The Hidden Risks of Automation

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28 April, 2021

Over the past decades our industry has undergone an automation revolution.

Basic autopilots from eras-past were little more than wing levellers. Today they are sophisticated computers capable of awe-inspiring accuracy.

The industry has welcomed automation with open arms. And it's no surprise. The vast majority of aviation accidents are caused by us, humans. Mechanical failure on the other hand only accounts for less than a quarter of all accidents.

So for operators and manufacturers alike the benefits of automation are clear – safety and efficiency. We are simply not as predictable or consistent as a computer because we are human. And automation has become a major line of defence.

But herein lies the problem…

It's easy to see that a pilot's role in the flight deck has changed forever as we interact with higher and higher levels of automation. Some might even argue that we are being progressively designed out of the cockpit completely and to some extent this may be true. Whether we like it or not, full autonomy *is* coming. Take the Xwing Project for instance – their concept can be retrofitted to conventional aircraft enabling them to fly *without a pilot*.

But right now the more pressing issue is that our role continues to transition more and more from flying airplanes to **managing automation**. Put it this way. A recent study found that across a large sample of flights aboard the Airbus A319, pilots were spending on average only 120 seconds manually flying each flight. And that was the middle of the curve.

This creates a unique set of risks that the industry collectively needs to better address.

The majority of time we spend flying is through panels like these.

