

San Francisco International Airport CA, ITT Project Director

What state are your headquarters located in: CA

Total annual spend for IT and cybersecurity development measures for your company: 900,000

What state are you located in: CA

What country are you located in:

Industry Sector: Travel / Hospitality / Recreation / Entertainment

What are key products or services offered by your company? Passenger services including online parking reservations, concession, baggage handling, ground transportation, air travel - as well as multiple services to our tenants and vendors including badging and fingerprinting services, ITT services etc.

How many people are employed by your company? 500-1000 employees

What is the current annual revenue for your organization? \$500M-\$1B

How many business locations do you maintain company hardware and equipment such as servers...? primary one and backup site

How many people are in your IT Department? 120

How many people are on your IT security team? 8

Number of Contact Center Seats: 10

What is your current Operating System? windows plus

Who is your current ERP vendor? Peoplesoft

Who is your Cloud Service Provider? AWS

1) Do you have responsibility for Cybersecurity? no

Do you plan to add or expand cybersecurity initiatives in the next 12 months? no

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0

Please summarize your top Cybersecurity challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): 0

2) Do you have responsibility for Cloud software solutions? yes

Do you plan to add or expand cloud solution initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,Business IntelligenceCRMIT Service Management (ITSM),SaaS Management,

Please summarize your top Cloud Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): continue to evolve cloud services, integration across our ecosystem leveraging cloud solutions, mobile solutions as it relates to touchless, safe and secure solutions for travelers -- our passengers. work with tenants to - end-to-end such as airlines and concessions to provided digital services, improve passenger experience, optimize business processes and increase revenue leveraging technology

3) Do you have responsibility for Digital Solutions?: yes

Do you plan to add or expand digital responsibility initiatives in the next 12 months?: yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: Artificial Intelligence Machine Learning,Digital TransformationWorkflow and Content Automation

Please summarize your top Digital Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): leveraging digital to advance sfo as an innovator - this includes use of ai/ml for predictive traffic patterns for both ground and air traffic. a repeatable business operational processes. digital transformation -transform how we deliver end services to our communities, tenants and passengers ... partner with airlines and concessions for delivery of services leveraging digital. capture and leveraging of data for self service and reporting ..

4) Do you have responsibility for Data Management? yes

Do you plan to add or expand data management initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,BI Dashboard Reporting,Big Data Analytics,Business Intelligence,Business Process Management,Customer Data PlatformData Governance MDM,Data Integration Access,Data Quality,Data Visualization,Data Warehousing,

Please summarize your top Data Management challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): as we strive to deploy data services and self-service reporting, we look to understand solutions that augment and/or integrated with existing data lake and reporting platforms.... data flows ... this includes promoting data stewardship, governance and policies including iso compliance, positioning for ccpa. data quality tools can help. we are looking to mature our data science practice and seek for data visualization delivery to facilitate and track business decisions to metrics.

5) Do you have responsibility for Software/Application Development and Management? yes

Do you plan to add or expand software / application development initiatives in the next 12 months? no

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: APIs,Application Architecture,Application Integration,Application Lifecycle ManagementCloud,Software Compliance,

Please summarize your top Software/ Application Development challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): ensuring tracking of code version release, for optimal deployment and qa defect tracking. developing api repository and evolving application architecture frameworks to enable component utilization and reuse while tracking governance and usability for quick to delivery, impact analysis and repeatable processes and use of best practices and standards in context of security and iso standards.

6) Do you have responsibility for Communication Systems? no

Do you plan to add or expand communication system initiatives in the next 12 months? no

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,

Please summarize your top Communication Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): 0

7) Do you have responsibility for Network Systems? no

Do you plan to add or expand network system initiatives in the next 12 months? no

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,

Please summarize your top Network Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): 0

8) Do you have responsibility for Consulting / Outsourcing? no

Do you plan to add or expand consulting / outsourcing initiatives in the next 12 months? no

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,

Please summarize your top Consulting/Outsourcing challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): 0

9) Do you have responsibility for IT Leadership, Talent Management and Training? yes

Do you plan to add or expand IT leadership, talent management, and training initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: nan

Please summarize your top IT Leadership, Talent Management and Training challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): development of mentorship programs, leadership and communication development and cross training. talent acquisition and development is critical to success and we seek to offer best in breed training opportunities including on the job online training modules. identifying and tracking skills including augmentation opportunities, adaptabilities, scenario responses for risk mitigation and response to situations and events that occur - risk mitigation - responding appropriately and increasing a quality dei program

