2016 BUSINESS INFORMATION TECHNOLOGY COMMITTEE WORK PLAN

Committee Goals and Objectives

a. Increase awareness of 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

2016 Meeting Goals and Objectives

a. Plan for the inaugural Airports@Work Conference (formally known as the Business Information Technology Conference) in April 2016.
    - For the three-day conference being held concurrently with the Public Safety & Security, Operations & Technical Affairs and the Environmental Affairs Committees – April 18-21, 2016, Austin, TX
    - Finalize speaker and agenda items; market conference; hold conference; and evaluate conference

b. Plan for 2016 ACI-NA World Conference & Exhibition in Montréal, QC in September, 2016
    - Timeline-
        a. April: Market committee workshop at the Spring 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 addresses 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 and help reduce unnecessary operational costs to the industry
    - Liaise closely with A4A and IATA Committee on work products or/and standards

2. Common Bag Drop/Self-tagging
    - Continue to update the Joint ACI /A4A/IATA Self-Tagging and Common Bag Drop Implementation Guide
    - Guide may have Airport and Airline supplements
    - Facilitate work with ACRP, ACI World, A4A, and IATA
    - Responsible Working Group members and ACI-NA staff, work with the Public Safety & Security Committee

3. Kiosk Accessibility Requirements
    - Continue to update members on the progress of the ACI-NA/A4A/IATA Kiosk Accessibility Working Group
    - Finalize an industry plan to address the groups questions to DOT
    - Identify industry experts and develop a plan to incorporate their expertise
    - Develop a roadmap with timelines and make available for airport members
    - Ensure a communication plan is developed in light of joint liability for airlines and airports

4. 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 of PCI compliance. This will be achieved by providing industry updates at conferences, committee email notices, and webinars.

5. Enhancing Passenger Service Task Force (A4A)

    - Provide member and staff expertise in the Enhancing Passing Service Task Force for A4A members and ACI-NA airport members
    - Work towards developing new innovations that create a more seamless process at the airport. This will be accomplished through maximizing efficiencies for the passenger and minimizing airline costs.
    - Discuss compliance aspects related to governments, technology, and industry standards.