



A-CDM System Onboarding Pack

For: Ground Handlers, FBOs, Small Domestic &
International Airlines

2025



Purpose of this pack:

This pack provides instructions and information for airport stakeholders to install A-CDM system in preparation for the operational deployment of A-CDM.

Please reach out to [Brett Kennedy](#) or [Suzie Bourne](#) if you would like further information.

Onboarding Partners to A-CDM System

Six Key Steps

1

Setting Up SSO

2

**Packaging the
Aerobahn Launcher**

3

**Setting Up
Level 1 & 2 Support**

4

Setting Up Users

5

**Client Airline
Configuration**

6

Training Users

Single Sign On Set Up

For further information, contact [Amanda Stevens](#) (Saab) and [Rachael Bonville](#) (Saab).

Single Sign On (SSO) Set Up

Instructions to set up SSO

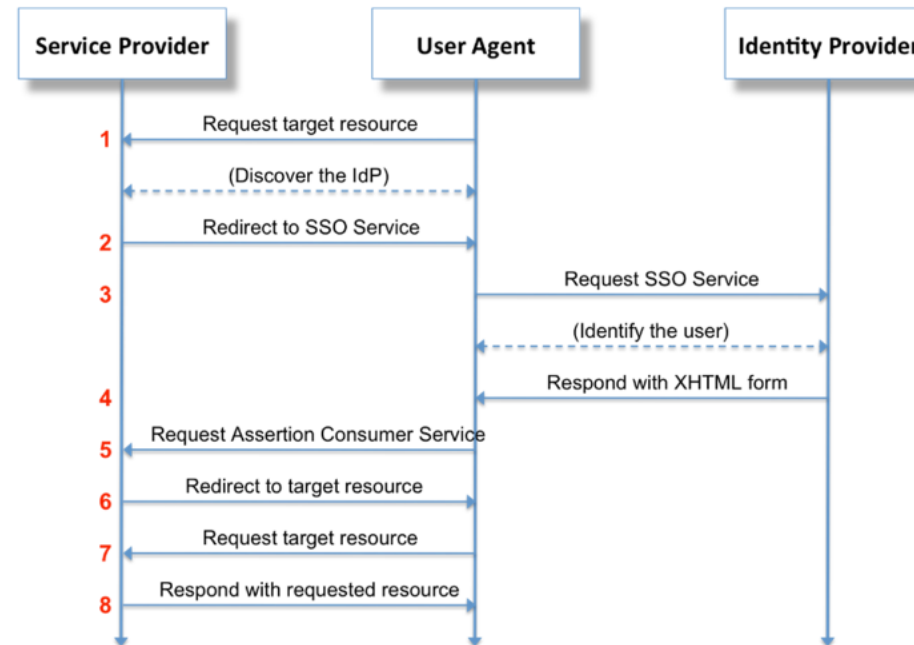
- Step 1:** Set up SAML exchange between Aerobahn Login Portal (ALP) and A-CDM Participant Identity Provider (IdP) (refer [Slide 6](#))
- Step 2:** A-CDM Participant to configure Saab's metadata (acisp_metadata.xml) into their IdP (refer attached file in email)
- Step 3:** A-CDM Participant to send Saab their metadata; Saab will configure this into ALP
- Step 4:** After both sides are configured, Saab and A-CDM Participant to test the integration
- Step 5:** A-CDM Participant sends Saab test user
- Step 6:** Saab configures test user in a Shadow system
- Step 7:** A-CDM Participant sets up Aerobahn Launcher (refer [Slide 7](#)) and tests the connection
- Step 8:** If successful, user is redirected to their own IdP for authentication = SSO connection established
- Step 9:** Once SSO established, Saab to send a spreadsheet to populate with more users (refer [Slide 16](#) for details on permissions)



Please note **Java PC Requirements** prior to set up and installation (refer [Slide 9](#)).

