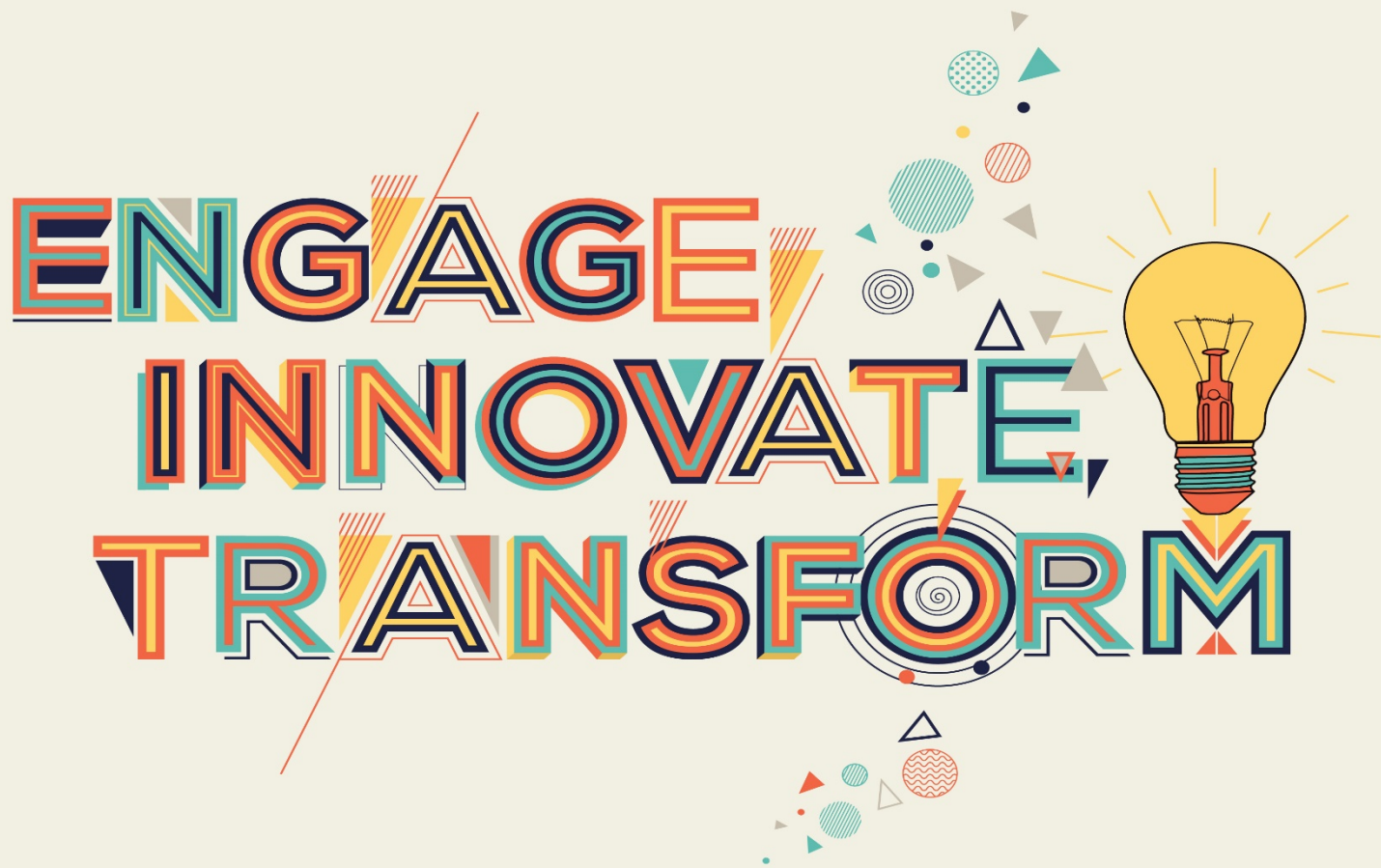




# (TPA) Information Technology Services

Supporting Culture Change Through Technology



# TPA By The Numbers

## ACTIVITY REPORT — Calendar Year 2018

### Annual Passengers



**21,289,390**  
(+8.49% from CY 2017)

### Cargo



**417,890,192 lbs.**  
(+33.62% from CY 2017)

### Mail



**30,028,050 lbs.**  
(+74.97% from CY 2017)

### Highest Traffic Month



**March**  
**2,192,602**

### Lowest Traffic Month



**September**  
**1,403,777**

### Rank by size



**29th**  
Among U.S. Airports

## TPA DAILY AVERAGES — Calendar Year 2018

### Aircraft Departures



**252**

### Passengers Traveling



**58,327**

### Parking Exits



**8,200**  
From Airport Facilities

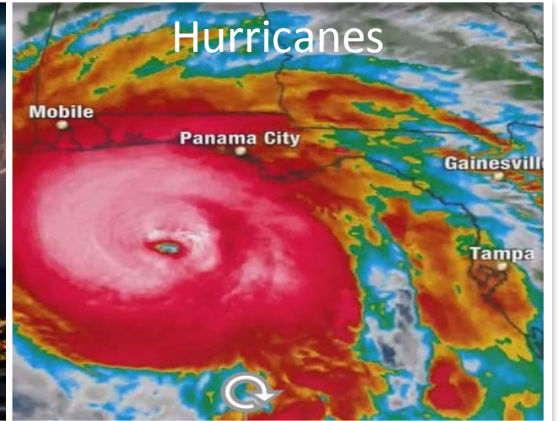
### Bags Checked



**17,728**  
Through In-Line System



# Glad you all made it safely.....



# TPA Technology Team (2016)

Enterprise  
Networks



Information  
Security



Desktop &  
Server



Business  
Applications



CIP Projects



- Flat organizational structure
- IT/Business integration was minimal
- No IT project management philosophy
- Teams were siloed
- Customer engagement was reactionary
- PMO team was one employee
- Process adherence was inconsistent
- IT administration was fragmented
- Shadow IT was a real threat
- Reluctant Buy-in on IT decisions

# TPA Technology Team (2019)



## IT Operations

Enterprise Networks, Desktop  
Support, Service Desk



## IT Applications

Program Management (PMO),  
