



ENVIRONMENT • SECURITY • OPERATIONS • TECHNOLOGY

# 2019 AIRPORTS @ WORK

April 1 - 4, 2019 // Salt Lake City, UT



## BUSINESS INFORMATION TECHNOLOGY COMMITTEE AGENDA

### Monday, April 1, 2019

9:00am – 5:00pm **Registration** (*Imperial Ballroom*)

1:00pm – 3:30pm **BIT Forum: Passenger Experience** (*Grand Ballroom B*)  
(*Open to all registered conference attendees*)

1:00pm – 2:00pm **Government Updates – Passenger Experience, Biometrics, Wait Time Measurements**

Biometrics and passenger experience initiatives has become a hot topic over the past couple of years for the aviation community. CBP and TSA will provide updates on recent initiatives and programs underway at the agencies that use advanced technology and innovative solutions.

Speakers: Matt Cornelius, Executive Vice President, Airports Council International – North America  
Aneil Patel, Managing Director, Air Policy, Airports Council International – North America

2:00pm – 2:45pm **Airport Biometric Entry & Exit Pilots**

Biometric Exit technical demonstrations have taken place at nearly 20 U.S. airports. Three airports will provide a 10-minute update on implementing Biometric Exit highlighting the successes, challenges, and working with external stakeholders. In addition, we will hear about the process involved with airline DCS integration.

Speakers: Aura Moore, Deputy Executive Director – Chief Information Officer, Los Angeles World Airports  
Betros Wakim, President, Amadeus Airport IT Americas, Inc.  
Jeff Williams, Business Relationships and Innovation, Metropolitan Washington Airports Authority

- 2:45pm – 3:15pm      **Passenger Identity – Digital ID**
- The demand for a seamless, faster and hustle-free airport process is rapidly growing. Combining biometrics, cryptography and technologically advanced platforms make it possible to store, share and use passenger data digitally to make the travel experience more efficient.
- Speaker: Hans Miller, Chief Executive Officer, Airside Mobile
- 3:15pm – 3:30pm      **Passenger Experience Discussion**
- Open discussion with airports and World Business Partners/Associates to hear about their thoughts on the new direction of passenger experience. There are new passenger experience solutions released every week and as an industry, it's important to leverage new technological changes, but at the same time ensuring there is not a fragmented approach.
- Facilitator: Ian Law, Chief Information Officer, San Francisco International Airport
- 3:45pm – 5:00pm      **BIT Committee Speed Networking** *(Pre-registration required) (Grand Salon)*
- The BIT Committee will host the first-ever Speed Networking event at Airports@Work for airport executives and technology service providers. The goal is to give a platform for service providers to meet with key airport executives in a casual, fun environment.
- There will be ten 5-minute networking sessions with a minute break in between for transitions. Airport CIOs and executives will be able to meet with service providers. The committee will match the service providers and airport representatives in advance of the event.
- ACI-NA would like to acknowledge Arora Engineers and Boingo Wireless who will organize the BIT Committee Speed Networking event.
- 5:30pm – 7:00pm      **ACI-NA Welcome Reception** *(Imperial Ballroom)*
- Catch up with old friends and make new ones at ACI-NA's welcome reception. It is the perfect opportunity to find out what your colleagues are doing to address the challenges of our ever-changing airport world.

**Tuesday, April 2, 2019**

- 7:30am – 4:00pm      **Registration** *(Imperial Ballroom)*
- 7:30am – 8:30am      **Networking Breakfast** *(Imperial Ballroom)*
- 8:30am – 8:45am      **BIT Committee Welcome & Opening Remarks** *(Grand Ballroom B)*
- Speaker: Ian Law, Chief Information Officer, San Francisco International Airport
- 8:45am – 10:00am      **Airport Roundtable** *(Open to all registered conference attendees) (Grand Ballroom B)*
- This session allows airport and World Business Partners/Associate members an opportunity to hear about ongoing airport technology projects, developments, and RFPs throughout the ACI-NA airport membership.
- Facilitator: Ian Law, Chief Information Officer, San Francisco International Airport

10:00am – 10:30am **Networking Break** (*Imperial Ballroom*)

10:30am – 10:45am **Airline Industry Update** (*Grand Ballroom B*)

Airlines for America (A4A), the trade association for the country's leading passenger and cargo airlines will provide an industry update to attendees. Updates will include the latest developments and projects within the International Air Transport Association (IATA) working groups. Updates will include the Common Use Working Group, Baggage Working Group, and the Fast Travel Program.

