Table 1 Webinar 2 (AM) Questions

Questions	Answers
I already have my own portal account. Do I need to ask IATA for further access right/services for dashboard function for gap analysis?	if you are the portal administrator, you should have access to all. If you are not, you need to ask your company portal administrator to assign you one of the following roles - administrator, editor, acknowledger, viewer - each role has a different accessed. The administrator has access to all
once you invite someone to the portal, must they have their own account on IATA Portal?	yes, each user must first have account with IATA through a Customer portal
Station could be as well the Headquarters, isn't?	Yes, each station and each HQ must have their own account and must publish their own gap analysis, gap analysis can be cloned and adjusted to save time and effort
how many accounts can we ask/granted for this administrative function?	you can have multiple administrators for IGOM/OPS portal, minim 2 is recommended
If one does not upload a document, how does the document assessment take place during the audit?	In the 1st webinar we mentioned for GHSP preparedness you must provide the auditor access to your current GOM either as URL or Uploaded in the Portal or any other means that a GHSP agrees with auditor
Once the Gap analysis file has been created, is it possible to change the name previously assigned?	If you create new or clone the gap from the previous - you can create your own name. Once save the name is not possible to changed.
In case you miss one of the points from IGOM. Does it become a variation or conformity? Does this mean we can do a copy and paste of the IGOM?	IGOM is process based therefore all outlined process must be included unless it's a variation whereby you will provide a detailed description why or its out of scope. You can use the wording from the IGOM; however, it must be adjusted and serve to your company purpose as per Webinar 1. Responsibilities for performance of various processes must also specify somewhere in GOM or other documentation so staff understand what their role is, what they need to perform.
Who specifically should I send an email to request an account for our station? I will be admin for HQ and STN.	igom@iata.org Rawan is managing the mailbox. Please note that we have a very high volume of the questions, so it will take up to 10 days to get back to you
each discipline has the digital gap analysis checklist in the IGOM?	yes, it has but we would encourage you to use portal for the IGOM to avoid retyping
can repeat where i download the excel document please?	Digital version of either IGOM 13th or AHM 45 the Edition, under Resource/Toolbox - ISAGO tab, Gap Analysis
Are the excel found in AHM 44 Edition	No, AHM Ed 44 expires end of Dec 2024 - The excel format are in the digital version of AHM 45, which is currently published and effective 1 Jan 2025 as well as IGOM Edition 13. AHM Ed.44 includes the excel gaps as well, however for the 44 edition which is obsolete and shall not be used.
We can only create account with company email address, if I'm managing a couple of stations how can I create additional accounts?	You will create an IATA customer portal account for the location where you are located and then send an email to igom@iata.org with specifics to the other stations that you need to access along with the airport codes and addresses.