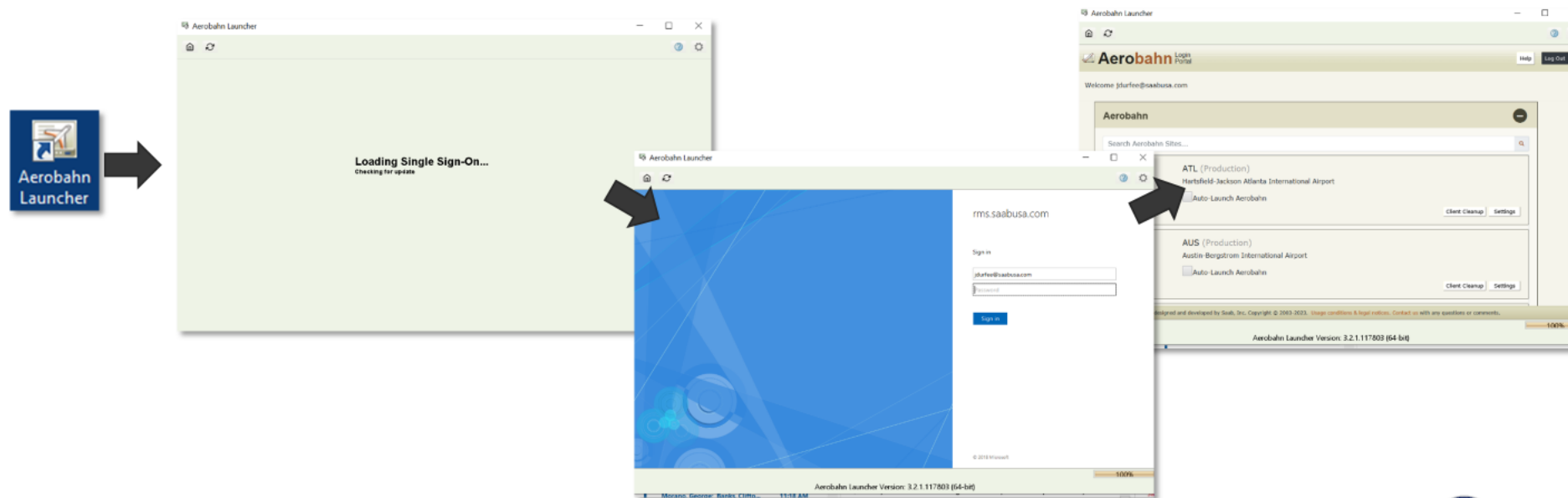
Single Sign-on Setup

- Uses Service Provider Initiated SSO using SAML 2.0
- Metadata XML will be exchanged between each of the Partners and Aerobahn team for setup.
- Users will be uniquely identified within Aerobahn based on the following
 - User Principal Name
 - Identity Provider
- Aerobahn will also require the following user information
 - Display Name
- Information request will be forthcoming



Single Sign-on User Experience

- Users will interface with the Aerobahn Launcher (details in the next slide) and will be redirected to their 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

- 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>”

