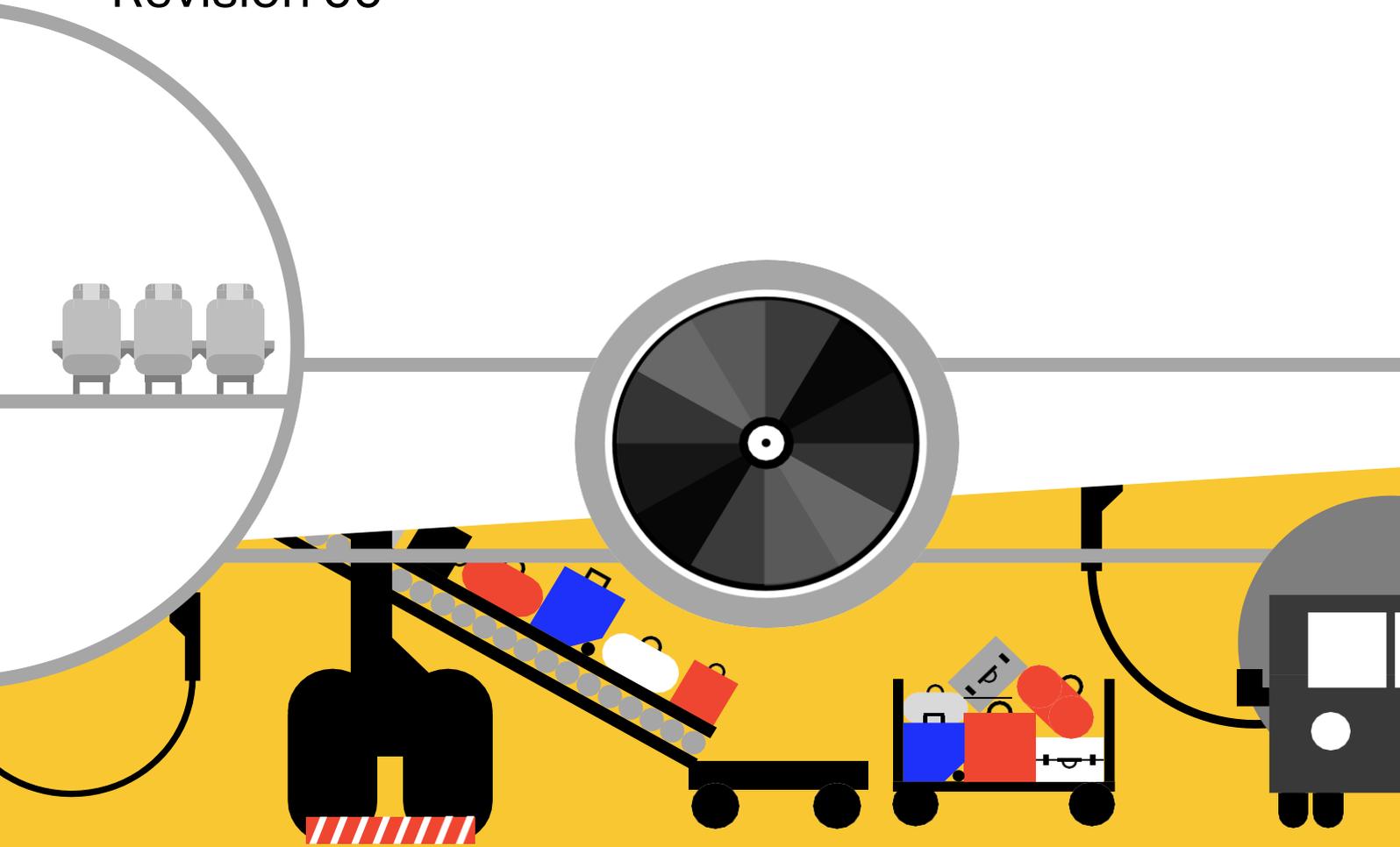




# OPS Portal User Guide

Version 01

Revision 00





## Contents

<b>1</b>	<b>Overview and Important Information</b>	<b>2</b>
<b>2</b>	<b>Definitions</b>	<b>2</b>
2.1	Account Types	2
2.1.1	Airline account	2
2.1.2	Ground Handling Service Provider (GHSP) accounts	2
2.2	User Types	2
2.2.1	Permissions	3
<b>3</b>	<b>OPS Portal Registration</b>	<b>4</b>
<b>4</b>	<b>OPS Portal Main Features</b>	<b>7</b>
4.1	Account Management	7
4.1.1	User Administration	7
4.1.2	Account Administration	10
4.1.3	Hierarchy Groups	12
4.2	Gap Functions	14
4.2.1	Gap Analysis	14
4.2.2	Filling Out the Gap Analysis	17
4.2.3	Gap Sharing Groups	20
4.2.4	Managing Documents	23
4.3	Variation Functions	25
4.3.1	My Variation Reports	25
4.3.2	Shared Variation Reports	27
4.3.3	Variation Sharing Groups	27
4.4	IATA Standards	29
4.4.1	Navigating IATA Standards	29
<b>5</b>	<b>Use of this manual</b>	<b>30</b>



## 1 Overview and Important Information

One of IATA's key priorities is to drive further standardization of ground operations processes, with a primary focus on reducing risks in ground operations. The Operational Portal is an online platform designed for airlines and ground handling service providers. Through this portal, users can:

- Conduct self-assessment gap analyses
- Declare compliance of their operational documentation with industry standards
- Exchange operational information
- Post any variations against industry standards

This platform enhances standardization, minimizes the need for airline-specific training, and reduces complexities in ground operations.

## 2 Definitions

### 2.1 Account Types

#### 2.1.1 Airline account

Each airline can have only one account per Air Operator Certificate (AOC). Airlines that also provide ground handling services to third parties as a Ground Handling Service Provider (GHSP) will need to create separate accounts:

- As an airline (one account per AOC)
- As a GHSP (one account per location)

#### 2.1.2 Ground Handling Service Provider (GHSP) accounts

GHSPs can have multiple accounts depending on the number of locations in their network. Ground Handling Service Providers that have both their headquarters and station at the same location will need separate accesses:

- As a Ground Handling Service Provider Headquarters
- As a Ground Handling Service Provider Station

### 2.2 User Types

The platform is designed to assign different user profiles that have specific accessibility and permissions. The roles that a user can have in the OPS Portal platform are:

#### 1. OPS Portal Administrator

The company administrator of the account. This role is automatically assigned to the first user within a company. The OPS Portal Administrator can access all features within the platform, grant access to additional users, and has no limitations on permissions.

#### 2. Standard Administrator "Standard Related"

This role has access to all features except for the creation of a hierarchy group. However, the user assigned this role will be limited by the specific standard(s) they are assigned to.

#### 3. Editor "Standard Related"

The Editor within each company has limited access. The primary purpose of this role is to complete a section or sections of the gap analysis. Editors are assigned per standard.

#### 4. Viewer "Standard Related"

The Viewer is primarily for viewing gap analyses or variation(s).

#### 5. Acknowledger "Standard Related"



# OPS Portal User Guide

Version: 01

Revision: 00

Publication date: 2/23/2025

The Acknowledger has access to the same features as a Viewer, with the addition of the Notifications section, where they will receive information about the published gap analysis.

**Note:**

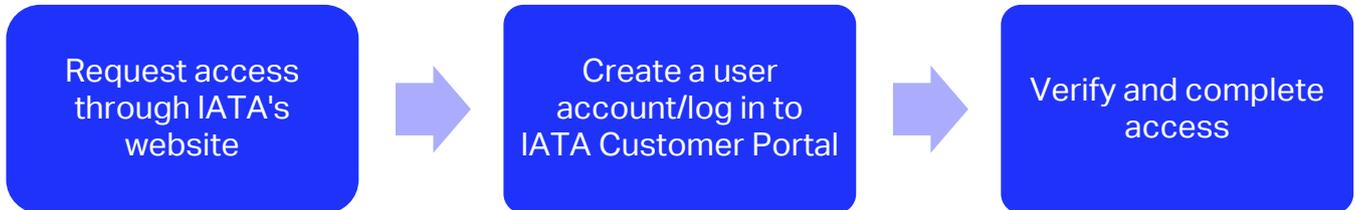
Standard Related means that each of the roles will be limited by the standard(s) assigned to them.

## 2.2.1 Permissions

Feature/Functionality	Functionality Description	OPS Portal Administrator	Standard Administrator	Editor	Acknowledger	Viewer
Account Management – User Administration	Invite other users to their company account	Yes	Yes	No	No	No
Account Management – Account Administration	Invite themselves to other stations	Yes	No	No	No	No
Account Management – Hierarchy Group	Create a Hierarchy Group	Yes	No	No	No	No
Gap Functions – Gap Analysis	Create a New File	Yes	Yes	No	No	No
Gap Functions – Gap Analysis	Work on a draft	Yes	Yes	Yes	No	No
Gap Functions – Gap Analysis	Clone or edit published gap analysis	Yes	Yes	No	No	No
Gap Functions – Gap Analysis	Read own company published gap analysis	Yes	Yes	Yes	Yes	Yes
Gap Functions – Gap Analysis	Read hierarchy shared gap analysis	Yes	Yes	Yes	No	No
Gap Functions – Gap Analysis	Read gap sharing gap analysis	Yes	Yes	No	No	No
Gap Functions – Gap Sharing Groups	Create a gap sharing group	Yes	Yes	No	No	No
Gap Functions – Documents	Read own company GOM	Yes	Yes	Yes	Yes	Yes
Gap Functions – Documents	Read hierarchy shared GOM	Yes	Yes	Yes	No	No
Variation Functions – My Variation Reports	Read own company variation reports	Yes	Yes	Yes	Yes	Yes
Variation Functions – Shared Variation Reports	Read shared hierarchy variation reports	Yes	Yes	Yes	No	No
Variation Functions – Shared Variation Reports	Read Variation sharing variation reports	Yes	Yes	No	No	No
Variation Functions – Shared Variation Reports	Create a variation sharing group	Yes	Yes	No	No	No
IATA Standards	Read IATA Manual headings	Yes	Yes	Yes	Yes	Yes



### 3 OPS Portal Registration



Access to the OPS portal is straightforward and can be completed by following the steps outlined below:

#### Submit Request

- Begin by navigating to the IATA website at [IATA - Home](#) and selecting the "**Programs & Policy**" tab from the top menu.
- From the drop-down menu, choose "**Ground Operations**" under the "**Operations & Infrastructure**" sub-menu
- On the Ground Operations page, click on "[Operational Portal](#)" and scroll down to the "**Sign up for the Ops Portal now**" section.
- Fill in all the required information and ensure that you have checked the consent box before submitting your application by clicking the "**Sign up**" button.

**Sign up for the Ops Portal now**

First Name \*

Last Name \*

Job Title \*

Company \*

Company type \*

Which account type do you want to publish a gap analysis for?