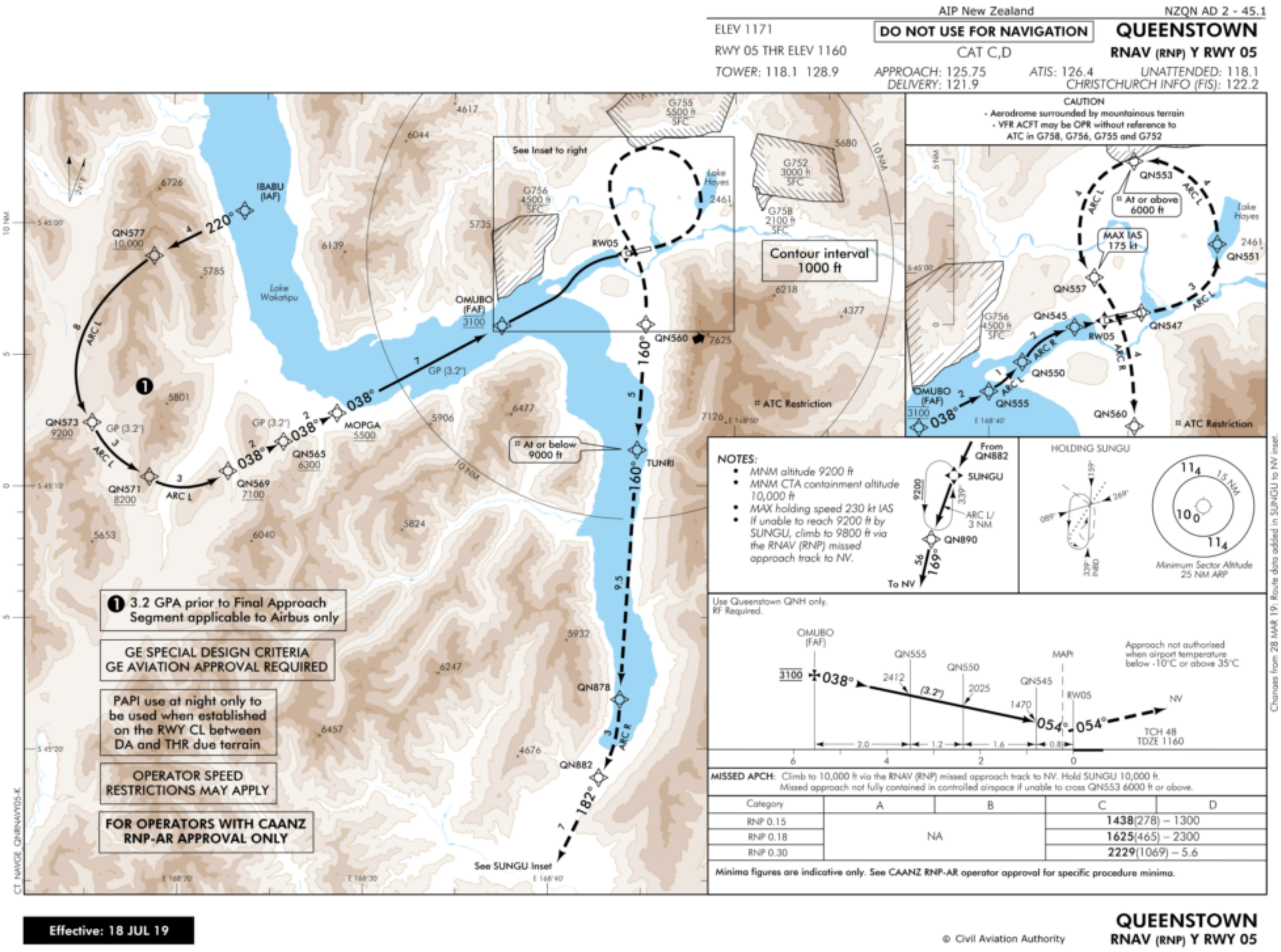
Good Automation

By no means is this an attempt to detract from the positive impacts that good automation continues to have in our skies. The benefits are no secret. When used as intended it is a huge work-load reducer. It allows us better flight path control and liberates us from repetitive and non-rewarding tasks – something humans are known be no good at. We become less fatigued and have more capacity to deal with other things.

It also works in unison with systems like ECAM and EICAS to better help us manage things when something goes wrong.

Automation has also improved the skies we fly in. Fantastic things like RVSM and PBN have allowed us to fly closer together and make better use of crowded airspace. While around the world minimas grow ever closer to the ground thanks to things like RNP approaches where automation can help us 'thread the needle' in some one the world's most challenging approaches.

Take Queenstown for example. The notorious airport down in New Zealand boasts beautiful scenery but a reputation amongst pilots as being one of the most demanding in the world due to the intimidating terrain that surrounds it. RNP approaches have dropped minimas from over 3000 feet off the deck to less than 300. And now you can land there at night.



Threading the needle at Queenstown – check out those spot heights.

Bad Automation. Here is where things start to go wrong.

All positives aside, automation is also having an effect on us pilots. And it is important to remember just that – **we are still pilots.** We must never lose the ability to fly *without* automation. Back in 1997 the late and well-respected Airline Captain Warren Vanderburgh saw it coming and coined the phrase you are no doubt familiar with – Children Of The Magenta Line.

This remains true to this day. If we become too reliant on automation, avoidable accidents happen. Here's why.

It Erodes Skills.

Slowly but surely automation is chipping away our manual and cognitive flying skills. You know the ones – your stick and rudder. We are being actively encouraged to keep automation on and control our trajectory through it. Do that for long enough and we begin to forget how to do it the other way – with our hands, eyes and feet.

It Distracts.

Because we are so used to flying our airplanes through automation, when something unexpected happens such as short notice changes from ATC our immediate response is to try and figure out how to make the automation accomplish it. **We go heads-down precisely when we should be going heads-up** – and the clock is ticking.

It Confuses.

Chances are if you have operated anything with high levels of automation, at least once you've uttered the infamous phrase "what's it doing now?"

And yet still we are reluctant to turn it off. As soon you identify that the aircraft is not going where it should, that's your cue to intervene. The minute you don't, you are simply along for the ride. Pilots around the world would agree, this is never good enough.

Mode confusion is another. Modern automation features many different ways of achieving the same outcome, but with subtle and sometimes dangerous differences. We need to understand the limitations of each one because if we don't, we know that tragedies can happen.