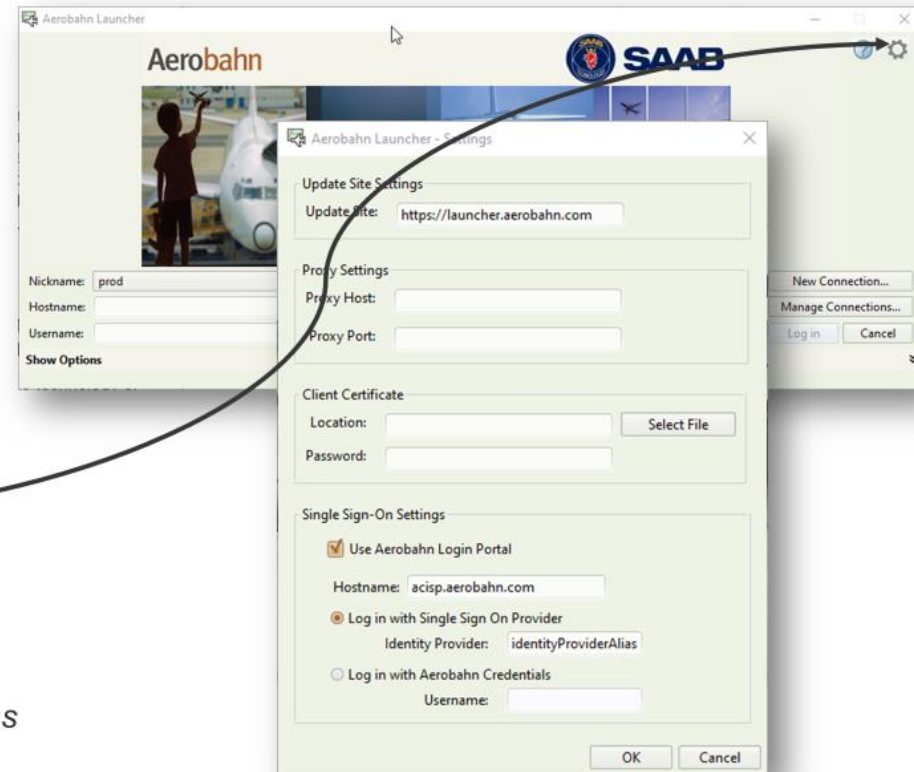
Note: Download the 64-bit version

- 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**
 - Identify Provider: **provided by Saab after setup**

Each partner will have a different Identity Provider Alias provided by Saab (e.g. Airservices)

- A proxy host/port may be necessary depending on your IT organization.



Java PC Client requirements

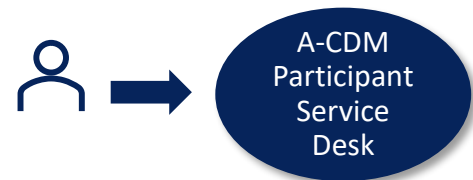
- Software
 - Aerobahn Launcher installed
- Hardware
 - Intel Core i5-2400 or AMD Phenom™ II X4 945 or better
 - 8 GB Memory
 - Windows 7, 64-Bit or later
- Network
 - Firewall access (Port 443 required, Port 80 optional) must be configured on both the Client PC and network to allow communication with the Aerobahn server.
 - High Speed Internet or Network Connection

Setting Up Level 1 & 2 Support

For further information, contact [Sam Al-Dabbagh](#) (Airservices).

Aerobahn A-CDM Level 1 Support



Type of user calls or requests relating to Aerobahn A-CDM



#	Types of user calls
1	Workspace modifications (applicable to specific user base)
2	User creation
3	Installation of the Aerobahn launcher and configuration
4	Assist users with log in
5	How to access the A-CDM Workspace
6	Using the troubleshooting tool to perform “Client Cleanup”
7	Aerobahn disconnected alerts or “Clock Skipping” / lagging display due to poor local PC networking connection. <i>(Service Desks will be trained to look at Aerobahn Client logs and associated Network Statistics).</i>

Aerobahn A-CDM Level 1 Support

Resources to assist Service Desks respond to user requests or calls



**Service Desk Notes
for the Airservices Australia
Airport Collaborative Decision
Making
(A-CDM) System**

Document No.: 880-048248
Version: 1
20 September 2023

Deed Number: 11171

Prepared for:
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PDF



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Word

Service Desk Notes

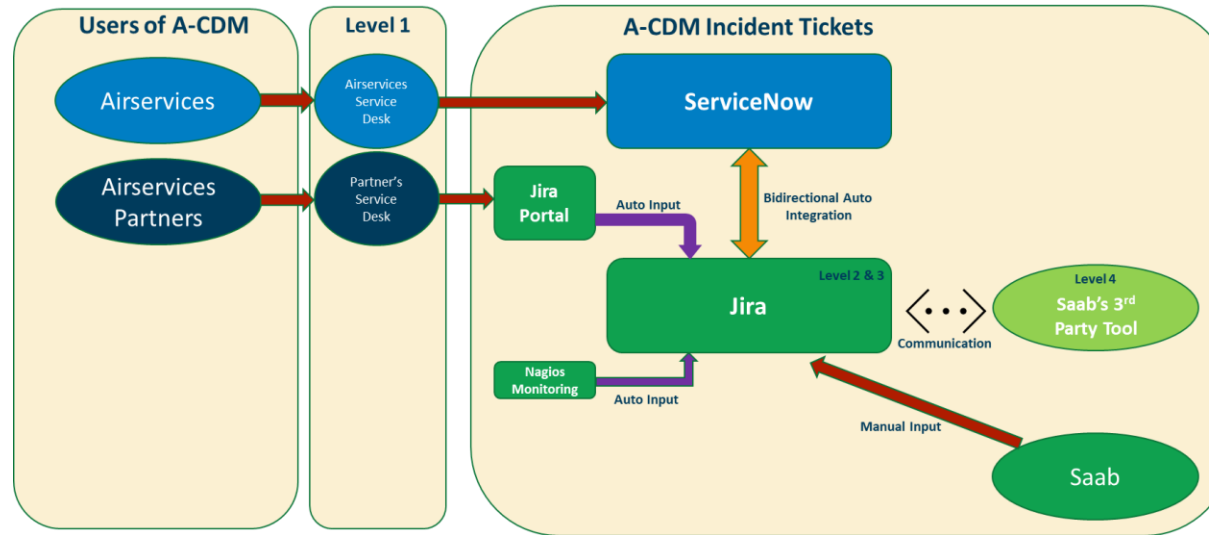
These notes provide detailed information and instructions on how to resolve Level 1 user requests or calls.

