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COURSE BROCHURE

Digital Transformation in Aviation Training Course

15 – 19 November 2027
Madrid

Digital Transformation in Aviation Training Course

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Digital Transformation in Aviation is a 1-week training course for airline and airport managers leading passenger, operations and maintenance technology change, who leave with an aviation digital transformation roadmap for one business unit. Travellers now expect to check in, drop bags and board with a phone or a face scan, while engineers expect aircraft data to warn of failures before they ground a flight. The course is delivered by Jupiter Prime Training.

Why Digital Transformation in Aviation Matters Now

Three groups are pushing airlines and airports to change how they use technology. Passengers compare every airport and carrier with the smoothest app they use at home and judge a trip by queues at check-in, security and boarding. Operations and engineering leaders see that connected aircraft, ground equipment and sensors produce data that can cut delays and unplanned maintenance. Shareholders and governments want new capacity from existing terminals and fleets rather than costly expansion. A carrier or airport that sequences its digital projects well gains faster journeys and higher asset use; one that buys disconnected systems ends up with duplicated data and frustrated staff. The course rests on the digital passenger journey model, platform thinking and structured change leadership.

Who Gains Most from Digital Transformation in Aviation

- Customer experience leads who own the passenger journey from booking to arrival
- Airport and airline operations leads who sponsor technology for terminals, ramps and control centres
- Engineering and maintenance leads considering connected aircraft and predictive tools
- IT and data leads who choose platforms, integrations and data-sharing agreements
- Project and change leads who carry new systems into daily work

An airline or airport gains most when its customer, operations and IT leads attend together and agree one sequence for digital investment.

Digital Transformation in Aviation Capabilities

Participants practise judging aviation technology by the journeys, turnarounds and maintenance events it improves, not by the features vendors promise.

- Assess the current passenger journey for friction at check-in, bag drop, security and boarding — customer experience director
- Weigh biometric and self-service options against privacy, cost and throughput — terminal and security leads
- Specify data platform and sharing needs between airline, airport and handler systems — IT architecture board
- Calculate the operational value of predictive maintenance on a fleet — engineering and finance heads
- Design adoption plans for front-line agents, ground staff and engineers — department heads
- Build a sequenced roadmap with measures of success — executive committee

Key Digital Transformation in Aviation Terms

- Digital passenger journey — the sequence of digital touchpoints a traveller uses from booking through boarding to arrival.
- Biometric boarding — identity checks using face recognition so passengers pass gates without showing documents.
- Common-use self-service — shared kiosks and bag drops that several airlines use in the same terminal.
- Predictive maintenance — the use of aircraft and component data to forecast failures and plan repairs before they occur.
- Data platform — a shared environment that stores and connects operational, passenger and maintenance data for many uses.
- Digital twin — a live virtual model of a terminal, airfield or aircraft used to test decisions before acting.

Digital Transformation in Aviation Day by Day

Day 1: Digital Pressures on Airlines and Airports

- Aviation Digital Maturity Scan — Where the Business Unit Stands Today
- Passenger Expectation Benchmarks — Retail and Travel Comparisons
- Capacity Constraints and Technology — Terminals, Stands and Fleets
- Ecosystem Map — Airlines, Airports, Handlers and Border Agencies
- Digital Investment Cases From Two Sectors — Lessons for Aviation

Day 2: The Digital Passenger Journey

- Journey Mapping Method — Pain Points From Booking to Arrival
- Mobile and Self-Service Check-In — Adoption and Agent Redeployment
- Biometric Identity and Boarding — Privacy, Consent and Throughput
- Automated Bag Drop and Tracking — Mishandling Reduction
- Disruption Messaging and Rebooking Apps — Passenger Trust During Delays

Day 3: Data Platforms and Operations

- Aviation Data Platform Design — Sources, Ownership and Access
- Data Sharing Agreements — Airline, Airport and Handler Partners
- Operational Dashboards — Turnaround and Queue Visibility
- Digital Twin of Terminal Operations — Testing Layout and Staffing Choices
- Cyber and Privacy Safeguards — Protecting Passenger and Flight Data

Day 4: Predictive Maintenance and Change Leadership

- Connected Aircraft Data Streams — Health Monitoring Inputs
- Predictive Maintenance Business Case — Avoided Delays and Spares
- Engineering Workflow Redesign — Planners and Technicians Using Alerts
- Change Readiness Assessment — Front-Line Staff and Unions
- Adoption Measures — Usage, Satisfaction and Process Compliance

Day 5: Practising the Aviation Digital Transformation Roadmap

- Passenger Journey Redesign Exercise — Applying Journey Mapping and Biometrics
- Data Platform Scoping Exercise — Applying Sharing Agreement Principles
- Maintenance Value Estimate — Applying the Predictive Business Case
- Initiative Sequencing Matrix — Value, Effort and Dependencies
- Aviation Digital Transformation Roadmap — Phases, Owners and Success Measures

Applying Digital Transformation in Aviation After the Course

- Map one passenger journey end to end with frontline staff and rank the three biggest points of friction for digital fixes.
- Present a draft roadmap with sequenced initiatives and measures to the business unit's leadership for challenge and priority setting.

Digital Transformation in Aviation Questions FAQ

What is digital transformation in aviation, and why does it matter now?

Digital transformation in aviation is the redesign of passenger journeys, operations and maintenance around connected data and self-service technology. It matters now because travellers expect seamless journeys and airlines and airports must get more capacity from existing terminals and fleets.

Which roles gain most from digital transformation in aviation training?

Customer experience, operations and IT leads at airlines and airports gain most, followed by engineering and project leads. If you sponsor, choose or roll out aviation technology, you gain a way to sequence projects by passenger and operational value.

How does digital transformation in aviation training differ from a general digital transformation course?

It works through aviation cases rather than general business models. A general course covers strategy and operating models across industries; this course focuses on biometric journeys, common-use self-service, airport data platforms and predictive maintenance in five focused days.

What do you bring back from digital transformation in aviation training?

You bring back a sequenced roadmap for one airline or airport business unit, with initiatives, owners and success measures. It gives your leadership a clear basis for investment and adoption decisions.

Digital Transformation in Aviation: The Way Forward

The aviation digital transformation roadmap first informs which passenger or operational initiative is funded first and which waits for data foundations. Customer, operations and IT leads use it to align budgets and vendors. After the first initiative goes live, revisit adoption and journey measures to decide whether the sequence still holds.