ACI-NA Business Information Technology Committee Overview
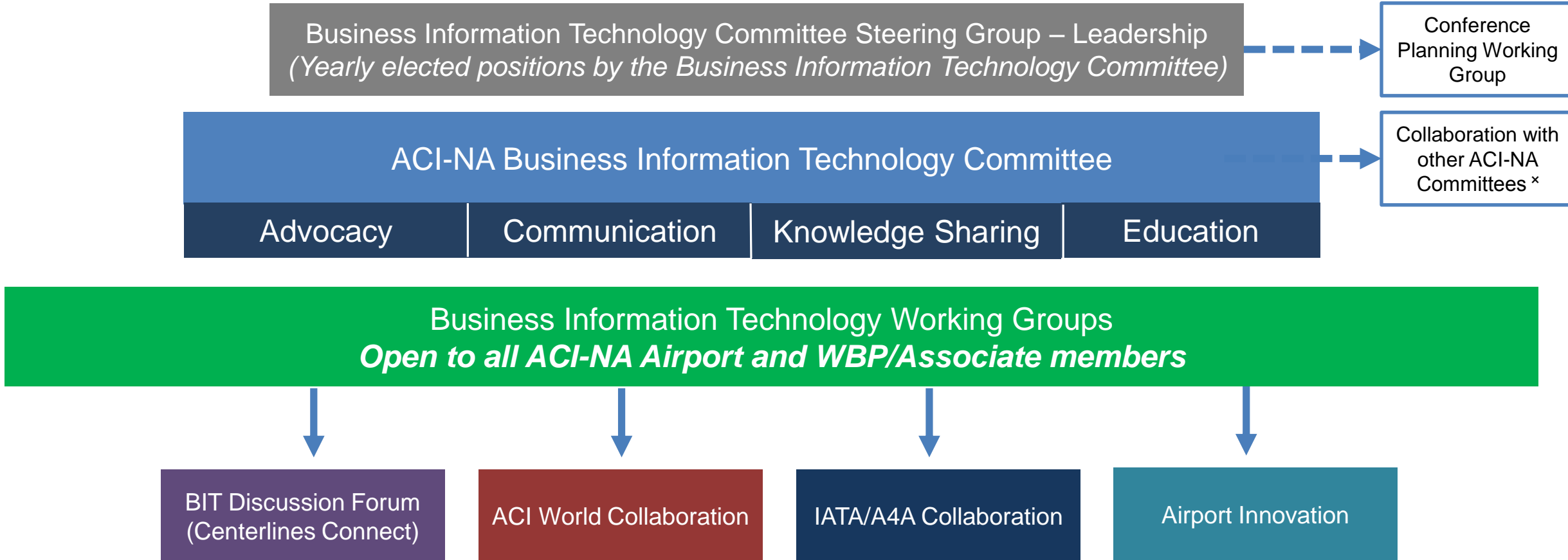
January 2021

Committee Mission Statement

The Business Information Technology (BIT) Committee is a community of aviation industry professionals committed to advancing a business-driven technology agenda for North American airports. The committee achieves its mission by lobbying on airports' behalf on important technological issues, by sponsoring initiatives to develop groundbreaking airport technology-based service models and by working with members and partners to establish an industry-wide airport technology agenda.

The Committee facilitates education and experience sharing events for its members and it collaborates with other aviation industry bodies and partners, such as A4A, IATA and ICAO, to foster innovation across the sector. The Committee's current agenda includes developing a standard biometrics solutions for U.S. airports, Airport API Digital Ecosystem, and collaboration with ACI World IT Task Forces.

Members prepare congressional testimony, respond to regulatory proposals and develop national and international policies for airport operators. The committee is represented on industry and governmental communications and IT taskforces.

