Business Information Technology

Airport Roundtable

Austin, TX

April, 2016
Your Contact Information

Name: Michelle Moheet
Title: Information Systems Business & Enterprises Manager
Email Address: michelle.moheet@austintexas.gov

In regards to Information Technology at your Airport

What are the three biggest challenges/issues your airport is currently facing?

1) Resource constraints- (IT staff and time)

2) Growth rate exceeds ability to execute IT strategic plan

3) Airport Construction
In regards to Information Technology at your Airport

What are three upcoming projects at your airport?

1) Airport access control & video management system technology refresh (hardware and software)

2) Information Technology Professional Consulting Services

3) Airport Terminal Improvement & Expansion – Technology components (i.e. overhead paging, security, shared use etc.)

Please share any upcoming IT related RFPs or RFQs:
Your Contact Information

Name: Vanessa Hickman
Title: Vice President & Chief Administrative Officer
Email Address: vanessa_hickman@nashintl.com

In regards to Information Technology at your Airport

What are the biggest challenges/issues your airport is currently facing?

1) Adequate IT staffing to support new business initiatives and user support needs

2) Keeping pace with the speed of change in technology
In regards to Information Technology at your Airport

⇒ What are three **upcoming projects** at your airport?

1) ERP Enhancements
   - Inspections
   - Enhanced reporting and business intelligence
   - Travel & expense
   - AP Imaging
   - Application Release Update

2) Airport Command Center Construction

3) Office 365
   - Mobile Tools: One Drive, Skype
   - Device Management: Replace Airwatch with InTune

⇒ Please share any upcoming IT related RFPs or RFQs:
Your Contact Information

Name: Judy Rawe
Title: IT Director
Email Address: jrawe@cvgairport.com

In regards to Information Technology at your Airport

What are the three biggest challenges/issues your airport is currently facing?

1) Implementation of Enterprise Asset Management system (F/A, Work Order, Inventory)

2) Terminal demolition projects – reroute of fiber/telecom

3) Develop website for tenants/airport employees to access for service requests
In regards to Information Technology at your Airport

What are three upcoming projects at your airport?

1) IT Business Continuity Plan
2) Upgrade of CCTV system
3) Upgrade FIDS system/monitors

Please share any upcoming IT related RFPs or RFQs:

- CCTV system upgrade/replacement – 2017
- FIDS upgrade – 2017
- Oracle technical support services - 2016
Your Contact Information

Name: Michael Ruff
Title: Deputy Director Information Systems, IAA
Email Address: Michaelru@iaa.gov.il

In regards to Information Technology at your Airport

What are the three biggest challenges/issues your airport is currently facing?

1) Upcoming ERP project.

2) Cyber security.

3) Maintenance’s cost reduction.
In regards to Information Technology at your Airport

What are three upcoming projects at your airport?

Airport Application – Adding the commerce part.

Operational Systems – Transfer to Mobil

Self service – Security kiosks.

Arrival Management

Commerce Decision Support Systems

Management Systems - ERP

Monitoring of queues

Please share any upcoming IT related RFPs or RFQs:
Jacksonville International Airport

Your Contact Information

Name: Steven Schultz
Title: Director, Information Technology
Email Address: steven.schultz@flyjacksonville.com

In regards to Information Technology at your Airport

What are the three biggest challenges/issues your airport is currently facing?

1) Massive technology upgrades
2) Aging workforce / Knowledge Retention
3) Compliance
In regards to Information Technology at your Airport

What are three upcoming projects at your airport?

1) Parking (PARCS) replacement
2) CCTV replacement
3) Wireless Upgrade

Please share any upcoming IT related RFPs or RFQs:

- Wireless Upgrade
- Door Hardware replacement
Your Contact Information

Name: Aura Moore, PMP, CM (AAAE)
Title: Interim Chief Information Officer, LAWA Information Management & Technology Group
Email Address: amoore@lawa.org

In regards to Information Technology at your Airport

What are the three biggest challenges/issues your airport is currently facing?

1) Planning and support for LAWA’s Capital Programs including Land Access Modernization Program (LAMP), Midfield Satellite Concourse (MSC), and Tenant Improvements

2) Short-, Medium-, Long-Term Infrastructure Planning to Support Airport Future Needs Traditional Facilities Infrastructure (water-power- etc.) and IT Technologies/Infrastructure

3) How to elevate the passenger experience over the next 7 – 8 years while the airport is under significant construction
In regards to Information Technology at your Airport

What are three upcoming projects at your airport?

