

# Ops Suite Main Weight & Balance Leadership Webinar

& Ops Suite Station Deployment Leader Training





# Microsoft Teams 101

View Participants

Chat



Leave the Meeting



# Field Support Team Hosts



**Mariah Hoskins**  
ATW Supervisor, SFO



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ATW Manager, SJC



**Dennis Cortez**  
ATW Supervisor, SMF

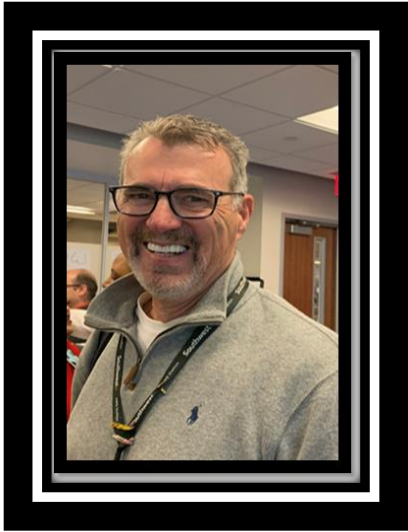


**Syed Shah**  
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# Field Support Team Hosts



**Randy Pound**  
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**Michael Cole**  
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**Rikka Ellison**  
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# Field Support Team Hosts



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# Field Support Team Hosts



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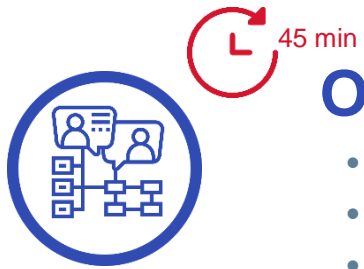




# Ops Suite Main Weight & Balance Leadership Training

This Webinar will be presented in the “Show Me” Learning Style. This content has been compiled by our Field Support Team who has been actively testing in the Ops Suite Main QA Environment.

## Agenda



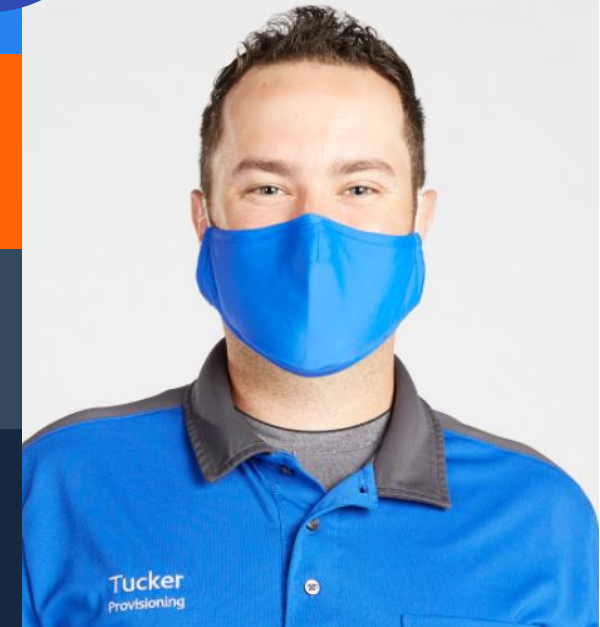
### Ops Suite Fall Training Deployment

- Microsoft Team 101
- Ops Suite Main Project History
- Weight & Balance Demo
- Training Structure
- Proficiency Checklist
- DASH Refresher



### Ops Suite Station Deployment Leader

- What is a Station Deployment Leader?
- Station Training Breakdown
- Primary Sign Off
- Next Steps
- Leadership Q&A





# Ops Suite Main Project History



## OTIS: Limitations



Has multiple time zone constraints & difficulties with Common Use at Stations



Not mobile-friendly



Operates with a 2:00min-4:59min lag time, requiring frequent manual refreshes to provide operational updates



## Ops Suite Main: Improvements



Provides a collaborative tool for all participants in the turn; tracks completion & enables communication



A web-based, mobile-friendly, and intuitive application that provides a better end-user experience



Provides real-time Passenger, Crew, aircraft and flight info; serves as the data source for status of the turn



# Ops Suite Main Demo

QA Environment



# Leadership Role in a Successful Deployment

Above the Wing & Duty Supervisors will be required to complete their training prior to Agents

---



“SHOW ME”

1HR  
LEADERSHIP WEBINAR  
You're in it!

