

MINT TMS: Leading Change through Centralisation & Standardisation

HOLLY CONWAY

Crew Training Systems Supervisor





AGENDA

- Introductions – Who are we?
- Our MINT Journey – Benefits & Challenges
- Maintaining & Evolving our system
- Challenges
- Q&A Session

AWARD-WINNING

airline *Jet2.com* and
tour operator *Jet2holidays*



A fleet of

135

Aircraft in
2025



17,900

colleagues for Summer 2025

More than

590

routes from 13
UK bases*,
to over 75 sun, city
and ski destinations

*2025, including BOH & LTN



Over

7 MILLION

Jet2holidays
customers

For 2025



*2025 ATOL Licence

Jet2[®]

146

A321neo
aircraft to be
delivered between
2023 and 2035



Over

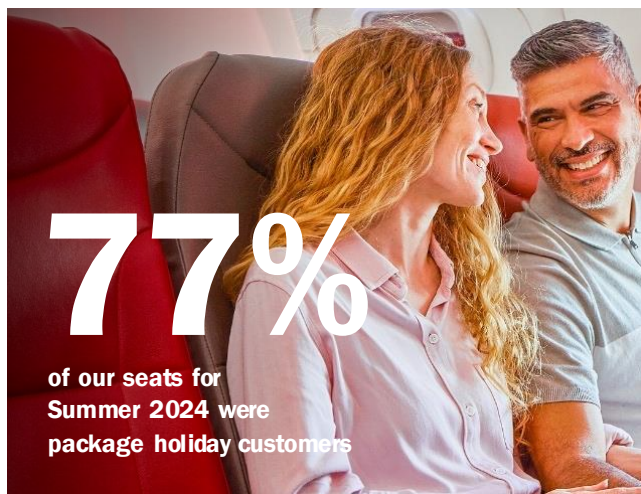
73%

of *Jet2holidays* bookings in
2024 were made by repeat
customers



77%

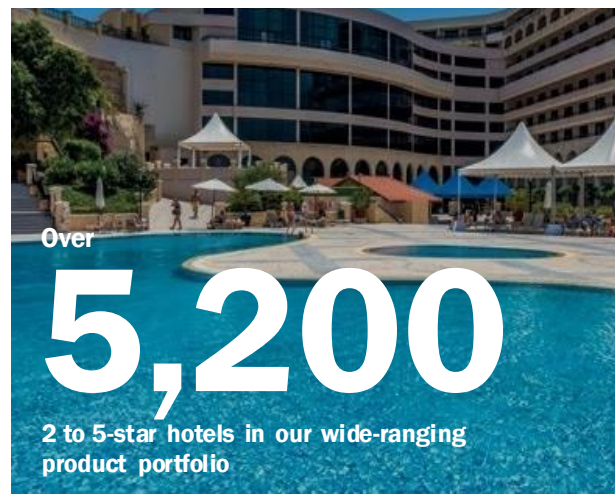
of our seats for
Summer 2024 were
package holiday customers



Over

5,200

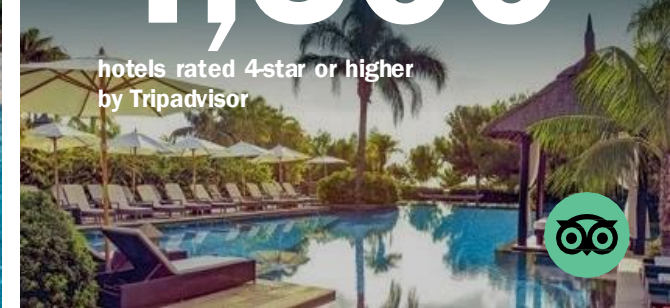
2 to 5-star hotels in our wide-ranging
product portfolio