Business Information Technology Committee Structure

Business Information Technology Committee Steering Group – Leadership
(Yearly elected positions by the Business Information Technology Committee)

Conference Planning Working Group

ACI-NA Business Information Technology Committee

Collaboration with other ACI-NA Committees ×

Advocacy	Communication	Knowledge Sharing	Education

Business Information Technology Working Groups
Open to all ACI-NA Airport and WBP/Associate members

BIT Discussion Forum (Centerlines Connect)	ACI World Collaboration	IATA/A4A Collaboration	Airport Innovation

× *Collaboration with Facilitation, Operations & Technical Affairs, and Public Safety & Security Committees*

Role of the Steering Group

➢ Steering Group members are elected positions by the Business Information Technology (BIT) Committee and the terms can range between 1 – 4 years. The Steering Group shall consist of a minimum of 6 and a maximum of 33 airport and WBP/associate members.

➢ Steering Group members hold regular leadership conference calls to discuss committee business and topics including committee working groups, meeting planning, committee work products, etc. Leadership calls are held at least monthly and if necessary, more frequently when committee business and topics necessitate the added communication.

➢ Steering Group members:
  ▪ Actively provide the ACI-NA Board and other ACI-NA Committees with input regarding technology and passenger facilitation.
  ▪ Initiate and complete an annual work plan of projects that will benefit the airport industry as it relates to technology and passenger processing
  ▪ Plan and execute educational sessions with the coordination of ACI-NA staff for the ACI-NA Airports@Work Conference and the BIT Committee Workshop at the ACI-NA Annual Conference
  ▪ Facilitate the development of technology opportunities in all areas of business development
  ▪ Collaborate other aviation industry bodies and partners, such as IATA and A4A

Call for Steering Group Nominations are sent out to the ACI-NA BIT Committee in September of each year

AIRPORTSCOUNCIL.ORG

How to Join The BIT Committee

➢ The difference between the **Business Information Technology Committee** and the **Business Information Technology Steering Group (Leadership).**

  ➢ **Business Information Technology Committee:** Any employee of an Airport Member or WBP/Associate Member of ACI-NA can request to join the Business Information Technology Committee and the various working groups by notifying the appropriate ACI-NA staff member who will place them on the distribution list. ACI-NA members can have multiple (unlimited) representatives from an airport/organization participate on the Business Information Technology Committee and the various Working Groups *(~1,000 members are on the BIT Committee).*

  ➢ **Business Information Technology Steering Group:** Members are elected positions by the Business Information Technology Committee and the terms can range between 1 – 4 years. Steering Group members provide leadership to the full committee *(32 Steering Group positions).*

Steering Group Nomination Process

➢ Annually, the appropriate ACI-NA staff member requests nominations from members of the BIT Committee to serve as members of the BIT Steering Group (Leadership) for the following year, in accordance with the BIT Committee Participation Plan.

➢ Historically, there is a 25% turnover of Steering Group members, which includes: three airport representatives (4 Year Term) and two WBP/associate representatives (4 Year Term).

➢ The election results are reviewed by the Steering Group Officers (Chair, Vice Chair, and Immediate Past Chair) and the composition of new Steering Group members are determined by the following, but are not limited to: committee/working group participation, airport size, and diversity. In addition, the Officers determine the new Vice Chair, and this position is only eligible to current airport Steering Group members.

➢ The official start date for newly elected Steering Group members (including the Chair and Vice Chair) is January 1.

| Call for Steering Group Nominations *September 2020* | Nomination Deadline *September 2020* | ACI-NA Request Nomination Confirmation *September 2020* | ACI-NA Sends out Online Ballot to the full Committee *October 2020* | Committee Officers Review Results *October 2020* | 2019 Leadership Announced to Committee *January 2021* |

Committee Work Plan and Board Reports

➢ **Committee Annual Work Plan:** The BIT Steering Group creates an Annual Work Plan (January) of projects that will benefit the airport industry as it relates to technology. The Work Plan is built on the foundations of the various Working Groups and the educational conferences the Steering Group organizes.

➢ **Committee Board Report:** The appropriate ACI-NA staff member produces three Committee Board Reports annually, for the ACI-NA Board of Directions (winter, summer, and fall) and the Committee Officers review and provide comments, if necessary.

