



Alliance of the Ports of Canada, the Caribbean, Latin America and the United States

## **MINUTES OF THE INFORMATION TECHNOLOGY COMMITTEE MEETING**

April 8-9, 2008

Port of Long Beach Administration Building  
Long Beach, California

AAPA's Information Technology (IT) Committee conducted its spring meeting on April 8-9, 2008 at the Port of Long Beach Administration Building, Long Beach, California. The committee is chaired by Louis Noriega of the Port of Miami. Pam Everitt of the South Carolina State Ports Authority is the vice chair.

The issues and projects discussed by committee members represented the majority of the meeting time on day one. A full accounting of projects discussed by the committee members is attached. Some of the common themes included; the on-going role of IT in security improvements and credentialing systems, port community data sharing strategies, document and records management, disaster recovery and redundancy planning, video analytics and security integration master platforms, and organizational restructuring.

Next, Committee Chair Louis Noriega (Miami) and Martyn Adamson (Tacoma) shared their Organizational Charts with the group. These will be posted on the committee web. The committee hopes to have more ports provide these examples.

While the committee had chosen topics in advance of the meeting, time limited the ability to address them all as individual discussions, although they were woven into the reports. These included:

- **TWIC**
- **Port community (tenant) data sharing strategies**
- **Security technology implementations outside of TWIC**
- **Wireless mesh**
- **Impact and implications of port security grant driven it projects**
- **Use of RFID for asset tracking or other applications**
- **IT disaster recovery and business continuity**

Action items arising out of the committee meeting included:

- The committee should hold at least one conference call to discuss topics that did not get enough attention at the meeting, TWIC being paramount.
- Established a subcommittee to explore disaster recovery options between or among ports

- Gustavo Espinosa, Martyn Adamson, Pam Everitt, April Danos

The Chairman will convene this group on-line or by conference call in the coming months

- Collect IT organizational charts and job descriptions from committee members for sharing on the IT Committee web site – identify best practices and publish as a committee (held over from last meeting)
- Get an inventory of the applications that ports have developed in-house and post the descriptions to the web site – create a template form with appropriate questions to collect the data (held over from last meeting)

During day two of the meeting the committee was engaged by a number of interesting presentations from port members and technology vendors.

These included:

- Doug Albrecht and associated vendors presented The Port of Long Beach disaster recovery and business continuity plan elements including eBRP Solutions software and the Isobase isolation system for server racks for earthquake protection
- Karen Tobia updated the group on the I-95 Corridor coalition's key programs as well as their upcoming East Coast Ports Summit. Information at <http://www.i95coalition.org/>
- Peter VanKirk of GTSI presented their U.S. Communities Contract which ports can use to procure their IT systems and software
- Presentation by VMWare demonstrating the power and efficiency of server virtualization.

Presentations made available by speakers can be downloaded from the committee web site at <http://www.aapa-ports.org/Committees/content.cfm?ItemNumber=1074>.

Following the meeting, the committee was taken on a harbor tour of the Ports of Long Beach and Los Angeles as well as a walking tour of the gate complex at the Pier A Terminal Facility. TOPAS meetings followed over the next two days.

## **ROSTER OF ATTENDEES**

Louis Noriega, Committee Chair  
Port of Miami

Pam Everitt, Committee Vice-Chair  
South Carolina State Ports Authority

Doug Albrecht, Secretary  
Port of Long Beach

Martyn Adamson  
Port of Tacoma

April Danos  
Port Fouchon

Jim Eldridge  
Port of Houston Authority

Gustavo Espinosa  
Port of Corpus Christi Authority

Debbie Givens  
Port of Tacoma

Kenyatta Lee  
Jacksonville Port Authority

Kathy Seabrook  
Jacksonville Port Authority

David Sleigh  
Port of Tacoma

Karen Tobia  
Port Authority of New York & New Jersey

Scott Brotemarkle  
American Association of Port Authorities

## MEETING NOTES

### Attendee Reports

#### David Sleigh – Tacoma

- Port Community System
- BNSF business exchange – data handoff between BNSF and Tacoma Belt line –

#### Martyn Adamson – Tacoma

- Information Management System – ERP system implementation (Microsoft Dynamics/Great Plains)
- Upgrading Exchange 2000 to 2007
- GIS System
- DocLink for Document Management System
- Next round of grants (intelligent barriers, camera system, analytics)

#### Debbie Givens

- Public request tracking system (particularly for security projects / development projects) – procuring software with intelligence – getting away from informal e-mail
- E-mail and public service education effort with staff
- Reviewing audit procedures to be sure that they comply (Port of Seattle examples)
- Change management and culture changes abound

