

AVSOG Aviation Safety Oversight Group

CASORT Hosting and Support FAQs

Below are answers to commonly asked questions CAAs have when considering CASORT. Please feel free to [contact us](#) if you need more information.

Database Hosting

AVSOG normally provides at least 3 months of hosting & backup at its server free with the purchase of a CASORT license. We provide this service in order to give the CAA personnel time to acquaint themselves with the use of the databases and data entry. This gives all parties a chance to see that their initial passwords work and there are no bugs relating to the day-to-day use. We have been hosting some CAAs for more than 6 years under separate contract.

Database Support

It is very easy to provide support when hosting a CAA. AVSOG normally provides support for a period of 12 months. This is done primarily through email. AVSOG can also provide remote support via TeamViewer or Skype for issues that are related to software bugs. Software bugs are addressed on a priority basis. Some CAAs prefer to maintain an annual support contract.

Enhancements

Depending on the type of support contract, AVSOG may provide enhancements without charge. AVSOG also considers user-proposed enhancements but retains the right to determine their implementation.

Quality Assurance

We highly recommend that a CAA have an on-going quality assurance program. This program should be sampling the data to ensure compliance with the recommended methodology for such entries. This will result in better reports and "evidence" of a good safety oversight program. We try to provide this service for no charge during the first 3 months of CAA use in the form of a report to the Director-General. We can provide such service on a continuing basis - or for CAAs preparing for an auditor by an international body. We also provide training for the start of a CAA's internal QA program.