this can use as a tool for gap analysis completion? isn't it?	we would strongly encourage you to start to perform AHM1110 and AHM ch.6 and GOSM-CGM in the excel not to lose the time. Once the Ops portal is launched, you will retype information into the portal and publish.
Can we get the excel anywhere else apart from the digital AHM?	Digital IGOM 13th Edition and/or AHM 45 the Edition
How to know what the sections have been assigned because right now the only brief you get after publishing gap analysis is the variation one but nothing regarding conformity and out of scopes	This question is not clear, kindly write to us isago@iata.org and clarify further - we try to reply what we understood. You are correct, after the publishing of the gap, you cannot see the gap itself. You can see it only in the draft before publishing. It will change with the OPS portal where you will be able to see all published gaps - the latest and previous. We are not sure what you mean assigned. If you mean chapters applicable for the audit, it depends on the audit discipline and your ops profile. Based on that you need to complete gap for applicable standards, chapters.
Will the ISAGO Audit now concentrate on AHM1110 Training and now not use any GOSM (ORM. PAB, HDL, AGM, LOD) Training Tables?	AHM1110 covers very comprehensively all training requirements. AHM1110 needs to be implemented. Please review Workshop 1 recording.
among the enhancements, can we have the grand children?	It is not planned for 2025. As more granularities brings more complexity to the system. However, we will monitor if there is such need from more users and evaluate this requirement for future enhancements - which we expect to be ongoing for a while.
From April, If I have the STN audit before the HQ audit, can I do the gap analysis for the station before the HQ gap?	yes, they are not depending on each other - as the MHQ applicable standards are AHM ch.6 and AHM1110 and stations have AHM1110, IGOM and CGM
All attached documentation needs to be in English?	IATA will not request the GHSP to have their documentation in English, local language must be accepted as per present model, making sure the local language is understood by the front-line personnel. It was expected that auditor once assessing documentation will either use an online translation tool or an assistance of a translator. The translation process has not been fully addressed yet.
When will the ICHM replace CGM in ISAGO audit?	we plan to have ICHM in the OPS Portal in Q2 2025 for you to perform gaps. And it should be audited in 2026.
We have 1 HQ and 7 stations with Ground handling and Cargo Operations. So, in IGOM Portal there will be 1 HQ, 7 stations. or Cargo and Ground Handling will be considered separate stations? (means we need to add 14 stations)	you will have one HQ and 7 stations. you will perform the gap for the standards applicable to each station. For example, 6 stations will have AHM 1110, IGOM Ch,1-5 (if they do not perform cargo) and 1 station will have also cargo, Or all stations will have gaps for all standards as per your GHSP profile. MHQ will have gap for ORM and TRN.
parents cannot see children: this is a BIG issue, parent cannot check	The OPS portal will fix this and you will have a visibility of the gaps in the entire company hierarchy. At this moment IGOM portal has its limitation and we are presenting you what you can see (or not) at this moment
Did I understand correctly that parents cannot see children Gap analysis?	Correct

should we create an account for the HQ and one for each station?	yes, you need to have 2 accounts
I have 6 stations certified. Is it possible to have one account for the HQ and the stations included?	At this moment, you need to have separate account for HQ and each station and link them by parent-child relationship.
While submitting GAP Assessment, can we add other stations of our organization (Airports) as a related station	yes, you can create parent - children relationship
IGOM in my service available for all roles or restricted based on the role assigned to them? E.g. only admin can view IGOM.	there are following roles - Portal admin = has access to all. Editor or Acknowledger, Viewer - can edit standards, which the role is assigned to
How to distinguish between station gap analysis and should we create a relationship to perform the other stations gap analysis	here are two ways on how to do it: 1) You create a parent child relationship and you can perform the gap analysis once for example on the headquarter level and clone it for your stations. Please ensure that the station gaps are amended for that particular station specifics. 2) you can create the gap for each station separately - it could work if your documentation is not managed centrally and each station has its own manuals and is managed separately. MHQ gaps require only AHM ch.6 and AHM 1110 is applicable.
Access to the OPS portal requested last week. Please advise how long it take to receive an email response?	we have a high volume of request, so it takes up around 10 days to process your request. However, many time we are awaiting your response to confirm the information we need to process your request. Sometimes our invites await the user replies to confirm address, administrator and other - please ensure that such email received from igom@iata.org has been responded.
IGOM to be mapping with our GOM. Do we need to be mapping AHM 1110, AHM Ch6 & GOSM CGM with our GOM as well or can be map with another document/manual?	All industry standards shall be assessed against your own company documentation including IGOM, AHM Chapter 6, AHM 1110 and GOSM CGM yes, for the ISAGO audit, you need to map and publish gap for IGOM, AHM ch.6, AHM1110 and GOSM-CGM as per your GHSP profile. It will be added to the portal in February 2025. At that stage current IGOM Portal will appear as the OPS Portal. In the meantime, you can use excel gaps files available in AHM/IGOM digital form - toolbox. Once the OPS portal is launched, you type all info there and publish. Please review web1.
I imagine there will be a user guide on completing the GAP analysis on the portal?	there is already existing user guide and information are available on iata webpages https://www.iata.org/en/programs/ops-infra/ground-operations/ops-portal/
While submitting GAP Assessment, can we add other stations (Airports) as a related station	yes, you can create parent-children relationship
So, every time we publish new revision of our own GOM, we need to create new GAP analysis and click through all procedures to change the references (i.e., to put in new GOM Rev. No. and date, even if chapters remain the same)?	To keep the gap updated, this process should take place. However, keep the workload manageable, we expect you to update the gap annually at least - with every change of the AHM/IGOM revision or when you have a significant change in your manuals which will impact the gap accuracy. The gap should be updated to