NOTE: These documents are general in nature and designed to support all partners. We suggest that each partner creates their own more detailed Service Desk Notes building on the information provided in these documents.

Click on the image above to access the documents.

Aerobahn A-CDM Level 2 Support

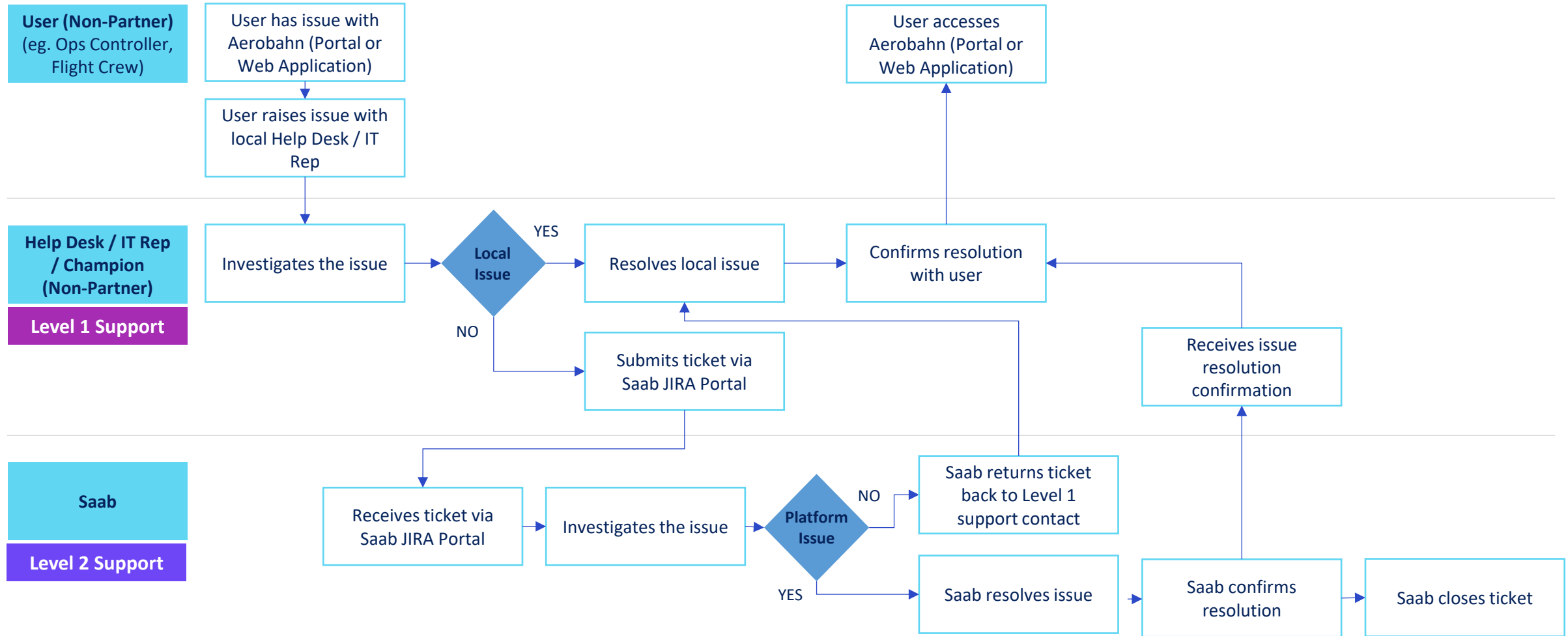
Incident Support Model & Ticket Flow



- Level 2 support refers to resolution of an 'incident' where an incident is classified as something which disrupts or could disrupt the Aerobahn A-CDM service provided by Saab directly or indirectly.
- Incidents can be reported by end users (via partner or Airservices' Service Desks), Airservices, Saab or other service providers. Note: it is the responsibility of the Service Desk to escalate incidents to Saab; users should not be contacting Saab directly.
- All partner Service Desks will utilize Saab's Jira Portal to create tickets for Saab to investigate.
