

Athens International Airport



PMO: 'Business Intelligent Function'

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Team Leader – Project Management & Business Analysis

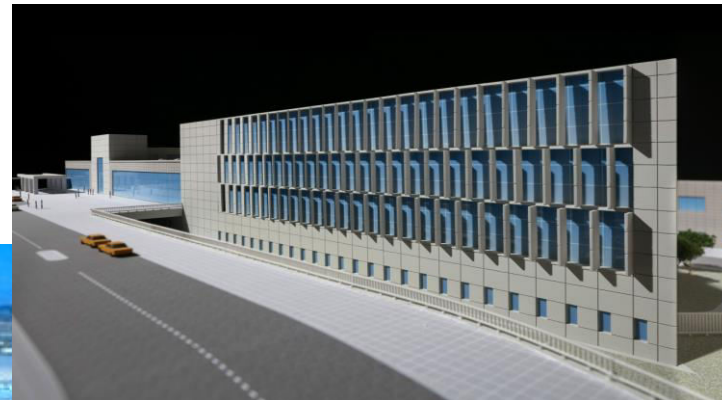
AIRPORT BIRD EYE VIEW – OUR BUSINESS



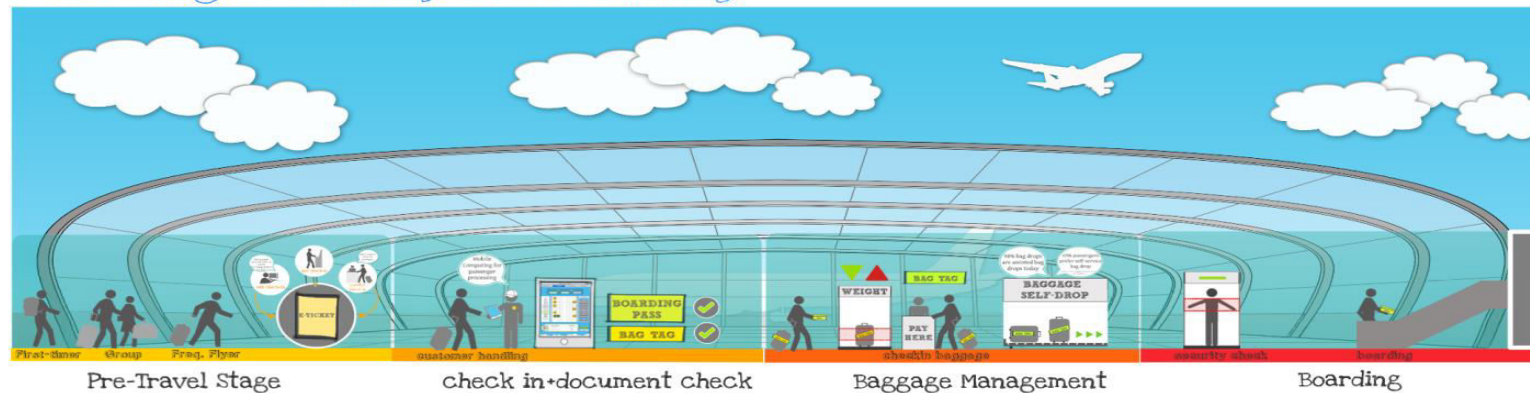
AIRPORT BIRD EYE VIEW – OUR BUSINESS



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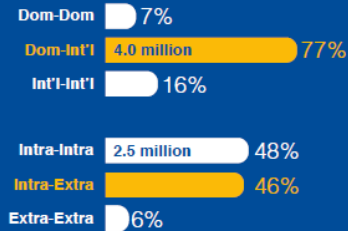
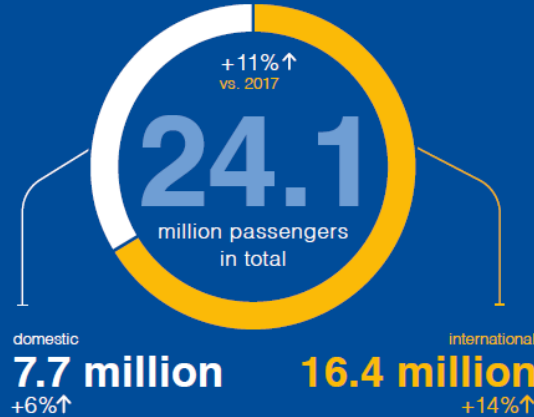
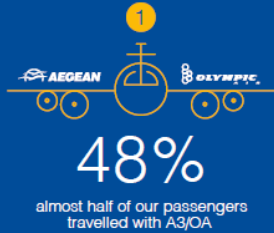


Passenger's Airport Journey



OUR PASSENGERS @ A GLANCE

Athens International Airport 2018 Our passengers at a glance



Demographics