	the latest GOM manuals before the audit. Every time a new revision is published by your company, you can clone the gap analysis, edit the document rev.# then the document references will automatically update and review all updated standards provisions and ensure that they are correctly implemented in your documentation and operations.
will you open a dedicated desk that can help in case of errors?	Any request and question can be sent to igom@iata.org. Rawan is the IGOM Portal administrator and provides support to everyone who needs help with the Portal. We have also regional colleagues who will be able to help. Caroline, Gurdeep, and I will help with any questions related to the performance of the gap.
Hello! We have the IGOM in the OPS portal. How about AHM for training?	the AHM ch.6 and AHM1110 as well as GOSM-CGM will be added to the portal in February 2025. At that stage current IGOM Portal will appear as the OPS Portal. In the meantime, you can use excel gaps files available in AHM/IGOM digital form - toolbox. Once the OPS portal is launched, you type all info there and publish
hi, having the navigation options in light grey, it usually suggests that that option is not available. This may lead to confusion. Better to change to a "live" color.	the color codes will be changed in the OPS Portal as of Feb 2025 to follow IATA design guidelines. IGOM Portal was developed with minimum budget during the Covid.
In case you miss one of the points from IGOM. Does it become a variation or conformity?	IGOM is process based therefore all outlined process must be included unless it's a variation whereby you will provide a detailed description why or its out of scope
Does this mean we can do a copy and paste of the IGOM?	you can use the wording from the IGOM; however, it must be adjusted and serve to your company purpose as per Webinar 1.
how many accounts can we ask/granted for this administrative function?	as many as you need. We recommend at least 2 or use company general email to have access if a person leaves the company

Table 2 Webinar 2 (PM) Questions

Questions	Answers
What is the process if/when an admin leaves the company and no longer becomes the primary representative?	We recommend having at least 2 administrators or use general mailbox address. If you have only one and he/she leaves, then you need to send us a request at igom@iata.org and we need to request fixes in the back end. it is very lengthy process.
The IGOM portal administrator also has the possibility to invite others in the company to join?	Yes, each user needs to have account in the IATA customer portal
When the admin. gives others, access will they have full access.	it depends on the roles the administrator assigned. Administrator has full access, editor, can view and edit but cannot publish gap. Acknowledger and viewer can view gaps but cannot edit etc. as per user guide.
What is the difference between "invite" and "Add new user"?	for IGOM Portal, always use the "invite" feature within the "Manage Service"
Can we use a group email for the account creation? & are we able to change the email address along the way? I'm thinking that a group email alleviates the issue of changing administration, but there would be times	Yes, you can use company group email for account creation, it is recommended as it provides several people to access under one account; Yes, you change along the way, if you have prior information of change of

