

User Guide for CMS Application

Introduction

Crisis Management System (CMS) is to be the only system the airlines will use to properly identify, systematically prioritize and effectively engage during crisis for adept mitigation of the situation. Without a proper system in place, there will be chaos and undesired delay in response to the situation at hand.

This application enables the airlines to :-

- Initiate crisis and notify required staff, follow-up availability with the support team
- Checklist and Request management workflow
- Log Enquiries and provide ready reference of data to support enquiries
- Search for PDA and Cargo , Verify manifest
- Inter and intra department communication
- Crisis Closure
- Archive Management
- Master Data Management

The application is mobile responsive and can be accessed on any mobile device.

Using CMS Web Application

Login Page



User needs to be mapped to a department prior to logging-in to access the application.

Landing Page

The screenshot shows the Crisis Management System landing page for Philippine Airlines. At the top left is the airline's logo. Next to it is the title "Crisis Management System". On the right side, there is a dropdown menu labeled "Department: ERC" with a right-pointing arrow. To the right of the dropdown are icons for user profile, phone, and email. Below the header is a large, light-gray rectangular area containing three dark-blue square buttons with white icons and text: "Initiate Crisis" (bell icon), "Manage Master Data" (database icon), and "Archive" (file cabinet icon). A blue callout box points to the "Initiate Crisis" button with the text "Clicking on any icon will take user to the corresponding page". Another blue callout box points to the "Logout" link in the top-right corner with the text "User-Id of the user logged in can be seen on clicking on this icon". A third blue callout box points to the "Department: ERC" dropdown with the text "Department Dropdown will show the department that the logged in user has access to". On the far right edge of the screen, there is a vertical red bar with the text "WORLD CLOCK" and a small globe icon.

Clicking on any icon will take user to the corresponding page

User-Id of the user logged in can be seen on clicking on this icon

Hi! soumit.x.nag

Change Password

Logout

Department: ERC

Initiate Crisis

Manage Master Data

Archive

WORLD CLOCK

- This is the default landing page when there are no open crisis
- Icons shown in this page is dependent on the access rights provided to the selected department

Master Data Management

User Profile

Grid shows the list of users configured in the system

View all invalid user details

Click on 'Add User' to add new user

Click on 'Expand Search' to use the search functionality

Click on scroll icon to browse the data and edit functionality

User Id	Name	Email	Employee Id	Main Contact	Alternate Contact	Passport Details
abc.tcg	abc test	abc@tcg-digital.com		87878		
a_plaza	Abelardo Plaza	anwesha.ray@tcg-digital.co...	227536	9177000362		
m_enriquez	Abigail Sanares Enriquez	shayan.sarkar@tcg-digital.c...	101123	(0915)1163837		
jun_blanco	Abrenio Mata Blanco Jr.	sandip.ghosh@tcg-digital.co...	121860	09334618072	083-5521235	
ablaquinlin	Ace Borja Laquinlin	ablaquinlin@tcg-digital.com	100377	9335877974		

User Profile(Add/Edit)

Upload HR/HR Training files using the Upload Function

Master Data Management

Event Department: ABD

Crisis Management System

USER PROFILE CHECKLIST USER DEPARTMENT MAPPING DEPARTMENT CRISIS TYPE CRISIS DEPARTMENT MAPPING RESPONSIBLE STATION DEMAND TYPE DEPARTMENT FUNCTIONALITY MAPPING

Email: * Enter Email User Id: * Enter User Id Name: * Enter Name Main Contact Enter MainContact

Alternate Contact: Enter AlternateContact Employee Id: Enter Employee Id Active

Volunteer Indicator

Submit Cancel

Choose File No file chosen Upload HR Record Template HR Training Record Template

CLICK TO COLLAPSE View Invalid Records Expand Search

User Id	Name	Email	Employee Id	Main Contact	Alternate Contact	Active Indicator	Volunteer Indicator	Passport Details
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Check this to save the user as an Active user

Check this to save the user as a Volunteer

- When Add New User Profile is clicked, the Add User panel is shown on the top of the User Profile Screen.
- A similar panel appears for editing an existing user

Department

The screenshot shows the 'Master Data Management' section of the Crisis Management System. The top navigation bar includes the Philippine Airlines logo, the system name, and dropdown menus for 'Event' and 'Department: ABD'. The left sidebar has icons for Home, Dashboard, Checklist, User Department Mapping, Department (highlighted in blue), Crisis Type, Crisis Department Mapping, Responsible Station, Demand Type, and Department Functionality Mapping. The main content area is titled 'Master Data Management' and shows a grid of departments. The grid columns are: Department Code, Department Name, Parent Department, Department Spoc, Contact Number, Active, and Edit. Two rows are visible: ABD (Ancillary Business) with Parent Department OEVP/T&CAO, Department Spoc System Admin, Contact Number 9876543210, Active checked, and Edit button; and AED (Aircraft Engineering) with Parent Department OSVP/AO, Department Spoc System Admin, Contact Number 9876543210, Active unchecked, and Edit button. A blue callout points to the 'Add a department using the 'Add Department' button' in the sidebar. Another blue callout points to the 'Edit the existing department using the edit functionality' in the sidebar. A third blue callout points to the 'Grid shows the list of departments already configured' in the sidebar. A red 'WORLD CLOCK' icon is also visible.

Department Code	Department Name	Parent Department:	Department Spoc	Contact Number	Active	Edit
ABD	Ancillary Business	OEVP/T&CAO	System Admin	9876543210	<input checked="" type="checkbox"/>	
AED	Aircraft Engineering	OSVP/AO	System Admin	9876543210	<input type="checkbox"/>	

- Department page is used to manage the list of departments shown in the application.
- Only active departments are shown across all applicable modules

User can activate/deactivate a department by checking/ unchecking this checkbox

Department Functionality Mapping

The screenshot shows the 'Crisis Management System' interface for 'Philippine Airlines'. The top navigation bar includes the airline logo, the system name, and dropdown menus for 'Event: Sample Stress Test' and 'Department: PR Acft Engg'. On the left, a sidebar lists departments like 'PR Acft Engg', 'PR Acft Engg', 'PR Acft Engg', and 'PR Acft Engg'. The main content area is titled 'Master Data Management' and contains tabs for 'USER PROFILE', 'CHECKLIST', 'USER DEPARTMENT MAPPING', 'DEPARTMENT', 'CRISIS TYPE', 'CRISIS DEPARTMENT MAPPING', 'RESPONSIBLE STATION', 'DEMAND TYPE', and 'DEPARTMENT FUNCTIONALITY MAPPING'. The 'DEPARTMENT FUNCTIONALITY MAPPING' tab is selected. A form below it shows a search bar with 'PR Acft Engg' and a 'Submit' button. Below the search is a section for 'Page Permission' with two checkboxes: 'Can View' and 'Only HOD'. The main list of functionalities includes:

- ACTION (Dashboard) View Readonly Crisis Information Only HOD
- PAGE (Archive Dashboard) Archive Dashboard Only HOD
- PAGE (Call Center) Call Center Only HOD
- PAGE (Close Emergency) Close Emergency Only HOD
- PAGE (Crisis Initiation) Crisis Initiation Only HOD
- PAGE (Dashboard) Telephone Directory Only HOD
- PAGE (Deptwise Closure) Dept wise Closure Only HOD
- PAGE (ManifestUploadFile) Manifest Upload File Only HOD
- PAGE (Member Tracking) Member Tracking Only HOD
- PAGE (Notify people) Notify people Only HOD
- PAGE (Quick View) Quick View Only HOD

Annotations on the left side explain:

- 'Choose the department from this list' points to the sidebar.
- 'The list of functionalities in CMS application are shown in this list' points to the main list of features.
- 'To give access to a feature to a specific department, check the check box against the particular functionality' points to the checkboxes in the 'Page Permission' section.

Annotations on the right side explain:

- 'The "Can View" and "Only HOD" checkboxes are for bulk selection.' points to the 'Can View' and 'Only HOD' checkboxes.
- 'If access is to be given only to HODs of the department for the functionality, this checkbox called "Only HOD" should be checked' points to the 'Only HOD' checkboxes in the list of features.

- Access rights of departments are managed through this page
- Once a user logs in the application, only those functionalities to which the department has access will be available to the user

User Department Mapping

Choose the User from this list

The list of active departments in CMS application are shown in this list

To mark an user as part of the HOD group of the department, check the checkbox under "Select HOD" column

To map an user to a department, check the checkbox under "Select Member Of" column

Department Code	Select Member Of	Select HOD
ABD	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
AED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
AOD	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- An user can be mapped to a department using this page
- An user when logged in to CMS will have access to only those departments to which he/she is mapped
- An user must be mapped to at least 1 department in order to access the CMS application

Crisis Type

The Add/Edit panel is used to add a new Crisis type or edit an existing one. Crisis category (Flight or Non Flight) can be specified here

Grid shows the list of Crisis types already configured

The screenshot shows the Crisis Management System interface. The top navigation bar includes the Philippine Airlines logo, the title "Crisis Management System", and dropdown menus for "Event" and "Department: ABD". The left sidebar features a vertical stack of icons for Home, Data, Notifications, Cloud, and Navigation. The main content area is titled "Master Data Management" and contains a "CRISIS TYPE" tab. The "CRISIS TYPE" tab is active, displaying input fields for "Crisis Type Name" (with placeholder "Enter Crisis Type Name"), "Crisis Type Category" (with placeholder "Select Crisis Type Category"), and "Status" (set to "Active"). Below these are "Submit" and "Cancel" buttons, along with a link "CLICK TO COLLAPSE" and a "Expand Search" button. The main grid displays three crisis types:

Crisis Type Name	Crisis Category	Status	Edit
FLIGHT ACCIDENT	Flight Related	<input type="checkbox"/>	
AIRCRAFT ACCIDENT	Flight Related	<input checked="" type="checkbox"/>	
UNCERTAINTY PHASE Missing Aircraft	Flight Related	<input checked="" type="checkbox"/>	

Activate/deactivate a crisis type by checking/ unchecking this checkbox

- Crisis Type page is used to manage the list of crisis types shown in the application.
- Only active crisis types are shown across all applicable modules

Crisis Department Mapping

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, the system name "Crisis Management System", and dropdown menus for "Event" and "Department: ABD". The left sidebar has a vertical list of icons for navigation. The main content area is titled "Master Data Management" and contains a sub-section for "Crisis Department Mapping". A header row lists tabs: USER PROFILE, CHECKLIST, USER DEPARTMENT MAPPING, DEPARTMENT, CRISIS TYPE, CRISIS DEPARTMENT MAPPING (which is selected), RESPONSIBLE STATION, DEMAND TYPE, and DEPARTMENT FUNCTIONALITY MAPPING. Below this is a form field labeled "Crisis:" with the value "FLIGHT ACCIDENT" and an "X" button. A "Submit" button is located to the right. The main grid displays department names (ABD, AED, AOD, CAD) in the first column and checkboxes in the second column. The checkbox for ABD is checked and highlighted with a purple circle. A blue callout box points to the Crisis Type selection field with the text "Select the Crisis Type from this list". Another blue callout box points to the grid with the text "Grid shows all the departments configured in CMS.". A third blue callout box points to the ABD checkbox with the text "Check the checkbox under 'Select Department' column to map department to the selected Crisis type".

Department Name	Select Department
ABD	<input checked="" type="checkbox"/>
AED	<input type="checkbox"/>
AOD	<input checked="" type="checkbox"/>
CAD	<input type="checkbox"/>

This page is used to specify departments whose HOD/SPOC will be notified for various crisis types

Checklist

Grid shows the list of checklists configured

Add new checklist

CheckList Code	CheckList Detail	Parent CheckList Code	Duration	Target Department Name	URL	Crisis Type Name	Sequence	Organization	Stations	Active	Edit
PR Acft Engg_86760	Inform VP-Safety with initial known facts and details of accident.		30	PR Acft Engg		AIRCRAFT - SUDDEN / KNOWN ACCIDENT/INCIDENT	1	All Organization		<input checked="" type="checkbox"/>	
PR Acft Engg_86460	Upon receipt of the aircraft accident notification from IOCC and/or AED-FCC, Ensure proper coordination with concerned AED-FCC for the initial details of accident.		30	PR Acft Engg		AIRCRAFT - SUDDEN / KNOWN ACCIDENT/INCIDENT	1	All Organization		<input checked="" type="checkbox"/>	
PR Acft Engg_87060	Alert all AED personnel to be mobilized for emergency operations.		30	PR Acft Engg		AIRCRAFT - SUDDEN / KNOWN ACCIDENT/INCIDENT	3	All Organization		<input checked="" type="checkbox"/>	

Checklist(Add/Edit)

The screenshot shows the 'Crisis Management System' interface for 'Master Data Management'. The 'CHECKLIST' tab is selected. The page includes sections for 'Parent Department', 'Selected Parent Checklists', 'Duration (Minutes)', 'Sequence', 'Department', 'Crisis Type', 'URL', 'Organization', 'Stations', and 'Check List Details'. A file upload section at the bottom allows for 'Checklist Template' uploads.

Annotations on the left side of the interface:

- Set the parent department if any
- Set the duration of a checklist in minutes
- Set the sequence of the checklist
- Select the organization from the dropdown

Annotations on the right side of the interface:

- Select the department for which the checklist would be activated
- Set the crisis type for which the checklist would be applicable
- Enter the checklist details
- Upload checklist details

- A department can edit and view only its own checklists
- Checklist can be added for any department and also can be mapped to a parent checklist.
- Checklist duration specifies the time within which the checklist should be completed from initiation of the crisis
- Checklist code is automatically generated and cannot be edited
- If any URL is to be referred for the checklist, this can be updated in the URL field.

Responsible Station

The screenshot shows the 'Master Data Management' section of the Crisis Management System. The top navigation bar includes the Philippine Airlines logo, the system name, and dropdown menus for 'Event' and 'Department: ABD'. On the left is a vertical toolbar with icons for Home, Data, Notifications, Lock, Print, and Help. The main content area has tabs for 'USER PROFILE', 'CHECKLIST', 'USER DEPARTMENT MAPPING', 'DEPARTMENT', 'CRISIS TYPE', 'CRISIS DEPARTMENT MAPPING', 'RESPONSIBLE STATION' (which is selected), 'DEMAND TYPE', and 'DEPARTMENT FUNCTIONALITY MAPPING'. Below the tabs is a button for 'ADD RESPONSIBLE STATION' and an 'Expand Search' button. A grid table displays five rows of station data:

IATA Station Code	Airport Station Name	City	Country	Time Zone	IsActive	Edit	Delete
AKL	Auckland	Auckland	New Zealand	(UTC+12:00) Auckland, Wellington	<input checked="" type="checkbox"/>		
	Abu Dhabi	Abu Dhabi	UAE	(UTC+04:00) Abu Dhabi, Muscat	<input checked="" type="checkbox"/>		
BCD	Bacolod	Bacolod	the Philippines	(UTC+08:00) Kuala Lumpur, Singapore	<input checked="" type="checkbox"/>		
BJS	Beijing	Beijing	China	(UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi	<input checked="" type="checkbox"/>		

A blue callout bubble points to the 'Grid shows the list of Station list already uploaded'.