OUR PASSENGERS @ A GLANCE

Athens International Airport 2018 Our passengers at a glance



Foreign residents

7.1 million

↑ +19%

vs. 2017

ATH visitors

4.3 million

↑ +16%

vs. 2017



City breakers

1.9 million

↑ +32%

vs. 2017

Greek diaspora

700,000

+5% ↑

vs. 2017



Greek residents

4.8 million

+1% ↑

vs. 2017

31%
Business Reasons



69%
Personal Reasons



Visit to friends & relatives

44%

Holidays

42%

11%
Business Reasons



89%
Personal Reasons



Visit to friends & relatives

20%

Holidays

74%



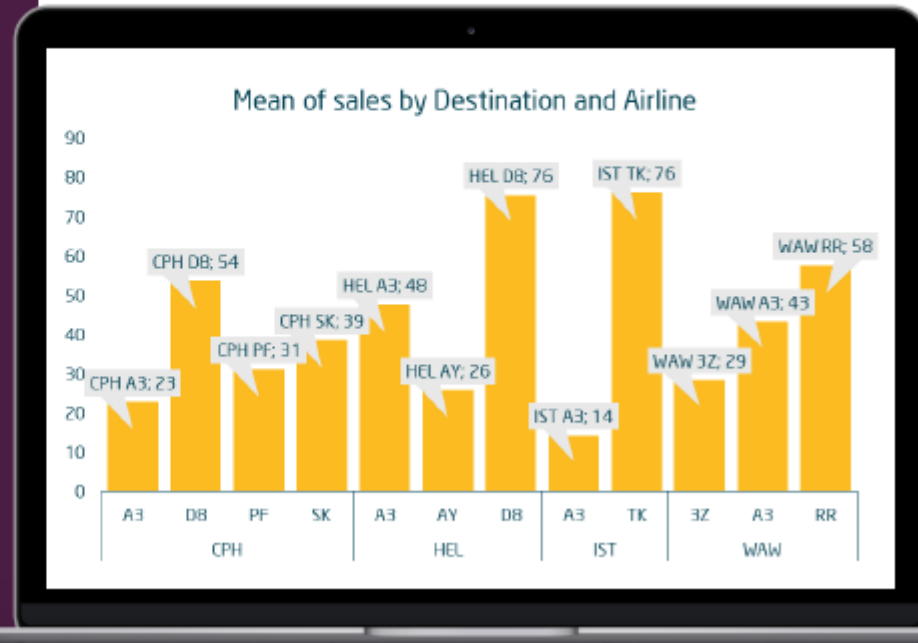
Top originating countries of foreign residents



OUR PASSENGERS “DO SHOPPING”

