



Iris

QUESTIONNAIRE STRUCTURE

1. General information

2. Iris Support Services

- Website
- Documentation
- Service Desk

3. Iris Service: perceived performance

- ANSP
- No current user but
interested in Iris

4. Iris Service Provider

5. Iris recommendation

ESSP

launched the Iris survey intended to
measure Iris user satisfaction and
gather valuable suggestions to
improve the quality of the Iris service.

*Thank you for your collaboration. Your opinion
is essential to improve the Iris service!*

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Building together, guided by
your **FEEDBACK**.



Iris

10
Respondents



2024 / 2025

IRIS USER SATISFACTION SURVEY

Infographic - main outcomes

7.8

Global Satisfaction Score

The Global Satisfaction Score shows a **good level of satisfaction** with respect to Iris.

IRIS SUPPORT

(*) All scores are graded out of 10 points and are based on Iris Users' answers.



Support Website

7.7



Documentation

8.3



Service Desk

7.7

7.5

Iris Service Recommendation

The Recommendation Score indicates a **positive inclination** for users to **recommend** the Iris service.

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IRIS SERVICE



Iris Service

8.2

The Iris Service Satisfaction Score reflects a **high overall satisfaction** with Iris service performance.

The Iris Service is a **space-based data communication service** for operational **ATN-B1/ATS-B2** Controller Pilot Data Link Communications (**CPDLC**) and **ATS-B2** aircraft-to-Air Navigation Service Providers surveillance-related information (**ADS-C**).



Latency

8.3



Continuity

8.3



Availability

8.2



ESSP Support

8.8

The ESSP Support Score indicates a **high level of satisfaction** with **support received from the ISP** outside the Service Desk.



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IRIS SERVICE
PROVIDER

User concerns

○ Increase the number of aircraft using Iris

- **Comment from 3 respondents:** "More aircrafts equipped and flying to really check the performance of the system. The further support of ESSP in using Iris will basically depend on the prices of the service and the population of aircrafts equipped. A good price with more aircrafts equipped would be a good incentive to use Iris." / "Not enough IRIS flights within our AoR. Not enough flights to evaluate performance during PCF, too expensive to continue". / "For ANSPs it's important to know how many aircrafts and when they will use Iris. It's also important that they use Iris for ATC and AOC to see, precisely, the potential impact on ATC."

○ Optimize the pricing scheme to increase the number of customers

- **Comments from 3 respondents:** "That will basically depend on the prices of the service and the population of aircrafts equipped. A good price with more aircrafts equipped would be a good incentive to use Iris." / "In a short term it is our (ANSP) difficulty to assign funds to be able to join commercial service." / "Not enough flights to evaluate performance during PCF, too expensive to continue"

○ Improve the issue resolution when involving Iris stakeholders

- **2 comments from 1 respondent:** "Increase deep analysis to identify hidden problems and solve them in coordination with appropriate stakeholders. Increase pressure towards network providers (Viasat, SITA,..) to identify and solve issues "rapidly"



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IRIS GENERAL
SUPPORT

USER SATISFACTION SURVEY 2024/2025

Recommendations identified from your feedback...

- **Increase transparency and provide Iris users with more information about their reported incidents and resolution when available**
 - **Comment from 3 respondents:** "I think that in the early stages of using a new service, and particularly in the phase when it is still being promoted/exposed (PCF), it's important to track every abnormal event right through to its resolution. We have observed various abnormal behaviours (which is not surprising for a new service/technology) but for which we have the impression that they are not correctly characterized right through to the root cause, enabling it to be corrected afterward. This may have been done, but at least not communicated to the people removing the initial anomaly, in this case the ANSP." / "The document misses regularly explanations about the incidents and their actual cause" / "Increase transparency towards Eurocontrol NM and ANSPs with regard to identified issues and resolution plans."

Action derived from the identified recommendation...

Review processes to ensure thorough information is provided and tickets under investigation are tracked and updated regularly with any relevant information.



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IRIS USER SUPPORT
WEBSITE

Recommendations identified from your feedback...

○ Improve usability and structure of the website

- *Comment from 1 respondent: "The information provided is not very intuitive or it is difficult to find. A workshop/webinar could be useful."*

Action derived from the identified recommendation...

Analyse website usability and information architecture and to evaluate structural changes aimed at improving the navigation and the use of the website.



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<https://satcom-dls-support.essp-sas.eu>



[https://satcom-dls-support.essp-sas.eu
/service-desk](https://satcom-dls-support.essp-sas.eu/service-desk)

**THANK YOU FOR
YOUR ATTENTION !**

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**Building together, guided by
your FEEDBACK.**

