

# IT Leaders Community

IATA will bring together Airline IT experts to advise Airline Senior IT professionals on technology best practices, to support airlines in the implementation of their business strategies and enable innovation based on the best use of technology.

Participants will benefit from a deeper understanding of technical challenges and impact on the airline goals and plans whilst having a fast track from vendors on best in class technology.

The executives from key vendor organizations will develop a deeper awareness of the key and immediate needs of the aviation industry and be better positioned to align their products and services to accommodate those needs.

IATA will better understand the common goals and opportunities from the airlines and the technology positioned in the market to enhance offering and support.

## Designed for:

- Airline / Airport Senior IT Leaders
- Airline Airport Heads of Digital
- IT Infrastructure professionals
- IT Operations professionals
- Aviation IT providers/vendors
- Cloud Computing solution providers/professionals
- IT Security service providers/professionals
- Digital Communication system providers/professionals
- Infrastructure service providers/professionals
- BI Service providers to airlines

## Areas of Activity

Strategic workstream	Building block	Description of the activity	Enabling technology
<b>#1 Safety and Security</b>	Create aviation data center to identify macro risks	Digital global registry for operational safety and ground operations audits	Augmented analytics, AI driven developments
<b>#1 Safety and Security</b>	Support airlines undergoing Annex 13 investigation and contribute to consistent, effective and complete Annex 13 Accident Investigations	Data management platform integrating all sources of ops data from various channels into a common interlinked database	Augmented analytics, AI driven developments
<b>#1 Safety and Security</b>	Develop and implement an industry cybersecurity strategy	How the industry responds to the cyber security challenge to remain safe, secure, sustainable and resilient to cyber security risks, while at the same time enabling state of the art digitalization and connectivity of the industry to step change profitability, efficiency and the customer experience in compliance with data privacy regulations.	Cybersecurity framework such as NIST or ISO, Data security, Device security, Identity management, Vulnerability management, Threat intelligence, Information sharing, Situational awareness
<b>#2 Infrastructure for Growth</b>	Cross industry Infrastructure vision and alignment	Flexibility in what can happen before and beyond the airport, baggage drop at home, smart cities	Always connected devices, autonomous things, augmented analytics
<b>#2 Infrastructure for Growth</b>	Increase capacity of existing infrastructure	Advanced processing by increasing use of digital identity mgmt, automation and robotics	Autonomous vehicles, robotics, IoT, empowered edge, smart spaces, digital twins, immersive experience
<b>#2 Infrastructure for Growth</b>	Connected Ground and Flight Operations	Always connected aircraft that constantly interacts with airport infrastructure and other entities throughout the journey including meteorological conditions	Autonomous vehicles, robotics, IoT, empowered edge, smart spaces, digital twins, immersive experience
<b>#6 Digital Transformation</b>	Data Strategy	Digital maturity index, identity mgmt (TrulyMe), API ecosystem, data model, data privacy	Empowered edge, smart spaces, digital twins, immersive experience sovereign ID, Zero Knowledge Proof, Data ethics and privacy
<b>#7 Efficient Airline Processes</b>	Transparent & innovative payment	Digital payments, e-wallets, instant updates of remaining balance	Virtual banks, digital currencies, blockchain, API ecosystem

<b>#8 Product Differentiation</b>	Create environment for innovation and competition	Development of modern, agile & open standards (NDC, ONE Order)	Design thinking, agile, DevOps, containers, microservices, serverless solution designs
<b>#9 Customer Experience</b>	Revamp the cargo shipper experience	Smart connected warehouses, IoT devices, drones for cargo	IoT, robotics, autonomous vehicles, immersive experience, empowered edge, digital twins
<b>#9 Customer Experience</b>	Transform the end to end passenger experience	Bag tracking and personal assistants throughout the journey, smart airport, smart cities, advanced biometrics for a seamless ID verification	Personal assistants, smart vehicles, IoT, robotics, autonomous vehicles, digital twins
<b>#10 Skilled Staff</b>	Equip the workforce with critical skills	how can we address the lack of security experts? what are the IT skills of the future to be trained for within the aviation industry?	Coaching, hackathons, bootcamps, cybersecurity, design thinking, DevSecOps and other innovation methodologies, etc.

## Benefits

- Identify the common needs of the airlines and suppliers and explore how airlines can streamline, integrate and improve IT operations
- Work towards improving regional IT services procurement and reducing IT related costs for airlines
- Drive business profitability and growth through IT innovation in aviation
- Explore new IT trends such as Artificial Intelligence, Blockchains, APIs, IoT
- Discuss common issues and opportunities pertinent to airline IT leaders, IT system providers, airports, and related industry stakeholders
- Promote and improve regional awareness of business solutions from IT providers to airlines
- Share IT best practices in all areas of airline IT interest
- Discuss IT security strategies and share airlines initiatives such as PCI-DSS, Identity management, advanced persistent threats

## Additional Strategic Partnership Benefits

### Branding

- Recognition as a valuable supporter of IATA and the air transport industry
- Inclusion in the IATA Strategic Partnerships online directory
- Exclusive usage of the IATA Strategic Partnerships Recognition Stamp
- Promotion through the electronic quarterly Strategic Partner Newsletter, viewed by thousands of aviation industry contacts
- Monthly posting of Strategic Partners' press releases on the IATA website

### Publications

Partners may purchase publications at a preferential rate.



## Courses

Strategic Partners may attend, at a reduced fee, IATA training courses.

Strategic Partners may receive 55% discount on the first 2 seats per year to any IATA classroom course (subject to availability).



## CONTACT

Pascal Buchner,  
ITS Director and CIO, IATA  
[buchnerp@iata.org](mailto:buchnerp@iata.org)