

City Of Phoenix Aviation Department  
Business Education Series #3

# Technology Overview @ City of Phoenix Airport System

December 12, 2023

**PHX DVT BYR**



# AGENDA

- Technology Organization
- Technology @ Work at PHX, DVT, GYR
- Types of IT Procurement and Contracting
- Upcoming Opportunities
- Resources

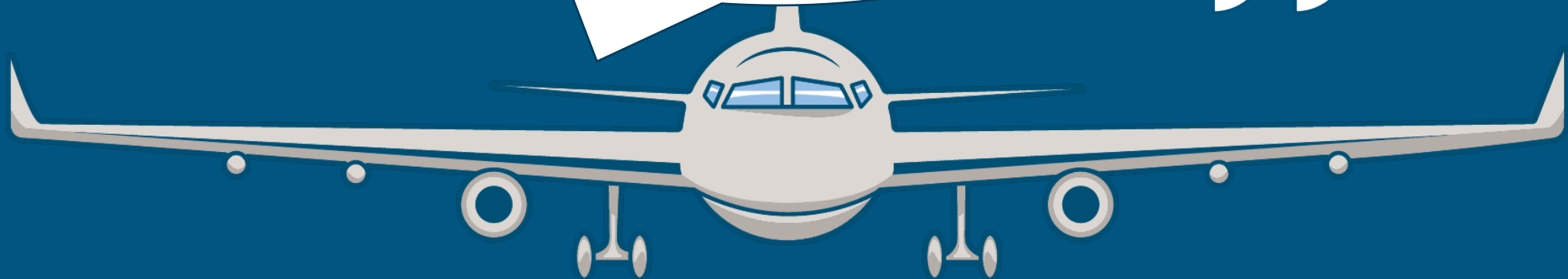


“

# Questions?

Please type them in  
the chat box.

”



**PHX** PHOENIX SKY HARBOR  
INTERNATIONAL AIRPORT

America's Friendliest Airport®

# ORGANIZATION



Daver Malik



Mike Gander  
*Network Services*



Jamie Ritchie  
*Client Computing & Airport Systems*



Ram Chirumamilla  
*Business Applications & GIS*



Ben Armour  
*Infrastructure & Cybersecurity*



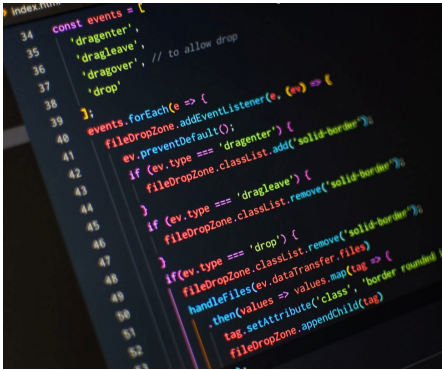
Genie Usher  
*Administrative Services*



Drew Douglas  
*Project Management Office*



# KEY TECHNOLOGY DOMAINS



Business Applications



Passenger Processing Systems



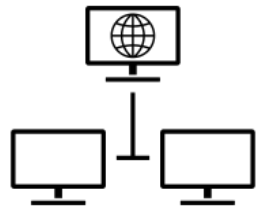
Airport Systems



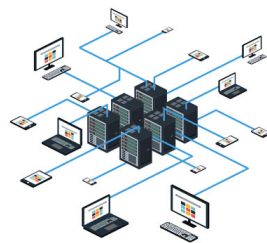
Digital Services



Geographic Information System



Network Infrastructure



Server, Storage & Data Center Administration



Desktop Support



Project Management



Cybersecurity



# TECHNOLOGY LANDSCAPE @ PHX, DVT, GYR



A perspective view of a server room aisle. The aisle is flanked by rows of server racks on both sides. The racks are illuminated with a strong blue light, creating a futuristic and high-tech atmosphere. The floor is dark and reflective, mirroring the blue light. The ceiling is also visible, showing a grid of lights and structural elements. The overall scene is clean, organized, and emphasizes the scale and complexity of modern IT infrastructure.

