

# AGIFORS Crew Management

Information Technology Alitalia Team

Cancun April 29 - May 4, 2001

Alitalia TEAM

# THE SCENARIO

- RESOURCES (FLEET and CREW)

	nr. A/C	PILOTS	CABIN ATTENDANTS
B747	7	317	
MD11	8	227	
B767	9	243	
A321/320	23/6	386	
MD80	89	1002	
	<b>142</b>	<b>2175</b>	<b>4727</b>

- INFORMATION SYSTEM APPLICATION AT AZ TEAM

1. Carmen PAC
2. IPS
3. Saturn2
4. Carmen CAS
5. PNC Model
6. Cruise
7. GOT
8. SCAN

# C.R.M. Overview on the Systems in production ...

## 1. Carmen PAC (Pairing Automatic Construction)

- Since 1994, widespread system in Europe to create pairings. Its goal is to staff all flights while minimizing the working days
- Developed by Carmen Systems AB

## 2. IPS (Individual Preferential System)

- Since 1997, this application enable crew member to bid for specific pairing; groups of pairing with common attributes, time-off or days-off, etc.
- Developed by Datamat

## 3. Saturn 2

- Data Base is the heart of C.R.M. process, since 1999 for all crew
- Developed by Alitalia and IBM

## 4. Carmen CAS (Crew Assignment System)

- Since 1999, produces Pilot rosters assigning pairings, training activities, other ground duties and days-off
- Projected to finish 09/2001

## **C.R.M. Overview on the Systems in production**

### **5. PNC Model**

- Since 1997 produces C/A rosters
- Developed by Alitalia

### **6. Cruise**

- Is basically a Main Frame legacy system that manages the day by day operations (no GUI)

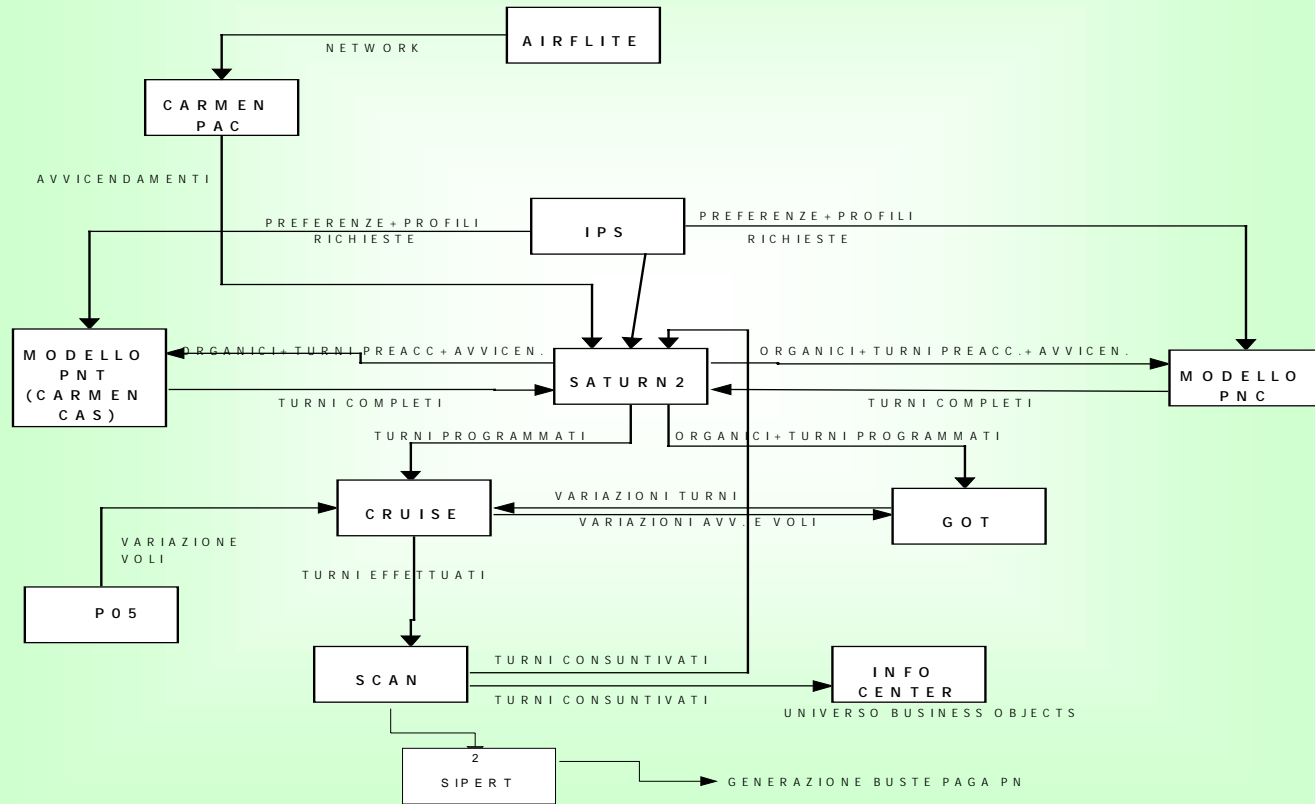
### **7. GOT (Rosters Operational Management)**

- It will replace Cruise at the end of the project (second quarter of next year) using new client server technology (GUI)
- Currently developed for long haul Cockpit Crew, it will be completed within 2001 for short haul Cockpit Crew as well
- It will be completed by second half 2002 for Cabin Crew
- Developed by Alitalia and IBM

### **8. SCAN**

- This crew data Main Frame System performs both the summary of the crew activities and the payroll function

# C.R.M. Flow Chart



## ACCOMPLISHMENTS 2000

- Consolidated AZ and AZ Team
- Implemented new work rules per Cabin Attendant contract
- Ported DB Saturn2 to latest version of Oracle
- Continued implementation of Carmen CAS
- Work on Infrastructure :
  - New LAN Servers
  - Fiber Optics installed
  - Converted from Token Ring to Ethernet

## WHAT'S AHEAD IN 2001

- Complete work on GOT
- New H/W for Carmen applications
- Ported DB Saturn2 to latest version of Oracle
- Begin analysis on :
  - Manpower planning
  - Pairing repair (irregular OPS)