



Case Study: Flexible Provisioning at Fresno-Yosemite International Airport

Mark Sapp - AirIT

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Understanding Flexible Provisioning

Airport Information Technology & Systems (IT&S)

BEST-PRACTICE GUIDELINES FOR THE AIRPORT INDUSTRY



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Understanding Flexible Provisioning

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- Today, IATA is in the process of revising this standard and renaming it RP 1797x “Common Use Passenger Processing Systems (CUPPS).”



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- CUPPS supports an open architecture system, grants airlines the ability to access their respective networks and process passengers with homogenous versions of their related applications from any of the CUPPS workstations.



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- In addition to CUPPS, “Flexible Provisioning Environments” (FPE) provide a flexible network communications infrastructure to support each individual airline’s native systems in a dynamic environment.
- Why is FPE taking hold? Virtualization and advancements in secure network technologies provide an attractive alternative to traditional CUPPS systems.



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- This designation can tie to minimum operational requirements (i.e. - eight turns per day on a gate or 10 hours per day at a ticket counter position).
- At preferred use locations, individual airlines may install their own peripherals, such as PCs and printers.



Understanding Flexible Provisioning

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- Both types of locations would be wired with shared bandwidth data outlets. This allows the airport to change the designation between preferred and shared use as airline business models change over time.



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- At shared use locations, when an airline is assigned a particular location, each carrier's personnel login to the local workstations with their respective airline's affiliation.
- The shared use workstation is logically partitioned (i.e. – virtualized); each partition includes the data sets necessary for a fully functional native airline systems environment.
- Using this approach, no certification is required for the airline applications for each of the particular CUPPS vendor's systems.



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- The airlines retain responsibility for their WAN links and individual data processes.
- Therefore, each airline maintains its own data system and there is no security concern over links to their reservation system.



Fresno-Yosemite International Airport's Ticket Lobby Renovation Project Objectives

- Address existing asbestos abatement issues
- Modernize the airport's dated ticketing lobby
- Minimize disruption for passengers
- Contain airline costs during the renovation
- 'Futureproof' ticket lobby for the foreseeable future
- Replace failing MUFIDS



Ticket Lobby Renovation Project Challenges

- Minimize operational disruption and passenger confusion during the 16 month, three phase renovation process
- Overcome their airline community's passenger processing system multiple relocation concerns during the renovation
- Lack of available funding to accommodate changes



Management's New Role-Shift Challenges

- Value-add service providers...as opposed to *“caretakers”*
- Public-private partnership mindset...as opposed to *“landlords”*
- Become *“Visionary stewards of the public purse”*
(i.e. – sustainability)



Why Flexible Provisioning Made Sense

- Provided a highly flexible and sustainable solution to optimize key airport assets
- Facilitated seamless customer service delivery to empower airline partnerships
- Significantly less expensive than bricks, mortar, steel and glass construction...and was eligible for PFC funding



The Flexible Provisioning Action Plan

- Select a vendor provider willing to finance the shared use passenger processing system hardware and to provide ongoing integrated systems support
- Use available PFC funds to acquire a head-end IT system to concurrently facilitate MUFIDS and shared use passenger processing
- Deliver native airline passenger processing and branding over the airport's data network infrastructure



Notable Flexible Provisioning Quotes: Russ Widmar, Fresno-Yosemite Airport Director

“For me, making the investment in IT and shared use makes a whole lot more sense than trying to expand the building. You get so much extra capacity by going to shared use that you don’t have to build infrastructure.”

“Flexible provisioning allows us to slide over and just use any ticket counter that’s available.”



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“The airlines no longer send people out from their corporate IT departments to fix printers and replace workstations. All we’re doing is extending their own system on airport-provided plumbing. It’s a utility.”

“You can’t justify building when you have an alternative like this. Why would you spend to build?”

Fresno-Yosemite's Ticket Lobby Today

