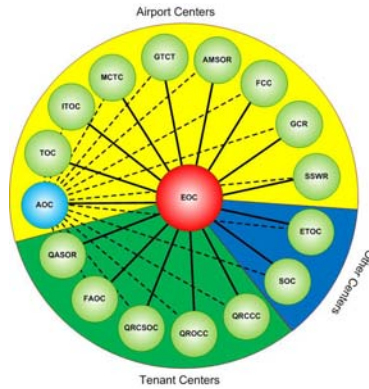


New Doha International Airport

Concept of Operations for Multiple Operations Centers



Location:
Doha, State of Qatar

Construction Cost:
\$12 Billion

Ross & Baruzzini developed concepts of operation and conceptual designs for eleven operations centers within the Passenger Terminal Complex at NDIA to gain an understanding of the facilities intended use, mission and future occupant operational requirements. These facilities include the following key centers:

- Terminal Operations Center
- Security Operations Center
- Minimum Connection Time Center
- (2) Ground Traffic Control Towers
- (2) Fire Command Centers
- Information Technology Operations Center
- Qatar Airways Operations Center
- Qatar Airways Customer Service Center
- Apron Control Management Center

The concept of operations provided a framework for the development and management of the NDIA Operations Centers. The Conops founded for each operations center its purpose, functional activities, operational systems, staffing requirements, space requirements, equipment requirements and space plan. Furthermore, the essential elements of the Conops include:

- A description of the current space or location
- An insight into the user's environment
- A description of the functions that need to be retained
- Additional requirements for new spaces or modification of an existing space
- An insight into any new requirements
- An opportunity for the designer to recommend alternative solutions
- The users' view of the requirements

The ultimate goal of Conops was to provide a framework for the development and management of the NDIA Operation Centers.

The initial Concept of Operations document provided guidance to designers of the airport for the purpose of space planning, organization of people, and equipment. This included functional responsibilities, technical capabilities and staffing required to operate each operation center on Day One and in the future. Specifically, this document also provided the design team(s) with the information necessary to design the facilities.

The Concept of Operations is a living document that coordinates in a collaborative manner public, private and government stakeholders to ensure the viability of the concepts represented. The development of this Concept of Operations was mindful of the following guiding principals:

- Written in users' standard terminology using an intuitive format.
- Written in narrative prose (in contrast to a technical specifications).
- Organized in a manner that allows modification and enhancements in the future.
- A bridge between the users needs and the engineer's/architect's technical requirements documents
- Describes the users' general goals, mission, function, and components of the new facility.
- Helps bring to the surface the users' views and expectations.
- Provides an outlet for the users' needs as well as wishes and wants.
- Provides a place to document vague and immeasurable requirements i.e., users can state their desire for "fast response" or "reliable operation." (These desires are quantified during the process of developing the requirements specifications and during the detailed programming and design activities)
- Provides a voice to the user in influencing the development of their facilities, thus ensuring the success the NDIA operations in general.

In addition, Ross & Baruzzini provided design and construction services for all IT, communications, console, AV and security systems for the following centers:

- Terminal Operations Center
- Security Operations Center
- Minimum Connection Time Center
- Information Technology Operations Center
- Qatar Airways Operations Center
- Qatar Airways Customer Service Center