<table>
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<th>Time</th>
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<tr>
<td>9:00am – 5:00pm</td>
<td>Registration</td>
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<tr>
<td>1:00pm – 3:00pm</td>
<td><strong>BIT Forum – Connected Passenger Journey</strong> <em>(Open to all registered conference attendees)</em></td>
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<td>Hear from Microsoft executives on the various components of a Connected Passenger Journey, with segments of Connected Retail, Wayfinding, and Operational Efficiency with Smart Buildings, Internet of Things, and Digital Twin capabilities. Attendees will have the opportunity for an interactive discussion with speakers. A more detailed description of this educational workshop will be forthcoming.</td>
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<td>3:30pm – 5:15pm</td>
<td><strong>BIT Committee Speed Networking</strong> <em>(Pre-registration required)</em></td>
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<td>The BIT Committee will host a 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.</td>
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<td>ACI-NA would like to acknowledge Arora Engineers and Boingo Wireless, who will organize the BIT Committee Speed Networking event.</td>
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<td>Airports and technology service providers are encouraged to sign-up for this event by emailing <a href="mailto:apatel@airportscouncil.org">apatel@airportscouncil.org</a> no later than March 2, 2020.</td>
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<tr>
<td>5:30pm – 7:00pm</td>
<td><strong>ACI-NA Welcome Reception</strong></td>
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<td>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.</td>
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**Tuesday, April 28, 2020**

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<th>Time</th>
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<tr>
<td>8:00am – 4:00pm</td>
<td>Registration</td>
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<tr>
<td>8:00am – 9:00am</td>
<td>Networking Breakfast</td>
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9:00am – 9:30am  Welcome and Opening Remarks

Speakers: Kevin M. Burke, President & CEO, ACI-NA
Lew Bleiweis, Executive Director, Greater Asheville Regional Airport Authority, and Chair, ACI-NA
Lance Lyttle, Managing Director, Aviation, Seattle-Tacoma International Airport

9:30am – 10:15am  Industry Keynote Address

Introduction: Lance Lyttle, Managing Director, Aviation, Seattle-Tacoma International Airport
Speaker: Ben Minicucci, President and Chief Operating Officer, Alaska Airlines

10:15am – 10:30am  2020 ACI-NA Environmental Awards

Moderator: Kevin M. Burke, President & CEO, ACI-NA

10:30am – 11:00am  Networking Break

11:00am – 12:00pm  Don’t Get Hacked – Best Practices in Cyber Hygiene

This session will feature an exciting, informative and entertaining look at real-world cyber threats, cases and solutions. This includes threats from employees and physical attacks, as well as interruptions in IT services from organized crime, cyber terrorists and nation-states. Learn about actions you should take today to innovate and protect your airports and the ecosystems of your partners.

Introduction: Lew Bleiweis, Executive Director, Greater Asheville Regional Airport Authority, and Chair, ACI-NA
Speaker: Bryan Hurd, Vice President, Head of Office – Seattle, Aon Cyber Solutions

12:00pm – 1:15pm  Networking Lunch

1:15pm – 2:15pm  Concurrent Session 1A  Biometrics—The Latest CBP and TSA

Moderator: Charles Goedken, Senior Manager, Operational Readiness and Airport Transition, Seattle-Tacoma International Airport

Speakers: Arun Vemury
Director, Biometric and Identity Technology Center, DHS
U.S. Customs and Border Protection

Concurrent Session 1B  Are We Ready for our Robot Overlords Yet? Addressing the Increasing Role of Automation at North American Airports

Concurrent Session 1C  ACI-NA Environmental Award Winning Project Presentations

2:15pm – 2:45pm  Networking Break
2:45pm – 3:45pm  General Session—Seattle-Tacoma International Airport Project Showcase

3:45pm – 4:00pm  Networking Break

4:00pm – 5:15pm  Concurrent Session 2A  Concurrent Session 2B
Airport UAS Disruptions: An Interactive Tabletop Exercise  Commissioning a Net-Zero Terminal—Lessons from SFO’s Terminal 1

Wednesday, April 29, 2020

7:30am – 4:00pm  Registration

7:30am – 8:30am  Networking Breakfast

8:30am – 8:45am  BIT Committee Welcome & Opening Remarks
Speakers: Phillip Murray, Director, Information Technology, Southwest Florida International Airport
Dave Wilson, Director, Airport Innovation, Seattle-Tacoma 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 ACI-NA airport membership.
Facilitator: Phillip Murray, Director, Information Technology, Southwest Florida International Airport

10:00am – 10:30am  Networking Break

10:30am – 10:45am  ACI World Airport Information Technology Standing Committee Update
Speaker: Ian Law, Chief Information Officer, San Francisco International Airport

10:45am – 11:45am  BIT Session 1: Cyber Threats – How Can Airports Handle Today’s Cyber Risks?
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 latest threats to airports, cyber governance, and the roles and responsibilities of departments within the airport ecosystem. How do airports respond to a cyber-attack?
Moderator: Matthew Crowley, Co-Founder & Principal, Cyprus Lake
Speakers: Dominic Nessi, Vice President, Strategic Engagement, Airports, Aviation-ISAC
Eduardo Valencia, Vice President, Chief Information Officer, Minneapolis-St. Paul Metropolitan Airports Commission

