

Table 1. OPS Portal GHSP Training (AM)

Question	Answer
<p>How you differentiate registering the HQ and the Station in OPS portal? what happened if more than one person registers for HQ for the same company? How can we deal with that?</p>	<p>When requesting access to the OPS Portal, use the form at the bottom of the page to select either "Station" or "HQ." Once IATA sends the invitation, the company name will include "STN" or "HQ," allowing differentiation between accounts.</p> <p>Regarding multiple users, it's possible to invite and add multiple people to the same account, assigning each user the appropriate role.</p>
<p>Is it possible to change the user assigned as administrator of Ops Portal? I think it has been automatically assigned to a person who is no longer working on the company. How could we solve it?</p>	<p>Yes, that's possible. Please email opsportal@iata.org with the new OPS Portal admin's name and email address, and they will be assigned accordingly.</p>
<p>How do we change the ops portal administrator if that staff leaves the company?</p>	<p>Yes, that's possible. Please email opsportal@iata.org with the new OPS Portal admin's name and email address, and they will be assigned accordingly.</p>
<p>I am registered as STN in OPS portal, also i have made an application as HQ. I am still waiting for the confirmation. where should i see the HQ details? is this in the drop down within the OPS portal on my account, or it will be a separate account and login details for HQ?</p>	<p>It will appear as a dropdown in the top left corner of the screen, allowing account switching once IATA grants HQ access.</p>
<p>how can i delete user from the account management? (in case like: some people are left or just i made a mistake in their details)?</p>	<p>They can be deleted through the User Administration tab. For details, refer to section 4.1.1 of the user guide (https://www.iata.org/contentassets/24ea260b1ae64a9295f052560f908496/ops-portal-user-guide-v1.pdf)</p>
<p>how do you set up the GSP codes?</p>	<p>GHSP code is only assigned by IATA</p>
<p>Sorry Rawan - can you say clearly again whether it is account admin or hierarchy in which you can clone GA</p>	<p>After creating a hierarchy group, gap analysis can be cloned or edited from the Gap Functions section.</p>
<p>Could you please repeat what needs to be done if we would like to share the gap analysis with other stations and child-companies?</p>	<p>A hierarchy group relationship can be created. For details, refer to section 4.1.3 of the user guide (https://www.iata.org/contentassets/24ea260b1ae64a9295f052560f908496/ops-portal-user-guide-v1.pdf)</p>
<p>i cannot see my organization in the Search feature of the Hierarchy groups.</p>	<p>The company may not have an OPS Portal account yet, or the station codes may not match. Please contact opsportal@iata.org for verification and assistance.</p>
<p>if they are managing both Airline and GHSP, what should be the steps?</p>	<p>A hierarchy group relationship can be created. For details, refer to section 4.1.3 of the user guide (https://www.iata.org/contentassets/24ea260b1ae64a9295f052560f908496/ops-portal-user-guide-v1.pdf)</p>
<p>where can i get my GHSP code? What is the link or procedure? where is this described?</p>	<p>GHSP code is only assigned by IATA</p>

