

CUSS 2

Business Overview

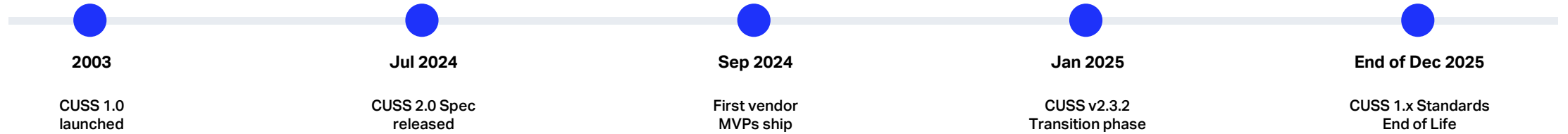


Agenda – CUSS 2

- Why the Industry Needs to Move Now
- Business Benefits
- Technical Benefits Overview
- CUSS 2 Migration Phasing
- Next Steps
- Q&A + Closing



Why the Industry Needs to Move Now



Multiple Technologies End-of-Life

Multiple technologies are being discontinued. Shrinking talent pool, proprietary licensing costs.



Compliance / Cyber Security Gaps

CUSS 1.x predates PCI DSS, GDPR, and modern biometric standards. Security was bolted on, not built in.



CUSS 2 Standards

CUSS 2 Standards have been designed to support emerging technology as industry needs evolve

Business Benefits

Airlines

Airports

Platforms

App Providers

- End exposure to an unsupported platform
- Reduce the cost of future changes
- Modernize without replacing hardware
- Reduce dependency on specialist legacy skills

Business Benefits

Airlines

Airports

Platforms

App Providers

- Reduce Critical infrastructure threat landscape
- Enables Consolidation onto a single modern platform
- Lower the implementation cost and complexity of onboarding new airline tenants
- Extensible platform to facilitate business needs
- Improved time to market for new business needs and lower cost for support
- Platform security and certificates management

Business Benefits

Airlines

Airports

Platforms

App Providers

- Build on Open standard – Future proof the solutions
- Replace CORBA with WebSocket
- Allow distributed architectures

Business Benefits

Airlines

Airports

Platforms

App Providers

- Ship faster
- Standardized certification process per vendor
- Write once, deploy across form factors

Technical Benefits Overview

Platform Providers

- Modern and Web-Native Architecture
- Security by Design
- Clear Platform–Application Separation
- Expanded Touchpoint & Simplified Development
- Improved Compliance & Certification
- Lower Operational Risk
- Faster Innovation Cycles
- Cloud & Hybrid Readiness

Application Providers

- Modern, Open Development Model
- Developer-Friendly APIs
- Built-In Security Model
- Allows Broader Deployment Footprint
- Lower Vendor & Platform Lock-In
- More Predictable Certification
- Faster Release Cycles
- Future-Proof Investment

CUSS 2 Migration Phasing

Milestone 1: Now

Milestone 2: End of Q2 2026

Immediate Actions (Now)

- **Recommendation:** Airlines and airports should begin planning for the latest CUSS 2 compliance.
- **Certification:** Current application certifications are still conducted against CUSS 1.5, due to the limited number of certified CUSS 2 platforms.
- **Early Adoption:** Airlines with CUSS 2 applications may initiate certification with select vendors.
- **Recertification:** Any airline certifying a CUSS 1 application now will need to recertify for CUSS 2 once their application is updated.
- **Testing Tools:** Airlines can access available tools to start testing for CUSS 2 readiness.

Soft Transition Begins

- **Platform Availability:** Vendors will start to offer CUSS 2 platforms for testing and certification.
- **Certification Shift:** Focus will be on CUSS 2 certification (exceptions by vendor).
- **Soft Transition:** Airports or their contractors may begin to deploy CUSS 2 platforms.
- **Compatibility:** Vendors may provide the capability to support both CUSS 2 and CUSS 1.5 applications for a stakeholder-agreed period.

Communication is key across the ecosystem of stakeholders



CUSS 2 Migration Phasing

Milestone 3: End of Q3 2026

Milestone 4: (End of Year 2026)

Mandate Compliance

- **Requirement:** Airports may begin mandating CUSS 2-compliant applications and platforms, discontinuing CUSS 1 alternatives.
- **Burn-In Period:** This phase allows for:
 - Stress testing of platforms and standards.
 - Clear timelines for airlines to demonstrate CUSS 2 compliance.
 - Coordinated certification planning, considering vendor resource constraints.
 - Sufficient vendor capacity to support certifications before the final cutover.

Full Cutover

- **Milestone 4:** Full Cutover (End of Year 2026)
- **End of Support:** Airports and airlines should no longer support or operate CUSS 1 platforms or applications.
- **Deployment:** All new CUSS kiosk deployments shall be natively CUSS 2 compliant.
- **Enforcement:** Airports may remove airlines from kiosks if they are not compliant with CUSS 2 standards.

Communication is key across the ecosystem of stakeholders



Migration Expectations

- Platform and hardware vendors will be shipping self-service hardware capable of supporting CUSS 2.
- The default position is:
 - CUSS 2 platform deployment on this self-service hardware
- CUSS 1 applications are not supported on CUSS 2 and vice versa

Communication is key across the ecosystem of stakeholders



Next Steps

Stakeholder Engagement

Airports, airlines, and vendors should collaborate early to ensure readiness for each milestone

Resource Planning

Allocate sufficient resources for testing, certification, and migration activities.

Continuous improvement

Maintain open channels with vendors and the CUSS TF under the CJDWG for updates and support.

Increased IATA engagement with airline members to collect their feedback to enhance standards

Monitor Progress

Regularly review migration status and adjust plans as needed to meet deadlines.

IATA to monitor the adoption progress

CUSS 2 Toolkit



[IATA - Common Use Self
Service \(CUSS\) Toolkit](#)

Passenger Services Conference Resolution Manual (PSCRM)



[IATA - Passenger Services
Conference Resolution
Manual \(PSCRM\)](#)

Q&A

For further information
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migration:

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THANK YOU

