MINUTES OF THE
INFORMATION TECHNOLOGY COMMITTEE MEETING

October 9-10, 2007

Port of Houston Administration Building
Houston, Texas

AAPA's Information Technology (IT) Committee conducted its fall meeting on October 9-10, 2007 at the Port of Houston Administration Building, Houston, Texas. 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 in their reports varied widely and are reflected in the notes following this document. Some of the common themes were ERP system implementations, Information Technology's role in leasing contracts, and port business plans, data sharing with port community through RFID and other data streams.

The committee then addressed topics chosen in advance of the meeting. These included:

- Access control systems and TWIC implementation

- Command and Control/Video Analytics

- IT Organizational Issues/Reporting Structure

- Use of RFID for asset tracking or other applications

- Remote Disaster Recovery Options

- Sharing Port Applications for Streamlining Business Processes

Action items arising out of these discussions included:

- Formation of a subcommittee to explore disaster recovery options between or among ports

- 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

- 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

During day two of the meeting the committee was engaged by two presentations.

These included:

- Georgia Ports Authority's Award Winning Project "COAT: A CBP Zero Tolerance Solution" – Bill Sutton, Georgia Ports Authority

- Radar and Video Analytics – Jeff Brown, Transportation Security Associates, LLC

These presentations are available on the IT Committee's web site at http://www.aapa-ports.org/Committees/content.cfm?ItemNumber=1074.

A special presentation in the spirit of the SHARE initiative was made from the Port of Houston Authority to the Georgia Ports Authority for all of their assistance and shared resources with regard to getting their terminal operating system up and running.

Following the meeting, the committee was taken on a bus tour of the Port of Houston showcasing the newly opened Bayport container facility. The 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

April Danos
Port Fouchon

Jim Eldridge
Port of Houston Authority

Gustavo Espinosa
Port of Corpus Christi Authority

Eddie Fuller
Port of Houston Authority

Debbie Givens,
Port of Tacoma

Lisa Himber
Maritime Exchange for the Delaware River & Bay

Cindy Rushing
Georgia Ports Authority

Bill Sutton
Georgia Ports Authority

Karen Tobia
Port Authority of New York & New Jersey

Scott Brotemarkle
American Association of Port Authorities

MEETING NOTES

MEMBER REPORTS

- **Lisa Himber** – AIS installed on the Delaware River
- **Eddie Fuller** – 3 terminal projects/reconfigures over the last 18 months – Barbour's Cut, Bayport, Cruise Terminal - Navis Express implementation
- **Gustavo Espinosa** – Helpdesk software (Grouplink) deployed for IT service/purchase/trouble tickets etc…, to track IT assets, user training needs, deployed a second SAN and gigabyte switches
- **Pam Everitt** – Implemented PeopleSoft ERP systems – are moving forward in applicable modules- financials and HR modules – looking toward replacing terminal operating system in the future – project management on-line (PMO) through Sharepoint site – Other departments taking advantage of Sharepoint
- **Debbie Givens** – ERP – Microsoft Dynamics DP – installed blade servers – using VMware to stand up servers – also using a SAN – building redundancy in – CISCO infrastructure – Phasing in ERP – (1) Model business processes in order to better understand how to compliment with technology – within scenarios (such as building a new terminal) map out processes and map out concept – also implementing a CRM simultaneously. Communication is key. Change management is big challenge. IT involved in the NYK lease contract (ask Debbie to share with the group).
- **Doug Albrecht** – Adopted a Five Year Business plan (28 top projects identified) with the goal of building an IT program in order to go beyond just fixing what is broken and provide easy access to information. Business Continuity is looming large – programs underway toward this at local and state level.
- **David (Tacoma)** – working on port community data sharing network with Terminal Ops and Tideflats stakeholders
- **Bill Sutton –** Document Management System implementation – starting with billing systems, hr, benefits – FileNet is the vendor. Motorola wireless being stood up – adding to an existing Teklogiks. 100 rtgs and 60 toploaders that will work off of the network. ATAMS Automated Terminal Asset Management System (wireless backbone, RFID on over the road trucks (6-7K will be tagged in the first month) – using proprietary tag from Identech. Passive tag. Contains truck ID and weight - will tie to all of the database information from appt and genset, OCR for containers. GPS location updates in the field for container movements
- **April Danos –** getting a data entry specialist and technician. Getting a title change to Director of IT. Tower for communications infrastructure paid for by security grants. Document imaging still going on. GIS program - base map and data – phase it in –
- **Louis Noriega –** implementing a new parking system – Problem – Operations and Maintenance are not negotiated in the process – tracking the ground transportation system with transponders – traditionally manual – Command and Control Center needs to be relocated to a more reliable building. Looking to create a new building further away from the water off of the first floor, with a generator, away from the RPMs, etc… – 2 new cruise terminals for Carnival - have to retrofit the access control and security system – moving to an integrated analog/digital interface so security doesn't have to use two interfaces – one high end viewer – new gates are still NEW!! Waiting for the roads to be done and the service and maintenance agreement contracts. Cashiering and prepaid account systems for ID badges and gate scales for commercial traffic. Radar on the waterside – original locations weren't sufficient – relocating antennas – Working on CRM. Cross-communication between security and IT.
- **Karen Tobia –** access control – waiting on TWIC, traffic management system, grant management – regional collaboration projects – AIS for local law enforcement vessels, evacuation modeling, virtual regional command center accessible over the web, CCTV master plan, Operation Safe Commerce still limping along – spent millions on supply chain security – reports are just sitting idle, virtual container yard – ready to go but hard to get participation and release data.

<u>**TOPIC DISCUSSIONS**</u>

DISASTER RECOVERY – Co-Location / How can ports partner? Buying power with providers?
- Cost Example: SunGard cold site - $20,000 per month just for equipment – no hot backup

ACTION ITEM: Subcommittee for Remote Backup Collaboration Options
- **Pam Everitt**
- **Deborah Givens**
- **Louis Noriega**
- **Gustavo Espinosa**

TWIC
- Emergency responder provision (do not need TWIC cards) - could be a Trojan Horse (stolen ambulance)

Access Control
- Many waiting on TWIC reader pilot results and Qualified Products List release before purchasing and installing equipment

Command and Control and Video Analytics
- Head end analytics vs. camera end analytics – camera more accurate – see Jeff Brown presentation for more detail

Organizational Structure
- **ITIL –** best practices for IT management – standard structure for IT departments
- Can we adopt some best practices in IT Organization and publish as a committee?

ACTION ITEM: Get IT Org charts and any job descriptions from committee members

RFID
- Problem: Many different proprietary technologies being deployed not adhering to any standard (WhereNet, SAVI, state-based systems)   How do you bring together the port community to one standard to avoid the need for multiple tags and readers, etc… Problem: Can't let one company install and shun another – public access/equal opportunity

Automating Business Processes – sharing in-house development projects – sharing source code amongst the committee members

ACTION ITEM: get an inventory of the applications that ports have developed in-house and post the descriptions to the web site – ask for these in the follow-up e-mail – create a template form with appropriate questions with a couple of members
- **Template form for collecting this data – Louis Noriega & April Danos volunteered to develop**