A little known incident in Australia serves as a good example. Snowbird, an Airbus A319, was on approach at YMML/Melbourne airport on a clear calm evening. A tired but highly experienced crew were flying an unremarkable STAR and ILS approach at the highest level of automation. All was going well until the pilot flying reached up to arm the approach in a dimly lit cockpit. He pressed the wrong button. Over the next 39 seconds chaos ensued.

What followed was a series of rapid fire mode changes, confusion and attempts to salvage the approach through the automation. Three EGPWS warnings were triggered and an altitude alert issued by the tower as the airplane reached just over 1,000 feet off the deck at 315 kts before they regained their situational awareness and executed a missed approach.

After the incident neither pilot could recall exactly what happened, what modes they had engaged and neither had heard any of the EGPWS warnings. The **automation had performed flawlessly** throughout by providing the crew exactly what it was told to do. When it all went wrong, it seems the pilots were reluctant to turn it all off.

Snowbird. A great example of when good automation goes wrong.

It Startles.

Automation is designed to give you back control when something goes wrong. For crew our first indication is usually a loud aural alert and a flashing red light. For systems that seem to operate flawlessly flight after flight, day after day, the affect can be startling.

Pilots are suddenly given full control because we are *supposed to be* the ultimate fail safe.

We are not even supposed to be there unless we can fly our aircraft manually **without hesitation.** But the problem is we are not used to flying manually anymore. We are used to flying through automation, so when it's suddenly not there it's like going back to school.

There have been a number of instances where pilots have been faced with failing automation and have been unable to keep the aircraft flying safely using manual control.

Air Asia Flight 8501 is a good example. To get rid of a nuisance alert the crew pulled a single circuit breaker to one of the aircraft's flight control computers. As an unintended consequence the autopilot disconnected and the aircraft transitioned into a degraded mode of flight where the automation was no longer available and flight protections were removed. It had done what it was designed to do – hand back control to the pilots.

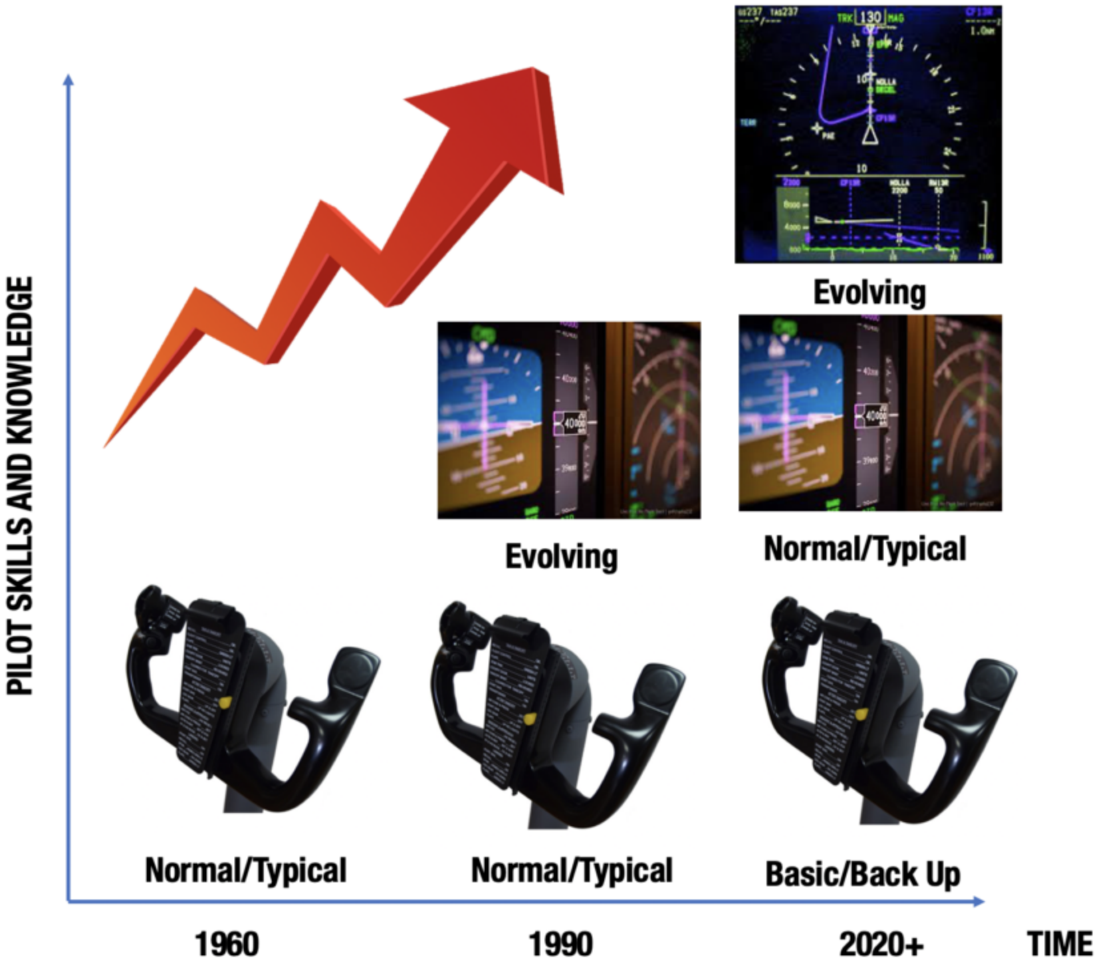
Tragically the pilot flying, startled by having to fly manually in a degraded mode, stalled the aircraft from straight and level flight. The crew never managed to regain control.

