

A blue-toned map of North America with a grid overlay. A black dot marks the location of Denver, Colorado, with the word "DENVER" written in black capital letters to its right.

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# DIA DAY - INFORMATION TECHNOLOGIES

Kelan Pape  
Les Berry  
October 7, 2014



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# Today's Agenda

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- Who is Technologies
- Technologies' vision
- Our success criteria
- 18-month Request for Proposal and contract projection



# Technologies Management Organization

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TECHNOLOGIES DIVISION - MANAGERS

**ROBERT W. KASTELITZ**  
Senior Vice-President/CIO

**LYNN RUBNER**  
ITSM Program Planner/  
Document Management

**LES BERRY**  
Director of Business  
Architecture

**CHRIS LARIVEE**  
Director of  
Operations

**KELAN PAPE**  
Director of Portfolio  
Management

**MIKE RATHBUN**  
Director of Applications &  
Development



# What do we do?

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- 1,300 **Cameras**
- 3,000+ **Radios**
- 3,500 **Telephones**
- 150 Communication Rooms
- 315 **Tenants**
  - Voice, Wi-Fi, and/or data services
- 20,000 miles of **Copper Wire**
- 750 **Servers**
- 751 **Servers** supporting 750 TB of data
- 1,500 **PCs**
- ~2,000 **Flight Information Display Monitors**
- 200 **Wireless Access Points**, serving 28,000 users/day
- 75 **Applications**
- 200+ **Databases**
- 40 **Projects** per year
- 13,000 **Service Desk** Calls



# Vision

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# Strategic Priorities

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## KEY PERFORMANCE INDICATORS

KPIs provide the measures and targets to track progress towards achieving our strategic objectives and goals.



