

Project Definition Sheets – Q5 IT / Systems

BCT Number and Project Name as shown in Schedules

IT01 : Airport Operational Systems

IT02 : IT Infrastructure Renewal

IT03 : Business Planning & Support IT Solutions

Header Information

| | |
|--------------------------|----------------------------------|
| Project Name: | Airport Operational Systems |
| Name on Schedule: | IT01 Airport Operational Systems |

Project Overview, Objectives and Status

| | | |
|--|--|-------------------------------------|
| Overview: | | |
| Description: | Value delivery of a portfolio of systems to support the operational needs of Heathrow Airport in terms of passengers, airlines, baggage handlers, other business partners and BAA staff. Key strategic programmes within the IT0 portfolio for Q5 : <ul style="list-style-type: none"> – Total Airport Management System (TAMS) – Heathrow Baggage Infrastructure | |
| Ref Drawings/Images: <i>(Refer to Appendix A)</i> | None | |
| Objectives: | | |
| BAA: | <ul style="list-style-type: none"> • Simplify and rationalise the existing operational systems • Deliver an integrated airport management system to maximise the flow of information for operations, management and security. • Improve the efficiency, performance and robustness of the airport, thus improving our service to the Airlines, passengers and ground handlers. • Deliver IT Infrastructure to support the Heathrow integrated Baggage Programme • Reduce opex costs for IT solutions • Support improvement in airport operational KPI's. | |
| Airline: | Airline priorities and strategic objectives will be consulted via the IT Stakeholder Board and IT Working Group | |
| Status: | | |
| BAA Lead Team: | Airline Engagement: | Strategic Solution or DGS/IGS Stage |
| IT | Green | Various |

Project Delivery

| | | | |
|---|----------------|---------------------|----------------------------|
| Cost: | | | |
| Total Capital Expenditure (Outturn): | | £31,000,000 | |
| <i>Refer to appendix B for cost information detail.</i> | | | |
| Time: | | | |
| Brief Decision: | Start on Site: | Completion on Site: | Operational Use Commences: |
| | | | |
| Assumptions: | | | |
| – This portfolio is an allowance for works done in the above business areas | | | |
| – Individual projects within this portfolio will be subject to IT Investment Governance | | | |

processes and the BAA financial approvals process

Note: Assumptions stated here are to aid understanding and are not necessarily exhaustive.

Operational Issues

| Financial Revenue and Operational Cost (Opex) Impact: | | |
|--|---|---------------------------------|
| Revenue / Opex Cost Area: | Revenue (+) / Cost (-) Impact per Annum: | Commentary: |
| | | Assessed on a per project basis |
| Assumptions: | | |
| The following points cover the significant operational assumptions related to this portfolio. | | |
| Investments are aimed at reducing opex costs for IT solutions when asset refreshes take place and minimising additional opex costs for new business improvement solutions. | | |

Areas of Disagreement

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|---|
| The following points cover any significant areas of disagreement between BAA and the Airline Community regarding this portfolio |
| None |
| <i>Note: Any disagreement noted must be read in the context of the airline engagement status shown above.</i> |

Appendix B: Project Delivery: Cost Information

Project Information

Project Name: Airport Operational Systems
BCT No.: IT01

Cost Information

All information extracted from February 2010 month end process

| | | | |
|--|--------------------|-----|---|
| Base Costs: | £31,000,000 | 100 | % |
| On-Cost: | £0 | 0 | % |
| Opportunity | 0 | 0 | % |
| Risk (R1 Allowance Only) | £0 | 0 | % |
| Total (As entered into Artemis for Feb 2010 month end) | £31,000,000 | 100 | % |

Header Information

| | |
|--------------------------|--------------------------------|
| Project Name: | IT Infrastructure Renewal |
| Name on Schedule: | IT02 IT Infrastructure Renewal |

Project Overview, Objectives and Status

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|--|--|-------------------------------------|
| Overview: | | |
| Description: | Value delivery of a portfolio of systems to renew centralised IT infrastructure required to run IT business systems and applications at Heathrow. The procurement hardware to maintain data centres and licences are also funded from IT02 Key strategic programmes within the IT02 portfolio for Q5 : <ul style="list-style-type: none"> – Technology Programme (Spartan) – Service Management Improvement – Radio Infrastructure – Node Room Remediation – Data Centre Refresh | |
| Ref Drawings/Images: <i>(Refer to Appendix A)</i> | None | |
| Objectives: | | |
| BAA: | <ul style="list-style-type: none"> • Refresh and rationalisation of BAA's desktop technology & infrastructure • Reduce the number of applications at Heathrow • Remediate and rationalise all node rooms at Heathrow to address health and safety and security issues and to reduce operational cost • Mitigate current Health and safety issues with the Radio infrastructure at Heathrow • Implement rack based chilling for server rooms & data centres at Heathrow to sufficiently reduce power consumption and increase capacity | |
| Airline: | Airline priorities and strategic objectives will be consulted via the IT Stakeholder Board and IT Working Group | |
| Status: | | |
| BAA Lead Team: | Airline Engagement: | Strategic Solution or DGS/IGS Stage |
| IT Architecture | Amber | Various |

