

Airport DX Maturity Assessment

Incheon Airport DX Strategy

Incheon Airport DX innovation Framework



Airport DX Maturity Assessment Model

A shared framework can empower airports to assess, compare, and accelerate their DX journey

1 Why an Airport DX Framework?

✓ Currently, there is no standardized framework to evaluate digital maturity across airports globally

✓ Traditional DX models are tailored to industries such as manufacturing and finance.

Airport-specific needs are not reflected

2 ICN DX Assessment Journey

Development and Assessment/Phase 1
- Digital maturity (Dec. 2023)

Development and Assessment/Phase 2
- Digital maturity and Capability (Sep. 2024)

Enhancement of the Assessment Model
through Expert Consultation (Dec. 2023)

3 How is it structured?

- Digital Technology and Infrastructure**
- Digital Twin, AI, Smart Mobility, IoT Sensor, High-Speed Communication
 - Data-Driven Operations**
- Data Quality, Data Governance, Integrated Data Platform
 - Service Digitalization & Passenger Experience**
- Biometric, Self-Service Implementation, Mobile Service
 - DX Strategy and Investment**
- DX Strategy, Open Innovation, Partnership
 - Organization and Talent**
- Agile, DX Organization, DX Literacy Training
- Based on ACI and ICAO guidelines and standards**

Web-based assessment with AI insight and benchmarking

End-to-End Web Platform

Request Diagnosis
Apply for Airport Digital Transformation-Maturity Assessment

Airport Information
Country : South Korea
231 countries available
Airport : Incheon International Airport (ICN)
16 airports available

Diagnosis Services
Preliminary Diagnosis : 5.00
Detailed Diagnosis : Comprehensive performance with customized strategic recommendations and roadmap
1-2 weeks : Simplified report
Large Airport : 34 indicators assessment (comprehensive)
1-4 weeks : Full report + Strategy

Airport Size
Small-Medium Airport : 20 indicators assessment
Large Airport : 124 indicators assessment

EXAMPLE

AI-Powered Best Practices

Best Practices Management

EXAMPLE

Benchmarking Insights

Radar Chart: Average Score by Area

EXAMPLE

Expert guidance with automated PDF reporting

Expert-Driven Strategy

Digital Transformation Roadmap
Digital Implementation Plan for Enhanced Digital Maturity

EXAMPLE

Provides domain-specific strategies with short- and long-term DX roadmaps

Automated Reporting

Digital Maturity Summary
Score: 3.44 / 5.0
Maturity Level: Operationalizing

EXAMPLE

Final results are generated as professional PDF reports

Diagnosis Services

Preliminary Diagnosis

A quick diagnostic service covering 10 essential indicators, supported by AI best practices and domain-level insights. Ideal for an initial DX maturity evaluation.

Detailed Diagnosis

Full-scale diagnostic service tailored to airport size - 20 indicators for small/medium airports, 34 for large hubs. Includes AI benchmarking, detailed domain analysis, and actionable DX roadmaps for immediate and future implementation.