

FAA William J. Hughes Technical Center

Laboratory Management Division ACT-400

The William J. Hughes Technical Center is the Federal Aviation Administration's only federal laboratory as stipulated and defined by the Stevenson-Wydler Technology Innovation ACT of 1980 (Public Law 96-480).

The cornerstone of the Technical Center is its National Airspace System (NAS) Laboratory. The laboratory is a seamless integration of test beds for the performance of research, development, test, and support of operational air traffic control systems and subsystems. The laboratory, housed in buildings 300 and 316, occupies 151,685 square feet of floor space.

The Laboratory Management Division (ACT-400) manages, operates, and maintains the NAS laboratory consistent with the Associate Administrator for Research and Acquisition's (ARA) Performance Goals of 1997. ACT-400 possesses over 1200 years of combined staff experience in NAS systems. This experience includes a global perspective of ATC systems, subsystem components, and their relative interoperability.

In general ACT-400 provides as its core functions laboratory management, laboratory planning and design, laboratory development, system maintenance, and system engineering. Soon to augment ACT-400's services will be a full-service Customer Service Center that will include a focal point for coordinating and

responding to customer service requests and requirements associated with the laboratory such as delivery and installation of systems, scheduling and availability of systems, and system maintenance status. A Central Viewing Area is on the drawing board, with an ACT-400 expected installation date targeted for late 1999. This facility will permit customized laboratory briefings including exposure to ongoing test activities. ACT-400's Facilities Automation Network (FAN) will be coming on-line during the latter part of fiscal year 1998. The network, an ACT-400 initiative, will enable the division to interconnect all aspects of enhancing the management of routine labor intensive services such as scheduling, tracking trouble reporting, maintenance logging, and configuration management to name a few.

The division has positioned itself through its participation with other Technical Center organizations to become certified at level 2 for the FAA-Capability Maturity Model in configuration management and equipment transition. Furthermore, ACT-400 by way of its aggressive training program, automation initiatives, and strategic planning is now seeking ISO9000 certification.

The division's capabilities and mission are targeted to the following areas:

- En Route System Support Facility
- Flight Service Station
- Terminal System Support Facility

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- Technical Computer Data Center
- Oceanic System Support Facility
- NAS Documentaiton Facility
- Communication Support Complex
- Tape Library
- Scan Radar Facilities
- Data Distribution

The unique combination of expert personnel and distinct laboratories at a centralized location enables the Laboratory Management Division to be a "one-of-a-kind" organization with an enviable reputation as a can do FAA resource.

For more information on the Laboratory Management Division, please contact:

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