Speaker: Patty Edwards, Managing Director, Passenger Services, Airlines for America

10:45am – 11:45am **BIT Session 1: Airline Roundtable – Technology & Customer Service Strategies** (*Grand Ballroom B*)

Hear about ongoing airline technology projects and developments. Carriers will provide attendees with an overview of the latest updates from their airline including customer service strategies, new technological solutions and insights into the future.

Moderator: Faith Varwig, Principal, Faith Group, LLC.

Speakers: Lee Mitchell, Director of Customer Service and Rapid Rewards, Southwest Airlines  
Tim Pearlman, Manager of Customer Service Programs, JetBlue Airways  
Steven Tamaroglio, Senior Manager, Airport Operations Performance, United Airlines

11:45am – 1:00pm **Lunch** (*Imperial Ballroom*)

1:00pm – 2:00pm **BIT Session 2: Airport Cybersecurity and PCI Compliance** (*Grand Ballroom B*)

Cybersecurity remains a high priority for both airport and airline CIOs, with spending projected at nearly \$4B in 2018. Yet faster progress towards implementation of concrete cyber prevention and management initiatives remains a challenge. Payment Card Industry Data Security Standard (PCI DSS) is an important topic for airport operators. PCI audit and onsite assessments may seem complicated; however, they provide companies with accurate and comprehensive overview. Also, learn more about how the ACI Cybersecurity Task Force is working to expedite more effective industry safeguards.

Moderator: Phillip Murray, Director, Information Technology, Southwest Florida International Airport

Speakers: Royce Holden, Assistant Vice President – Information Technology Services, Technology Security and Compliance (CISO), Dallas Fort Worth International Airport  
Daver Malik, Deputy Airport Director and ACIO, City of Phoenix Aviation Department  
Dominic Nessi, Vice President for Strategic Engagement – Airports, Aviation-ISAC

2:00pm – 3:00pm **BIT Session 3: Maximizing Airport Analytics** (*Grand Ballroom B*)

Collecting and analyzing data is crucial to ensure effective operations and development of any airport. But what do airports really do with this data? Join us to learn more about techniques, tools, and software that can be utilized to compile, evaluate and share the information to the various airport stakeholders. During this session, presenters will also discuss various success stories in the area of data analytics.

Moderator: Frank Barich, Principal, Barich, Inc.

Speakers: Ian Law, Chief Information Officer, San Francisco International Airport  
Christian Kessler, Business Relationships and Innovation Manager, Metropolitan Washington Airports Authority  
Dheeraj Kohli, Vice President and Global Head for Travel and Transportation, Unisys

3:00pm – 3:30pm **Networking Break** (*Imperial Ballroom*)

3:30pm – 4:45pm **BIT Session 4: Tech to Watch** (*Grand Ballroom B*)

Come and take a look at the latest developments that can be used to improve airport operations, sustainability, passenger satisfaction and at the same time making the airport more technologically advanced.

Moderator: Dave Wilson, Director, Airport Innovation, Seattle-Tacoma International Airport

Speakers: Eric Egland, Enterprise AI Specialist, Microsoft  
Kevin Gramer, Vice President, Americas, Thruvision Inc.  
Christiaan Hen, Chief Customer Officer, Assaia International, Inc.  
Marc Rauch, Managing Director, Xovis USA

4:45pm – 5:30pm **BIT Session 5: The *Other* Airport Technology Projects** (*Grand Ballroom B*)

Join us for an open discussion with airport peers on new and existing technology projects and developments that are currently being implemented at North America airports.

