

AIRPORTS COUNCIL INTERNATIONAL – NORTH AMERICA
18th ANNUAL CONFERENCE AND EXHIBITION
“Committing to the Future: Transforming Ideas into Actions”
October 11-14, 2009

ACI-NA BUSINESS INFORMATION TECHNOLOGY (BIT) PRE-CONFERENCE SEMINAR
October 10-11, 2009
Austin Convention Center, Austin, TX

Saturday, October 10, 2009	
8:00 AM – 9:00 AM	Combined Seminars Coffee & Rolls
9:00 AM – 10:00 AM	<p style="text-align: center;">BIT Working Group (WG) Updates</p> <p><i>BIT WG updates provide valuable information to specific topic areas of interest to BIT members. WGs are created and organized based on membership interest and are lead by an Airport CIO or IT manager.</i></p> <ul style="list-style-type: none"> • IT Security Chair: <i>David Ruch</i> Metropolitan Airports Commission • Sustainability/Green IT Chair: <i>Dom Nessi</i> Los Angeles World Airports • Web Site Advertising Chair: <i>John Payne</i> San Francisco Airport Commission • Key Performance Indicators (KPIs) Chair: <i>Doug Frankhouser</i> Houston Airport System <i>Dave Wilson</i> Seattle-Tacoma International Airport
10:00 AM – 10:30 AM	Combined Seminars AM Break
10:30 PM – 12:00 PM	<p style="text-align: center;">Passenger Self-Tagging of Baggage & Common Baggage Drop</p> <p><i>Due to the strong interest within the BIT WG on this topic, an expanded session will bring participants up to date on the effort across ACI, IATA, ATA and the airlines to standardize the business processes and technology to enable an airport common bag drop and passenger self-tagging.</i></p> <p style="text-align: right;">Moderator : <i>David Bourgon</i> Clark County Department of Aviation</p> <p style="text-align: right;"><i>Paul Behan</i> International Air Transport Association (IATA)</p> <p style="text-align: right;"><i>Frank Barich</i> Barich, Inc.</p> <p style="text-align: right;"><i>David Taylor</i> ARINC, Inc.</p> <p style="text-align: right;"><i>Peter Aarons</i> San Diego County Regional Airport Authority</p> <p style="text-align: right;"><i>Ron Hiscox</i> Airport Process Design, Consultant to Aéroports de Montréal</p>

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<p>12:00 PM – 1:00 PM</p>	<p style="text-align: center;">Working Lunch: BIT Working Group Discussion</p> <p><i>An opportunity to meet informally with BIT Work Group leads and members to discuss specific initiatives, problems and solutions. The sessions will be held in the meeting room and will be chaired by the working group chairs.</i></p> <ul style="list-style-type: none"> • Common Bag Drop/Passenger Self-Tagging Working Group • IT Security • Sustainability/Green IT • Key Performance Indicators (KPIs) • Web Site Advertising
<p>1:00 PM – 3:00 PM</p>	<p style="text-align: center;">Passenger Processing: An Architect’s Perspective</p> <p><i>The nature of air travel is dynamic, with technology playing a larger role in how passengers interact with airlines at the airport. This session features principals at architectural firms discussing how technology impacts their terminal designs.</i></p> <p style="text-align: right;">Moderator: Howard Kourik San Diego County Regional Airport Authority</p> <p style="text-align: right;">Ron Steinert Gensler</p> <p style="text-align: right;">Tom Theobald Fentress Architects</p> <p style="text-align: right;">Roddy Boggus Gresham, Smith and Partners</p> <p style="text-align: right;">Brent Kelley Corgan Associates</p>
<p>3:00 PM – 3:30 PM</p>	<p style="text-align: center;">Combined Seminars PM Break</p>
<p>3:30 PM – 5:00 PM</p>	<p style="text-align: center;">Airport Roundtable</p> <p><i>A roundtable discussion among attending airports about their current and planned projects and initiatives.</i></p> <p style="text-align: right;">Moderator: John Payne Business Information Technology Committee Chairman San Francisco Airport Commission Associates</p>