1) Perimeter Intrusion Detection System (PIDS) RFP award and system implementation
2) Security technology replacement for CAD system and ACAMS
3) DAS implementation at LAX

Please share any upcoming IT related RFPs or RFQs:

1. RFP for O&M of Credentialing System
2. RFP for On-Call IT Infrastructure Operations and Support
3. RFP for O&M for ACAMS
4. RFB for Public Address System Maintenance
5. RFB for IT Equipment & Supplies, Manufacturer’s Warranty/Maintenance & Other Services
6. RFP for SAP Basis Remote Support Services
7. RFP for Business Continuity Program
8. RFP for Computer Aided Dispatch (CAD) System replacement
9. RFP for IT Systems Development and Support Services
10. RFP for IT Project Management & Technical Services
11. RFP for DAS
12. RFP for Mobile Application
Orlando International Airport

Your Contact Information

Name: Kiel Barnekov
Title: Manager – IT PMO
Email Address: kbarnekov@goaa.org

In regards to Information Technology at your Airport

What are the three biggest challenges/issues your airport is currently facing?

1) Growth in passenger loads. Capacity threshold of current facility has been exceeded. New terminal not due to come on line until 2019

2) $3.2 Billion terminal renovation and expansion program to include incorporation of video technology for airline identity at check-in counter back walls and way finding.

3) Challenges for Authority departments meeting demands for support and assistance associated with the growth and expansion.
Orlando International Airport

In regards to Information Technology at your Airport

What are three **upcoming projects** at your airport?

1) **South Terminal Complex, 1st phase under construction, Terminal phase in design**

2) **North Terminal departure level renovations and incorporation of video for backwalls and wayfinding. Also renovation/expansion of MCO FIS and incorporation of CBP immigration technologies (kiosks and mobile)**

3) **Development of a plan to host qualified ISPs at demarcation points on the edge of the property to provide multiple options for IP services to GOAA and tenants. This includes an $11 million CIP program for two MPOEs and fiber.**

Please share any upcoming IT related RFPs or RFQs:
Your Contact Information

Name: Kyle Mobley
Title: Aviation IT Manager
Email Address: kmobley@portoakland.com

In regards to Information Technology at your Airport

What are the three biggest challenges/issues your airport is currently facing?

1) Relocation of airlines, TSA, CBP and special systems during terminal renovations

2) Transition SWA onto Shared Use and CUSS in Terminal 1

3) Complete Terminal Infrastructure Upgrades (VMWARE, SAN, Cisco Core Expansion)
In regards to Information Technology at your Airport

What are three upcoming projects at your airport?

1) MUFIDS implementation
2) Executive Airport Infrastructure Upgrades
3) New Parking Revenue Control System

Please share any upcoming IT related RFPs or RFQs:

1st Level Support for airport special systems – Managed Services
New Terminal 2 Public Announcement System
Your Contact Information

Name: Linda Dyson
Title: Senior Manager, Technology Infrastructure / Operations
Email Address: linda.dyson@portofportland.com

In regards to Information Technology at your Airport

What are the three biggest challenges/issues your airport is currently facing?

1) Terminal Balancing – originally envisioned to accommodate growth for Alaska Air Group by shifting AS & UA to opposite sides of the terminal; now considering gates expansion while addressing the need to balance baggage, security checkpoints, and overall passenger flow

2) Terminal Core – redesign of the ticket lobby, considering changes in self-service, the shift for more post-security concessions, and also addressing building seismic issues affected by significant new construction

3) Lots of competition for resources coupled with a large project appetite
In regards to Information Technology at your Airport

What are three upcoming projects at your airport?

1) Airport Mobile App / Responsive Website

2) IT Disaster Recovery – implementation of recommendations for off-site recovery options; potential consulting services to develop final plans

3) Quick Turnaround (QTA) Facility & Planning for future ConRAC / increased public parking

Please share any upcoming IT related RFPs or RFQs:

- Mobile App / Responsive Website
- Distributed Antenna System (DAS) – public safety radio & cellular
- Avaya Phone System Upgrade – implementation services
- Systems / services that may result from our upcoming “pilot” for Indoor Location Services
Your Contact Information

Name: Mike Youngs
Title: Deputy Chief Information Officer
Email Address: mike.youngs@phoenix.gov

In regards to Information Technology at your Airport

What are the three biggest challenges/issues your airport is currently facing?

1) Ground transportation policy changes
2) Technology embedded in major construction projects
3) Citywide shared services initiative
Phoenix Sky Harbor

In regards to Information Technology at your Airport

What are three **upcoming projects** at your airport?