Project Delivery

| | | | |
|---|----------------|---------------------|----------------------------|
| Cost: | | | |
| Total Capital Expenditure (Outturn): | | £59,000,000 | |
| <i>Refer to appendix B for cost information detail.</i> | | | |
| Time: | | | |
| Brief Decision: | Start on Site: | Completion on Site: | Operational Use Commences: |

| | | | |
|---|--|--|--|
| | | | |
| Assumptions: | | | |
| – This portfolio is an allowance for works done in the above business areas | | | |
| – Individual projects within this portfolio will be subject to IT Investment Governance processes and the BAA financial approvals process | | | |
| <i>Note: Assumptions stated here are to aid understanding and are not necessarily exhaustive.</i> | | | |

Operational Issues

| | | |
|--|---|---------------------------------|
| Financial Revenue and Operational Cost (Opex) Impact: | | |
| Revenue / Opex Cost Area: | Revenue (+) / Cost (-) Impact per Annum: | Commentary: |
| | | Assessed on a per project basis |
| Assumptions: | | |
| Investments are aimed at reducing opex costs for IT solutions when asset refreshes take place and minimising additional opex costs for new business improvement solutions. | | |

Areas of Disagreement

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|--|
| The following points cover any significant areas of disagreement between BAA and the Airline Community regarding this portfolio. |
| None |
| <i>Note: Any disagreement noted must be read in the context of the airline engagement status shown above.</i> |

Appendix B: Project Delivery: Cost Information

Project Information

Project Name: IT Infrastructure Renewal
BCT No.: IT02

Cost Information

All information extracted from February 2010 month end process

| | | | |
|--|--------------------|-----|---|
| Base Costs: | £59,000,000 | 100 | % |
| On-Cost: | £0 | 0 | % |
| Opportunity | 0 | 0 | % |
| Risk (R1 Allowance Only) | £0 | 0 | % |
| Total (As entered into Artemis for Feb 2010 month end) | £59,000,000 | 100 | % |

Header Information

| | |
|--------------------------|---|
| Project Name: | Business Planning & Support IT Solutions |
| Name on Schedule: | IT03 Business Planning & Support IT Solutions |

Project Overview, Objectives and Status

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|--|--|-------------------------------------|
| Overview: | | |
| Description: | Value delivery of a portfolio of systems to meet the needs of back office business areas of Heathrow Airport such as HR, Finance, Commercial, and Programme Controls. Key strategic programmes within the IT03 portfolio for Q5 : <ul style="list-style-type: none"> – Back Office Improvement Programme (BOIP) – Property Management – Capital Programme Controls – Asset Management | |
| Ref Drawings/Images: <i>(Refer to Appendix A)</i> | Not applicable | |
| Objectives: | | |
| BAA: | <ul style="list-style-type: none"> • Deliver a portfolio of systems shaped by business priorities : <ul style="list-style-type: none"> – Increase accountability – Reduce complexity – Expand Self Service model – Utilise best practice processes – Reduce business risk – Reduce costs – Maximise asset utilisation – Enable divestment • Maximise business return from our core Oracle platform (delivered under the BOIP project) which should be the first choice solution for other major projects • Deliver vanilla (non-bespoke) solutions wherever possible • Enable exploitation of management information and collaborative working opportunities with business partners. • Coordination of Asset Management ownership | |
| Airline: | Airline priorities and strategic objectives will be consulted via the IT Stakeholder Board and IT Working Group | |
| Status: | | |
| BAA Lead Team: | Airline Engagement: | Strategic Solution or DGS/IGS Stage |
| IT | Green | Various |

Project Delivery

| | |
|---|-------------|
| Cost: | |
| Total Capital Expenditure (Outturn): | £31,000,000 |
| <i>Refer to appendix B for cost information detail.</i> | |
| Time: | |

| | | | |
|---|----------------|---------------------|----------------------------|
| Brief Decision: | Start on Site: | Completion on Site: | Operational Use Commences: |
| | | | |
| Assumptions: | | | |
| – This portfolio is an allowance for works done in the above business areas. | | | |
| – Individual projects within this portfolio will be subject to IT Investment Governance processes and the BAA financial approvals process | | | |
| <i>Note: Assumptions stated here are to aid understanding and are not necessarily exhaustive.</i> | | | |

Operational Issues

| | | |
|--|--|---------------------------------|
| Financial Revenue and Operational Cost (Opex) Impact: | | |
| Revenue / Opex Cost Area: | Revenue (+) / Cost (-) Impact per Annum: | Commentary: |
| | | Assessed on a per project basis |
| Assumptions: | | |
| Investments are aimed at reducing opex costs for IT solutions when asset refreshes take place and minimising additional opex costs for new business improvement solutions. | | |

Areas of Disagreement

| |
|--|
| The following points cover any significant areas of disagreement between BAA and the Airline Community regarding this portfolio. |
| None |
| <i>Note: Any disagreement noted must be read in the context of the airline engagement status shown above.</i> |

Appendix B: Project Delivery: Cost Information

Project Information

Project Name: Business Planning & Support IT Solutions
BCT No.: IT03

Cost Information

All information extracted from February 2010 month end process

| | | | |
|--|--------------------|-----|---|
| Base Costs: | £31,000,000 | 100 | % |
| On-Cost: | £0 | 0 | % |
| Opportunity | 0 | 0 | % |
| Risk (R1 Allowance Only) | £0 | 0 | % |
| Total (As entered into Artemis for Feb 2010 month end) | £31,000,000 | 100 | % |