# Harnessing Digital Transformation for Airport Business Growth Training Course



19 - 23 Oct 2026

Cape town

4600 € (Per Person)

Ref: #AIR1257_268510

## Course Introduction / Overview:

The aviation industry is on the brink of a major technological shift, and digital transformation is no longer an option. It is a necessity for airports that want to remain competitive and efficient. This training course is designed to equip professionals with the strategic mindset and practical knowledge needed to lead digital initiatives in the airport business. Participants will explore how technologies like AI, IoT, and big data analytics can be leveraged to streamline operations, enhance the passenger experience, and unlock new revenue streams. As noted by academic author Michael E. Porter in his book "Competitive Advantage: Creating and Sustaining Superior Performance," technology can fundamentally change the competitive landscape of an industry. BIG BEN Training Center is pleased to offer this program, which focuses on the strategic implementation of digital tools to create a seamless, data-driven, and hyper-connected airport. The course will address the challenges of legacy systems and data security while providing a clear roadmap for modernization. You will learn to build a business case for digital investment, manage change effectively, and foster an innovative culture that embraces technology, ensuring your organization's long-term success.

## Target Audience / This Training Course is Suitable for:

- Airport operations managers.
- IT and digital strategy leaders.
- Commercial and business development managers.
- Customer experience specialists.
- Innovation and technology managers.
- Strategic planners.
- Government and civil aviation authority officials.

## Target Sectors and Industries:

- Commercial and cargo airports.
- Airlines and ground handling companies.
- Aviation security firms.
- Airport retail and concessionaires.
- Government agencies and transport authorities.
- Aviation technology providers.
- Urban planning and smart city initiatives.

## Target Organizations Departments:

- IT and technology departments.
- Operations and terminal management.
- Commercial and marketing departments.
- Strategic planning departments.
- Finance and business intelligence departments.
- Customer service departments.
- Security departments.

## Course Offerings:

By the end of this course, the participants will have able to:

- Develop a strategic roadmap for digital transformation in an airport.
- Leverage big data and analytics to optimize operations and passenger flow.
- Implement smart technologies such as biometrics, IoT, and AI.
- Enhance the end-to-end passenger experience with digital tools.
- Identify new revenue streams through data monetization and digital services.
- Manage the cybersecurity risks associated with digital transformation.
- Lead change and foster a culture of innovation within their organization.

## Course Methodology:

This training course uses a project-based and case-study approach to ensure practical mastery of the concepts. Participants will work in groups to design a digital transformation plan for a hypothetical airport, tackling real-world challenges like system integration and stakeholder buy-in. The program includes workshops on data analysis and technology selection, allowing you to gain hands-on experience with the tools and frameworks used in digital strategies. Our instructors are seasoned experts who will share their extensive knowledge and provide personalized feedback on your plans. BIG BEN Training Center believes in a collaborative learning environment where you can learn from your peers and build a network of fellow innovators. The course is designed to be highly interactive, ensuring that you leave with a clear, actionable plan and the confidence to lead digital change in your own organization.

## Course Agenda (Course Units):

### Unit One: The Strategic Imperative of Digital Transformation.

- Defining digital transformation in the airport context.
- Identifying the key drivers of digital change.
- Analyzing the current state of digital maturity.
- The role of data, AI, and IoT in aviation.
- Building a business case for digital investment.
- Overcoming barriers to digital transformation.
- Case study: a successful airport's digital strategy.

### Unit Two: Optimizing Operations with Smart Technology.

- Using sensors and IoT for real-time asset management.
- Predictive analytics for operational efficiency.
- Digital twins for airport planning and management.
- Automating airside and landside operations.
- Improving baggage handling with smart systems.
- Optimizing energy use with smart infrastructure.
- Workshop: a mock airport operational data analysis.

### Unit Three: Enhancing Passenger Experience.

- Biometrics and frictionless passenger journeys.
- Mobile applications and personalized services.
- Digital signage and wayfinding.
- Creating a seamless omnichannel experience.
- Monetizing digital touchpoints.
- Cybersecurity and data privacy for passengers.
- Discussion: the future of the connected traveler.

## Unit Four: Data-Driven Commercial and Revenue Growth.

- Understanding the value of airport data.
- Strategies for data monetization.
- Personalized marketing and retail strategies.
- New digital revenue streams from services.
- The role of AI in commercial decision-making.
- Developing a digital ecosystem of partners.
- Group project: a new digital revenue concept.

## Unit Five: Leading Digital Transformation.

- Building a digital-ready culture.
- Change management in a large organization.
- Talent acquisition and upskilling for the digital age.
- Risk management in technology adoption.
- Measuring the ROI of digital initiatives.
- Creating a continuous innovation cycle.
- Final presentation: a digital transformation plan for your airport.

# FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

How can an airport effectively integrate new digital systems with existing legacy infrastructure without disrupting critical operations or compromising security?

## What unique qualities does this course offer compared to other courses?

This training course is unique because it provides a holistic and strategic approach to digital transformation in airports. It is not a technical course, but rather a guide for leaders who need to understand how to leverage technology to drive business growth. We go beyond theoretical concepts and focus on practical applications, including how to build a business case, manage change, and measure the ROI of digital projects. This program is distinguished by its emphasis on the end-to-end passenger journey and the identification of new revenue streams through data monetization. Our curriculum, informed by academic research and industry best practices, provides a comprehensive roadmap for anyone seeking to lead their organization into the digital future. You will leave with a clear plan, a new way of thinking, and the confidence to drive significant change.