Business Information Technology Committee
Pre-Conference Seminar
September 8 - 9, 2012 • Hyatt Regency Hotel • Calgary, Alberta, Canada

Saturday, September 8, 2012

7:30am – 5:00pm  Registration  (Lineham Lobby)

8:00am – 8:30am  Continental Breakfast  (Imperial 1-3)

8:30am – 10:00am  Session 1: Welcome & Airport Hot Topics
As a kickoff to our meeting we will be joined by several committee members to talk about several IT Hot Topics that have bubbled up in North American airports. From runway capacity modeling, to self-boarding, to the newest-of-the-new terminals; a wide range of topics will be discussed. This session will be sure to provide fodder for discussion through the end of the meeting.

Speakers: Paul Lawrence, Calgary International Airport
Samuel Ingalls, Las Vegas’ McCarran International Airport
John Vinelli, Orlando International Airport
David Wurtz, Kaba Systems

10:00am – 10:30am  Morning Break  (Imperial 1-3)

10:30am – 12:00pm  Session 2: Alternative Models for Delivery of Airport IT Services
Airport IT services have traditionally been delivered by airport staff via airport-owned and maintained systems. As airport technology investments grow, airport technical staff costs increase to manage newer technologies and the infrastructure required to host them. To mitigate the costs of implementation, maintenance, and infrastructure, airports are looking for less-expensive, lower maintenance solutions for the delivery of IT services. Some examples are co-location facilities for data centers, cloud technologies, and outsourcing. The session will include methods to 1) lower costs for technology investments at airports; 2) improve service; 3) reduce time to delivery; 4) provide a new service; 5) optimize technology staff.

Moderator: Pam Bell, Ross and Baruzzini

Speakers: Khazret Sapenov, Cloudcor
Stuart McKee, Microsoft Corp.
Shane Zbrodoff, Pilot Project International Inc.

12:00pm – 1:00pm  Lunch  (Imperial 1-3)
1:00pm – 1:30pm  **Short Session 1: PCI Update from VISA Europe and IATA**  (Imperial 4)  
An IATA representative will provide a short update on the work of the Common Use-PCI Working Group.

**Speakers:** Peter Maeder, IATA

1:30pm – 3:00pm  **Session 3: Implementing the Cloud: Real World Lessons**  (Imperial 4)  
This session will build on the discussion and lessons learned in Session 2 as we investigate several specific implementations where an airport or organization has taken a traditional system and moved off-campus or “into the cloud.” Expect to hear lessons learned, pitfalls to be aware of and best practices.

**Moderator:** Stu Garrett, ARINC

**Speakers:**
Howard Kourik, San Diego International Airport  
Gerry Vanderhoek, London International Airport  
Bruce Bartolf, Gensler  
Verizon/Terramark *invited*

3:00pm – 3:30pm  **Afternoon Break**  (Imperial 1-3)

3:30pm – 4:00pm  **Short Session 2: Committee Updates**  (Imperial 4)  
Hear updates from industry associations and working groups.

**Speakers:**
AIDX – Jim Miller, Denver International Airport  
Airlines for America – Patty Edwards  
ACRP – Marci Greenberger

4:00pm – 5:30pm  **Session 4 - Airport Roundtable**  (Open to All Registered Attendees)  (Imperial 4)  
A roundtable discussion among attending airports about their current and planned projects and initiatives. Please see the BIT Committee memo concerning specific questions we would like airports to address.

**Moderator:** Jim Miller, Denver International Airport  
Chair, ACI-NA Business Information Technology Committee

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**Sunday, September 9, 2012**

7:30am – 5:00pm  **Registration**  (Lineham Lobby)

8:00am – 8:30am  **Continental Breakfast**  (Grand Foyer 3-4,Atrium)
Session 5: Cyber-security in a connected world

Mobile devices are now very common and are used for both business and personal activities. In today's connected world these devices are “always on and always connected”. This can lead to security challenges for organisations wishing to allow customers and staff access to devices for a multitude of purposes. This session will examine some of these topics.

