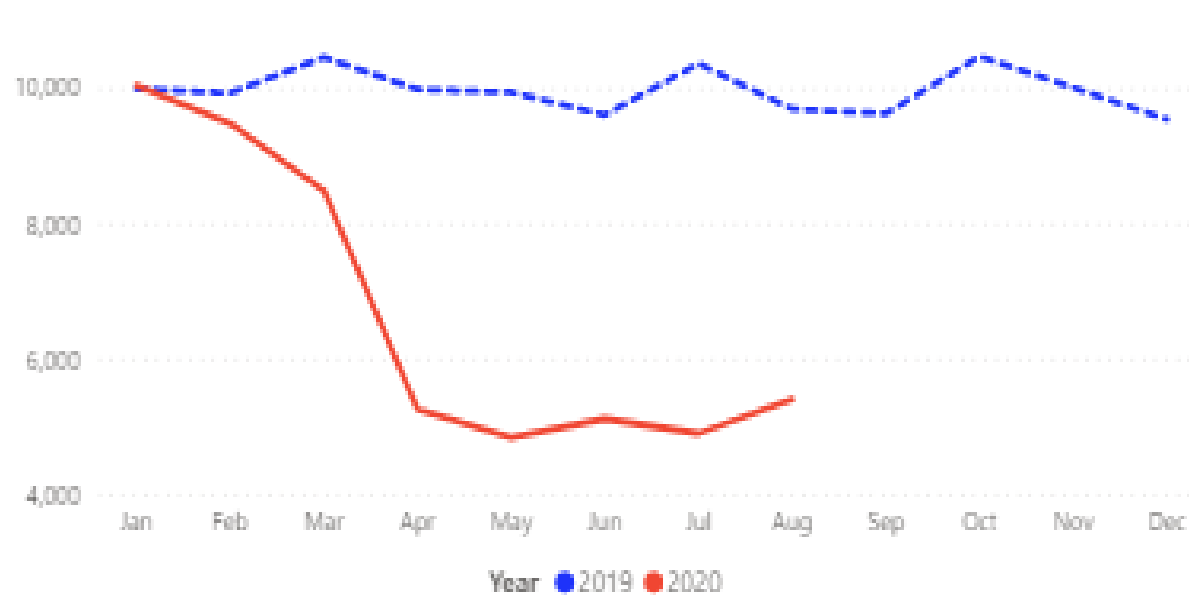
2020 vs 2019



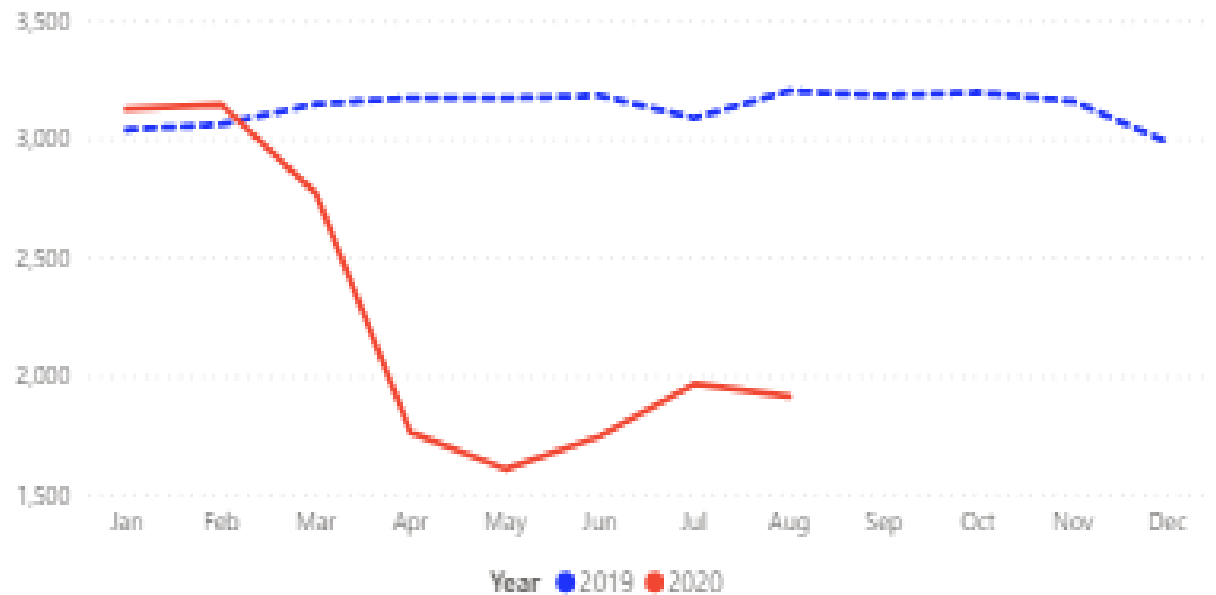
Number of Invoices through SIS

2020 vs 2019

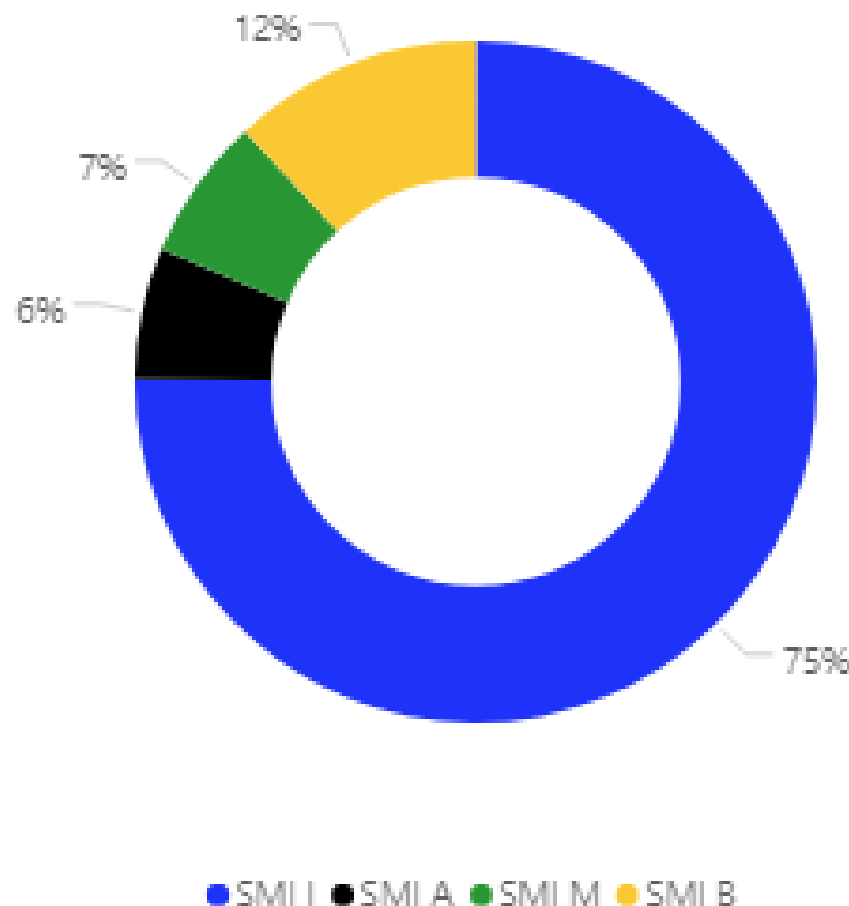
CGO



UATP



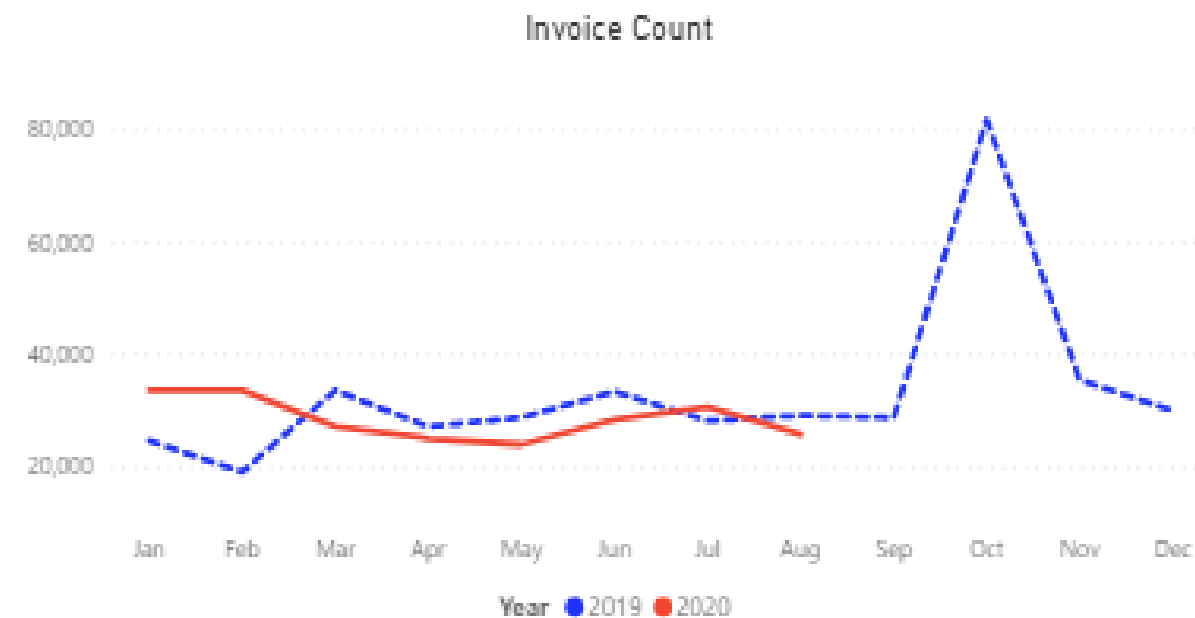