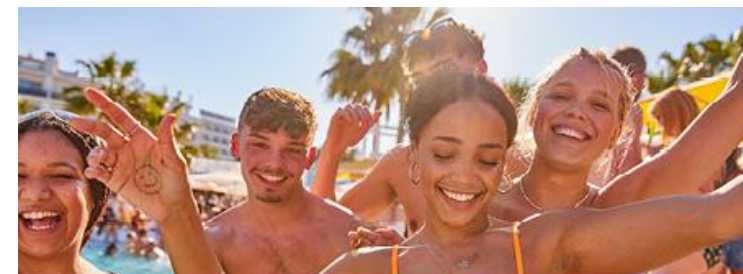
More than

4,500

hotels rated 4-star or higher
by Tripadvisor



Jet2[®]



ABOUT ME

- Crew Training Systems Supervisor
 - 10 years working at Jet2.com
 - Began training in Crew Records/Training for Pilots & Cabin Crew
 - Seconded to Operational Systems Solutions Department to focus on Crew Training systems
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OPERATIONAL SYSTEMS SOLUTIONS

- A team dedicated to the evolution and productivity of systems
 - MINT Software Solutions → **Our Team** → Training Departments → Crew
 - System Caretakers
-

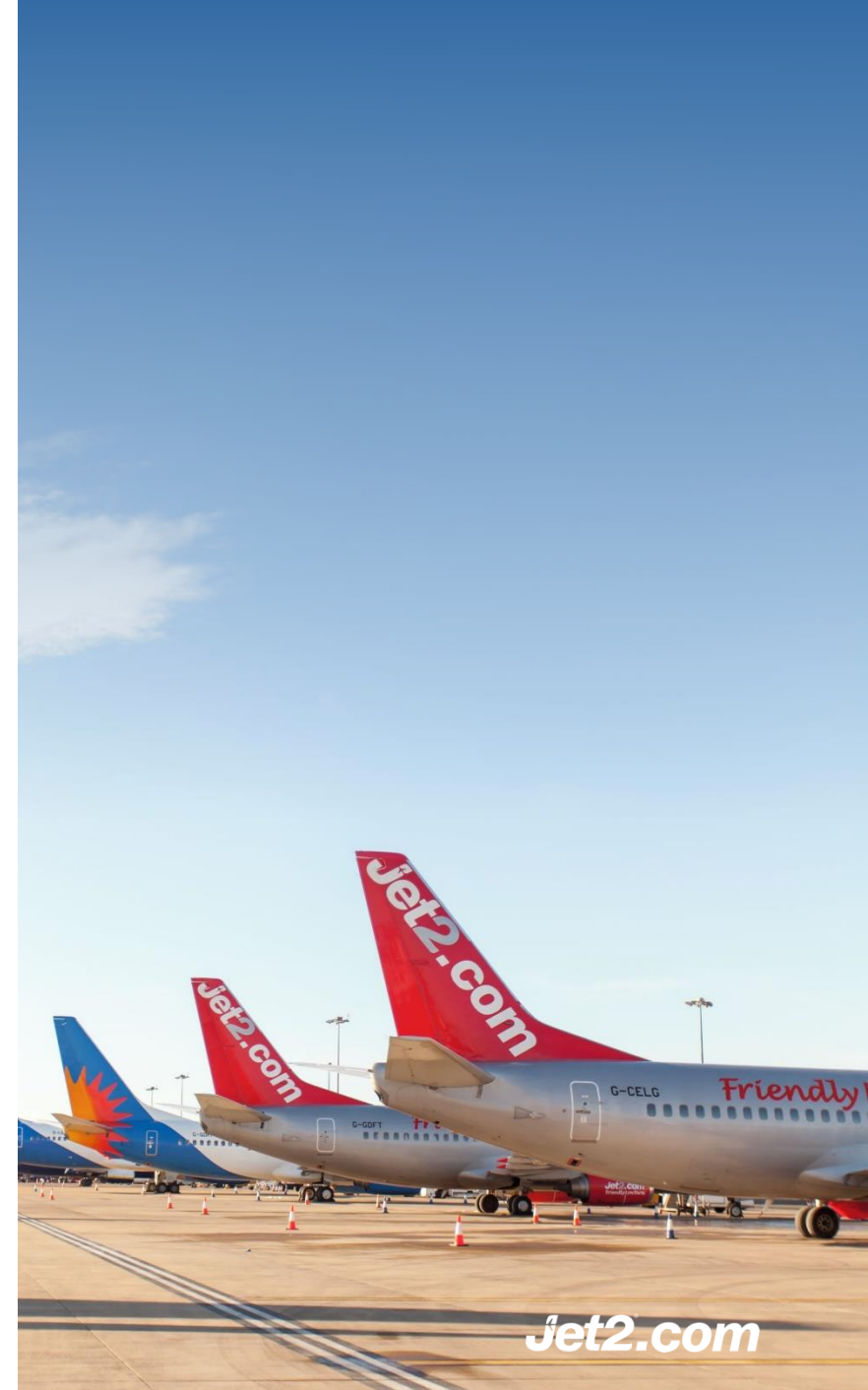
SYSTEM UPGRADES

MAINTENANCE OUTAGES / IT LIAISON

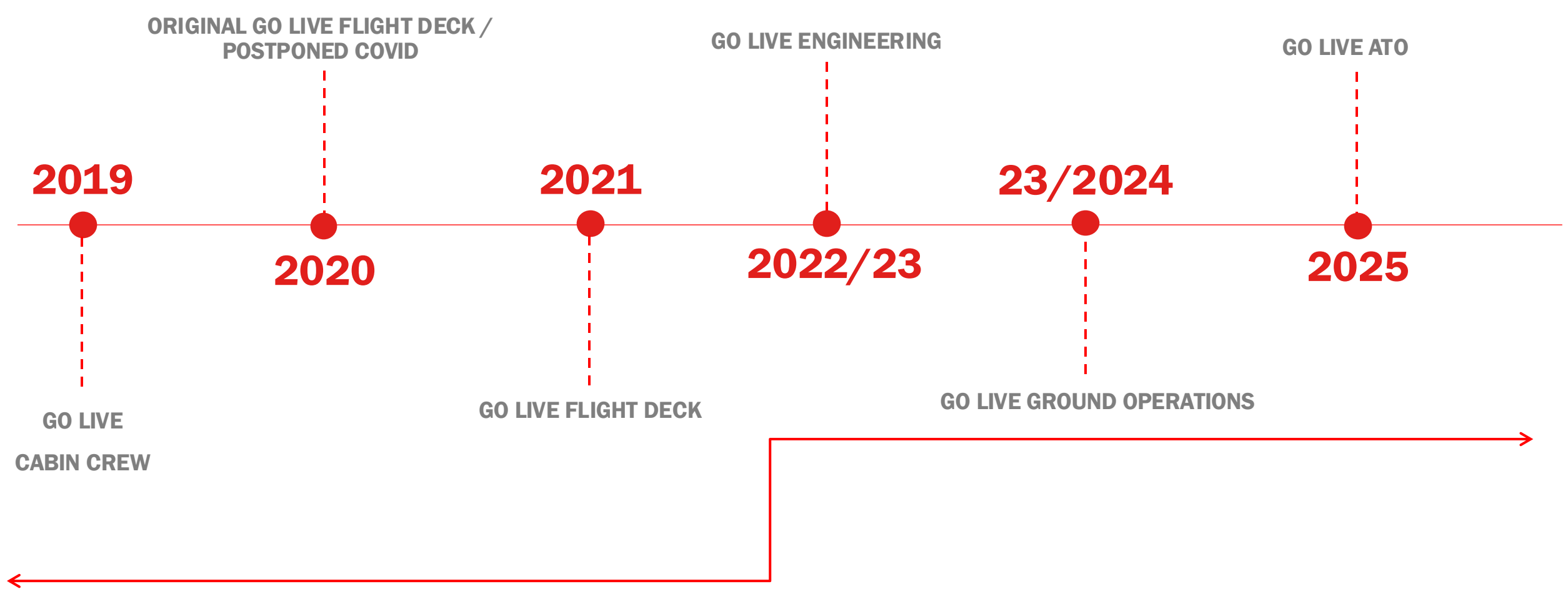
CHANGE REQUESTS

PROJECTS

INTEGRATION TESTING



TIMELINE





6 YEARS OF MINT



HOW DO WE ENSURE OUR SYSTEM EVOLVES?