The session will examine the pitfalls and security vulnerabilities of mobile operating systems. As companies are now allowing customers to purchase and even check-in with mobile devices security is becoming vital for successful and smooth business transactions. In addition, the session will look at the issues from a business perspective. How do we set about managing these devices and how do our employees use them. What happens when a device is lost or stolen? How do we manage access to social media and other sites? Afterwards the session will bring these points into the focus by demonstrating how an ICT security policy has evolved over time to encompass these devices.

Moderator: Dr. John McCarthy, ServiceTec
Speakers: Adriano Di Placido, ServiceTec
Alonso Silva, Tempest Security Intelligence
Nathan Look, Los Angeles World Airports

Session 6: Small Airport Challenges: Moving IT from a cost center to a revenue generator

Staying ahead of the curve in IT often requires large capital expenses. Learn how current small/medium hub airports cope with planning IT-centric projects, maintaining them after the capital project is completed, and enhancing them for future revenue generation. Airport Directors and IT Professionals come together to discuss IT-centric challenges. Topics include Wi-Fi/DAS, Replacing Shared Tenant Infrastructure Network, Virtualization, and Green IT. The following 3 airports will drill down into relevant lessons learned during IT-centric projects:

1. Savannah Hilton Head International (SAV) – Wi-Fi/DAS Project was initiated to upgrade customer Wi-Fi service and address the nation wide, exponential growth of 3G/4G mobile users within airport terminals and concourses.
2. Asheville Regional Airport (AVL) – Replacing the Shared Tenant Network Infrastructure. Often times, 3-6 years after a large capital project, IT has to re-evaluate and/or re-life hardware.
3. Oakland International (OAK) – Virtualization/SANS/Green IT – IT Departments everywhere are being asked to lower costs, work more efficiently with fewer resources and add value to construction projects.

Moderator/Speaker: Royce Holden, Asheville Regional Airport
Speakers: Mark Adams, Ross & Baruzzini
Gregory B. Kelly, Savannah Airport Commission
Kyle Mobley, Oakland International Airport
David Park, Xterra Solutions

12:00pm – 1:00pm Lunch (Grand Foyer 3-4, Atrium)
1:00pm – 2:15pm
(Imperial 4)


The past several years have seen accelerated deployment of data-intensive management systems in the airport environment. These systems include but are not limited to airport geographic information systems (GIS); airfield, gate, and terminal operations management systems; emergency management systems (EMS); safety management systems (SMS); and construction and program management systems. Many of these management systems rely on common data (e.g., airport geospatial features, facility characteristics) and all have the common characteristic that they are enterprise systems, which touch multiple internal and external stakeholders.

In this session, representatives from ACI-NA’s Business Information Technology and Operations & Technical Affairs committees will discuss not only the challenges associated with implementing and maintaining these systems but also the task of validating and providing the data to stakeholders throughout the airports. This session is intended to lead to greater discussion between the two committees on how we can all work together to address the issues discussed and greater utilize these systems.

**Moderator:** Jim Miller, Denver International Airport

**Speakers:**
- Kevin Carlson, AECOM
- Paul Martinez, Dallas/Fort Worth International Airport
- Dave Wilson, Seattle-Tacoma International Airport

2:15pm – 2:30pm

**Afternoon Break** (Grand Foyer 3-4, Atrium)

2:30pm – 3:30pm
(Imperial 4)

**Session 8: Business Processes & Best Practices Theme Discussion**

In an effort to fully embrace the theme process, this session will focus on how we plan to address the topic of the IT Strategic Plan. Over the next 24 months we plan on developing a number of sessions and webinars that will address the nuts and bolts of developing, selling, executing and updating an airport IT Strategic Plan. This session will not only summarize how we intend to move forward but lay the groundwork for the sessions to come.

**Speaker:** Dave Ruch, Minneapolis-St. Paul International Airport

3:30pm – 4:30pm
(Imperial 4)

**Business Information Technology Committee Meeting** *(ACI-NA Members Only)*

6:00pm – 8:00pm

**Exhibition Hall Grand Opening and Reception**

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&
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