



# BUSINESS INFORMATION TECHNOLOGY COMMITTEE WORKSHOP

## AGENDA

November 6 – 7, 2021

Reno-Sparks Convention Center / Room: A1

### SATURDAY, NOVEMBER 6, 2021

7:30 AM – 6:30 PM

#### Registration

7:30 AM – 8:30 AM

#### Networking Breakfast

8:30 AM – 8:45 AM

#### BIT Committee Welcome & Opening Remarks

Speakers: Daver Malik, Deputy Aviation Director - Technology, Phoenix Sky Harbor International Airport  
Martin Mueller, Chief Information Officer, Reno-Tahoe Airport Authority

8:45 AM – 10:00 AM

#### 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: Daver Malik, Deputy Aviation Director - Technology, Phoenix Sky Harbor International Airport

10:00 AM – 10:30 AM

#### AM Networking Break

10:30 AM – 11:15 AM

#### BIT Session 1: Touchless Technologies – What is New and Here to Stay?

The pandemic has highlighted how touchless technologies can provide safe and efficient means to process passengers at airports and help to rebuild confidence in air travel. This session will investigate the use of touchless technologies within the aviation sector, use cases suitable for touchless technologies, and whether these technologies are transient or here to stay.

Moderator: Paul Drury, Chief Operating Officer, Americas, Materna IPS

Speakers: Tony Chapman, Director, Industry Affairs, Alliances and Strategic Initiatives, Collins Aerospace  
Jeff Livney, Chief Experience Officer, Servy  
Aura Moore, Deputy Executive Director/CIO, Los Angeles World Airports

11:15 AM – 12:00 PM

### **BIT Session 2: Next Generation IT Architectures for Airport – Cloud Services**

Hear from experts and airport representatives in this panel discussion on new architectures 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 a private cloud? Where should an airport start its 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? Can airports leverage cloud services to see a cost-benefit?

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

Speakers: Darryl Daniel, Chief Technology Officer, Houston Airport System  
Eve Machol, Director, Airport/Transportation Industry Transformation, Microsoft  
Eric Skomra, Chief Strategy & Innovation Officer, State and Local Government, Dell

12:00 PM – 1:30 PM

### **Networking Lunch**

1:30 PM – 2:45 PM

### **BIT Session 3: Creating an Airport Innovation Team and Program**

To move beyond innovation as a mere buzzword and tap its transformative potential, airports should understand that it's more than just technology; it focuses on non-aeronautical revenue, business development, passenger experience, and a process centered on people. But what does an innovation team look like at an airport? There are many ways to structure an innovation program in any organization. The innovation team could be completely separate from the organization, or the innovation program could be embedded entirely within departments. What does an innovation program look like in a post-pandemic world?

Moderator: Marcus Session, Vice President, Information Technology Services, Tampa International Airport

Speakers: Chuck McFall, Senior Vice President, Chief Information and Strategy Officer, Raleigh-Durham Airport Authority  
Paul Puopolo, Executive Vice President of Innovation, Dallas Fort Worth International Airport  
Melissa Solberg, Senior Manager, Office of Innovation, Tampa International Airport

2:45 PM – 3:15 PM

### **PM Networking Break**

3:15 PM – 4:30 PM

### **BIT Session 4: Virtual Queueing at Airports**

Virtual Queueing has become a fixture in theme parks in recent years but is a new concept that a few airports have been piloting since the pandemic. Virtual Queueing won't be the must-have for every airport. The concept is new to North American airports, and the feasibility is being tested and evaluated. However, is virtual queueing a business and operational opportunity to improve customer service and operational efficiencies? What are the challenges with virtual queueing at airports?

Moderator: Frank Barich, President, Barich, Inc.