1<sup>st</sup> ✓

*Complete*



“LEAD ME”

3HR SWA U  
VIRTUAL LEARNING

2<sup>nd</sup>

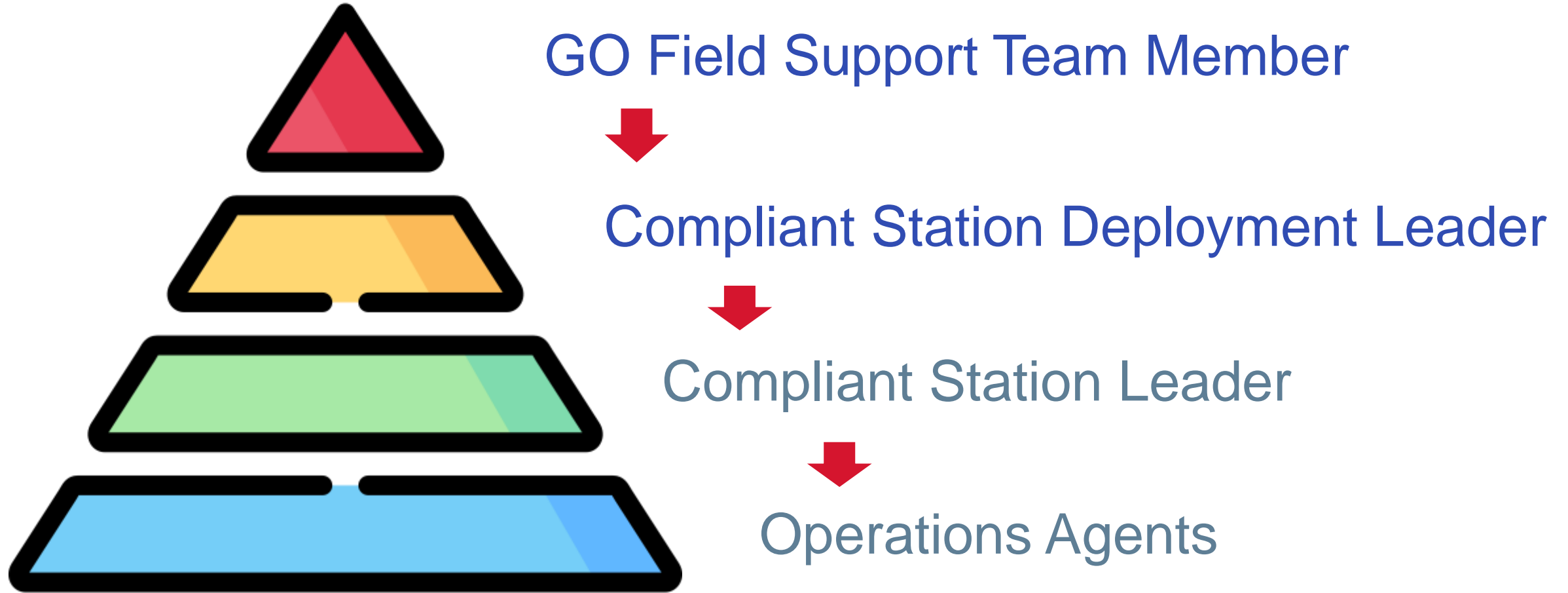


“LET ME”