1) Paging System replacement
2) New Command Center
3) Parking System upgrade

Please share any upcoming IT related RFPs or RFQs:

- Distributed antennae system
- Aerial photography update
Your Contact Information

Name: Anthony Gialloreto
Title: Manager of Information Technology
Email Address: tgialloreto@flypittsburgh.com

In regards to Information Technology at your Airport

What are the three biggest challenges/issues your airport is currently facing?

1) Transitioning from a Hub to an O&D Airport
2) Mobility
3) FIS
In regards to Information Technology at your Airport

What are three **upcoming projects** at your airport?

1) APC’s
2) Common Use
3) Digital Signage

Please share any upcoming IT related RFPs or RFQs: Digital Signage
Your Contact Information

Name: Paul Hetzel
Title: Vice President, Chief Information Officer
Email Address: Paul.Hetzel@rdu.com

In regards to Information Technology at your Airport

What are the three biggest challenges/issues your airport is currently facing?

1)

2)

3)
In regards to Information Technology at your Airport

What are three upcoming projects at your airport?

1) Development of a Common Use / Integrated Passenger Self-Service strategy – how do we strategically plan for and respond to myriad airline requests

2) Develop business case for future ERP module additions and/or CMMS upgrades – how do we ensure and/or maximize value

3) Mobile Passport Control (MPC) and Automated Passport Control (APC) installations

Please share any upcoming IT related RFPs or RFQs:
1) Wireless Access Points (WAP) & Controllers upgrade
Your Contact Information

Name: David Ellis
Title: Information and Technology Services, San Diego International Airport
Email Address: dellis@san.org

In regards to Information Technology at your Airport

What are the three biggest challenges/issues your airport is currently facing?

1) Staffing to support the systems requiring IT support
2) Managing overall workload and IT Process
3) Managing demand for IT “stuff” from customers
San Diego International Airport

In regards to Information Technology at your Airport

What are three upcoming projects at your airport?

1) Innovation Lab
2) WiFi CIP
3) Parking Plaza

Please share any upcoming IT related RFPs or RFQs:

- WiFi Design/build
- Paging replacement and upgrade (Terminal 1)
- Common Use system
- IT equipment blanket purchase orders
- Security Training
- IT Open House
Your Contact Information

Name: Dave Wilson
Title: Chief Aviation Technologist
Email Address: wilson.d@portseattle.org

In regards to Information Technology at your Airport

What are the three biggest challenges/issues your airport is currently facing?

1. We are working on unplanned, high priority IT projects related to our security checkpoint crisis. The urgency puts added pressure on limited staff and current project priorities.

2. Three major capital programs are in various stages of design and have required dedicated IT staff. These projects also require significant part-time IT staff to support design (subject matter expert direction and during design reviews).

3. The 2016 project pipeline exceeds our ability to meet demand from business units. The Airport’s Investment Committee is routinely asked to validate or reset project priorities.
Seattle-Tacoma International Airport

In regards to Information Technology at your Airport

➔ What are three **upcoming projects** at your airport?

1. CCTV expansion (installation on the ramp in the terminal)
2. Airport terminal-wide voice paging upgrade
3. TNC tracking/validation system – design/implementation

➔ Please share any upcoming IT related RFPs or RFQs:

– Operations LAN Upgrade – Design for Cisco core, distribution and access layer switches (replacement / upgrade)
Your Contact Information

Name: Bernard Simard
Title: Chief Operation and Support
Email Address: Bernard.Simard@admtl.com

In regards to Information Technology at your Airport

What are the three biggest challenges/issues your airport is currently facing?

1) Digital transformation (Mobile App, Change management, Unique passenger account information, etc…)

2) Role of the IT department in the future (Business implication, Airport development)

3) New International jetty (6 new gates, New commercial location, etc …)
In regards to Information Technology at your Airport

What are three **upcoming projects** at your airport?

1) 

2) 

3) 

Please share any upcoming IT related RFPs or RFQs:
Name: Mohsin Zia
Title: Manager IT Operations
Email Address: Mohsin.Zia@Gtaa.com

In regards to Information Technology at your Airport

What are the three biggest challenges/issues your airport is currently facing?

1. Emerging Technologies and Airport/Airline readiness
2. Business process and IT integration
3. Notifications about major or regional host system outages
In regards to Information Technology at your Airport

What are upcoming projects at your airport?

1) Resource Management System (RMS)
2) Security in Advance (SIA) and Terminal Renovations
3) Construction of New Taxiway

Please share any upcoming IT related RFPs or RFQs:

We have outsourced most if the IT services to a single provider. That contract is coming to an end in mid 2016. Currently we are evaluating RFP selections to integrate all IT services.