Speakers: Kasper Hounsgaard, CEO, Copenhagen Optimization  
Charu Jain, Senior Vice President Merchandising and Innovation, Alaska Airlines  
Dan Tanciar, Chief Innovation Officer, Pangiam

## SUNDAY, NOVEMBER 7, 2021

7:30 AM – 6:30 PM **Registration**

8:00 AM – 9:00 AM **Networking Breakfast**

9:00 AM – 10:00 PM **BIT Session 5: Cyber Threats & Governance – How Can Airports Handle Today's Cyber Risks? How to Handle Supply Chain 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, vendor management, and supply chain risks. What are the roles and responsibilities of departments within the airport environment?

Moderator: Daver Malik, Deputy Aviation Director - Technology, Phoenix Sky Harbor International Airport

Speakers: Michael Corcione, Partner, HKA Global, Inc.  
Zach Salvato, Director of IT, Greenville-Spartanburg Airport District  
Eduardo Valencia, Chief Information Officer, Minneapolis-St. Paul Metropolitan Airports Commission

10:00 AM – 10:30 AM **AM Networking Break**

10:30 AM – 11:00 AM **BIT Session 6: Cyber Intelligence Briefing**

This session will provide a threat intel briefing of recent cybersecurity trends and highlight several recently emerged vulnerabilities in airport technologies and services. What are the most pressing aviation cybersecurity risks and challenges and valuable insights regarding aviation cyber threats in 2021 and beyond?

Speaker: Douglas Blough, Senior Analyst, Aviation Information Sharing and Analysis Center

11:00 AM – 12:00 PM **BIT Session 7: 5G, CBRS, Wi-Fi 6 – What's Next for Airports?**

As commercial 5G offerings by traditional cell phone carriers are entering the airport environment, they often entail complex Private 5G/CBRS arrangements – which can be strategic and lay the foundation for the next generation wireless communications at airports. The purpose of this session is to describe the existing 5G landscape, share information on CBRS, review use cases for this technology, and consider some potential collaboration between airports to help the industry position for the future.

Moderator: Samuel Ingalls, Principal, Barich, Inc.

Speakers: Solomon Chis, Director of Solutions Architecture, Wireless Services  
David Tokunaga, Vice President, Product and Business Development, Boingo Wireless  
Eduardo Valencia, Chief Information Officer, Minneapolis-St. Paul Metropolitan Airports Commission

12:00 PM – 1:15 PM **Networking Lunch**

1:15 PM – 2:30 PM

**BIT Session 8: What is Airport Operational Data? How to Develop a Holistic Approach?**

Often airports don't know how many passengers are traveling through their facilities on any given day. Since the pandemic, airports have become accustomed to utilizing the TSA throughput data and forecast or booking data from airlines. Airports can develop an airport-wide operating picture by stitching together data from dozens of systems and processes that are traditionally disparate and looked at in silos. Can airports achieve operational efficiencies and passenger flow management with the use of data?

Moderator: Bryan Helaire, Vice President of Customer Experience, Civix

Speakers: Andrew Day, Leader - Command Centers, ADB SAFEGATE  
Daver Malik, Deputy Aviation Director - Technology, Phoenix Sky Harbor International Airport  
Cody Shulman, Managing Director, XOVIS USA Inc.

2:30 PM – 3:00 PM

**PM Networking Break**

3:00 PM – 4:00 PM

**BIT Session 9: Tech to Watch**

Hear about 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 coming out of the pandemic.

Moderator: Ted Cisine, Aviation Technology Manager, Charlotte Douglas International Airport

Speakers: Corla Baham, Program Manager, SITA Labs  
George Richardson, Chief Executive Officer, AeroCloud Systems  
Arpit Malaviya, Chief Executive Officer, ProDIGIQ, Inc.

4:00 PM – 4:15 PM

**Closing Remarks**

Speakers: Daver Malik, Deputy Aviation Director - Technology, Phoenix Sky Harbor International Airport  
Eduardo Valencia, Chief Information Officer, Minneapolis-St. Paul Metropolitan Airports Commission

5:00 PM – 6:00 PM

**Exhibition Hall Grand Opening**