LMS PROFICIENCY  
SIGN OFF

3<sup>rd</sup>

# LMS Proficiency Sign Off Structure





# Ops Suite Deployment Leader

Station Requirements Based on Station Size

2

Small

2

Medium

3

Large

4

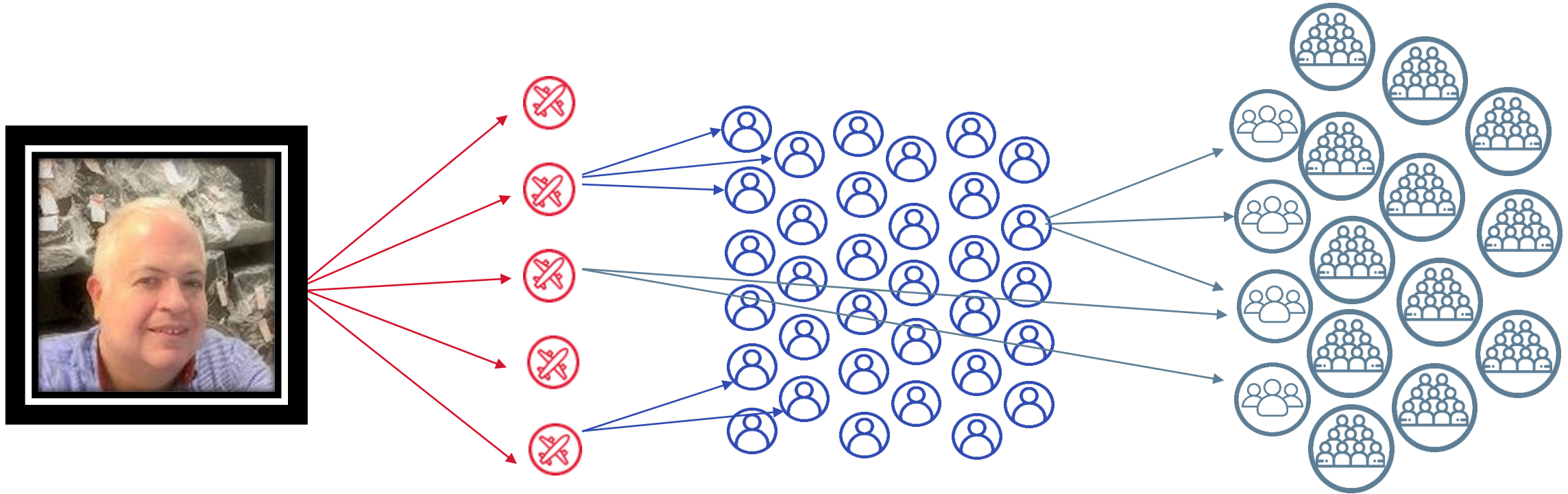
Mega

5

Super Mega



# LMS Proficiency Sign Off Structure



**Michael**  
Field Support  
Team Member

**MDW**

**Station Deployment Leaders**  
Virtual Sign Off

**5**

**ATW/DUTY Sup**  
Station Sign Off

**32**

**Operations Agent**  
Station Sign Off

**84**  
(17 Station Trainers)



# Proficiency Check List

1 of 3 Check List

**EXAMPLE**

Process	Agent Demonstration (Pass/Needs Re-Training)	Agent Sign Off	Leader Sign Off
Demonstrate how to access flight assignments via Calendar Icon			
Demonstrate how to access inbound flight reports via Turns+			
Explain/demonstrate how to know when the Dispatch Release is available			
Demonstrate how/where to access the Dispatch Release and print			
Explain/demonstrate how to know a new Dispatch Release is available			
Demonstrate how/where to access the Weather Packet and print			
Demonstrate how to view Flight Remarks, Station Remarks, Crew Notes via Turns+			





# Proficiency Check List

2 of 3 Check List

**EXAMPLE**

<b>Preplan Process</b>	<b>Agent Demonstration (Pass/Needs Re- Training)</b>	<b>Agent Sign Off</b>	<b>Leader Sign Off</b>
Demonstrate how to access preplan via Calendar Icon			
Demonstrate how to determine manifested commodity data			
Demonstrate filling out the commodities section			
Demonstrate filling out the passenger section			
Demonstrate how to account for Jumpseat riders in preplan			
Demonstrate 3 zone count in a preplan			
Demonstrate filling out the fuel section			
Demonstrate entering notes/loading instructions			
Demonstrate how to start a new version			
Demonstrate how to identify weight and balance limits			
Demonstrate how to switch between preplan versions			



# Proficiency Check List

3 of 3 Check List

**EXAMPLE**

Final Plan Process	Agent Demonstration (Pass/Needs Re-Training)	Agent Sign Off	Leader Sign Off
Demonstrate manual commodity entry and how to save			
Demonstrate retrieving commodity scans and how to save			
Demonstrate how to "Get Pax" and how to save			
Demonstrate how to complete 3 Zone passenger entries			
Demonstrate how to ensure Jumpseat Riders have been accounted for			
Demonstrate how/where to enter NSW Pax count and weights			
Demonstrate how/where to adjust Working FA count			
Demonstrate how to complete the fuel section			
Demonstrate how to enter Remarks to the Flight Deck			
Demonstrate "Sign and Send"			
Demonstrate flight close out process			
Demonstrate how to enter a delay code			
Demonstrate how to complete a copy/new revision			
Demonstrate Dispatch Advised procedures			
Demonstrate how to acknowledge and clear warnings/errors			