where the group email might change due to company restructuring. Thanks	administration, invite user using the new email address and provide role of Ops Admin and Service Administrator, you can also contact igom@iata.org for further assistance
If we have a variation because we follow a company airline policy, the airline is responsible for the Risk Assessment, correct?	it depends how you manage the airlines procedures. 1) Gap analysis will be based on your own documentation (GHSP) not the customer airline procedures, therefore you are not requested to declare airline variations within your gap. However, the GHSP shall have a system to manage, communicate and implement airline specific requirements. 2) If you have adopted airlines policy into your documentation audit becomes your own procedure, then the variation needs to declare and evaluated if is not below the industry standards (will lead to potential finding). Please see also response from Webinar 1 (PM) questions 6 and 13 and recording for Webinar 1.
Is there any a size limit for files to be uploaded to the IGOM Portal?	We will need to verify. Apology but for now, we do not know the answer.
For the item mapping conformity, shall we translate our manual in English to fill in the sub reference in OPS Portal? How could the auditor check the conformity item as the manual is Chinese during the document assessment?	The translation process has not been fully addressed yet. IATA will not request the GHSP to have their documentation in English, local language must be accepted as per present model, making sure the local language is understood by the front-line personnel. It was expected that auditor once assessing documentation will either use an online translation tool or an assistance of a translator. You need to provide very specific references to your manuals (in your local language) and request to provide the variation description or any comments made directly in the gap in English.
Our manual is written in English and our local language. Is it considered as variation?	No as long as En and local language version content does not differ.
What if user company revise GOM manual and there are changes to the reference? Do we delete the existing GOM manual?	No, do not delete any gap. Clone exiting gap and update the references and save it as a new version of the gap. the latest published gap will be audited. Changes can be done before the audit starts, and the gap version needs to be discussed and agreed with the auditor before the audit to avoid any issues.
Is it mandatory to do gap analysis when update our GOM?	Every time a new revision is published by your company, you can clone the gap analysis, edit the document rev.# then the document references will automatically update and review all updated standards provisions and ensure that they are correctly implemented in your documentation and operations. To keep the gap updated, this process should take place. However, keep the workload manageable, we expect you to update the gap annually at least - with every change of the AHM/IGOM revision or when you have a significant change in your manuals which will impact the gap accuracy. The gap should be updated to

	the latest GOM manuals before the audit. the regular update process of the gap will be also part of the audit.
For the combination of variation and conformity in a sub-section, shall we separately list both variation and conformity in the OPS portal, or only list variation as other sub-section are conformity?	You need to assess every single standards provision - and select mapping conformity, variation or out of scope. You have to point out to specific procedure - the lower level possible e.g. 21.2.3.4 c) and shall not provide section level 21.2. If there is a standard requirement which can be in conformity and variation at the same time, you can include multiply references - for example 21.2.3.4 a) conformity and 21.2.3.4. b) variation. There is no combination, you either chose conformity or variation (less or more) or the out of scope.
What's difference btw pending review and critical pending review? Thank you.	Pending review is applicable to non-safety critical provisions while critical pending review is applicable to safety critical procedures when you clone or re-use your published gap analysis
After a gap analysis is published, if I want to review the details of my gap analysis, I will go to "Variation report", I can see all the variations, how can I see those items under "out of scope"?	Currently, when you publish the gap, you are not able to see the published gap. Variation report provides you only the list of the variations. You have to review it before it is published. Within the OPS portal, you will be able to view published gaps - including previous versions and there will be also out of scope report.
As a GHSP, if I outsourced my cargo operation, but I have cargo manual, when I do the gap analysis for anything related cargo operation, shall I do the gap analysis based on my cargo manual, or shall I choose "out of scope"?	We will provide further guidance on this topic on how to perform a gap analysis for an outsourced service. Currently we will check how the company monitors its outsourced function under AHM 601 section 13 and the monitoring process under AHM 615.
We usually order the Hardcopies of the IATA Manuals especially the IATA AHM, would it be possible to have an access or copy of the Gap Analysis Tools (Excel Files) even if we bought the Hardcopies? Thanks in advance!	Please contact the product manager Christopher Byrne at byrnec@iata.org and he will be able to assist you with changes from the printed copy to the digital or provide the excels.
We do not have access to AHM / ICHM softcopy version to directly access the toolkit, could you please help in getting the excel version of the formats, so that we can proceed our gap analysis part?	Please contact the product manager Christopher Byrne at byrnec@iata.org and he will be able to assist you with changes from the printed copy to the digital or provide the excels.
When I do gap analysis by cloning it from my parent company, but the name of my manual has different name or different chapter/sub-chapter with that of my parent company, do I need to revise the name of the manual one by one?	They must create a new document and make reference to correct document.
From GHSP Webinar 1 Q&A I saw the detailed ISAGO checklists are already available for purchase. Is it totally different from ISAGO Checklist embedded in the digital version of IGOM/AHM? Do we need to follow the checklist while doing gap analysis?	In the digital version of AHM/IGOM they are high level = titles only, no content. But the items included in the checklists are the same. So, you can already now see what will be audited during the Implementation Assessment irrespective if the content of the manual is included or not. The provisions are there.