11:45am – 1:00pm  Lunch
1:00pm – 2:00pm  **BIT Session 2: Next Generation IT Architectures for Airport – Cloud Services**

Hear from experts and airport representatives in this panel discussion on new architectures that are possible with cloud services. Airports will talk about their cloud journey, best practices and lessons learned to securely manage and integrate disparate systems, pockets of data, and SAAS applications over the cloud. Is there a difference between a “government cloud” and “private cloud”? Where should an airport start their cloud service journey? How does it fit into the airport technology strategy and what is the value? What is the future of the cloud and what is the governance structure for cloud services at airports? What can airports leverage from cloud services and can airports see the cost-benefit?

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

Speakers: Tanya Acevedo, Chief Technology Officer, Houston Airport System
Stuart McKee, National Technology Officer, U.S. Public Sector, Microsoft Corporation
Phillip Murray, Director, Information Technology, Southwest Florida International Airport
Phil Silver, Leader - Transportation, Public Sector, Amazon Web Services (AWS)

2:00pm – 3:00pm  **BIT Session 3: Technology at the Security Checkpoint**

The safety and security of the traveling public is an airport’s top priority. One of the most pressing challenges facing airports today is congestion at security checkpoints. Today, technology plays an important role at the security checkpoint by providing real-time wait times, employee screening, and automated screening lanes have been deployed at many airports in North America to enhance security and increase screening efficiency.

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

Speakers: Mike Youngs, Vice President, Information Technology Services, Dallas Fort Worth International Airport
Jim Witzman, Senior Manager Security Operations, Seattle-Tacoma International Airport

3:00pm – 3:30pm  **Networking Break**

3:30pm – 4:30pm  **BIT Session 4: A-CDM – Technology Perspective**

A-CDM focuses on enhancing the efficiency and utilization of airport, air traffic, and aircraft operator resources via collaborative and data-driven decision making. Often these decisions are associated with the real-time or near real-time situational awareness that allows the airline, its service providers and the airport to operate proactively. Hear from the Greater Toronto Airports Authority and Port of Seattle how they have implemented A-CDM from a technology perspective.

Moderator: Frank Barich, Principal, Barich, Inc.

Speakers: Martin Boyer, Vice President and Chief Information Officer, Greater Toronto Airports Authority
Tim Toerber, Airline Resource and Scheduling Manager, Seattle-Tacoma International Airport

4:30pm – 5:30pm  **BIT Session 5: Revenue Generation from Services & Data**

Airports continue to look at strategies to generate new revenue for all size airports. This session will focus on the demand from airport stakeholders for various services and the creative ways how airports can generate revenue. Speakers will also discuss how other industries are generating revenue from data and are there opportunities for airports to do the same?

Moderator: Itati Moguilner, Director of IT Administration, Massachusetts Port Authority
Thursday, April 30, 2020

8:00am – 9:00am  Networking Breakfast

9:00am – 10:15am  BIT Session 6: Airport Design and Delivery – What Technology Teams Need to Know?

Complex projects and more sophisticated delivery approaches can challenge unprepared project management teams regardless of whether the team members are owners, owners’ representatives, designers, contractors, or dedicated program managers. In this session, speakers will explore case studies, proven techniques and processes that can help airports deliver projects better, as it relates to technology.

Moderator: Aura Moore, Deputy Executive Director, Chief Information Officer, Los Angeles World Airports

Speakers: Peter Aarons, Aviation Development Director, Regional Global Practice - Aviation, Burns & McDonnell
Ian Law, Chief Information Officer, San Francisco International Airport
Metropolitan Washington Airports Authority
Jean-Paul Isson, Chief Data Science and AI Officer, SITA
Matthew Mega, General Manager Information Technology, Infrastructure Program, JetBlue Airways

10:15am – 10:45am  Networking Break

10:45am – 11:45am  BIT Session 7: Other Airport Technology Projects

Join this open discussion with airport and WBP/associate peers to hear about new and existing technology projects that are currently being implemented at North America airports. Hear about the challenges of medium and small airports. How do airports prioritize technology projects with a limited operating budget and technology staff?

Facilitators: Jessica Bishop, Director, Information and Technology Services, San Diego County Regional Airport Authority
Brian Legacy, IT Manager, San Antonio Airport System

11:45am – 12:00pm  BIT Feedback & Closing

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

12:00pm – 1:00pm  Box Lunch

1:00pm – 3:00pm  Tour of Seattle-Tacoma International Airport *(Pre-registration required)*

Mark Your Calendars!

ACI-NA ANNUAL CONFERENCE & EXHIBITION
Grand Rapids, MI

Business Information Technology Workshop: September 12 - 13, 2020
Annual Conference & Exhibition: September 12 - 15, 2020