Moderator:
Kiel Barnekov, Manager of Projects & Programs, Greater Orlando Aviation Authority
Ted Stevens Anchorage International Airport

→ Your Contact Information

Name: Jonel Schenk
Title: Senior Analyst Programmer
Email Address: jonel.schenk@alaska.gov

In regards to Information Technology at your Airport

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

1) Communications among entities

2) Resources: personnel and dollars
In regards to Information Technology at your Airport

What are the three upcoming projects at your airport?

1) Wireless (in-house)

2) IRIS (Integrated Resource Information System): Statewide system PropWorks: Airport system

3) Virtualization (in-house)

Please share your strategies/opportunities for upcoming IT work at your airport (RFPs, RFQs, Capital Expenses, Revenue Generating items, etc.)?

Advertising
CUPPS
Asheville Regional Airport (AVL)

→ Your Contact Information

Name: Royce Holden  
Title: Director of Information Technology  
Email Address: rholden@flyavl.com

In regards to Information Technology at your Airport

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

1) Growing Pains – Adding new tenants and new services to the IT Shared Tenant Services (STS) plans. We recently added cable TV and are upgrading Bandwidth from 20 MB/s to 50 MB/s.

2) Aligning IT Department goals and capital projects to the overall strategic plan for the airport. This is a new process for all departments at the airport.
Asheville Regional Airport (AVL)

In regards to Information Technology at your Airport

What are the three upcoming projects at your airport?

1) Creating and implementing internal intercom system using Open Source software and SIP-based VoIP intercom devices and integrating that in to our closed source CCTV API for a complete Intercom/Camera solution

2) Planning and implementing an upgraded Wi-Fi network to take advantage of both newer (AC) technology and additional revenue streams using a hybrid approach

3) New Runway and Taxiway project. Creating a fiber ring by extending fiber to the west side of the runway. (Cameras, Wi-Fi, Network Infrastructure, etc.)

Please share your strategies/opportunities for upcoming IT work at your airport (RFPs, RFQs, Capital Expenses, Revenue Generating items, etc.)?

None at this time.
Vanessa Hickman, C.M.
Vice President & CIO
vanessa_hickman@nashintl.com

In regards to Information Technology at your Airport

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

1) Security Checkpoint wait times with growth in convention and tourism

2) Keeping pace with rate of change required to support business strategy
Nashville International Airport (BNA)

In regards to Information Technology at your Airport

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

1) DAS Implementation
2) Airport Command Center Upgrade
3) ERP – Phase 2

Please share your strategies/opportunities for upcoming IT work at your airport (RFPs, RFQs, Capital Expenses, Revenue Generating items, etc.)?

- Infrastructure build out to provide additional flexibility in supporting new directives or engaging in new business opportunities
- Replace / upgrade voice recording system
- Review/Upgrade/Replace parking revenue management systems
- Review/Upgrade/Replace Radio Systems Infrastructure
- Evaluate Office 365 or Outsource management of Exchange
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 two biggest challenges/issues your airport is currently facing?

1) Staffing

2)
In regards to Information Technology at your Airport

What are the three upcoming projects at your airport?

1) Relocation of primary IT Server Room

2) EAMS implementation (HR, PR, Time and Attendance, Work Order and F/A)

3) Voip

Please share your strategies/opportunities for upcoming IT work at your airport (RFPs, RFQs, Capital Expenses, Revenue Generating items, etc.?)
Dallas Fort Worth International Airport

⇒ Your Contact Information

Name: John M. Parrish
Title: Assistant Vice-President
Email Address: jparrish@dfwairport.com

In regards to Information Technology at your Airport

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

1) New, New, New
   1) CEO, Sean Donahue
   2) American Airlines
   3) Airline Partners

2) Terminal Relife and Improvement Program
In regards to Information Technology at your Airport

What are the three upcoming projects at your airport?

1) APC Gone Wild!
   1) Set Phasers to Stunning – APC Phase III w/ LPR
   2) The Paper Chase – Going Paperless
   3) Be Our Guest – Delivering a Hosted APC Solution
   4) Perambulation -- MPC

2) Think BEACONS
   1) Parking
   2) Blue-Tooth LE

3) Baggage Handling, Meet Technology

Please share your strategies/opportunities for upcoming IT work at your airport (RFPs, RFQs, Capital Expenses, Revenue Generating items, etc.)?

1) Security (Cyber, Access Control, CCTV)
2) Radio System
3) Parking Guidance System
4) Visual Content Management
Indianapolis Airport Authority

➔ Your Contact Information

Name: Joe Miller
Title: Director of IT
Email Address: jbmiller@ind.com

In regards to Information Technology at your Airport

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

1) Data Reporting and Analytical Capability

2) Misaligned and poorly implemented/configured systems
Indianapolis Airport Authority

In regards to Information Technology at your Airport

What are the three upcoming projects at your airport?

