

MODERNISING ATC TOWER OPERATIONS THROUGH DIGITAL TOWERS

Supporting concept and requirement development and procurement for the initialisation of digital tower operations

OVERVIEW

A small but ambitious ANSP recognised that its existing tower would not meet future operational needs and decided to transition to a digital tower (DT). The project also presented an opportunity to establish a remote tower centre (RTC), with a second local airport joining through a future phased implementation. Think has supported the project by leading the system specification and procurement process.

CHALLENGE

At the start of the project, Think developed the CONOPS for both airports, supported by stakeholder engagement and a structured requirements process. This ensured the procurement was based on clearly defined operational needs and enabled the strongest vendor to be identified.

SPECIFIC ISSUES

- **Change management**

A wide-reaching operational change involves a broad range of stakeholders, making clear, timely and well-managed communication critical.

- **Determining the extent of continuity**

Defining how far existing roles, responsibilities and working positions should be replicated within the new CONOPS is essential to map how staff expectations may change

- **Aligning requirements with stakeholder priorities**

Ensuring requirements clearly reflect key stakeholder priorities, particularly where vendors offerings are closely aligned is needed to clearly distinguish a superior vendor

SOLUTION

Approach

Think used its expertise to define stakeholder requirements across operational, technical, regulatory and organisational areas. Workshops helped capture stakeholder needs, shape the initial CONOPS and operating modes, and inform the technical assessment of viable DT solutions. Throughout, Think ensured operational requirements drove technology decisions, supported by clear and focused stakeholder communication.

Our Impact

The project established a clear concept and set of requirements for DT operation, shaped by stakeholder input. These requirements informed the procurement process, enabling vendors to be assessed against the criteria that mattered most to key stakeholders. The first stage of the process was completed successfully, resulting in the selection of a preferred vendor. Think will continue to support implementation of the solution across both airports, working alongside the selected vendor to help deliver a successful operational transition.