➢ **Committee Participation Plan:** In accordance with the Operational and Procedural Guidelines for ACI-NA Standing Committees, Steering Groups, Working Groups and Task Forces, the BIT Committee has a Participation Plan posted to the ACI-NA website. The participation plan includes: committee purpose, committee structure, leadership roles & responsibilities, Steering Group meetings, steering group term limits, nomination and election process, committee membership and working group participation

Steering Group Time Commitment

➢ ACI-NA is only as strong as our members and their active engagement. Steering Group members will help ensure ACI-NA continues its long history of advocating on behalf of the industry as the Voice of Airports®.

➢ ACI-NA staff fully understands that every Steering Group and Committee member has a full-time job. Participation on the Steering Group is a voluntary role, that members have accepted on behalf of their organization.

➢ ACI-NA provides a platform for members to address challenges, issues, and opportunities in various ways. As Steering Group members, you are in an ideal position to address topics that are affecting the industry to the Committee leadership and with the appropriate ACI-NA staff member(s).

➢ Steering Group members are expected to participate on monthly conference calls and in-person meetings. We also encourage you to engage other members of your organization to participate on the various ACI-NA Committees and Working Groups.

➢ ACI-NA staff members are always available to provide support and guidance to the BIT Committee and we continuously look for feedback from members that increases your membership value on the Steering Group.

Steering Group Monthly Conference Calls

➢ The Steering Group has reoccurring monthly Steering Group calls to begin advancing the work of the committee. The monthly Steering Group Calls will be an opportunity to discuss:
  - ➢ Committee Business
  - ➢ Conference Planning/Updates
  - ➢ Committee Working Group Updates
  - ➢ Other Business

➢ Steering Group Calls will be held monthly (date/time TBC)
  - ➢ If the appropriate ACI-NA staff member, Chair, and Vice Chair are unavailable then the monthly call may be rescheduled for the following Friday.
  - ➢ The appropriate ACI-NA staff member will send out the 2021 meeting invites for 12 months in January 2021.

➢ Additional Steering Group calls may be scheduled, if deemed necessary by the Committee Chair or the appropriate ACI-NA staff member.

➢ The monthly Steering Group calls will focus on the planning for the Airports@Work Conference or the ACI-NA BIT Workshop at the Annual Conference. However, the Committee Chair will always welcome other topics members would like to bring to the attention of the Steering Group.

Steering Group Officers Role

- The BIT Steering Group has Officer positions, which comprise of:
  - Chair (1 year term)
  - Vice Chair (1 year term)
  - Immediate Past Chair (1 year term)

- Only the Steering Group Officers review and solidify the Steering Group election results.

- Other than the nomination process review, the Steering Groups Officers role is similar to the other Steering Group members, with the exception of the Committee Chair who will facilitate monthly conference calls, in-person meetings with the guidance of the appropriate ACI-NA staff member.

- If the Chair and Vice Chair are unavailable to participate on a monthly Steering Group call, the call will be rescheduled by the appropriate ACI-NA staff member.

- At the minimum, the Chair and Vice Chair should attend all in-person conference (ACI-NA Annual Conference and ACI-NA Airports@Work Conference)

- During the ACI-NA Annual Conference, the BIT Chair should attend the Board of Directors/Committee Chairs Luncheon (Saturday), Committee Chairs Information Exchange Breakfast (Sunday), and facilitate the BIT Committee Workshop (Saturday & Sunday).

- Also, current ACI-NA Committee Chairs are invited to the Annual CEO Forum (optional attendance)

- ACI-NA staff may communicate only with the Committee Officers if there is a sensitive topic that needs to be addressed by the Committee or ACI-NA staff.

BIT Steering Group WBP Affiliate Member Observers

➢ World Business Partners Affiliate Members in good standing are permitted to have one (1) non-voting observer seat on the ACI-NA Business Information Technology (BIT) Steering Group. A maximum of two (2) WBP Affiliate Observer seats are available on the BIT Steering Group in a given calendar year.

