Incheon Airport DX Strategy

Incheon Airport has implemented a holistic DX strategy across all operations

Airport-wide Initiative

"We will mobilize the airport's full capabilities to accelerate digital transformation across its entire operational ecosystem."

- CEO Mr. Lee Hag-Jae(May 2024)

DX Innovation Framework

VISION — **Incheon Airport: A Game Changer Transforming the World**

Governance (11 items)
- **Digital Maturity Assessment Framework**
- Performance Management for IT Project
- Accelerating IT Project Process

Culture (9 items)
- Cultivating Digital-Ready Culture
- DX-driven Innovation Task Group

Action items (31 items)
- Airport Operation : TAM, Robotics
- Passenger Service : OneID, Commerce Platform
- Infrastructure : 5G Connectivity, Digital Twin
- Workplace : AI Platform

Airport DX Maturity Assessment Model

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

Why an Airport DX Framework?

- Currently, there is no standardized framework to evaluate digital maturity across airports globally
- Traditional DX models(BCG DAI, DQ..) are tailored to manufacturing, finance …

DIGITAL ACCELERATION INDEX™

Airport-specific needs are not reflected

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
(Aug. 2025)

How is it structured?

① **Digital Technology and Infrastructure**
- Digital Twin, AI, Smart Mobility, IoT Sensor, High-Speed Communication

② **Data-Driven Operations**
- Data Quality, Data Governance, Integrated Data Platform

③ **Service Digitalization & Passenger Experience**
- Biometric, Self-Service Implementation, Mobile Service

④ **DX Strategy and Investment**
- DX Strategy, Open Innovation, Partnership

⑤ **Organization and Talent**
- Agile, DX Organization, DX Literacy Training

Airport DX Maturity Assessment Model

Web-based assessment with AI insight and benchmarking

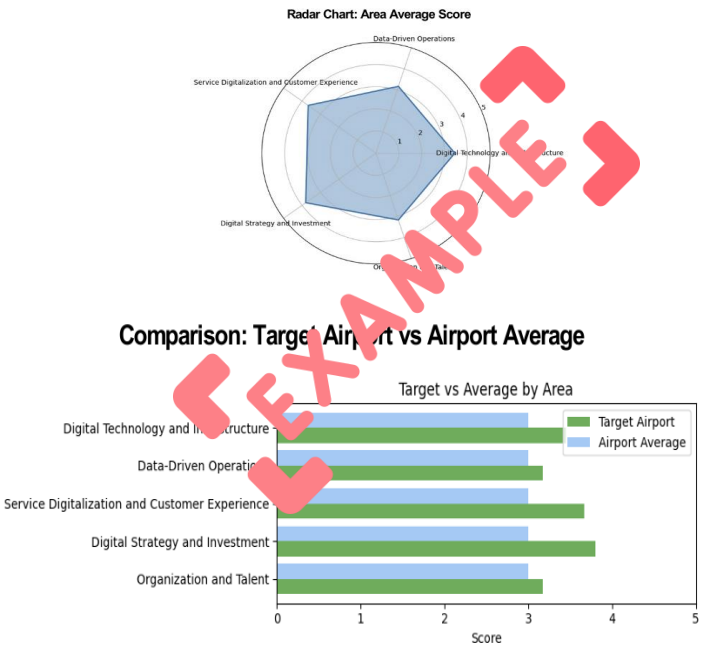
End-to-End Web Platform

- All processes including data submission, assessment, and results are fully web-based