- If the issue is an outage affecting multiple users, the Service Desk should call Saab directly (+1 315-445-5000) in addition to raising a ticket with Saab.

Aerobahn A-CDM Support Model (Non-Partner)

How it works in practice



* Not all organisations will have their own local Help Desks so the Champion will be the main contact point for Level 1 support.

Access Permissions for Users

For further information, contact [Cindy Bridge](#) (Saab) and [Rachael Bonville](#) (Saab).

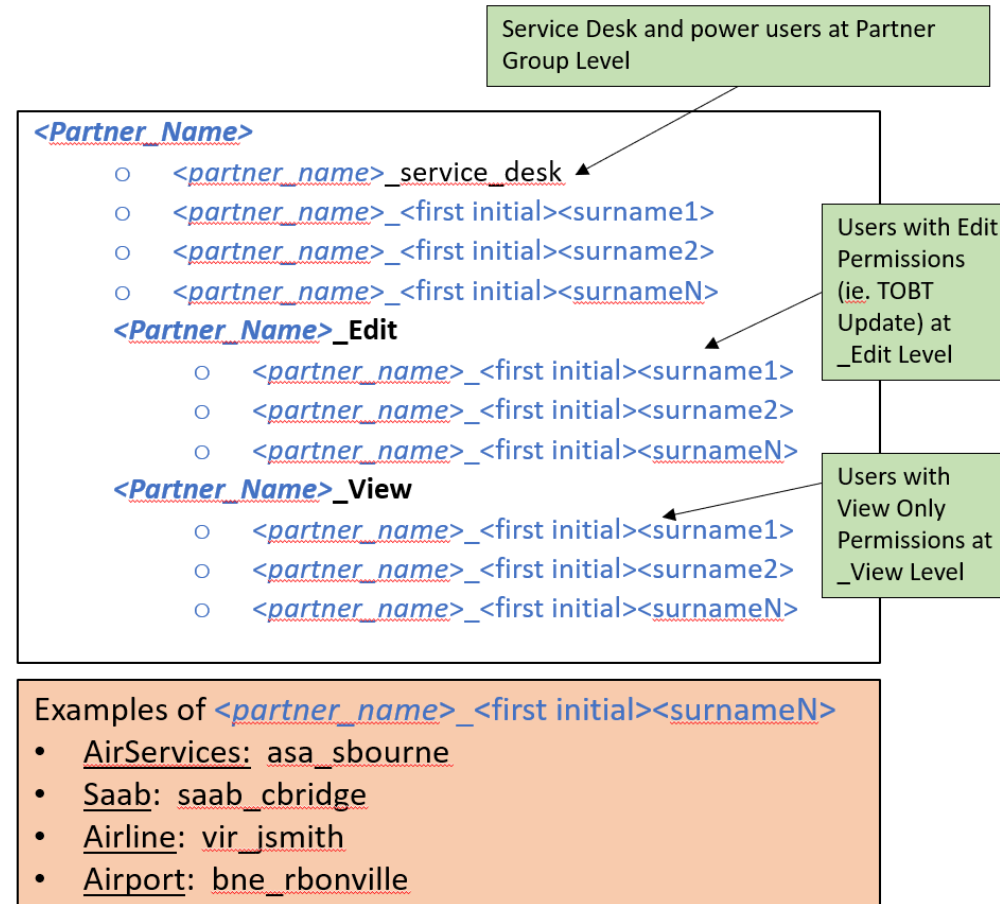
Groups and Permissions

Groups

- Saab will be responsible for setting up the partner groups as new partners come on board and setting the permissions at the group level.
- Each partner will have a group defined with the **<Partner_Name>** and two subgroups with edit and view permissions.
 - <Partner_Name>_Edit**
 - <Partner_Name>_View**