<p>1. The MHQ Ops Portal Admin will have the right to add/ assign standard administrators who will be able to perform station GA. Do we still need to have separate Ops portal registrations and accounts for the station's administrators? For more clarity. Thanks</p> <p>2. Can we assign multiple standard admins for a station to complete individual GAs? (For Example, ORM by Risk Manager, TRN by Training Manager, etc.)</p>	<p>1. Yes, a separate account is required for each station, and within each account, you can manage users and standard administrators.</p> <p>2. Yes, you can assign as many standard admins as needed for each station.</p>
<p>What will happen to the previous gap analysis when IATA published a new edition of the standard? Do we need to create a new file for the new edition of the standard?</p>	<p>You need to clone the previous gap analysis that has already been published. After that, you can update the mapping response or change the document reference as needed.</p>
<p>Is it mandatory to upload the document?</p>	<p>No, it's optional</p>
<p>Can you upload more than 1 document as a reference document?</p>	<p>Yes, you can</p>
<p>For out of scope, do we need to write why it is out of scope? For clarity please. Thanks</p>	<p>It's optional to provide clarifications for the "Out of scope" mapping response.</p>
<p>can airline clone GOM for his GHSP if they are managing both?</p>	<p>Yes, once a hierarchy relationship is created, all documents will be shared.</p>
<p>I have a draft gap analysis comparing the previous edition of our company's GOM with IGOM Ed. 13 Rev. 01. Since we have now issued a new edition of the GOM, am I required to conduct a new gap analysis from scratch, or can I update and adapt the existing one?</p>	<p>Go to the "Documents" section and update your document reference. When continuing your draft or editing a published gap, the system will prompt you to choose whether to update the gap with the new reference or continue with the old one. Select "New," and the changes will automatically apply to your new GOM.</p>
<p>in my dashboard of OPS portal, as STN, there is no GHSP code in the identifier, as you shown it for YUL. Why is that?</p>	<p>On the top left side, the company name will display only the location code. The GHSP code will appear only within the gap naming.</p>
<p>Can I add in section 10 job category in the drop-down list</p>	<p>In the drop down you cannot add a job category as they have been predefined by IATA as outlined in AHM1110 section 10. Please check tasks listed for each job role defined by IATA as it will give you a clarify what it covers. Your company job roles are to be listed by yourself by adding the role</p>
<p>If a company has both airline and ground handling, can it be managed on the same dashboard?</p>	<p>One person can manage both accounts; however, you will need two separate accounts—one for the airline and another for the GHSP.</p>
<p>Once I do the editing, will I be able to update the station name that the new version belongs to where I made the changes (i.e. this case editing from HQ to Station level).</p>	<p>You need two separate accounts: one for HQ and another for the station. After that, create a hierarchy group, and then you can edit and re-publish the gap analysis to the station account.</p>

CONCERNING stations, each station will fill their gap analysis or the main station and then it republished to all other stations, and if each station will fill by themselves shall we create separate account to each STN	<p>You need to create an account for each station. Other stations can clone the gap from the main station and adjust it according to their individual operational requirements.</p> <p>If the headquarters fills and publishes the gap analysis, other stations will clone the same analysis and modify it to suit their specific needs. Each gap analysis must be customized to meet the requirements of each station.</p>
what is the target date for finalize the gap analysis?	As a good practice, gap analysis should be aligned and updated with the industry standards when they are published before effective date. Gap analysis should also be aligned with your own company documentation updates.
what is the meaning of red flag	It means this item is a Safety Critical Procedure.
in case of one station is the HQ and station account mirrored or need to be cloned	You need to communicate the station to clone the gap if it was completed by HQ.
how to specify for each user to use HQ or STN	
i have sent invitation to my colleagues to join the ops portal. However, some of them cannot see the ONE SOURCE in the services available. is there a reason?	OPS Portal is not connected to the One Source platform.
If a company is registered as both HQ and station, does that mean it will have two accounts?	Yes, that's correct. Two accounts will need to be created.
How do you change the account from station user to HQ user?	Another account will need to be created with a record as HQ.
my company is both Airline and GHSP, can i use the same profile and login	One person can manage both accounts; however, two separate accounts are required—one for the airline and another for the GSP.
who can i contact to create a second account?	For any inquiries regarding OPS Portal, you can contact opsportal@iata.org
What if Job role is not there in the list?	This is alignment with AHM specified job roles; If non matches your job role, then it means it's out of scope for functions defined in AHM
How do we attain an IATA GHSP Code?	GHSP code is only assigned by IATA
Is an action needed for the Portal administrator to see the gap analysis started by a fellow Portal administrator?	No, no action is needed
Hi Rawan, i can access one STN account but cannot see the HQ and Other station accounts	If you are managing both the HQ and other station accounts, please contact opsportal@iata.org to request access to the other accounts.
Can the reference document loaded be in a language other than English?	Yes, it can