#### Louis Noriega

- Automated security gates up since December
- Truck processing time avg 1min 45sec
- Now integrating with TOs in real time to get yes/no on business reason as well as arr/dep times – transmitted in a variety of ways
- Right now a pre gate but could move to THE gate and get rid TO gates
- Implemented Lenel Access Control – integrating with gate system
- Berth scheduling system in place developed in-house – future tie in with AIS – right now intranet/will move to internet when confident in data input
- Replacing 22 year old billing system
- Ground Transportation Fee collection to an automated system – losing revenue (possibly .5 million) with the manual system – transponder system energized by antennae on the bridge
- Document Management / Records Management - DocuWare
- Implemented a second SAN – full redundancy of data in separate location
- GIS system for environmental dept
- Electronic wharfage

#### Jim Eldridge

- New hiring to replace retiring management in IT
- 2M a month in revenue on the new terminal
- 300 cameras, countless access control points, consolidating three systems on a platform to alert security operators for incident awareness
- GIS for patrol cars
- Domain awareness with waterway partners (SAIC)
- Network is fiber and long range wireless (problematic)
- Document Management – going from dept to dept in phases – integration of retention management is the challenge – want to automate retention– assessing “administrative value” of a document
- Looking at two vendors for a new ERP system (\$2.2 M contract)

- Procurement system for items less than 25K for vendors – electronically captured and approved, OK to pay authorization for staff directly to A/P

#### **April Danos**

- Hired a data specialist and network technician
- Building a new tower to host operations and microwave communications tied into security
- Elevated highway project with three CCTV cameras and control of dynamic messaging signs
- Video analytics are coming on-line for command center
- Wireless mesh network for port area for communications (Law Enforcement) and networking for cameras
- Host the main server for TWIC and get tenants to tie in – centrally managed
- Access to some of their perimeter cameras to tie in with command center

#### **Kenyatta Lee**

- Outsourcing some of the service items (exchange, redundancy, etc...)
- Wireless upgrades in relation to the camera system (Object Video, cameras, etc...)
- Security Ops Center coming on-line in summer

#### **Kathy Seabrook**

- CCTV to Object Video (90 cameras)
- Infrared and thermal cameras coming on-line
- Upgrade to the recording capabilities of the system
- Wireless upgrade / Network Security hardening / firewalls
- Upgrade Maximo
- Network Connectivity to the Operations Center
- Integration platforms for security applications

#### **Pam Everitt**

- ERP system goes live the weekend after next (PeopleSoft) – 1<sup>st</sup> project in Strategic Plan
- Next project is TOS systems – both front-end and backend – 2<sup>nd</sup> project in plan
- Contract with Sunguard so need to renegotiate service
- Security projects are similar to all other reports
- On-going maintenance and replacement of network components, etc...

#### **Karen Tobia**

- New Chief Technology Officer reorganizing IT Department – Project Management Unit in place
- Master plan for CCTV
- Access Control / TWIC / Interplay with SeaLink
- Grant for evacuation and port recovery modeling software under the AMSC charge
- Local police and first response tracking network – as part of a virtual port operations center

#### **Doug Albrecht**

- Clean Air Action Plan – can't develop until this is resolved
- Tracking vessel speeds and performance for dockage discount incentives
- Security projects

- Implementing year 2 of a 5 year business plan – IT dept. going from break/fix to a strategic asset – identified principles to operate under that add business value to the port
- New billing system in Sept – business mgmt and document management/records management
- Security Master Platform – integrate all systems through APIs
- Identifying who is capable and responsible for security projects as an organization (IT, Engineering, Security)
- Command Center is in process of being built will house 33 racks and will have ISO bases under the racks for earthquake protection

## COMMITTEE BUSINESS

- Disaster Recovery Subcommittee – Gustavo Espinosa, Martyn Adamson, Pam Everitt, April Danos
  - Louis will convene this group on-line or by conference call
- Org Chart Sharing
  - Louis Noriega presented POM Org Chart
  - Martyn Adamson – presented Tacoma Org Chart

## DAY 2

Doug Albrecht presents POLB IT Systems

- Disaster Recovery / Business Continuity
- eBRP Solutions demo
- ISO-base isolation systems for server racks - ball and cone system

Karen Tobia – I-95 Corridor Coalition Update

- Mission and Projects
- VCY still moving along – container matching opportunities/interchange rules
  - Union vs. Non-union repair of containers becomes an issue
  - Legal and liabilities
  - IT resources w/ carriers are already stretched thin
  - New strategy is to notify carriers via e-mail about exchange opportunities based on matches made on-line
- Development of a Freight Academy
  - Aimed at planners at the state, regional and local level (MPOs) to learn about freight mobility and understand the business and needs - how their decisions have an impact
  - Develop a curriculum that can be run at any time along the corridor

Peter VanKirk – GTSI – U.S. Communities Contract Overview

VMWare Server Virtualization Presentation

**SUGGESTION: Increase meeting time to 1 ½ days and have the first morning be the vendor presentation day, first afternoon would be the around the table discussion, second morning would be topic discussions.**