

AI Network For Airlines

Singapore | 10 April 2026

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Friday, 10 April

AI Network for Airlines

09h00 – 09h10

Welcome Address

Olena Vasylychenko, Director Central Data Office and Architecture, IATA
Ivo Naranjo, Head Data Science, IATA

09h10 – 09h25

Introductions Roundtable

All

09h25 – 09h55

OTP Schedule Optimizer Network Planning (20'+10')

This talk shares practical lessons from deploying AI and optimization systems in airline commercial and operations environments. It explores why scaling beyond pilots is often limited by real-world complexity, imperfect data, and cross-functions impact, rather than by model alone. It highlights challenges in translating complex operational rules into structured data, managing expectations, and building trust so AI can be adopted as decision system where data, models, and human expertise work together.

Cecilia Chen, Specialist, AI Transformation, Air Canada

09:55 – 10h15

Breakout Round #1

AI Priorities for Airlines – What Should Airlines Be Solving Together?

In this facilitated working session, participants will identify the most pressing AI priorities facing airlines over the next 2–3 years. From operational optimization and customer experience to governance, safety, and regulatory readiness, small mixed groups will compare challenges, surface common pain points, and highlight where collaboration can accelerate progress.

The output: a consolidated view of shared strategic priorities that will inform the AI Network's focus areas and future initiatives.

Why it matters: align your airline's AI agenda with peers, benchmark your current focus, and influence the collective direction of industry collaboration.

Moderators: Sami Ferchiou, Serafeim Loukas, IATA

10h15 – 11h00

Panel Discussion

Leadership, Literacy, and Limits: The Human Side of AI

Many airlines have invested in AI, yet scaling beyond pilots remains challenging. In many cases, the constraints are organizational rather than technical: ownership models, legacy processes, governance structures, and differing expectations about what AI can realistically deliver. This panel will explore the common organizational hurdles airlines encounter when moving from experimentation to operational use. Panelists will share experiences, open questions, and practical lessons learned so far, with a focus on what is helping, what is still difficult, and where further collaboration could make a difference.

- **Cecilia Chen**, Specialist, AI Transformation, Air Canada
- **Billy Odera**, Head - Data and AI, Kenya Airways
- **James Woodside**, Director of IT, Bahamas Air
- **Lisa Nieuwendijk**, Domain Data and AI Officer E&M, KLM
- **Moderator: Ivo Naranjo, Head Data Science, IATA**

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- 11h00—11:30** **NETWORKING BREAK - Coffee Break and Workshop Photo**
- 11h30 –12h00** **From Flight Data to Climate Impact: AI-Driven Decision Intelligence for Sustainable Aviation**
- Airlines face increasing pressure to decarbonize, but decisions on Sustainable Aviation Fuel (SAF) are complicated by cost volatility, limited supply, and evolving policy. This session begins with a presentation of a real-world, data-driven framework that helps airlines determine the optimal pace and scale of SAF adoption while managing financial and operational risk. Using large-scale airline data, the approach combines forecasting and optimization to evaluate alternative transition pathways under uncertainty. The analysis shows that timing is as critical as ambition: early adoption reduces emissions but increases short-term cost exposure, while delayed action raises long-term risk. A phased, data-informed transition consistently delivers the most resilient balance between emissions reduction, cost stability, and operational readiness. The presentation will be followed by a fireside discussion exploring how analytical insights translate into operational decisions and how trust in data can be strengthened for high-stakes sustainability choices.
- **Mahmood Shaker**, Senior Captain, Gulf Air
 - **Moderator: Sami Ferchiou**
- 12h00 – 12h30** **AI Agent Multilateral Interoperability**
- This talk presents the “AI Agents – Multilateral Interoperability” Proof of Concept delivered under IATA’s Data & Technology PoC Strategic Partnership Program, bringing together airlines, technology partners, and IATA experts. The PoC explores how LLM-based AI agents can collaborate across organizational boundaries to support complex, cross-industry workflows. Using concrete aviation scenarios, the session highlights what multilateral interoperability means in practice and why it is critical for scaling agent-based solutions beyond a single enterprise.
- **Federico dos Reis Copello**, AI Subject Matter Expert, Globant
 - **Daniel Lorch**, Senior Solutions Architect, Amazon Web Services
 - **Anderson Pacchioni**, Senior Manager Engagement and Innovation, IATA
- 12h30 – 14h00** **LUNCH BREAK**

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14h00 – 14h40

From Experimentation to AI Adoption: Lessons from SWISS Airlines and LHG (30'+10')

This presentation explores how SWISS and the Lufthansa Group move from experimentation to meaningful AI adoption across two very different environments: large-scale digital customer products and safety-critical operational workflows. In commercial environments, teams must overcome the “production gap,” ensuring that promising prototypes become stable, integrated services that deliver value at scale. In operational and safety contexts, the challenge shifts toward ensuring AI behaves predictably, transparently, and in ways humans can confidently rely on. Despite these different settings, the underlying lessons converge: sustainable AI adoption depends not on model metrics alone, but on embedding AI into real workflows, designing for uncertainty, and co-creating with the people who depend on the system. The talk outlines shared principles that help organizations bridge experimentation and long-term value, regardless of context.

- **Shirley He**, Principal Data Scientist, SWISS
- **Chrysanthi Tsimitri**, Team Lead Data Insights & Analytics, SWISS

14h40 – 15h10

Breakout Round #2

Designing the 2026 Workplan for the AI Network – From Discussion to Delivery

Building on the priorities identified earlier in the day, this session turns insight into action. Participants will co-design the 2026 workplan for the AI Network: topics for deep dives, regulatory dialogues, use case exchanges, training needs, and potential collaborative initiatives. This is a structured opportunity for airline data and AI experts to shape the Network’s concrete outputs for the year ahead.

Why it matters: ensure the Network delivers practical value to your teams, addresses real operational constraints, and supports your organization’s AI roadmap.

Moderators: Sami Ferchiou, Serafeim Loukas, IATA

15h10 – 15h25

Gallery Walk & Collective Prioritization

Outputs from each breakout group will be displayed around the room. Participants will circulate, review, challenge, and refine proposals before collectively prioritizing the initiatives that should move forward. Participants leave with clarity on agreed industry priorities, a sense of shared direction, and confidence that the 2026 agenda reflects real airline needs.

15h25 – 15h40

Closing Remarks

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