User Accounts

- When users are created, they inherit the permissions from the group level, so no permissions will need to be set for the individual user account.
 - <Partner_Name>** users will contain the service desk account and the power users for the partner
 - <Partner_Name>_Edit** users will be users with edit permissions. For example, users that can enter TOBT.
 - <Partner_Name>_View** users will be users with view only permissions. These users can use the system for awareness, but not enter/change any data.



Client Airline Configuration

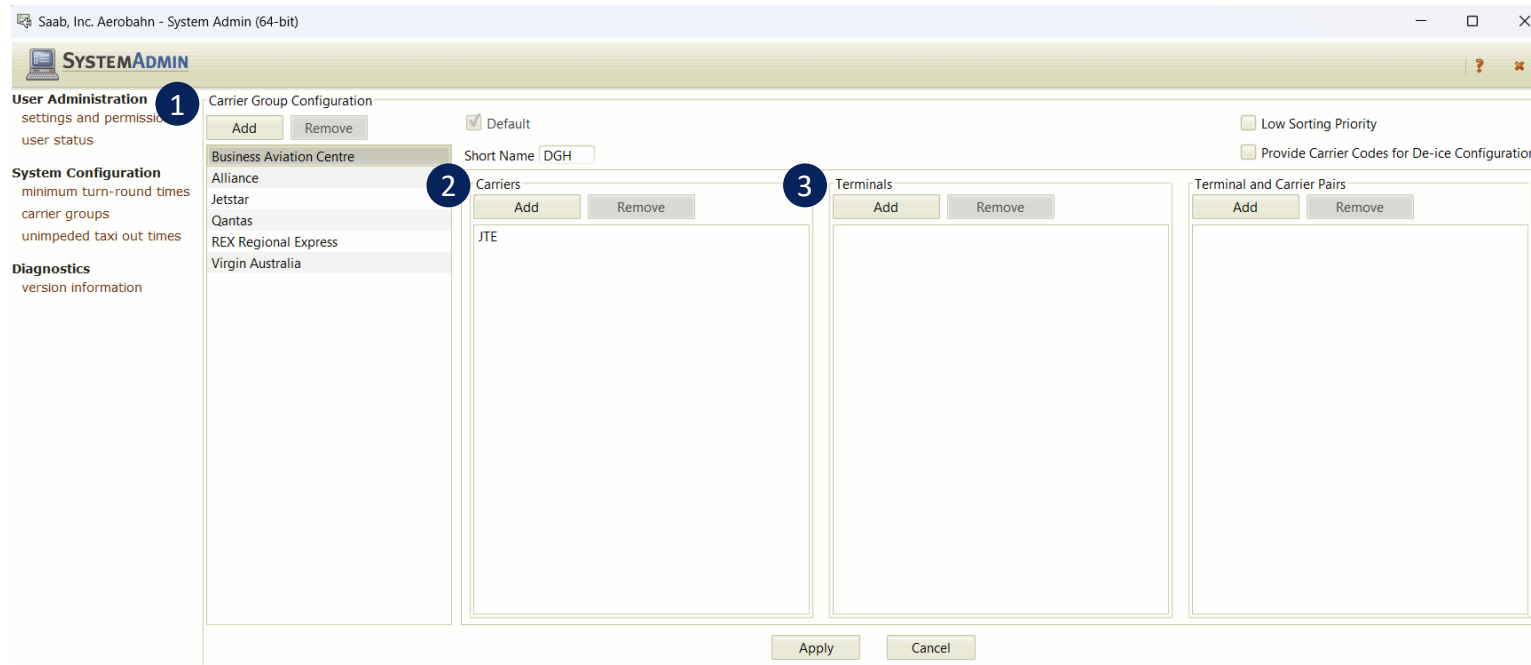
For further information, contact [Suzie Bourne](#) (Airservices).