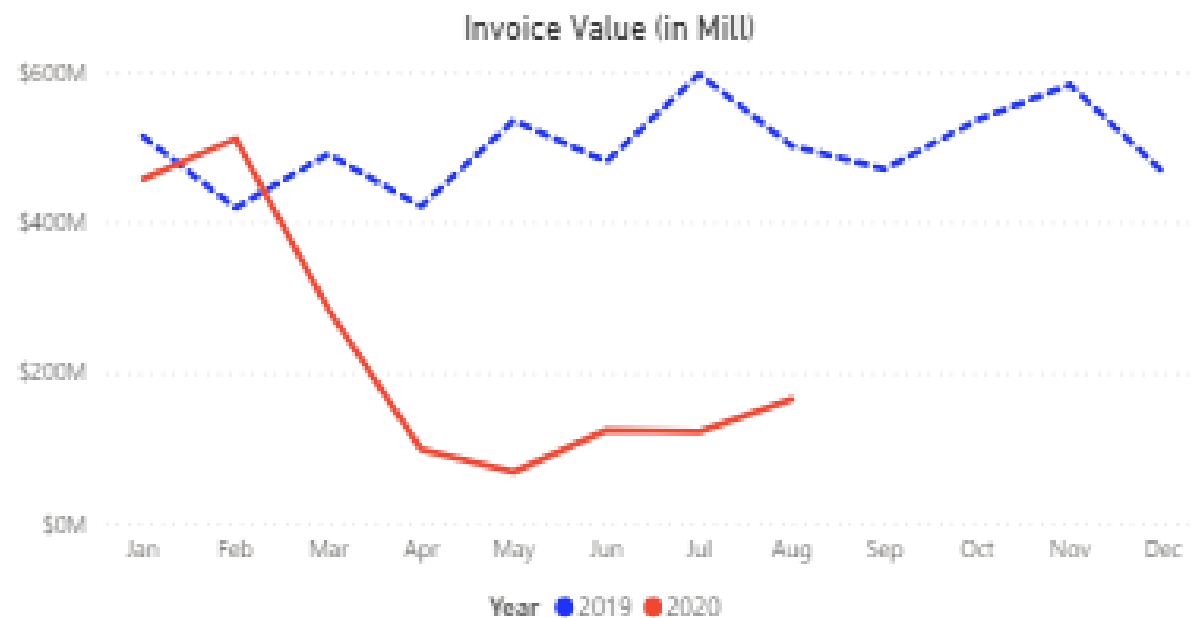
SIMs in total SIS throughput



- **SIM - I:** Settlement through the ICH using the RAM rules.
- **SIM - M:** Inter clearance settlement of a billing from an ACH member to an ICH member using RAM rules. It could also be a billing from an ACH member to another ACH member using RAM rules.
- **SIM - A:** Settlement through the ACH using ACH rules.
- **SIM - B:** Bilateral settlement