Are you the designated person by your company to undertake the role of OPS Portal Administrator? \*

I consent to the processing of my personal information in accordance with [IATA's Privacy Policy](#) and I understand and agree to the [Terms of Use](#) \*

**SIGN-UP**

#### Important Note:

The request to access the OPS Portal must be submitted only by the individual designated by the company as the primary OPS Portal account administrator.



# OPS Portal User Guide

Version: 01

Revision: 00

Publication date: 2/23/2025

## Post-Submission Process

- Once the application has been submitted, IATA will verify the request and send an invitation to access the OPS Portal.
- An invitation email from the system will include a link to access the platform.

*This is a system generated message. Please do not reply.*

Dear Customer,

You have been invited to use the *Ops Portal*, service in the IATA Customer Portal. Please click the link below to begin.

[Click here to continue.](#)

NOTE: If you have not yet registered in the IATA Customer Portal, you will be guided to do so. After completing this step, please return to this email and click the link above to continue.

## Accessing the OPS Portal

- Click on the "Click here to continue" link in the invitation email.
- The link will open the IATA Customer Portal:
  - If the IATA Customer Portal profile is already complete, access will be directed to the "OPS Portal Service."
  - If the profile is incomplete, the system will prompt for completion before proceeding.
- The OPS Portal can also be accessed by navigating to "Available Services" in the IATA Customer Portal.
- Once "OPS Portal" is located, click on "Request Service."

The screenshot shows the IATA Customer Portal interface. At the top left is the IATA logo and the text "Customer Portal". To the right are "Services" and "Help" dropdown menus. Further right are "SEARCH", a notification bell, and a user profile icon. Below the header is a breadcrumb trail: "Home > Services > Manage Services". The main content area has a blue header with "Ops Portal" in white. Below this is a white box containing the text "About" and a blue button labeled "Request Service". At the bottom of the white box, there is a small paragraph: "Operational Portal (OPS Portal) is a tool that helps companies perform a gap analysis by comparing their documents with IATA ground operations and cargo standards to identify gaps, and align or declare any variations."



## OPS Portal User Guide

Version: 01

Revision: 00

Publication date: 2/23/2025

- Accept the terms and conditions by clicking "Accept."

**Terms and Conditions** [X]

Please read and Accept the Terms and Conditions.

By clicking Accept you confirm you have read and agree to the following terms:

Ops Portal

**Accept**

- The system will automatically direct to "My Services," where OPS Portal will appear within the available services. Click on "Go to Service" to access the platform."

**My Services** Available Services

Your company's services are listed below.

**Ops Portal**

Operational Portal (OPS Portal) is a tool that helps companies perform a gap analysis by comparing their documents with IATA group

[Manage Service](#) **Go to Service**

- A confirmation email will be sent once access has been fully completed.

*This is a system generated message. Please do not reply.*

Dear Rawan Hafez,

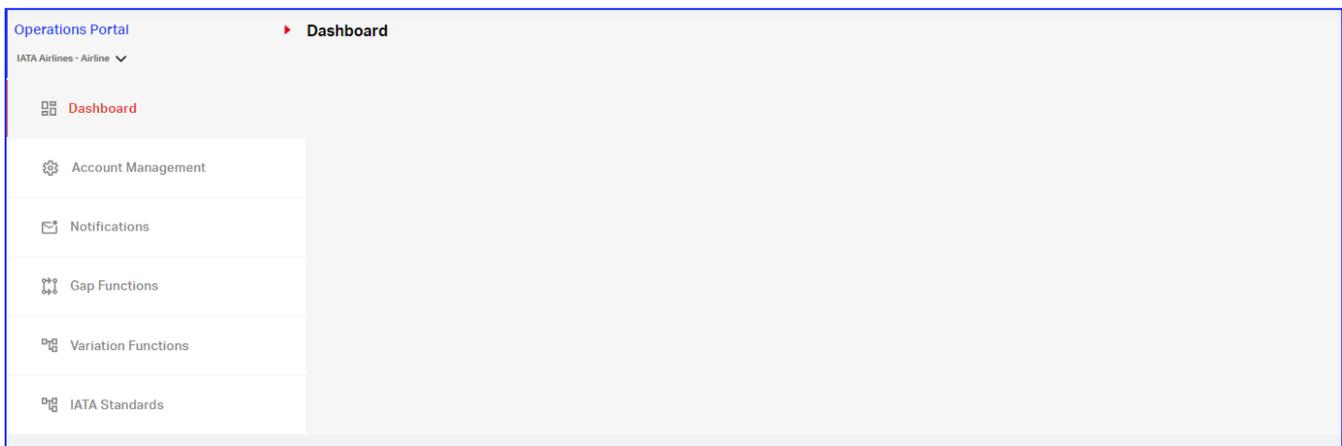
**Congratulations!**  
Your access to Ops Portal Service has been granted. You can access it here.



## 4 OPS Portal Main Features

The OPS Portal platform is divided into the following sections:

- **Dashboards:** To be available by Q3. Part of Phase 2 enhancement.
- **Account Management:** Manage user roles, account relationships, and hierarchy groups.
- **Notifications:** To be available by Q3. Part of Phase 2 enhancement.
- **Gap Functions:** Perform gap analyses, track published gaps, documents management, and share gap analysis.
- **Variation Functions:** Manage variations within gap analyses and establish sharing groups.
- **IATA Standards:** Access compliance standards and documentation.



Each section of this manual provides detailed explanations and step-by-step guidance to maximize usability.

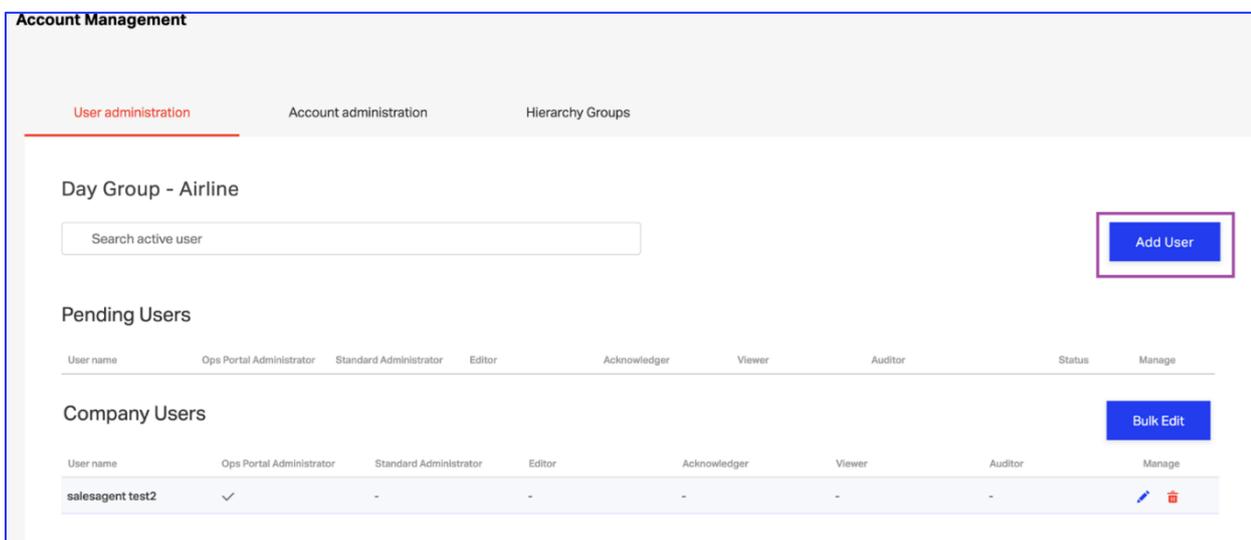
### 4.1 Account Management

The **Account Management** tab inside the Ops Portal allows users to invite and manage accounts, establish hierarchical relationships, and bulk edit user permissions.

#### 4.1.1 User Administration

##### Inviting and Managing Users

1. Navigate to **Account Management > User Administration**.
2. Click on **"Add User"**.





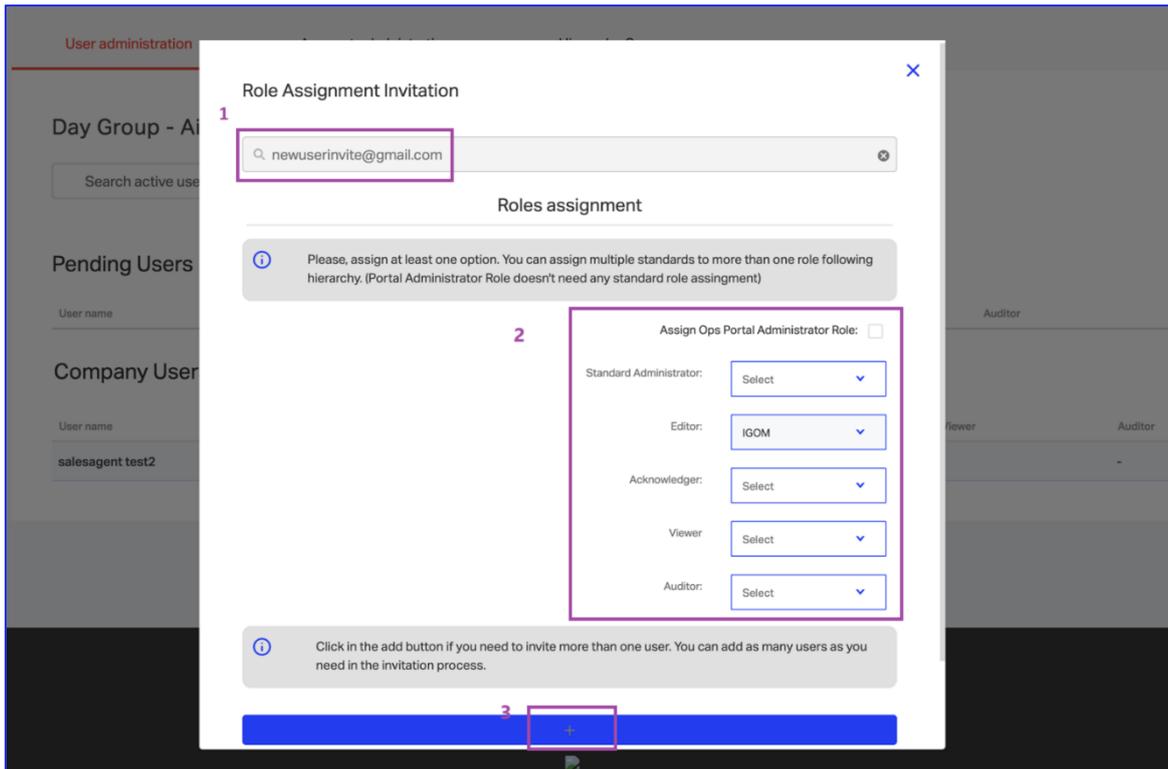
# OPS Portal User Guide

Version: 01

Revision: 00

Publication date: 2/23/2025

3. Follow the guided invitation flow to complete the user invitation process.
  - a. Add an email of the user to invite to the portal and click on Enter.
  - b. Select the standard or standards to be included inside of each of the roles of that user. For example, a user can be a Standard Administrator for IGOM and Editor for AHM1110.
  - c. Click on the + icon.
  - d. Repeat the process until all desired users are invited.