A blue callout bubble points to the 'Edit/Delete' icons in the last row, with the text: 'The Edit/Delete panel is used to edit station or delete an existing one'.

- Responsible Station list will be uploaded as excel from PAL CMS System. The excel template should have following fields- IATA Station Code, Station Name, City Name, Country Name, Time Zone.
- Active/Inactive checkbox to mark the station whether active/inactive.
- Edit/delete option is there to manage Station list.

Responsible Station(Add/Edit)

The screenshot shows the 'Master Data Management' section of the Crisis Management System. A blue callout box points to the left sidebar with the text: "Panel to add/edit Station list." The main form is titled "RESPONSIBLE STATION" and includes fields for IATA, Airport Name, City, Country, Time Zone, and Active status. It also features file upload and template download options. A red callout box points to the search bar with the text: "Filter data using the Search functionality".

Panel to add/edit Station list.

Filter data using the Search functionality

CLICK TO COLLAPSE

Expand Search

IATA Station Code	Airport Station Name	City	Country	Time Zone	IsActive	Edit	Delete
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This section shows the Add/Edit region for the responsible station page

Demand Type

The screenshot shows the 'Demand Type' section of the Crisis Management System. The top navigation bar includes the Philippine Airlines logo, the system name 'Crisis Management System', a dropdown for 'Event', and a 'Department: ABD' selection. The left sidebar has a 'Master Data Management' section with icons for User Profile, Checklist, User Department Mapping, Department, Crisis Type, Crisis Department Mapping, Responsible Station, Demand Type (highlighted in blue), and Department Functionality Mapping. A callout box points to the 'Region' icon with the text 'Region shows the Add/Edit section'. The main content area has tabs for User Profile, Checklist, User Department Mapping, Department, Crisis Type, Crisis Department Mapping, Responsible Station, Demand Type (selected), and Department Functionality Mapping. The 'Demand Type' tab contains fields for 'Demand Type:' (with a note 'Enter DemandType Name') and 'Approver Department:' (with a dropdown 'Select Approver Department'). Below these are 'Submit' and 'Cancel' buttons. A 'CLICK TO COLLAPSE' link and an 'Expand Search' button are also present. A grid table lists demand types with columns: DemandType, Auto Approved, Approver Department, IsActive, and Edit. Two rows are shown: 'Situational Demand' (Auto Approved: true, Approver Department: CCC, IsActive: checked, Edit: pencil icon) and 'Special Request Demand' (Auto Approved: false, Approver Department: CCC, IsActive: checked, Edit: pencil icon). A callout box points to the 'Edit' button in the grid with the text 'Demand type can be edited using the Edit button'. Another callout box points to the 'IsActive' checkbox in the grid with the text "'Is Active' checkbox toggles whether a demand type is active for the crisis'".

DemandType	Auto Approved	Approver Department	IsActive	Edit
Situational Demand	true	CCC	<input checked="" type="checkbox"/>	
Special Request Demand	false	CCC	<input checked="" type="checkbox"/>	

- Demand types can be Categorized by either pre-approved or requires approval. It will be possible to select Approver Department from dropdown.

Quick Links

The screenshot shows the Crisis Management System interface. On the left is a vertical toolbar with icons for Home, User Department Mapping, Department, Crisis Type, Crisis Department Mapping, Responsible Station, Demand Type, Department Functionality Mapping, and Quick Links (highlighted). The main header includes the Philippine Airlines logo, the system name "Crisis Management System", and navigation for "Event: Sample Stress Test" and "Department: PR Acft Engg". The top right has user icons and a help button. The main content area is titled "Master Data Management" and "Quick Links". It features input fields for "Quick Link Name" (with placeholder "Enter QuickLink Name") and "Quick Link URL" (with placeholder "Enter QuickLink URL"). A dropdown menu for "Group Name" is set to "Please select". Below these are buttons for "Add Group" (red), "Submit" (red), and "Cancel" (yellow). A file upload section with "Choose File" (No file chosen), "Upload" (red), and "Clear" (red) buttons follows. To the right of the upload section are "CLICK TO COLLAPSE" and "Expand Search" buttons. A table lists existing quick links:

Group	Quick Link Name	Quick Link URL	File Download
QL_25	QuickLink1 for 25.10	http://twitter.com	
QL_25	Quicklink2 for 25.10	https://www.google.co.in/search?q=gmail&rlz=1C1CHBD_enIN788IN788&oq=gmail&aqs=chrome..69i57j69i60j69i61j0l2j69i60.1011j0j9&sourceid=chrome&ie=UTF-8	

A blue callout box points from the "Group Name" dropdown to the text: "A new group can be added from the ‘Group Name’ field."

- To access any specific URL during any crisis operation, Quick links section is to be used.
- Add/edit Quick Links through quick link section.

Broadcast Department Mapping

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, the title "Crisis Management System", and dropdown menus for "Event" and "Department: ABD". The main content area is titled "Master Data Management" and displays a table for "Broadcast Department Mapping". The table has columns: DEPARTMENT, CRISIS TYPE, CRISIS DEPARTMENT MAPPING, RESPONSIBLE STATION, DEMAND TYPE, DEPARTMENT FUNCTIONALITY MAPPING, QUICKLINKS, NOTIFICATION TEMPLATE, and BROADCAST DEPARTMENT MAPPING. A row is selected with the value "AOD" in the DEPARTMENT field. A red "Submit" button is visible. To the left of the table is a vertical toolbar with various icons. A blue callout box points to the toolbar with the text "Select the Department from this list". Another blue callout box points to the grid with the text "Grid shows the list of Departments already configured". A third blue callout box points to the "BROADCAST DEPARTMENT MAPPING" column with the text "To map which departments a particular department can broadcast to, check the checkbox under \"Select Department\"".

MENT	DEPARTMENT	CRISIS TYPE	CRISIS DEPARTMENT MAPPING	RESPONSIBLE STATION	DEMAND TYPE	DEPARTMENT FUNCTIONALITY MAPPING	QUICKLINKS	NOTIFICATION TEMPLATE	BROADCAST DEPARTMENT MAPPING
	AOD								<input checked="" type="checkbox"/> Select Department

Select the Department from this list

Grid shows the list of Departments already configured

To map which departments a particular department can broadcast to, check the checkbox under "Select Department"

Crisis Initiation

Initiate a Crisis

The screenshot shows the 'Create an Event' page of the Crisis Management System. The top navigation bar includes the Philippine Airlines logo, the title 'Crisis Management System', and filters for 'Event: Sample Stress Test' and 'Department: PR Acft Engg'. On the left, a vertical toolbar has icons for Home, Drill (selected), Notifications, Weather, and World Clock.

Fields and Annotations:

- Drill checkbox:** A callout box points to the 'Drill' checkbox under 'Create an Event' with the text 'Check this checkbox to indicate a Drill'.
- Crisis Type dropdown:** A callout box points to the 'AIRCRAFT - SUDDEN / KNOWN ACCIDENT/INC' dropdown under 'Crisis Type*' with the text 'Select the crisis type from the dropdown'.
- Organization dropdown:** A callout box points to the 'Select Organization' dropdown under 'Organization*' with the text 'Enter details for the fields shown on the page to initiate the crisis'.
- Date of Crisis (Manila Time):** A callout box points to the date input field with the text 'Enter Date'.
- Date of Crisis (UTC):** A callout box points to the date input field with the text 'Enter Date'.
- Event Type:** A callout box points to the 'Event' input field with the text 'Enter Event Type'.
- Reporter:** A callout box points to the 'Reporter' input field with the text 'Enter Reporter Name'.
- Reported Date Time (Manila Time):** A callout box points to the date input field with the text 'Enter Date'.
- Reported Date Time (UTC):** A callout box points to the date input field with the text 'Enter Date'.
- Location:** A callout box points to the 'Location' input field with the text 'Enter Location'.
- Reporter Address:** A callout box points to the 'Reporter Address' input field with the text 'Enter Reporter Address'.
- Note:** A callout box points to the 'Enter Description' input field with the text 'Enter Note'.
- Other Information:** A callout box points to the 'Other Information' input field with the text 'Enter Other Information'.
- Contact Details:** A callout box points to the 'Contact Details' input field with the text 'Enter Contact Details'.
- Event To Replicate:** A callout box points to the 'Select Event To Pick' dropdown with the text 'It can be used to Copy data from previous crisis'.
- Severity:** A callout box points to the 'Select Severity' dropdown with the text 'Enter Severity'.

Once the crisis is initiated, notification messages will be sent to HOD/SPOC of departments mapped to the crisis type

Initiate a Crisis(Flight Information)

This section is shown only in the case of flight related crisis.

Flight Information

Flight Number* FlightNumber	Origin* Select Origin Station	Destination* Select Destination Station	Sched. Departure (UTC)* Scheduled Departure Date
Sched. Departure Org. (LOCAL)* Sched. Departure Org. (LOCAL)	Sched. Arrival (UTC)* Scheduled Arrival Date	Sched. Arrival Dest. (LOCAL)* Sched. Arrival Dest. (LOCAL)	AC Registry* AC Registry
Aircraft Type* Select Aircraft Type			

Next **Cancel**

The screenshot shows the Crisis Management System interface for Philippine Airlines. At the top, there are fields for 'Event' (Sample Stress Test), 'Location', 'Other Information', 'Source Of Information', 'Reporter' (Reporter), 'Reporter Address' (Reporter Address), 'Contact Details' (Contact Details), and 'Severity' (Select Severity). Below this, there are fields for 'Reported Date Time* (Manila Time)' (05-Nov-2018 16:11) and 'Reported Date Time (UTC)' (05-Nov-2018 10:41). A red callout box points to the 'Flight Information' section, which contains fields for Flight Number, Origin, Destination, Sched. Departure (UTC), Sched. Departure Org. (LOCAL), Sched. Arrival (UTC), Sched. Arrival Dest. (LOCAL), Aircraft Type, and AC Registry. The 'Flight Information' section is highlighted with a black border. On the left side, there is a vertical sidebar with icons for Home, Crisis, Reporter, and Flight. On the right side, there is a 'WORLD CLOCK' button.

Fill in the required flight details for the flight-related crisis.

Dashboard

Active Dashboard

This section shows the Elapsed Time since the crisis was initiated and other KPIs

Philippe Airlines Crisis Management System

Event: Sample Stress Test | Department: PR Acft Engg | ?

Event: Sample Stress Test | Drill | View Event | Department: PR Aircraft Engineering Department

FLIGHT NUMBER: PAL111 | FLIGHT DATE: 30-Oct-2018 11:36 (UTC) | ROUTE: From JFK To BKK | AC REGISTRY: AC111 | EVENT LOCATION: JFK

ELAPSED TIME	04	04	36
DAYS	HOURS	MINUTES	
PASSENGERS	150	CREW MEMBERS	30
CARGOS	10	GROUND VICTIMS	60
INJURED	02	DECEASED	00
MISSING	02	OTHERS	02
ALLOCATED	30	COMPLETED	03
VIEW ALL		SUB-DEPT	
RAISED	39	CLOSED	02
VIEW ALL		SUB-DEPT	
ASSIGNED	38	COMPLETED	13
VIEW ALL		SUB-DEPT	

BROADCAST MESSAGE | NEW | 01-Nov-2018 16:46 | BROADCAST20 | PRESIDENT MESSAGE | NEW | 01-Nov-2018 21:28 | Third President Statement - Survivors and Fatalities | Download | MEDIA RELEASE | NEW | 01-Nov-2018 21:38 | Second Press Statement | Download | WORLD CLOCK

CHECKLISTS | DEMAND | AFFECTED PEOPLE | GROUND VICTIMS | AFFECTED CARGO | BROADCAST MESSAGES | PRESIDENT MESSAGES | MEDIA MESSAGES | PASSENGER QUERY | GROUND QUERY

OPEN CHECKLIST | CLOSE CHECKLIST | Submit

Serial	Description	Schedule Close Time	Completion Status	RAG	Download	Trail	Details

This section shows all the different messages sent out

This section is for crisis tracking and handling for the particular crisis initiated. Visibility of the tabs depends on the privileges defined.

World Clock

Philippine Airlines Crisis Management System

Event: DEMO_CRISIS 3 Department: ABD

Elapsed Time: 02 Days, 04 Hours, 32 Minutes

Affected On Board: 15 Passengers, 34 Crew Members, 28 Cargos, 00 Ground Members

PDA Casualty Status: 00 Injured, 00 Deceased, 00 Missing, 00 Others

Demand Received: 00 Allocated, 00 Completed

Demand Raised: 00 Raised, 00 Closed

Broadcast Message: No Data Available

President Message: No Data Available

Media Release: No Data Available

Checklists: Open Checklist, Close Checklist

Demands, Affected People, Affected Cargo, Broadcast Messages, President Messages, Media Messages, Other Query, Crew

World Clock:

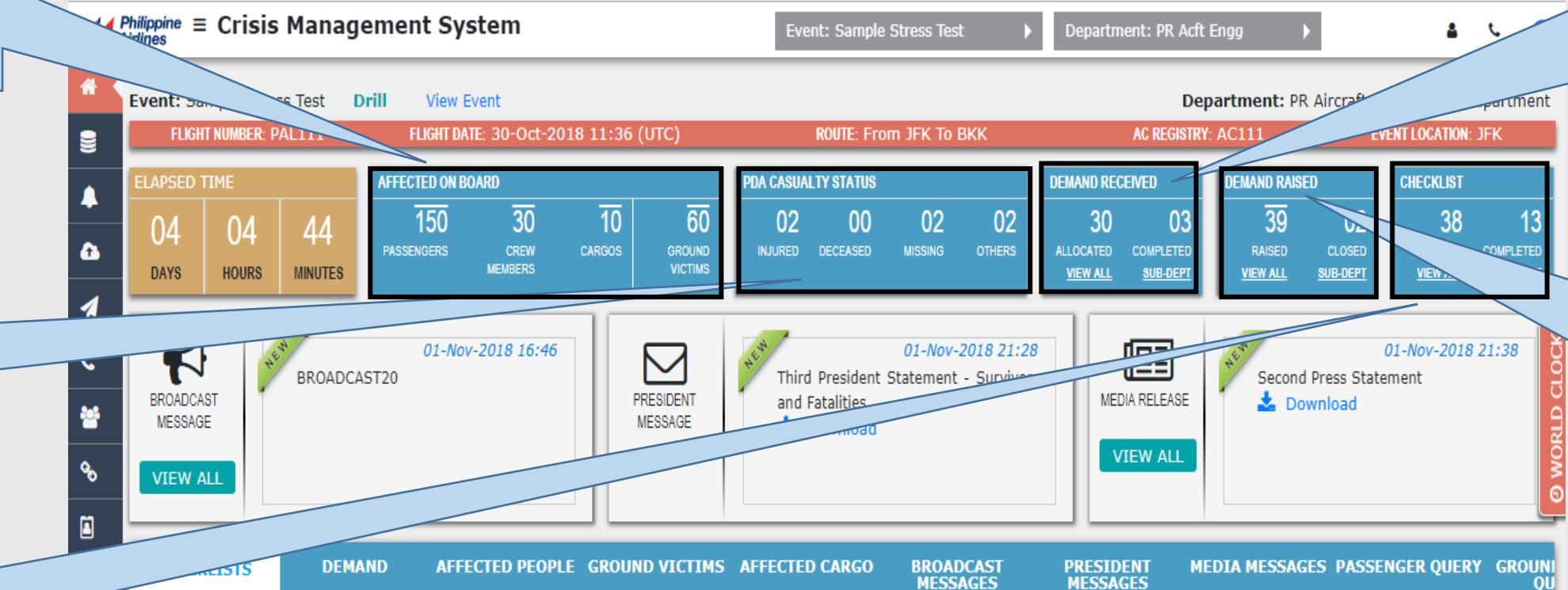
- (UTC+12:00) A Auckland, New Zealand: 06:28 AM, 21-Aug-2017
- (UTC+0:00) Greenwich, England: 06:28 PM, 20-Aug-2017
- (UTC+8:00) Manila, Philippines: 02:28 AM, 21-Aug-2017

This shows Clock for 3 different Time zones- UTC, Manila Time & User Selected time zone.

