



Airservices Australia Airport Collaborative Decision Making System (ACDM) Service Desk Training

November 2025

*Users are encouraged to log into Jira and
Aerobahn to follow along*

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Service Desk Training

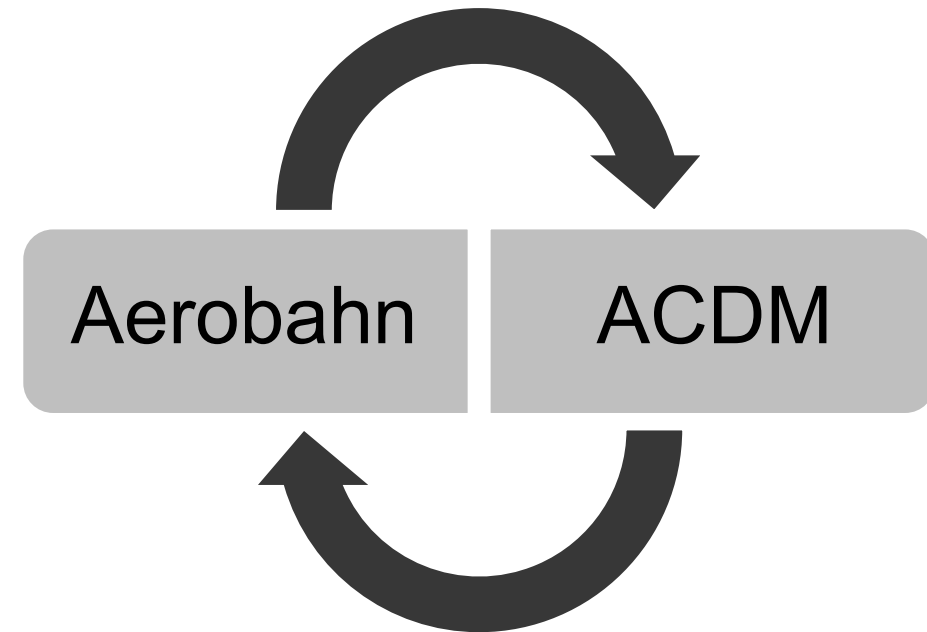
Objective

- Give Service Desk and Super Users the tools to provide Level 1 support to Aerobahn users and escalate incidents to Saab

Scope

- Review of the ACDM Support Model
- Using the Saab Jira Portal
- ACDM Application Training – common tool interaction that Service Desks need to be familiar with

Aerobahn is the tool that provides the Airport Collaborative Decision Making (ACDM) Information Sharing Platform.

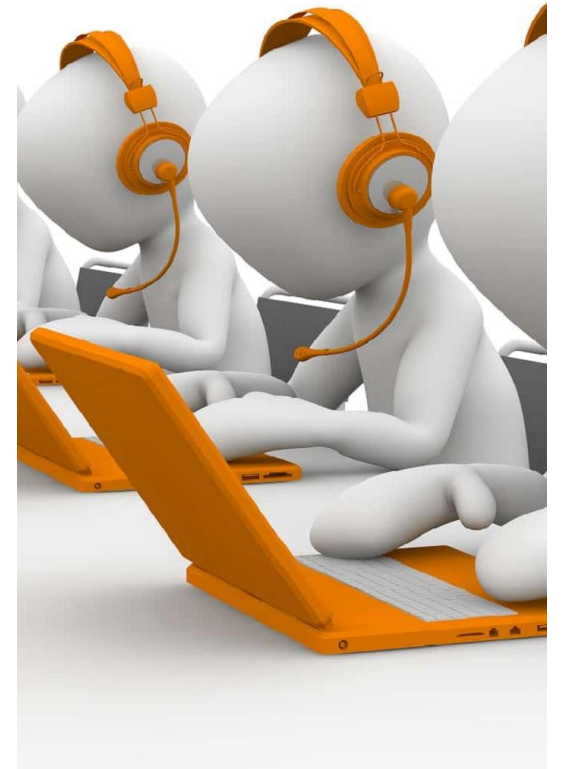


ACDM Support Model



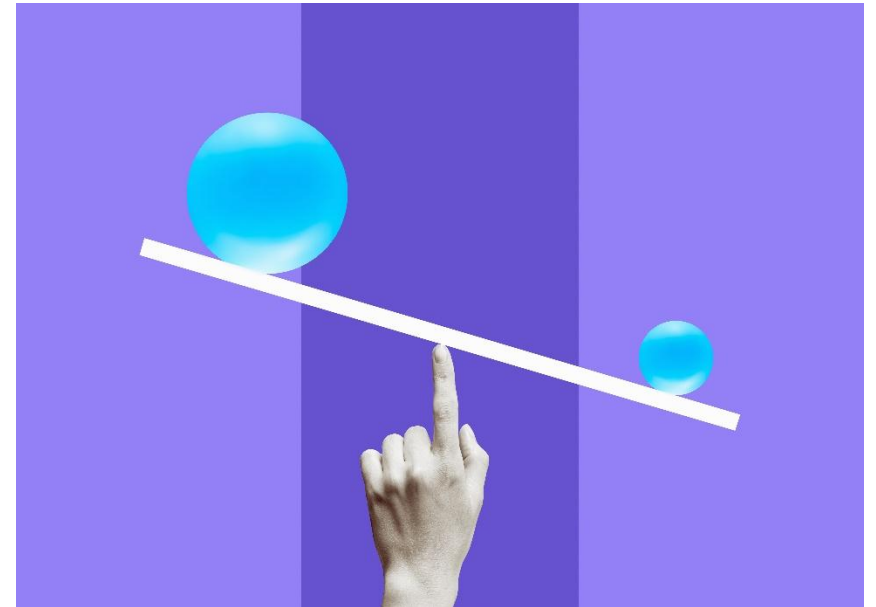
ACDM Support Model

- All inquiries and issues should be directed to the user's local service desk or champion.
- If required, local service desk escalates to Saab Customer Service.
- Saab Customer Service provides support to local service desks 24 x 7 x 365.
- Saab also monitors ACDM Service 24 x 7 x 365 and logs incidents in the Saab support portal if Service is impacted.



ACDM Support Model – Request or Incident?

- Events reported to local service desks are of two types:
 - **Requests** for changes or information, such as:
 - Changes to Dynamic Rules or Workspaces
 - Minimum Turnaround Time Table (MTTT)
 - Report extraction
 - Permission Changes
 - System Enhancement Requests
 - **Incidents** that impact ACDM behavior or functionality.
- **For Operational related inquiries, follow processes and guidance as provided by Airservices**



ACDM Support Model – Tiered Support

<p>Levels 0 & 1 (most requests and some incidents)</p>	<p>End users</p> <ul style="list-style-type: none">• Report a request or incident to the local service desk.• Consult Saab’s Service Desk Notes document to resolve common issues.• Consult with Super Users within your organization to request additional assistance. <p>Local service desk support provides further assistance to resolve the issue.</p> <p>If the issue is resolved, no entry in Saab support portal is required.</p>
<p>Levels 2 & 3 (most incidents and some requests)</p>	<p>If the issue cannot be resolved, the local service desk logs in to the Saab support portal and enters information to raise a ticket.</p> <p>Prioritization of the ticket is automated within the portal.</p>

ACDM Support Model – Escalation

Local service desks log in to the Saab support portal and open tickets for assistance with incidents and requests:

<p>Incident Ticket: when something is not working correctly within ACDM; selecting the Configuration Item and the Business Impact will determine the issue priority. If the priority requires a phone call to Saab Customer Service, the portal will display a message telling the user to call.</p>	<p>Request Ticket: for requests for changes or information that can't be resolved locally</p>
<p>Project * Airport Collaborative Decision Making (ACDI) ▾</p> <p>Configuration Item * ▾</p> <p>Issue type * Incident ▾</p> <p>Learn about issue types ↗</p> <p>Business Impact * ▾</p> <p>High - Department of system users are affected. Medium - Multiple system users are affected. Low - Single system user is affected.</p>	<p>Project * Airport Collaborative Decision Making (ACDI) ▾</p> <p>Issue type * Request ▾</p> <p>Learn about issue types ↗</p>

ACDM Support Model – Escalation (cont.)

- When a ticket is logged in the Saab support portal:
 - The ticket is acknowledged to the end user, the relevant local service desk, and the Airservices service desk.
 - If a major incident that affects multiple partners/groups:
 - Saab calls the Airservices service desk and Airservices opens a bridge phone line.
 - Saab begins working remotely to resolve the issue and communicates status.
 - If a lower-priority incident or a service request:
 - Saab contacts the local service desk and end user as appropriate.
 - Saab works remotely to resolve the issue and communicates status.

ACDM Support Model – Resolution

- When Saab resolves an incident or service request:
- Saab confirms resolution with the end user via communication in Saab support portal and closes the ticket.
- Saab communicates the closure of the issue to the relevant local service desk, the end user, and the Airservices service desk.

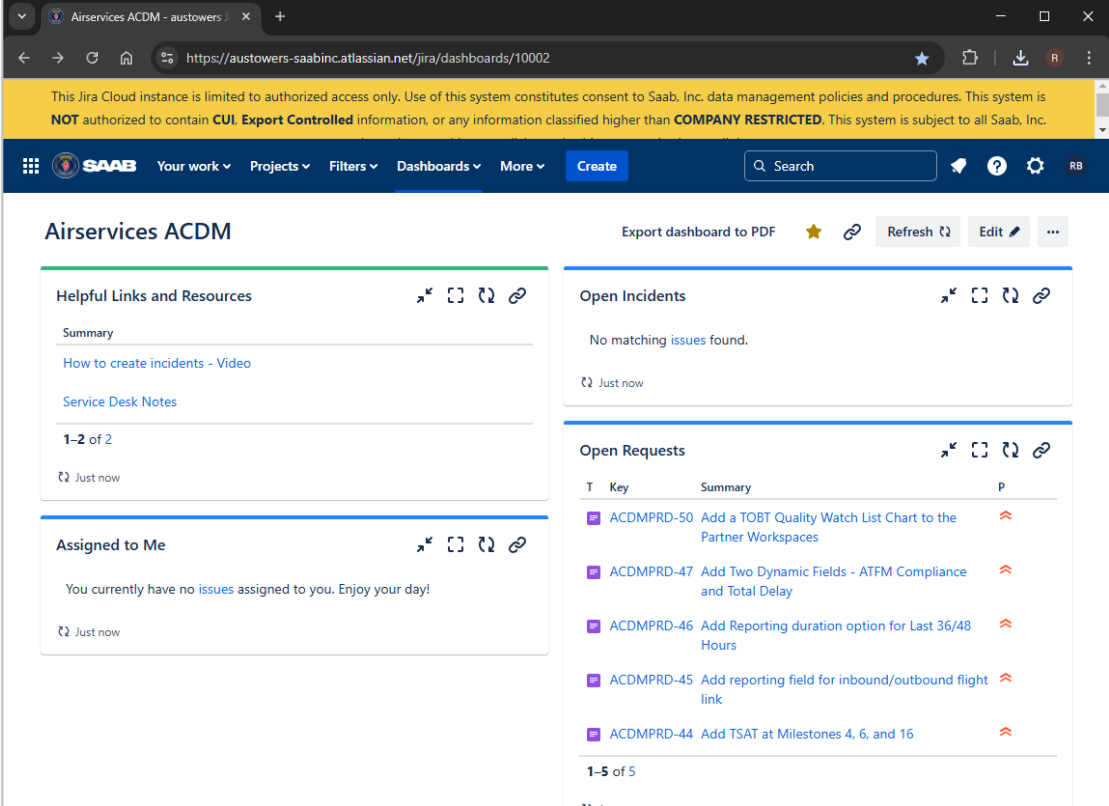


Jira Portal Training



Jira Portal Training Demonstration

- <https://austowers-saabinc.atlassian.net/>
- Helpful tips for creating tickets:
 - Include as much information as possible
 - Add screenshots, including timestamps
 - Note the time of the incident
 - Note which user account is being used



The screenshot displays the Jira Portal interface for 'Airservices ACDM'. The top navigation bar includes 'Your work', 'Projects', 'Filters', 'Dashboards', and 'More', along with a 'Create' button and a search bar. A yellow warning banner at the top states: 'This Jira Cloud instance is limited to authorized access only. Use of this system constitutes consent to Saab, Inc. data management policies and procedures. This system is NOT authorized to contain CUI, Export Controlled information, or any information classified higher than COMPANY RESTRICTED. This system is subject to all Saab, Inc. policies.' The main content area is titled 'Airservices ACDM' and features several widgets: 'Helpful Links and Resources' with a 'Summary' section containing links like 'How to create incidents - Video' and 'Service Desk Notes'; 'Assigned to Me' with a message 'You currently have no issues assigned to you. Enjoy your day!'; 'Open Incidents' showing 'No matching issues found.'; and 'Open Requests' which is a table with 5 items.