## Bulk Editing User Permission

1. Click "Bulk Edit" in the User Administration tab.

Company Users							Bulk Edit
User name	Ops Portal Administrator	Standard Administrator	Editor	Acknowledger	Viewer	Auditor	Manage
Adm Green	—	CGM,IGOM	-	-	AHM1110,AHM Ch.1	-	
Adm Yellow	—	CGM,IGOM	AHM1110	AHM Ch.1	-	-	
Alvin Jenkins	✓	-	-	-	-	-	
Beatrice Villegas	✓	-	-	-	-	-	
Darwin Gross	—	IGOM	AHM Ch.1	CGM	-	-	
Dario Fuentes	—	AHM1110	-	-	-	-	
Jaume Lorente	✓	-	-	-	-	-	
JP Alb	✓	-	-	-	-	-	



# OPS Portal User Guide

Version: 01

Revision: 00

Publication date: 2/23/2025

2. The user matrix will become editable, allowing modifications to multiple user permissions simultaneously.

User name	Ops Portal Administrator	Standard Administrator	Editor	Acknowledger	Viewer	Auditor
1 Adm Green	<input type="checkbox"/>	CGM; IGOM	Select values	Select values	AHM Ch.1; AHM1110	Select values
2 Adm Yellow	<input type="checkbox"/>	CGM; IGOM	AHM1110	AHM Ch.1	Select values	Select values
3 Alvin Jenkins	<input checked="" type="checkbox"/>	Select values	Select values	Select values	Select values	Select values

3. Adjust roles and access levels as needed.

4. Click **"Confirm"** to apply changes.

Admins have different levels of visibility:

- **Ops Portal Administrators:** Can see and manage all active standards.
- **Ops Portal Standard Administrators:** Can only manage standards they are assigned to.

## Individual User Edits

- Click the **pencil icon** next to a user's record to edit permissions.
- Click the **trash icon** to delete a user.

User name	Ops Portal Administrator	Standard Administrator	Editor	Acknowledger	Viewer	Auditor	Manage
Adm Green	—	CGM,IGOM	-	-	AHM1110,AHM Ch.1	-	
Adm Yellow	—	CGM,IGOM	AHM1110	AHM Ch.1	-	-	
Alvin Jenkins	✓	-	-	-	-	-	
Beatrice Villegas	✓	-	-	-	-	-	
Darwin Gross	—	IGOM	AHM Ch.1	CGM	-	-	
Darío Fuentes	—	AHM1110	-	-	-	-	
Jaime Lorente	✓	-	-	-	-	-	
JP Alb	✓	-	-	-	-	-	



CGM,IGOM

**Roles edit**

*i* Change, add or limit permits for the user. You can assign more than one Standard for every role following hierarchy.

Assign Ops Portal Administrator Role:

Standard Administrator: CGM; IGOM

Editor: Select values

Acknowledger: Select values

Reader: AHM Ch.1; AHM1110

Auditor: Select values

Cancel Confirm

### 4.1.2 Account Administration

This feature allows users to grant themselves access to other accounts within their network.

#### Granting Account Access

1. Navigate to **Account Management > Account Administration**.
2. Click **"Add Account"**.

User administration **Account administration** Hierarchy Groups

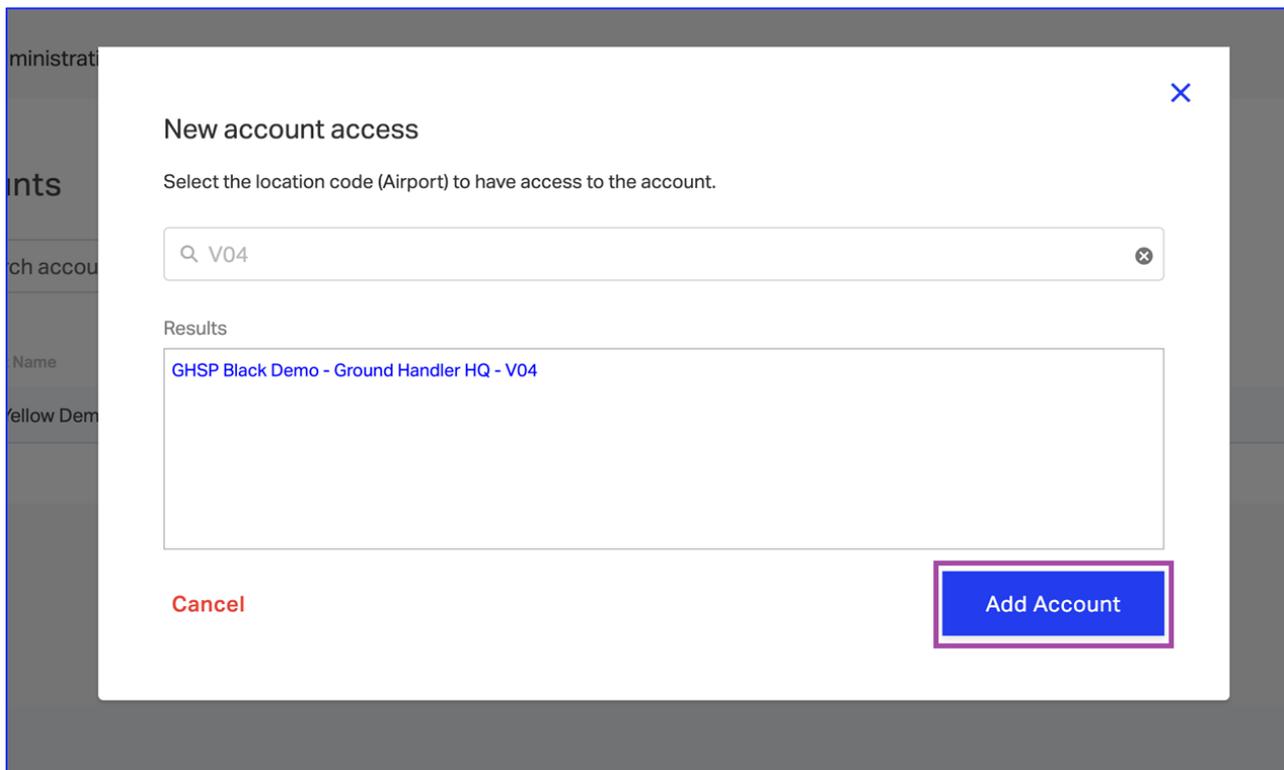
**Accounts**

Search accounts Add Account

Account Name	Location	Code	Remove
GHSP Yellow Demo	V03	CDM	[→]



3. A list of eligible accounts will auto-populate based on the location code.  
Note: eligible accounts will be the accounts that falls within the same Network. Your company profile GSP code or ICAO codes needs to match.
4. Select the desired account.
5. The **"Add Account"** button will become active and blue; click to confirm.

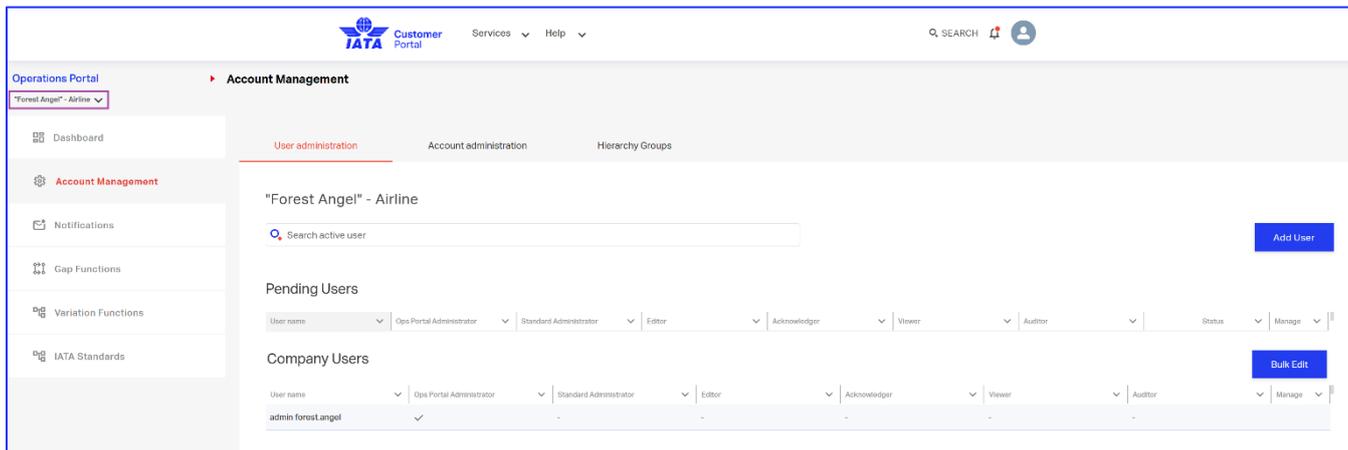


### Important Note:

If a user does not see the Account administration tab, it is because the role assigned to the user does not have permissions to view the tab or the user is within an Account administration in the list. This avoids nesting accounts.

## Managing Accounts

- Use the **drop-down menu** on the left to select a specific account after adding it.





- To remove an account relationship, click the **remove icon**.

Account Name	Location	Code	Remove
GHSP Yellow Demo	V03	CDM	[-]
GHSP Black Demo	V04	CDM	[-]

### 4.1.3 Hierarchy Groups

Hierarchy groups allow Ops Portal users to establish relationships between multiple accounts. Once linked, accounts within a hierarchy can view each other's published gap analyses and clone them if they have permission.

#### **Important Note:**

Accounts that can be added to the same hierarchy should share the same ICAO code or GHSP code depending on the type of account to link.

