

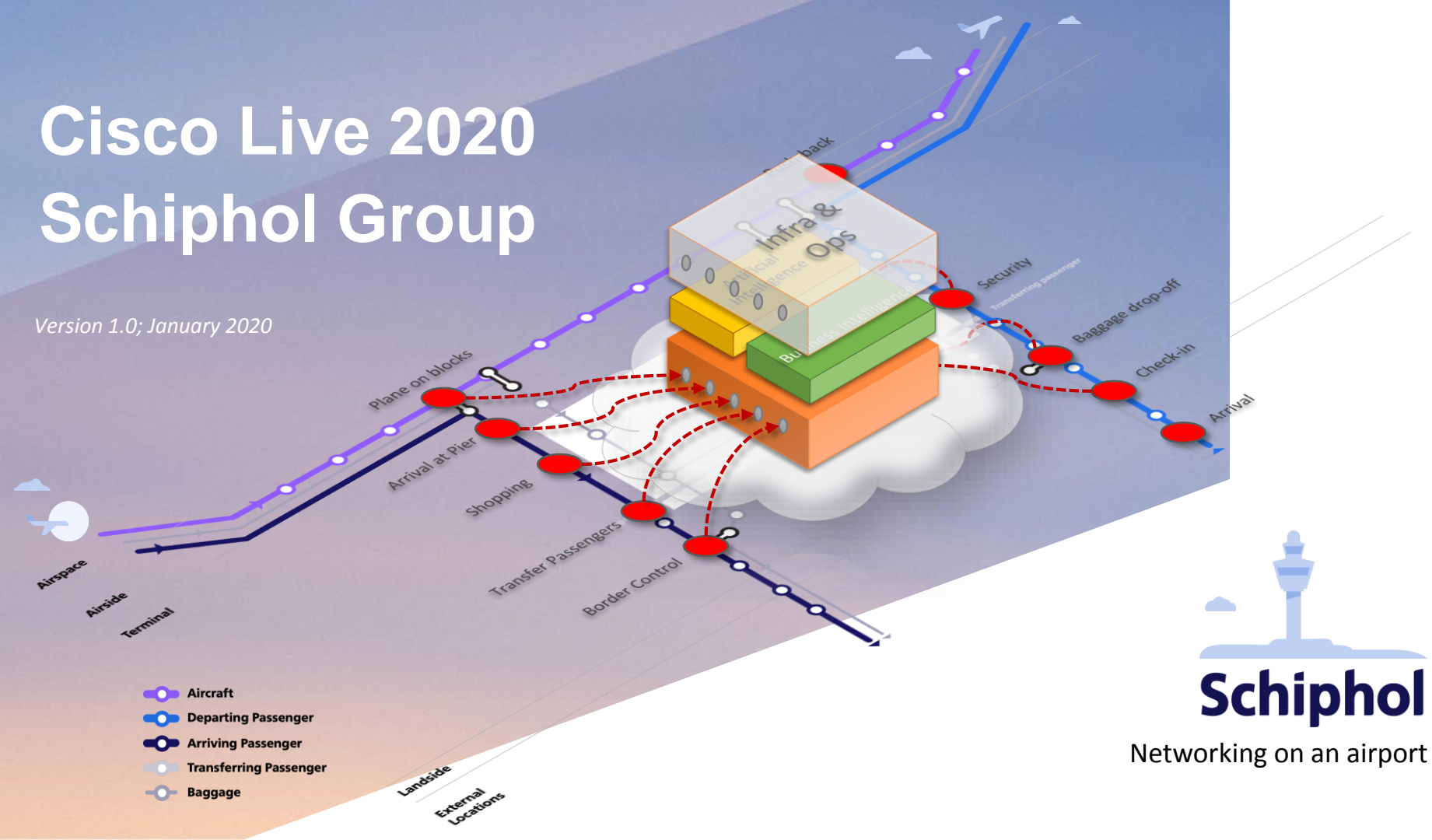


✖ Gemeente
✖ Amsterdam
✖ Schiphol



Cisco Live 2020 Schiphol Group

Version 1.0; January 2020



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We're building for the future of Schiphol

Right at the heart of the airport, where travel is not a dream but a reality, we continue to build on the dreams of Schiphol's founders. We are putting our heart and soul into building the brightest of futures for Schiphol.