Dashboard KPI's

Affected On-Board
KPI: This section shows the count for the various affected people on-board (PAX, Crew, Cargo, Ground Victims)

Different Dashboard KPIs



Demand Received KPI: This section shows the count for the demand received and completed for the selected department

Demand Raised KPI: This section shows the count for the demand raised and completed for the selected department

- Clicking on each individual with count gives further details on their status which are shown in following slides except PDA Casualty Status KPI.

Affected On-Board KPI:PAX

This section shows passenger distribution- Gender/Nationality /type wise count.

The screenshot shows a software interface for managing passengers. At the top, there's a header with the Philippine Airlines logo and the text "Event: DEMO_". Below the header, a sidebar on the left contains icons for Broadcast Message, View All, and Checklist, with a message "No record found". The main content area is titled "All Passengers" and displays the following statistics:

Total Passengers:	15
Gender Wise Passengers:	F: 6 M: 8 CHD: 1
Nationality Wise Passengers:	Not Mentioned: 15
Passenger Type:	F: 13 P: 2

Below the statistics is a "Search Criteria" section with fields for Passenger Name, PNR, Seat Number, Destination, Gender, Passenger Nationality, Contact Number, and Passenger Type. There are also "Search" and "Reset" buttons. At the bottom, there's a grid table with the following data:

Passenger Name	PNR	Seat Number	Baggage Count	Destination	Gender	Nationality	Contact Number	PAX Type
CARMEN MS ISIP	HFUSED	35K	0	LAX	F		09982124785-M	F
CATHERINE MS LIM	MDJYCG	37K	2	LAX	F			F
EDNA MS JOSON	MDINZA	37A	1	LAX	F			F
GFMMA MS ANDRES	DTAUINT	31A	0	I AX	F		7412536-H	F

Search options for affected PAX on-board

This section is to show affected on-board passengers during crisis. Details of affected PAX can be seen in bottom section/grid.

Affected On-Board KPI: Crew

The screenshot shows a web-based application titled "Crisis Management System". At the top, there are navigation links for "Event: Sample Stress Test" and "Department: PR Acft Engg". Below the header, a blue bar displays the title "All Crews". A search criteria section follows, containing fields for Employee Number, Employee Name, Contact Number, Assigned Category, Operating Crew, Base Location, Departure Station, Arrival Station, and Email Id. There are also "Search" and "Reset" buttons. To the left of the search form, a callout box points to the "Grid to show Crew details" area, which contains a megaphone icon and the text "ROADCAST MESSAGE". To the right, another callout box points to the search options with the text "Search options for affected Crew on-board". The main content area below the search form is a grid table with columns: Employee Number, Employee Name, Contact Number, Assigned Category, Operating Crew, Base Location, Departure Station, Arrival Station, and Email Id. Two rows of data are visible:

Employee Number	Employee Name	Contact Number	Assigned Category	Operating Crew	Base Location	Departure Station	Arrival Station	Email Id
309	CRF1 NA L1 S1	789	1	Yes		JFK	BKK	a@b.com
318	CRF10 NA L10	241	4	Yes		JFK	BKK	a@b.com

This section is similar to PAX On-board whereas it shows on-board crew details instead of Passenger. However this screen doesn't show Count based on different parameters.

Affected On-Board KPI: Cargo

This section shows Cargo Type-Wise count.

Total Cargos: 10 Type Wise Cargos: CONSOLIDATION:5 CONSOL:1 FRESH CHILLED T:1 LIVE TROPICAL F:3

Search Criteria

AWB Number	POL	POU	Cargo Type
AWB Number	POL	POU	Cargo Type

Origin	Destination	Shipper Name	Shipper Contact Number
Origin	Destination	Shipper Name	Shipper Contact Number

Search Reset

Grid to show Cargo details.

AWB Number	POL	POU	Cargo Pieces	Cargo Weight	Cargo Type	Origin	Destination	Shipper name	Shipper Address	Shipper Contact Number	Docum Path
079-42907944	AUH	SGN	6	88	CONSOL	JFK	BKK	GLOBAL STAR LOGISTICS CO LTD CO HNT	171 VO THI SAU ST DIST 3, HOCHIMINH CITY, VNM		

Search options for affected Cargo on-board

- This screen shows Count based on different types- e.g. Animal, explosive as defined in the Cargo manifest file.

Affected On-Board KPI: Ground Members

Grid to show Ground Member details.

The screenshot shows the Philippine Airlines Crisis Management System interface. The top navigation bar includes the airline logo, the title "Crisis Management System", and filters for "Event: SS Test Crisis" and "Department: ERC". A sidebar on the left contains icons for Home, Broadcast Message, Checklist, and Open Checklist, with a note "No records found". The main content area displays a grid titled "All Ground Members" with columns: "Ground Victim Type", "Victim Name", "Status", "NOK Name", and "NOK Contact Number". The data in the grid is as follows:

Ground Victim Type	Victim Name	Status	NOK Name	NOK Contact Number
Test ABC1	Test Name1	Injured		
Test ABC2	Test Name2	Uninjured		
ABC3	Test Name3	Uninjured		789064321
Test ABC4	Test Name4	Uninjured	Test NOK1	789064322
Test ABC5	Test Name5	Uninjured	Test NOK2	
Test ABC6	Test Name6	Uninjured		
Test ABC7	Test Name7	Deceased		
Test ABC8	Test Name8	Deceased		9087654321
Test ABC9	Test Name9	Uninjured		

On the right side, there is a "CHECKLIST" panel with "ASSIGNED" and "COMPLETED" counts (both 00), a "VIEW ALL" button, and a "SUB-DEPT" link. Below the checklist is a "WORLD CLOCK" section showing the time as "2017 03:02 pm". At the bottom right of the main grid area is a "Submit" button.

This section shows affected ground victims as received from uploaded Ground victim file/spreadsheet.

Demand Received KPI: Received Demands

Table shows the metrics of all received demands for different target departments respectively.

Clicking on either completed or pending demand received toggles this region to show more details on selected demands

The screenshot displays a dashboard titled "View All Received Demands". It includes a table showing the count of Allocated, Completed, and Pending demands for the ERC and Finance departments. Below the table is a bar chart titled "Hourly Demand Received" showing the count of demands over time for the Emergency Response Committee Test department. The chart shows four bars at 8/21/2017 4:52 PM, 8/21/2017 5:01 PM, 8/21/2017 5:07 PM, and 8/21/2017 5:15 PM, with counts of approximately 3, 4, 5, and 7 respectively. A legend indicates that blue bars represent "Closed" demands and dark blue bars represent "Pending" demands. At the bottom, a grid titled "Completed Demand" lists two entries: "HELLO" from the ERC department with a close time of 25-Aug-2017 04:48 PM (green RAG) and "Call Back Requested for Test PAX17 (004394PABC19E)" from the ERC department with a close time of 21-Aug-2017 06:30 PM (yellow RAG). The sidebar on the left contains icons for Broadcast Message, Checklist, and Assigned To, with "Demand Type" currently selected. The right sidebar shows a checklist with 00 assigned and 00 completed items, and buttons for Submit, Accept, and Reject.

Target Department	Allocated	Completed	Pending
ERC	9	2	7
Finance	2	0	2

Hourly Demand Received
Selected department: Emergency Response Committee Test

Completed Demand

Description	Requester Department	Schedule Close Time	RAG
HELLO	ERC	25-Aug-2017 04:48 PM	Green
Call Back Requested for Test PAX17 (004394PABC19E)	ERC	21-Aug-2017 06:30 PM	Yellow

- This section shows total count of completed/pending demands for all departments. Upon selection of a particular department-
- bottom grid shows details of demands.
- Graph will show the periodic progression for specific department upto 12 occurrences.

Demand Raised KPI: Raised Demands

Table shows the metrics of all raised demands for different requester departments respectively.

The screenshot displays a user interface for managing demand raised. At the top left is the Philippine Airlines logo. The main area features a dashboard with various metrics and a central chart. On the left, there's a sidebar with icons for Broadcast Message, Checklist, and Assigned. A callout box points to the 'View All Raised Demands' table, which shows data for the 'ERC' department:

Requester Department	Raised	Closed	Pending
ERC	11	2	9

Below this is a bar chart titled 'Hourly Demand Raised' for the selected department (ERC). The Y-axis is 'Demand Count' (0 to 7.5) and the X-axis is 'Time' (8/21/2017 4:52 PM to 8/21/2017 5:15 PM). The chart shows three bars: one at 2.5 (Closed), one at 4.5 (Pending), and one at 5.0 (Closed).

A callout box also points to the 'Closed Demand' section, which lists two entries:

Description	Target Department	Schedule Close Time	RAG
HELLO	ERC	25-Aug-2017 04:48 PM	Green
Call Back Requested for Test PAX17 (004394PABC19E)	ERC	21-Aug-2017 06:30 PM	Yellow

On the right side of the dashboard, there's a vertical sidebar with 'CHECKLIST' and 'QUERY PASSENGER' sections, along with 'Accept' and 'Reject' buttons.

- This section shows total count of Closed/pending demands and displays graph of periodic progression of the demands raised by The department itself.
- On click of requester department bottom section shows details of respective demand.

Checklist KPI: Checklist Details

Table shows the metrics of all checklists for different departments respectively..

Clicking on either completed or pending checklist toggles this region to show more details on selected checklists

The screenshot displays the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, a search bar, and links for 'Event: SS Test', 'Crisis Response Committee Test', 'Broadcast Message', and 'Checklist'.

All Checklist

Department	Assigned	Completed	Pending
OCC-HOD	2	0	2
Flight Dispatch	14	0	14
OCC	4	0	4
Legal	8	0	8
Corp Affairs- VP	11	0	11
Corp Affairs- Continuity Manager	7	0	7
Corp Affairs- Coordinator	18	0	18
Safety	19	0	19

Pending All Department Checklist

Description	Schedule Close Time	RAG
Inform to Associate Director Flight Dispatch about the accident	21-Aug-2017 02:44 PM	●
Check flight plan for details of Aircraft	21-Aug-2017 02:54 PM	●
Time of last transmission, by whom, and frequency last used.	21-Aug-2017 02:54 PM	●

Hourly Checklist Status

Selected department: OCC-HOD

A bar chart titled 'Hourly Checklist Status' showing the count of checklists over time. The Y-axis is 'ChecklistCount' (0 to 5) and the X-axis is 'Time' (8/21/2017 2:34 PM to 8/21/2017 2:46 PM). The legend indicates 'Closed' (light blue) and 'Pending' (dark blue). The chart shows two Pending checklists at 2:34 PM, four Pending checklists at 2:44 PM, and two Pending checklists at 2:46 PM.

Graph shows real time status of checklists Closed-Pending .

- This section shows total count of Assigned/Completed/pending Checklists.
- Graph shows checklists Closed-Pending periodic progression.

Dashboard Tabs

Checklist

After changing Completion Status as "Closed", Checklist will move to Close Checklist.

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, the system name, and dropdown menus for Event (Demo Crisis_PR8...), Department (AED), and user profile. Below the header is a horizontal menu with tabs: CHECKLISTS (highlighted in blue), DEMAND, AFFECTED PEOPLE, AFFECTED CARGO, BROADCAST MESSAGES, PRESIDENT MESSAGES, MEDIA MESSAGES, OTHER QUERY, CREW QUERY, and PASSENGER. On the left, a vertical sidebar features icons for checklist, demand, affected people, broadcast messages, president messages, media messages, other query, crew query, passenger, and a clock icon labeled 'CLOCK'. The main content area displays a table of checklists:

Serial	Description	Schedule Close Time	Completion Status	RAG	Download	Details
1	+ Upon receipt of the aircraft accident notification from IOCC and/or AED-FCC: Ensure proper coordination with concerned AED-FCC for the initial details of accident.	21-Aug-2017 01:06 PM	WorkInProgress	●	View	Edit
2	Inform VP-Safety with initial known facts and details of accident.	21-Aug-2017 01:16 PM	Notified	●	View	Edit
3	Alert all AED personnel to be mobilized for emergency operations. PAL AED "Go Team" members from: a. STRUCTURES AND SYSTEMS GROUP Manager – Airbus/Boeing, or designate Aircraft Engineering Department b. POWERPLANT GROUP Manager - Powerplant/APU, or designate Aircraft Engineering Department c. FLIGHT RECORDER GROUP Manager - Airbus/Boeing, or designate Aircraft Engineering Department	21-Aug-2017 01:26 PM	Notified	●	View	Edit
4	Issue Information Handling and Social Media Policy to AED staff involved in the emergency operations. (See CMM Appendix C1.9.)	21-Aug-2017 01:36 PM	Notified	●	View	Edit
5	Alert maintenance service provider for possible assistance on site.	21-Aug-2017 01:46 PM	Notified	●	View	Edit

A callout box on the left indicates that "Parent Checklists expand to show details on Child checklists". Another callout box points to the "CLOSE CHECKLIST" button at the top of the page. A callout box on the right points to the RAG indicator for each checklist. A callout box on the right also points to the completion status dropdown menu, which is open to show options: Notified, Select Completion Status, Notified, Assigned, Delegated, Accepted, Referred To, and Closed. A callout box on the right points to the "CLOCK" icon in the sidebar. A callout box on the right points to the "View" icon in the "Details" column of the checklist table. A callout box on the right points to the "Clock" icon in the sidebar.

