

Social Media and Cyber Liability Management



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MIA BY THE NUMBERS

275,708

Number of direct and indirect jobs supported by MIA



60

Percentage of international passengers to FL who travel through MIA



32

MIA's economic impact measured in billions of dollars



3

MIA's ranking among U.S. airports for international passengers.



100

Airlines serving MIA



96

Percentage of Miami visitors who arrive by air



45

MIA's 2018 passenger total measured in millions



1

MIA's ranking among U.S. airports for international freight and total airlines



11

MIA's ranking among world airports for international freight



GLOBAL ROUTE NETWORK



Gateway to the World:

- 167 Passenger Destinations
- 112 Freight Destinations

THE FUTURE OF MIA



Automated Bag Drop – POC with American

Automated Boarding Gates – Multiple concurrent trials

Bluetooth Beacons – over 500 deployed

CBP Biometric Entry – E-FIS with D-FIS and J-FIS coming soon

CBP Biometric Exit – POC with Lufthansa, Virgin and Air France

Checkpoint Wait Times – Contract recently awarded

Restroom Cleanliness IT Solutions

CONVERSATION PRISM 5.0

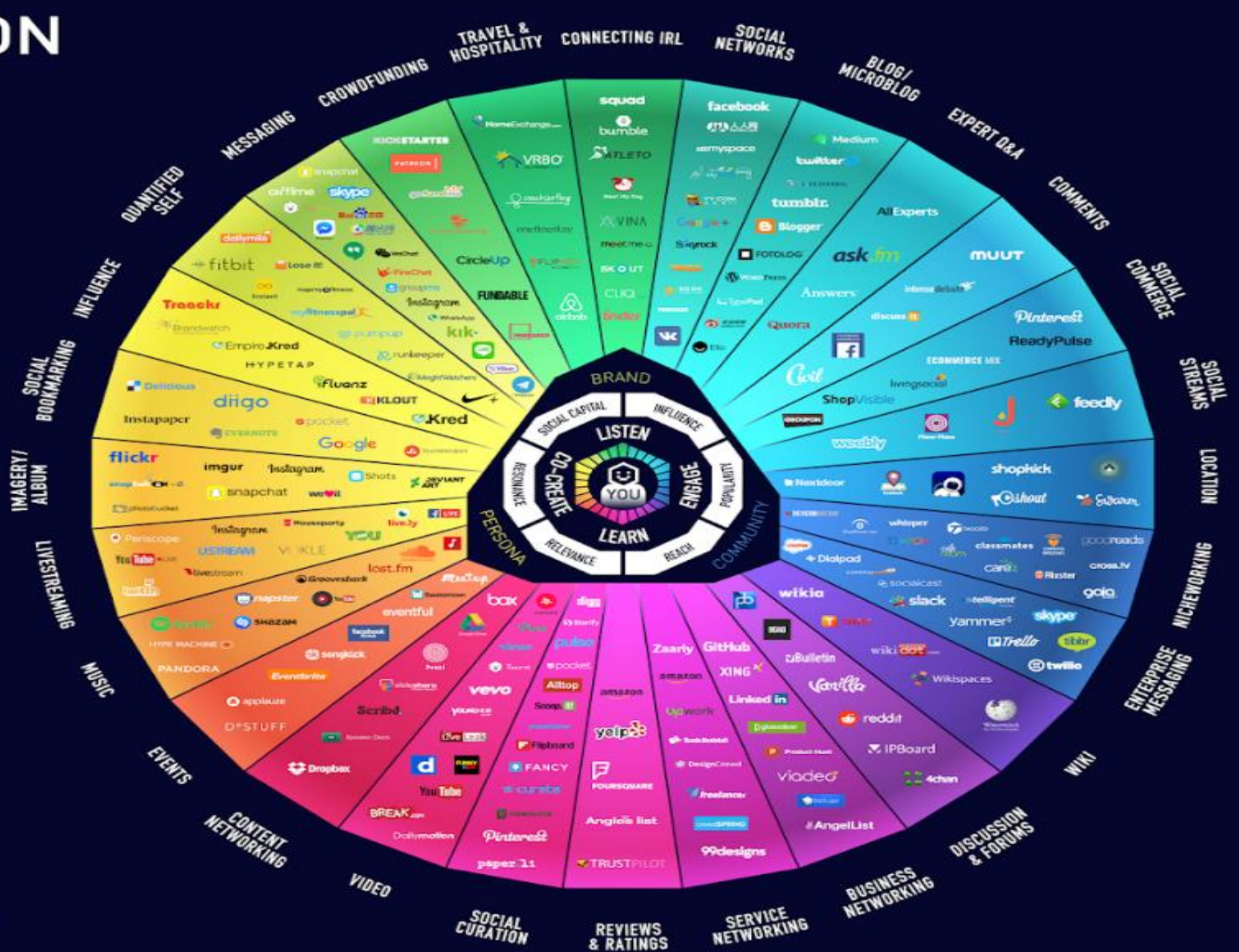
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Social Media Gave Everyone a Voice