Sales by Destination and Airline

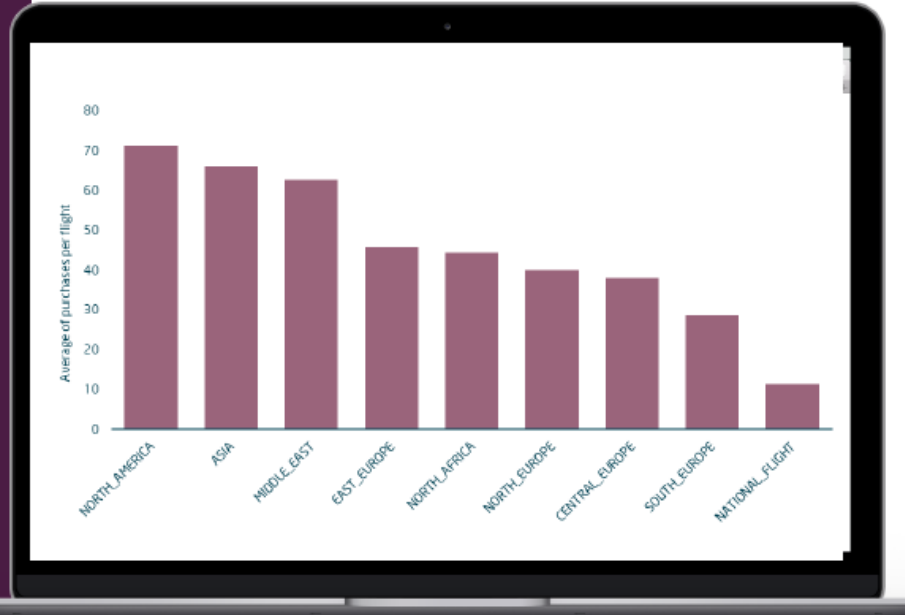
Airlines with the same destination that have a better success purchase ratio



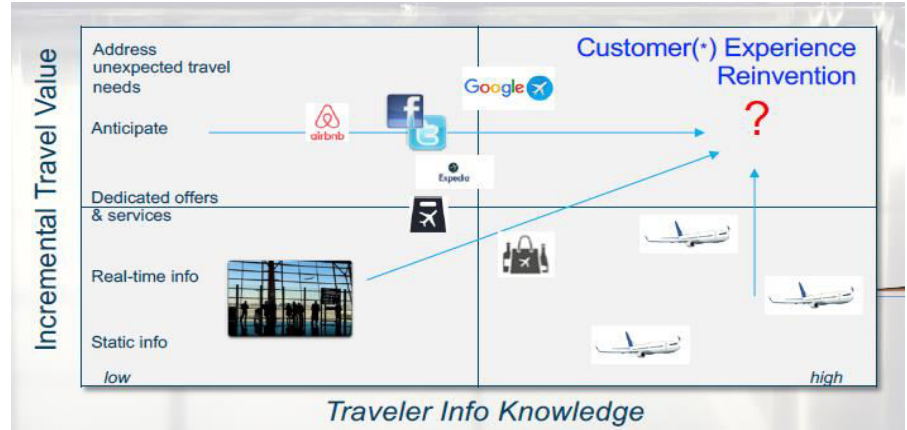
OUR PASSENGERS “DO SHOPPING”