Facilitators: Ian Law, Chief Information Officer, San Francisco International Airport  
Eduardo Valencia, Vice President, Chief Information Officer, Minneapolis-St. Paul Metropolitan Airports Commission

## Wednesday, April 3, 2019

8:00am – 4:00pm **Registration** (*Imperial Ballroom*)

8:00am – 9:00am **Networking Breakfast** (*Imperial Ballroom*)

9:00am – 9:15am **Welcome and Opening Remarks** (*Grand Ballroom B*)

Speakers: Matt Cornelius, Executive Vice President, Airports Council International – North America  
Bill Wyatt, Executive Director, Salt Lake City Department of Airports

9:15am – 10:00am **Industry Keynote Address** (*Grand Ballroom B*)

Moderator: Bill Wyatt, Executive Director, Salt Lake City Department of Airports

Speaker: Holden Shannon, Senior Vice President of Corporate Real Estate, Delta Air Lines

10:00am – 10:15am **2019 ACI-NA Environmental Awards** (*Grand Ballroom B*)

Moderator: Matt Cornelius, Executive Vice President, Airports Council International – North America

10:15am – 10:45am **Networking Break** (*Grand Ballroom Foyer*)

10:45am – 12:00pm **Overcoming North American Airport Challenges** (*Grand Ballroom B*)

Airports in the U.S. and Canada are facing a host of planning, operational, construction, security, environmental and technological challenges in a continually changing aviation industry. In this engaging panel discussion, hear from ACI-NA's Committee Chairs on how we can prepare to meet these challenges through collaborative and innovative work among the four committees and through partnerships with key industry stakeholders.

**Moderator:** Matt Cornelius, Executive Vice President, Airports Council International – North America

**Speakers:** Kevin Gurchak, Vice President of Sustainability and Natural Resources, Allegheny County Airport Authority, Environmental Affairs Committee Chair  
Pete Higgins, Director of Airport Operations, Salt Lake City Department of Airports, Operations and Technical Affairs Committee Chair  
Shawna Larson, Deputy Aviation Director – Public Safety & Security, City of Phoenix Aviation Department, Public Safety and Security Committee Chair  
Ian Law, Chief Information Officer, San Francisco International Airport, Business Information Technology Committee Chair

12:00pm – 1:15pm **Networking Lunch** (*Imperial Ballroom*)

1:15pm – 2:15pm

**Concurrent Session 1A**  
**Ground Transportation & Automation**  
(*Grand Ballroom D*)

**Moderator:**

Joan Zatopek, Aviation Planning & Development Manager, Oakland International Airport

**Speakers:**

Greg Krueger, Program Director for Emerging Technologies in Transportation and Associate Vice President, HNTB Corporation

Anita Natarajan, General Manager of Airports, US and Canada, Uber

**Concurrent Session 1B**  
**ACI-NA Environmental Award Winning Project Presentations**  
(*Grand Ballroom A*)

**Moderator:**

Patrick Magnotta, Assistant, Manager, Airport Planning and Environment, Federal Aviation Administration

**Speakers:**

Michael Antle, Billy Bishop Toronto City Airport

Erin Cooke, San Francisco International Airport

Alain Girard, Québec City Jean Lesage International Airport

Lyne Michaud and Anne Marcotte, Aéroports de Montréal

Chad Reese, San Diego Regional Airport Authority

**Concurrent Session 1C**  
**Cybersecurity – Federal Agencies**  
(*Grand Ballroom B*)

**Moderator:**

Royce Holden, Assistant Vice President, Technology Security, and Compliance, Dallas Fort Worth International Airport

**Speakers:**

Nancy Lim, Senior Cybersecurity Advisor, Cybersecurity and Infrastructure Security Agency, Department of Homeland Security

Isidore Venetos, Manager, Aviation Information Security Protection R&D, Federal Aviation Administration

Jason Bretzinger, Program Manager, Cyber Division, Federal Bureau of Investigation

Kelsey Erwin, Intelligence Analyst, Federal Bureau of Investigation

2:15pm – 2:45pm **Networking Break** (*Imperial Ballroom*)

2:45pm – 3:45pm

**Concurrent Session 2A**  
**Airfield Surface Management—Moving from Concept to Implementation**  
*(Grand Ballroom D)*

**Moderator:**  
Tom Bock, Manager, Airport Operations, Port Authority of New York &, New Jersey

**Speakers:**  
Eric Cole, CSIT Team Lead, Federal Aviation Administration, TFDM Program Office

Wil MacMillan, Director, A-CDM Implementation, Greater Toronto Airports Authority