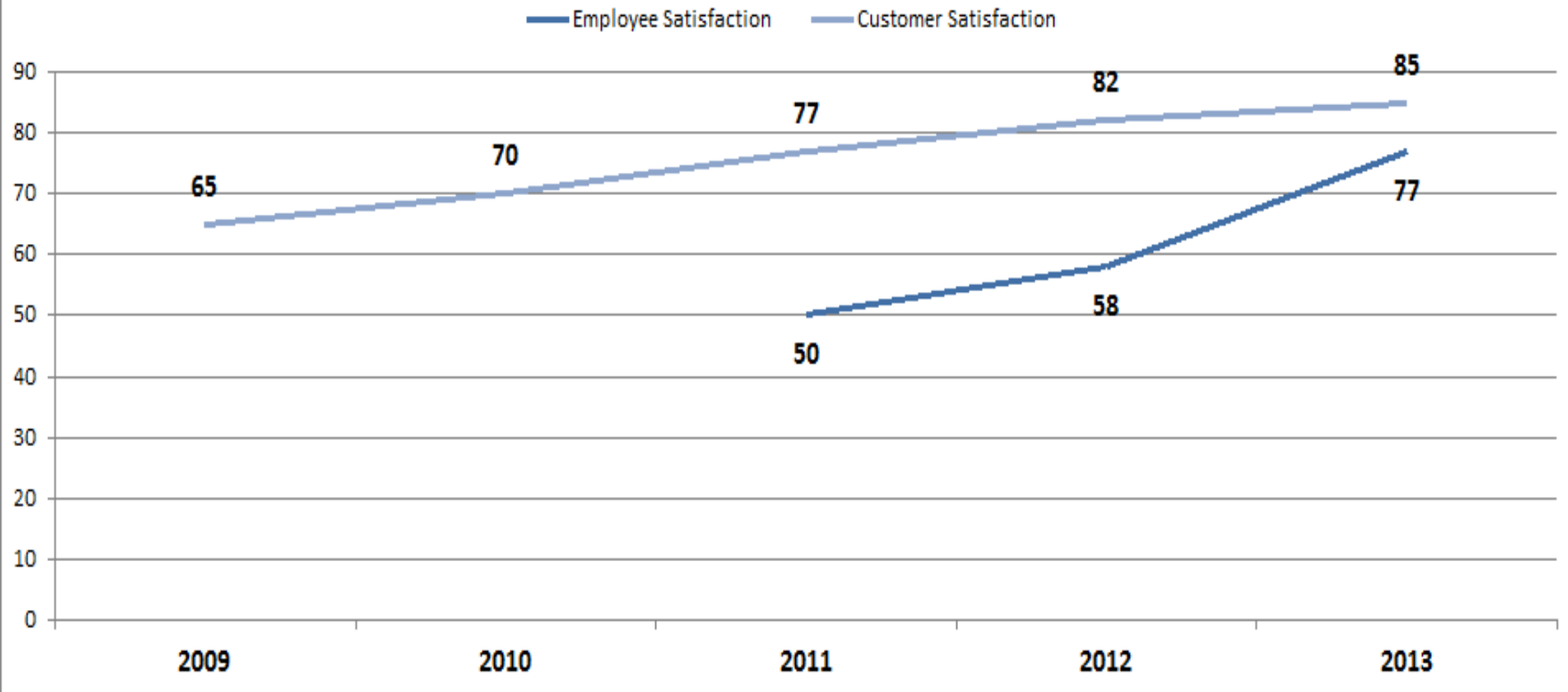
March 5, 2014



# Measuring of Success

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## Customer and Employee Satisfaction Results



# Potential Business Opportunities



Opportunities  
straight ahead





# Technologies Professional Services – Strategic Partnership

- 6 – 8 professional service contracts
- Strategic partners – by service area
- On-call in nature
  - Work orders (staff augmentation)
  - Task orders (scopes of work)
- Management consulting & specialized services
- ~ \$25 million over five years



# 18 Month Potential RFPs and Contracts – Investing for Sustainability

- MS SQL server upgrade and re-architecture
- Voice paging system upgrade
- Data analytics for business process improvement
- Voice communications system upgrade
- Data network upgrades
- Radio coverage upgrade
- ERP solution
- Maximo 7.5 phase 2 enhancements
- Maximo 7.5 phase 2 integrations



# 18 Month Potential RFP and Contract Operational Excellence

- MS SQL server upgrade and re-architecture
- Voice paging system upgrade
- Data analytics
- Voice system upgrade
- Data network upgrades
- Radio coverage upgrade
- ERP solution
- Maximo 7.5 enhancements
- Maximo 7.5 integrations
- Access control point upgrade
- Vulnerability mapping and priority
- Application performance monitoring
- Internet service provider diversity
- New data center infrastructure



# 18 Month Potential RFP and Contract Winning the Customer's Heart

- Holdroom signage refresh
- FIDS display refresh
- Common use system upgrades
- Self-boarding gates implementation
- Self-bag tag pilot (HTC)
- Self service boarding pass kiosk (HTC)

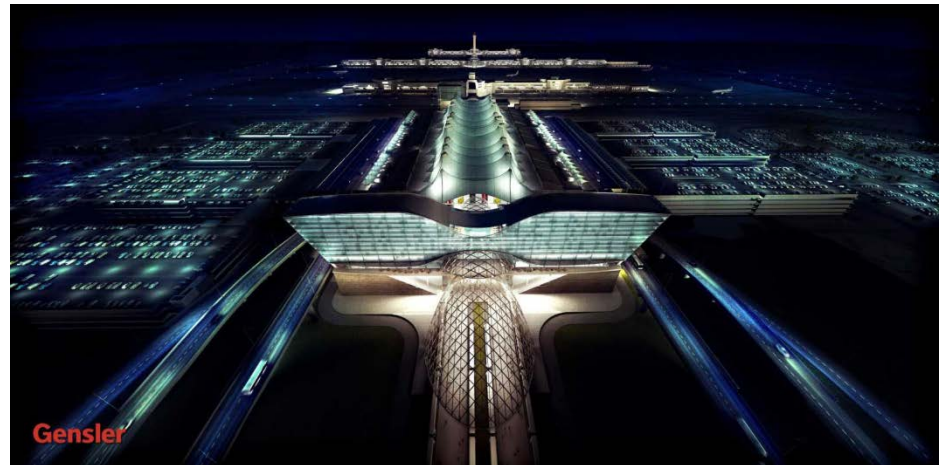


- Self-service kiosks - MT
- Digital way finding pilot (HTC)
- Wi-Fi expansion in main terminal
- Commercial vehicle dispatch
- Core FIDS application refresh



# 18 Month Potential RFP and Contracts Building Airport City

- Southwest communications hut



# Contact Information

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# Questions

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