Learn more:
[Schipholtomorrow.com](https://www.schipholtomorrow.com)

Pier-C Extension

We extend Pier-C, including the removal of the moving walkway. This work will open up the entire pier area for passengers flows to Pier-A and Pier-B.



Upgrades of Piers D - G
Piers D, E, F and G will each be renovated and refurbished one by one. We expect this multi-year project to be completed by 2021.



Schiphol Multimodal Hub (SMH)

The plans on the expansion of the railway station have been approved. We then work this out into concrete plans. The aim is to have the designs ready by the beginning of 2022, after which we start with the realisation.



Modifications to infrastructure on Landside

We will install new cables and pipework, and reconstruct roads. This will include the Havenmeesterweg, which will be closed at the end of 2019 to construct the new terminal. Traffic around Jan Dellaertplein will be redirected to a new road between P1 and the former P2. This new road will be operational at the end of 2019.



Departures 1 and Departure Lounge 1

The existing spaces will be renovated and expanded. In Departures 1 a mezzanine will offer more space for check-in, security and waiting areas. And in Departure Lounge 1 – behind Departures 1 – flows will be rerouted and the number of facilities increased. The new Departures 1 and Departure Lounge 1 will be completed in 2022.



Terminal and baggage basement

In the years ahead, we will be constructing a new terminal. The terminal will have its own baggage basement and handling system.



Pier, platform and temporary corridor

By the end of 2020, the pier and the temporary corridor leading to Pier B will be ready for use. The temporary corridor will be demolished once the terminal and definitive corridor have been completed. The flexible aircraft stands can be used to park both narrow-body and wide-body aircraft.



KLM Cargo building 1

This building will be demolished in phases for the new pier. A third of the building was demolished in 2017, and the rest will follow in 2025. KLM's cargo operations then will be moved.



Building the B-C link

We are building a new route for travellers walking from Lounge 1 to Pier-B. The existing route will disappear because the new terminal will be built over it.



New P2

We are constructing a new P2 car park. In 2022, the area will be given a temporary purpose. Construction on the new car park will commence by around 2025.



P1

We will construct a Kiss & Ride on the P1 rooftop level. Construction and renovations will commence in 2022.



Expansion P1 with additional levels

We are expanding P1 Extension with three additional levels and a façade. There will also be a new entrance and exit.



Lennert l'Amie

Manager Strategic Alignment

Sr. Productmanager
Mid 2015-2018

Networking
Security
Internet



Schiphol
Telematics

Team lead architecture
2018

Architecture
Sourcing



Schiphol
Telematics

Manager Strategic
Alignment
2019

Architecture
Technology
Portfolio Management



Program Network 2020 (Wingman)



Perform today, create tomorrow

What

- Replacement of the core network infrastructure on the airport

Why

- Lifecycle management – Upcoming EoL of existing environment
- Need for additional capacity (flexibility) and robustness (minimize human errors)
- Support the ambition of Schiphol Group to become the Best Digital Airport

How

- Network replacement (core and distribution)
 - Datacenter replacement

Why a vendor change?



Ability to execute

Knowledge in the market (CCxx-engineers)

Number of integrators




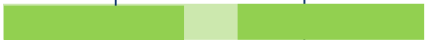
Best of suite opportunity (Integration of other components)