# DASH



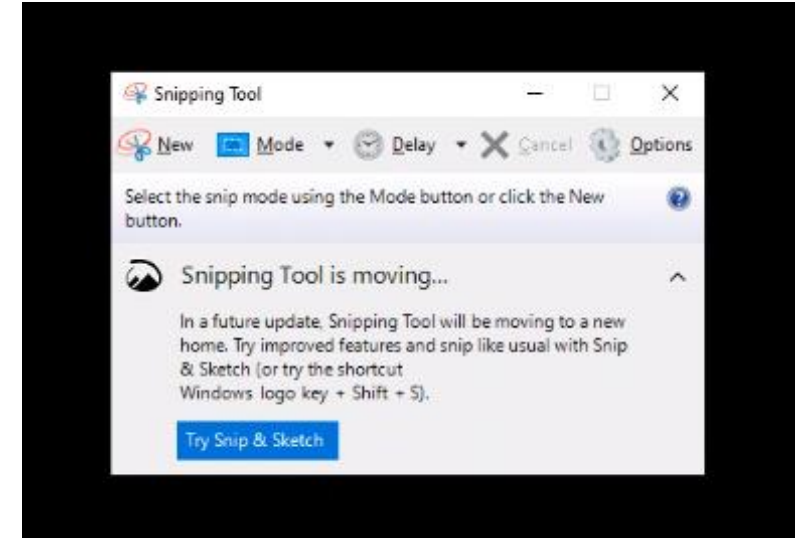
Start Menu



Snipping Tool



Snip & Sketch



## Ops Suite Interactive Guide

Search - Ops Suite



Ops Suite



### Interactive Guides

(Let us guide you to what you need)

#### Ops Suite Interactive Guide

Get assistance with access or logging tickets when experiencing application performance or data/optimization issues.

#### BETA - Ops Suite Weight and Balance

Use this Interactive Guide to report BETA testing station issues related to Ops Suite Weight & Balance.

Take a look for yourself.

Ops Suite

Search Now



# DASH

? What can I help you with?

Which functionality can we help you with?

- Data Update Issue
- Login/Performance Issue
- Gate Optimization Issue
- Role Assignment
- Agent Assignment
- Station Gate Updates (Add, Remove, Changes)
- Recovery Optimizer (Baker)
- Not Listed / Other



Snipping Tool



Snip & Sketch

Ok, before we open a ticket, we just need a few more details.

\* ID#:

\* Station Name:

\* Station Airport Code:

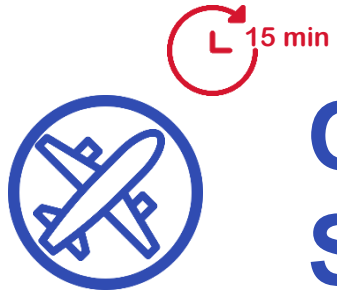
\* Computer Name:

\* Additional Comments:

Please attach screenshots (if available)

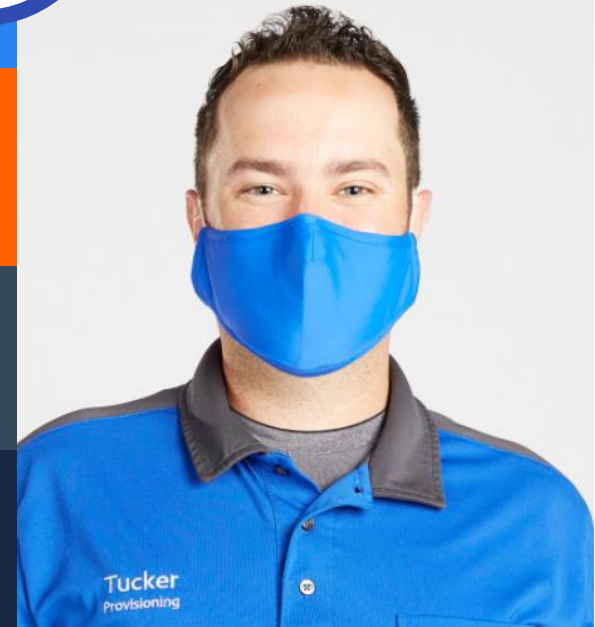


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# Ops Suite Station Deployment Leader

- What is a Station Deployment Leader?
- Station Training Breakdown
- Primary Sign Off
- Next Steps
- Leadership Q&A