where can i invite other users to the portal?	Users can be added through the User Administration tab. For details, refer to section 4.1.1 of the user guide. (https://www.iata.org/contentassets/24ea260b1ae64a9295f052560f908496/ops-portal-user-guide-v1.pdf)
Do i have to reflect the job role matrix inside my own GOM as it will be part of my company profile on the OPS portal	It is recommended to have a matrix outlining which job roles perform which functions in your company to enable map the training modules correctly as defined and aligned with AHM 1110 section 11
For out of scope, is there a box to indicate the reason and upload document as same concept with variation?	You can add the reason in the "Comment" section; however, uploading a document is only for variation.
will the Manage Service of OPS portal be redundant if we can register and invite form the Account Management?	Yes, that is correct
If in case there is a variation for that sub-section, would this be possible?	Yes, the gap analysis needs to be filled out at the sub-section level. Additionally, you have the option to add multiple references within the same sub-section.
Is there a sample guideline available on how to conduct a gap analysis	Currently, there is one for IGOM, and we are in the process of including others for additional standards.

Table 2. OPS Portal GHSP Training (PM)

Questions	Answers
different login for each station? Means if we have 7 stations and 1 HQ then we have to create 8 Customer portal accounts? Please confirm.	Yes, that is correct
Will there be any cost per user / admin for the OPS portal?	No Cost or Admin fee
OPS portal requires different accounts for HQ and each STN. Now you said we can manage different accounts within the same account/user, could you explain in more detail how this works?	you will be able to switch your profile, once you have a various accounts created. Also, you can create a company hierarchy - it means that various (separate accounts for stations and MHQ) can be grouped, and you can see each other gaps, users etc. But you need to have an account for each STN and MHQ created first.
About the new audit standards and checklists implement, should there be ISAGO classroom training in Beijing in nearly 2025?	nothing has been planned
how many user/accounts administration and Hierarchy can be assigned per station?	- Users: As many as you need, there is no limitation. It is recommended to have at least 2 OPS Portal administrator - in case someone leaves your company. - Account Administration: no limitation. You can be administering all the account. - Hierarchy: no limitation. you can link all accounts with the same GHPS or Airline code
I started our gap analysis but there are 3 rows to fill in for every discipline. Do we need to fill the same thing in all of them?	There are three rows because gaps were in draft before the OPS Portal launch, and after the launch, they were merged into a single gap. You will need to revise it and ensure it is updated.

<p>My organization operates in different countries. But one station in UK and Spain has ISAGO certification having their own station as HQ. Is it possible to have a hierarchy (group) to view their gap assessment if the station approves.?</p>	<p>Yes, through Hierarchy group and you can view, edit, and clone gap analyses</p>
<p>After this Webinar, we will do GAP ANALYSIS for ourselves. During doing Gap Analysis, if there is any trouble, how could we contact you for questions?</p>	<p>Kindly write all the queries you have to opsportal@iata.org you can also contact IATA regional colleague Diana Poh who will be able to assist you</p>
<p>Please kindly explain the items which show "not required" already establish in the OPS portal.</p>	<p>Items marked as "Not required" in the gap analysis are predetermined provisions or requirement where you do not need to perform a gap analysis</p>
<p>Can we delete the earlier version of gap analysis name? Including the cloning?</p>	<p>you can delete the gap, not the name</p>
<p>The Guidance for IGOM Gap Analysis published in 15April 2024 couldn't find the definition of mapping "not completed" and "not required", however the enhancement of OPS portal added, will the manual be revised?</p>	<p>Yes, the guidance will be updated to include all new standards and terminologies other than IGOM</p>
<p>to back after perform gap analysis, only 'save and exit' button available. could we have 'exit without save' as well?</p>	<p>The only option available for now is save and exist to ensure you do not lose any data entered</p>