T	Key	Summary	P
	ACDMPRD-50	Add a TOBT Quality Watch List Chart to the Partner Workspaces	
	ACDMPRD-47	Add Two Dynamic Fields - ATFM Compliance and Total Delay	
	ACDMPRD-46	Add Reporting duration option for Last 36/48 Hours	
	ACDMPRD-45	Add reporting field for inbound/outbound flight link	
	ACDMPRD-44	Add TSAT at Milestones 4, 6, and 16	

Aerobahn A-CDM Training



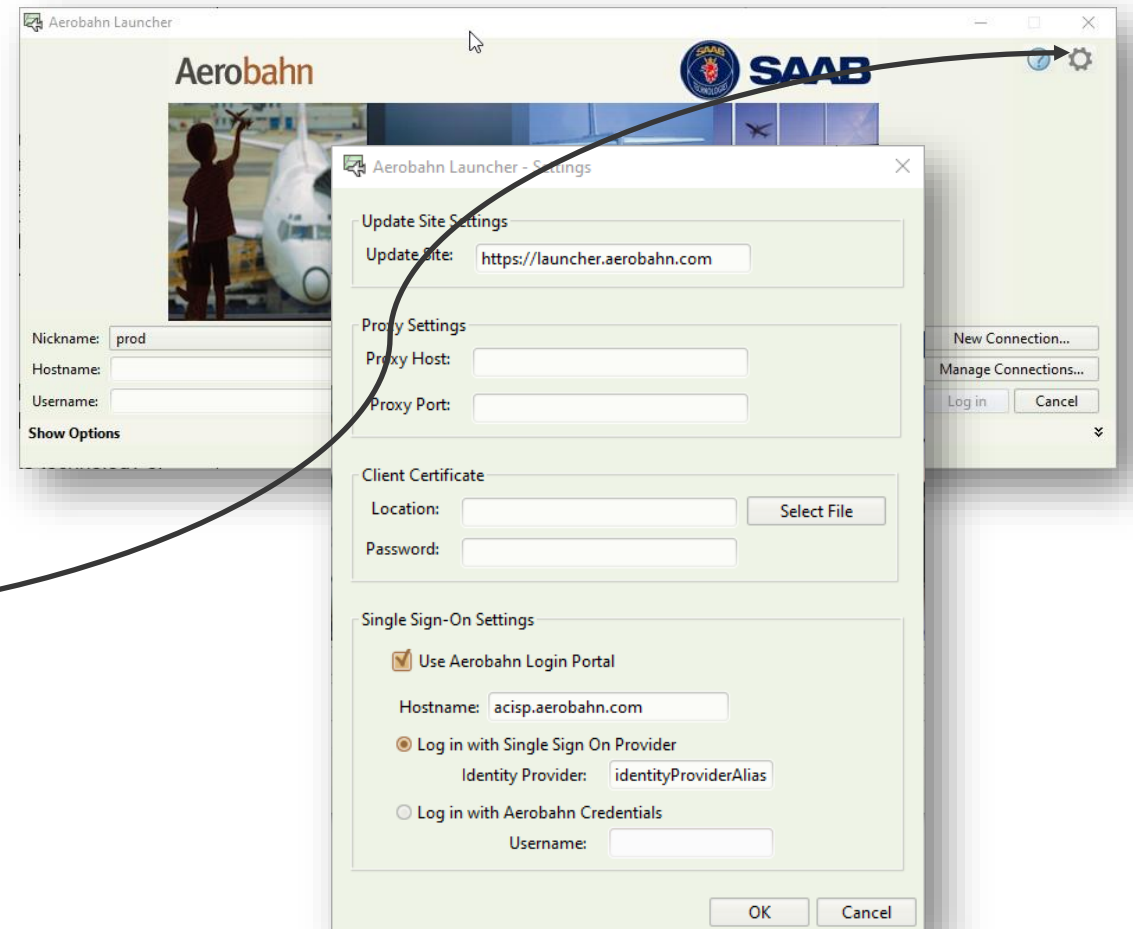
Aerobahn A-CDM

- For Level 0 and Level 1 support, Service Desks will need to have knowledge of common issues users may call about, including:
 - Logging in
 - Creating users
 - Loading a Workspace
 - Management of Permissions
- The Service Desk Notes calls out some of these tasks

	
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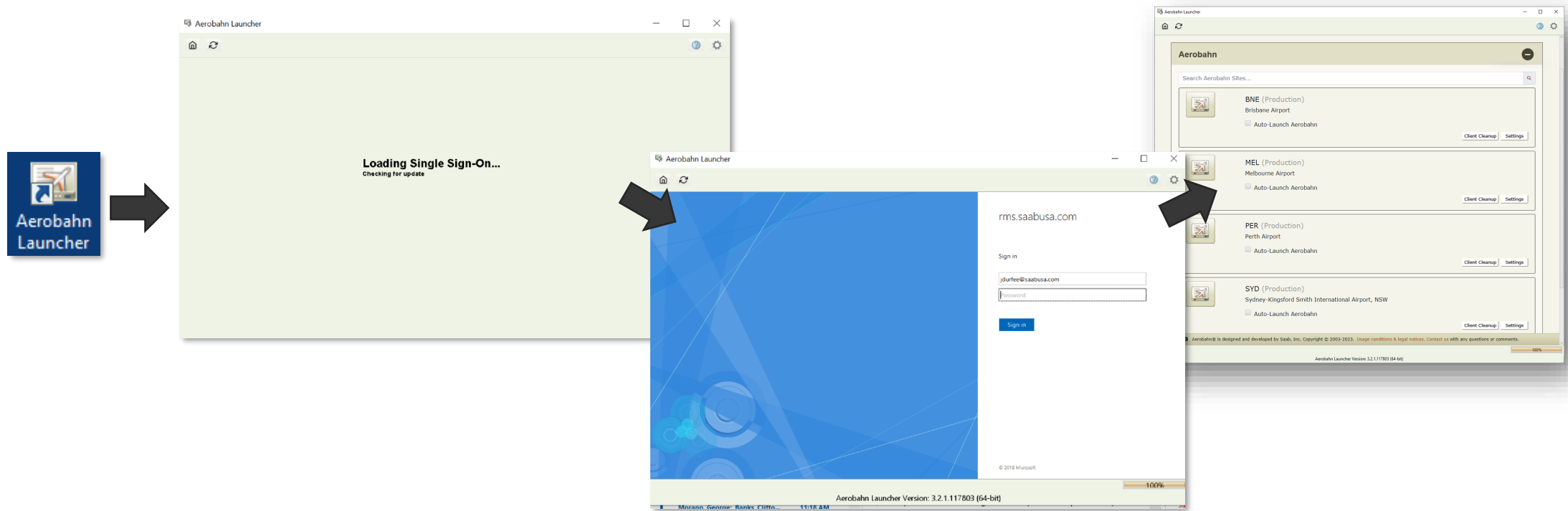
Accessing Aerobahn A-CDM – Aerobahn Launcher

- The Launcher is the way to access Aerobahn on your workstation.
- All users must have Single Sign On access.
- Your IT organization may have installed the Launcher on your workstation for you. If not,
 - The Launcher is available for download and install at: “https://launcher.aerobahn.com”
Note: Download the 64-bit version
- The launcher may already be configured for you. If not:
 - Click on the gear on the top right corner
 - Check “Use Aerobahn Login Portal”
 - Hostname: **acisp.aerobahn.com**
 - Each partner will have a different Identity Provider Alias provided by Saab
- A proxy host/port may be necessary depending on your IT organization.



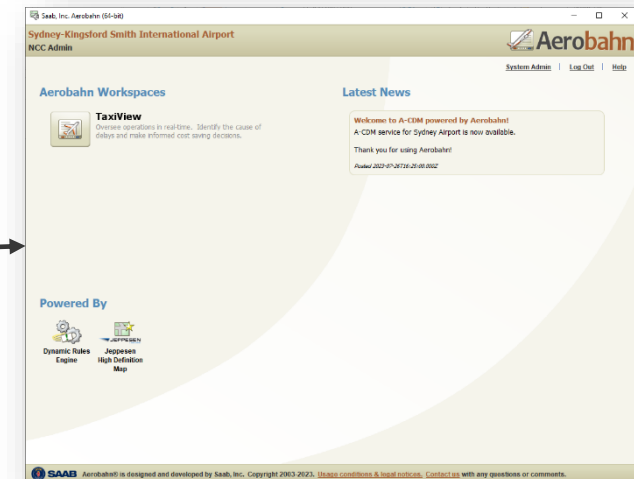
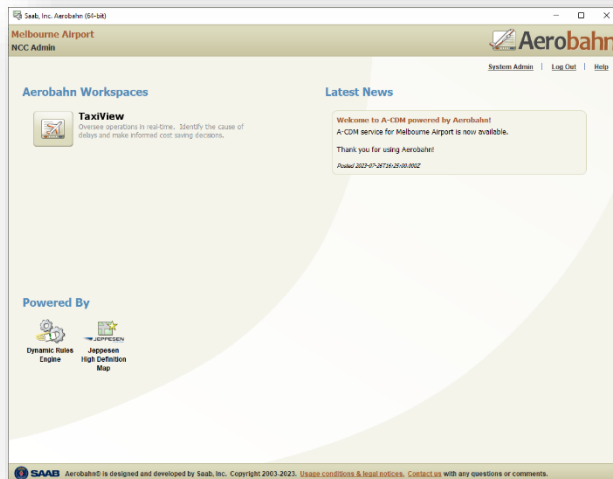
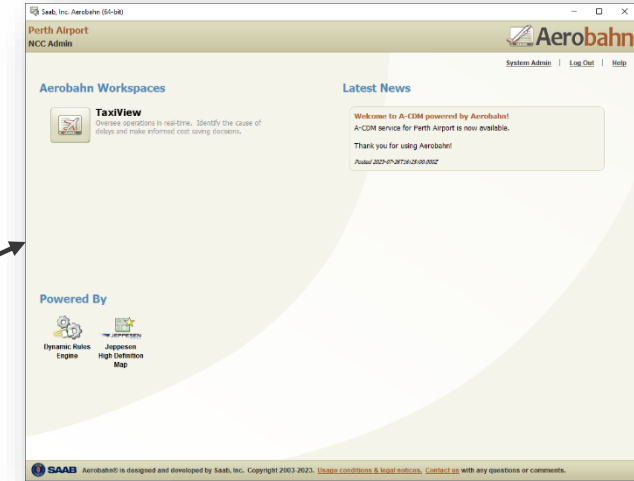
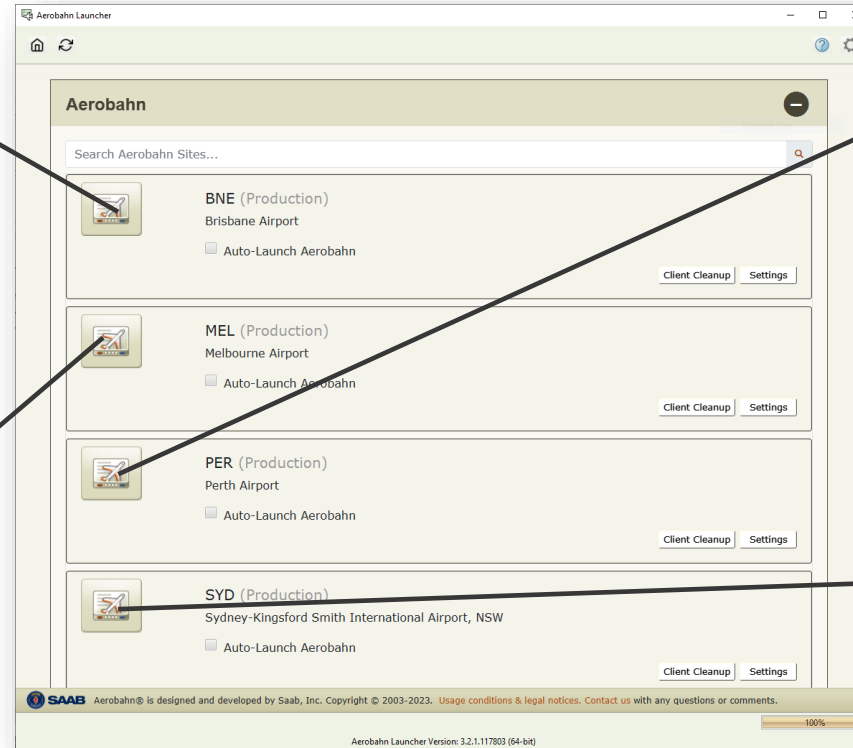
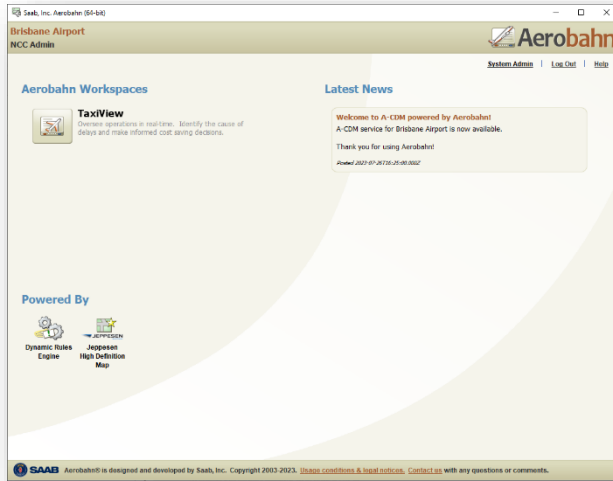
Accessing Aerobahn A-CDM – Aerobahn Launcher