Enterprise Business Apps,  
Enterprise Architecture



## Information Security

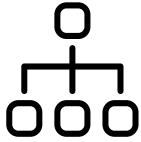
Cybersecurity monitoring,  
response, oversight, and  
compliance



## IT Administration

Asset Management, Financial  
Management, Budget, Events,  
Employee Engagement

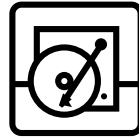
# IT Department Work Force Mix



## TPA Employees

Individuals in this group are directly employed by Tampa International Airport (HCAA).

91%



## Contractors

Full time contractors that work with TPA employees on a daily more permanent basis. Generally cover more specialized needs.

9%



## Professional Services

These are the percentage of dollars budgeted out of the total IT budget for additional staff and project augmentation on an as needed basis.

21%

# Internal Team Communication & Engagement



## IT Engagement Team

Led by office manager, and a representative from each IT team to present employee suggestions, and concerns to management



## Newsletter

Themed team newsletter sent out when enough relevant content is compiled



## Bi-Weekly Stand Up Meetings

Meeting to get incremental updates with all of the business units under EVP for HR, IT, legal



## Flexible Work Program

Allows employee the opportunity to work on a schedule that works for them, and the organization



## Telework Program

Provides employees with the opportunity to work remotely for one day a week, or more if a special situation arises