Non-Transp. Bilateral Invoices

2020 vs 2019



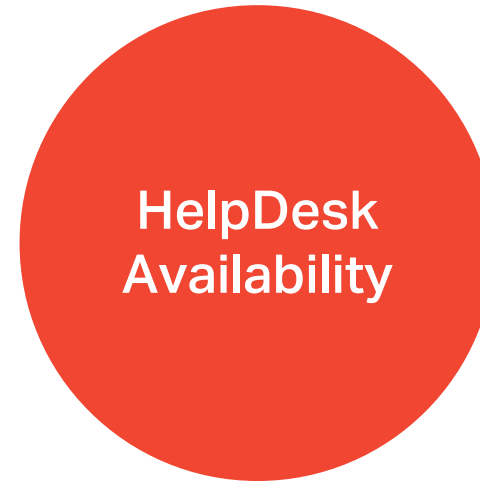
SIS Service Level Agreement



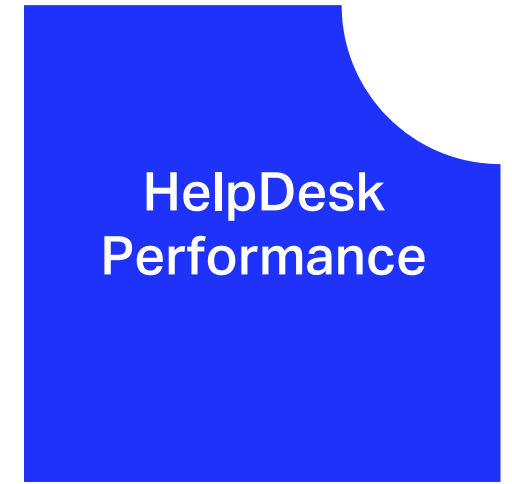
- SIS must be available 24/7, with a system uptime of **99.50%** on a rolling annual average.
- Maximum unplanned outage should not exceed 4 hours.



- Files must be processed within 24h and within **4h in 99.86%** of cases.
- IS-WEB response should be within **3 seconds for 97.50% of requests**.



- Web based contact tool available **24/7**.



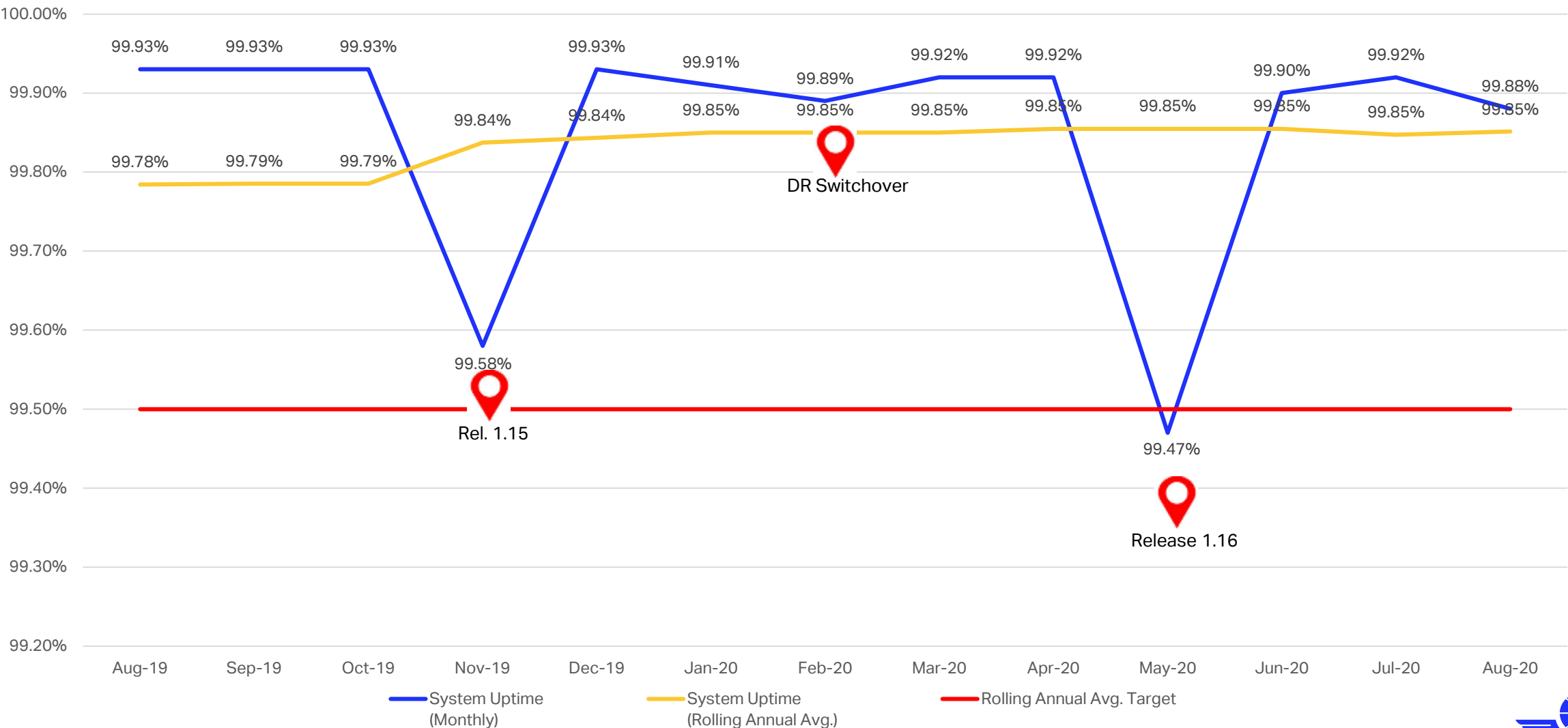
- Queries to be responded within **24h**
- Incidents to be solved as per severity:
 - Priority 1: **6 hours**
 - Priority 2: **1 business day**
 - Priority 3: **10 business days**
 - Priority 4: **next release**



System Availability YTD 2020

The planned downtime remained similar to last year (12h20m in 2019). No unplanned downtime YTD.