### Creating a Hierarchy Group

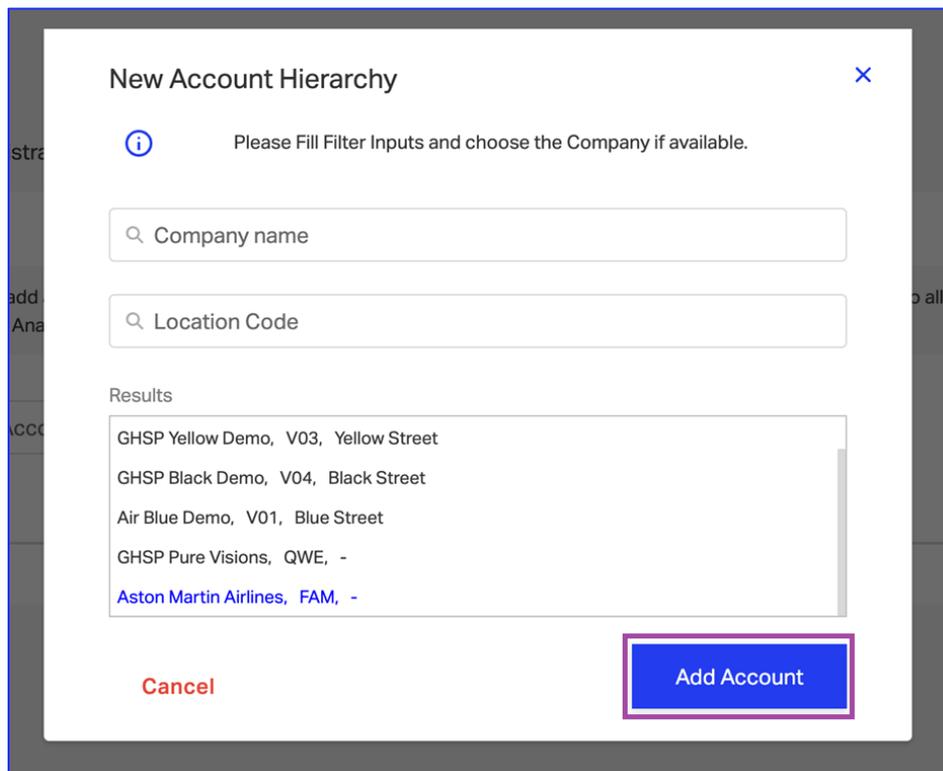
- Navigate to **Account Management > Hierarchy Group**.
- Click **"Create Hierarchy Group"**.

Please, add a Company to create a Hierarchy Relationship. Once accepted by the Company, both will have access to all Gap and variation files created. Search for them in the Gap Analysis and Variation tab at "New from previous version". You can create as many groups as you need.

Company Name	Location	Code	Company Type	Status	Access
Air Blue Demo	V01	CDM	Airline	ACTIVE	[edit]
Airline Alb Legal	ALB		Airline	ACTIVE	[edit]
Aston Martin Airlines	FAM	CDM	Airline	PENDING	[check] [cancel]
Ayers LLC			Airline	ACTIVE	[edit]

- The system will display pre-selected accounts based on ICAO Code, GHSP Designator Code, and Location Code.
- Select the desired accounts to include in the hierarchy.

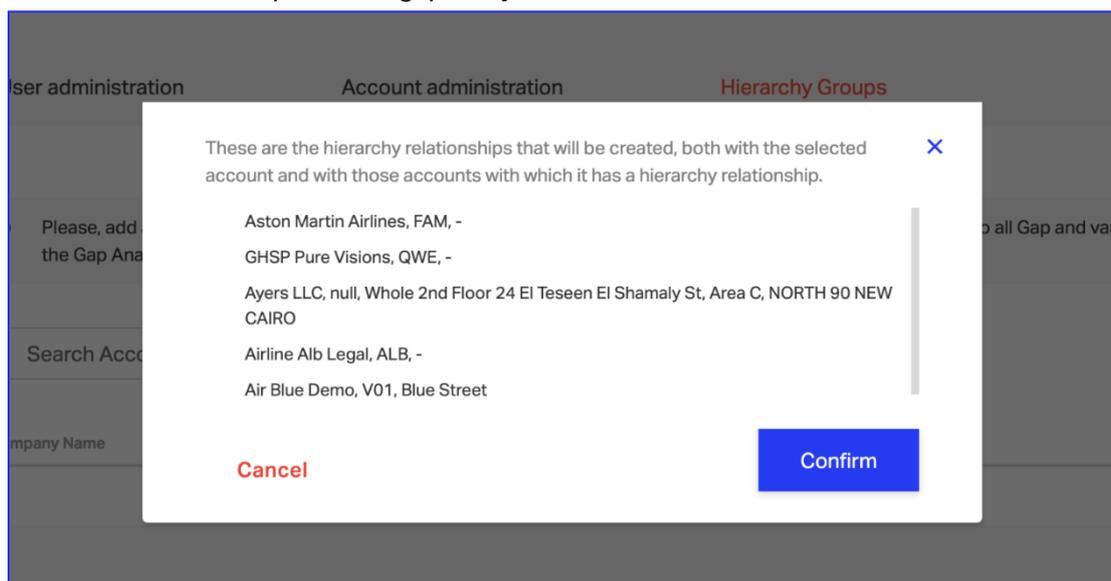
5. Click **"Add Account"** to establish the relationship.



The screenshot shows a 'New Account Hierarchy' dialog box with a close button (X) in the top right. Below the title is an information icon (i) and the instruction: 'Please Fill Filter Inputs and choose the Company if available.' There are two search input fields: 'Company name' and 'Location Code'. Below these is a 'Results' section containing a scrollable list of account entries: 'GHSP Yellow Demo, V03, Yellow Street', 'GHSP Black Demo, V04, Black Street', 'Air Blue Demo, V01, Blue Street', 'GHSP Pure Visions, QWE, -', and 'Aston Martin Airlines, FAM, -'. At the bottom left is a red 'Cancel' button, and at the bottom right is a blue 'Add Account' button highlighted with a purple border.

**Example:**

- **Iberia** creates a relationship with **Vueling**.
- When sending the invite, the system warns the user that Vueling also has an active hierarchy relationship with all the accounts mentioned in the pop-up, meaning that when they accept, the account will also have access to the published gap analysis from those accounts and vice-versa.



The screenshot shows a 'Hierarchy Groups' dialog box with a close button (X) in the top right. The text inside reads: 'These are the hierarchy relationships that will be created, both with the selected account and with those accounts with which it has a hierarchy relationship.' Below this is a scrollable list of account entries: 'Aston Martin Airlines, FAM, -', 'GHSP Pure Visions, QWE, -', 'Ayers LLC, null, Whole 2nd Floor 24 El Teseen El Shamaly St, Area C, NORTH 90 NEW CAIRO', 'Airline Alb Legal, ALB, -', and 'Air Blue Demo, V01, Blue Street'. At the bottom left is a red 'Cancel' button, and at the bottom right is a blue 'Confirm' button.



- After adding the account, a separate line for each of them will appear and will only turn active once Vueling has accepted the invitation to create a hierarchy.

Company Name	Location	Code	Company Type	Status	Access
Air Blue Demo	V01	CDM	Airline	PENDING	
Airline Alb Legal	ALB		Airline	PENDING	
Aston Martin Airlines	FAM	CDM	Airline	PENDING	
Ayers LLC			Airline	PENDING	
GHSP Pure Visions	QWE	CDM	Ground Handler HQ	PENDING	

Air Green view while waiting for acceptance

- Once Vueling accepts, Iberia will also gain access to its published gap analysis.
- If Vueling later deactivates the relationship, all connected accounts will also be inactivated.

## 4.2 Gap Functions

Gap Functions tab enables users to identify, track, and manage compliance with aviation standards. These functions help organizations assess their operational gaps, implement corrective actions, and ensure alignment with industry requirements.

The gap functions are divided into:

- Gap Analysis
- Gap Sharing Groups
- Documents

### 4.2.1 Gap Analysis

Gap Analysis section is divided into 3 key components:

- **New File:** Create a fresh gap analysis for a selected standard.
- **Published Gaps:** View and manage previously published gap analyses.
- **Continue Draft:** Resume work on an unfinished gap analysis.



## 4.2.1.1 Creating a New Gap Analysis

1. Click on **"New File"** in the Gap Analysis section.
2. Select the applicable **Standard** (e.g., IGOM, AHM1110, etc.).
3. Click **"Start Gap Analysis"** to begin.

Language: English

Reference document Adopt Standard Publish Save and exit

Chapters

Dive into the gap analysis by exploring chapters and subchapters of the standard presented here.

Bulk mapping

Chapter ID	Chapter Name	Progress
01	Passenger Handling Procedures	0% completed
1.1	Passenger Departure	0% completed
1.2	Passenger Security	0% completed
1.3	Passenger Arrival, Transfer and Transit	0% completed
1.4	Special Categories of Passengers	0% completed
1.5	Passenger Disruptions	0% completed
02	Baggage Handling Procedures	0% completed
03	Aircraft General Safety and Servicing Operations	0% completed

The gap analysis follows a structured format with the following:

- o **Naming Convention:** Automatically set as Account Name + Standard + Edition + Version.
- o **Language Selection:** Choose a language from the dropdown menu (options depend on the uploaded and activated standards).

Language: English

Reference document Adopt Standard Publish Save and exit

Chapters

Dive into the gap analysis by exploring chapters and subchapters of the standard presented here.

Bulk mapping

Chapter ID	Chapter Name	Progress
01	Passenger Handling Procedures	100% completed
1.1	Passenger Departure	100% completed
1.2	Passenger Security	100% completed
1.3	Passenger Arrival, Transfer and Transit	100% completed
1.4	Special Categories of Passengers	100% completed
1.5	Passenger Disruptions	100% completed



# OPS Portal User Guide

Version: 01

Revision: 00

Publication date: 2/23/2025

- **Adopt Standard:** Allows users to adopt the standard as it is without any variation. After adopting a standard, the option becomes inactive and users can either go through the answers and change them or publish directly in case everything is filled out correctly.
- **Bulk Mapping:** Enables mass response entry for multiple sections.

The screenshot shows the main interface of the OPS Portal. At the top, there is a header with the IATA logo on the left, the title 'OPS Portal User Guide' in the center, and version/revision information on the right. Below the header, there is a navigation bar with options like 'Reference document', 'Adopt Standard', 'Publish', and 'Save and exit'. The main content area is titled 'Chapters' and lists various sections under '01. Passenger Handling Procedures'. A 'Bulk mapping' button is highlighted with a red box in the top right corner of the main content area.

The screenshot shows the 'Bulk mapping' dialog box. It has a title 'Bulk mapping' and a close button (X) in the top right corner. Below the title, there is a subtitle 'Chose your preferred mapping and efficiently apply it to multiple chapters and sections'. A note with an information icon states: 'Selecting a mapping for a chapter or section will apply it to all sub-sections below. You can change the mapping for any sub-section later if needed.' Below the note, there are two dropdown menus: 'Mapping' (set to 'Out of Scope') and 'Filter by chapter' (set to '1110.Ground Operations Training Program'). A text input field for 'Comment' contains the text 'Does not apply to me'. Below the input field is a table with columns 'Name', 'Select', and 'See more / Less levels'. The table lists several sections under the '1110' chapter, with checkboxes in the 'Select' column and plus signs in the 'See more / Less levels' column. A 'Confirm' button is located at the bottom right of the dialog box.