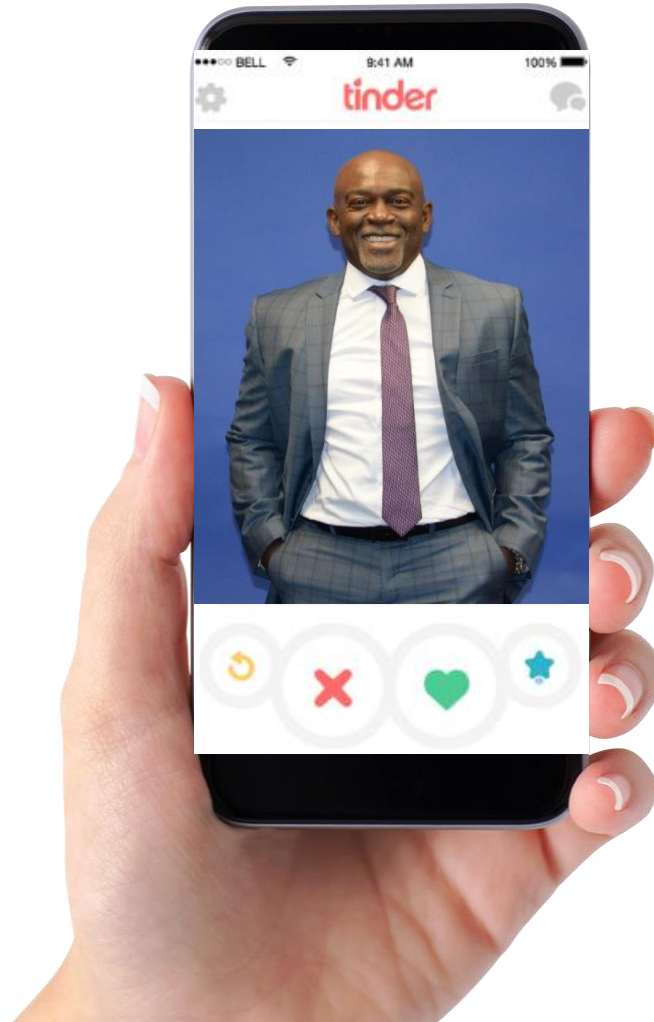
The Conversation Prism debuted in 2008 as social media was exploding online. Social media would change everything about how we communicate, learn and share. It forever democratized information and reset the balance for influence.

The Conversation Prism was designed as a visual map of the conversational networks that continue to reshape everything. Its purpose is to help you understand and appreciate the statusphere so that you can play a productive and defining role in the conversations shaping our future.

