



Photo: Alicia Jones, Darwin International Airport.

AIRPORT DEVELOPMENT GROUP

MULTISITE INTEGRATION

Simplifying ASIC, induction, and access card systems for operational efficiencies.

SITUATION

Airport Development Group (ADG) owns and operates Darwin International Airport and Alice Springs Airport.

Annually, these airports handle over 2.4 million arriving, departing, and transitioning passengers within the Northern Territory. With 1,600 employees (including their airline customers), ADG places a high priority on the safety and security of its airport personnel.

Federal regulations mandate that only authorised persons are granted unescorted access to secure areas of security-controlled airports. Access is granted based on an individual's operational need to enter these areas, or to perform a specific security-sensitive role.

Airports must also confirm that persons operating in restricted areas hold a current Aviation Security Identification Card (ASIC). Having undergone a valid background check, an ASIC provides evidence that the individual is not a threat to aviation security. In 2019, ADG undertook a review of operations at its Darwin and Alice Springs airports identifying opportunities to gain efficiencies by combining its ASIC, Induction and Access Control systems.

To adhere to complex regulations and ensure compliance, processing applications at both sites also relied on manual data-entry across multiple business systems.

With impending changes to government regulations and new cyber security directives, ADG identified a need for a single, automated, and integrated system for its airports. Essentially, ADG sought a solution that could provide operational efficiencies, security benefits, as well as cost savings.

SOLUTION

Working in partnership with ADG, Veritas investigated the needs of the business, its thousands of airport users, and key airport stakeholders. Together with ADG, Veritas formulated a plan to address the two airports' individual requirements, while also satisfying the group's need for a highly efficient and streamlined process.

Minimise risk and create efficiencies with Veritas' innovative compliance solutions.

The solution integrated important functions to enable a single, user-friendly system. The improved system now combines processing and issuance of ASIC, completion of site inductions and integration with each sites' access control systems.

Given the impact of COVID in early 2020, the solution was rolled out in two stages. The initial focus was the ASIC management system. In 2021, Veritas launched the second stage of the project which integrated site inductions and access control cards with ASIC.

Applicants now apply exclusively online selecting the airports they require access to. Based on this selection, Veritas' system guides the applicant to the appropriate inductions and ASIC application. Each airport continues to maintain responsibility for approving their specific site access requests.

A key feature of the solution is a dedicated landing page that supports ASIC applicants at both Darwin and Alice Springs Airports. This centralised hub combines the ASIC application and induction process in one simple online step.

Both airports maintain oversight and can actively manage the status of all ASIC applications and inductions. Authorised staff also benefit from a complete view of both airport's systems to ensure compliance requirements are met.

OUTCOME

Veritas' cloud-based ASIC management system provides a secure, streamlined, and paperless customer experience that better supports ADG's group airport operations.

By working together to understand achievable outcomes, ADG and Veritas implemented a tailored system that effectively meets the specific needs of both airports, stakeholder organisations, and individual airport users.

The solution integrated important functions to enable a single, user-friendly system.

The solution has delivered significant staffing efficiencies with fewer staff required to manage ASICs, inductions, and access control. Processing times for airport users requiring restricted access has also dropped significantly, increasing the productivity of staff and contractors.

From a compliance perspective, ADG has transferred much of the reporting responsibilities and risk to Veritas as the ASIC issuing body. This has freed-up the airports to focus on their core areas of business and operations.

As the preferred provider of ADG's combined ASIC cards, Veritas is committed to the continued delivery of innovative compliance solutions over the long term.



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Alice Springs Airport during COVID.