FIRSTLY, MAINTAINING!

CENTRALISED TEAM



1 **WHO ARE YOUR ADMINISTRATORS?**

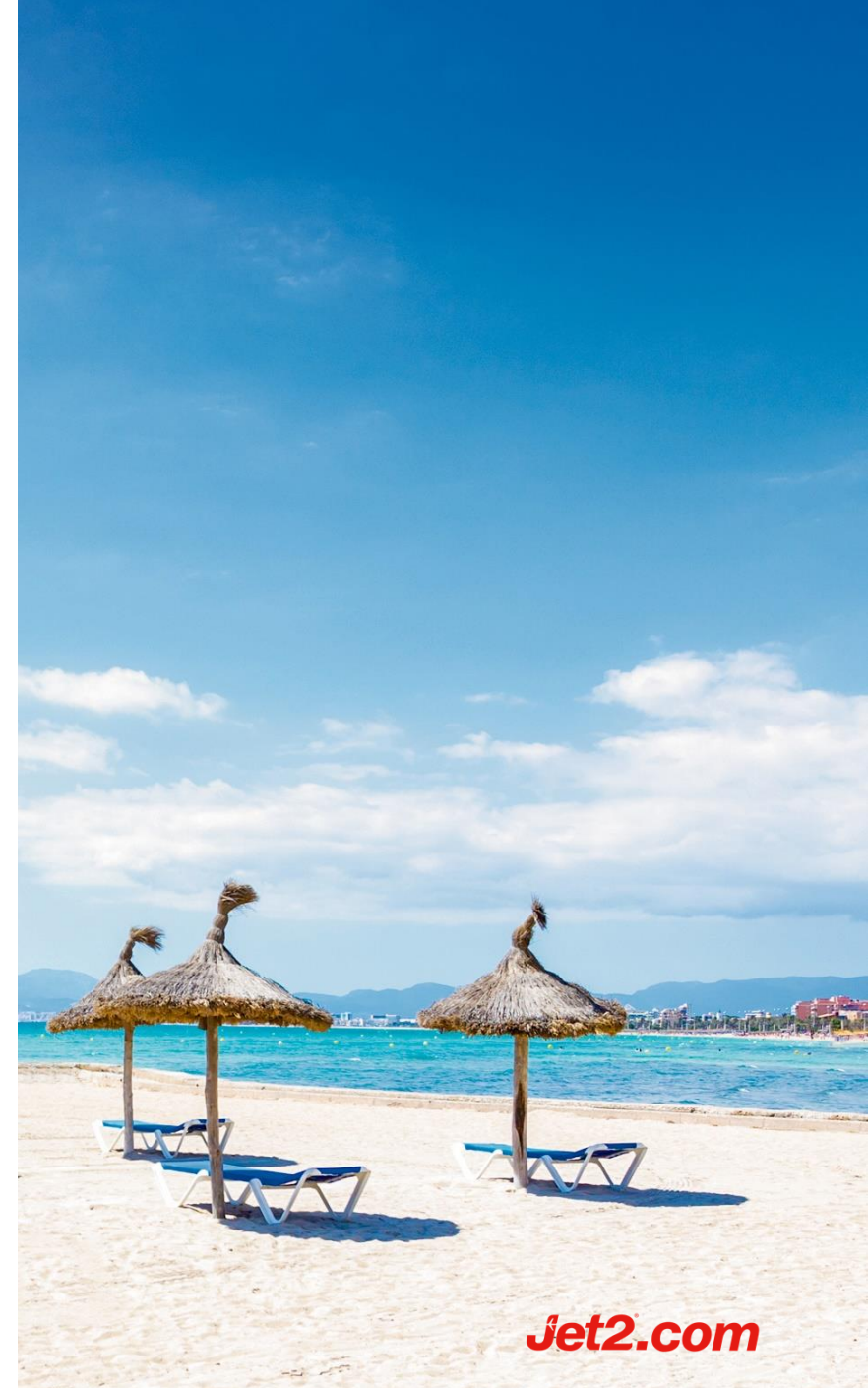
2 **OWNERSHIP / SYSTEM KNOWLEDGE**

3 **LIASING WITH CUSTOMERS & MINT**

4 **CONTROLLED CHANGES**

5 **SLA POLICY**

6 **COMMUNICATION**



CONTROLLED ACCESS POLICY

4. Role-based access

Business Area	Role	Module Access	Permission Group(s)	Additional permissions	Managed By
Operational Development	- Operations Systems Senior Manager - Crew Systems Manager - Crew Training Systems Supervisor - Crew Training Systems Specialist - Engineering Training Systems Specialist	WA / WP	Administrators	Restrict Access to own schedule = NO	Identity Management
MINT	External - Mint Customer Relationship Managers	WA / WP	Administrators	Restrict Access to own schedule = NO	MINT Admin

- 1 **REFERENCE FOR AUDITING**
- 2 **JOB ROLE CHANGES**
- 3 **SYSTEM CHANGES**
- 4 **AVOID INDIVIDUAL PERMISSIONS**

PROCEDURE DOCUMENTATION

▼ MINT Business Processes Manual

- 1.1 Mint Integration Issues Steps
- 1.2 Mint Maintenance Downtime
 - 1.2.1 Mint Sign Offs - CM Downtime
- 1.3 Mint Prod to Test Steps
- 1.4 Mint Upgrade Steps
- 1.5 Changing ADFS Cert
- 1.6 Changing Mapping File in Mint
- 1.7 Attestation Number Import Resource Property
- 1.8 Automated User Creation
- 1.9 MINT Random Number Audit - Set up and Weekly Check