Market-position of Avaya and only one integrator in NL

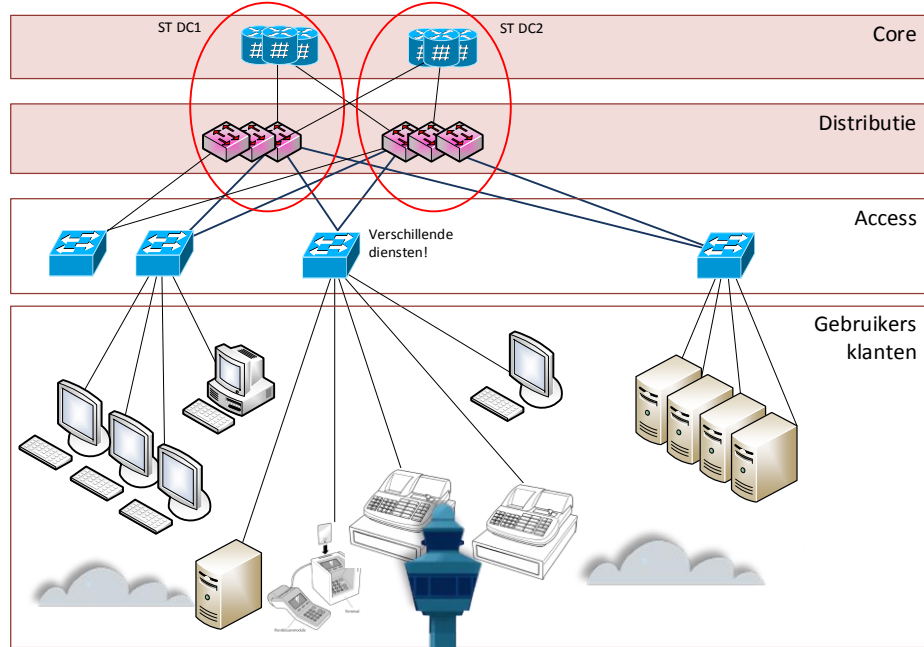
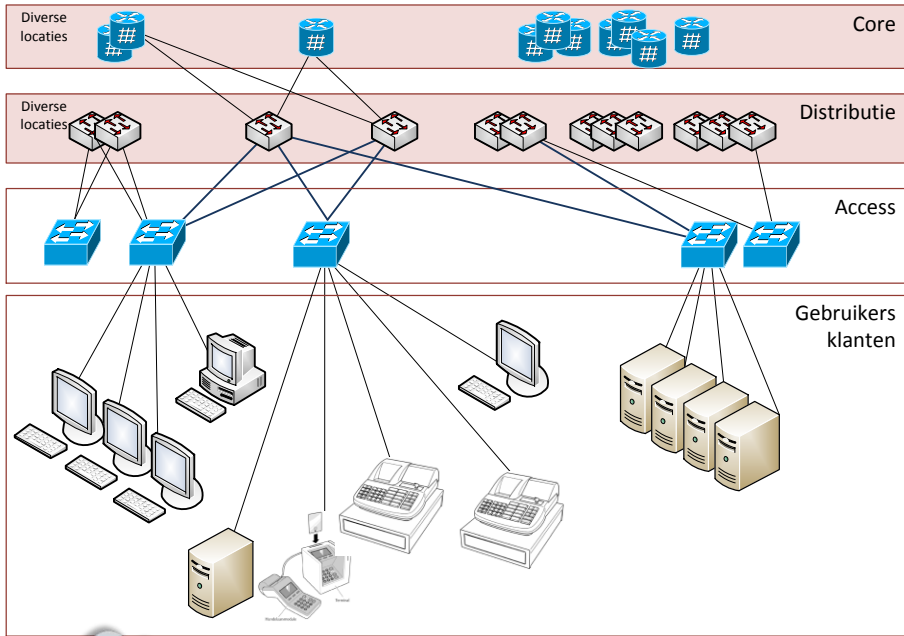
And maybe... a bit of technology