➢ World Business Partners Affiliate Members should contact ACI-NA if they are interested in becoming an Observer. This package is "one-stop-shop" with turnkey rights and benefits over the course of an entire year.

➢ Current 2020 WBP Affiliate Observer:
  ➢ SITA

➢ BIT Steering Observers are treated equally as an elected Steering Group member, thus invited to all Steering Group meetings and receive the same communication as other Steering Group members from the appropriate ACI-NA staff member.

➢ Please contact the appropriate ACI-NA staff member if you need additional clarification or would like additional information regarding the BIT Steering Group Observer.

BIT Committee Discussion Forums

➢ The **BIT Committee Centerlines Connect** is similar to a Listserv, and allow members to view archived discussions on the community platform, view member profiles, and contact them directly.

➢ Centerlines Connect is a space for the BIT Committee (Airport and WBP/Associate Members) to share questions, best practices, and engage in a dialog with your peers.

➢ **Cybersecurity Listserv (Airports Only)**

   ➢ Cybersecurity remains a high priority for airports. Cyber threats are a complex and ever-present risk in today's operating environment. The ACI-NA BIT Committee has created a Chief Information Security Officer (CISO) Listserv. This forum is for airport members to share information, best practices, and engage in a dialog with your peers. The Listserv is only open to airport employees.

   ➢ If you or any of your colleagues that are responsible for cybersecurity at your airport would like to be added to the Listserv, please contact Aneil Patel.

ACI World IT Standing Committee

➢ The mission of the ACI World Airport Information Technology Standing Committee (the "Committee") is to formulate Recommended Practices (RPs) and develop guidelines, benchmarking and training materials to help airports find the best business solutions for themselves, their partners and their customers in the fields of airport IT initiatives.

➢ The Committee Strategic Objectives are the following:

   ➢ To establish industry airport IT Policy Guidelines and Recommended Practices (RP).
   ➢ To promote the airport-wide IT strategy, and support airports implementing their IT strategy in a secure, efficient and sustainable manner.
   ➢ To optimize the use of new and existing technologies according to passenger needs and expectations, air transport demand and end-user requirements.
   ➢ To encourage and support innovation, research and development.
   ➢ To foster cooperation, information sharing and capacity building across ACI airport members on IT related issues.

Intelligence

➢ ACI-NA offers a variety of research and resources to help members stay ahead of the curve to best serve their passengers, customers and communities. From fact sheets on policy issues to surveys, reports and resources to travelers tools, ACI-NA has the tools you need to stay informed.

➢ Examples of resources that might be of interest to the BIT Committee include:
  ➢ ACI Annual Traffic Reports
  ➢ Concessions Benchmarking Survey
  ➢ Guest Experience Survey
  ➢ Financial Benchmarking Survey
  ➢ Traveler Tools

➢ Committee members and ACI-NA participate on the Airport Cooperative Research Program (ACRP) which is an industry-driven, applied research program that develops near-term, practical solutions to problems faced by airport operators. ACRP is managed by the Transportation Research Board (TRB) of the National Academies and sponsored by the Federal Aviation Administration (FAA). The research is conducted by contractors who are selected on the basis of competitive proposals.

Industry Issues, Challenges & Opportunities

➢ As the Voice of Airports®, it is ACI-NA's mission to advocate policies and provide services that strengthen commercial airports' ability to serve their passengers, customers and communities.

➢ ACI-NA is always conscious in a dynamic industry, that issues, challenges or opportunities arise within the industry that has an impact on airport and/or associate members.

➢ As an airport trade association, ACI-NA has the resources and capabilities to address these topics in a way that promotes membership engagement and transparency for the industry.

➢ This may involve collaboration with other ACI-NA Committees or government agencies and ACI-NA staff are in the position to provide guidance and support to the membership.

➢ ACI-NA can only provide the necessary support and membership value, if airports and/or associate members approach the appropriate ACI-NA staff member(s). Thus, we encourage Steering Group and Committee members to communicate with ACI-NA staff if they feel a specific topic needs to be addressed within the industry.