- After appropriate configuration, open the Aerobahn Launcher to be re-directed to the Identity Provider for login
- Once logged in, the user will then be shown a portal page with each of the sites they are authorized to use



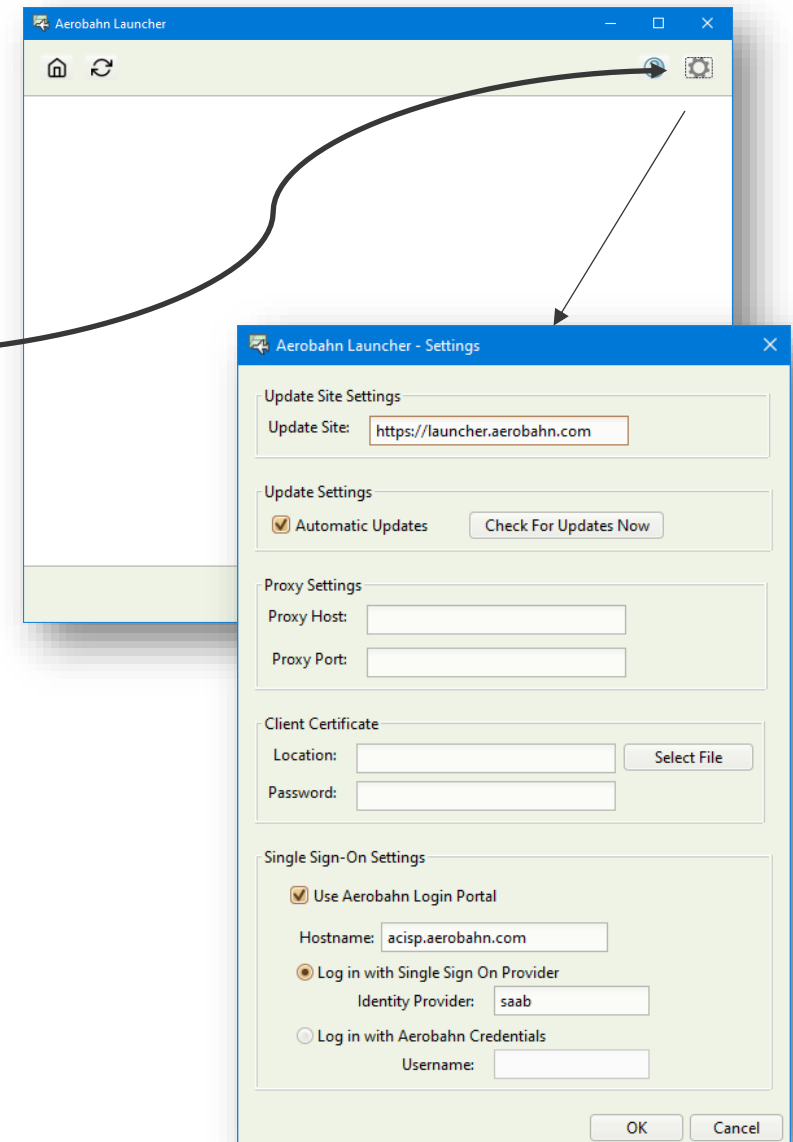
Accessing Aerobahn A-CDM – Aerobahn Launcher

Selecting the icon will open the respective Aerobahn's Portal Page



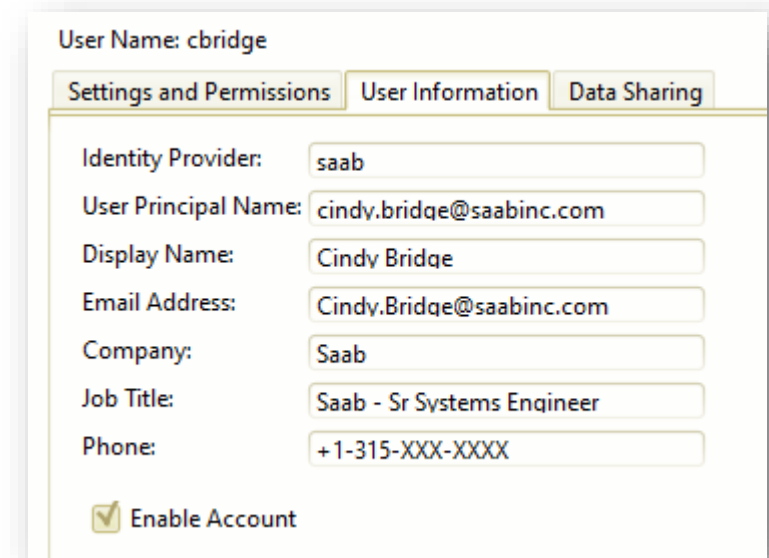
Accessing Aerobahn A-CDM – Common Errors using Aerobahn Launcher

- Problem: After setting up the Aerobahn Launcher Single Sign-On Settings, there is a white screen and it does not take me to my SSO login.
 - Resolution: Select the gear in the upper right hand corner and check:
 - Hostname: `acisp.aerobahn.com`
 - Identity Provider : `<your identity provider>`



Accessing Aerobahn A-CDM – Common Errors ALP is Missing an expected Aerobahn Site

- Problem: a user successfully logs into the ALP, and does not see all the expected Aerobahn sites. This is likely due to the user's credentials being incorrect for their SSO login.
 - Resolution: Log into Aerobahn and bring up System Admin. Select the user and go to the “User Information” Tab. Check the following:
 - Identity Provider: all identity provider names are lower case
 - User Principal Name: this must match what is set up in your SSO provider. It is case sensitive.
 - Make necessary changes and have user try logging in again.

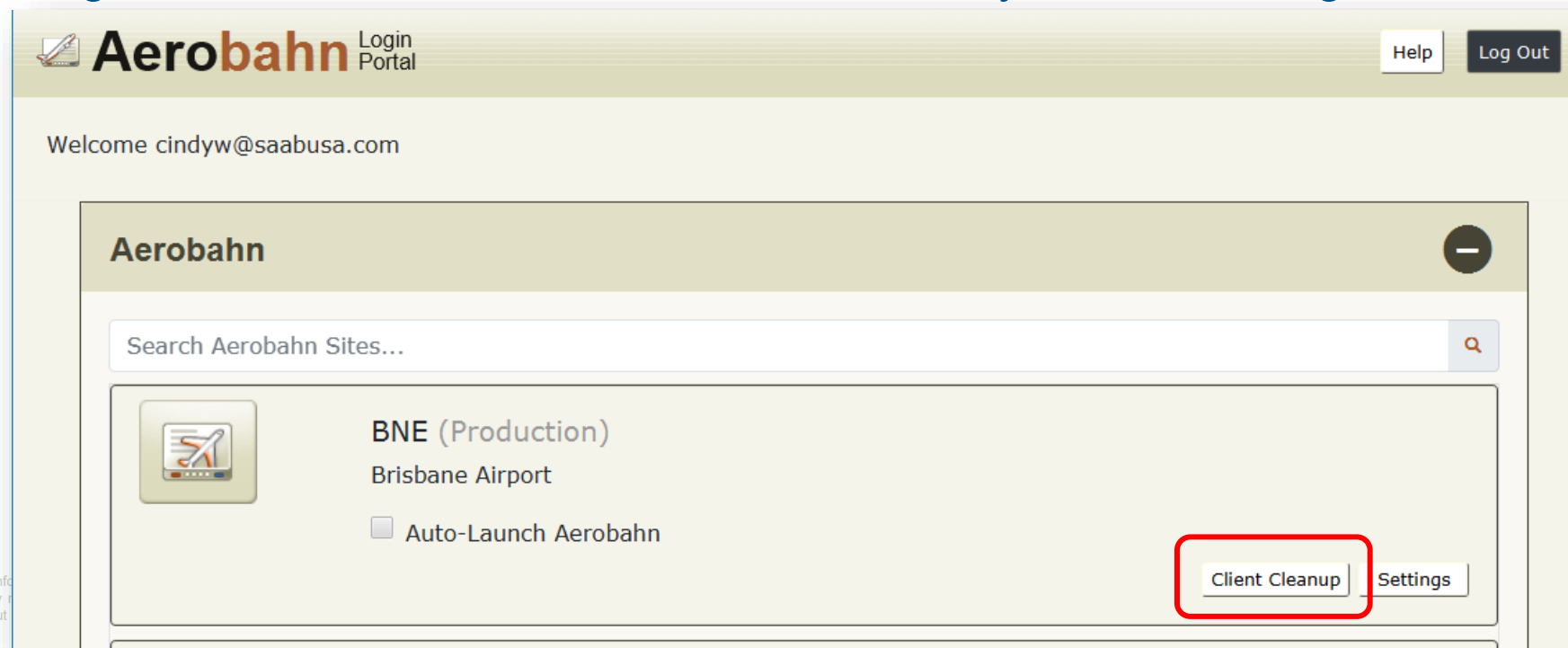


The screenshot shows a user profile page for 'cbridge'. At the top, it says 'User Name: cbridge'. Below that are three tabs: 'Settings and Permissions', 'User Information' (which is selected), and 'Data Sharing'. The 'User Information' tab contains several fields: 'Identity Provider' (saab), 'User Principal Name' (cindy.bridge@saabinc.com), 'Display Name' (Cindy Bridge), 'Email Address' (Cindy.Bridge@saabinc.com), 'Company' (Saab), 'Job Title' (Saab - Sr Systems Engineer), and 'Phone' (+1-315-XXX-XXXX). At the bottom, there is a checkbox labeled 'Enable Account' which is checked.

Accessing Aerobahn A-CDM – Common Errors

Launching Aerobahn from ALP

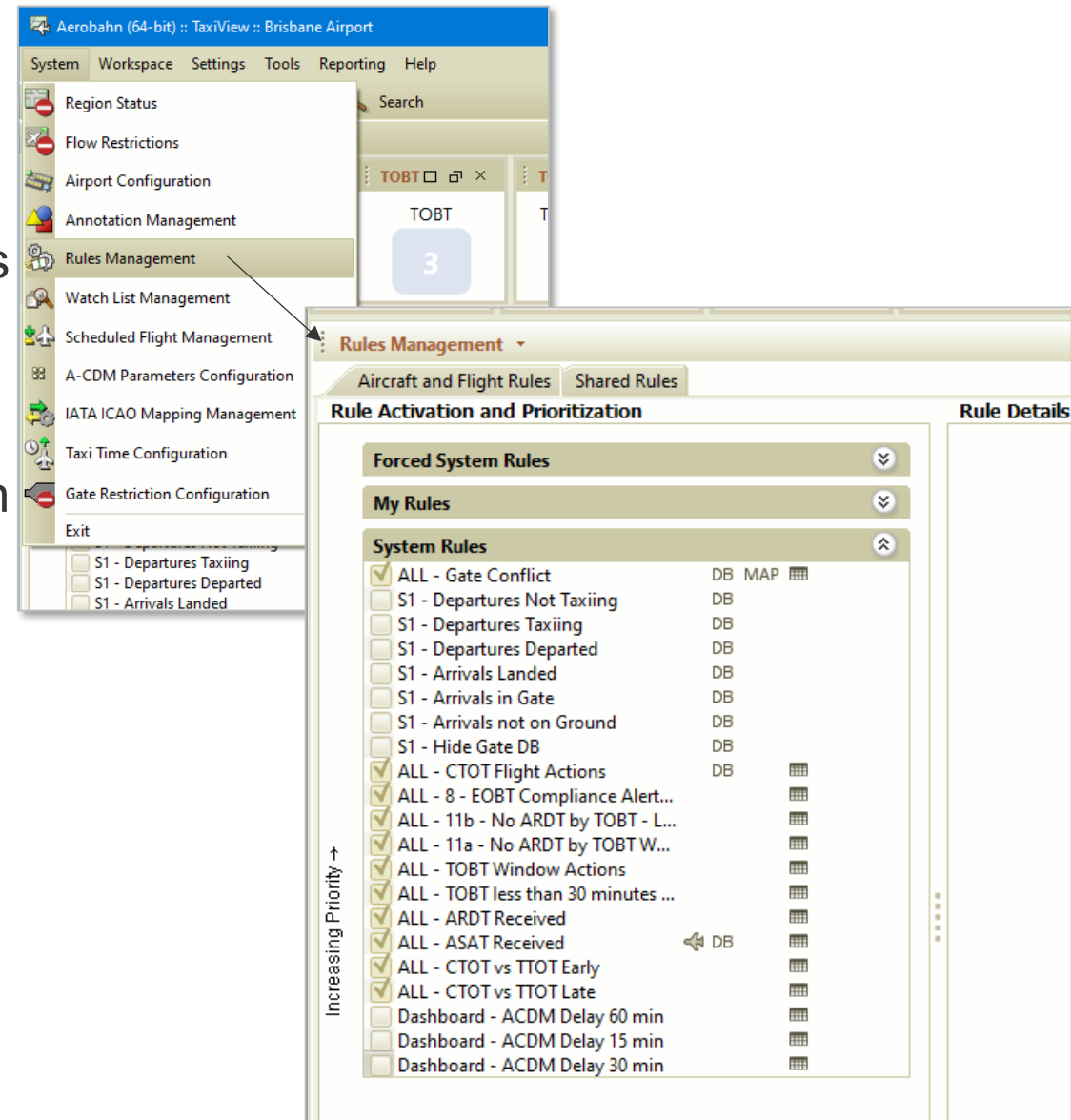
- Problem: Aerobahn Client will not open when selected, or starts to open and does not finish opening.
 - Resolution: Try clearing your Aerobahn Cache. On the ALP, select “Client Cleanup” for the server that you are having issues with.
 - Note: After running Client Cleanup, the jar files will be downloaded again the first time you log in. This could take a few minutes, but only on this first login.