Chris Oswald, Senior Vice President, Safety and Regulatory Affairs, ACI-NA

Doug Swol, Lead Aviation Systems Engineer, Mitre Corporation

**Concurrent Session 2B**  
**Sustainable Jet Fuel—Is Your Infrastructure Ready?**  
*(Grand Ballroom A)*

**Moderator:**  
Carly Shannon, Managing Planner, Sustainability Leader C&S

**Speakers:**  
Erin Cooke, Sustainability Director, San Francisco International Airport

Stephanie Meyn, Climate Protection Program Manager, Sea-Tac Airport

Emily Newes, Sustainability Group Manager, National Renewable Energy Laboratory

Kristi Moriarty, Senior Engineer, National Renewable Energy Laboratory

**Concurrent Session 2C**  
**Security Checkpoints—The Next Generation**  
*(Grand Ballroom B)*

**Moderator:**  
Emily Underhill  
Division Director – Development Southwest Florida International Airport

**Speakers:**  
Matt Gilkeson, ITF Branch Manager and FLEEx Project Lead, Transportation Security Administration

Ian Law, Chief Information Officer, San Francisco International Airport

TJ Schultz, President, Airports Consultants Council

3:45pm – 4:00pm

**Networking Break** *(Imperial Ballroom)*

4:00pm – 5:15pm

**Droned and Confused – Managing Drones in a Rapidly Evolving Airport Environment**  
*(Grand Ballroom B)*

**Moderator:** Roy Fuhmann, Chief Operating Officer, Minneapolis-St. Paul Metropolitan Airports Commission

**Speakers:** David M. Hansell, Public Policy Manager, DJI  
Chad Makovsky, Executive Vice President Operations, Dallas Fort Worth International Airport  
John Putnam, Managing Partner, Kaplan Kirsch & Rockwell LLP  
Angela Stubblefield, Deputy Associate Administrator, Security & HAZMAT Safety, Federal Aviation Administration

## Thursday, April 4, 2019

8:00am – 9:00am

**Networking Breakfast** *(Imperial Ballroom)*

9:00am – 10:00am

**BIT Session 6: Developments in Check-in and Passenger Processing** *(Grand Ballroom B)*

Passenger processing solutions continue to evolve and improve the passenger experience through more automated and efficient technologies. Join us to learn more about projects such as self-bag drop, self-check-in and new developments in common use, all contributing to faster processing and improved customer service.

Moderator: Jessica Bishop, Director, Information and Technology Services, San Diego County Regional Airport Authority

Speakers: Manny Adams, Assistant Director of Information Technology, Cincinnati/Northern Kentucky International Airport  
Tony Chapman, Director, Global Product Management and Strategy, Collins Aerospace  
Mohit Malik, Head of Solution Specialists, SITA

10:00am – 10:30am **Networking Break** (*Imperial Ballroom*)

10:30am – 11:45am **BIT Session 7: Airport Technology Leadership and Organization** (*Grand Ballroom B*)

Technology has become an essential component in 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: Mike Youngs, Vice President, Information Technology Services, Dallas Fort Worth International Airport

Speakers: Matthew Crowley, Chief Information Officer, Philadelphia International Airport  
John Hilgers, Technology Operations Manager, Charlotte Douglas International Airport  
Eduardo Valencia, Vice President, Chief Information Officer, Minneapolis-St. Paul Metropolitan Airports Commission

11:45am – 12:00pm **BIT Feedback & Closing** (*Grand Ballroom B*)

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

12:00pm – 1:00pm **Box Lunch** (*Grand Ballroom Foyer*)

1:00pm – 3:00pm **Tour of Salt Lake City International Airport** (*Pre-registration required*)

We thank the Salt Lake City Department of Airports, which has arranged for a tour of “the New SLC”, its ongoing terminal redevelopment project at Salt Lake City International Airport. The tour will take place on the afternoon of April 4. Busses will leave the Grand America Hotel promptly at 1:00 pm and the tour will conclude in the Airport’s terminal by 3:30 pm.

Bus transportation will be provided back to the hotel for those staying at the Grand American Hotel on Thursday night. Those departing SLC by air following the tour will be able to store their luggage in a secure location while the tour is underway.

Since we will be visiting an active construction site, tour attendees must wear closed-toe shoes and long pants (shorts, skirts, and dresses not permitted). High heels are also prohibited.

**Mark Your Calendars!**

**ACI-NA ANNUAL CONFERENCE & EXHIBITION  
Tampa, Florida**

**Business Information Technology Workshop: September 14-15, 2019  
Annual Conference & Exhibition: September 16-17, 2019**