Grand Showcase

Wednesday 30 – Thursday 31 May 2012
Brisbane Airport Corporation (BAC),
Queensland, Australia

AGENDA

Venue: Amsterdam and Brisbane Rooms, BAC

Wednesday 30 May, Day 1

1.00-1.30 Arrival & Registration

1.30-1.45 Grand showcase commences. Introduction by Prof Prasad Yarlagadda, Project Director & Dr Clinton Fookes, Airports of the Future, QUT. Introduction of keynote speaker 1.

1.45-2.15 Keynote Address – Mr Dennis Chant, Managing Director, Queensland Airports Limited

2.15-2.45 Incident Response: Business Continuity Model (BCM) and Incident Response Management (IRM) teams

2.45-3.00 Afternoon tea break

3.00-4.00 Terminal Design: Airport Information Model, Complex Systems and Human Systems teams

4.00-4.45 Workshops (Human Systems workshop and Incident Response workshop)

4.45-5.00 Open questions

5.00 Close
Thursday 31 May, Day 2

9.00-9.10  Welcome to day and introduction of keynote speaker 2

9.10 – 9.40  Keynote Speaker – Mr Alex MacDowell, Operations Director, Northern Territory Airports

9.40 -10.40  **Passenger Experience:** Business Process Modelling & Human Systems teams

10.40-10.55  Morning tea break

10.55-11.55  **Border and Aviation Security:** Intelligent Surveillance team and Identity Management teams

12.00-1.30  Lunch (includes time to view project posters and team demonstrations)

1.30- 2.30  **Operations Management:** Complex Systems and Airport Information Model teams

2.30-3.30  Workshop (Complex Systems team)

3.30-3.45  Afternoon tea break

3.45-4.45  Panel Discussion

   Topic: Impact of new screening measures on outbound Passengers

4.45  Close

*Following the official close of the showcase, attendees are welcome to stay to network with the project team.*
KEYNOTE SPEAKERS

**Dennis Chant** is the Managing Director of Queensland Airports Limited, the owner-operator of Gold Coast, Townsville, Mount Isa and Longreach Airports in Australia, ground handling company Aviation Ground Handling (AGH) and MRO Company, Worland Aviation. Dennis has had 40 years experience in the aviation, maritime and tourism industries in Australia and internationally.

He was responsible for the management and development of Cairns International Airport following its transfer from the Federal Government to the Cairns Port Authority in 1981. In his twelve years at Gold Coast Airport, he has initiated marketing and development strategies focussed on exploitation of its leisure travel potential. Over the last five years he and his team have had responsibility for acquisition of Townsville and Mount Isa Airports and developing Queensland Airports Ltd into the largest operator of regional airports in Australia. Under his leadership, QAL and its airports have been active sponsors of many events across Queensland including the Gold Coast Airport Marathon and the Queensland Tourism Awards.

Dennis holds a BTECH (QUT) in civil engineering, a master’s degree in business administration and company director’s diploma. He has completed the Senior Airport Management Course at the International Aviation Management Training Institute in Montreal. He is a member of the Institution of Engineers Australia, a Registered Professional Engineer and a member of the Australian Institute of Company Directors.

Keynote Topic:  
Current Trends and Challenges of Regional Airports

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**Alex MacDowell** commenced as the Operations Director for Northern Territory Airports in late 2010 and has responsibility for 3 airports within the Northern Territory – Darwin, Alice Springs and Tennant Creek, covering airport planning, day to day operations, infrastructure and project delivery and asset management.

Alex’s experience in the aviation industry spans both the public and private enterprise arenas for over 15 years.

Prior to moving to the Northern Territory, Alex worked at the Brisbane Airport Corporation for 7 years in positions of a technical nature covering project management and asset management. He also worked with the Australian Army for 10 years. During this time Alex worked in the areas of operations, master-planning, facilities management and project management in remote localities in Australia and in the South West Pacific.

Alex is a civil engineer by background and has broadened his education through a Master of Technology Pavements as well as a master’s degree in business administration.

Keynote Topic:  
‘Impact of government policy on screening methods and introduction of new equipment like full body scanners in Australian airports’
Prior to NQA Jonathan resided for over 2 years in Abu Dhabi UAE where he worked as a principal for a US strategic safety and security consultancy, Good Harbor Consulting LLC. Whilst living in the Middle East he provided consultancy services to a range of government clients, offering a focus on risk, infrastructure resilience, government safety, security and emergency management policy within the transport sector.