Aerobahn ACDM Training – Loading a Workspace

Airline, Airport, and ATC workspaces have been approved and tested by Air Services.

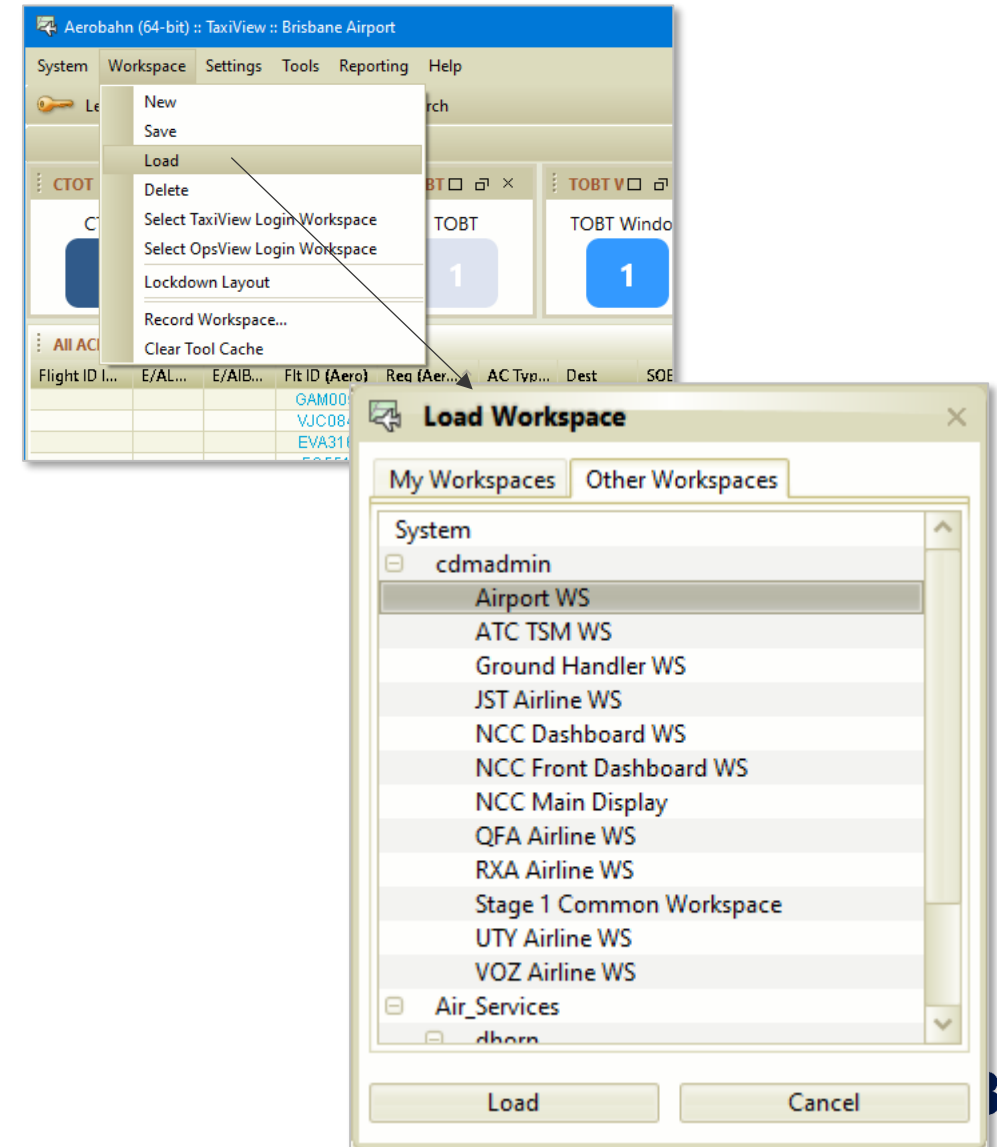
- Prior to loading your workspace, all necessary rules need to be enabled.
- Select System->Rules Management
- Check all the rules under “System Rules” that begin with “ALL - ...”



Aerobahn ACDM Training – Loading a Workspace

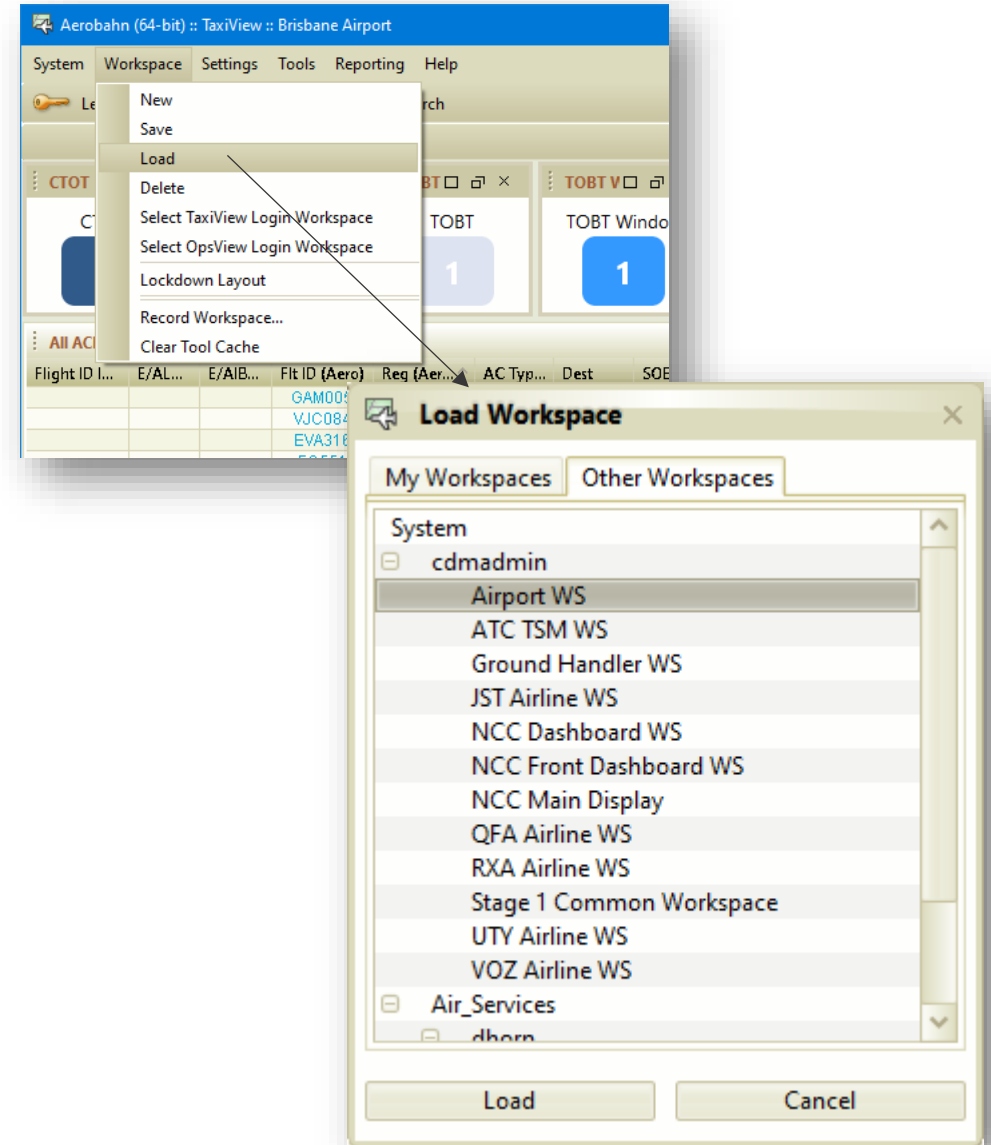
Airline, Airport, and ATC workspaces have been approved and tested by Air Services.

- To load one of these workspaces select Workspace->Load.
- Select “Other Workspaces” tab. All workspaces that have been approved and tested are located under the cdmadmin group.
- Highlight the workspace that your organization will be using and select load.
- If your organization has developed a different workspace, navigate to the appropriate group and select the workspace.



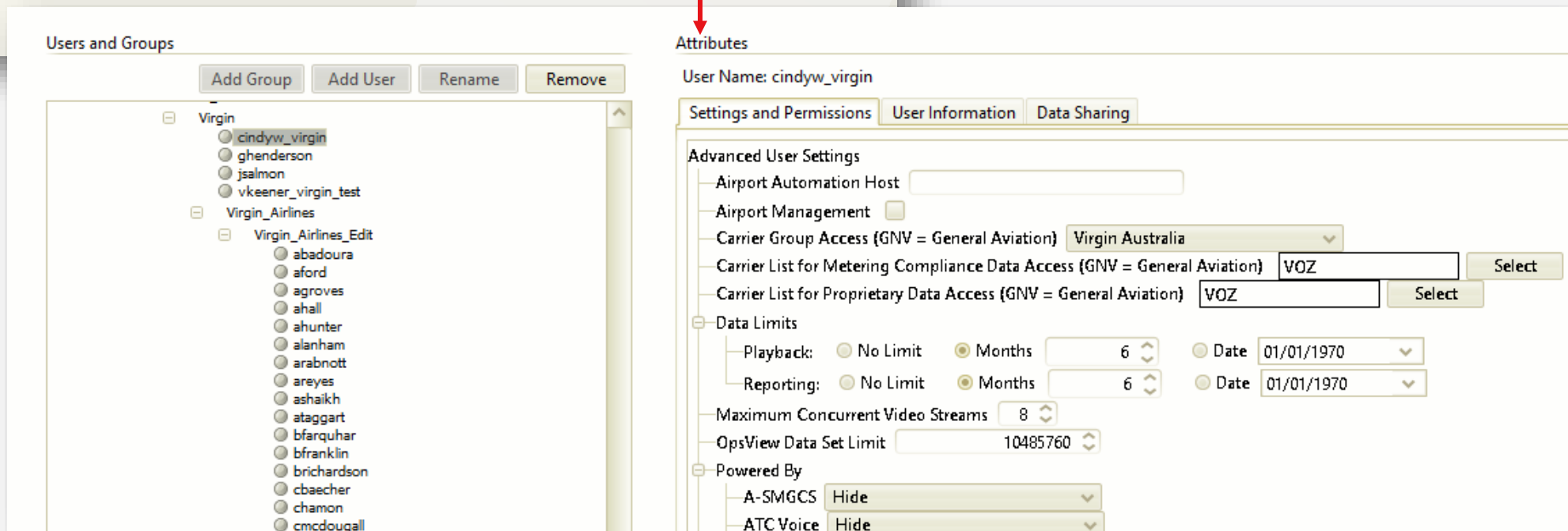
Aerobahn ACDM Training – Common Workspace Issues

- Problem: My workspace layout is no longer how it was originally OR I accidentally closed one of my tools, how do I get it back?
 - Resolution: Reload the workspace. Select Workspace->Load from drop down menu.
- Problem: An expected tool is missing after opening the workspace.
 - Resolution: Clear Tool Cache. Select Workspace->Clear Tool Cache from drop down menu.



Aerobahn ACDM Training – System Admin: How to Launch System Admin

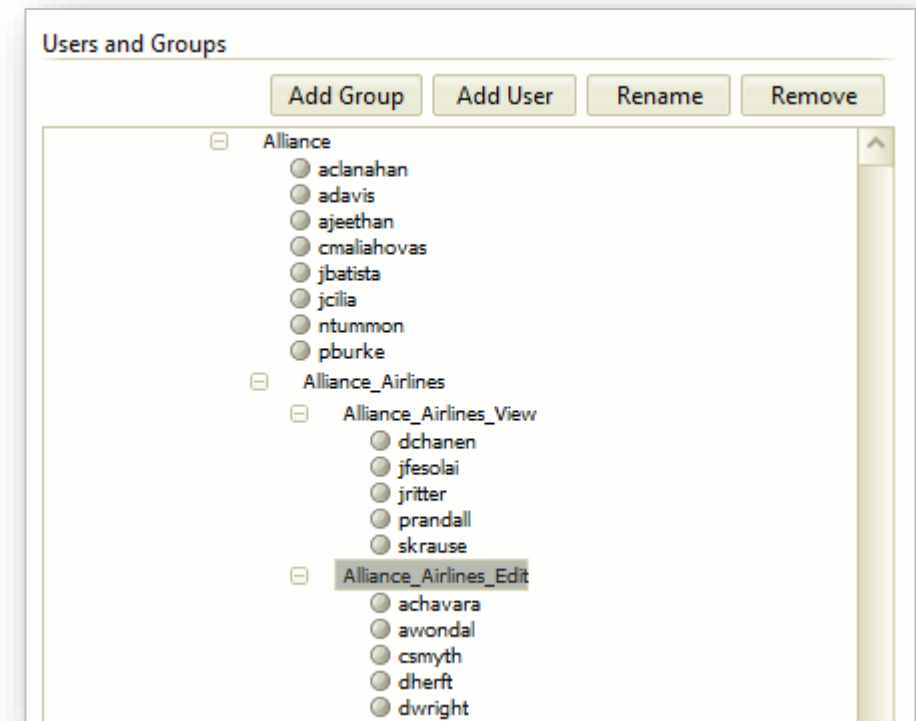
- System Admin is launched from your Aerobahn Portal Page.
- Upon login, you will see the group that your account is in and all the groups and users under your parent group.