Overall System Availability



System Availability 2019

Month	Planned Downtime	Unplanned Downtime	System Uptime	System Uptime (excl. Planned Downtime)	Rolling Annual Average	
					System Uptime	System Uptime (excl. Planned Downtime)
Jan 2019	0h35m	0h00m	99.92%	100%	99.79%	100%
Feb 2019	4h59m	0h00m	99.78%	100%	99.78%	100%
Mar 2019	0h30m	0h00m	99.93%	100%	99.78%	100%
Apr 2019	0h50m	0h00m	99.88%	100%	99.78%	100%
May 2019	4h00m	0h15m	99.46%	99.97%	99.77%	99.99%
Jun 2019	0h30m	0h00m	99.93%	100%	99.78%	99.99%
Jul 2019	0h30m	0h00m	99.93%	100%	99.78%	99.99%
Aug 2019	0h30m	0h00m	99.93%	100%	99.78%	99.99%
Sep 2019	1h10m	0h00m	99.93%	100%	99.79%	99.99%
Oct 2019	0h30m	0h00m	99.93%	100%	99.79%	99.99%
Nov 2019	7h37m	0h00m	99.58%	100%	99.84%	99.997%
Dec 2019	0h30m	0h00m	99.93%	100%	99.84%	99.997%
Total YTD	22h11m	0h15m	99.84%	100%	99.84%	99.997%

System Availability 2020

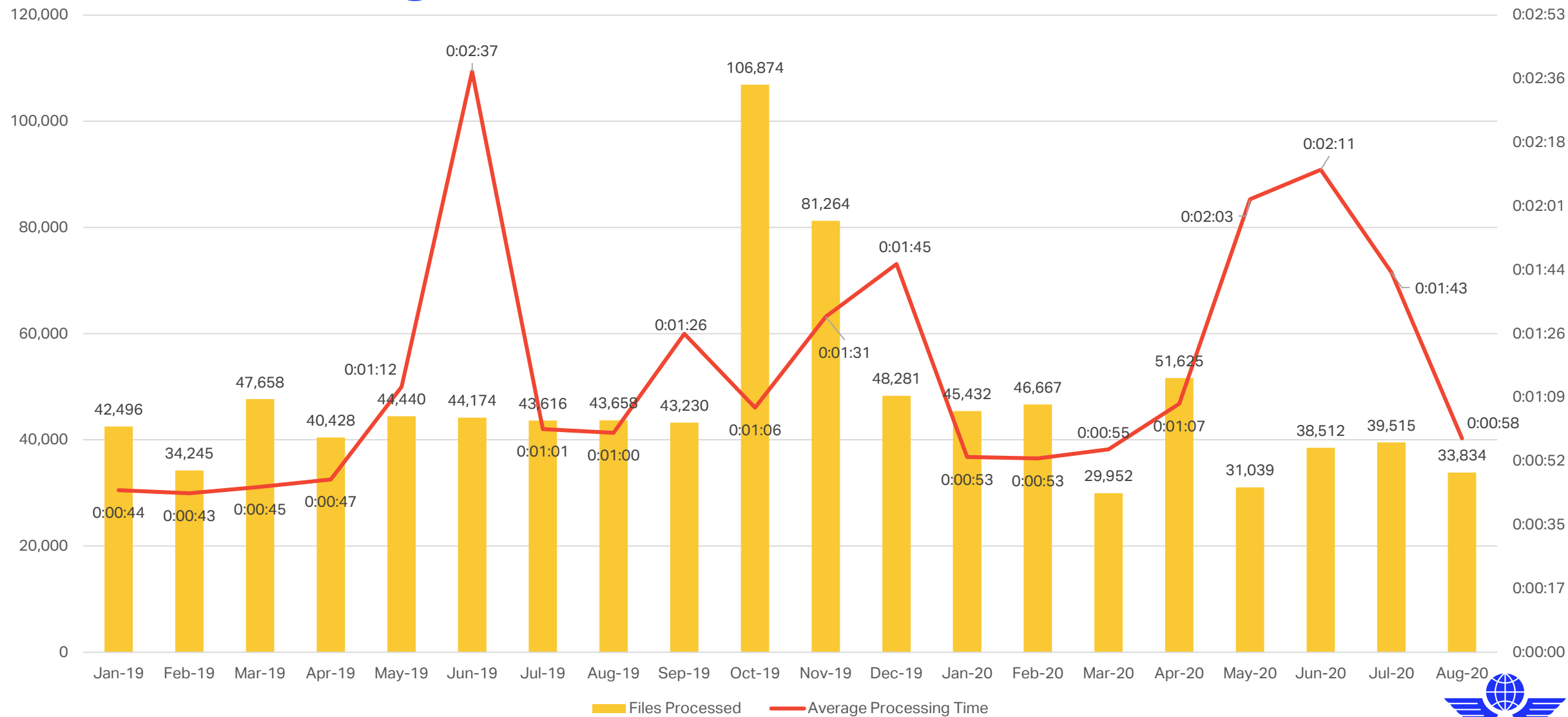
Month	Planned Downtime	Unplanned Downtime	System Uptime	System Uptime (excl. Planned Downtime)	Rolling Annual Average	
					System Uptime	System Uptime (excl. Planned Downtime)
Jan 2020	0h40m	0h00m	99.91%	100%	99.85%	99.997%
Feb 2020	0h45m	0h00m	99.89%	100%	99.85%	99.997%
Mar 2020	4h35m	0h00m	99.92%	100%	99.85%	99.997%
Apr 2020	0h40m	0h00m	99.92%	100%	99.85%	100%
May 2020	3h55m	0h00m	99.47%	100%	99.85%	100%
June 2020	0h45m	0h00m	99.9%	100%	99.85%	100%
July 2020	0h35m	0h00m	99.92%	100%	99.85%	100%
Aug 2020	0h55m	0h00m	99.88%	100%	99.85%	100%
Total YTD	12h50m	0h00m	99.85%	100%	99.85%	100%