1) Oracle and Propworks Upgrade
2) Departmental System Assessments and Strategic Alignment
   A) Human Resources
3) Data Warehousing / Analytics

Please share your strategies/opportunities for upcoming IT work at your airport (RFPs, RFQs, Capital Expenses, Revenue Generating items, etc.)?

1) Focusing on projects that increase mobility, and infrastructure flexibility
2) RFPs soon coming for Security System Support and Public WiFi service providers
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 two biggest challenges/issues your airport is currently facing?

1) Retirement / Employee Turn-Over
2) Business Process vs. Technology
In regards to Information Technology at your Airport

What are the three upcoming projects at your airport?

1) Infrastructure Refresh / Data Center Build
2) PARCS – Parking and Revenue Control
3) Access Control / CCTV

Please share your strategies/opportunities for upcoming IT work at your airport (RFPs, RFQs, Capital Expenses, Revenue Generating items, etc.)?
Minneapolis – St Paul International Airport

➔  Your Contact Information

Name: Dave Ruch
Title: Director Information Systems
Email Address: david.ruch@mspmac.org

In regards to Information Technology at your Airport

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

1) Carrying out IT projects funded by the Capital Improvement Program

2) Explaining to top management what the IS function is and does
In regards to Information Technology at your Airport

What are the three upcoming projects at your airport?

1) Network upgrade to 100GB backbone – multi-year

2) CCTV upgrade from analog to digital 3,000+ cameras – multi-year

3) Virtual Desktop implementation – Citrix, Wyse thin client terminals

Please share your strategies/opportunities for upcoming IT work at your airport (RFPs, RFQs, Capital Expenses, Revenue Generating items, etc.)?

- RFB forthcoming for CCTV system maintenance
- Multi-year project underway to upgrade telecomm rooms to minimum standards
- Continuing work to establish IT standards as Division 17/27 in the Design and Construction Standards incorporated into every project bid
- Second year of operation of top executive IS Steering Committee – decision makers for IT budgets, projects
- SharePoint implementation – collaboration, document sharing and work flows
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 two biggest challenges/issues your airport is currently facing?

1) Terminal Balancing – potential significant relocation of major carriers due to facility constraints and expectations of growth that may not be possible to handle without an extension to 1 concourse combined with relocations

2) Terminal Efficiency Improvements Program - coordination of major capital construction projects to reduce costs and avoid operational impacts - Access Control, Carpet, Concessions Redevelopment, Ticket Lobby Exit Lanes, Infrastructure, …
In regards to Information Technology at your Airport

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

1) Access Control (design in progress)
2) PDX Wi-Fi Upgrade (upgrading technology and expanding coverage areas)
3) Airport Gate / Resource Management System (implementation)

Please share your strategies/opportunities for upcoming IT work at your airport (RFPs, RFQs, Capital Expenses, Revenue Generating items, etc.)?

- Security Exit Lanes (relocating and adding breach control)
- Potential outcomes expected to result from Airport Technology Master Plan project which addresses a variety of topics focused on the overall passenger experience and flow (from home to aircraft)
- Disaster Recovery & Backup Solutions
- Automated Passport Control (tentative / exploratory)
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 two biggest challenges/issues your airport is currently facing?

1) Funding for technology initiatives.

2) Recruiting and retaining qualified IT staff
Phoenix Sky Harbor International Airport

In regards to Information Technology at your Airport

What are the three upcoming projects at your airport?

1) Service Oriented Architecture
2) Command Center Technology Upgrade
3) Terminal 3 Modernization.

Please share your strategies/opportunities for upcoming IT work at your airport (RFPs, RFQs, Capital Expenses, Revenue Generating items, etc.)?
Raleigh–Durham International Airport

Your Contact Information

Name: Chuck McFall
Title: Vice President, Chief Information and Strategy Officer
Email Address: chuck.mcfall@rdu.com

In regards to Information Technology at your Airport

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

1) Maintaining IT governance while maturing IT processes to keep pace with growing customer demands and developing business requirements.

2) Leveraging IT to enable business process improvements, business solutions, mobility, and system integrations.
Raleigh–Durham International Airport

In regards to Information Technology at your Airport

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

1) ERP Implementation

2) Records Management and Document Retention

3) Mobile Device Management with business solutions

➔ Please share your strategies/opportunities for upcoming IT work at your airport (RFPs, RFQs, Capital Expenses, Revenue Generating items, etc.)?