Aerobahn ACDM Training – System Admin: Group Layout

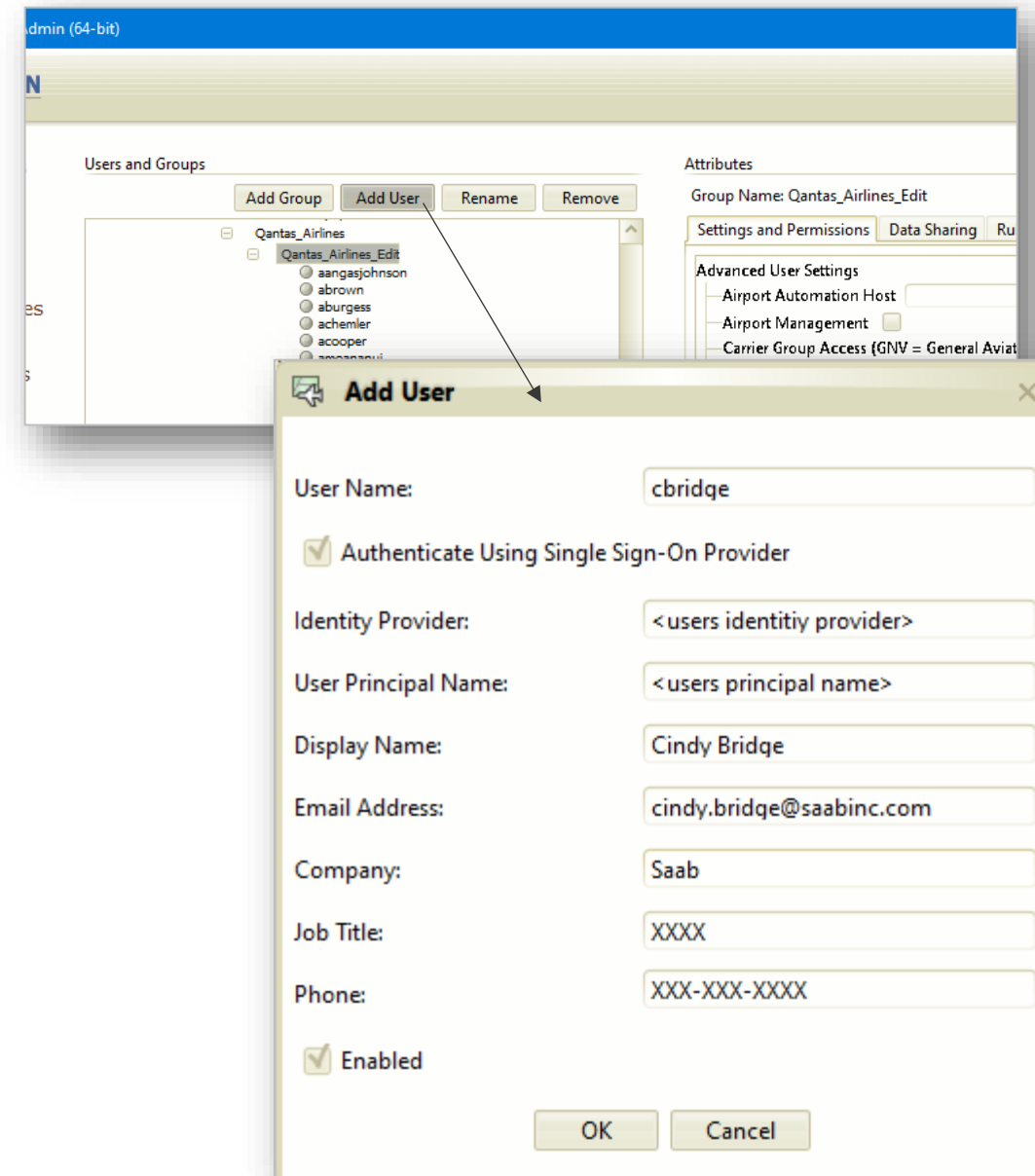
Each Partner/Ground Handler has the following structure:

- **Airline** – top level group used for service desk and power users
 - Permission to create users/groups
 - Permission to manually change airline specific values (ie. TOBT)
 - Permission to perform Airline specific tasks (ie. Clear Milestones)
 - Permission for airline codes that users are responsible for managing.
- **XXX_Airlines** – no users in this group. Permissions to create users/groups has been removed.
 - **XXX_Airlines_Edit** – Users that will be responsible for updating TOBT for flights. Permissions are inherited from XXX_Airlines group
 - **XXX_Airlines_View** – “View Only” users with permissions to manually change airline specific values removed.



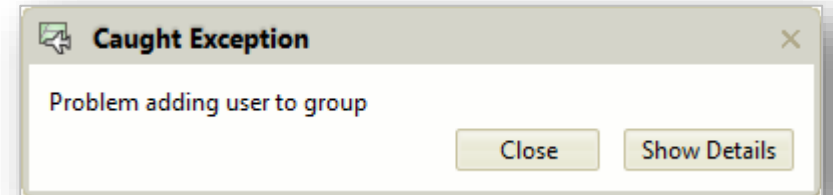
Aerobahn ACDM Training – System Admin: Creating a User

- Highlight the group that you want to create the new user in and select “Add User” on the top.
- Username should be first letter of first name followed by last name. The system will not allow two accounts with the same name. You can add a number to the end if needed.
- All accounts must be Single Sign On (SSO). Use the identity provider name set up by Saab.
- User Principal Name must match the UPN set up in your SSO. It is case sensitive.
- Select OK. New account will appear under the group highlighted. User will have all the same permissions as the parent group.
- When you are creating an account, it is only for that one server. If a user needs access to all sites: BNE, PER, SYD, MEL, then the account needs to be created on each server individually. If they need accounts on both production and shadow, those also need to be created on each server individually.



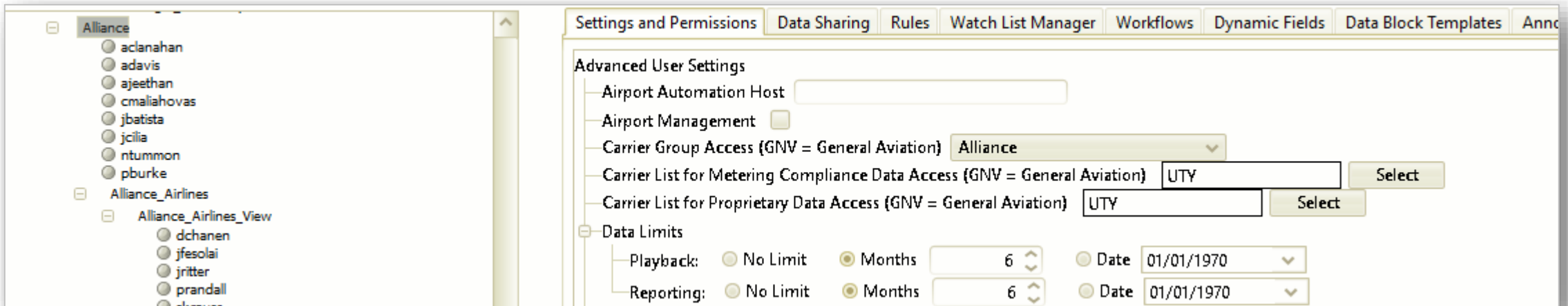
Aerobahn ACDM Training – System Admin: Common Errors Creating a User

- Problem: Missing required information – many of the fields are required in the “Add User” window.
 - Resolution: Add the information that was requested in the “Message” popup to the “Add User” window.
- Problem: Problem adding user to group. All usernames must be unique. The system will not allow two “jsmith” accounts.
 - Resolution: Add a number to the end of the name to make it unique.



Aerobahn ACDM Training – System Admin: Permissions

- Permissions are set at highest group level for that airline, airport, or ASA Group
 - This includes the proprietary data access for this group (Set up by AirServices and Saab)
- All users and groups below the parent group inherit the permissions from the parent
 - In this example, Alliance has proprietary access to UTY flights and all users/subgroups will inherit this permission from the top level Alliance group.
- All permissions have been set up by Saab and should not need to be changed unless you find a permission that a user or group needs to that they currently don't have OR you determine a group or users should not have a permission.
- Users cannot change the permissions in their own group or account, but can change permissions of other users at their same level and below. They cannot change a permission that they do not have permission for themselves.
- Permissions should be enabled/disabled at the highest group level. Permissions can be enabled/disabled on a per user level



The screenshot displays the 'Settings and Permissions' configuration page for the 'Alliance' group. The left sidebar shows a hierarchical tree with 'Alliance' expanded, listing users like 'aclanahan', 'adavis', 'ajeethan', 'cmaliahovas', 'jbatista', 'jclia', 'ntummon', and 'pburke', along with 'Alliance_Airlines' and 'Alliance_Airlines_View' subgroups. The main content area has tabs for 'Settings and Permissions', 'Data Sharing', 'Rules', 'Watch List Manager', 'Workflows', 'Dynamic Fields', 'Data Block Templates', and 'Announcements'. Under 'Advanced User Settings', the following configurations are visible:

- Airport Automation Host: [Empty text box]
- Airport Management:
- Carrier Group Access (GNV = General Aviation): Alliance (dropdown)
- Carrier List for Metering Compliance Data Access (GNV = General Aviation): UTY (dropdown) with a 'Select' button
- Carrier List for Proprietary Data Access (GNV = General Aviation): UTY (dropdown) with a 'Select' button
- Data Limits:
 - Playback: No Limit, Months (6), Date (01/01/1970)
 - Reporting: No Limit, Months (6), Date (01/01/1970)

Aerobahn ACDM Training – System Admin: Permissions

- To change a permission, highlight the group level or user that needs to be changed.
- Check or uncheck the permission(s) and select Apply
- To enable/disable for all the groups/users below the group highlighted, select the “Group and all its Subgroups and Users” radio dial and select OK.
- In this example, “Clear Milestones” was unchecked on the XXX_Airlines_View account because those users should not be performing “Clear Milestones”. Select the bottom radio dial to ensure that the group level and all its subgroups and users have this permission disabled.

The screenshot displays the Aerobahn ACDM System Admin interface. On the left, a tree view shows the hierarchy of groups and users, with 'Alliance_Airlines_View' selected. The main panel lists various permissions, including 'Clear Milestones', which is highlighted with a red box and is currently unchecked. An 'Apply changes' dialog box is open, asking 'Would you like to apply your changes to:' and offering three options: 'Alliance_Airlines_View' Group only, 'Alliance_Airlines_View' Group and Users only, and 'Alliance_Airlines_View' Group and all its Subgroups and Users'. The third option is selected. The 'Apply' button is visible at the bottom right of the interface.

Aerobahn ACDM Training – System Admin: Data Sharing

- Data sharing allows users to share workspaces/rules/etc to other users.
- When a new group is added to the system, it must have Data Sharing enabled for the group to have access to the defined workspaces and to share with others.
- Data Sharing must be done by Saab at the System level in order to get access to workspaces.

The screenshot displays the 'Users and Groups' management interface. On the left, a list of users is shown under the 'System (1000)' group, with 'cindyw' selected. On the right, the 'Attributes' section for the 'System' group is visible, with the 'Data Sharing' tab active. A tree view shows various system attributes, all of which are checked, including 'Trexel_FS', 'Trexel', 'General_Aviation', 'Another_GA', 'Another', and 'Ground_Handlers'.

Aerobahn ACDM Training – System Admin: Carrier Groups

- Carrier Groups define what airline/ground handler will handle each airline.
- Carrier Groups are being maintained by Airservices and Saab.
- Carrier Groups can be individual airlines or Ground Handlers that manage many airlines.
- Each airline must be defined in a Carrier Group. The accounts managing this airline will need the airline added to its “Carrier List for Proprietary Data Access” (by Airservices and Saab).
- If an airline changes Ground Handlers, the Carrier Group and account permissions must be updated to the new ground handler. Coordinate with Airservices for these changes.