Name	Select	See more / Less levels
1110 Ground Operations Training Program	<input type="checkbox"/>	-
1. OVERVIEW	<input checked="" type="checkbox"/>	+
2. DEFINITIONS	<input checked="" type="checkbox"/>	+
3. TRAINING MANAGEMENT SYSTEM	<input type="checkbox"/>	+
4. THE TRAINING PROGRAM	<input type="checkbox"/>	+
5. ABSENCE FROM WORK	<input type="checkbox"/>	+

### **Important Note:**

Responses of the gap analysis sections will be saved in the language selected by the user in the portal. This information will be used to open the gap analysis in the selected language once published. In case a gap analysis has responses in multiple languages, the gap analysis will open in English.





# OPS Portal User Guide

Version: 01

Revision: 00

Publication date: 2/23/2025

4. Click **"Save"** to store progress.

The screenshot shows the editing interface for '1.1.3.1 General' under '1.1.3 Passenger Check-In'. The left sidebar shows a tree view with '1.1.3.1 General' selected. The main content area has a 'Mapping' dropdown set to 'Conformity', 'Reference document' set to 'IGOM Ed.53 R.1', and 'Sub reference' set to 'General'. A rich text editor is present with a 'Type something...' placeholder. At the bottom right, a blue 'Save' button is highlighted with a red box. Other buttons like 'Reference document', 'Adopt Standard', 'Publish', and 'Save and exit' are visible at the top.

5. Once complete, click **"Publish"**, set the effective date, and confirm.

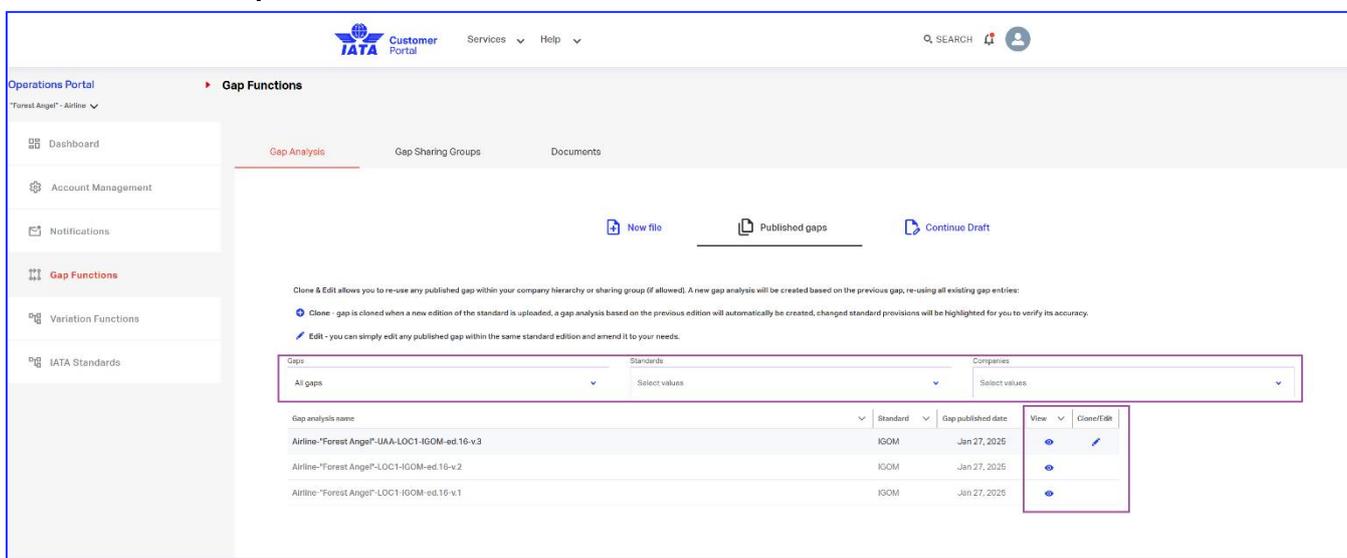
The screenshot shows the publishing interface. The 'Publish' button at the top right is highlighted with a red box. The 'Save' button at the bottom right of the editor is also highlighted with a red box. The rest of the interface is identical to the previous screenshot.

The screenshot shows the 'Publishing information' screen. It includes a 'Go back' link, the document title 'Airline-Aston Martin Airlines-CDM-FAM-IGOM-ed.53-v.1', and a form for 'Effective Date' (set to 'Oct 17, 2024') and 'Reminder date' (with a 'yyyy/mm/dd' placeholder). A note states: 'A reminder may only be set if there's more than 7 days until the effective date.' A blue 'Publish' button is at the bottom center.



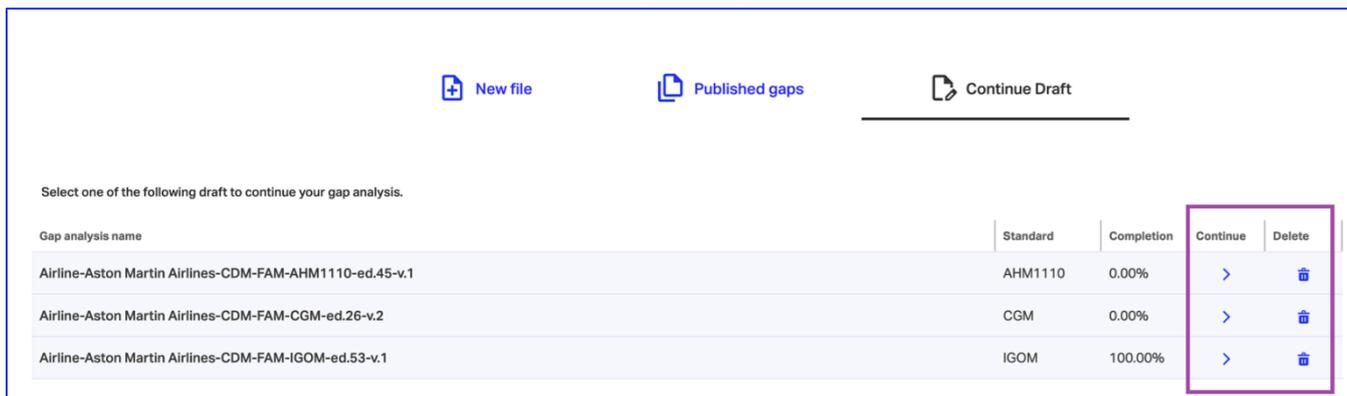
## 4.2.2.1 Published Gaps

1. Go to the **"Published Gaps"** tab to view all published analyses.
2. Available actions:
  - o **View** (eye icon): Open a published gap analysis.
  - o **Edit**: Modify an existing analysis.
  - o **Clone**: Create a new draft from an existing analysis.
3. Use filters to refine searches:
  - o **All Gaps / Latest Published**
  - o **Standards Filter**
  - o **Companies Filter**



## 4.2.2.2 Continuing a Draft Gap Analysis

- When an account creates a gap analysis from scratch in the "New file" section and exits the gap analysis without publishing it.
  - When an account clones a gap analysis and exits the gap analysis without publishing it.
1. Navigate to the **"Continue Draft"** section.
  2. Click the **Continue** arrow to resume editing.
  3. Click the **Trash** icon to delete a draft.
  4. Note: A draft must be deleted before creating a new gap analysis for the same standard.

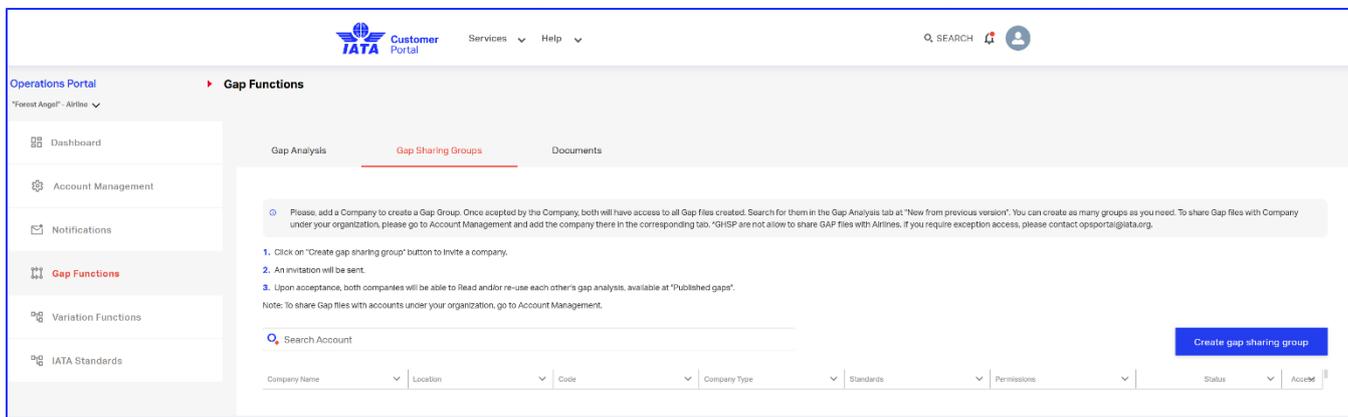




## 4.2.3 Gap Sharing Groups

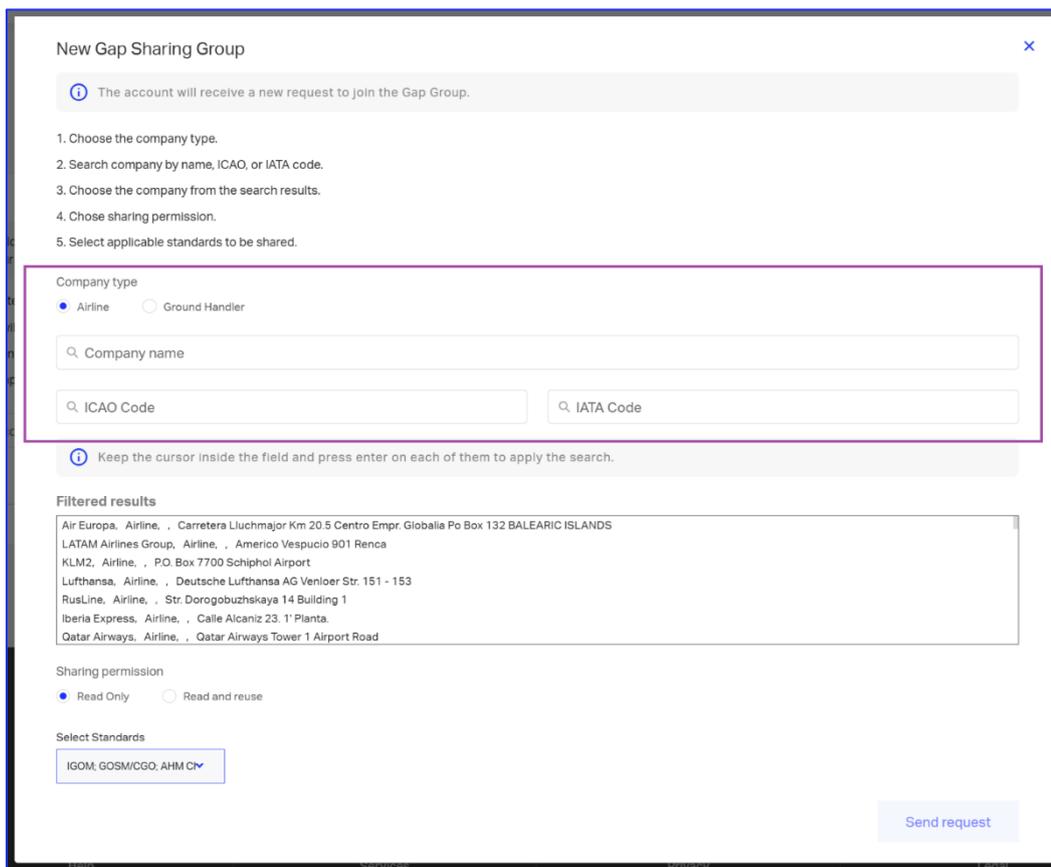
This feature allows sharing gaps with external accounts (out of the account hierarchy).