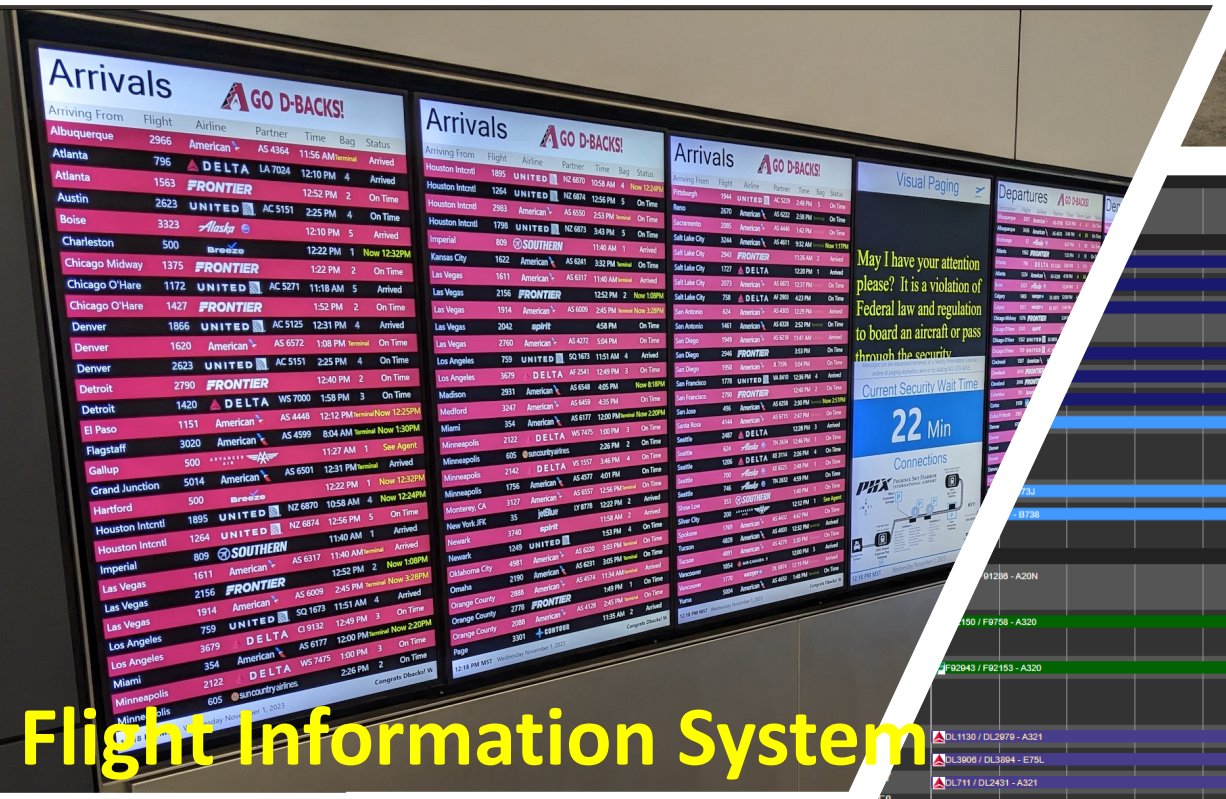
# IT Infrastructure Administration



Common Use Check-in System

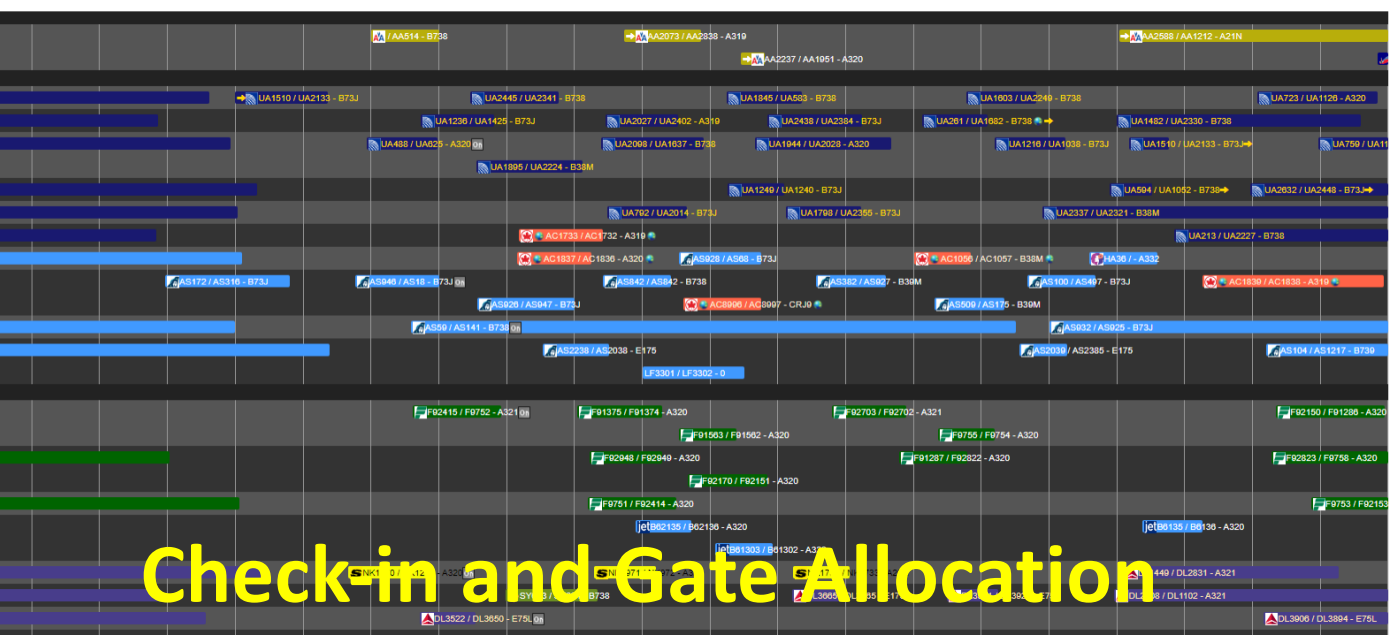


Common Use Boarding System



May I have your attention please? It is a violation of Federal law and regulation to board an aircraft or pass through the security.