The screenshot displays the SYSTEMADMIN web interface. The main header reads "SYSTEMADMIN" with a laptop icon. The left sidebar contains a navigation menu with the following sections: "User Administration" (with sub-items "settings and permissions" and "user status"), "System Configuration" (with sub-items "purge reports", "minimum turn-round times", "carrier groups" (highlighted with a dashed box), and "unimpeded taxi out times"), and "Diagnostics" (with sub-item "version information"). The main content area is titled "Carrier Group Configuration" and includes "Add" and "Remove" buttons, a "Default" checkbox, and a "Short Name" field containing "MNZ". Below this is a list of carrier groups: "Business Aviation Centre", "Alliance", "Jetstar", "Menzies" (highlighted), "Qantas", "REX Regional Express", and "Virgin Australia". To the right of this list is a "Carriers" section with an "Add" button and a list of carrier codes: "CAL", "EVA", "KAL", "MAS", "QTR", "PAL", "SOL", and "UAL".

Aerobahn ACDM Training – System Admin: Carrier Groups/Permissions/Workspace

Carrier Group Configuration

Default

Short Name:

Carriers

- Business Aviation Centre
- Alliance
- Jetstar
- Menzies**
- Qantas
- REX Regional Express
- Virgin Australia

Users and Groups

Group Name: Menzies_GH

Advanced User Settings

- Airport Automation Host
- Airport Management
- Carrier Group Access (GNV = General Aviation)
- Carrier List for Metering Compliance Data Access (GNV = General Aviation)
- Carrier List for Proprietary Data Access (GNV = General Aviation)
- Data Limits

Carrier Groups – configured with airlines codes that each airline/ground handler is responsible for

Users and Groups – Configures airline codes that users are permitted to enter TOBT for and any other data fields.

3 new Flow Restriction Canceled : All Departures closed

CTOT: 75
 E/TOBT Alert: 0
 TOBT: 3
 TOBT Window: 2
 Miss TOBT Warning: 2

Flights are assigned to their appropriate Carrier Group. Column can be included in Watchlist Viewer and filtered to just your carriers.

ACDM Flights

Flight ID I...	E/AL...	E/AIB...	Fit ID (Aero)	Reg (Aero)	AC Type (...)	Dest	SOBT (Ae...	EOBT (Carr...	EOBT (A... ↑ 2	Stand As...	TOBT (Aer...	ARDT (Ae...	TSAT ... ↑ 1	ASAT (Aero)	AOBT (A...	TTOT (ACDM)	CTOT (A...	Carrier Group
KAL407		(20:15)	KAL408	HL8081	789	ICN	22:40			80	(22:40)		(22:40)			22:55		MNZ
PAL221	(23:42)	(23:47)	PAL222	RPC9935	32B	MNL	01:05			75B	(01:10)		(01:10)			01:26		MNZ
UAL096		(21:30)	UAL097	N2251U	77W	SFO	01:40			76	(01:40)		(01:40)			01:55		MNZ
			CAL053		359	AKL	02:55			86	(02:55)		(02:55)			03:10		MNZ

TOBT App

- The TOBT App is a progressive web app (PWA).
 - Can be run from any browser on your laptop or mobile device
 - On a mobile device, you can save the icon to the device to look like all your other apps
- SSO logins use the Identity Provider login section outlined in red.
 - Enter your identity provider name and select “Log in”
- URL:
 - Shadow: <https://bneshadow.aerobahn.com/tobt/>
 - Production: <https://bne.aerobahn.com/tobt/>

3:57

BNE
BRISBANE AIRPORT AUSTRALIA

Aerobahn Airport TOBT Manager

Identity Provider

<your identity provider>

Log in

Username

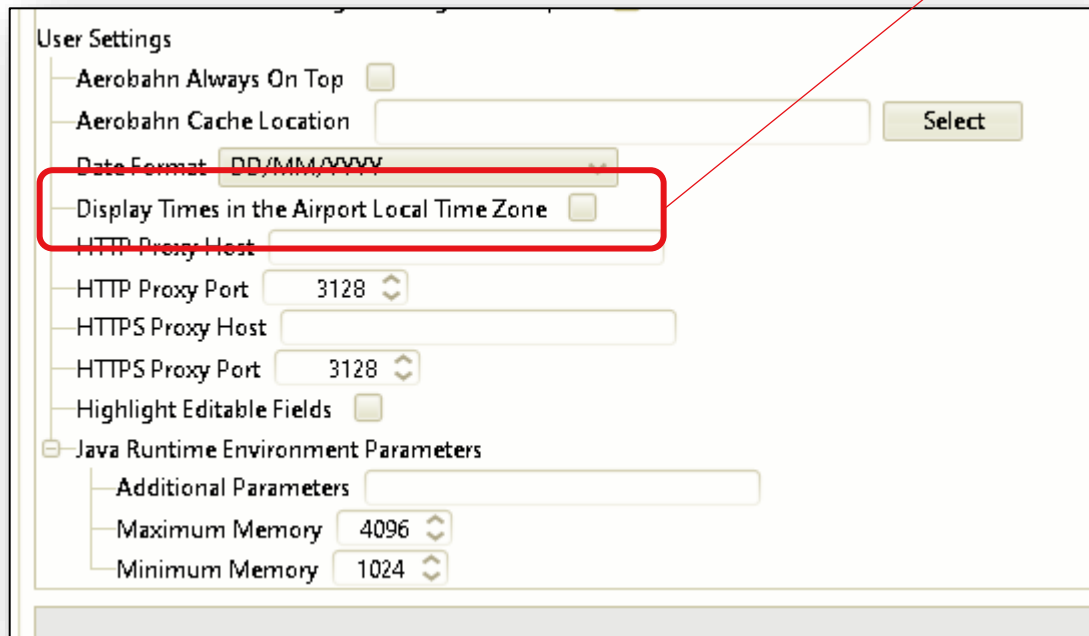
Password

Log in

SAAB

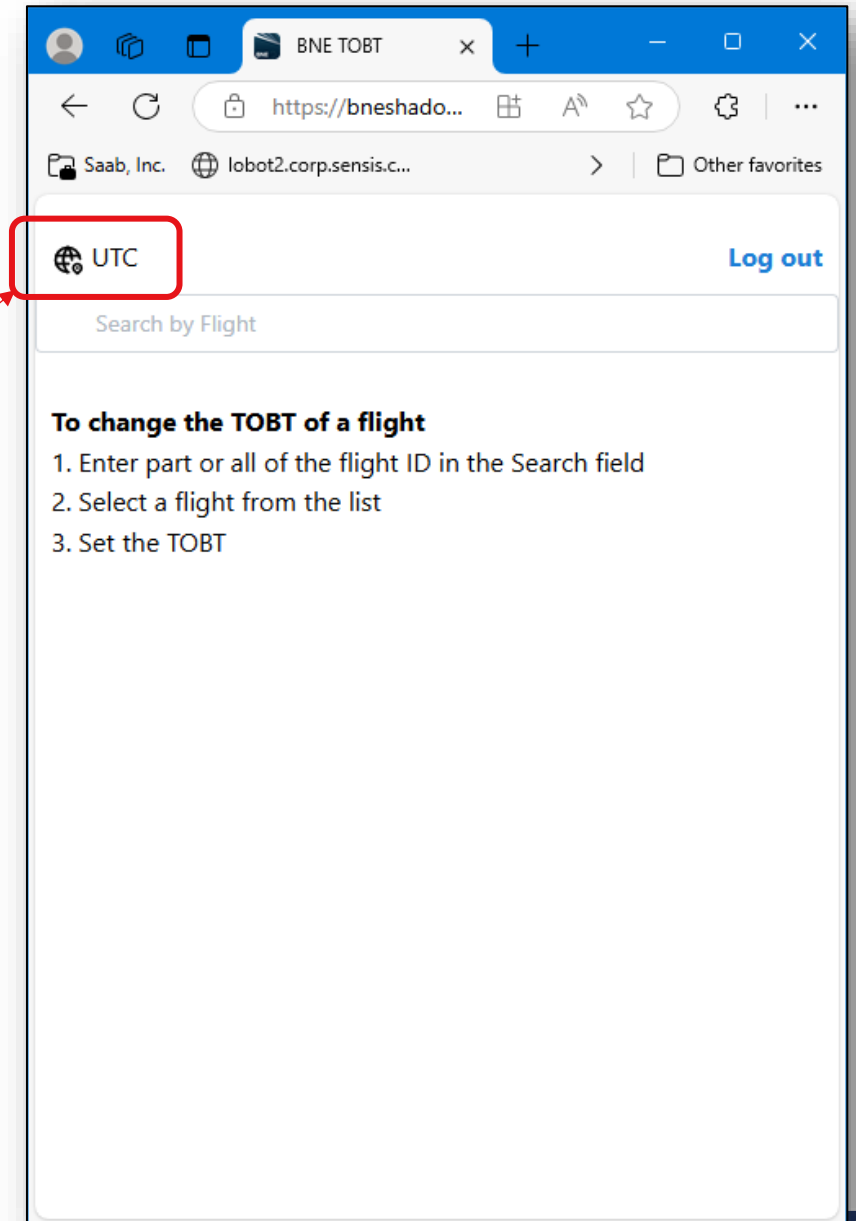
TOBT App

- The TOBT App can display time in UTC or local airport time.
- Based on user's "Display Times in Airport Local Time Zone" setting in system admin.
- User or service desk can change this setting. User will need to re-login in order for it to take effect.



User Settings

- Aerobahn Always On Top
- Aerobahn Cache Location
- Date Format DD/MM/YYYY
- Display Times in the Airport Local Time Zone**
- HTTP Proxy Host
- HTTP Proxy Port 3128
- HTTPS Proxy Host
- HTTPS Proxy Port 3128
- Highlight Editable Fields
- Java Runtime Environment Parameters
 - Additional Parameters
 - Maximum Memory 4096
 - Minimum Memory 1024



BNE TOBT

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UTC [Log out](#)