The accident aircraft of Air Asia Flight 8501 – a sad reminder on how the sudden loss of automation can lead to tragedy.

As an industry our approach to how we interact with automation has to change.

Automation dependency is not a new issue. But as automation becomes more sophisticated and complex we have to continue to manage how we interact with it.

It was never intended to replace our core skills and abilities as aviators, only to better support them. Like the image below our core ability to fly manually is supposed to be a constant.



Credit: Flight Safety Foundation

But there are some ways to help.

SOPs. They must be flexible enough to allow pilots to turn the automation off when it is appropriate. You have to give pilots the freedom and confidence to use their hands and feet. Six months between sim sessions is too long.

Training. Evidence based training is revolutionising our sim sessions. There is opportunity there to encourage manual flight. To turn it all off without warning and give us the much needed confidence back.

Monitoring. We need to encourage active monitoring so that we can intervene quickly if we need too. We should always be mentally flying the plane even if an autopilot is flying. One way to do this is by keeping our hands on the controls during dynamic phases of flights. It is a tactile reminder that we are still in control and can take over at any stage.

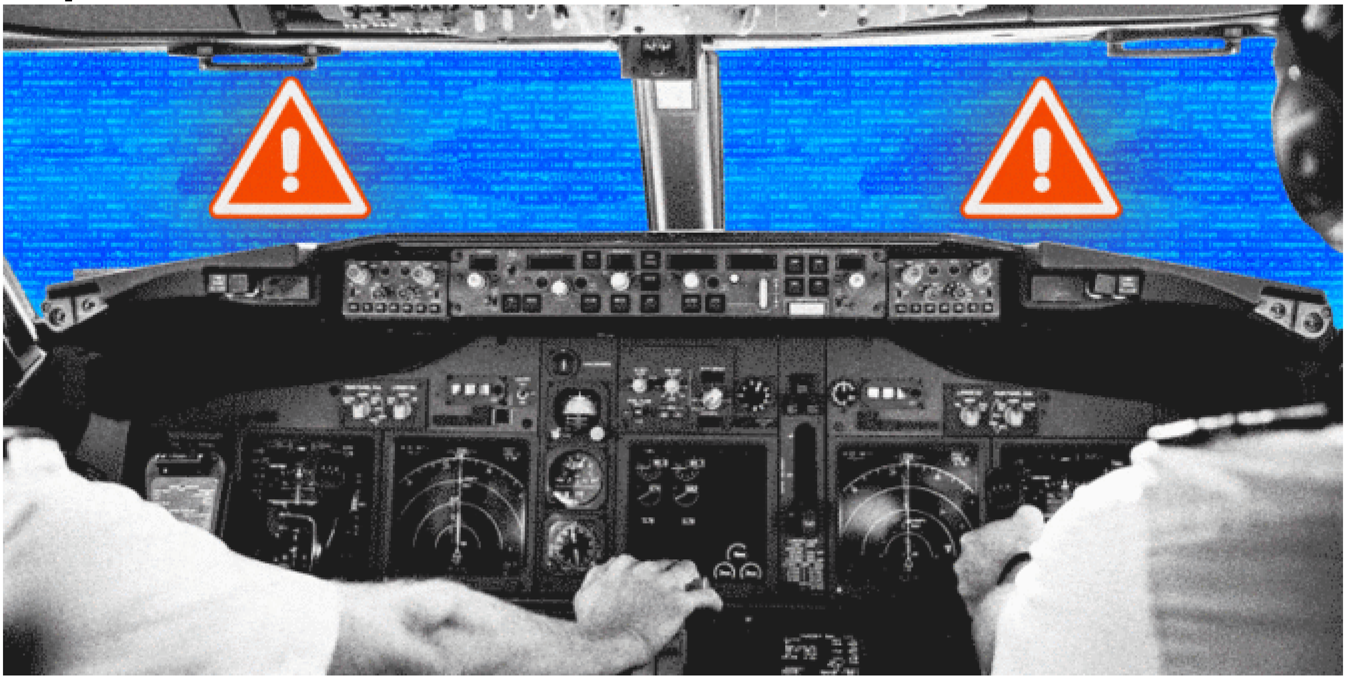
Practice. It makes perfect. It’s what we got into this game for. When conditions are right and workload low, take the opportunity to turn it all off. It's right there waiting for you again if things get busy.

Automation is here to stay.

What matters is *how* we use it. We cannot allow it replace our abilities to fly an airplane without it because for the foreseeable future we will still be the ultimate failsafe.

Squawk 7800 for Hacked

OPSGROUP Team
28 April, 2021



An airplane is circling over Seattle. Onboard, the Captain, Reece Roberts, is desperately trying to control it, but cannot – she is locked out from the flight control systems because the main computer has been hacked. It is a race against time for the crew to regain control before they run out of fuel. Dom Dom DOOOOMMMMM!!