1. Access the Gap Functions > Gap Sharing Groups tab and click on **Create gap sharing group**.



2. Search for an **airline or GHP account** using:

- **Name**
- **ICAO Code**
- **IATA Code**





# OPS Portal User Guide

Version: 01

Revision: 00

Publication date: 2/23/2025

### 3. Select the account which the relationship will be created with.

The screenshot shows the 'New Gap Sharing Group' form. The 'Filtered results' section is highlighted with a purple box. The results list includes:

- Air Europa, Airline, Carretera Lluchmajor Km 20.5 Centro Empr. Globalia Po Box 132 BALEARIC ISLANDS
- LATAM Airlines Group, Airline, Americo Vespucio 901 Renca
- KLM2, Airline, P.O. Box 7700 Schiphol Airport
- Lufthansa, Airline, Deutsche Lufthansa AG Venloer Str. 151 - 153
- RusLine, Airline, Str. Dorogobuzhskaya 14 Building 1
- Iberia Express, Airline, Calle Alcaniz 23. 1ª Planta.
- Qatar Airways, Airline, Qatar Airways Tower 1 Airport Road

### 4. Select access type:

- Read-only:** View only.
- Read and Reuse:** View and clone gaps.

The screenshot shows the 'New Gap Sharing Group' form. The 'Sharing permission' section is highlighted with a purple box. The 'Read Only' radio button is selected.



# OPS Portal User Guide

Version: 01

Revision: 00

Publication date: 2/23/2025

## 5. Assign standards to be shared.

New Gap Sharing Group

The account will receive a new request to join the Gap Group.

1. Choose the company type.
2. Search company by name, ICAO, or IATA code.
3. Choose the company from the search results.
4. Chose sharing permission.
5. Select applicable standards to be shared.

Company type

Airline  Ground Handler

Company name

ICAO Code IATA Code

Keep the cursor inside the field and press enter on each of them to apply the search.

Filtered results

- Air Europa, Airline, Carretera Lluçmajor Km 20.5 Centro Empr. Globalia Po Box 132 BALEARIC ISLANDS
- LATAM Airlines Group, Airline, Americo Vespuccio 901 Renca
- KLM2, Airline, P.O. Box 7700 Schiphol Airport
- Lufthansa, Airline, Deutsche Lufthansa AG Venloer Str. 151 - 153
- RusLine, Airline, Str. Dorogobuzhskaya 14 Building 1
- Iberia Express, Airline, Calle Alcaniz 23. 1ª Planta.
- Qatar Airways, Airline, Qatar Airways Tower 1 Airport Road

Sharing permission

Read Only  Read and reuse

Select Standards

IGOM, GOSM/CGO, AHM CM

Send request

## 6. Click "Send request" to send an invitation.

New Gap Sharing Group

The account will receive a new request to join the Gap Group.

1. Choose the company type.
2. Search company by name, ICAO, or IATA code.
3. Choose the company from the search results.
4. Chose sharing permission.
5. Select applicable standards to be shared.

Company type

Airline  Ground Handler

Company name

ICAO Code IATA Code

Keep the cursor inside the field and press enter on each of them to apply the search.

Filtered results

- Air Europa, Airline, Carretera Lluçmajor Km 20.5 Centro Empr. Globalia Po Box 132 BALEARIC ISLANDS
- LATAM Airlines Group, Airline, Americo Vespuccio 901 Renca
- KLM2, Airline, P.O. Box 7700 Schiphol Airport
- Lufthansa, Airline, Deutsche Lufthansa AG Venloer Str. 151 - 153
- RusLine, Airline, Str. Dorogobuzhskaya 14 Building 1
- Iberia Express, Airline, Calle Alcaniz 23. 1ª Planta.
- Qatar Airways, Airline, Qatar Airways Tower 1 Airport Road

Sharing permission

Read Only  Read and reuse

Select Standards

IGOM, GOSM/CGO, AHM CM

Send request

## 7. Upon acceptance, shared gaps are accessible in the **Published Gaps** tab.



## 4.2.4 Managing Documents

The document list can be found inside the Gap Functions > Documents tab.

Name	Abbr.	Ed.	V.	Rev.	Published Date	Review Date	Effective Date	Available Standards
CGM	CGM	26			2024-06-14	2024-06-14	2024-06-14	CGM
IGOM	IGOM	53			2024-06-26	2024-06-26	2024-06-26	IGOM

Showing 1 of 1 Page(s)      Added documents: 2

### 4.2.4.1 Uploading a New Document

1. Documents can only be uploaded within a gap analysis:
  - o Click **"Reference Document"** in the header.
  - o OR click **"Add New Document"** within a gap answer.

Reference document      Adopt Standard      Publish

01.Passenger Handling Procedures 100% completed

- 1.1 Passenger Departure 100% completed
- 1.2 Passenger Security 100% completed
- 1.3 Passenger Arrival, Transfer and Transit 100% completed
- 1.4 Special Categories of Passengers 100% completed

02.Baggage Handling Procedures 100% completed

Reference document      Adopt Standard      Publish

1.1.2 Check-In Counter Requirements

Mapping\*  
Variation

Reference document\*  
Select value  
+ Add New Document  
T1 Ed1 V1 R 1

Sub reference\*  
Type something...

Extra files



# OPS Portal User Guide

Version: 01

Revision: 00

Publication date: 2/23/2025

2. Provide the required details:

- **Name**
- **Edition, Version, and Revision Number**
- **Publication and Review Date**
- **Effective Date**
- **Standard(s)**

The screenshot shows a web form titled "EDIT DOCUMENT" with a close button (X) in the top right corner. The form is organized into three rows of three input fields each. The first row contains "Document Name" (with a red asterisk), "Abbreviated Name", and "Available Standards" (with a red asterisk). The second row contains "Edition" (with a red asterisk), "Version", and "Revision". The third row contains "Published Date" (with a red asterisk), "Review Date", and "Effective Date". Below these fields is an "Upload Files" button with a plus icon and the text "Or drop files". At the bottom center is a blue "Save" button.

3. Click **Save** to store the document.

### Important Note:

Whatever documents are uploaded in either of the ways will appear in the list on the "Documents" tab.

### 4.2.4.2 Managing Document Changes

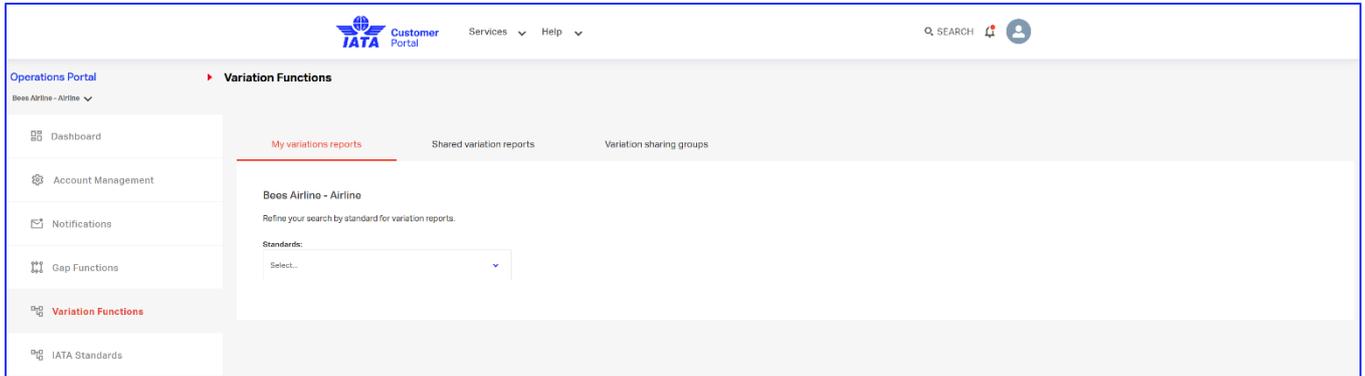
1. When cloning an old gap analysis, the system detects outdated document versions.
2. Users can:
  - **Update to the latest version** (automatically replaces old references).
  - **Keep the old version** (marked with a warning icon).

Documents can be edited, deleted, or viewed based on user permission



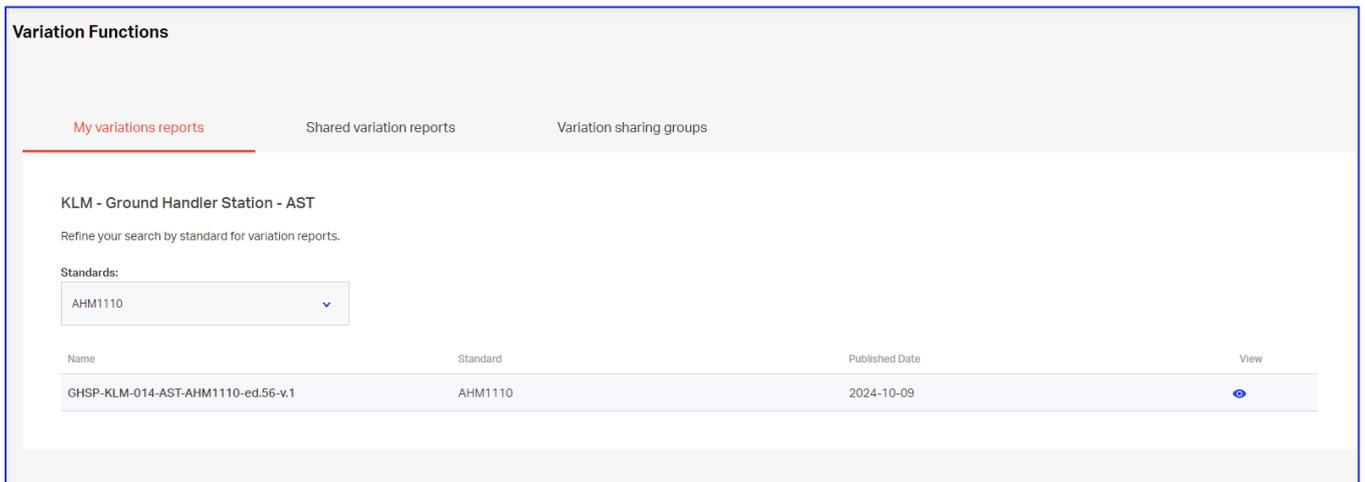
## 4.3 Variation Functions

The variation functions in the IATA Operations Portal allow users to manage and track responses marked as variations in the gap analysis. These functions help organizations monitor compliance deviations and share insights with relevant stakeholders.

