

SITA SAFETY CUBE

FREQUENTLY ASKED QUESTIONS

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Frequently Asked Questions

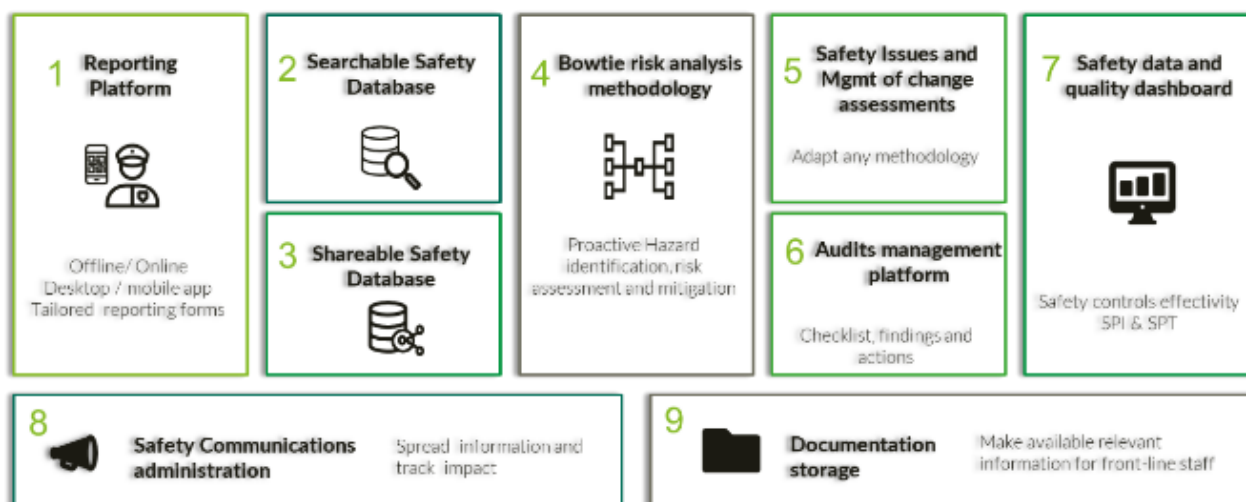
1. What is SITA Safety Cube?

It is a cloud aviation risk and compliance management solution that supports data-driven decision-making to enhance operational safety.

2. What makes SITA Safety Cube different?

SITA Safety Cube relies on the Bow Tie methodology to describe risk components and identify weak or non-effective avoidance and recovery controls. Our risk management approach enables dynamic risk monitoring and efficient risk mitigation by connecting risk analysis models with data-capturing tools to drive the safety management strategy.

3. What does SITA Safety Cube offer?



4. What are SITA Safety Cube Benefits?

Track operational risk effortlessly. Use dynamic bowtie to track risk and safety strategy effectiveness.

Efficient risk mitigation. Allocate resources to control risk by focusing efforts on the actual safety and compliance breach.

Drive performance-based oversight. Develop control-focused audits to improve the compliance monitoring program.

5. Is SITA Safety Cube an aviation-specialized provider, or does SITA also supply other industries?



SITA is the world's leading specialist in air transport technology. Consequently, SITA Safety Cube is a SaaS solution exclusively dedicated to aviation service providers such as air operators, airports, and Air navigation service providers, among others. It was designed by aviation safety experts and supported by aviation engineers.

6. Is SITA Safety Cube's reporting system adaptable, and can it be used for other purposes besides safety reporting?

It is a versatile solution able to adapt to any reporting form. Therefore, the reporting platform can be used for multiple purposes. On top of that, the safety incident investigation model and taxonomies are fully customizable to meet any aviation service provider's needs.

7. Is SITA Safety Cube easy to use and accessible on and offline in tablet and desktop formats?

The solution is a simple, intuitive, and efficient tool to support SMS Processes. For simplicity, our suite has two main environments, the user portal, and the management portal. The user portal is accessible by desktop and mobile apps, even offline, to make the frontline staff reporting experience seamless. The management portal is for the safety and quality team; it is accessible through the desktop.

8. Is SITA SMS Solution able to integrate and interface with other systems through specific and developed APIs?

Thanks to the SITA Safety Cube's developers' team, integration with other business systems, such as crew management, operations control, and FDM solutions, is possible. In addition, thanks to this integration capability, different features, such as reports auto-population, can be deployed.

9. Are all action requests backed up by e-mail?

SITA Safety Cube provides e-mail notifications to follow up on reports, findings, actions, publications, and communications to ensure additional means of communication between frontline staff and safety and quality management teams. The notification feature can be customized according to the users' needs to improve reporting culture, informed culture, and other aspects of the user's organization safety culture.

10. Can SITA Safety Cube export reports in different formats for regulators?

Yes, users can export safety reports, investigations, audits, and more in different formats such as word, pdf, excel, or E5X format to notify safety occurrences automatically to ECCAIRS. On top of that, SITA Safety Cube has incorporated tools to send notifications to CAA and other stakeholders effortlessly.

11. What is the process for accessing and retrieving information from the safety database?



The SITA Safety Cube database is fully searchable. It is possible to search by keywords, occurrence numbers, event type, status, and more. Moreover, our solution provides the capability of building multiple and personalized dashboards according to specific users' needs; all data in the safety database can be plotted using dashboards on the user landing page with drill-down capacity.

12. How is user access controlled?

Access to SITA Safety Cube relies on using credentials (or SSO) to log in to the individual accounts through a web interface or a mobile application. All accounts are managed through the administration interface, individually or by batch.

The administration portal allows administrators to grant access rights to user groups and individuals based on their roles. For instance, user group refers to pilots, cabin crew, engineering, and ground operations. In addition, each user group could be subdivided, for example, various sites or subsites built according to customer needs.

13. Does SITA Safety Cube, your Risk Module, rely on Safety Issue Risk Assessment and Management of Change Assessments?

A safety assessment is a risk assessment focusing on a specific operation issue, a change in the operating environment, or an internal company decision. In the last two cases, the safety assessment is part of the Management of Change function of the SMS.

SITA Safety Cube risk module supports safety issue risk assessment by providing tools to describe safety issues comprehensively and understand the issue's characteristics. Including linked hazards and threats, existing or missing safety controls to contain safety events, and recovery controls to prevent non-desired accident outcomes.

Therefore, assessing risk is possible thanks to the capacity to quantify the frequency/probability of the triggering event, safety controls, and recovery controls of the rate of failure. All this data, alongside the severity criteria of the non-desired accident outcome, allows users to make informed decisions to manage the risk level.

A dedicated module for the Management of Change is provided, where the workflow can be customized according to the customer management process. Besides, the risk assessment method can also be tailored to SIRA, traditional Severity vs. probability, and others.

14. What are the hosting system security accreditations?

SITA FOR AIRCRAFT Service Management utilizes the best practice approach of ITIL v4 service management practices, ISO 9001:2015 quality management systems, ISO 20000:2018 IT Service Management requirements, and ISO 27000-series Information Security to provide a service value system methodology to customer service.

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