AI-Powered Best Practices

- Generative AI collects and presents global airport best practice cases

Benchmarking Insights

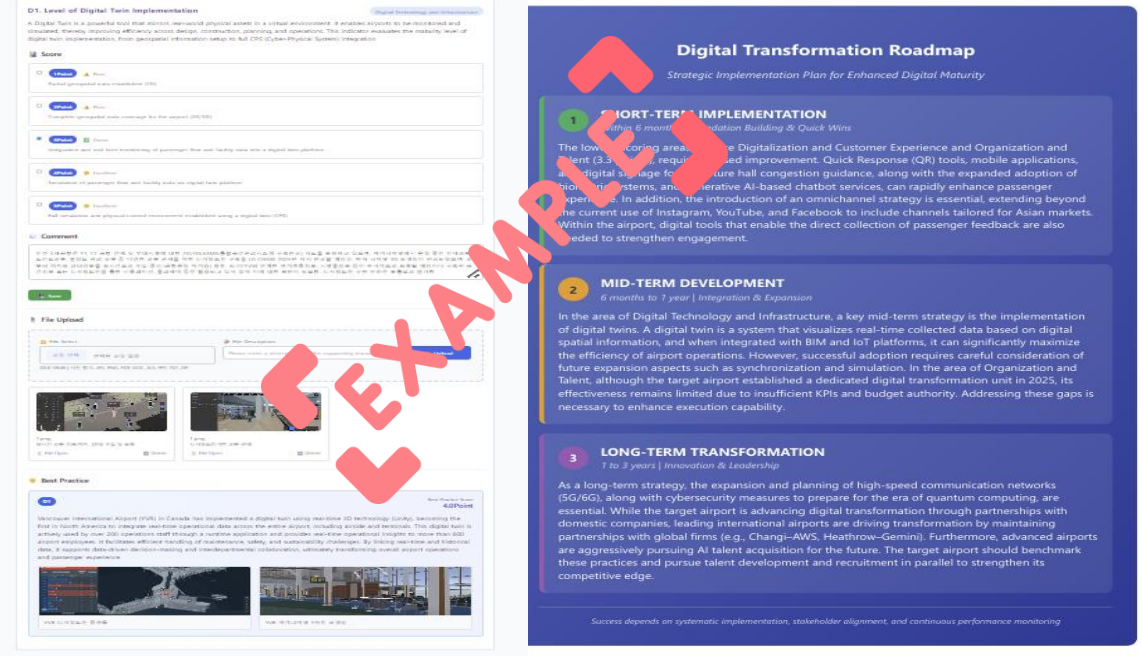


- Provides positioning against industry average and leading airports

Airport DX Maturity Assessment Model

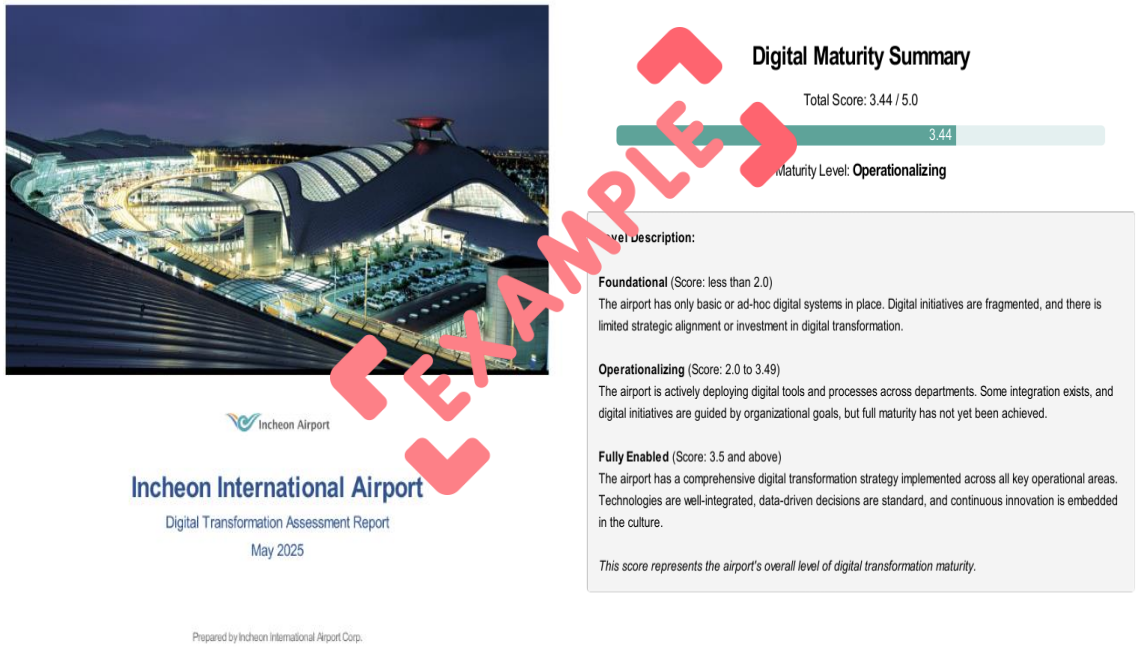
Expert guidance with automated PDF reporting

Expert-Driven Strategy



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

Automated Reporting



- Final results are generated as professional PDF reports