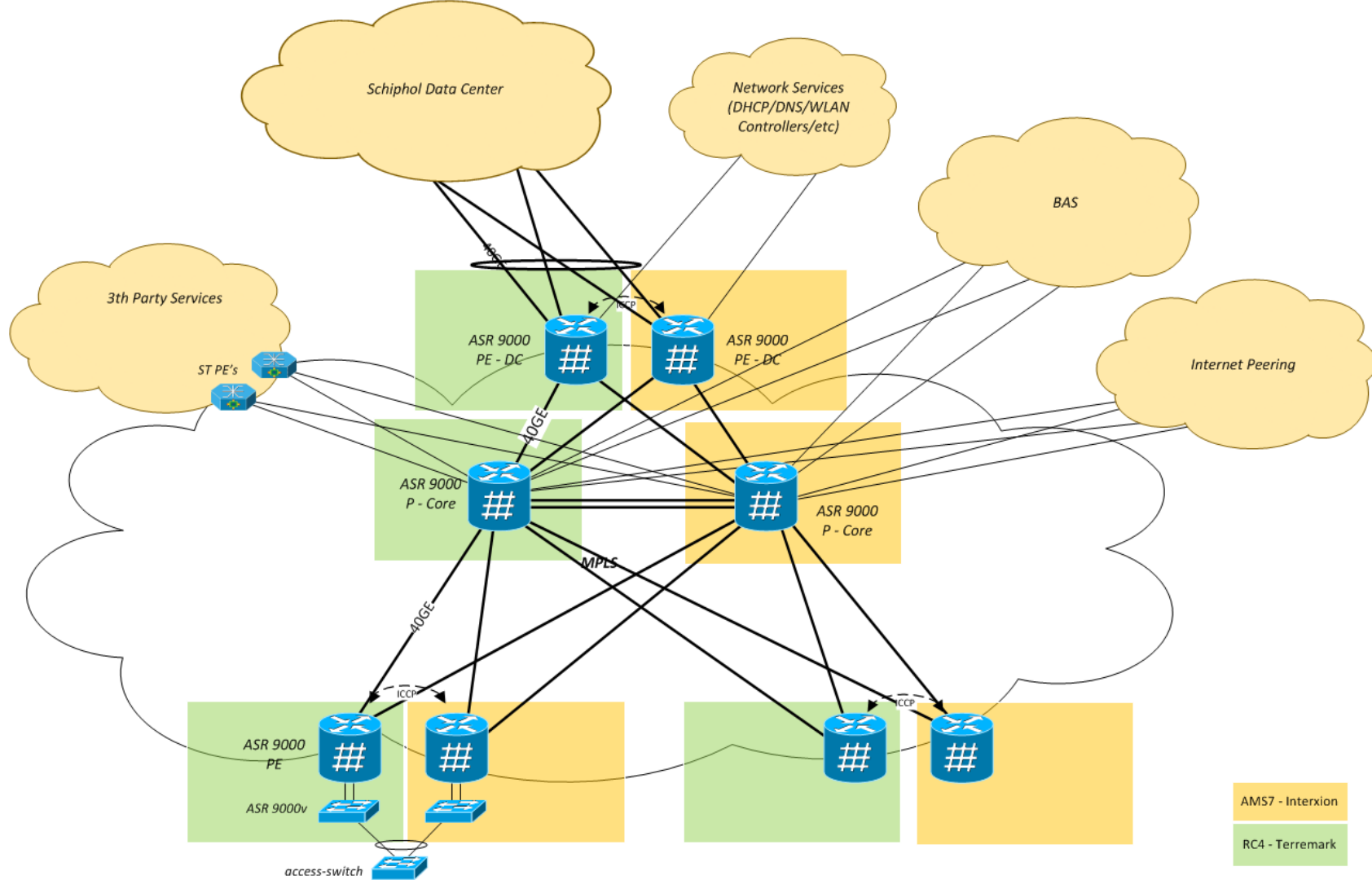
How did we organize ourselves?

