

TUESDAY, APRIL 3rd (Optional Training Day for Americas' Users)

8:00AM – 9:00AM	Breakfast & Registration Open (<i>San Polo grand ballroom</i>)		
	BUSINESS SYSTEMS/PROPworks®	OPERATIONAL	PASSENGER PROCESSING
9:15AM – 10:15AM	T1. Using the New and Improved File Loader Audience: Functional <i>Toscana 1</i>	T2. Functional Introduction to AODB/RMS & New System Features Audience: Functional <i>Toscana 3</i>	
10:15AM – 10:30AM	Break		
10:30AM – 12:00PM	T1. Using the New and Improved File Loader (Cont'd) Audience: Functional <i>Toscana 1</i>	T2. (Cont'd) Functional Introduction to AODB/RMS & New System Features Audience: Functional <i>Toscana 3</i>	T3. CUSS Operational Maintenance Audience: Airport IT/Ops <i>Toscana 4</i>
12:00PM – 1:00PM	Lunch (<i>San Polo grand ballroom</i>)		
1:15PM – 2:15PM	T4. Aviation Statistics Training Audience: Functional <i>Toscana 1</i>	T2. (Cont'd) Functional Introduction to AODB/RMS & New System Features Audience: Functional <i>Toscana 3</i>	T5. LDCS Administrator and User Training Audience: Airport IT/Ops <i>Toscana 4</i>
2:15PM – 2:30PM	Break		
2:30PM – 3:30PM	T4. Aviation Statistics Training (Cont'd) Audience: Functional <i>Toscana 1</i>	T6. Data Archival and Retrieval (DAR) and Crystal Reporting Audience: Functional <i>Toscana 3</i>	T7. EASE™ Maintenance & Support Audience: Airport IT <i>Toscana 4</i>
3:30PM – 3:45PM	Break		
3:45PM – 4:45PM	T4. Aviation Statistics Training (Cont'd) Audience: Functional <i>Toscana 1</i>	T6. (Cont'd) Data Archival and Retrieval (DAR) and Crystal Reporting Audience: Functional <i>Toscana 3</i>	
7:00PM – 9:00PM	Welcome Reception and Entertainment: Venetian Pool		

8:00AM – 9:00AM	Breakfast & Registration Open (<i>San Polo grand ballroom</i>)		
	BUSINESS SYSTEMS/PROPworks®	OPERATIONAL	PASSENGER PROCESSING
9:00AM – 9:15AM	Agenda Introduction		
9:15AM – 10:00AM	Conference Opening Remarks <ul style="list-style-type: none"> Amadeus Airport IT ‘State of the Industry Update,’ by John Jarrell, Head of Amadeus Airport IT <i>San Polo grand ballroom</i>		
10:00AM – 10:15AM	Break		
10:15AM – 11:15AM	Panel Session: Strengthening the Airport Value Proposition – Using Technology to build value for airlines and passengers Panel discussion moderated by: Alexander Michael, Frost & Sullivan <i>San Polo grand ballroom</i>		
11:15AM – 12:00AM	General Session: The Compass Rose for Tomorrow’s Airports <ul style="list-style-type: none"> Innovation lives somewhere between evolution and revolution; explore the path where innovative technologies are defining an improved day-of-travel customer experience. <i>San Polo grand ballroom</i>		
12:00PM – 1:00PM	Lunch (<i>San Polo grand ballroom</i>)		
1:15PM – 2:15PM	B1. PROPworks New Features / PROPworks User Group Meeting Audience: Americas Users <i>Toscana 1</i>	O1. AODB/RMS New Features Audience: Americas Users <i>Toscana 3</i>	P1. Amadeus Common Use Service Audience: All <i>Toscana 4</i>
2:15PM – 2:30PM	Break		
2:30PM – 3:30PM	B2. Streamline Business Processes @ DEN using PROPworks Audience: All <i>Toscana 1</i>	B3a. HTTPS for PROPworks Audience: Americas Users <i>Toscana 2</i> <hr/> B3b. LDAP Authentication Audience: Americas Users <i>Toscana 2</i>	O2. Innovation for Ground Handlers Audience: All <i>Toscana 3</i>
3:30PM – 4:30PM	B4. Introduction to PROPworks Dashboards Audience: All <i>Toscana 1</i>	O3: Case Study: Optimizing Ground Handling Operations Audience: All <i>Toscana 3</i>	P2. Case Study: The Great LAX T5 Terminal Swap Audience: All <i>San Polo grand ballroom</i>
7:00PM – 9:00PM	Casino Night Reception @ San Polo grand ballroom		

8:00AM – 9:00AM	Breakfast & Registration Open (<i>San Polo grand ballroom</i>)			
	BUSINESS SYSTEMS/PROPworks®		OPERATIONAL	PASSENGER PROCESSING
9:15AM – 10:30AM	B5. New Audit Trail Functionality and Use Cases Audience: Americas Users <i>Toscana 1</i>	B6. PROPworks for General Aviation Audience: All <i>Toscana 2</i>	O4. Ops Systems/Airport Information Display Roadmap for Americas' Users Audience: Americas Users <i>Toscana 3</i>	P4. Baggage Reconciliation and Baggage Messaging Audience: All <i>Toscana 4</i>
10:30AM – 10:45AM	Break			
10:45AM – 12:00PM	B7. PROPworks Lightning Talks Audience: Americas Users <i>Toscana 1</i>		O5. Future of Amadeus Airport Operational Solutions Audience: All <i>Toscana 3</i>	P5. Optimizing Passenger Flows in Real Time – for better customer experience and airport performance Audience: All <i>San Polo grand ballroom</i>
12:00PM – 1:00PM	Lunch			
1:15PM – 2:15PM	B8. PROPworks Portal New Features Audience: Americas Users <i>Toscana 1</i>	B9. Introduction to PROPworks Manager Audience: Americas Users <i>Toscana 2</i>	O6. Airport Collaborative Decision Making (A-CDM) Audience: All <i>Toscana 3</i>	P6. Future of Amadeus Passenger Processing Audience: All <i>Toscana 4</i>
2:15PM – 2:30PM	Break			
2:30PM – 3:30PM	P7. Airports Roundtable Audience: Airports only <i>San Polo grand ballroom</i>		O7. Airlines Roundtable Audience: Airlines only <i>Toscana 4</i>	
3:30PM – 6:00PM	Free time before reception			
6:00PM – 9:00PM	Closing Night Dinner and Reception: Carson Kitchen near Freemont Street in Downtown Las Vegas (Shuttle provided)			