

Statement from EUROCONTROL
Enhanced Tactical Flow Management System Outage
3 April 2018

Following the above EUROCONTROL issued the statement here on 4 April 2018:

‘At present, we are carrying out a full investigation regarding the outage, the implementation of the contingency procedure and the recovery phase, in order to ensure that we identify all necessary improvements and implement them. The trigger event for the outage has been identified and measures have been put in place to ensure no reoccurrence. The trigger event was an incorrect link between the testing of a new software release and the live operations system; this led to the deletion of all current flight plans on the live system. We are confident that there was no outside interference. As a result of the nature of the outage, we are not yet in a position to provide figures on the numbers of flights that were affected. We very much regret the impact that the events yesterday had on passengers and airlines.’