  • Formal, centralized procurement function and processes
  • RFI, RFQ, RFP, State Contracts, etc.
  • Capital allocations via fiscal year budgeting and business planning
  • Alignment of projects to strategic initiatives, goals and objectives
Your Contact Information

Name: Rick Belliotti  
Title: Acting Director, Information Technology  
Email Address: rbelliot@san.org

In regards to Information Technology at your Airport

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

1) Maintaining levels of service with a declining budget.

2) Realigning Department to assimilate new technologies from large capital project, as well as centralize IT functions.
San Diego International Airport

In regards to Information Technology at your Airport

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

1) Automated Passport Control kiosks
2) Interactive wayfinding
3) FIDS upgrade (hardware) and CUPPS expansion

⇒ Please share your strategies/opportunities for upcoming IT work at your airport (RFPs, RFQs, Capital Expenses, Revenue Generating items, etc.)?
San Antonio International

Your Contact Information

Name: Debbie Drew
Title: Business Relationship Manager
Email Address: debbie.drew@sanantonio.gov

In regards to Information Technology at your Airport

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

1) IT Governance/Project Management

2) Coordination with non-IT trades
In regards to Information Technology at your Airport

What are the three upcoming projects at your airport?

1) TSA OTA surveillance improvements
2) New Operations Control Center
3) Automated Badge Processing

Please share your strategies/opportunities for upcoming IT work at your airport (RFPs, RFQs, Capital Expenses, Revenue Generating items, etc.)?

IT and Security PM and Planning – On Call Contract
Planning & Development – On Call GEC contracts to include IT work
Classic RFP/RFQs
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 two biggest challenges/issues your airport is currently facing?

1) Supporting the airport’s expansion plans - meeting major capital construction project demands on staff, while maintaining current level of IT support

2) Procuring and implementing requests for new technology from airlines and tenants with very aggressive timelines
In regards to Information Technology at your Airport

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

1) W-Fi expansion of the North and South Satellites
2) Airport Noise and Operations Monitoring System Replacement
3) Computer Aided Dispatch Upgrade

Please share your strategies/opportunities for upcoming IT work at your airport (RFPs, RFQs, Capital Expenses, Revenue Generating items, etc.)?

- Surface Area Management System
- Expanded CCTV coverage
- Safety Management System
- Self-service and common use systems (bag drop, bag tag)
- Location-aware infrastructure
Your Contact Information

Name: IAN LAW
Title: Chief Information Officer (CIO)
Email Address: Ian.Law@flysfo.com

In regards to Information Technology at your Airport

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

1) Managing change through an intense construction phase

2) Being on the front foot of the technology revolution in our industry
SAN FRANCISCO INTERNATIONAL AIRPORT

In regards to Information Technology at your Airport

What are the three upcoming projects at your airport?

1) Renovation & Construction at Terminal 3 East

2) $2B Renovation of Terminal 1

3) Transformation of our technology function

Please share your strategies/opportunities for upcoming IT work at your airport (RFPs, RFQs, Capital Expenses, Revenue Generating items, etc.)?

As above.
Salt Lake City International Airport

Your Contact Information

Name: Lisa Oldham
Title: Airport I.T. Manager
Email Address: lisa.oldham@slcgov.com

In regards to Information Technology at your Airport

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

1) Planning for Terminal Redevelopment Program (TRP)

2) Outdoor Wi-Fi implementation
In regards to Information Technology at your Airport

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

1) Terminal Redevelopment Program (TRP)

2) Program Management Software System – Currently underway

3) Paging System Upgrade

Please share your strategies/opportunities for upcoming IT work at your airport (RFPs, RFQs, Capital Expenses, Revenue Generating items, etc.)?

All of the above
Type Name of Airport…

→ Your Contact Information

Name: Steve Baird
Title: IT Division Chief
Email Address: bairds@saccounty.net

In regards to Information Technology at your Airport

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

1) Airport-wide budget

2) PARCS replacement
In regards to Information Technology at your Airport

What are the three upcoming projects at your airport?

1) PARCS replacement
2) Baggage self-tagging pilot
3) AirIT SUPPS v3.0 upgrade

Please share your strategies/opportunities for upcoming IT work at your airport (RFPs, RFQs, Capital Expenses, Revenue Generating items, etc.)?
Your Contact Information

Name: Tim Hoban  
Title: Director- Information Technologies  
Email Address: thoban@flytucson.com

In regards to Information Technology at your Airport

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

1) Continuity of Operations

2) Infrastructure and Hardware.
In regards to Information Technology at your Airport

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

1) Redundant WAN

2) Redundant LAN Infrastructure

3) Terminal Optimization – Relocating IDF rooms for new Security Checkpoints

Please share your strategies/opportunities for upcoming IT work at your airport (RFPs, RFQs, Capital Expenses, Revenue Generating items, etc.)?