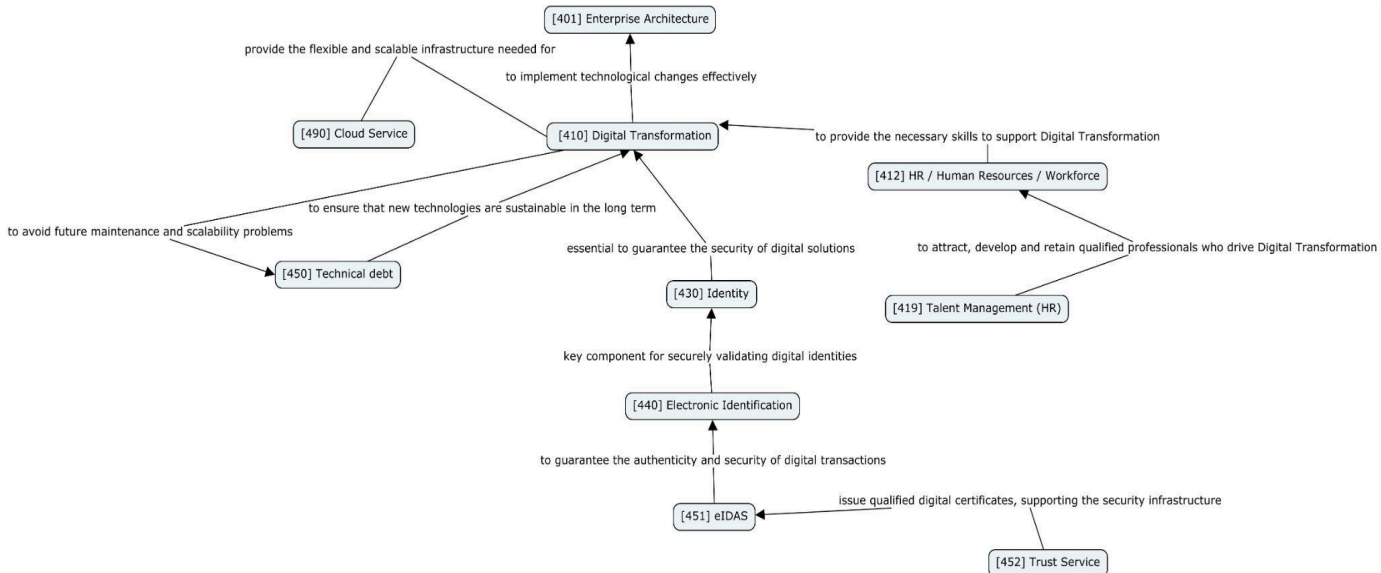


SGSI 2023/2024

Case: Southwest

Maria Cavaleca - 109146

CMAP



CMAP Description

The Southwest Airlines case highlights the urgent need to modernize the [401] Enterprise Architecture to support scalable and resilient operations, as antiquated IT systems were unable to cope with the crisis. [410] Digital Transformation is essential to update baggage scheduling and tracking systems, preventing future collapses. The significant [450] Technical Debt present in antiquated systems must be resolved to improve operational efficiency. The lack of adequate tools has resulted in [412] Human Resources / Workforce problems, making crew management difficult and increasing the manual load. To cope with modern technologies, [419] Talent Management (HR) must invest in continuous training. Crew tracking issues show the need for better [430] Identity (Identify) and [440] Electronic Identification to increase efficiency and security. Southwest can benefit from [451] Qualified Digital Certificate (eIDAS) to guarantee the authenticity of transactions and integrate [452] Trust Service to strengthen the resilience of systems. Finally, migration to [490] Cloud Service will provide the flexibility and scalability needed to improve resilience in future crises.