Search by Flight

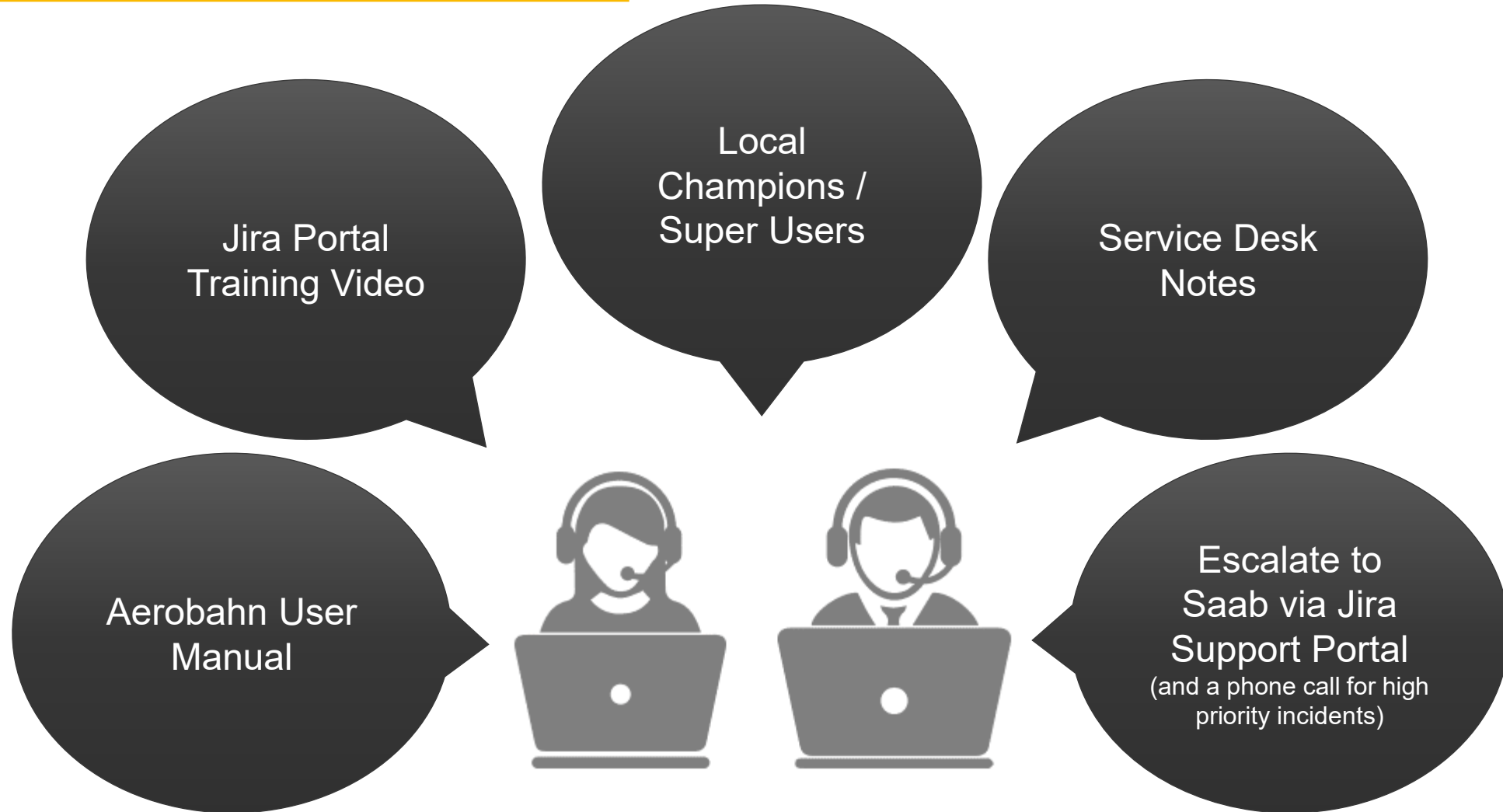
To change the TOBT of a flight

1. Enter part or all of the flight ID in the Search field
2. Select a flight from the list
3. Set the TOBT

Conclusions

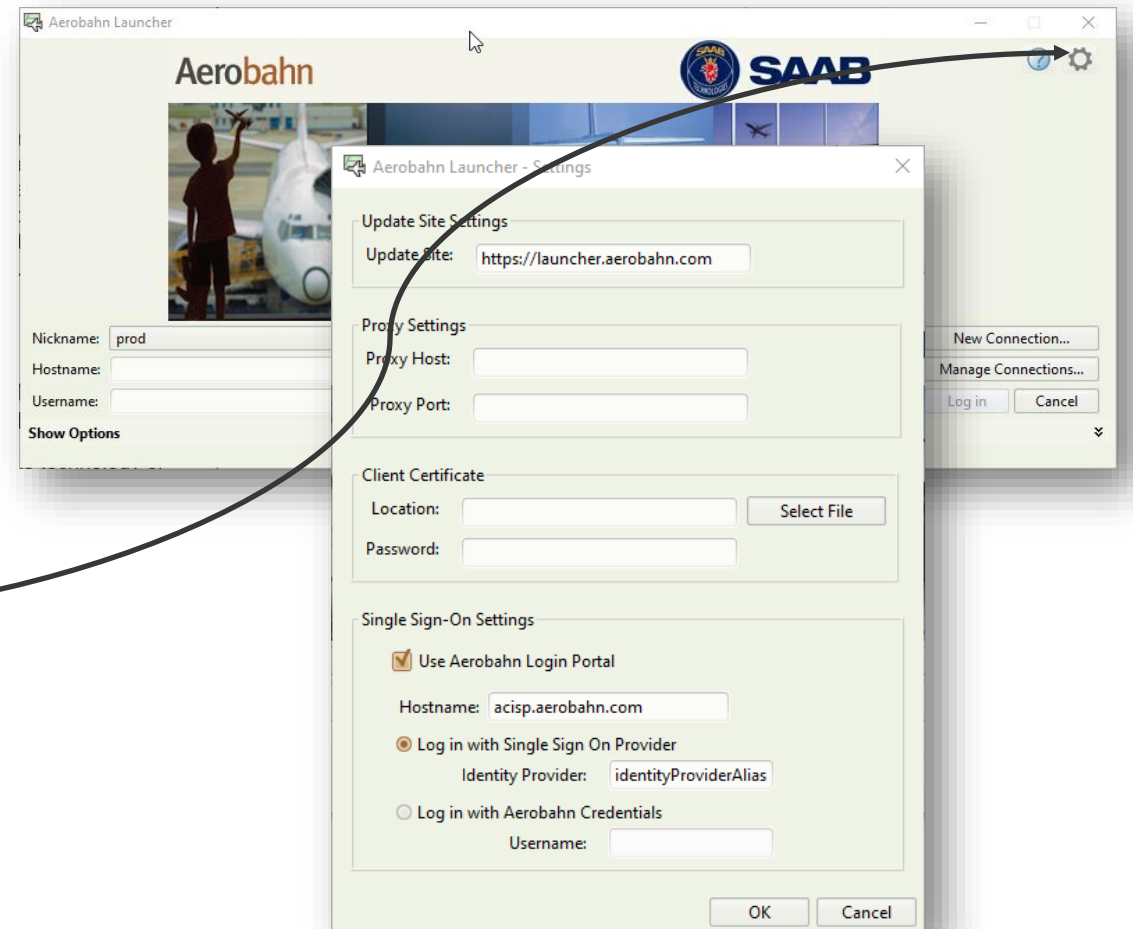


Service Desk Resources



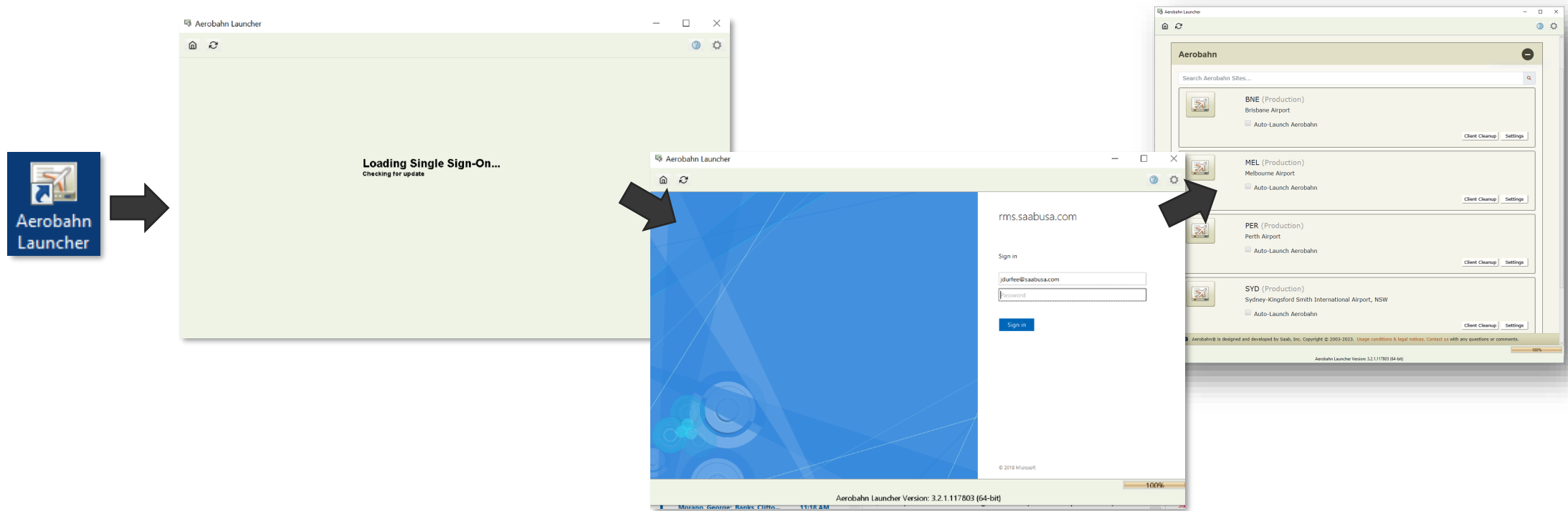
Accessing Aerobahn A-CDM – Aerobahn Launcher

- The Launcher is the way to access Aerobahn on your workstation.
- All users must have Single Sign On access.
- Your IT organization may have installed the Launcher on your workstation for you. If not,
 - The Launcher is available for download and install at: “<https://launcher.aerobahn.com>”
Note: Download the 64-bit version
- The launcher may already be configured for you. If not:
 - Click on the gear on the top right corner
 - Check “Use Aerobahn Login Portal”
 - Hostname: **acisp.aerobahn.com**
 - Each partner will have a different Identity Provider Alias provided by Saab
- A proxy host/port may be necessary depending on your IT organization.



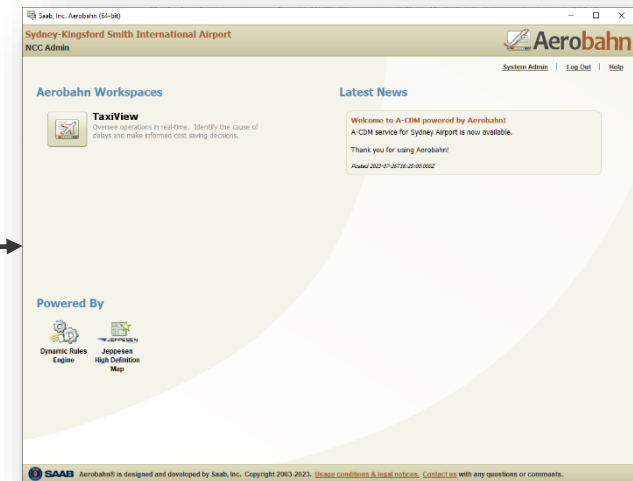
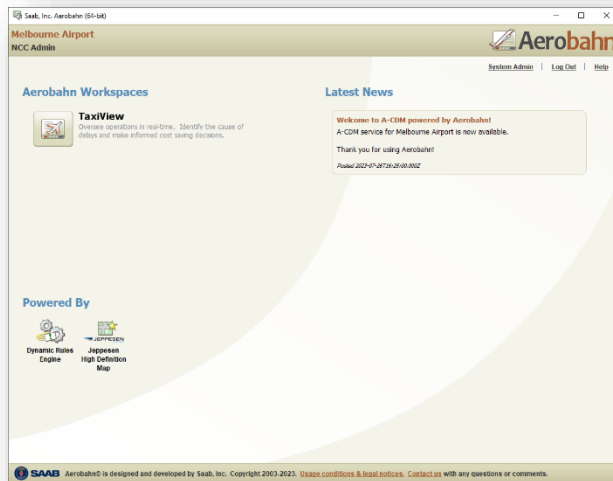
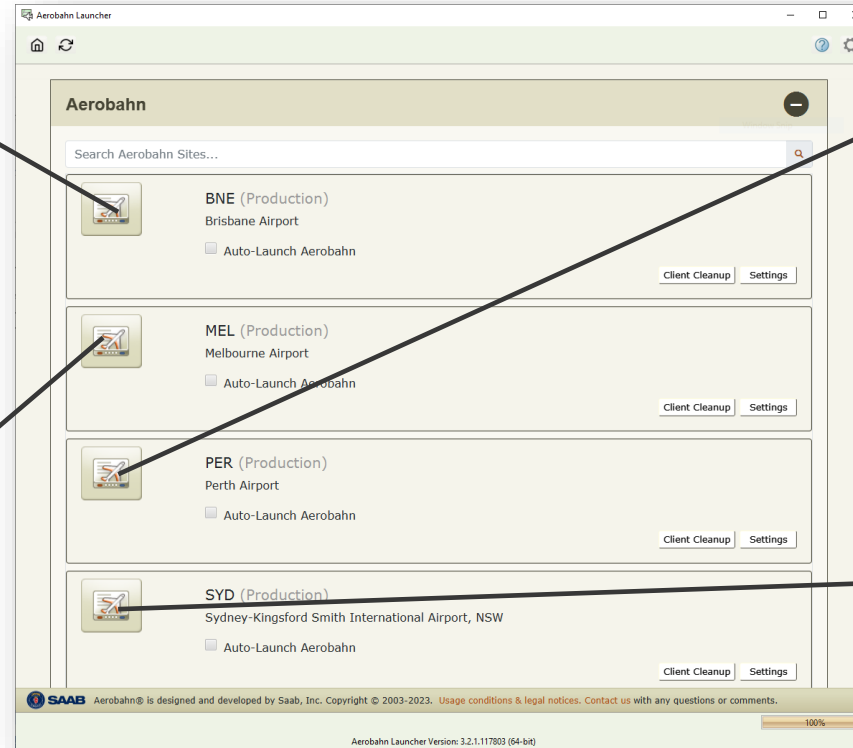
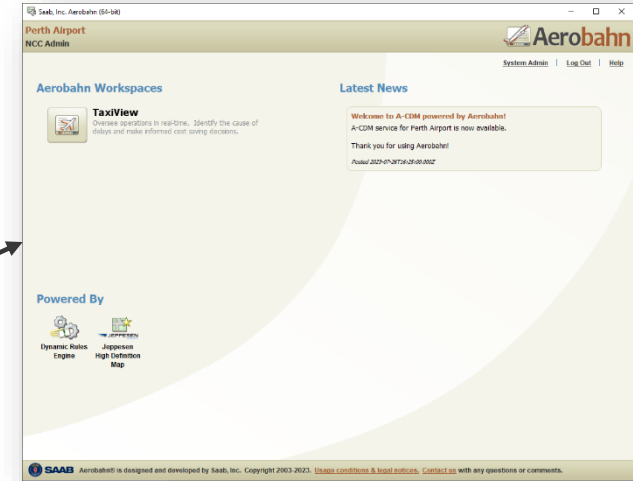
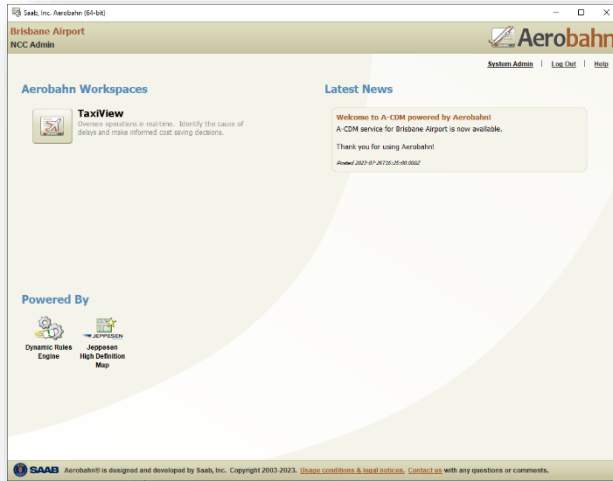
Accessing Aerobahn A-CDM – Aerobahn Launcher