Prior to moving to Abu Dhabi Jonathan spent, over four years working with the Australian Government Office of Transport Security where he established and managed the Northern Territory Darwin office; prior to that for over 3 years he managed security and emergency planning with Jet Systems Australia (Cobham Australia); and, over eleven years with SA Police in numerous operational roles.

Jonathan holds tertiary qualifications in risk, business, security operations and government compliance, as well as professional qualifications: ICAO Aviation Security Nation State Inspector, ICAO/Concordia University, John Molson Graduate School of Management, Aviation Security Professional Manager and others

Peter Robertson, General Manager, Aviation Security Branch, Australian Department of Infrastructure and Transport

Peter joined the Commonwealth Public Service in 1979 after training initially in the RAAF as a pilot. He has qualifications in public policy, legal studies, economics and accounting.

He has worked primarily in policy and regulatory areas affecting the aviation, maritime, communications and land transport industries. Most recently his work has been focussed on the technical regulation of the vehicle industry, overseeing maritime regulation, road safety policy and establishing a national heavy vehicle regulatory authority. He took up his current position as head of the department’s Aviation Security Branch in September 2009. His responsibilities in this position include policy support to the transport minister on aviation security matters, as well as being the Australian member of the Aviation Security Panel of ICAO.

Peter also leads the Australian participation in the APEC Transportation Working Group.

John Nahyna has been working for Melbourne Airport for over 30 years in both Human Resources and Operational roles as follows:

- 1988 – 2001 Human Resources Manager
- 2002 – 2004 Airfield Operations Manager
- 2005 – 2011 General Manager Airport Operations
- 2012 – Current Head of Customer Service Delivery

In his time as General Manager Airport Operations, Melbourne Airport’s international passenger numbers increased by around 70% during a period that saw the real emergence of low cost carriers within the Australian market and significant changes to the security landscape.

In his current role, John is responsible for the development of the Airport’s Customer Service Strategy and Performance Standards, as well as innovative operational solutions.
Panel Discussion

Impact of new screening measures on outbound Passengers

Thursday 31 May, 2012
Time: 3:45 to 4:45pm

Brief Profile of the Panellists

Stephen Goodwin commenced with BAC in 1997 as the Manager of Human resources, until appointed in April 2002 to the position of General Manager Operations.

Stephen is responsible for the ongoing operation of BAC’s core Airport activities which include: Terminal and Airside Operations, Security and Emergency Services, Environment and Airport Approvals.

Stephen spent over 13 years in the Chemical Industry, with Comalco and ICI Dulux Paints, in various Operational, Logistics, Manufacturing and HR roles.

Stephen has a Bachelor of Economics from the University of Queensland, and is a member of AICD. In 2010 Stephen completed the Advanced Management Program, AMP, held at INSEAD, Fontainbleau, Paris, the number 1 ranked Management School in the world, 2010.

Stephen became a Board Member of the Australian Airports Association and Chair of the Australian Airports Association Queensland Division in 2005 and was elected National Chairman of the Australian Airports Association in 2011.

Commander Grant Edwards joined the AFP in 1985 and has operated as an investigator within a variety of criminal investigation and intelligence streams. He has served in Canberra, Sydney, Newcastle and as three years as a Police Liaison Officer in Los Angeles, USA.

In 2006 Grant was promoted to the rank of Commander and in 2008 was posted to Timor-Leste in a multi faceted role responsible for managing the implementation of the enhanced Timor-Leste Police Development Program (TLDPD) and executive leadership of the AFP’s United Nations commitment in Timor-Leste (UNMIT). Grant also doubled as the Security Advisor to the Secretary of State for Security within the Government of Timor-Leste.

Grant holds a number of academic qualifications including a Bachelor of Arts (ANU) and post graduate qualifications in leadership and policing studies through the Australian Institute of Police Management and Charles Sturt University. He is a graduate of the FBI Law Enforcement Senior Executive Program and is a member of the Australian Institute of Company Directors.

He is currently the Airport Police Commander for Brisbane and also responsible for the management and oversight of Cairns and Gold Coast Airports.