System Performance YTD 2020

Due recent events in the aviation industry, the number of files processed YTD decreased by 10.6% compared to the same period last year.

File Loading Performance



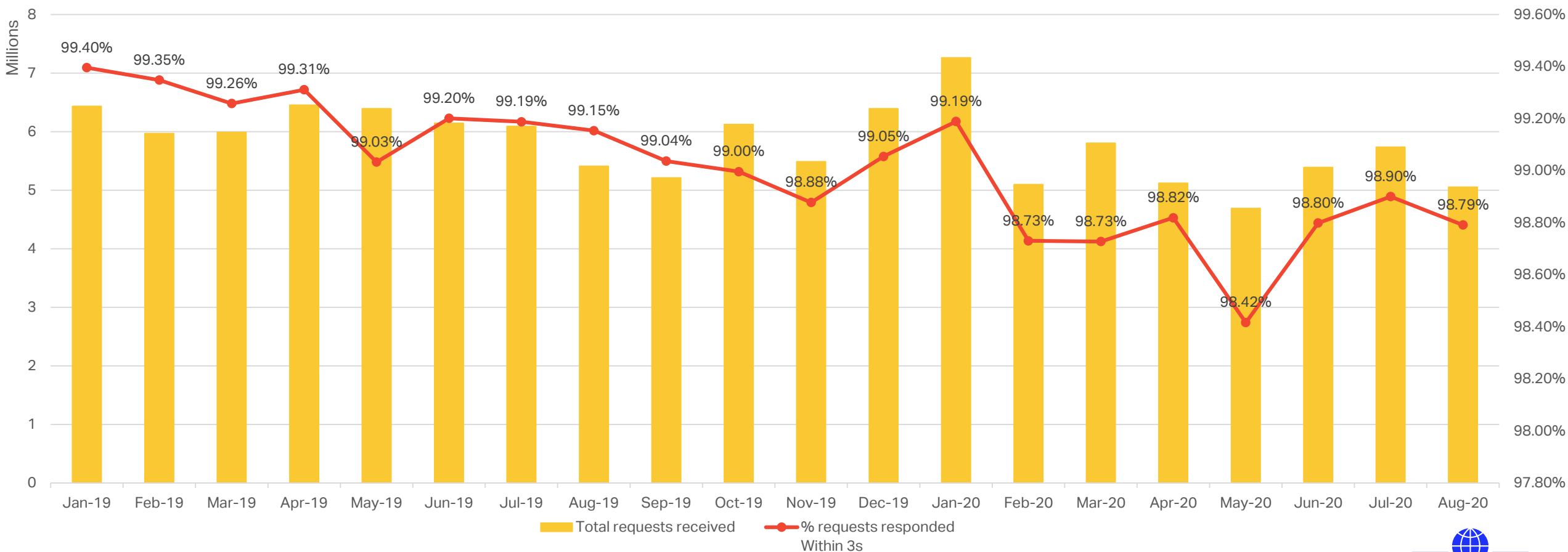
File Loading Performance 2019

Month	Total Files Received	Total Files Processed		Performance
		Within 4h	Between 4h and 24h	
January 2019	42,496	42,496	0	100%
February 2019	34,245	34,245	0	100%
March 2019	47,659	47,659	0	100%
April 2019	40,428	40,428	0	100%
May 2019	44,440	44,440	0	100%
June 2019	44,174	44,174	0	100%
July 2019	43,616	43,616	0	100%
August 2019	43,658	43,658	0	100%
September 2019	43,230	43,230	0	100%
October 2019	106,874	106,874	0	100%
November 2019	81,264	81,264	0	100%
December 2019	48,281	48,236	45	99.90%
Total YTD	236,419	236,374	45	99.98

File Loading Performance 2020

Month	Total Files Received	Total Files Processed		Performance
		Within 4h	Between 4h and 24h	
January 2020	45,432	45,432	0	100%
February 2020	46,667	46,667	0	100%
March 2020	29,952	29,952	0	100%
April 2020	51,625	51,625	0	100%
May 2020	31,039	31,036	3	99.99%
June 2020	38,512	38,512	0	100%
July 2020	39,515	39,515	0	100%
August 2020	33,834	33,834	0	100%
Total YTD	316,576	316,573	3	99.999%

Web Response Performance



Web Response Performance 2019

Month	Total requests received	Total requests responded		Performance
		Within 3s	Over 3s	
January 2019	6,434,117	6,395,241	38,876	99.40%
February 2019	5,970,621	5,931,701	38,920	99.35%
March 2019	5,991,264	5,946,822	44,442	99.26%
April 2019	6,452,854	6,408,395	44,459	99.31%