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Sunday, October 11, 2009	
7:30 AM – 8:30 AM	Combined Seminars Coffee & Rolls
8:30 AM – 10:00 AM	<p style="text-align: center;">Payment Card Industry Panel (PCI): Getting to a Common QSA framework for Airport Service Providers <i>The airlines operating at common use airports have multiple PCI Service Providers to deal with. This session discusses how to ensure PCI QSAs representing airlines, service providers and airports all are singing from the same hymn book.</i></p> <p style="text-align: right;">Moderator: John Payne San Francisco Airport Commission</p> <p style="text-align: right;"><i>Mike Green</i> MasterCard</p> <p style="text-align: right;"><i>David Wallace</i> Chase Paymentech Systems</p> <p style="text-align: right;">Service Providers: Keith Margerison ARINC, Inc.</p> <p style="text-align: right;"><i>Joan Southerland</i> SITA</p> <p style="text-align: right;"><i>Shawn Irving</i> Southwest Airlines</p> <p style="text-align: right;">ASQ Representative: Don Brooks Trustwave</p> <p style="text-align: right;">QSA Certification Representative: Bob Russo PCI-DSS</p>
10:00 AM – 10:30 AM	Combined Seminars AM Break

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10:30 AM – 12:00 PM	<p>How Does Common Use Drive Down Costs to Airports and Airlines? <i>This session brings airlines and service provide/vendors together to highlight the cost savings they have realized using common use systems at airports.</i></p> <p>Moderator: William Flowers Dallas/Fort Worth International Airport</p> <p>Dale Kirby Ultra Electronics Airport Systems, Inc.</p> <p>John Powell SITA</p> <p>David Taylor ARINC, Inc.</p> <p>Jeff Shull Air-Transport IT Services, Inc.</p> <p>Bill Heppner Alaska Airlines</p> <p>Bill Miller Continental Airlines</p>
12:00 PM – 1:00 PM	<p>Working Lunch: Fast Travel / Simplify the Business (StB) / Simplifying Passenger Travel (SPT) Update <i>Air travel needs to be easier from the passenger’s perspective and more cost effective from the airlines perspective. This session will update members on the IATA initiatives targeted to achieve both.</i></p> <p>Moderator: John Payne San Francisco Airport Commission</p> <p>Paul Behan International Air Transport Association (IATA)</p>

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<p>1:00 PM – 2:15 PM</p>	<p style="text-align: center;">CUPPS Pilot Panel Report Out</p> <p><i>The “NextGen” for common use ticketing and gate management has recently concluded a series of pilots across the world. This session is the summary of lessons learned by the participants in those pilots.</i></p> <p style="text-align: right;">Moderator: <i>Samuel Ingalls</i> Clark County Department of Aviation</p> <p style="text-align: right;">Pilot A: <i>John Newsome</i> Greater Orlando Aviation Authority</p> <p style="text-align: right;"><i>Amy Foltz</i> Continental Airlines</p> <p style="text-align: right;">Pilot B: <i>Samuel Ingalls</i> Clark County Department of Aviation</p> <p style="text-align: right;"><i>Tim McGraw</i> American Airlines</p>
<p>2:15 PM – 2:30 PM</p>	<p style="text-align: center;">Combined Seminars PM Break</p>
<p>2:30 PM – 4:00 PM</p>	<p style="text-align: center;">European Airport Presentation</p> <p><i>The 2nd in a series of extended presentations by a world leading Airport CIO on how IT is used to further the business objectives of the business.</i></p> <p style="text-align: right;">Moderator: <i>John Payne</i> San Francisco Airport Commission</p> <p style="text-align: right;"><i>Martin Smith</i> Manchester Airport Manchester, United Kingdom</p>
<p>4:00 PM – 4:45 PM</p>	<p style="text-align: center;">ACI-NA BIT Committee Meeting</p> <p style="text-align: center;"><i>ACI-NA Members Only. See separate agenda.</i></p>
<p>5:00 PM – 7:00 PM</p>	<p style="text-align: center;">Exhibition Hall Grand Opening</p>

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Attendees of the ACI-NA Business Information Technology Pre-Conference Seminar may also be interested in the following concurrent sessions to be held during the 18th Annual Conference & Exhibition:

Wednesday, October 14, 2009

03:00 pm - 04:30 pm: Concurrent Educational Sessions

10. Numbers, Numbers Everywhere: A View from the Director’s Chair

Airport and airline operations generate a flood of numbers and statistics – but what are the key metrics that successful airports actually use day-to-day, week-to-week and month-to-month to keep on top of their operations, spot failures in the making, and prevent problems altogether? This session bring leaders in the industry together to discuss what metrics are important to them and why, and how you can determine the right metrics to track for your airport.

Moderator: John Payne, Chief Information Officer, San Francisco Airport Commission

Speakers: Kim Day, Manager of Aviation, City and County of Denver, Denver International Airport
Jeffrey P. Fegan, Chief Executive Officer, Dallas/Fort Worth International Airport
Jeffrey W. Hamiel, Executive Director, Minneapolis-St. Paul Metropolitan Airports Commission