THREE WAY PARTNERSHIP FOR EFFICIENCY AND TRANSPARENCY

Committee	ST	conscia	Cisco	Freq.	Key Objective	Attendees
Steering				weekly (bi-weekly)	Focus on major milestones, as well as escalations from Management. Responsible for the oversight of, and decision making in relation to, the Parties' overall relationship	Lennert l'Amie (ST) Eric van Koningsveld (ST) Kees Griffioen (Vosko) Arnout van Loon (Vosko) Marcel Cappetti (Cisco) Cynthia Koetsier (Cisco)
Project Management				weekly	Project reviews, activity planning, progress tracking, identification of risks and dependencies, escalations to the management	Project Managers
Technical Team				Ad hoc	Various technical topics	Technical Teams

Centralize and modernize





AMS7 - Interxion

RC4 - Terremark

DESIGN

Apr 16 - Oct 16

NEW CORE

Aug 16 - Nov 16

GMI

Dec 16 - Feb 17

BAS DC

Mrt 17 - Jun 17

SCHIPHOL DC


Mrt 17 - Oct 17

LAYER 2

May 17 - Oct 17

LAYER 3

Oct 17 - Nov 17

A middle-aged man with a shaved head, wearing a dark suit jacket over a light blue button-down shirt, is looking out of a large window. He has a slight smile and is looking towards the left side of the frame. The background outside the window is a blurred cityscape with various buildings and structures under a bright sky. The lighting is soft and natural, coming from the window.

That really is beautiful.

Key challenges and learnings

CHALLENGES

The weather impacts our progress

And so are our clients...

Risk appetite of the organization

Extensive training due to technology change

The tagline 'a busy day' changed over time

LEARNINGS

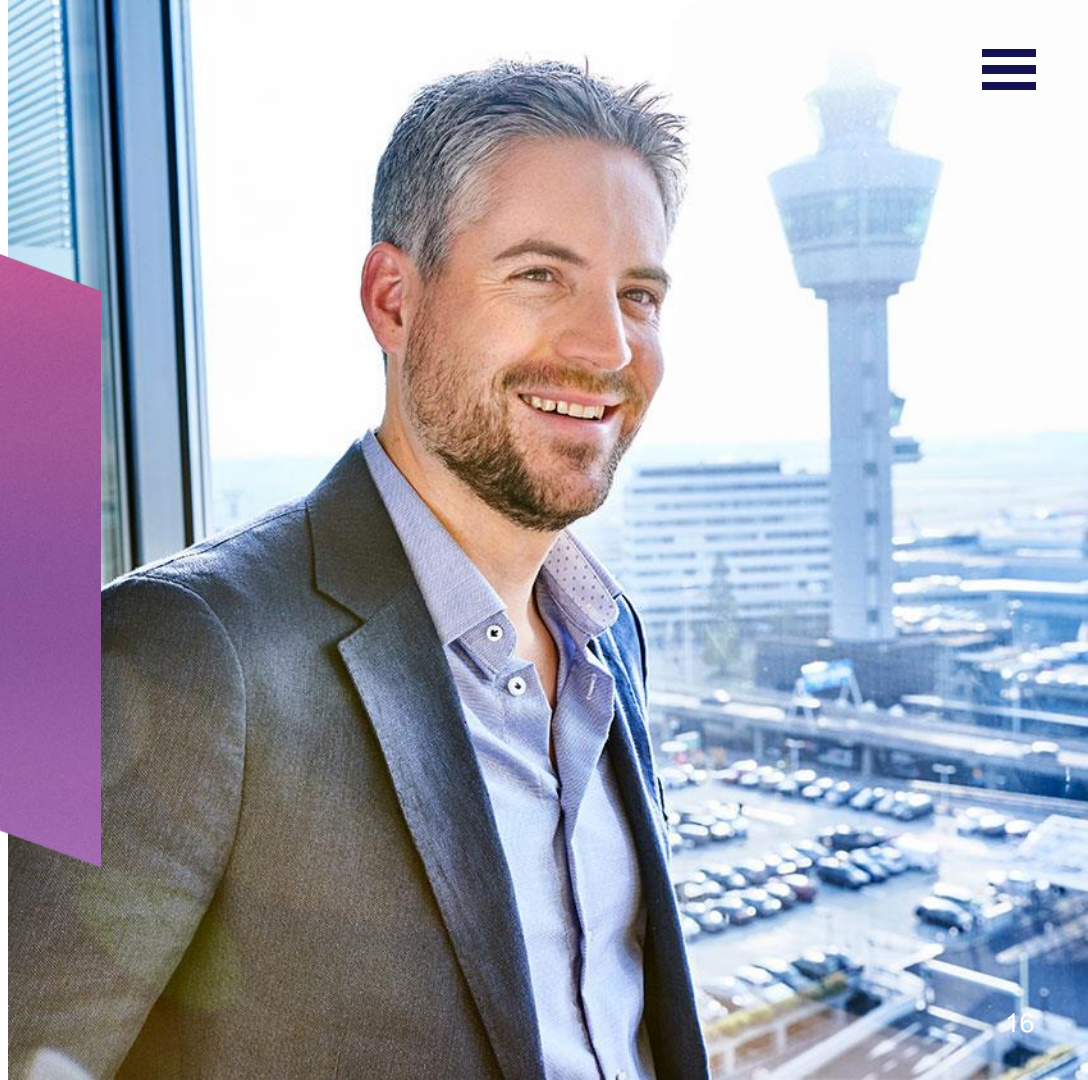
Invest heavily in upfront stakeholder management