May 2019	6,392,232	6,330,427	61,805	99.03%
June 2019	6,146,006	6,096,921	49,085	99.20%
July 2019	6,091,702	6,042,240	49,462	99.19%
August 2019	5,410,811	5,365,034	45,777	99.15%
September 2019	5,211,127	5,160,936	50,191	99.04%
October 2019	6,124,452	6,062,995	61,457	99.00%
November 2019	5,486,928	5,425,366	61,562	98.88%
December 2019	6,394,893	6,334,437	60,456	99.05%
Total YTD	72,107,07	71,500,515	606,492	99.16%

Web Response Performance 2020

Month	Total requests received	Total requests responded		Performance
		Within 3s	Over 3s	
January 2020	7,260,804	7,201,919	58,885	99.19%
February 2020	5,096,935	5,032,223	64,712	98.73%
March 2020	5,803,894	5,730,066	73,828	98.73%
April 2020	5,122,698	5,062,211	60,487	98.82%
May 2020	4,691,009	4,616,727	74,282	98.42%
June 2020	5,392,044	5,327,299	64,745	98.80%
July 2020	5,736,688	5,673,615	63,073	98.90%
August 2020	5,055,304	4,994,202	61,102	98.79%
Total YTD	44,159,376	43,638,262	521,114	98.80%

IATA Global Customer Support

- The IATA Customer Portal is the single channel of communication with IATA for SIS matters;
- Level 1&2 queries are now handled by the Global Customer Service Teams in MAD, YMQ & SIN;
- Level 3 queries and incident management are handled by the SIS team in YMQ.



1,035

Queries received

70

Incidents resolved



90.48%

Customer Satisfaction
YTD

Query & Incident Management YTD 2020

The number of queries decreased by 34% and the customer satisfaction levels **increased by 6%** compared to the same period last year. No showstoppers YTD.