- This section shows details of the checklists assigned for the respective department. Checklist can be closed from this page.
- All relevant details can be uploaded for the checklist from the edit link under "details" header.

Checklist Details

Parent
Checklists
expand to
show
details on
Child
checklists

The screenshot shows a checklist with three items:

Item	Description	Scheduled End Time	Completion Status	Department Name
1	Upon receipt of the aircraft accident notification from IOCC and/or AED-FCC: Ensure proper coordination with concerned AED-FCC for the initial details of accident.	21-Aug-2017 01:06 PM	WorkInProgress	
2	Upon receipt of the aircraft accident notification: Determine dangerous goods/hazardous materials loaded in the aircraft, immediate relay the information to CCC for guidance of response teams: Nature of DG/HazMat Quantity of DG/HazMat Description of packaging Location of DG/HazMat in aircraft	21-Aug-2017 01:16 PM	Notified	AOD
3	Inform VP-Safety with initial known facts and details of accident.	21-Aug-2017 01:16 PM	Notified	
3	Alert all AED personnel to be mobilized for emergency operations. PAL AED "Go Team" members from: a. STRUCTURES AND SYSTEMS GROUP Manager - Airbus/Boeing, or designate Aircraft Engineering Department b. POWERPLANT GROUP Manager - Powerplant/APU or designate Powerplant Engineering Department c. FLIGHT RECORDER	21-Aug-2017 01:26 PM	Notified	

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The screenshot shows the Crisis Management System interface with the following details:

- Event: Demo Crisis_PR8...
- Department: AED
- ELAPSED TIME: 00 DAYS 00 HOURS
- BROADCAST MESSAGE: No Data Available
- PRESIDENT MESSAGE: No Data Available
- MEDIA RELEASE: No Data Available
- CHECKLIST: 26 ASSIGNED, 01 COMPLETED

The Checklist Completion status Trail section displays two entries:

- Checklist completion status is **Notified** which is changed by department AED on Date : 21-Aug-2017 02:36 PM
- Checklist completion status is **Closed** which is changed by department AED on Date : 21-Aug-2017 2:01 PM

- Checklist completion status can be viewed/tracked from this section.
- Child checklist and Checklist trail is shown in this section.

Click on
this icon
to view
the
progress
trail for a
checklist
completi
on status

Demand

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, the system name "Crisis Management System", and filters for "Event: SS Test Crisis" and "Department: ERC". Below the header is a menu bar with tabs: CHECKLISTS, DEMAND (which is selected and highlighted in blue), and other options like AFFECTED PEOPLE, GROUND VICTIMS, AFFECTED CARGO, BROADCAST MESSAGES, PRESIDENT MESSAGES, MEDIA MESSAGES, PASSENGER QUERY, and GROUND QU. The main content area displays a grid of demand entries. Each entry includes fields for Demand Type, Description, Trail, Requester Department, Priority, Schedule Time Close, Requester Contact Number, Required Location, Remarks, RAG indicator, Download File, Done checkbox, and a "Submit" button. A vertical toolbar on the left contains icons for various system functions. Callouts provide specific instructions for interacting with the grid:

- Grid shows the demand types and respective details.
- Shows the RAG indicator for each demand.
- Checking on Done and clicking submit closes the demand.
- Shows the remarks dialog box for each demand.

Demand Type	Demand Description	Trail	Requester Department	Priority	Schedule Time Close	Requester Contact Number	Required Location	Remarks	RAG	Download File	Done	Submit	WORLD CL
Pre-approved Demand	Call Back Requested for V1 and the caller name is: cgv1 l1 and the discussion note is :disc11		PR Acft Engg	High	01-Nov-2018 20:29	67890	Office			<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Pre-approved Demand	Call Back Requested for V3 and the caller name is: cgv3 l3 and the discussion note is :disc33		PR Acft Engg	High	01-Nov-2018 20:29	345678	Office			<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Pre-approved Demand	Call Back Requested for V7 and the caller name is: cgv7 l7 and the discussion note is :disc77		PR Acft Engg	High	01-Nov-2018 20:30	345678	Office			<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Pre-approved	Call Back Requested for V8 and the caller name is: cgv8 l8 and the discussion note is :disc88		PR Acft Engg	High	01-Nov-2018	345678	Office			<input type="checkbox"/>	<input checked="" type="checkbox"/>		

- View details of the Demand assigned to that department.
- Demand can be completed from this section as well.

Assigned Demand-Remarks Trail

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, the system name "Crisis Management System", and filters for "Event: SS Test Crisis" and "Department: ERC". The left sidebar contains various icons for different modules like Checklists, Assigned To, and World Clock. The main content area is titled "Demand Remarks" and features a form to add remarks. A table below lists demands, including their type, description, department, priority, close time, number, location, remarks, RAG status, file download, and done status. Two specific demands are shown: one for a person-related issue and another for an enquiry-related issue.

Demand Type	Demand Description	Department	Priority	Time Close	Number	Location	Remarks	RAG	File	Done
Person Related	TEst DEMAND SOUMIT	ERC	Medium	26-Aug-2017 05:30 PM	123123123123	sadfasdfasdf	View	●	Download	<input type="checkbox"/>
Pre-approved - Enquiry Relateddd	Call Back Requested for Test PAX17 (004394PABC19E)	ERC	High	21-Aug-2017 06:30 PM	6146451481	Office	View	●	Download	<input type="checkbox"/>

Remarks can be added for the corresponding demand and trail of any previous comments made by another user can be viewed.

My Demands

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, a menu icon, and tabs for 'Event: SS Test Crisis' and 'Department: ERC'. Below the navigation is a toolbar with icons for home, checklist, demand, affected people, affected cargo, broadcast messages, president messages, media messages, other query, crew query, passenger, and a search bar. A sidebar on the left contains icons for dashboard, checklist, demand, affected people, affected cargo, broadcast messages, president messages, media messages, other query, crew query, passenger, and a world clock.

The main content area is titled 'DEMAND' and displays a grid of demands. The columns include: Demand Type, Demand Description, Target Department, Priority, Schedule Time Close, Requester Contact Number, Required Location, Demand Status, Remarks, RAG, Download File, and Edit. The grid shows three entries:

Demand Type	Demand Description	Target Department	Priority	Schedule Time Close	Requester Contact Number	Required Location	Demand Status	Remarks	RAG	Download File	Edit
Pre-approved - Enquiry Relatedd	Call Back Requested for Test PAX17 (004394PABC19E)	ERC	High	21-Aug-2017 06:30 PM	6146451481	Office	New demand by soumit.x.nag (ERC)				
Pre-approved - Enquiry Relatedd	Call Back Requested for ABC (004394PABC19E)	ERC	High	21-Aug-2017 06:30 PM	6146451481	Office	New demand by soumit.x.nag (ERC)				
Person Related	TEST	ERC	Medium	23-Aug-2017 04:42 PM	23123123123213	sadasdfsadf	New Demand (DEM-12151721082017) created by soumit.x.nag				

Annotations on the left side of the grid:

- 'Grid shows the demand types and respective details'
- 'Priority of each demand is shown'
- 'Demand Trail can be seen by clicking this icon'

Annotations on the right side of the grid:

- 'Clicking this button expands the Add/Edit demand section'
- 'Edit a demand by clicking this icon'

- View/edit the raised demand by the same department.
- RAG Status of raised demands can be seen from the screen.

Demand Trail

The trail shows the details of all the activities performed on the selected demand.

The screenshot displays a software interface for managing demands. A central modal window titled "Demand Trail" is open, showing a chronological log of activities for a specific demand. The log includes:

- New Demand (DEM-28091124082017) created by soumit.x.nag (ERC) Date : 24-Aug-2017 11:09 AM
- Demand Completed by soumit.x.nag(ERC) Date : 24-Aug-2017 11:09 AM
- Rejected and status changed to: Approved and pending with ERC Date : 24-Aug-2017 11:10 AM
- Demand Edited By soumit.x.nag (ERC) Date : 24-Aug-2017 11:10 AM Requester Contact Number : 379421612445 Expected Resolution Time : Fri Aug 25 2017 11:07:40 GMT+0530 (India Standard Time)
- Demand Completed by soumit.x.nag(ERC) Date : 24-Aug-2017 11:11 AM
- Closed by soumit.x.nag (ERC) Date : 24-Aug-2017 11:11 AM

The interface has various navigation and search components at the top and left side, and a footer with user information.

Activities include: Created, Approved/Rejected, Edited, Closed

My Demands-Create/Edit Demand

Create demand pop-up shows the Add/Edit region for demand

Reference Number is auto generated

Expected Resolution time can be set by date-time calendar.

The screenshot shows a 'Create Demand' modal window overlaid on a 'Crisis Management System' interface. The modal contains the following fields:

- Demand Type*
- Priority*
- Requested By: admin
- Requester Type*
- Target Department*
- Reference Number
- PDA Name:
- Contact Number:*
- Required Location:*
- AWB
- Ground Victims
- Expected Resolution Time:*
- Upload File: Choose File No file chosen

The 'Expected Resolution Time' field has a blue arrow pointing to a note stating: "Expected Resolution time can be set by date-time calendar."

Demand page.

- While editing a demand 'Demand Type', 'PDA Name' & 'AWB' cannot be edited

Completed Demands

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, the system name "Crisis Management System", and filters for "Event: SS Test Crisis" and "Department: ERC". Below the header is a menu bar with tabs: CHECKLISTS, DEMAND (selected), AFFECTED PEOPLE, AFFECTED CARGO, BROADCAST MESSAGES, PRESIDENT MESSAGES, MEDIA MESSAGES, OTHER QUERY, CREW QUERY, and PASSENGER. Under the DEMAND tab, there are sub-tabs: ASSIGNED TO ME, MY DEMANDS, APPROVAL PENDING, and COMPLETED (selected). On the left, a vertical sidebar contains icons for Home, Crisis, Broadcast, Media, Other Query, Crew Query, and Passenger. The main content area displays a table of completed demands:

Demand Type	Demand Description	Requested By	Target Department	Contact Number	Priority	Schedule Time Close	Required Location	Remarks	Download File	Accept	Reject
Pre-approved - Enquiry Relatedd	Call Back Requested for ABC (004394PABC19E)	soumit.x.nag	ERC	6146451481	High	21-Aug-2017 06:30 PM	Office	View Remarks	Download File	<input type="checkbox"/>	<input type="checkbox"/>
Pre-approved - Enquiry Relatedd	Call Back Requested for Andrea Anne Estacio Veneracion (004394P484236)	soumit.x.nag	ERC	2937469	Medium	21-Aug-2017 06:34 PM	Office	View Remarks	Download File	<input type="checkbox"/>	<input type="checkbox"/>
Pre-Approved - Test demand	HELLO	SoumitN	ERC	31312312312	Medium	25-Aug-2017 04:48 PM	asdasd	View Remarks	Download File	<input type="checkbox"/>	<input type="checkbox"/>
Pre-approved -	Call Back Requested for Test PAX17	soumit.x.nag	ERC	6146451481	High	21-Aug-2017	Office	View Remarks	Download File	<input type="checkbox"/>	<input type="checkbox"/>

Annotations on the screenshot:

- A blue callout points to the "Demand Description" column of the first row with the text: "Click on Demand Description to view Demand Details".
- A blue callout points to the "Accept" and "Reject" checkboxes in the last column of the first row with the text: "Accept/Reject checkboxes for Completed Demand".
- A blue callout points to the "Remarks" link in the first row with the text: "Click on Remarks to add remarks and see the remarks trail".

- User from requester department can Accept/Reject demand completed by target department.
- Add/view remarks for the demand being worked on.

Affected People

Grid shows list of affected people including crew

Download status reports for Crew or Passenger

Interaction Details will show Green if there is any interaction available. Otherwise it will stay grey.

Assign same Care Member for all affected people from Add Member button

Assign Care Member for each affected person from the care log and view their names from the Care Name column

Interaction details shows all enquiries against the affected person

Check this box if the Next of Kin(NOK) is informed

Download Crew 201 file for respective crew

Reference Num	DA Name	PDA Contact	Passenger Type	Medical Status	CARE Name	CARE Log	Interaction Details	NOK Informed	Crew 201 File
00153P309	CRF1 NA L1 S1	789	Crew	Uninjured	Smith Jones			<input type="checkbox"/>	
00153P318	CRF10 NA L10 S10	241	Crew	Missing	Henry Cooper			<input type="checkbox"/>	
00153P319	CRF11 NA L11 S11	242	Injured	Injured	Beverley Conner			<input type="checkbox"/>	

View the details of affected people and also can mark whether the NOK has been informed about affected person.

Affected People- Communication Trail

The screenshot shows a software interface for managing affected people. On the left, there's a vertical toolbar with icons for Home, Broadcast Message, View All (highlighted in green), Checklist, and other functions. The main area has tabs for Affected People and Verify Affected People. A modal window titled "Communication Trail" is open, displaying fields for "PDA Name" (ABC) and "Reference Number" (0026PABC19E). Below these fields, a message box contains the text: "Enquiry logged by soumit.x.nag (Dept: ERC) on 23-Aug-2017 06:27 PM : Notes Caller:Caller 1 Contact Number:878". The background shows some blurred text and icons.

Communication trail shows details about all enquiries logged for the particular affected person

Affected People- Care Log

The screenshot shows the Philippine Airlines Crisis Management System interface. At the top, there's a header bar with the airline logo and the text "Crisis Management System". Below it, a sub-header shows "Event: Sample Stress Test" and "Department: PR Acft Engg". On the left, a vertical sidebar has icons for Home, View All, Checklist, Affected Person (highlighted), Reference Number, and World Clock. The main area displays a table with columns: CARE Member Name, Assigned On, Assigned By, and Department. One row is visible: "Smith Jones" assigned on "05-Nov-2018 17:05" by "System Admin" in the "PR Acft Engg" department. A modal dialog box titled "CARE Member Trail" is overlaid on the page. It contains a text input field for "CARE Member Name" and a red "Add Member" button with a user icon. The background of the main page is dimmed.

CARE Member Name	Assigned On	Assigned By	Department
Smith Jones	05-Nov-2018 17:05	System Admin	PR Acft Engg

Assign Care Member for each affected person from the care log icon by clicking on Add Member button.

Affected People-View

Unidentified Passengers entered from PAX query can be merged to an affected person from this dropdown. This is only available for affected passengers and not affected crew.

All the caller details received will be shown here. A particular caller may be selected as NOK.