Don't talk about technology, talk about your goal

The triangle between integrator, vendor and client is key

Testing is key, but you can't test everything

Schiphol IT transition



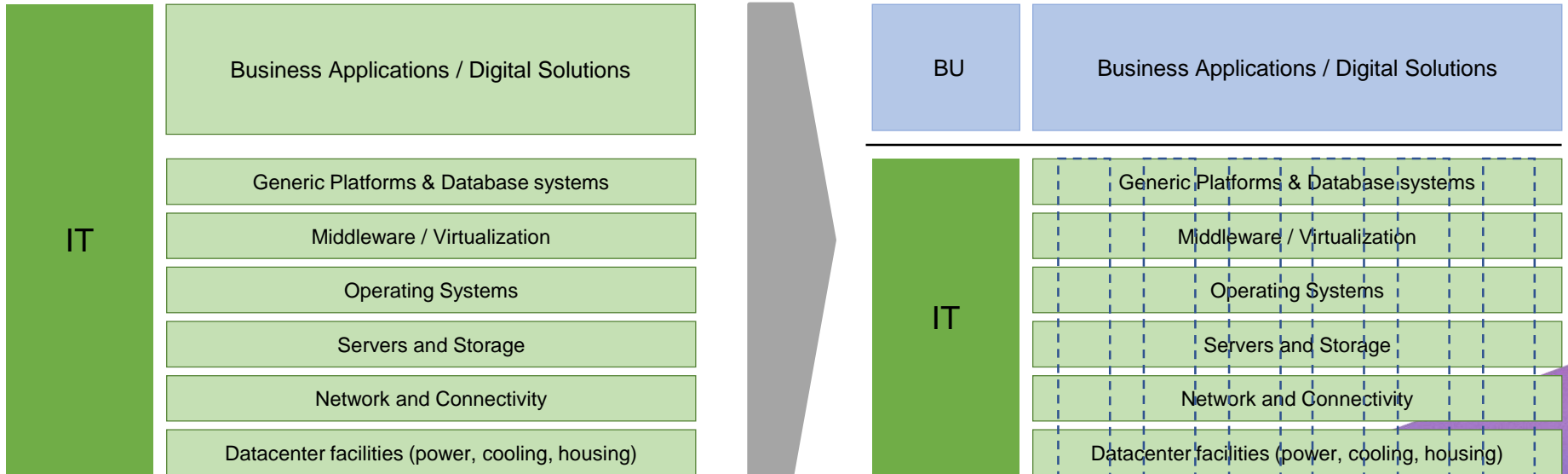


IT and business are one

We bring IT in the business

This future vision requires a high level of maturity at both business units and IT, which is currently being developed. Fulfilling this vision will be the major task for IT in the next years.

To secure the integrality and coherence of IT at Schiphol, IT will set standards and guidelines to all IT work, wherever it is executed. These standards and guidelines cover areas like enterprise architecture, security, and continuity. The CIO will remain accountable for all IT.



Thanks!

