

Tech Ops Safety Action Program (T-SAP)

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T-SAP Advisory: TSAP-14-008		Email Subscribe Unsubscribe Print	
Status: Active		Effective Date: 08/27/2014	
Facility Information			
NAS Category:	Equipment:	Locations:	Fac ID Code:
AUTOMATION	ERIDS	MULTIPLE	AM00
Event Information			
Title:	En Route Information Display Subsystem (ERIDS) Information Support		
Problem:	Without proper training the efficient and effective maintenance and restoration of the En Route Information Display Subsystem (ERIDS) may be impacted.		
Symptom:	ERIDS Computer Based Instruction (CBI) and on-site courses were not kept current. They are now obsolete.		
Solution:	In response to a T-SAP Corrective Action Request (CAR), interim and final actions include the development of new online ERIDS Monitor & Control (M&C) and Hardware courses. While these courses are being developed and tested, the field has the option to call the Program Management Organization Air Traffic Systems (PMO ATS) Help Desk at 1-800-377-0308 ☎ as a direct line to Second Level Support.		
Remarks:	<p>The PMO ATS Help Desk answers requests for support for En Route, Oceanic, and Terminal systems. An overview of the Help Desk's structure and responsibilities is attached to this advisory. To contact the Help Desk, call 1-800-377-0308 ☎.</p> <p>If you have additional information that pertains to the subject of this document we encourage you to file your own T-SAP report. Information you possess may be unknown to the ERC and could augment existing reports. These additional reports may contain important safety information that allows us to identify trends and issues currently not perceived as systemic problems, or reveal a perspective that has not been considered.</p>		
POC Information	Email	Title	Phone
Technical POC1:			
Technical POC2:			
Supply POC:			

Disclaimer: Technical Operations Safety Action Program (T-SAP) Advisories contain important safety information. However, they are not directive in nature and do not supersede any directive or policy. For additional information on T-SAP, please visit our website at www.t-sap.org or call 877-360-6961 [☎](#)