PDA Name: PAX_DS114

Reference Number: 00153PPAXSEAT114

Gender: Male

Age: 32

Nationality: Indian

Baggage checked in(wt): 56

Baggage checked in(PCS): 2

Identification Details:

Status:

Remarks:

Unidentified Passengers:

Select Unidentified Pax

Merge

Submit

00153PPAXSEAT116 PAX_DS116 6144016889 PNR792 TYPE2 NA

- Clicking the view icon shows this pop-up
- Provide identification details, status and remarks of the affected person.
- For affected Crew-User can upload 201 file along with the necessary details.
- Unidentified passengers can be merged to an affected person using Merge feature.

Affected People Verify

Verified PDA and Crew Manifest can be downloaded for verified PDA and Crew

Click on Verify checkbox to verify particular passenger.

Verify	Reference Number	PDA Name	PDA Contact	PNR	Passenger Type
<input type="checkbox"/>	0062P512753	Adrian Benjamin Lopez De Leon		NA	Crew
<input type="checkbox"/>	0062P484236	Andrea Anne Estacio Veneracion		NA	Crew
<input type="checkbox"/>	0062P400000	Ariel Camba CASTILLO		NA	Crew
<input type="checkbox"/>	0062P504266	Cherie Mae Ong Chua	9173085993	NA	Crew
<input type="checkbox"/>	0062P412663	Crystalle Marie Moral Ochoa	6.39E+11	NA	Crew

- Verify affected person.
- Generate Verify PDA and Crew Manifest Report from this screen.

Affected Cargo

Grid shows list of affected cargo

Download status reports for Cargo

Interaction details shows all enquiries against the affected cargo. Green for available Interaction, grey when there is none.

Cargo Status Info Report [Download](#)

Expand Search Panel

Reference Number	Air Way Bill	Manifest	Pieces	Manifest weight(kg)	POL	POU	Cargo Status	Verification Status	Interaction Details	Update Status
0062C079-44037630	079-44037630	CONSOLIDATION	7	2472	MNL	LAX	NA	?		Edit
0062C079-42907944	079-42907944	CONSOL	6	88	SGN	LAX	NA	?		Edit
0062C079-42907944	079-42907944	CONSOLIDATION	37	537	SGN	LAX	NA	?		Edit
0062C079-44054205	079-44054205	FRESH CHILLED T	15	1487	GES	LAX	NA	?		Edit
0062C079-44049353	079-44049353	CONSOLIDATION	119	571	MNL	LAX	NA	?		Edit
0062C079-44226571	079-44226571	CONSOLIDATION	36	60	SGN	LAX	NA	?		Edit

WORLD CLOCK

- View the detail of the affected cargo.
- Update status and remarks of Cargo items.
- Verified Cargo tab shows the list for Cargo to verify and one can download the verified cargo manifest for all verified cargos

Ground Victims

Grid shows list of Ground Victims and their respective status

The screenshot displays the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, the system name "Crisis Management System", and dropdown menus for "Event: SS Test Crisis" and "Department: ERC". On the far right, there are user icons and a "WORLD CLOCK" button. The main menu bar features several tabs: CHECKLISTS, DEMAND, AFFECTED PEOPLE, GROUND VICTIMS (which is highlighted in blue), AFFECTED CARGO, BROADCAST MESSAGES, PRESIDENT MESSAGES, MEDIA MESSAGES, PASSENGER QUERY, and GROUND QU. Below the menu is a search bar with an "Expand Search" button. The central content area is a grid table with the following columns: "Ground Victim Type", "Victim Name", "Status", "NOK Name", and "NOK Contact Number". The table contains six rows of data:

Ground Victim Type	Victim Name	Status	NOK Name	NOK Contact Number
Type1	V1	A	NOK9	6789076661
Type2	V2	A	NOK10	9991267865
Type3	V3	A	NOK11	5674509137
Type4	V4	A	NOK12	5671363439
Type1	V5	A	NOK13	5671363440
Type2	V6	A	NOK14	5671363441

This section shows affected ground victims as received from uploaded Ground victim file/spreadsheet.

Broadcast Messages

The screenshot shows the Crisis Management System dashboard for the ERC department during an 'SS Test Crisis'. The top navigation bar includes the Philippine Airlines logo, the system name, the event ('SS Test Crisis'), and the department ('ERC'). Below the navigation are several cards: 'BROADCAST MESSAGE' (labeled 'NEW' with a timestamp '21-Aug-2017 02:48 pm' and 'Initial Broadcast Message'), 'PRESIDENT MESSAGE' (with 'No Data Available'), 'MEDIA RELEASE' (with 'No Data Available'), and other cards for 'CHECKLISTS', 'DEMAND', 'AFFECTED PEOPLE', 'AFFECTED CARGO', 'PRESIDENT MESSAGES', 'MEDIA MESSAGES', 'OTHER QUERY', 'CARRIER', and 'PASSENGER'. A sidebar on the left contains various icons. The main content area has tabs for 'BROADCAST MESSAGES' (selected), 'PRESIDENT MESSAGES', 'MEDIA MESSAGES', 'OTHER QUERY', 'CARRIER', and 'PASSENGER'. The 'BROADCAST MESSAGES' tab displays a form to enter a broadcast message (maximum 1000 chars) and a grid showing the 'Initial Broadcast Message' with details like 'Created On' (21-Aug-2017 02:47 PM), 'Submitted On' (21-Aug-2017 02:48 PM), 'Priority' (High), and an edit icon. A dropdown menu for 'Select Department' shows '1 Department(s) selected' with options like 'SELECT ALL', 'ADMIN', 'AOCS' (checked), 'CARGO', and 'COMMERCIAL'. A priority dropdown shows 'Select Priority' with options 'High' (selected), 'Medium', and 'Low'. A red button 'Add New Broadcast Message' is visible. Annotations with arrows and callouts explain various parts of the interface:

- Dashboard of the selected department gets updated with the latest messages
- Select departments where message need to be broadcasted
- Select priority status for message to be broadcasted
- Enter message text to broadcast
- Grid shows messages broadcasted

This section used to Broadcast Crisis related information to other concerned departments. You can set the priority of the broadcasted message as well.

President Messages-Add Message

The screenshot shows the Crisis Management System interface for adding a President message. At the top, the logo for Philippine Airlines and the title 'Crisis Management System' are displayed. Below this, the event is identified as 'SS Test Crisis' and the department as 'ERC'. A sidebar on the left contains various icons for navigation. The main area is titled 'PRESIDENT MESSAGE RELEASE' and includes a 'PENDING APPROVALS' tab. A dropdown menu for 'Select President Message Type:' is open, showing options: 'First President Statement - Overdue Aircraft', 'Select President Message Type', 'First President Statement - Overdue Aircraft' (which is highlighted in blue), 'Second President Statement - All Survivors', 'Third President Statement - Survivors and Fatalities', and 'Fourth President Statement - All Fatalities'. Below the dropdown is a rich text editor toolbar with bold, italic, underline, and other styling options. The message content area contains two paragraphs: 'Ladies and gentlemen, I am Mr. Jaime J. Bautista. I am the President and Chief Operating Officer of Philippine Airlines.' and 'Philippine Airlines sge546 is scheduled to arrival at 01:42 AM (Test9) and its whereabouts are currently unknown. The aircraft is carrying 20 passengers and 18 crew members.' To the right of the message area is a 'Remarks:' section with a text input field labeled 'Enter Remarks'. At the bottom right are four buttons: 'Send for Approval' (red), 'Publish' (blue), 'Cancel' (orange), and 'Save' (dark red). A vertical red bar on the right edge of the window is labeled 'WORLD CLOCK'.

Select president message type from the dropdown

Editor gets updated with the selected message type which can be then edited and sent for approval

- Add new President message from this section and send the message for approval to the concerned department.
- Publish button will only be enabled once the message is approved by the Approver department.

President Messages-Approval/Edit

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, the system name "Crisis Management System", and filters for "Event: SS Test Crisis" and "Department: ERC". The main content area displays a "PRESIDENT MESSAGE RELEASE" tab selected over "PENDING APPROVALS". A rich text editor contains the message text:

Ladies and gentlemen, I am Mr. Jaime J. Bautista. I am the President and Chief Operating Officer of Philippine Airlines.

Philippine Airlines sge546 is scheduled to arrival at 01:42 AM (Test9) and its whereabouts are currently unknown. The aircraft is carrying 20 passengers and 18 crew members.

To the right of the editor is a "Remarks" section containing "Remarks 1". At the bottom right are three buttons: "Approve" (red), "Cancel" (orange), and "Reject" (dark red). A vertical sidebar on the left contains various icons for system navigation. A red vertical bar on the right is labeled "WORLD CLOCK". Below the editor is a table showing the history of the message release:

President's Message Releases	Status	Created On	Sent For Approval On	Edit
First President Statement - Overdue Aircraft	Approval Pending	21-Aug-2017 02:52 PM	21-Aug-2017 02:53 PM	

- The Approver department can Edit/Approve/Reject message.
- Once approved it can be published by the requester department which added it.

Media Messages-Add

The screenshot shows the Crisis Management System interface for adding a new media message. The top navigation bar includes the Philippine Airlines logo, the system name "Crisis Management System", and filters for "Event: SS Test Crisis" and "Department: ERC". A sidebar on the left contains icons for Home, Media Releases, Pending Approvals, and Notifications. A blue callout box points to the "Select Media Release Type" dropdown menu, which lists "Initial Press Statement", "Select Media Release Type", "Initial Press Statement" (which is selected), and "Second Press Statement". Another blue callout box points to the rich text editor toolbar, indicating that the editor gets updated with the selected message type. The main content area displays a media bulletin titled "Media Bulletin no. 01 (as of 21-Aug-2017 02:56:22 PM)". The bulletin text states: "Philippine Airline flight sge546 was involved in a serious incident accident at approximately 02:32 PM today while the aircraft, a Boeing 377 was flying between Test10 and Test9. The incident occurred within the vicinity of Test City1." Below the bulletin is a "Remarks" section with a text input field. At the bottom right are buttons for "Send for Approval", "Publish", "Cancel", and "Save". A red "WORLD CLOCK" button is located on the right side of the interface.

- Add new Media message from this section and send the media for approval to the concerned department.
- Publish button will only be enabled once the message is approved by the Approver department.

Media Messages-Approval/Edit

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, the system name "Crisis Management System", and dropdown menus for "Event: SS Test Crisis" and "Department: ERC". The left sidebar contains various icons for navigation. The main content area has tabs for "MEDIA RELEASE" and "PENDING APPROVALS", with "MEDIA RELEASE" currently selected. The "MEDIA RELEASE" tab displays a rich text editor for the "Media Release Message" containing a media bulletin about a flight accident. A "Remarks" section with the text "Remarks 1" is also present. At the bottom right of this tab are buttons for "Approve", "Cancel", and "Reject". Below this is a table showing a list of releases:

Releases	Status	Created On	Sent For Approval On	Edit
Initial Press Statement	Approval Pending	21-Aug-2017 03:01 PM	21-Aug-2017 03:01 PM	

- The Approver department can Edit/Approve/Reject message from this section.
- Once approved it can be published by the department which added it.

Published Messages

Philippine Airlines Crisis Management System

Event: SS Test Crisis Drill View Event

Department: Emergency Response Committee Test

ELAPSED TIME: 00 Days, 00 Hours, 28 Minutes

AFFECTED ON BOARD: 20 Passengers, 18 Crew Members, 28 Cargos, 09 Ground Members

PDA CASUALTY STATUS: 00 Injured, 00 Deceased, 00 Missing, 00 Others

DEMAND RECEIVED: 00 Allocated, 00 Completed

DEMAND RAISED: 00 Raised, 00 Closed

CHECKLIST: 00 Assigned, 00 Completed

BROADCAST MESSAGES

- Initial Broadcast Message (21-Aug-2017 02:48 pm) - NEW
- First President Statement - Overdue Aircraft (21-Aug-2017 02:54 pm) - NEW
- Initial Press Statement (21-Aug-2017 03:02 pm) - NEW

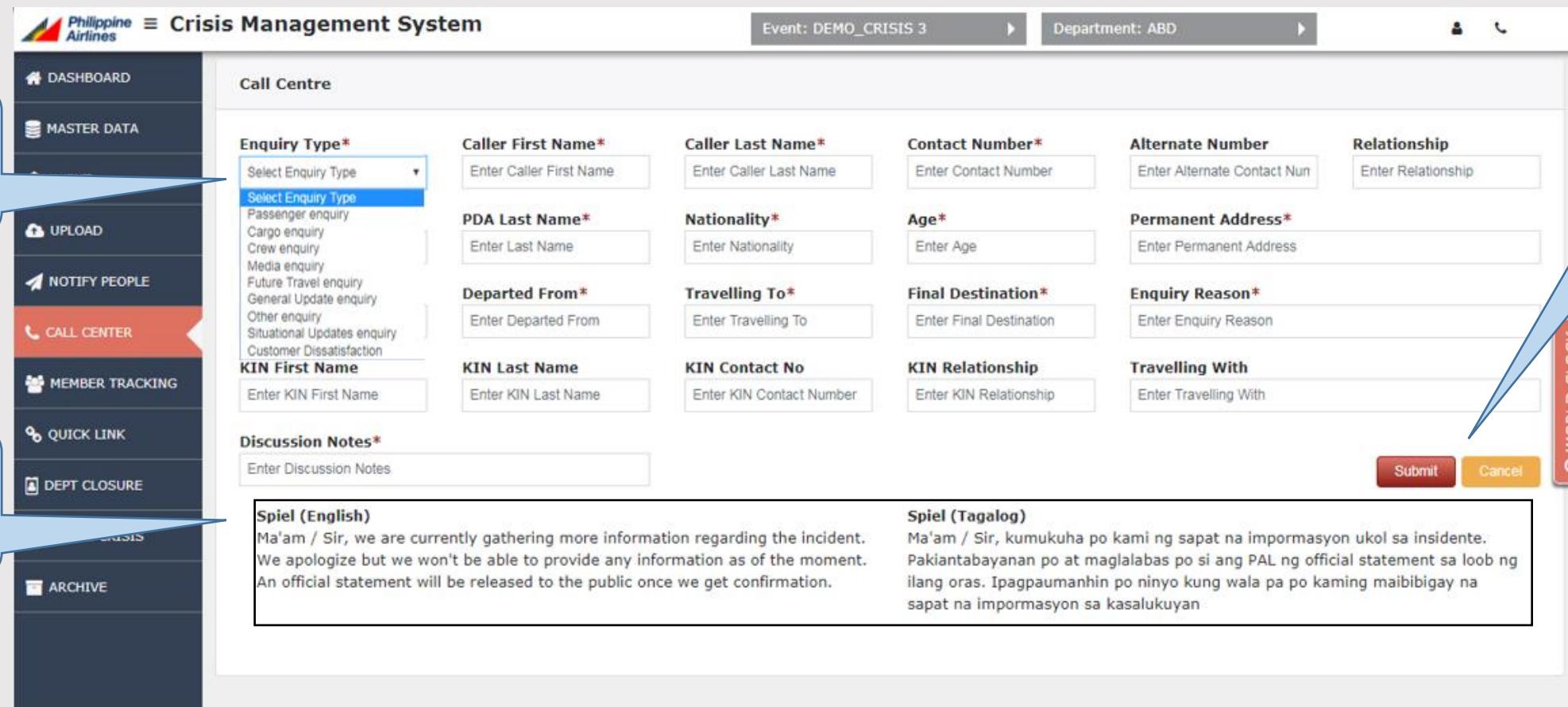
MEDIA RELEASES

Add New Media Release

Releases	Status	Created On	Sent For Approval On	Approved On	Published On	Edit	Download Report
Initial Press Statement	Published	21-Aug-2017 03:01 PM	21-Aug-2017 03:01 PM	21-Aug-2017 03:01 PM	21-Aug-2017 03:02 PM		

This section displays all published broadcast, president and media releases

Call Centre



Philippine Airlines Crisis Management System

Event: DEMO_CRISIS 3 | Department: ABD

Call Centre

Enquiry Type*

Passenger enquiry
Cargo enquiry
Crew enquiry
Media enquiry
Future Travel enquiry
General Update enquiry
Other enquiry
Situational Updates enquiry
Customer Dissatisfaction

Caller First Name*

Caller Last Name*

Contact Number*

Alternate Number

Relationship

PDA Last Name*

Nationality*

Age*

Permanent Address*

Departed From*

Travelling To*

Final Destination*

Enquiry Reason*

KIN First Name

KIN Last Name

KIN Contact No

KIN Relationship

Travelling With

Discussion Notes*

Spiel (English)
Ma'am / Sir, we are currently gathering more information regarding the incident. We apologize but we won't be able to provide any information as of the moment. An official statement will be released to the public once we get confirmation.