Setting Up Airline Configurations

What's required from you as the Designated Ground Handler (DGH)

To ensure you can update TOBT for your client airlines, we will need to configure permissions in the A-CDM System.

1. Confirm client airlines for whom you will be updating TOBTs



Each Ground Handler will be configured with their own Carrier Group (similar to Jetstar and Virgin Australia – see ①).

The client airlines that you are responsible for updating their TOBT will be configured in your carrier group – see ② and terminal – see ③. The carrier group listed in the Watch List in the Workspace will be the short name defined for your Carrier Group.

You will have permission to update TOBTs for your client airline flights ONLY.

NB: At this stage, we can only represent carriers per terminal (not aircraft type).

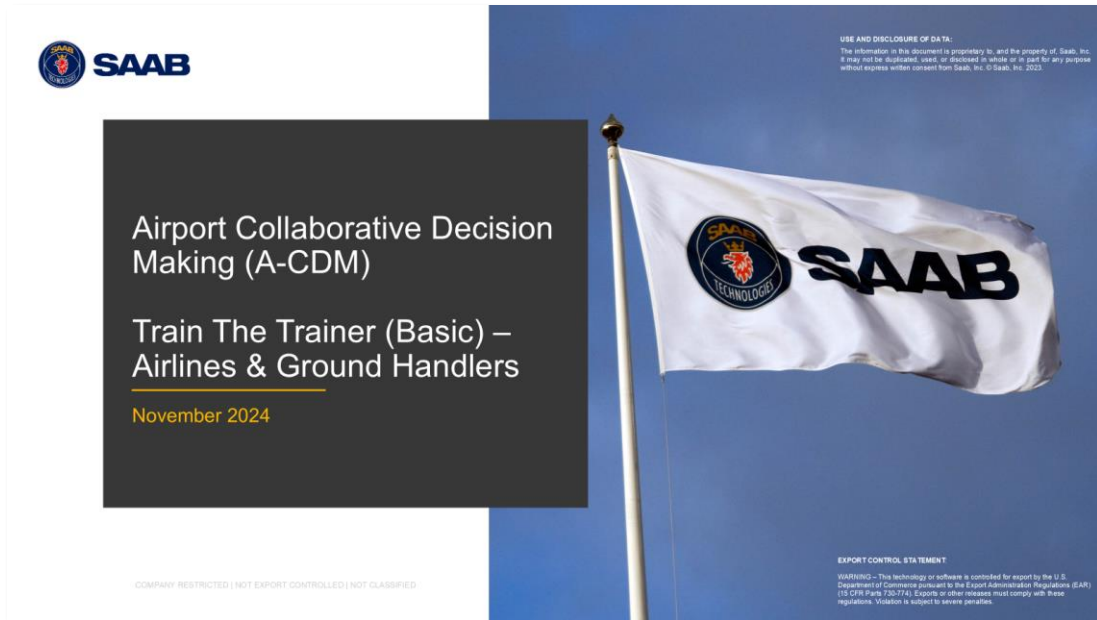
2. We will also need confirmation from your client airline that they authorise you to be their representative (Designated Ground Handler Agent, DHGA) for A-CDM and update TOBTs on their behalf. We will also be contacting airlines directly to get this confirmation.

Training Resources & Materials

For further information, contact [Suzie Bourne](#) (Airservices).

Training Resources & Materials

Available resources to upskill users in the tools available in Aerobahn A-CDM System & Workspace



A-CDM Training Pack – Basic (Slides)



A-CDM Training Pack – Advanced (Slides)



A-CDM Training Session – Basic (Recording)



A-CDM Training Session – Advanced (Recording)



Aerobahn User Guide (PDF)

All training artefacts are available on the NOMC portal – please contact [Suzie Bourne](#) (Airservices) for access when ready.

That's it – you're ready to get started.

If you have questions or would like further assistance, please reach out to [Brett Kennedy](#) or [Suzie Bourne](#) (Airservices).