Jonathan Jackson is an experienced risk manager with over twenty-one years of experience across the security, safety, and emergency management and law enforcement fields. He holds the position of Manager – Compliance and Contingency with North Queensland Airports Group (NQA) and within his current role he has responsibility for management and oversight of operational and occupational risk across safety, security, environment, emergency management and business continuity.
**Workshop Content:** Prior to the workshop, a discussion paper outlining the need for usage scenarios and how they are characterised will be distributed to participants to maximise workshop outcomes and assist workshop preparation. This paper will be based on a Concept of Operations (CONOPS) framework for complex systems modelling that was developed by AotF [2-3]. The workshop itself is to be conducted as an expert elicitation workshop. Predominantly, the outcomes of the workshop shall include specific and detailed usage scenarios for a performance framework. These scenarios shall include details such as the performance metrics of interest and the context and situations under which they are of interest. Additionally, they shall describe how the usage of the model fits within stakeholder organisational policies and/or processes. Furthermore, the scenarios shall include high level modelling requirements and preliminary data requirements. Finally, it is necessary to identify the priority of the developed usage scenarios as the performance framework trial shall address a shortlist of three such scenarios. It is desirable to have consensus on what usage scenarios are most important in the context of a NPFC performance framework. This will be a joint workshop run by AotF in conjunction with ACBPS. Please refer to the performance framework trial project management plan [4] for more details.

**Target stakeholders:** minimum participants include ACBPS, representatives from the two trial airports with management and operational roles (i.e. those who can inform usage scenarios). These could include those who have expertise in and/or who are involved in performance analysis, planning and design, and data capture, management and analysis. Ideally, the workshop shall have participants from the airports, operators of the Entry Control Point (ECP), baggage reclaim hall and Secondary Examination Area (SEA).

**Estimated Length of Time:** 1 hour

**References:**

Workshop Proposals

1) Incident Response Workshop
Wednesday, 30 May 2012
Time: 4.00-4.45pm

Title: Airport Agility
The workshop focuses on enhanced crisis decision-making thorough developing and tasking of agile high performance teams. It will be co-presented presented by Dr Paul Barnes from QUT and Rick Huriwai from BAC. The session will be interactive with the audience and will reflect the challenges Rick and BAC are facing in regards to enhancing crisis response mechanisms and capabilities. It will also highlight the work the IRBCM Program is doing with BAC.

2) Human Systems Workshop
Wednesday, 30 May 2012
Time: 4.00-4.45pm

In this workshop, the Human Systems team will discuss with participants to further understand their needs regarding passenger experience. The outcome of the workshop will be a prioritised list of issues raised about passenger experience in airports. One month after the workshop, the Human Systems team will provide all partners with a brief report indicating priorities where further research is required.

3) Complex Systems Workshop
Thursday, 31 May 2012
Time: 2.30-3.30pm

Title: Usage scenarios for a performance framework
Project Background: Australian Customs and Border Protection (ACBPS) has been working in collaboration with the Complex Systems (CS) stream of the Airports of the Future (AotF) project in developing a complex systems model for a performance framework. The performance framework is a key initiative of the National Passenger Facilitation Committee (NPFC) which is chaired by ACBPS. This framework is motivated in part by the requirements on passenger facilitation as specified in Annex 9 of the Convention on International Civil Aviation [1] of which Australia is a signatory. The primary interest of the NPFC in regards to the performance framework is to provide a means for supporting the reporting of facilitation performance and to support decision making at Australian international airports. This project seeks to refine, implement and validate, at two trial airports, the pilot complex systems Bayesian Network (BN) model that has been developed by AotF in collaboration with ACBPS. The pilot model is based on the collection of metrics and sample data as described in the original Rehbein AOS Airport Consulting report that was commissioned by ACBPS on behalf of the NPFC. Note that validation comprises a number of components and approaches, including the validation of the network structure, the quantification of the model and in terms of model outputs. The components of the validation process will be detailed and confirmed prior to the commencement of the trial.

Workshop Objective: The primary objective of the workshop is to develop detailed usage scenarios for a performance framework CS BN model. As part of this process, a secondary objective is to ascertain the data requirements and model capabilities required to enable these scenarios.