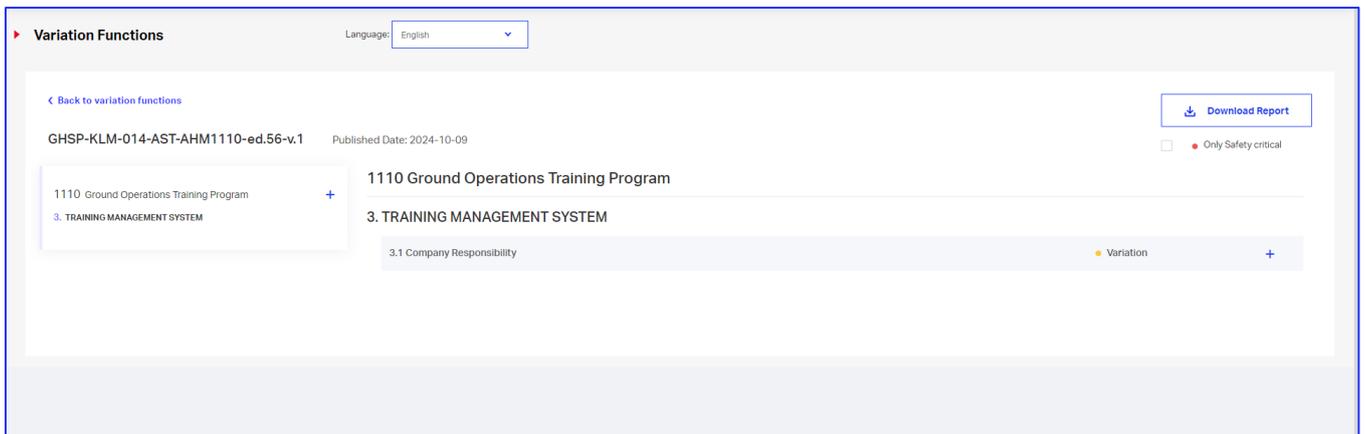


### 4.3.1 My Variation Reports

1. Users can filter their variation reports by standard.



2. Once a gap analysis is selected, users can:
  - o Navigate through different sections.
  - o Review responses marked as variations.
  - o Filter to show only Safety Critical variations.





# OPS Portal User Guide

Version: 01

Revision: 00

Publication date: 2/23/2025

Variation Functions

English

[Back to variation functions](#)

Download Report

GHSP-GHSP Pure Visions CDM-QWE-IGOM-ed.54-v.9 Published Date: 2024-09-26

Only Safety critical

- 01 Passenger Handling Procedures +
- 1.3 Passenger Arrival, Transfer and Transit
  - 1.3.1 Pre-Arrival Variation +

3. If enabled, users can download:

- A full report with all variations.
- A report containing only Safety Critical variations.

Customer Portal

Services Help

SEARCH

Airline-Bees Airline-UAA1-CVN2-AHM Ch.6-ed.1-v.4 Language: English

[Back to variation functions](#)

Download Report

Airline-Bees Airline-UAA1-CVN2-AHM Ch.6-ed.1-v.4 Published Date: 2025-01-29

Only Safety critical

- 601 Organization and Management +
- 1. ORGANIZATION AND MANAGEMENT
  - 1.2 Management System -
    - 1.2.1 Principles Variation +
    - 1.2.2 Integrated Management System Variation +
  - 1.3 Ground Handling Policies Variation +
  - 1.4 Good Guidance in Building Systemic Company Cultures -
    - 1.4.1 Safety Culture Variation +
    - 1.4.2 Security Culture Variation +

Customer Portal

Services Help

SEARCH

Airline-Bees Airline-UAA1-CVN2-AHM Ch.6-ed.1-v.4 Language: English

[Back to variation functions](#)

Download Report

Airline-Bees Airline-UAA1-CVN2-AHM Ch.6-ed.1-v.4 Published Date: 2025-01-29

Only Safety critical

Download Report

Select what type of report you want to download and proceed to do so.

Full report  Only safety critical variation

Download



## 4.3.2 Shared Variation Reports

1. Users can view variation reports shared by other companies.
2. Filters are available to refine search results by standard and company.
3. Users can open a gap analysis to view all variation-type answers.

The screenshot shows the 'Shared variation reports' section of the OPS Portal. It includes a sidebar with navigation options like 'Dashboard', 'Account Management', and 'Variation Functions'. The main content area displays a table of reports with the following data:

Company Name	Type	Location	Name	Standard	Published Date	View
Air Canada	Airline	RV1	Airline-Air Canada-UAA-RV1-AHM1110-...	AHM1110	2025-02-02	View
Air Canada	Airline	RV1	Airline-Air Canada-UAA-RV1-AHM1110-...	AHM1110	2025-02-02	View
Air Canada	Airline	RV1	Airline-Air Canada-UAA-RV1-AHM1110-...	AHM1110	2025-01-27	View
Air Canada	Airline	RV1	Airline-Air Canada-UAA-RV1-AHM1110-...	AHM1110	2025-01-27	View
Air Canada	Airline	RV1	Airline-Air Canada-UAA-RV1-AHM1110-...	AHM1110	2025-01-27	View
Air Canada	Airline	RV1	Airline-Air Canada-UAA-RV1-AHM1110-...	AHM1110	2025-01-25	View
Air Canada	Airline	RV1	Airline-Air Canada-UAA-RV1-AHM1110-...	AHM1110	2025-01-25	View

## 4.3.3 Variation Sharing Groups

1. Administrators can share variations with external accounts outside their company hierarchy.
2. Sharing group statuses include:
  - o **Pending:** Relationship is newly created or modified.
  - o **Active:** Accepted relationships, allowing variation visibility.
  - o **Inactive:** Temporarily disabled sharing.
  - o **Declined:** Rejected relationships.
  - o **Blocked:** Restricted sharing due to IATA admin rules.

The screenshot shows the 'Variation sharing groups' section. It features a search bar for accounts and a 'Create variation sharing group' button. Below is a table of existing sharing groups:

Company Name	Location	Code	Company Type	Standards	Status	Access
Beltran, Davies and Webster	BAR	123	Airline	IGOM	BLOCKED	
Beltran, Davies and Webster	BAR	123	Airline	IGOM,CGM,ORM	PENDING	
Combat Tactic	SER	123	Airport	IGOM	BLOCKED	
Combat Tactic	SER	123	Airport	IGOM,CGM,ORM	ACTIVE	
Combat Tactic	SER	123	Airport	AHM1110,IGOM,CGM,ORM	DECLINED	
Lutz, Fitzpatrick and Mann	ESP	105	Ground Handler Station	AHM1110,IGOM,CGM,ORM	ACTIVE	