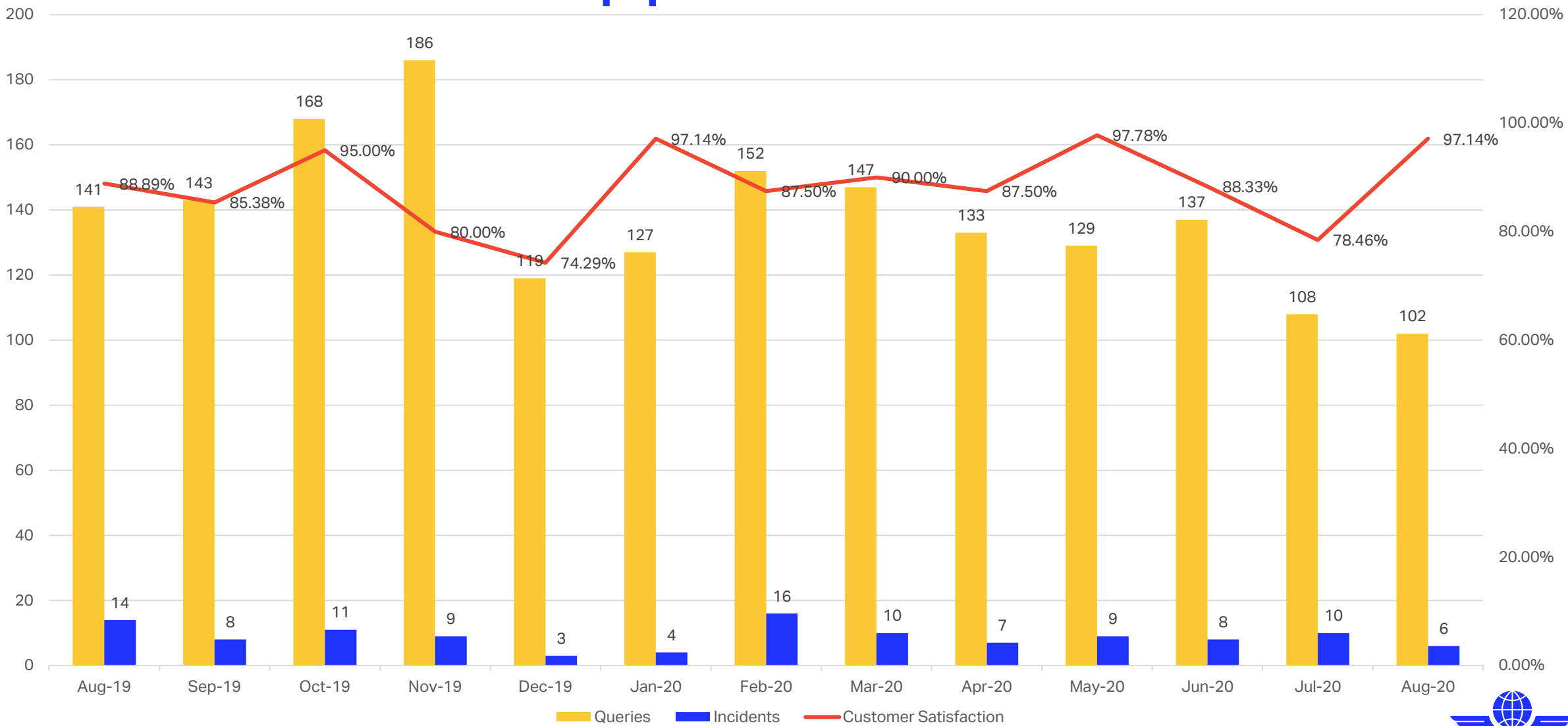
Query & Incident Management 2019

Month	Queries	Incidents*				Total	Within SLA	Performance
		Showstopper	Major	Minor	Trivial			
January 2019	203	0	0	7	0	210	210	100%
February 2019	232	0	0	11	1	244	244	100%
March 2019	167	0	0	4	0	171	171	100%
April 2019	237	0	0	10	0	247	247	100%
May 2019	267	1	1	25	0	294	294	100%
June 2019	177	0	0	23	0	200	200	100%
July 2019	146	0	0	18	0	164	164	100%
August 2019	141	0	0	14	0	155	155	100%
September 2019	143	0	0	8	0	151	151	100%
October 2019	168	0	0	11	0	179	179	100%
November 2019	186	0	0	9	0	195	195	100%
December 2019	119	0	1	2	0	122	122	100%
Total YTD	2,186	1	2	138	1	2,332	2,332	100%

Query & Incident Management 2020

Month	Queries	Incidents				Total	Within SLA	Performance
		Showstopper	Major	Minor	Trivial			
January 2020	127	0	0	4	0	131	131	100%
February 2020	152	0	0	16	0	168	168	100%
March 2020	147	0	1	9	0	157	157	100%
April 2020	133	0	0	7	0	140	140	100%
May 2020	129	0	1	8	0	138	138	100%
June 2020	137	0	0	8	0	145	145	100%
July 2020	108	0	1	9	0	118	118	100%
August 2020	102	0	0	6	0	108	108	100%
Total YTD	1035	0	3	67	0	1,105	1,105	100%

SIS Customer Support





Thank you!

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