# Station Deployment Leaders



Grass Roots  
Marketing

Heightened  
Content  
Awareness

Feedback  
from the  
Frontlines

Brand  
Ambassadors

Most  
Knowledgeable  
Leader

Cross  
Network  
Collaboration

DASH  
Focused





# Station Points of Contact

Weekly Communications



Weekly  
Emails

GO Live  
Updates

Mixed Media  
Roll Outs



Training  
Updates

Teams  
Chat

Compliance  
Reporting

**[OTISReplacement@wnco.com](mailto:OTISReplacement@wnco.com)**

Subject: [Station Code] Support Request



# Station Training Breakdown



**“SHOW ME”**

**1HR LEADERSHIP  
WEBINAR**

ATW/Duty Supervisors  
SDL Leaders



**“GUIDE ME”**

**3HR SWAU  
VIRTUAL LEARNING**

Operations Agents  
ATW/Duty Supervisors  
ATW Managers  
SDL Leaders



**“LET ME”**

**FINAL PROFICIENCY  
SIGN OFF**

Operations Agents  
ATW/Duty Supervisors  
ATW Managers  
SDL Leaders



**“LEAD ME”**

**15min Computer Based  
Training (CBT) Module**

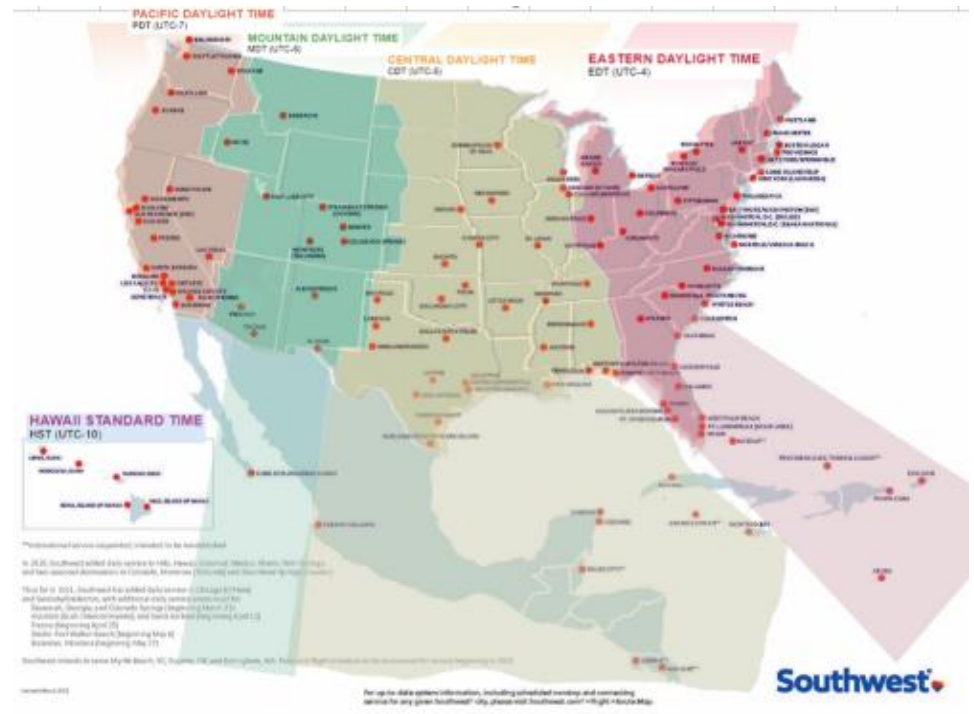
Customer Service Agents  
Ramp Agents  
Cargo Agents  
Provo Agents  
Cargo & Provo Supervisors



# Virtual Deployment Leader Sign Off



Two Week Schedule will be booked by the Deployment Leader in Microsoft Teams



## Station Deployment Leader – Screen Share

### OJT & Proficiency Requirements

- Work 2 Flights in Ops Suite
- 2<sup>nd</sup> Review Proficiency List/LMS Sign Off

## Station Deployment Leadership Requirements

### DASH

- Snipping Tool/Snip & Sketch
- Demonstrate locating Ops Suite Interactive Guide
- Demonstrate Submitting DASH Ticket

## Communication Expectations with Field Support Team

- Weekly Email/Teams
- Feedback/Defects
- Station Training Support/Scheduling



# Leadership NEXT STEPS...



**Immediate:** Sign up for your SWA U vILT



**Next:** Register for Deployment Leader One-on-One



**Reminder:** Continue to check your email  
and Teams channel weekly

# Leadership Q&A





# Thank you for your time and commitment!

Our Field Team is looking forward to getting to know you!



**Don't forget to take the Survey! Link available in the Chat  
Questions - [OTISReplacement@wnco.com](mailto:OTISReplacement@wnco.com)**





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