Spiel (Tagalog)
Ma'am / Sir, kumukuha po kami ng sapat na impormasyon ukol sa insidente. Pakiantabayanan po at maglalabas po si ang PAL ng official statement sa loob ng ilang oras. Ipagpaumanhin po ninyo kung wala pa po kaming maibigay na sapat na impormasyon sa kasalukuyan

Submit Cancel

- This section is available for Call Centre to log enquiries received from various parties for passenger, crew and cargo
- Based on different enquiry type, the section shows fields to capture the necessary details
- This page shows the fields to log enquiry for Passenger
- Log enquiry screen for Crew and Cargo are similar, with only necessary fields shown as selected
- This page can be navigated from the Hamburger Menu

Passenger Query

Philippine Airlines Crisis Management System

Event: SS Test Crisis | Department: ERC

00 DAYS | 02 HOURS | 38 MINUTES | 20 PASSENGERS | 18 CREW MEMBERS | 28 CARGOS | 09 GROUND MEMBERS | 02 INJURED | 02 DECEASED | 03 MISSING | 03 OTHERS | 00 ALLOCATED | 00 COMPLETED | 00 RAISED | 00 CLOSED | 00 ASSIGNED | 00 COMPLETED

BROADCAST MESSAGE | PRESIDENT MESSAGE | MEDIA RELEASE

Initial Broadcast Message | First President Statement - Overdue Aircraft | Initial Press Statement

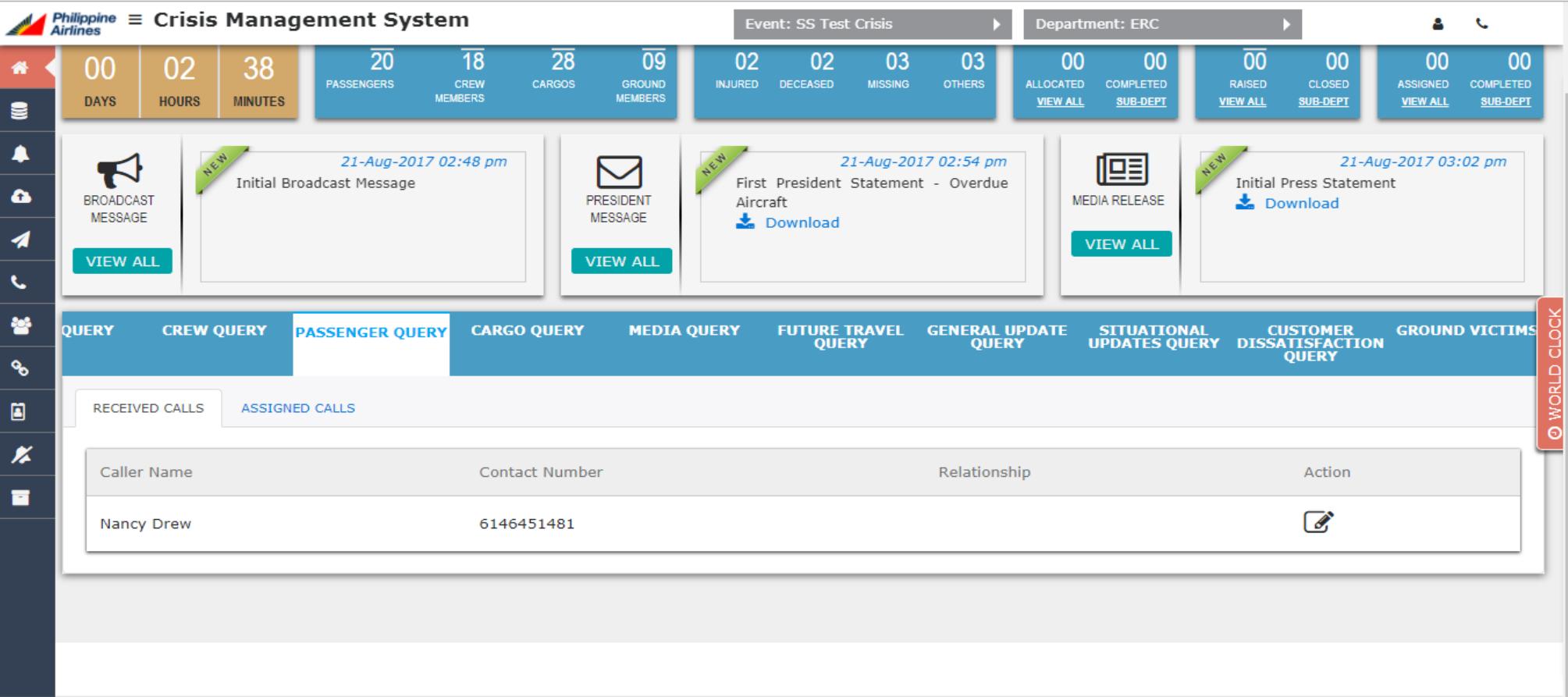
VIEW ALL | VIEW ALL | DOWNLOAD

QUERY | CREW QUERY | PASSENGER QUERY | CARGO QUERY | MEDIA QUERY | FUTURE TRAVEL QUERY | GENERAL UPDATE QUERY | SITUATIONAL UPDATES QUERY | CUSTOMER DISSATISFACTION QUERY | GROUND VICTIMS

RECEIVED CALLS | ASSIGNED CALLS

Caller Name	Contact Number	Relationship	Action
Nancy Drew	6146451481		

WORLD CLOCK



This section displays all the Passenger queries received.

Passenger Query-Action

Select the PDA to map the call centre sent passenger to

The screenshot shows the 'Passenger Enquiry' window in the Crisis Management System. It includes fields for PDA First Name (cpax13), PDA Last Name (l13), Nationality, Age, Permanent Address, Flight Number, Departed From (nyc), Travelling To (bkk), NOK First Name, NOK Last Name, NOK Contact Number, NOK Relationship, Enquiry Reason (enq1313), Travelling With, Current CARE member name, Discussion Notes, and a 'Select PDA to raise demands / Enquiries' section.

A dropdown menu for 'Passenger Name *' is open, showing options like 'Identified' (selected) and 'View Passengers'. Another dropdown for 'Unidentified PDA' is also visible.

Select the Co-Passengers to create demands for

Uncheck the Identified checkbox and enter the unidentified passenger details if mapping cannot be done.

- This section used to map the Query with the Actual PDA based on which Call-back, Admin & Travel demand for the particular PDA can be created.
- Once the change is submitted the caller moves to the assigned calls tab
- Selected Co-Passenger can be changed from the assigned call tab once submitted.

Crew Query

Philippine Airlines Crisis Management System

Event: SS Test Crisis | Department: ERC

00 DAYS | 02 HOURS | 44 MINUTES

PASSENGERS: 20 | CREW MEMBERS: 18 | CARGOS: 28 | GROUND MEMBERS: 09

INJURED: 02 | DECEASED: 02 | MISSING: 03 | OTHERS: 03

ALLOCATED: 00 | VIEW ALL | COMPLETED: 00 | SUB-DEPT:

RAISED: 00 | VIEW ALL | CLOSED: 00 | SUB-DEPT:

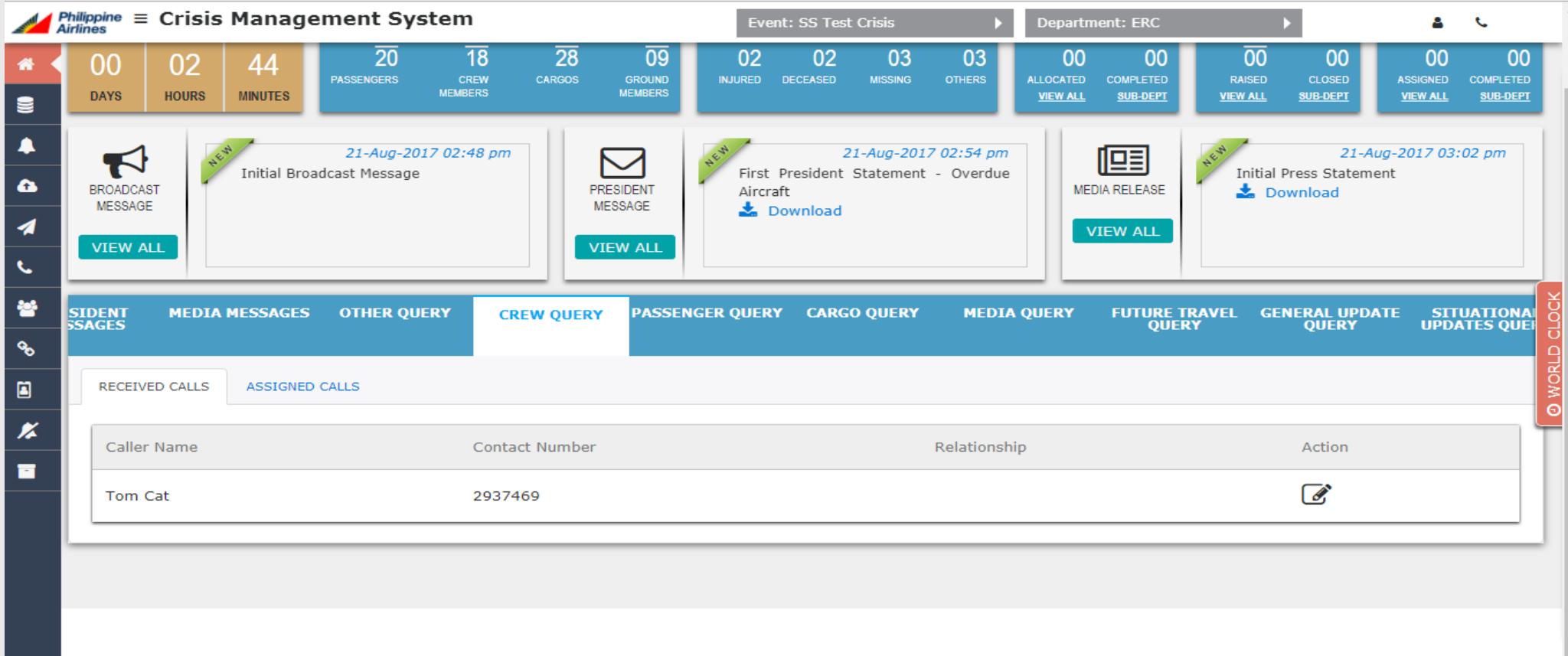
ASSIGNED: 00 | VIEW ALL | COMPLETED: 00 | SUB-DEPT:

BROADCAST MESSAGE: Initial Broadcast Message (21-Aug-2017 02:48 pm) | PRESIDENT MESSAGE: First President Statement - Overdue Aircraft (21-Aug-2017 02:54 pm) | MEDIA RELEASE: Initial Press Statement (21-Aug-2017 03:02 pm)

RECEIVED CALLS: Tom Cat | 2937469

ASSIGNED CALLS: [Edit]

SIDENT MESSAGES | MEDIA MESSAGES | OTHER QUERY | CREW QUERY | PASSENGER QUERY | CARGO QUERY | MEDIA QUERY | FUTURE TRAVEL QUERY | GENERAL UPDATE QUERY | SITUATIONAL UPDATES QUERY | WORLD CLOCK



This section displays all the Crew queries received.

Crew Query-Action

Select the crew to map the call centre query for a crew member

Select the type of demand to be raised for the crew

The screenshot shows the 'Crew Enquiry' form within the Crisis Management System. The form is divided into several sections:

- PDA Information:** PDA First Name (cr11), PDA Last Name (l11), Nationality, Age.
- Flight Details:** Permanent Address, Flight Number, Departed From, Travelling To.
- NOK Information:** NOK First Name, NOK Last Name, NOK Contact Number, NOK Relationship.
- Enquiry Details:** Enquiry Reason (enq1010), Travelling With, Current CARE member name.
- Notes:** Discussion Notes (disc1010).
- Crew Selection:** Crew Name (dropdown menu: Please select).
- Demand Types:** Select type of demands to be raised (checkboxes for Call back Request, Travel Request, Admin Request).

- Map the query with the actual crew member and create call back admin and travel demand for the particular Crew member also the PDA name can be changed from Assigned calls tab.

