

## **2025 BUSINESS INFORMATION TECHNOLOGY COMMITTEE WORK PLAN**

### **Artificial Intelligence**

Advances in Artificial Intelligence, particularly Generative AI, have emerged as a top transformative technology that many airports are investigating. The Committee will continue to promote the sharing of potential use cases, development of guidelines and policies for appropriate usage, results of any proofs of concepts, and sharing of solicitations. AI will be a consistent topic on conference agendas for the foreseeable future given the broad interest and potential to enhance customer experience and operations. In addition, this is an area where the BIT Committee will look to partner with other ACI-NA committees for impactful presentations.

### **Cybersecurity**

As cyber threats evolve at a concerning pace, safeguarding airport systems and data has become an urgent priority for airport executives. The complexity and scope of cybersecurity challenges now impact every aspect of airport operations, making it a critical, cross-functional concern for all stakeholders. ACI-NA will remain proactive in fostering collaboration with key federal agencies to strengthen the collective defense against these growing threats. Furthermore, ACI-NA will continue to facilitate a platform for airports to exchange best practices, enhance cyber governance, and improve stakeholder engagement in managing cybersecurity risks.

### **Airport Technology Modernization Programs and Innovation**

The Committee will provide a platform to discuss airport technology modernization programs and innovation, with technology being one component. Technology programs also focus on non-aeronautical revenue, business development, passenger experience, and a process centered on people. Steering Group members will share different approaches to structuring programs at airports. In addition, the Steering Group will look at opportunities to engage WBP/Associate members to help improve airport operations, sustainability, passenger satisfaction, and passenger processing.

### **Procurement Strategy**

Efficiently acquiring hardware, software, and services is a top priority for airport technology leaders, especially given the swift pace of technological evolution. The BIT Committee will continue to focus on this challenge in 2025, aiming to facilitate the sharing of information, resources, and techniques for the swift evaluation and awarding of contracts. While there is no formalized plan to institute a dedicated working group specifically for this challenge, the committee will integrate it as a recurrent agenda item during scheduled meetings. The intention is to stimulate ongoing discussions, leveraging the collective expertise of committee members, and to gauge the evolving needs of the technology landscape.

### **Common Use and the Future of Passenger Processing**

The Committee is dedicated to maintaining a platform for airports to coordinate with stakeholders on passenger processing topics, addressing aspects related to governments, technology, and industry standards. This involves working on innovative and recommended practices to enhance the airport process, emphasizing efficiencies for both passengers and airports. The ongoing collaboration includes engaging with government agencies, airlines, and other stakeholders to improve the end-to-end passenger journey from ticket purchase to arrival, including utilizing adoption and advancements in biometrics. Additionally, the Committee will persist in collaborating with IATA, focusing on discussions related to agent-facing equipment in a common-use environment. Steering Group members will actively participate in the IATA Common Use Working Group, contributing to discussions and implementing minimum business requirements for stakeholders.

### **Collaboration, Communication, and Information Sharing**

The Committee will facilitate collaboration of relevant Business Information Technology topics amongst North American Airports. In addition, the committee will facilitate collaboration, coordination, and information sharing between key stakeholders as described below:

#### **Information-Sharing Committee Airport-Only Calls:**

The Committee will continue to host regular airport-only information-sharing calls providing an opportunity for airports to share information on challenges and strategies airports are undertaking related to airport technology. When appropriate, ACI-NA staff will provide legislative and regulatory updates.

#### **ACRP Project Coordination:**

The Steering Group will take the lead in preparing ACRP Problem Statements addressing airport technology topics, with input solicited from the Committee. ACI-NA staff will actively participate in project panels and keep the Committee informed about upcoming ACRP projects, ensuring their engagement in project panels.

#### **Collaboration with ACI-NA Committees:**

The Steering Group will strive to enhance engagement with inactive BIT airport members and foster their active participation. Additionally, it will prioritize enhancing cross-committee collaboration to address both current and emerging industry challenges. The Committee will coordinate with key ACI-NA Committees, including Environmental Affairs, Facilitation, Finance, Operations, Planning, Safety, Infrastructure & Development, and Public Safety and Security, to foster synergies and drive collective solutions. The Finance committee is starting a new Procurement working group and the BIT Committee will pursue opportunities to collaborate and provide input to the new working group's objectives.

#### **Effective Communication with Board Liaison**

Committee leadership and ACI-NA staff will work closely with the ACI-NA Board Liaison to effectively communicate the BIT Committee's initiatives, ensuring the Board is well-informed and appreciates the significance of the committee's work.

### **Conferences**

Organize and develop the Airports@Work Conference educational program in collaboration with the Environmental Affairs, Operations, Planning, Safety, Infrastructure & Development Committees.

Organize and develop the BIT Committee Workshop at the ACI-NA Annual Conference & Exhibition with the input of Steering Group members. The Steering Group will hold a series of planning calls to identify educational sessions and speakers for upcoming 2025 and 2026 conferences.