<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>9:00am – 5:00pm</td>
<td>Registration</td>
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<tr>
<td>9:00am – 11:00am</td>
<td><strong>Airport Data Portal Meeting (Airports Only)</strong></td>
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<td>The Airport Data Portal Program is a data aggregator and catalyst for</td>
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<td>facilitating the exchange of</td>
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<td>airport data to third parties (such as airlines and travel apps) in</td>
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<td>a standardized format using a single portal. This meeting will</td>
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<td>discuss the ongoing efforts and strategy for the Airport Data Program.</td>
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<td>A prototype website has been developed during the pilots with multiple</td>
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<td>ACI-NA airport members for security checkpoint wait times,</td>
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<td>concessions information, and car parking availability.</td>
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<td></td>
<td>[<a href="https://amer-partner6-aci.apigee.io/">https://amer-partner6-aci.apigee.io/</a>]</td>
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<tr>
<td></td>
<td>Please RSVP for this meeting by emailing Aneil Patel at <a href="mailto:apatel@airportscouncil.org">apatel@airportscouncil.org</a>.</td>
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<tr>
<td>1:00pm – 3:00pm</td>
<td>**BIT Forum – Connected Passenger Journey (Open to all registered</td>
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<td>conference attendees)**</td>
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<td>Hear from Microsoft executives who will highlight specific examples</td>
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<td>of innovation already in use across the world in the areas of retail</td>
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<td>and parking, while aligning these user stories to journey mapping</td>
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<td>for the traveler experience, including accessibility. A key focal</td>
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<td>point will be to highlight the impact on sustainability, enabling</td>
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<td>airports to reduce their carbon footprint. Attendees will have the</td>
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<td>opportunity for an interactive discussion with speakers.</td>
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<td>3:30pm – 5:15pm</td>
<td><strong>BIT Committee Speed Networking (Pre-registration required)</strong></td>
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<td>The BIT Committee will host a Speed Networking event at Airports@Work</td>
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<td>for airport executives and technology service providers. The goal</td>
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<td>is to give a platform for service providers to meet with key airport</td>
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<td>executives in a casual, fun environment. There will be ten 5-minute</td>
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<td>networking sessions with a minute break in between for transitions.</td>
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<td>Airport CIOs and executives will be able to meet with service</td>
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<td>providers. The committee will match the service providers and airport</td>
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<td>representatives in advance of the event.</td>
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<td>ACI-NA would like to acknowledge Arora Engineers and Boingo Wireless,</td>
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<td>who will organize the BIT Committee Speed Networking event.</td>
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<tr>
<td></td>
<td>Airports and technology service providers are encouraged to sign-up</td>
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<td>for this event by emailing Aneil Patel at <a href="mailto:apatel@airportscouncil.org">apatel@airportscouncil.org</a></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</td>
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<td>reception. It is the perfect opportunity to find out what your</td>
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<td>colleagues are doing to address the challenges of our ever-changing</td>
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<td>airport world.</td>
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Tuesday, April 28, 2020

8:00am – 4:00pm  Registration

8:00am – 9:00am  Networking Breakfast

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 Board of Directors
  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 Board of Directors
  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  Concurrent Session 1B  Concurrent Session 1C

  Biometrics—The Latest CBP and TSA  Are We Ready for our Robot Overlords Yet? Addressing the Increasing Role of Automation at North American Airports  ACI-NA Environmental Award Winning Project Presentations

  Moderator: Charles Goedken, Senior Manager, Operational Readiness and Airport Transition, Seattle-Tacoma International Airport
Speakers:
Arun Vemury
Director, Biometric and Identity Technology Center, DHS
Jeni Best, U.S. Customs and Border Protection

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: Airport UAS Disruptions: An Interactive Tabletop Exercise

Concurrent Session 2B: 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

Update from the ACI World Airport 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.

Speaker: Ian Law, Chief Information Officer, San Francisco International Airport
Serge Yonke Nguewo, Senior Manager, Airport IT, ACI World

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:**
- Rene Leedeman, Director, DevOps and Acting CISO, San Francisco International Airport
- 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.
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

**Speakers:**
- Goutam Kundu, Senior Vice President of Technology and Chief Information Officer, Metropolitan Washington Airports Authority
- Jean-Paul Isson, Chief Data Science and AI Officer, SITA
- Ian Law, Chief Information Officer, San Francisco International Airport

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**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
- Paul Drury, Digital Aviation Leader, Associate Principal, Arup
- Janey Kaster, Business Development - Airports, Honeywell
- 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