Cargo Query

Philippine Airlines Crisis Management System

Event: SS Test Crisis | Department: ERC

00 DAYS, 02 HOURS, 46 MINUTES

20 PASSENGERS, 18 CREW MEMBERS, 28 CARGOS, 09 GROUND MEMBERS

02 INJURED, 02 DECEASED, 03 MISSING, 03 OTHERS

00 ALLOCATED, 00 COMPLETED

00 RAISED, 00 CLOSED

00 ASSIGNED, 00 COMPLETED

BROADCAST MESSAGE: Initial Broadcast Message (21-Aug-2017 02:48 pm) - View All

PRESIDENT MESSAGE: First President Statement - Overdue Aircraft (21-Aug-2017 02:54 pm) - Download, View All

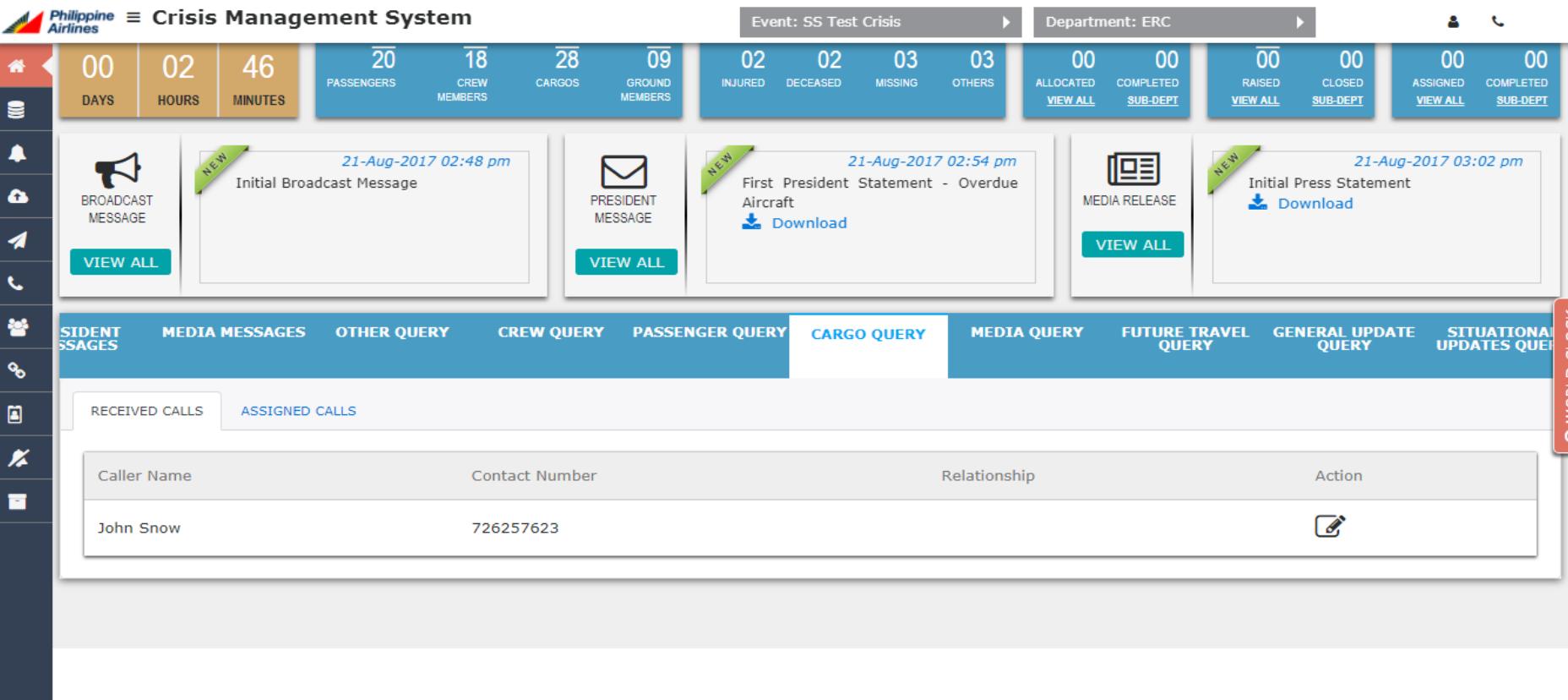
MEDIA RELEASE: Initial Press Statement (21-Aug-2017 03:02 pm) - Download, View All

SIDENESS MESSAGES, MEDIA MESSAGES, OTHER QUERY, CREW QUERY, PASSENGER QUERY, CARGO QUERY (selected), MEDIA QUERY, FUTURE TRAVEL QUERY, GENERAL UPDATE QUERY, SITUATIONAL UPDATES QUERY

RECEIVED CALLS, ASSIGNED CALLS

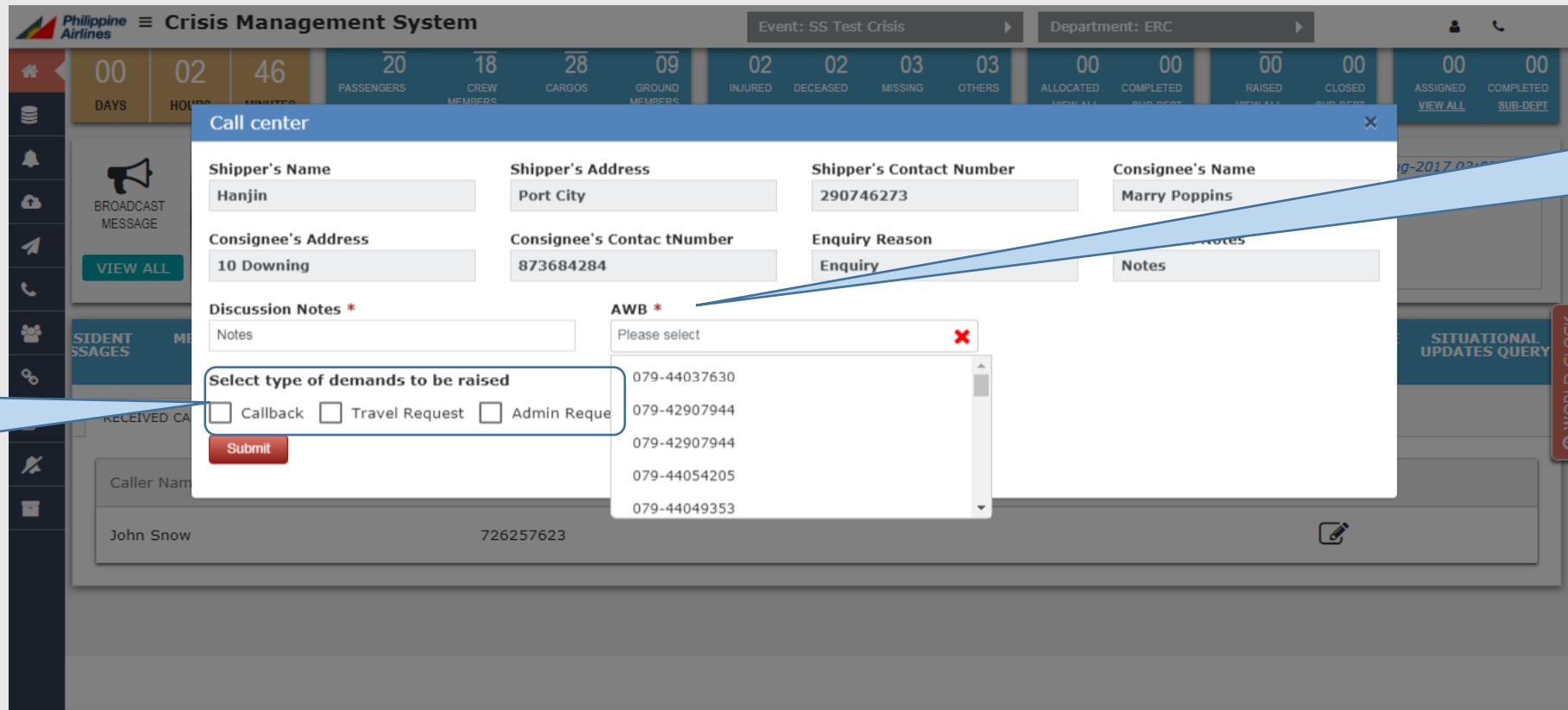
Caller Name	Contact Number	Relationship	Action
John Snow	726257623		

WORLD CLOCK



This section displays all the Cargo queries received.

Cargo Query-Action



- Map the query with the Cargo and create call back admin and travel demand for the particular Cargo.
- AWB from Assigned calls can be changed.

Other Queries-Action

This dialog box is same for all the other type of enquiries

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar displays the event as "SS Test Crisis" and the department as "ERC". The main header "Call center" is visible. A call log table at the bottom shows one entry:

Caller Name	Contact Number	Relationship	Action
General Caller	82346284		

A blue callout box points to the "Discussion Notes" field in the central form, which contains the placeholder text "Notes". A red "Submit" button is located to the right of this field. The left sidebar includes icons for broadcast messages, media messages, other queries, crew query, passenger query, cargo query, media query, future travel query, general update query, and situational updates query. The "GENERAL UPDATE QUERY" tab is currently selected. The right sidebar shows statistics for assigned and completed tasks, and a world clock.

View the general query and update with the Discussion notes from caller.

Hamburger Menu

Upload Manifest

The screenshot shows the 'Manifest Data Upload' page of the Crisis Management System. On the left, a sidebar menu includes options like EVENT, UPLOAD (highlighted in orange), NOTIFY PEOPLE, CALL CENTER, MEMBER TRACKING, QUICK LINK, DEPT CLOSURE, and ARCHIVE. The main area has tabs for 'Manifest Data Upload' and 'Event Log'. The 'Manifest Data Upload' tab is active, showing fields for 'File Name' and 'Select File' for five manifest types: PDA Manifest, Crew Manifest, Crew Training Record, Cargo Manifest, and Ground Victim Manifest. Each field has a 'Choose File' button and a message 'No file chosen'. To the right of these fields is a 'Download Templates' section containing links to download templates for each manifest type. Below this is an 'Upload' button. A callout box points to the 'UPLOAD' button in the sidebar with the instruction: 'Click on "Upload" button to upload the data'. Another callout box points to the 'View Records' and 'View Invalid Records' sections with the instructions: 'View Valid Records which were uploaded' and 'View Invalid Records which were not uploaded'. A callout box at the bottom right points to the 'Instructions for File Upload' section.

Download the templates in which data should be uploaded

Click on "Upload" button to upload the data

View Invalid Records which were not uploaded

View Valid Records which were uploaded

Instructions for File Upload

- On creation of a flight related Crisis, all necessary data is automatically retrieved from the systems
- In case automated services are not available, data can be uploaded using this page
- Data is to be uploaded in specified format only
- This page can also be used to append the available data set with additional data as required

Notify People

Philippine Airlines Crisis Management System

Event: Sample Stress Test | Department: PR Acft Engg | ?

Department Wise Notify

PR Acft Engg

- abc test (abc@tcg-digital.com)
- Abelardo Feliciano Plaza (anwesha.ray@tcg-digital.com)
- Abrenio Mata Blanco Jr. (sandip.ghosh@tcg-digital.com) HOD
- Ace Borja Laguinlin (ablaguinlin@tcg-digital.com)
- Ace Dela Peña Beltran (adbeltran@tcg-digital.com)
- Achilles Gesite Montecillo (agmontecillo@tcg-digital.com)
- Ada Gwendolyn Agudo Pardillo (aapardillo@tcg-digital.com) HOD
- Adelfo Aguino Gallardo (adel_gallardo@tcg-digital.com)
- Admin 1 (alolika.mukherjee@tcg-digital.com)
- Adolfo Lampayan Aya-Ay (Adolfo_Aya-Ay@tcg-digital.com)
- Adora Bautista Altarejos (adora_altarejos@tcg-digital.com)
- Aezra Le Vaughn Zarza Rasgo (azrasgo@tcg-digital.com)
- Agnes Malonzo Sablan (agnes_sablan@tcg-digital.com)

Expand or Collapse All | Notify On Event | Notify Message

WORLD CLOCK

Select the members of your department to notify during a crisis or send a specific message

Selected members of your department receive particular notification message from you

Selected members of your department receive notification on crisis initiation

- Once a crisis is created, HODs can notify additional department wise team members using this page
- Email notifications will be sent to the selected members

Call Centre

Philippine Airlines Crisis Management System

Event: DEMO_CRISIS 3 | Department: ABD

Call Centre

Select the enquiry type from the dropdown

Submitting the call allocates it to the assigned query tab for the type of query submitted

Spiel text shown in English and Tagalog

DASHBOARD
MASTER DATA
UPLOAD
NOTIFY PEOPLE
CALL CENTER
MEMBER TRACKING
QUICK LINK
DEPT CLOSURE
DEMO CRISIS
ARCHIVE

Enquiry Type*
Select Enquiry Type
Select Enquiry Type
Passenger enquiry
Cargo enquiry
Crew enquiry
Media enquiry
Future Travel enquiry
General Update enquiry
Other enquiry
Situational Updates enquiry
Customer Dissatisfaction

Caller First Name*
Enter Caller First Name

Caller Last Name*
Enter Caller Last Name

Contact Number*
Enter Contact Number

Alternate Number
Enter Alternate Contact Num

Relationship
Enter Relationship

PDA Last Name*
Enter Last Name

Nationality*
Enter Nationality

Age*
Enter Age

Permanent Address*
Enter Permanent Address

Departed From*
Enter Departed From

Travelling To*
Enter Travelling To

Final Destination*
Enter Final Destination

Enquiry Reason*
Enter Enquiry Reason

KIN First Name
Enter KIN First Name

KIN Last Name
Enter KIN Last Name

KIN Contact No
Enter KIN Contact Number

KIN Relationship
Enter KIN Relationship

Travelling With
Enter Travelling With

Discussion Notes*
Enter Discussion Notes

Submit Cancel

Spiel (English)
Ma'am / Sir, we are currently gathering more information regarding the incident. We apologize but we won't be able to provide any information as of the moment. An official statement will be released to the public once we get confirmation.

Spiel (Tagalog)
Ma'am / Sir, kumukuha po kami ng sapat na impormasyon ukol sa insidente. Pakiantabayanan po at maglalabas po si ang PAL ng official statement sa loob ng ilang oras. Ipagpaumanhin po ninyo kung wala pa po kaming maibigay na sapat na impormasyon sa kasalukuyan

- This section is available for Call Centre to log enquiries received from various parties for passenger, crew and cargo
- Based on different enquiry type, the section shows fields to capture the necessary details
- This page shows the fields to log enquiry for Passenger
- Log enquiry screen for Crew and Cargo are similar, with only necessary fields shown as selected

Member Tracking

The screenshot shows the 'Member Tracking' section of the Crisis Management System. The left sidebar has a dark blue background with white icons and text. The 'MASTER DATA' option is highlighted. The main area has a light gray background with a header bar showing 'Event: DEMO_CRISIS 3', 'Department: ABD', and user icons.