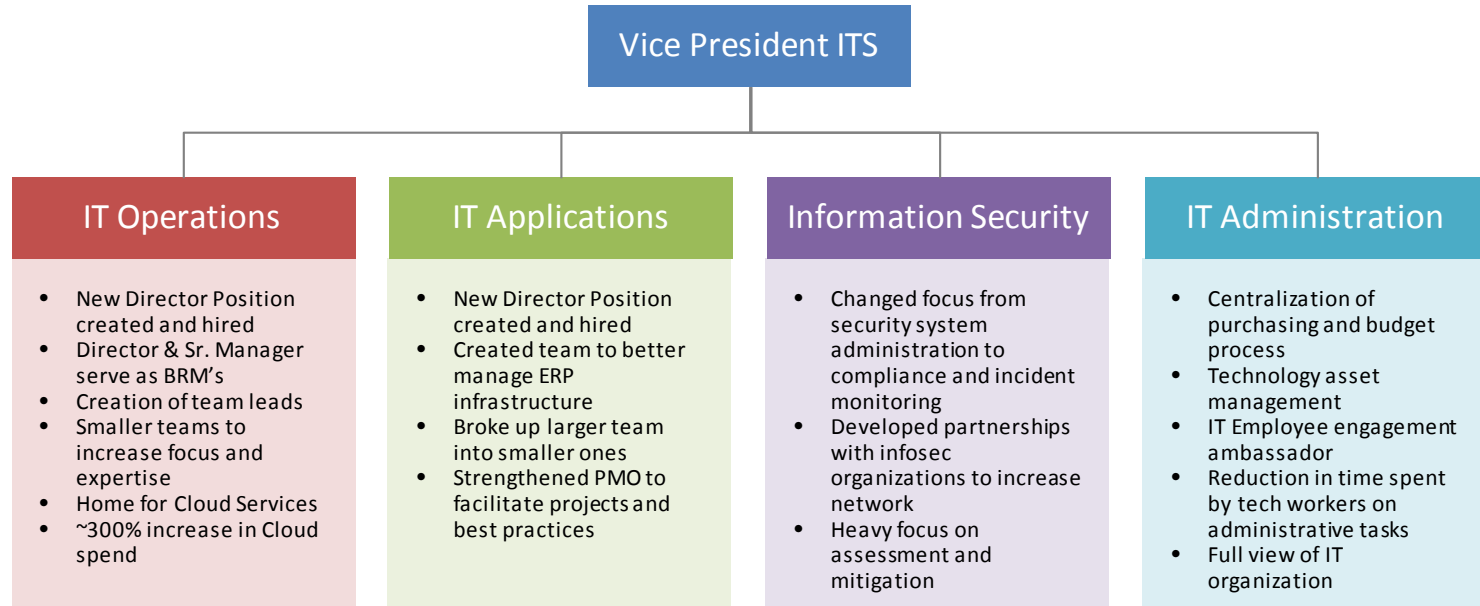


## Team Retreats

Team retreats for the ITS team to deliver major updates, and messaging. A fun activity is always included in these