This might sound like the plot from a terrible movie (it is), but how possible is this, and are there any mechanisms in place to prevent it?

Hack attack

Back in 2015, a cyber security expert, Chris Roberts, was detained by the FBI after making some claims on social media about hacking into an aircraft computer and briefly assuming control of it. According to Roberts he had hacked into several planes over a four year period, using the in-flight entertainment system as his way in.

On this particular occasion, Roberts claims he managed to **overwrite some code and issued a "climb" command** to the airplane which then caused one of the engines to increase thrust. His actual statement was that he made the airplane "fly sideways" (which possibly discredits the whole story just a little).

This is not the only claim of aircraft hacking though. In 2016, a **Boeing 757's system were also**

breached, and this one was slightly more disturbing because it actually, definitely happened. It was also less worrying because the aircraft was on the ground and the whole thing was carried out by the US Department of Homeland Security as an exercise to see how possible a hack attack actually would be.

The Aerospace sector **is the fifth most targeted sector for cyber-attacks**. A high level then, but while some of those attempts are aimed at aircraft flight control computers, and an equally small number at infiltrating airport infrastructure systems, **the large majority are of the data gathering nature** – attempts to steal sensitive passenger info, credit card data and that sort of thing.

How serious are we talking?

Our aircraft are intelligent. The computer brains that run them are complex beasts made up of multiple data generating sensors, and just as many parts giving out orders to various aircraft systems. Take the FADEC on an engine – this is a self-monitoring, automated system. It controls the engine start, deciding when to open valves up, when to add fuel. It also monitors parameters and can stop a start, run a cooling cycle, and try all this again without pilot intervention. The system also controls inflight restarts.