Available Resources (number) : 2

Busy Resources (number) : 0

Member Tracking Report

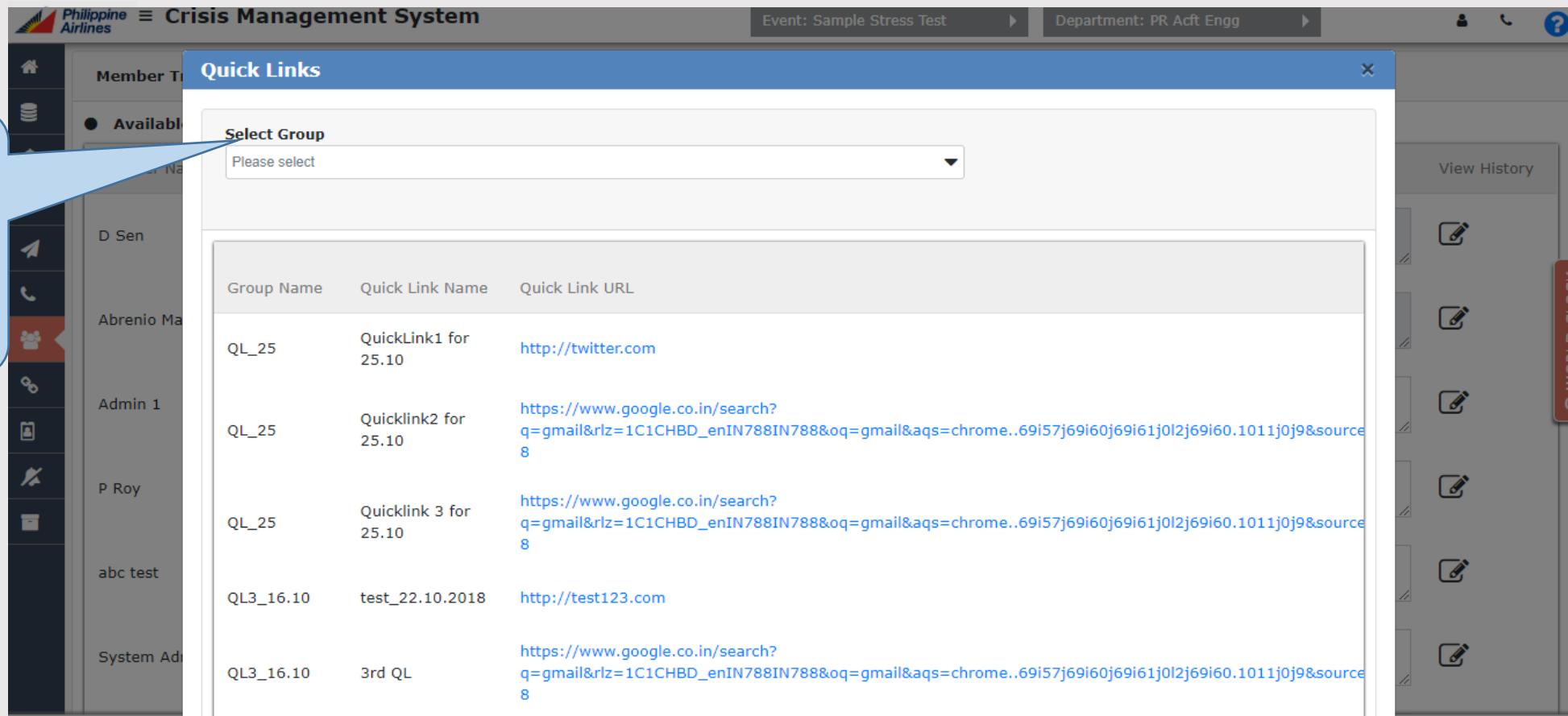
Member Name	Member's Contact Number	Notification Indicator	Volunteer Indicator	Busy	Work Details	View History
Alolika Mukhrjee	9876543210			Available	<input type="text" value="Remarks"/> edit icon	WORLD CLOCK
System Admin	0000000000	checkmark		Available	<input type="text" value="Remarks"/> edit icon	

Annotations:

- Shows the number of Busy-Available resources (Top Left)
- Grid shows the available resources for allocation (Left Side Bar)
- Click the download icon to download the member tracking report (Top Right)
- Used to toggle the Busy-Available state (Right Side Bar)
- 'View History' shows the deployment status of the resource. (Bottom Right)

- HODs can track and update involvement of the team members through this screen.

Quicklink View



Select the Group of Quicklinks to view all enlisted links under that group

Philipine Airlines Crisis Management System

Event: Sample Stress Test | Department: PR Acft Engg

Quick Links

Select Group: Please select

Group Name	Quick Link Name	Quick Link URL
QL_25	QuickLink1 for 25.10	http://twitter.com
QL_25	Quicklink2 for 25.10	https://www.google.co.in/search?q=gmail&rlz=1C1CHBD_enIN788IN788&oq=gmail&aqs=chrome..69i57j69i60j69i61j0l2j69i60.1011j0j9&sourceid=chrome&ie=UTF-8
QL_25	Quicklink 3 for 25.10	https://www.google.co.in/search?q=gmail&rlz=1C1CHBD_enIN788IN788&oq=gmail&aqs=chrome..69i57j69i60j69i61j0l2j69i60.1011j0j9&sourceid=chrome&ie=UTF-8
QL3_16.10	test_22.10.2018	http://test123.com
QL3_16.10	3rd QL	https://www.google.co.in/search?q=gmail&rlz=1C1CHBD_enIN788IN788&oq=gmail&aqs=chrome..69i57j69i60j69i61j0l2j69i60.1011j0j9&sourceid=chrome&ie=UTF-8

View History

This section is used to view the Quick Links configured in the system.

Crisis Closure

Department Wise Closure

Department wise Closure report has to be submitted prior to crisis closure

Clicking on Save just saves the data entered. Clicking on Submit closed the crisis for that department

Philippine Airlines Crisis Management System

Event: DEMO_CRISIS 3 | Department: ABD

Department Wise Closure

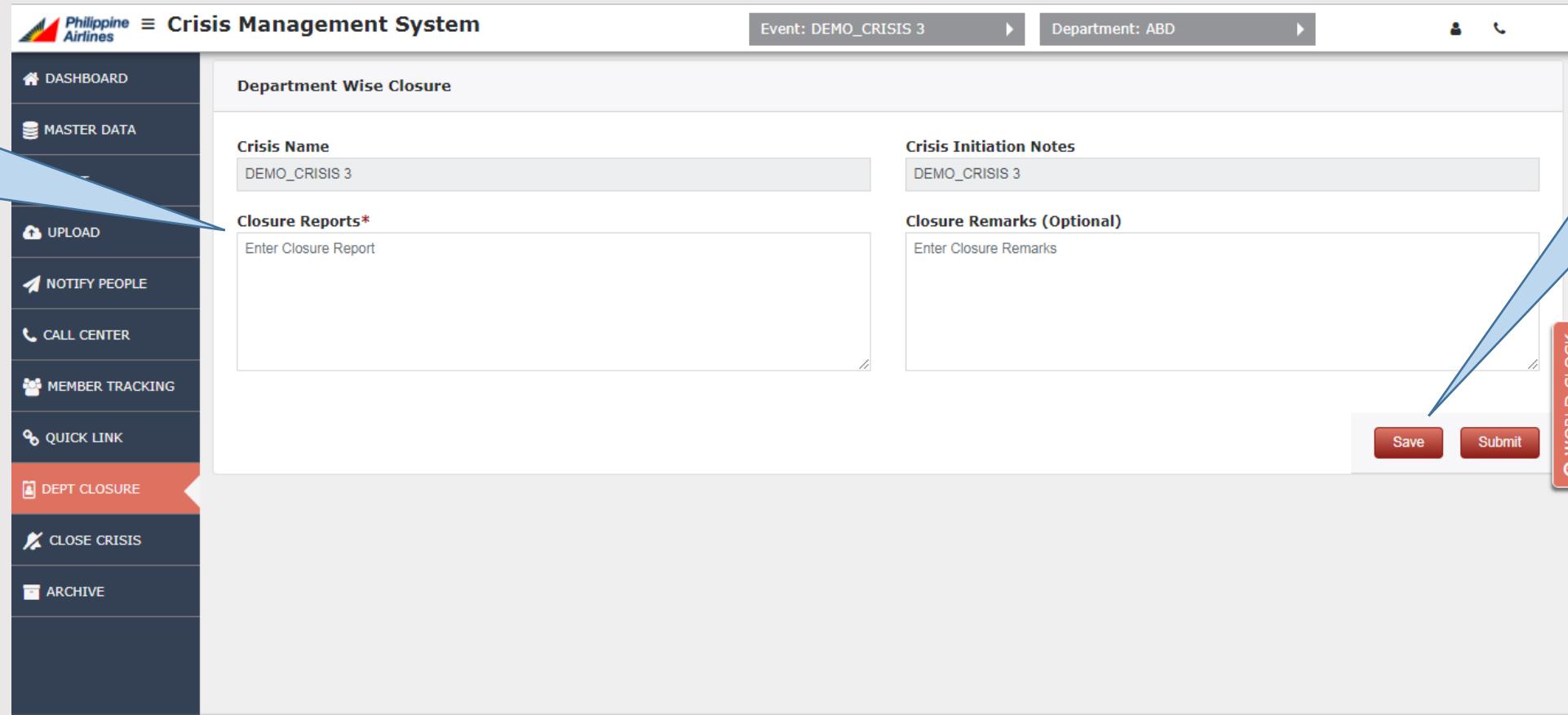
Crisis Name: DEMO_CRISIS 3

Crisis Initiation Notes: DEMO_CRISIS 3

Closure Reports*
Enter Closure Report

Closure Remarks (Optional):
Enter Closure Remarks

Buttons: Save | Submit | WORLD CLOCK



Department Wise crisis closure can only be done when all checklists have been completed and all requests raised have been closed

Crisis Closure

Grid shows the department wise data of checklists assigned to and requests raised by each of the departments

The screenshot shows the Crisis Management System interface for Philippine Airlines. The top navigation bar includes the airline logo, the title "Crisis Management System", and dropdown menus for "Event: DEMO_CRISIS 3" and "Department: ABD". The left sidebar contains links for DASHBOARD, MASTER DATA, EVENT, DEPT CLOSURE, NOTIFY TEAM, CALL CENTER, MEMBER TRACKING, QUICK LINK, and CLOSE CRISIS. The main content area is titled "Crisis Closure" and displays three input fields: "Crisis Name: DEMO_CRISIS 3", "Crisis Initiation Notes: DEMO_CRISIS 3", and "Crisis Closure Notes: Crisis Closure Notes". Below these is a grid table with columns: Department Name, Check List Completed, Demand Completed, Closure Report Submitted, System Notified, Notified by SPOC, and View. The table rows represent departments: OC&CEO, OP&COO, CAD, and CAF. The "View" column for each row contains an edit icon. A vertical red bar on the right is labeled "WORLD CLOCK". A blue callout points to the "View" column, stating "This column shows if the closure report has been submitted by each department". Another blue callout points to the "View" column of the first row, stating "Department wise closure report can be viewed on clicking this icon".

Department Name	Check List Completed	Demand Completed	Closure Report Submitted	System Notified	Notified by SPOC	View
OC&CEO	1 Out Of 20 Completed	No Demand(s) were found for this department	?			
OP&COO	No Checklist(s) were found for this department	No Demand(s) were found for this department	?			
CAD	No Checklist(s) were found for this department	No Demand(s) were found for this department	?			
CAF	No Checklist(s) were found for this department	No Demand(s) were found for this department	?			

- To close the Crisis, this page is used.
- Option available to save the closure notes, which can be edited before closing the crisis

Archive

Closed Crisis

The screenshot shows the Crisis Management System interface for Philippine Airlines. The left sidebar has a red highlight over the 'ARCHIVE' button, which is described in the callout as listing closed crises in reverse chronological order. The main content area shows a 'Closed Event' table with one row for 'TF123 ACCIDENT'. The table columns are: Crisis Name, Severity, Drill Indicator, Type, Location, Initiation Date, Closed Date, View Details, and Reopen Crisis. The 'View Details' column contains a blue info icon, and the 'Reopen Crisis' column contains a checkbox. A red callout points to this checkbox with the text: 'Checking this checkbox and clicking submit reopens the crisis'. The bottom right corner of the page has a red 'CLOCK' icon.

List of closed crisis is shown in reverse chronological order, based on Closure Date. Clicking on the name opens the Archive Dashboard for the crisis

Checking this checkbox and clicking submit reopens the crisis

Details of the crisis can be viewed by clicking on this icon.

Crisis Name	Severity	Drill Indicator	Type	Location	Initiation Date	Closed Date	View Details	Reopen Crisis
TF123 ACCIDENT	High	true	AIRCRAFT ACCIDENT	BCD	16-Aug-2017 08:30 AM	16-Aug-2017 11:46 AM		<input type="checkbox"/>

- On Click of Archives link from Hamburger menu, this page is shown
- When a Crisis is reopened, departments can upload additional report for the crisis

Archive Dashboard

The screenshot shows the Crisis Management System dashboard for Philippine Airlines. The top navigation bar includes the airline logo, a menu icon, and the title "Crisis Management System". A dropdown menu shows "Department: ABD" and "Department: Ancillary Business". The main content area displays crisis details, affected metrics, and various reports.

Event: 2P briefing demo **Drill:** View Event

ELAPSED TIME: 04 DAYS, 15 HOURS, 26 MINUTES

AFFECTED ON BOARD: 00 PASSENGERS, 00 CREW MEMBERS, 00 CARGOS, 00 GROUND MEMBERS

PDA CASUALTY STATUS: 00 INJURED, 00 DECEASED, 00 MISSING, 00 OTHERS

DEMAND RECEIVED: 00 ALLOCATED, 00 COMPLETED

DEMAND RAISED: 00 RAISED, 00 CLOSED

CHECKLIST: 00 ASSIGNED, 00 COMPLETED

Reports: Crisis Closure Report, Departmentwise Closure Report, Other Reports

UPLOAD: Select Document Type (Lessons Learnt, Audit Report), Choose File, Upload, Clear

BROADCAST MESSAGE: No Data Available

PRESIDENT MESSAGE: No Data Available

MEDIA RELEASE: No Data Available

NAVIGATION: CHECKLISTS, DEMAND, AFFECTED PEOPLE, AFFECTED CARGO, BROADCAST MESSAGES, PRESIDENT MESSAGES, MEDIA MESSAGES, OTHER QUERY, CREW QUERY, PASSENGER, OPEN CHECKLIST, CLOSE CHECKLIST, Submit

This section shows the Elapsed Time for the closed crisis and other KPIs All metrics are static

Reports for the crisis can be downloaded and uploaded through this section. Upload doc category would be- Lessons learnt, Audit Report.

Messages sent out during the duration of the crisis can be viewed here

- Archive dashboard shows all data for the crisis
- Data on this dashboard can only be viewed, this cannot be edited
- Sections shown in this dashboard is based on access rights of the selected departments

Thank You!