- After appropriate configuration, open the Aerobahn Launcher to be re-directed to the Identity Provider for login
- Once logged in, the user will then be shown a portal page with each of the sites they are authorized to use



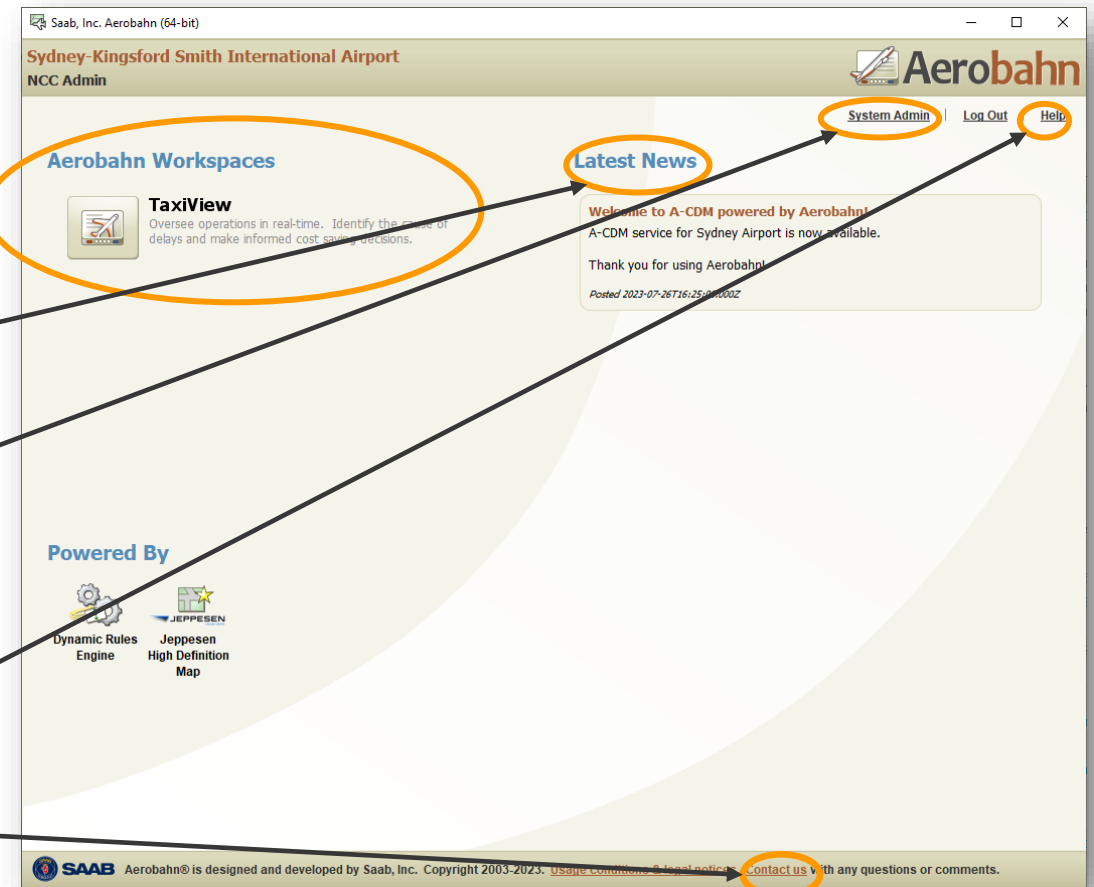
Accessing Aerobahn A-CDM – Aerobahn Launcher

Selecting the icon will open the respective Aerobahn's Portal Page



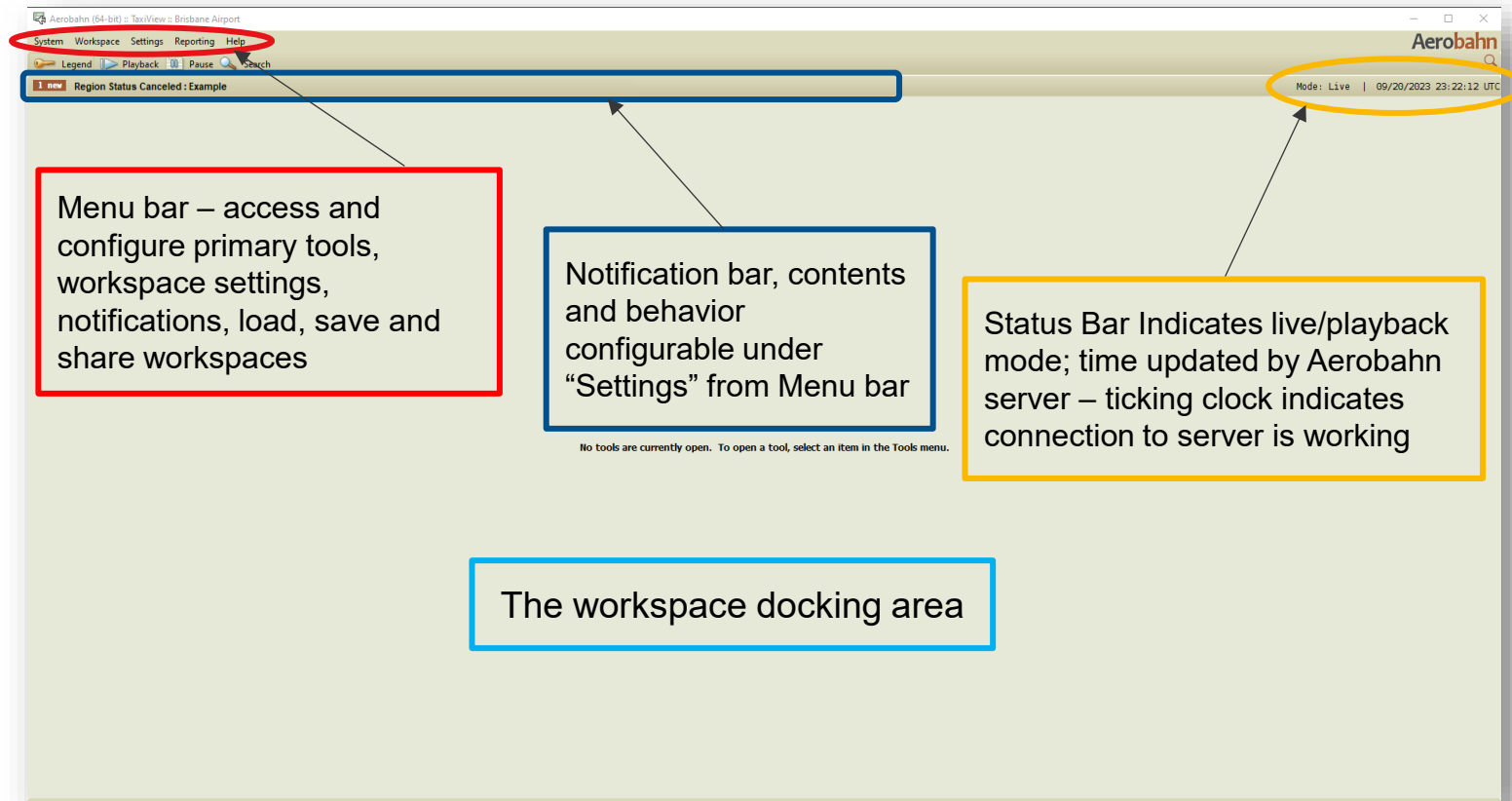
Aerobahn A-CDM Portal Page

- Portal screen indicates your connection to Aerobahn is active, client software is running, and flight information is downloaded.
- TaxiView button opens the Common Workspace.
- The “Latest News” panel announces upgrades, planned maintenance, map updates and other pertinent information.
- The “System Admin” link opens a companion application where one can change their, display name, and set some preferences such as how times are expressed in Aerobahn (local and UTC).
- The “Help” link opens a searchable interactive Help manual.
- “Contact us” opens and displays the Help Desk contact information. Any questions or observations relating to Aerobahn are first reported to your local Help Desk. The Help Desk will escalate to Saab for investigation if necessary. Saab’s Customer Service supports 24/7/365.



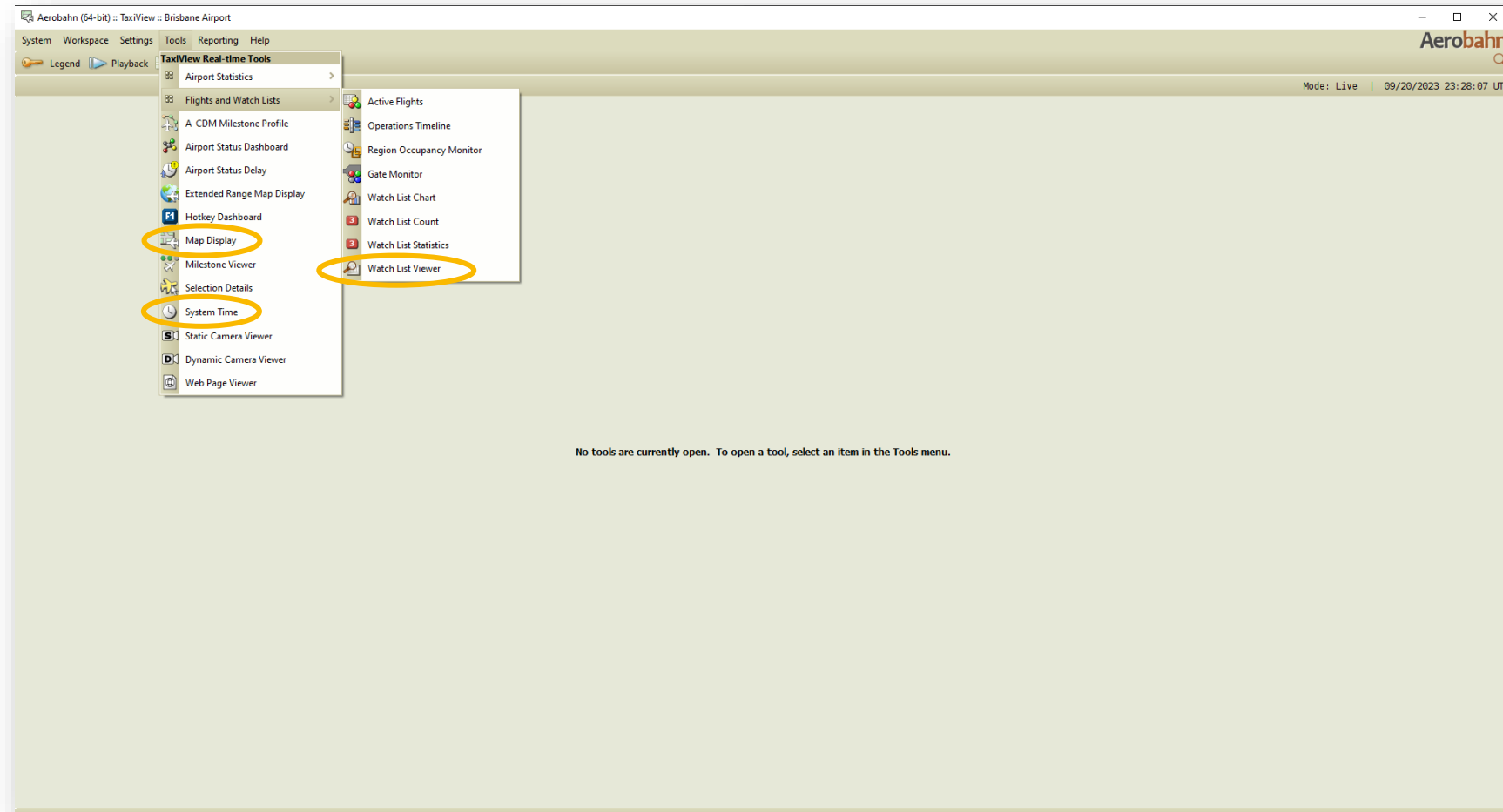
Essential Workspace Features

- An empty or “new” workspace.
- Helpful to think of workspaces as a document or spreadsheet.
- You can build your workspaces from scratch, or build on others’ shared workspaces, and share your workspaces with others.
- You can select which workspace loads by default when opening a TaxiView workspace.
- Admins can establish default workspaces for their team members.
- The purpose of this training session is to introduce you to the various features that are exploited in the workspaces to be presented later.



Essential Tool Concepts

- In order to illustrate some basic tool concepts, we'll start by opening some tools:
 - Map Display,
 - System Time and
 - Watch List Viewer.
- The Watch List Viewer and related tools are on a submenu of the Tools menu dropdown as shown.



Some Elements of Workspace Layout

Illustration of workspace elements:

- Tile Handle moves all tools within tile to new location.
- Tool Title (every tool has one) opens dropdown menu for tool-specific options.
- Tile/Tool controls maximize/restore window, dock/float, or dismiss tile or tool.
- Tab Handle is used for moving tool within tile or to another tile.
- Holding mouse over border between tiles activates a resizing pointer with which you “fine tune” relative sizes of tiles.

For example, in the Common Workspace, the “Arrivals” tab is a renamed Watch List Viewer, and the “Surface Display” and “Gate Display” tabs are renamed Map Displays.