Destination vs. Purchases

Destination vs Purchases
average per flight



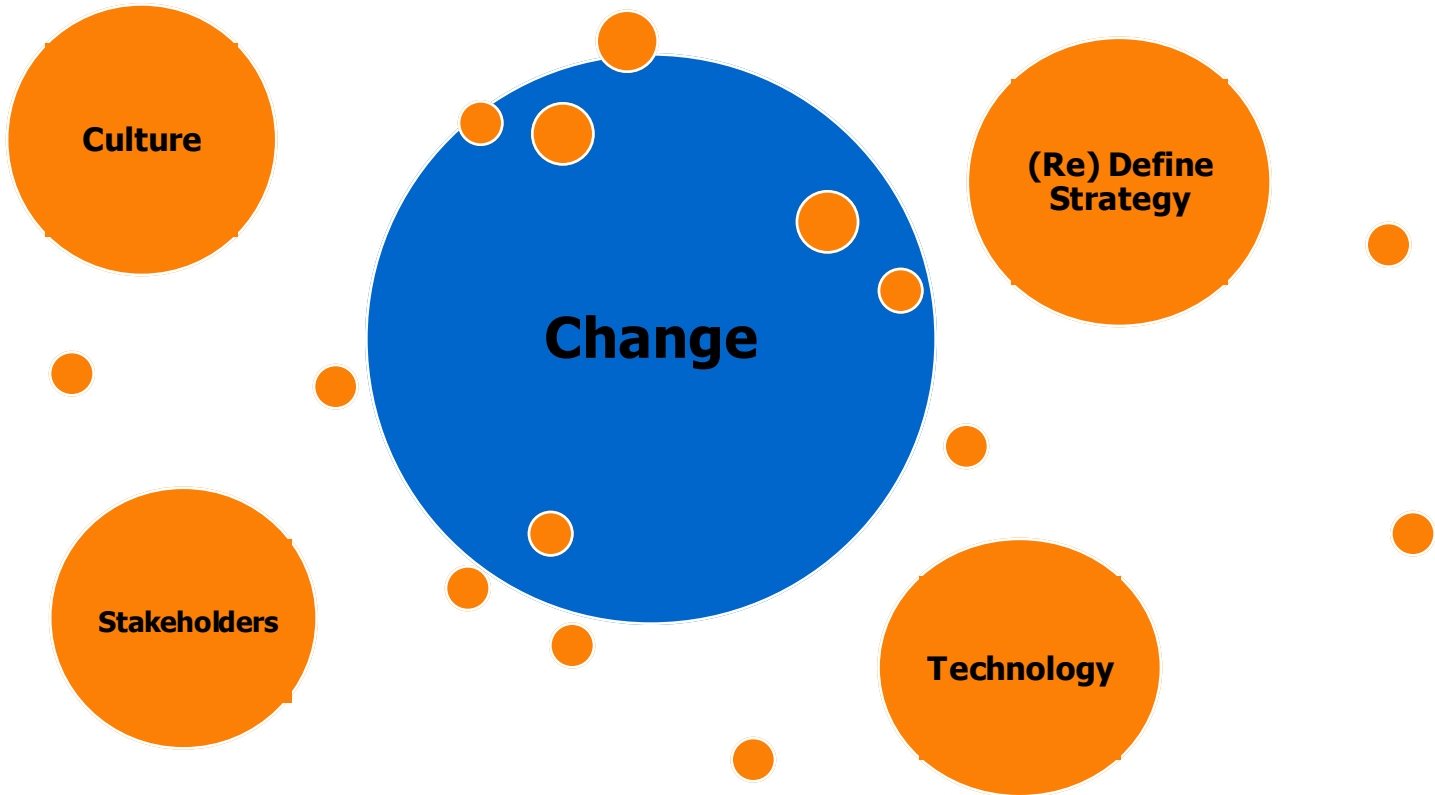
CHALLENGES ?



IS IT ALL ABOUT CHANGE ?



WALKING THROUGH THE CHANGE...



'INTELLIGENT PMO' ...BUSINESS ANALYSIS

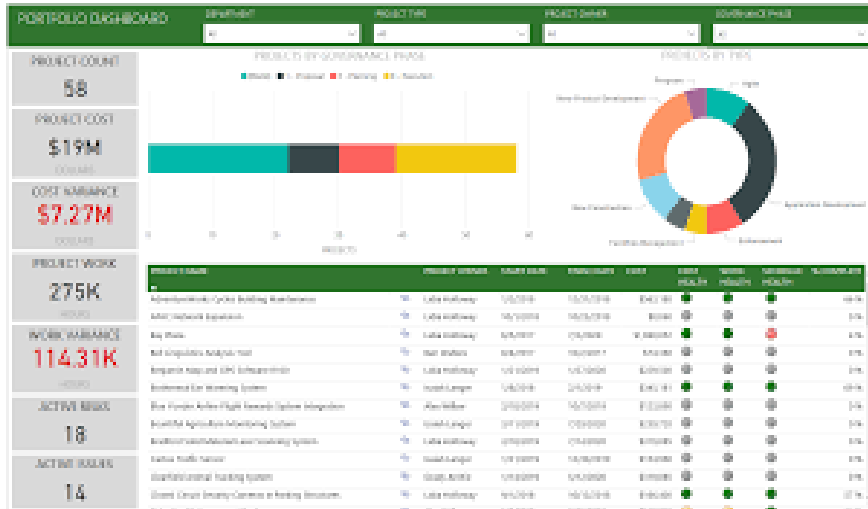
EFFICIENCY COMPANY PROCESS **BUSINESS** SOLUTIONS PROJECT SOFTWARE **CIPLINE** ANALYST **ANALYSIS** NEEDS PLANNING DOCUMENTATION