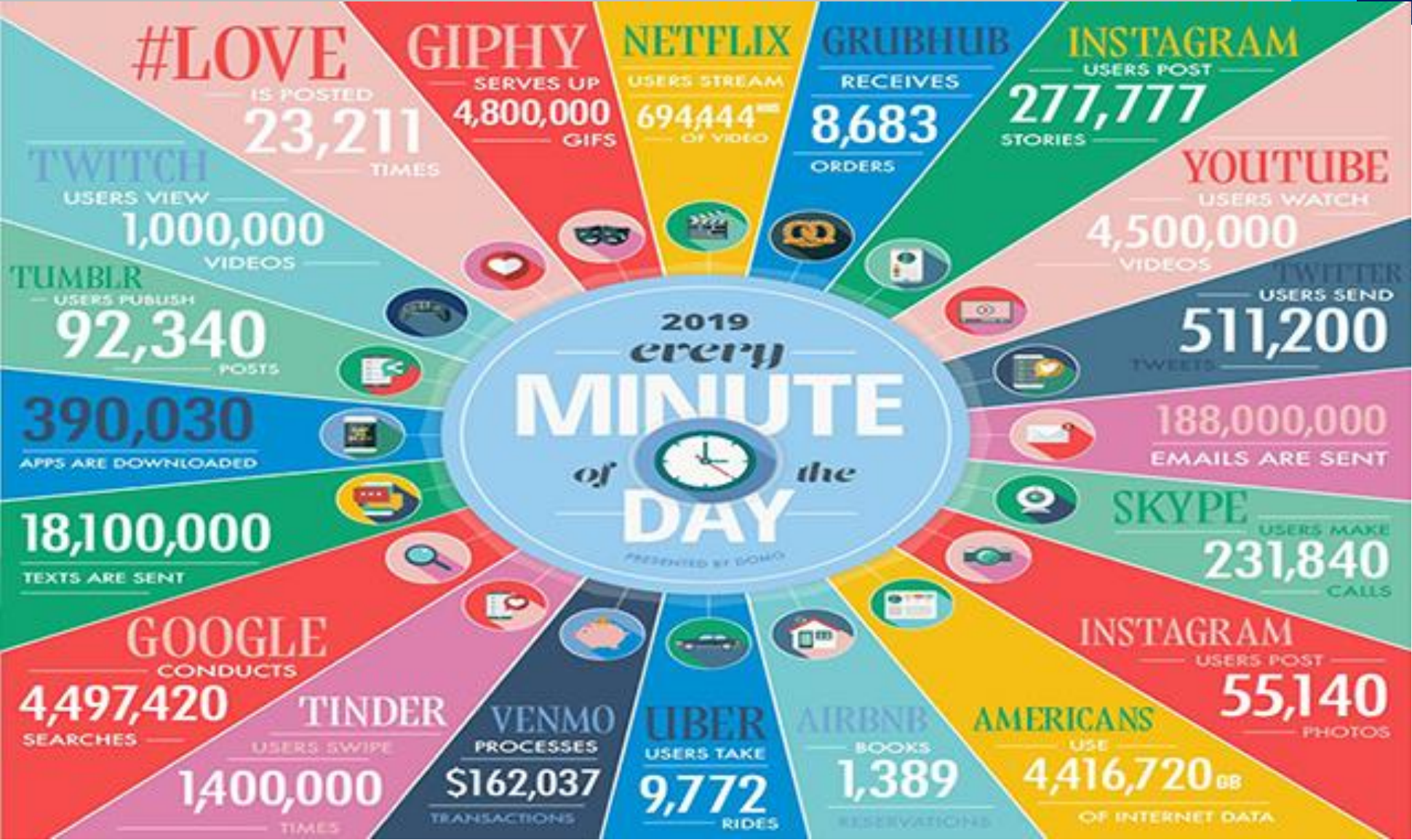
For more information check out
conversationprism.com



IT'S A MATCH!



DATA NEVER SLEEPS



Domo "Data Never Sleeps" 7.0. Image courtesy of Domo



CYBERSECURITY IS A CRITICAL ISSUE

Damage from such attacks can run into hundreds of millions of dollars and leave a company's reputation in tatters.

A successful cyber-attack on an airline or airport could paralyze operations and result in thousands of stranded passengers.



CYBERSECURITY AND AIRPORT LIABILITY



Airports and airlines are increasingly turning to a wide range of technology to better manage their operations and provide an improved service to their passengers. From self check-in kiosks and automated bag drop systems to access control systems for secure areas, e-gates or simply Wi-Fi for the general public.

Securing these technology systems, protecting the information and data that these systems manage, requires an effective cybersecurity solution.

Airlines and airports need to focus on developing effective strategies to protect their data, systems and reputations

As an airport operator, a cybersecurity program would involve having a clear understanding of your airport, and identifying your critical assets, risks and vulnerabilities by conducting a Cybersecurity Risk Assessment.

Taking a proactive approach means that any airport operator ensures that cybersecurity is part of their security plan, describing how cybersecurity is managed within the airport and outlining the security controls in place. In addition, it should be included in incident response and business continuity plans.

ACTION PLAN



- Understand our threats, actively look for our vulnerabilities, and then work together to fix them.
- Constructive dialogue and timely information-sharing among industry, technology providers and governments.
- Train and Evaluate Your Staff
- Monitor Activity and Map Your Data Flow
- Create a Reactionary Strategy

KEY INSIGHTS

- There's no uniform model to manage airport cyber security.
- People create the biggest vulnerabilities but are also a significant part of the solution.
- Airports need to take a holistic risk management approach to cyber security.
- There needs to be strong cyber security leadership and effective governance.



THANK YOU