Rolls-Royce launched an 'intelligent engine' concept in 2018 – an engine so connected that it has the basic AI algorithm "intelligence" to assess, analyse and learn from its experiences, as well as those of its "peers" (other engines that all share their data).

All this level of automation is great, but **what if it is no longer in control**, and is being controlled with the pilot effectively locked out?

Then there is the connectivity

Aircraft are increasingly digitalized and increasingly connected, and these connections might be less secure than we think. One highlighted "weakness" in aircraft onboard systems is the encryption levels within the comms and reporting systems. You might point out that aircraft are fairly visible on Flightradar, but this only gives general whereabouts, and transponder data is no longer shared. Being able to **pinpoint exact locations in real time** has far greater consequences if the wrong people are able to access this information.

There is growing speculation that Malaysia Airlines Flight 370 may have been electronically hijacked, or at the very least had its position spoofed leading to the initial confusion over its whereabouts, and later the difficulty finding the crash site.

The good news

The good news is there are protections within aircraft systems. First up, there is **no way to access a critical system via a non-critical one.** Network architecture prevents this and various experts have stated it is impossible to move from, for example, the in-flight communications system to the avionics.

Airbus incorporate a switch in the flight deck – the NSS (Network Server System) gatelink pushbutton is effectively an added **'disconnect' which separates all cockpit systems from the 'open' world**, cutting off any potential link to the aircraft flight management systems should a threat be perceived.

Then there is the risk of **"locking" the pilot out** – gaining access of a system and sending commands to it is one thing, but pilots have the ability with most systems to disconnect and get back to basics. For a hacker to lock a pilot out – prevent them from disconnecting – this would require a command that is not currently in the system and this level of hacking and re-programming is not, most suggest, all that feasible.

The bad news

There are other ways to disrupt operations.

GPS jamming is not direct interference, but the impact it has on aircraft systems is a known one – with a jammed GPS, **aircraft lose the ability to navigate with accuracy** and must rely on dated radio navigation systems. Not such a big issue, but removing the capability for an aircraft to carry out an RNP or RNAV approach means they are reliant on older ILS equipment, or having to fly non-precision approaches.

ILS equipment relies on both ground and aircraft systems, meaning there are much more "parts" which can fail. These systems are also older and require more maintenance on the ground meaning the likelihood of one part malfunctioning is higher, and when it does, the **level of safety redundancy for aircraft which have had GPS jamming problems is suddenly really reduced.**

The risk of interference to GPS and radio signals also creates a vulnerability in UAV operations. The controllability of an aircraft might not be in question, but the ability of a hacker to take over and control a UAV – and potentially "control" it into an aircraft – is a growing threat.

A report looking into potential airport weakness identified a large number of "weak spots" where targeted hack attacks might result in disruption. The airside points ranged from spoofed ILS signals to changing airplane signatures on docking system from larger to smaller aircraft, reducing the wingtip clearance margins and safety significantly.

What is being done?

Technologies to prevent UAVs in airports is well underway with systems in place already at many major airports, and the FAA trialling more this year. Solutions to GPS jamming are also a high priority with several conferences and work groups already taking place, identifying both the threat and the root cause of why jamming takes place.

As for the direct cyber security risk to aircraft, this is not a new "idea". The FAA moved it in the right direction with their **Aircraft Systems Information Security Protection (ASISP) initiative** in 2015. This initiative asked the questions, and asked manufactures to start thinking up answers, and they are responding. Manufacturers of major avionics, entertainment systems, communication systems, and aircraft are all analyzing the risks, and upping the protections, securities and preventions.

We might not see them in our aircraft, but they are there, and until aircraft become completely secure we still have that last trick up our sleeve – the one where we just **turn it off** and get back to basics and fly it ourselves.

So 'Cabin Pressure' might just be collection of movie cliches surrounding a troubled plane that no-one takes seriously, but the threat of cyber terrorism in aviation is one that everyone else is taking very seriously indeed, and for good reason.