REQU ORGA VALIDATION CHANGE DEVELOPMENT STRATEGIC SYSTEM COMPONENT RESEARCH

TECHNIQUES GOAL FLYING AGEMENT



'INTELLIGENT PMO'...PM TOOL & CERTIFICATIONS



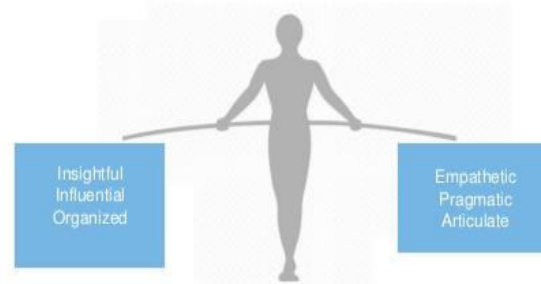
Statistics in Greece by Theofanis Giotis 12.10.2019

CERTIFICATE	CERTIFIED IN GREECE
PMP	1018
PMI-ACP	62
PMI-RMP	42
CAPM	37
PMI-PBA	28
PMI-SP	5
PfMP	3
PgMP	2
Grand Total	1197

'INTELLIGENT PMO'...SOFT SKILLS



SOFT SKILLS OF A SUCCESSFUL PROJECT MANAGER



'INTELLIGENT PMO' ...AWARENESS



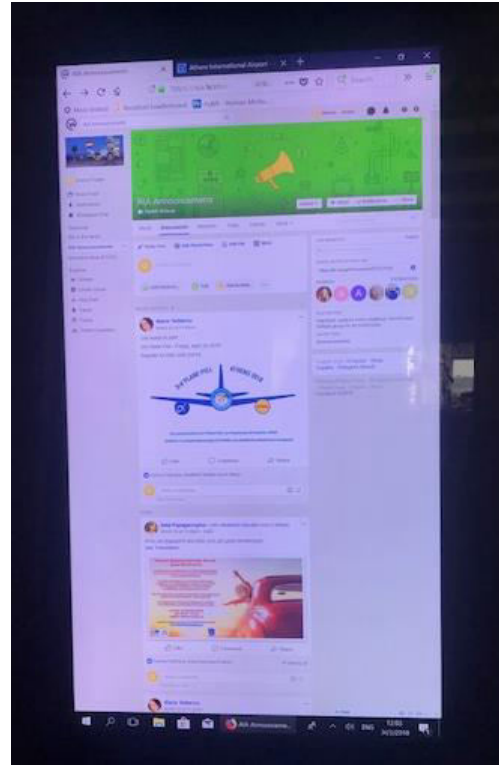
LETS MEET PEPPER



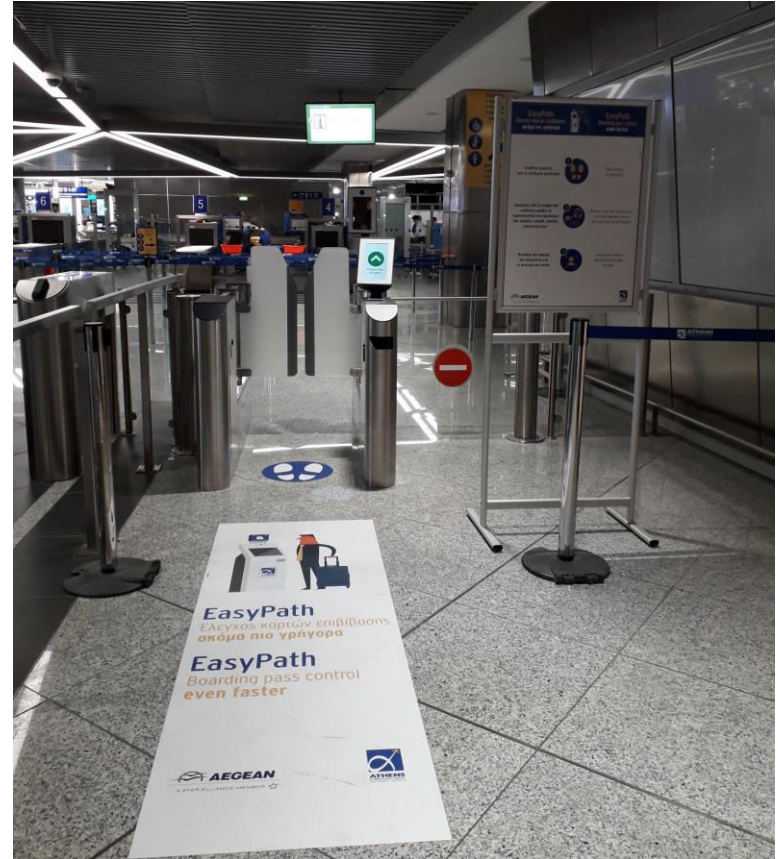
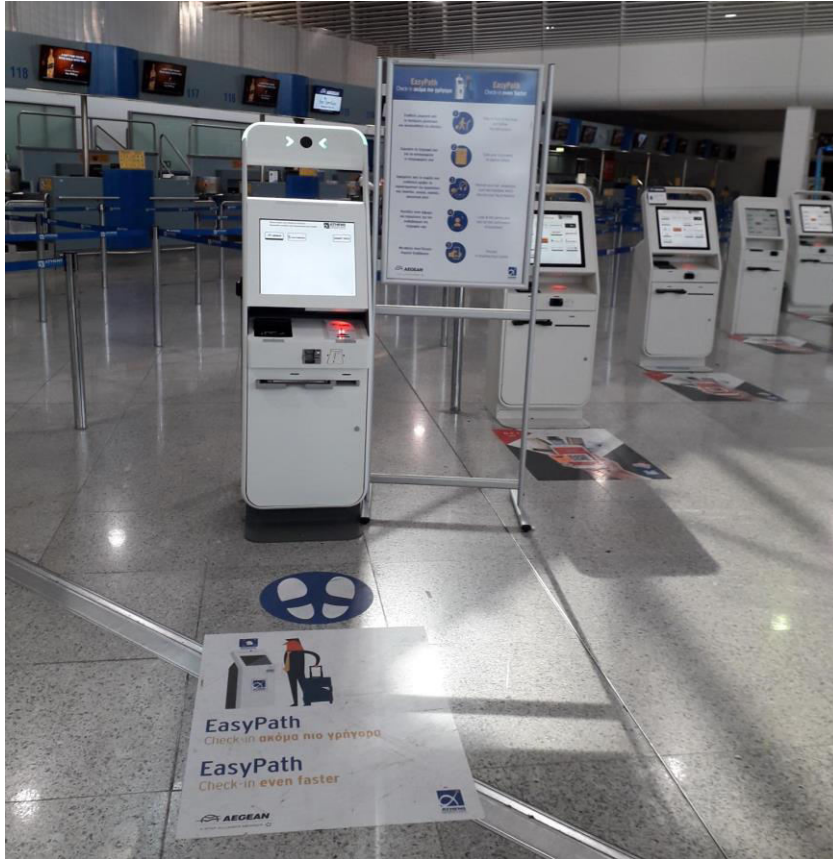
FACEBOOK WORKPLACE

