

BUSINESS INFORMATION TECHNOLOGY COMMITTEE WORK PLAN

Committee Goals and Objectives

- a. Increase ACI-NA member awareness of and participation in the BIT Committee
- b. Monitor federal and state government for additional regulations on cybersecurity
- c. Monitor global industry IT developments to: (1) identify technologies that can increase efficiency and airport revenue, and reduce costs; and (2) provide input/comments on policy and regulatory matters not only within North America but also with world organizations (IATA, ICAO, etc.) on behalf of ACI-NA members
- d. Improve collaboration among other ACI-NA committees on issues that pertain to IT
- e. Continue to improve conferences, creating new and exciting topics

Meeting Goals and Objectives

- a. Plan for the Airports@Work Conference (formerly known as the Business Information Technology Conference) in March 2017.
 - For the three-day conference being held concurrently with the Public Safety & Security, Operations & Technical Affairs and the Environmental Affairs Committees – March 27-30, 2017, Las Vegas, NV
 - Finalize speaker and agenda items; market conference; hold conference; and evaluate conference
- b. Plan for 2017 ACI-NA Annual Conference & Exhibition, September 17-20, 2017 in Fort Worth, TX
 - Timeline-
 - a. March: Market BIT Committee Workshop at the Airports@Work Conference, continue to analyze list of topics and speakers
 - b. May: Analyze evaluations of the Spring Conference and use data to create better workshop; continue to contact speakers
 - c. June-August: Steering Group calls to plan for Fall workshop; have list of contacted speakers and revise
 - d. October: Summarize evaluations and present to leadership
- c. Plan Educational Webinars
 - Webinars will be planned on a specific topic facing airport IT departments. When a subject is raised as a valid webinar topic, a committee member will be enlisted to help organize and moderate the webinar. The Steering Group will hold at least two webinars – one following the Spring meeting and a second following the Fall meeting.

Working Groups Goals and Objectives

1. IATA Passenger Experience Management Group (PEMG)
 - Continue work with IATA to address the end-to-end passenger journey from ticket purchase through to arrival at destination
 - Provide guidance and member expertise on a range of projects to improve the travel experience for passengers and help reduce unnecessary operational costs to the industry

- Liaise closely with A4A and IATA Committee on work products or/and standards.
2. Future of Passenger Processing
 - Continue to provide a platform for North American airlines and airports to foster communication
 - Liaise closely with A4A and IATA on passenger processing topics
 - Provide the opportunity for airlines and airports to openly and frankly discuss topics concerning business operations and passenger processing
 - Discuss compliance aspects related to governments, technology, and industry standards
 - Work towards developing new innovations and/or recommended practices that create a more seamless process at the airport. This will be accomplished through maximizing efficiencies for the passenger and minimizing airline and airport costs.
 3. Future of Common Use
 - Continue work with IATA/A4A to discuss agent-facing equipment in a common use environment
 - Create a set of peripherals that would consist of a minimum set of business requirements. The goal is to provide airlines and airports with flexibility in a common use environment
 - Work with the IATA Common Use Working Group to discuss and implement a minimum set of business requirements for stakeholders.
 4. Cybersecurity
 - Continue work with Cybersecurity Task Force (a sub-group of the ACI World Airport IT Standing Committee)
 - Engage and educate airports on the issues of cybersecurity and to develop cybersecurity guidance materials
 - Create a mailing list of North American airport cybersecurity employees to disseminate timely information about regulatory updates.
 5. Payment Card Industry (PCI) Compliance
 - Continue to participate in the PCI Working Group
 - Work with IATA to develop a PCI framework and deliverables for the next 12 months
 - Ensure ACI-NA members are aware and understand the importance and consequences of PCI compliance. This will be achieved by providing industry updates at conferences, committee email notices, and webinars.
 6. Baggage Tracking Resolution
 - Continue work with IATA on Resolution 753 with an implementation date of June 2018. IATA members shall maintain an accurate inventory of baggage by monitoring the acquisition and delivery of baggage.
 - Resolution places an obligation on IATA member airlines only (not airports), but in many cases, airlines will be looking to airports for collaboration.
 - Ensure ACI-NA members review the IATA Baggage Tracking Implementation Guide and liaise with the IATA Baggage Working Group.