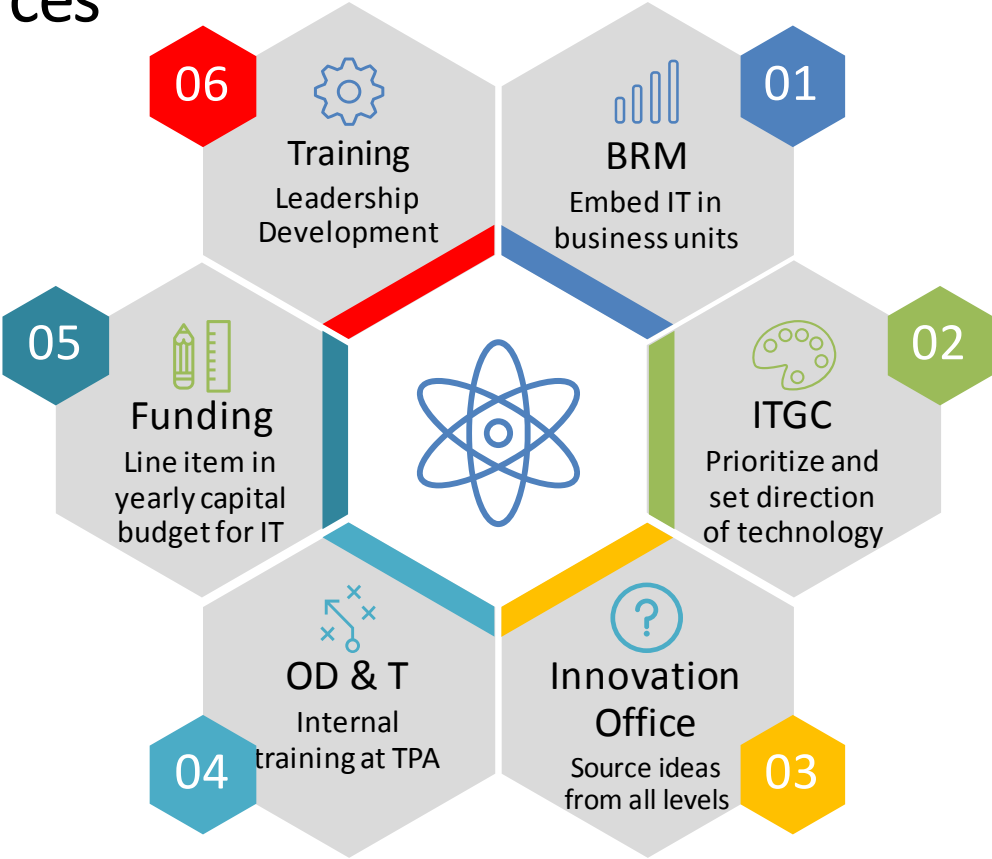
# Outcomes of Organizational Changes



# Work Environment Transformation



# External Interactions and Resources



# Engagement Channels

## 5 THINGS EVERY EMPLOYEE CAN DO IN TEAMS



## 5 THINGS EVERY EMPLOYEE CAN DO IN TEAMS



### COMMUNICATE

Message, call, and video chat using your desktop or mobile device



### SHARE

Share the screen on your work station with others



### SCHEDULE

Arrange meetings using TEAMS or OUTLOOK



### CREATE

Work together to edit and view documents and other content



### COLLABORATE

Create workspaces to centralize and organize your work

As a business communications app, Teams enables local and remote workers to collaborate on content in real time and near-real time across different devices, including laptops and mobile devices.





# Product Focused Delivery

Migrating processes from project focused to product focused



A Project has a defined beginning and end in time. People who don't usually work together.



A Product is solutions that are created, maintained, and supported over time. Provides specific customer benefits.



Resources

People are exchangeable individual contributors to move from project to project or across projects

People



Team Members

People are part of dedicated and persistent teams, work in pairs or swarms where possible



Order Taking

Taking orders from stakeholders, focus on documenting wants of the solution

Requirements



Problem Solving

Discover problems and needs through user interaction, using stories as placeholders for conversations



One & Done

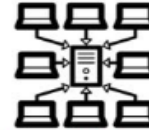
One time, phases might be grouped into larger programs with clear stop and start dates

Lifecycle



Ongoing Evolution

Long lasting, iterative and incremental, short loops of Plan-Do-Check-Act



Internal Focused

Solutions/Systems Focus - how to build and what to work on, what the system needs

Outcomes



External Focused

Customer Focus - what to deliver and why, simulating & identifying valuable experiences



# Takeaways/What's Next

**We are an IT team that supports an airport,  
not an airport IT team**

**Implementation of a role based  
organizational structure**

**Technology initiatives should be led and  
driven by the business units**

**Institutionalize organizational change  
management**

**Engage in as many channels as possible to  
accommodate different work styles**

**Continue Development of technology  
business champions**

**Every airport is unique, and the structure and  
engagement model should be defined locally**

**Continue development of internal training to  
address technology industry evolution**

