



BUSINESS INFORMATION TECHNOLOGY COMMITTEE WORKSHOP AGENDA

September 14-15, 2019 • Tampa Convention Center • Tampa, FL

Room: 14 – 17

Saturday, September 14, 2019

7:30am – 6:30pm **Registration**

7:30am – 8:30am **Continental Breakfast**

8:30am – 8:45am **BIT Committee Welcome & Opening Remarks**

Speakers: Ian Law, Chief Information Officer, San Francisco International Airport
Marcus Session, Vice President, Information Technology Services, Tampa International Airport

8:45am – 10:00am **Airport Roundtable** (*Open to all registered conference attendees*)

This session allows airport and World Business Partners/Associate members an opportunity to hear about ongoing airport technology projects, developments, and RFPs throughout the ACINA airport membership.

Facilitator: Ian Law, Chief Information Officer, San Francisco International Airport

10:00am – 10:30am **Morning Break**

10:30am – 11:15am **BIT Session 1: Technology Leadership & Organizational Structure**

Technology has become an essential component of the overall airport strategy. What does a technology team look like at an airport? There are many different ways to structure a technology department in any organization. This session will focus on team structure and communication within the technology team. How does the team interact with each other and with different departments? What are their roles and responsibilities?

Moderator: Steven Schultz, Director, Information Technology, Jacksonville Aviation Authority

Speakers: Marcus Session, Vice President, Information Technology Services, Tampa International Airport
Glenn Evitt, Director, IT Services & Architecture, Greater Toronto Airports Authority
Tracy-Lynn Reid, Director, People & Leadership, Info-Tech Research Group

11:15am – 12:00pm **BIT Session 2: Common Use – Next Generation**

What is the new approach to common use? Common use has evolved over the last two decades, and it is important to discuss what the next generation will look like. Airports need to have enough flexibility to reconfigure the lobby, as they have ongoing multi-billion dollar terminal construction projects. There is a financial balance between standardization as well as the flexibility that airports want for a common use platform. How does biometrics fit into a common use environment? There will become a time to have a jointly integrated environment, but firstly, there is a need to ensure there is one standard.

Moderator: Chuck McFall, Senior Vice President, Chief Information and Strategy Officer, Raleigh-Durham Airport Authority

Speakers: Frank Barich, Principal, Barich, Inc.
David Kershaw, Portfolio Director, Common Use, SITA
Daver Malik, Deputy Airport Director and ACIO, City of Phoenix Aviation Department

12:00pm – 1:30pm **Lunch**

1:30pm – 2:45pm **BIT Session 3: 5G Strategies for Airports**

5G is the next evolution – fifth generation – in mobile networks. But what does this mean for airports? In addition to being much faster than previous 'G's, it is set to open up lots of new use cases for mobile data – and that, hopefully, means new business opportunities for airports and stakeholders. The advances in network technology mean airports have to look at new strategies for the 5G world. Do airports need to invest in private LTE? This panel discussion will look at 5G from the airport perspective and what is most relevant to airport CIOs.

Moderator: Eduardo Valencia, Vice President, Chief Information Officer, Minneapolis-St. Paul Metropolitan Airports Commission

Speakers: Aura Moore, Deputy Executive Director, Chief Information Officer, Los Angeles World Airports
Dr. Derek Peterson, Chief Technology Officer, Boingo Wireless
Richard Van Wijk, Global Aviation Practice Lead, Nokia

2:45pm – 3:15pm **Afternoon Break**

3:15pm – 3:45pm **BIT Session 4: North American Airports Tackle Innovation**

After the first ACI-NA Innovation Forum in January, ACI-NA partnered with Detecon to develop a White Paper on airport innovation best practices, and over 15 airports were interviewed. To move beyond innovation as a mere buzzword in order to tap its transformative potential, airports should understand that it's more than just technology; it's a focus on non-aeronautical revenue, business development, passenger experience, a process centered on people that requires a culture shift and most importantly, it requires executive-level commitment. The results of the White Paper will be presented during this session.

Moderator: Rick Belliotti, Director, Innovation and Customer Experience, San Diego County Regional Airport Authority

Speaker: Philipp Schett, Director Management Consulting – Strategy and Innovation, Detecon Inc.

3:45pm – 4:45pm **BIT Session 5: Cyber Threats – Level It Up! How Can Airports Handle Today’s Cyber Risks?**

A Cyber-attack is a CEO’s worst nightmare. Cybersecurity continues to broaden, creating a continuously challenging task for airport executives and remains a high priority for airports – it’s not just an IT issue. All airport employees should be aware of how they can protect their airports from cyber threats. This session will look at the roles and responsibilities of departments within the airport ecosystem. How to govern cybersecurity? How to insure? How to respond to a cyber-attack?

Moderator: Arpit Malaviya, Chief Executive Officer, ProDIGIQ, Inc.