- 1.10 Lookback Feature

1

STANDARDISED LEARNING

2

PROTECTS ADMIN KNOWLEDGE

3

TIME TO DOCUMENT

4

PROCEDURE / UPGRADE CHANGES

NOW WE HAVE MAINTAINED...
HOW DO WE PROGRESS?

SYSTEM PROGRESSION

(JN):					
Request ID	Departments	Topic	Discussion and Agreements	Person Responsible	Deadline Date
484	Flight Deck				
468	Flight Deck				HOLD

- 1 CONTROLLED DISCUSSIONS
- 2 SHARED FEEDBACK FOR IMPROVEMENT
- 3 ASSISTING NEWER CUSTOMERS
- 4 RAISING PRIORITY LEVELS

TIME TO UPDATE!

Contents

Web Assistant

- XML Importer
- System Performance
- Invalidate sessions after password reset
- One time password reset link

Integration

- Change reasonCode add-on training deletions

Reports

- JSON

Event Handlers

- Non-administrative users sending notifications



- 12 X UPGRADES PER YEAR AVERAGE
- 2DEDICATED TESTING WINDOW
- 3TEST CATALOGUE
- 4DEPARTMENT AGREEMENT

	A	B	C	D	E	F
	Role	Topic	Test Question	Test Steps	Expected Result	Tester
1	Admin	Web Portal	Maintenance page no longer present but crew must clear cache first if they were logged into MINT	1. Open Internet browser 2. Go to https://jet2test.mint-online.com/jet2_test/	1. Mint Screen will be present and maintenance page no longer available.	Holly

PROTECTING



EVOLVING

THANK YOU!
ANY QUESTIONS?

HOLLY.CONWAY@JET2.COM