# OPS Portal User Guide

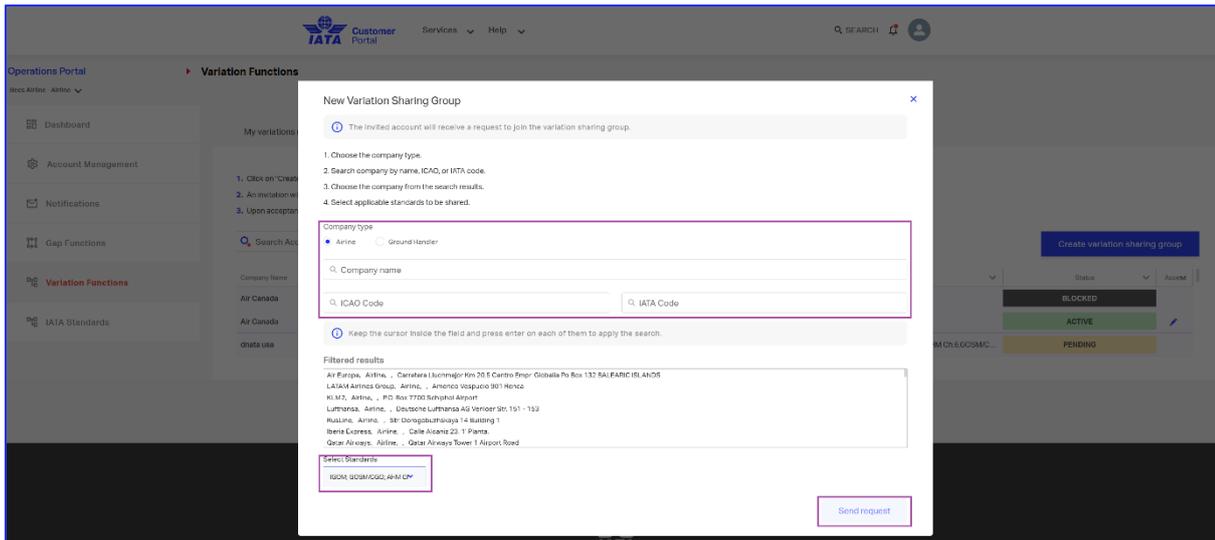
Version: 01

Revision: 00

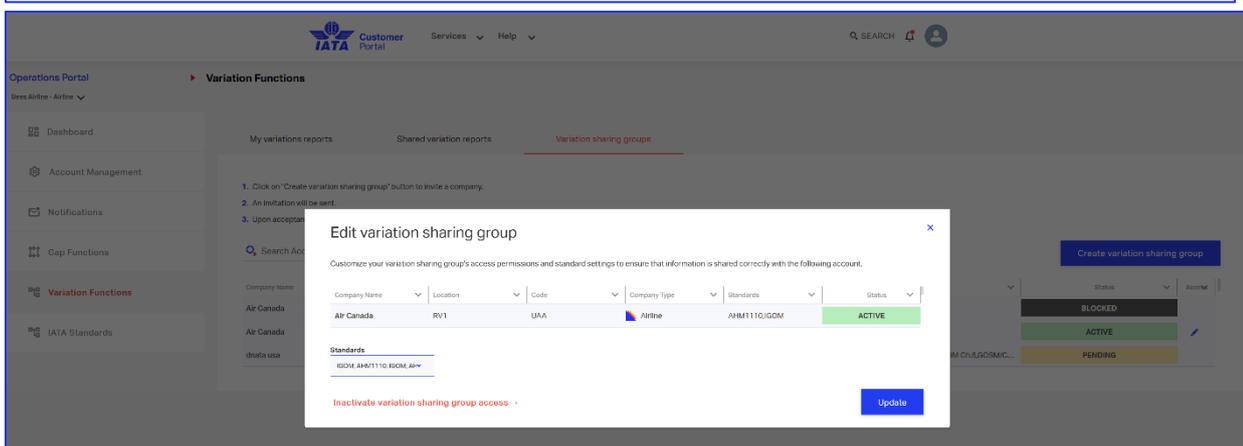
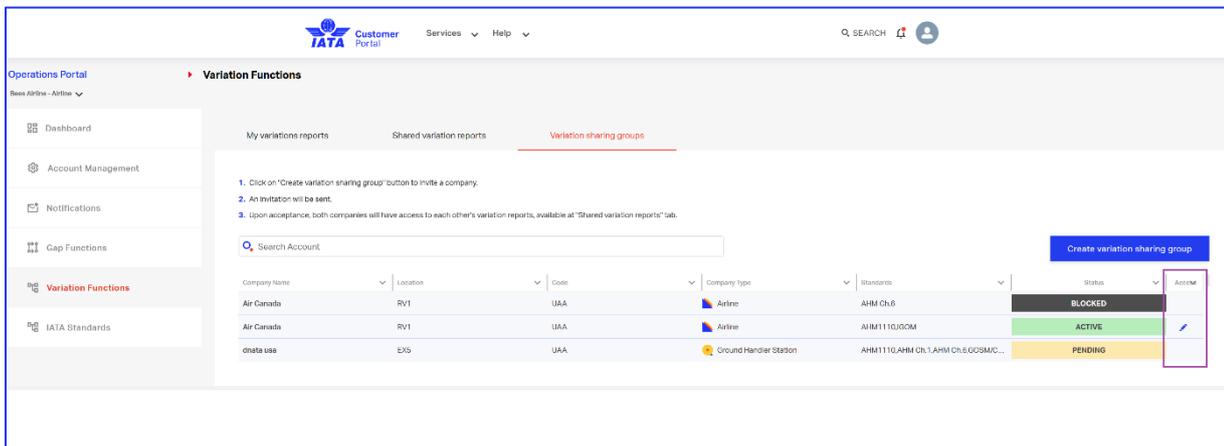
Publication date: 2/23/2025

### 3. To create a sharing group:

- Click **"Create Variation Sharing Group"**.
- Search for companies by name, ICAO code, or IATA code.
- Filter results by Airline or Ground Handler.
- Select applicable standards.
- Submit the relationship request for approval.



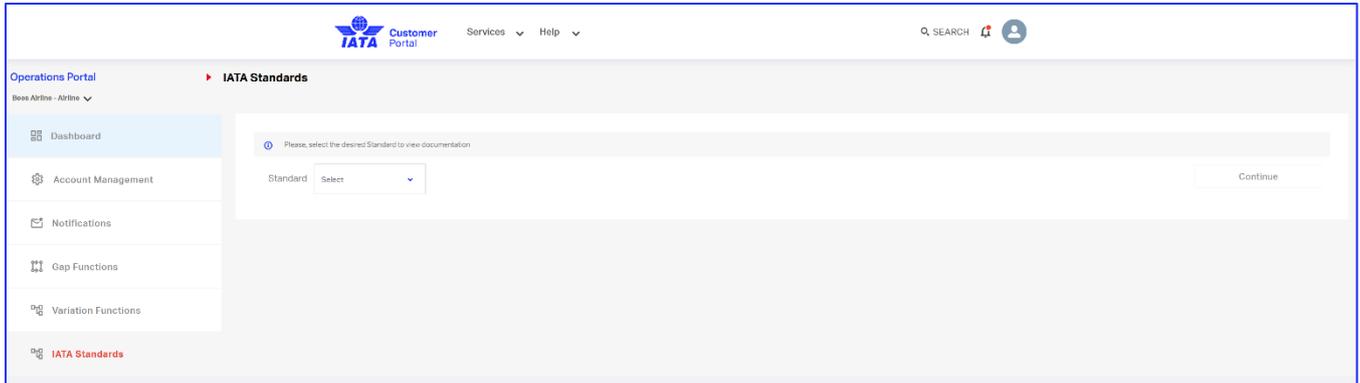
### 4. An active relationship can be modified to add/remove standards or deactivate sharing.





## 4.4 IATA Standards

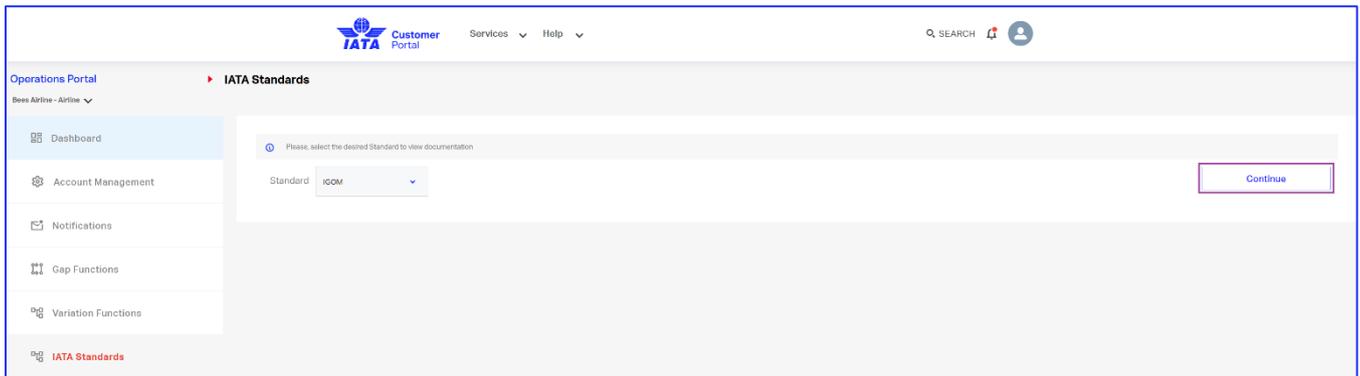
The IATA Operations Portal includes a dedicated section for IATA Standards, allowing users to view the structure of chapters and subchapters within a selected active standard. This feature ensures that users have access to the latest regulatory and procedural requirements applicable to their operations.



### 4.4.1 Navigating IATA Standards

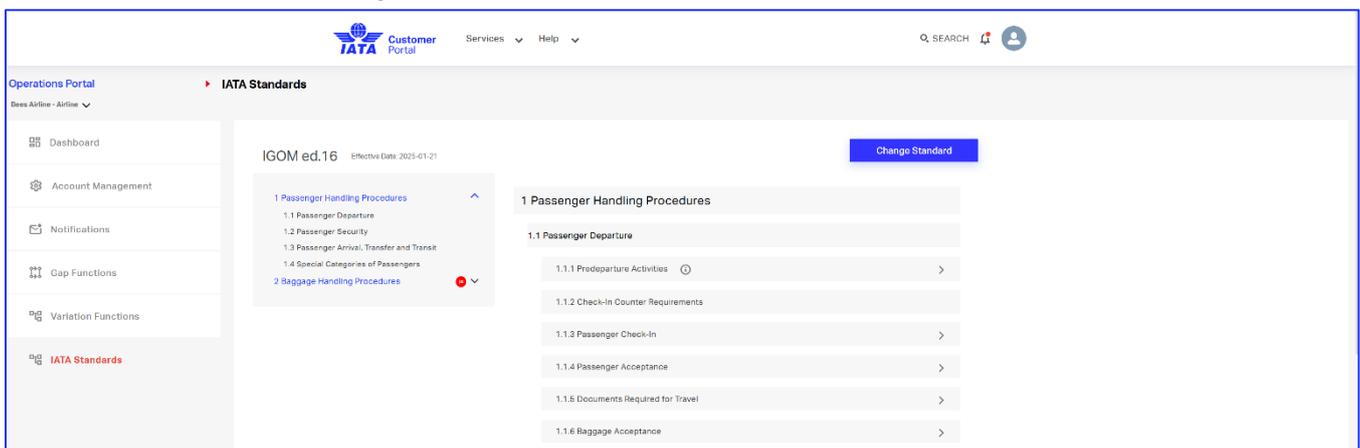
#### 1. Selecting a Standard:

- Users can choose from the list of available IATA Standards.
- Click **"Continue"** to enter the selected standard.



#### 2. Viewing Chapters and Subchapters:

- The portal displays a hierarchical structure of chapters and subchapters.
- Users can navigate between different sections to review specific requirements.



#### 3. Identifying Changes:

- Icons highlight modifications between different standard versions.

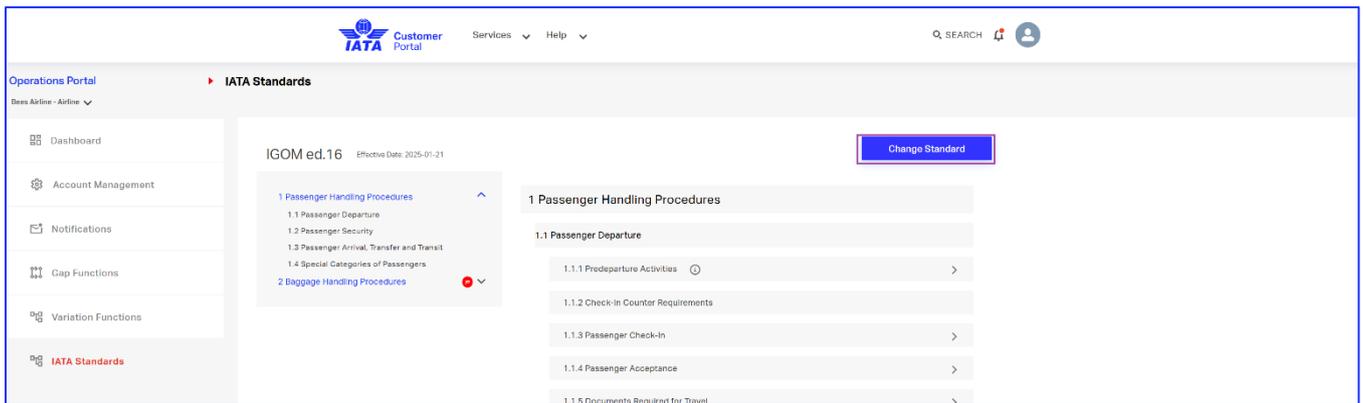


- Safety-critical procedures are marked distinctly for quick identification.

Icon	Description
	New or changed chapters.
	Safety critical procedure.

4. **Switching Standards:**

- Click **"Change Standard"** to return to the selection menu and choose another standard.



## 5 Use of this manual

Despite our best effort to cover everything, nothing is perfect, and we acknowledge there may be errors or missing useful information. IATA welcomes all feedback, corrections, or suggested improvements, on this guidance by email to [opsportal@iata.org](mailto:opsportal@iata.org)