Speakers: Jessica Bishop, Director, Information and Technology Services, San Diego County Regional Airport Authority
Matthew Crowley, Co-Founder & Principal, Cyprus Lake
Philip Windust, Aviation Ecosystem Stakeholder Engagement Office, Office of the Chief Information Security Officer (CISO), Federal Aviation Administration

Sunday, September 15, 2019

7:30am – 7:00pm **Registration**

8:00am – 9:00am **Continental Breakfast**

9:00am – 10:00am **BIT Session 6: IATA Passenger Experience Management Group Update & ACI World Update**

IATA's Passenger Experience Management Group (PEMG) allows the industry to focus its efforts on standards and solutions aligned to the end-to-end passenger process. PEMG sets the direction and policy for all areas within Passenger Experience and Facilitation. This session will provide updates from the common use, fast travel, and facilitation (One ID) working groups.

In addition, this session will provide updates from the ACI World IT Standing Committee regarding their latest initiatives, on Cybersecurity, Digital Transformation, Airport Community Recommended Information Services (ACRIS), and New Experience in Travel and Technologies (NEXTT) – a joint initiative with ACI and IATA. NEXTT aims to help deliver this future by developing a common vision to enhance the on-ground transport experience, guide industry investments, and help governments improve the regulatory framework.

Moderator: Maurice Jenkins, Division Director, Information Systems, Miami International Airport

Speakers: Hasse Joergensen, Manager, Passenger and Facilitation, IATA
Antoine Rostworowski, Deputy Director General, Programmes and Services, ACI World

10:00am – 10:30am **Morning Break**

- 10:30am – 11:00am **BIT Session 7: Airport Profile – Metropolitan Washington Airports Authority**
- This session will focus on an airport case study from MWAA’s CIO as to how they transformed their technology department and built a foundation to deliver future capabilities with an approach in solving real business problems.
- Speaker: Goutam Kundu, Senior Vice President of Technology and Chief Information Officer, Metropolitan Washington Airports Authority
- 11:00am – 12:00pm **BIT Session 8: CBP and TSA Updates – What Airports Need to Know?**
- The facilitation and security of passengers through the airport process continues to evolve as traffic levels increase and federal resources remain constant. New regulations and the introduction of technology are reshaping the passenger experience and facility design. Join this session to hear an overview of the major changes happening in passenger facilitation and security. Topics discussed during this session will include Biometric Exit, Simplified Arrival, Wait Time Technologies, TSA Future Lane Experience (FLEx) Screening, and Facility Design.
- Moderator: Ian Law, Chief Information Officer, San Francisco International Airport
- Speakers: Sharon Pinkerton, Senior Vice President, Legislative and Regulatory Policy, Airlines for America
Dan Tanciar, Deputy Executive Director, U.S. Customs and Border Protection
- 12:00pm – 1:15pm **Lunch**
- 1:15pm – 2:30pm **BIT/OpsTech Concurrent Session 9A: Unmanned Aircraft Systems at Airports (Room: 20 – 21)**
- Moderator: Chad Leque, Vice President, Management & Operations, Minneapolis-St. Paul Metropolitan Airports Commission
- Speakers: Adam Bouchard, Airports Operations Manager, Tampa International Airport
Jason Byers, Assistant Chief of Police, Dallas Fort Worth International Airport
David Gamper, Director, Safety, Technical and Legal Affairs, ACI World
Chris Oswald, Senior Vice President, Safety and Regulatory Affairs, ACI-NA
- BIT/OpsTech Concurrent Session 9B: Integrating IT Considerations into Airport Capital Project Delivery (Room: 14 – 17)**
- Moderator: Shane Harbinson, Assistant Director, City of Austin Department of Aviation
- Speakers: Ed Clayson, Director of Airport Maintenance, Salt Lake City Department of Airports
John Newsome, Chief Information Technology, Greater Orlando Aviation Authority
Faith Varwig, Principal, Faith Group, LLC.
Stephen Zielinski, IT Project Manager - Aviation & Federal Global Practice, Burns & McDonnell
- 2:30pm – 3:00pm **Afternoon Break**
- 3:00pm – 4:00pm **BIT Session 10: RFID Baggage Tagging – What’s Next for Airports?**
- In June 2019, IATA unanimously resolved to support the global deployment of Radio Frequency Identification (RFID) for baggage tracking. IATA also called for the implementation of modern baggage messaging standards to more accurately track passengers’ baggage in real time across key points in the journey.
- Mishandled bags are one of the key reasons for passenger dissatisfaction. ACI fully supports effective baggage management through tracking and enhanced collaboration between airports, airlines, and other stakeholders in the airport community. The IATA Resolution does not oblige airports to implement RFID. ACI recommends that airports work closely with their airlines and other partners and stakeholders to consider all technical solutions available to assess and meet the

unique local needs and circumstances with a view to improved efficiency and service for all. Join this session to understand the ins and outs of RFID baggage tagging.

Moderator: Daver Malik, Deputy Airport Director and ACIO, City of Phoenix Aviation Department

Speakers: Michael Irons, Practice Director – Airports, Wipro Technologies
Michael Saunders, Senior Director, Business Development, Aviation Services, Lyngsoe Systems
Mark Summers, Market Development Manager, Global RFID Solutions – Aviation, Avery Dennison
Pankaj Shukla, Director, Global RFID Market Development, Zebra Technologies

4:00pm – 4:15pm **Closing Remarks**

Speakers: Ian Law, Chief Information Officer, San Francisco International Airport
Phillip Murray, Director, Information Technology, Southwest Florida International Airport

5:00pm – 7:00pm **Exhibition Hall Grand Opening**