The screenshot shows a Facebook Workplace group page for "AIA in the News". The browser address bar displays the URL: https://aia.facebook.com/groups/2142506509308625/?multi_permalink=2329500560609218&ref=notif¬if_t=like¬if_id=1499672729526648. The page header includes the group name "AIA in the News" and navigation options for "Ioanna", "Dashboard", "Home", and notification icons. The main content area features a purple-themed banner with the text "AIA in the News" and "Open Group". Below the banner are tabs for "Discussion", "Members", "Files", "Events", "Videos", and "Photos". A "Write Post" section is visible with a text input field and options to "Add Photo/Video", "Add File", and "More". A notification from "Ioanna Trachana" dated June 30 at 12:36am reads: "We are AIA! We are proud to be winners again! ExMachina & Tactical two gold 🏆 Bravo to all AIA staff. Bravo to the Digital Gate Initiative!". Below the notification is a photo of a group of people on a stage. The right sidebar contains a "YOUR TOP GROUPS" list with items like "Innovation Ambassadors", "Innovation Program 2017", and "Athens International Airpor...". At the bottom, there are sections for "ADD MEMBERS", "MEMBERS" (126 Members), "DESCRIPTION", "GROUP TYPE", "Invite by Link", "CREATE NEW GROUPS", and "RECENT GROUP PHOTOS".

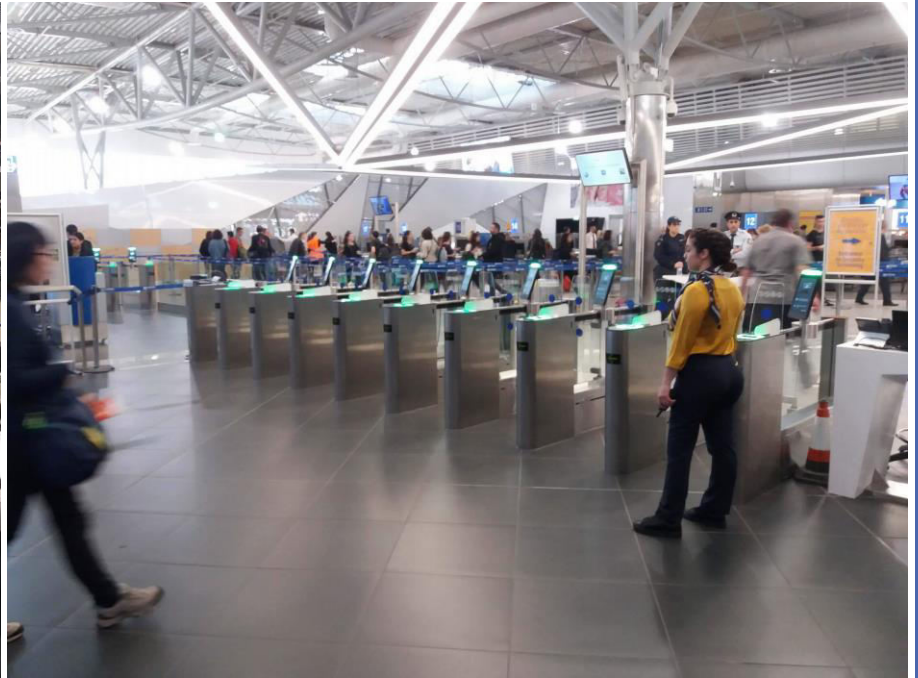
TURN THE BUILDING INTO AN ADVERTISING CANVAS



BIOMETRICS CHECK-IN PILOT



PASSENGER 'SEAMLESS TRAVEL'...



PASSENGER 'SEAMLESS TRAVEL'...



THANK YOU