Current Security Wait Times  
22 Min  
Connections



Check-in and Gate Allocation



# PUBLIC ADDRESS SYSTEM



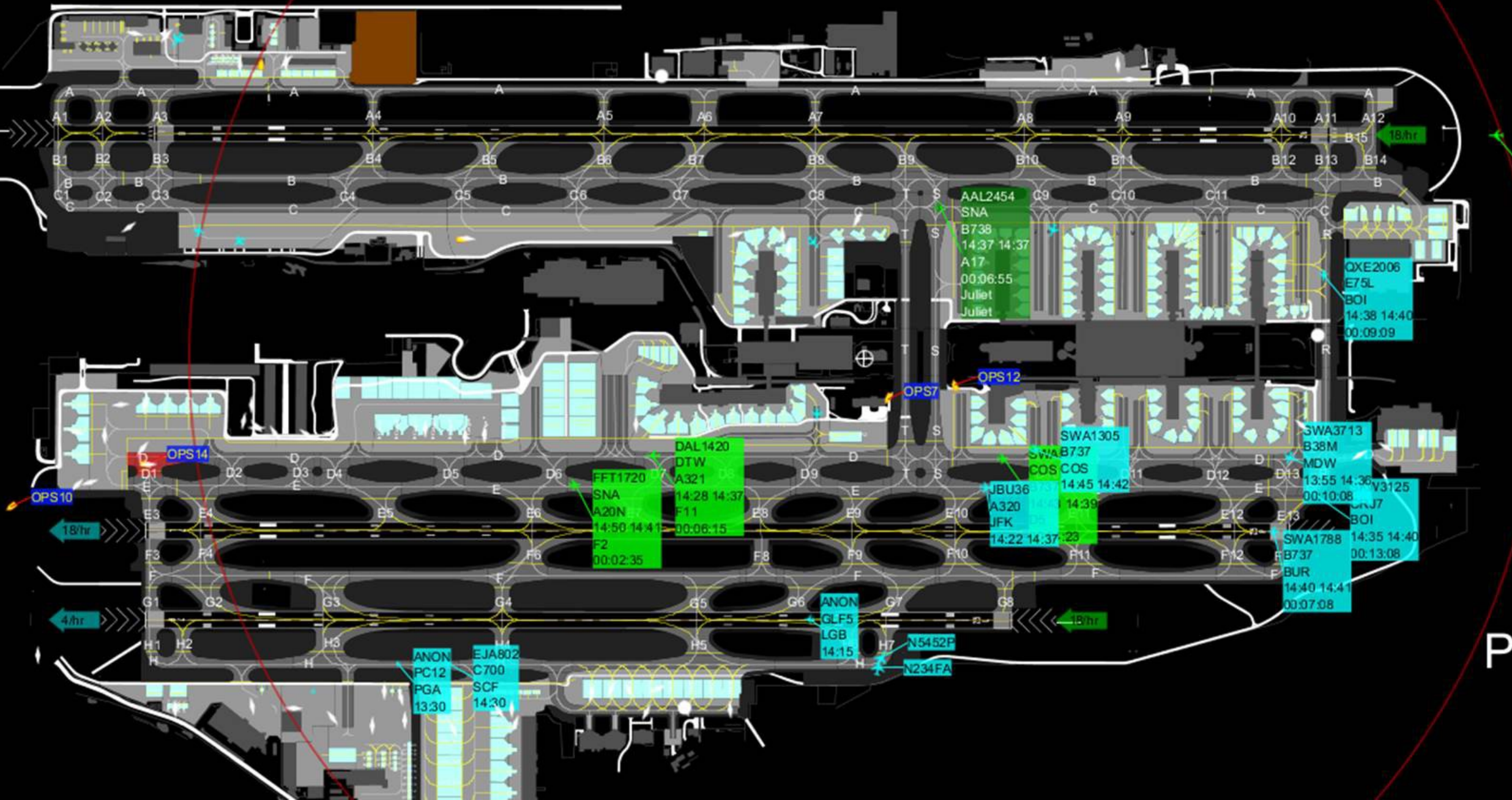
# Parking Revenue Control System



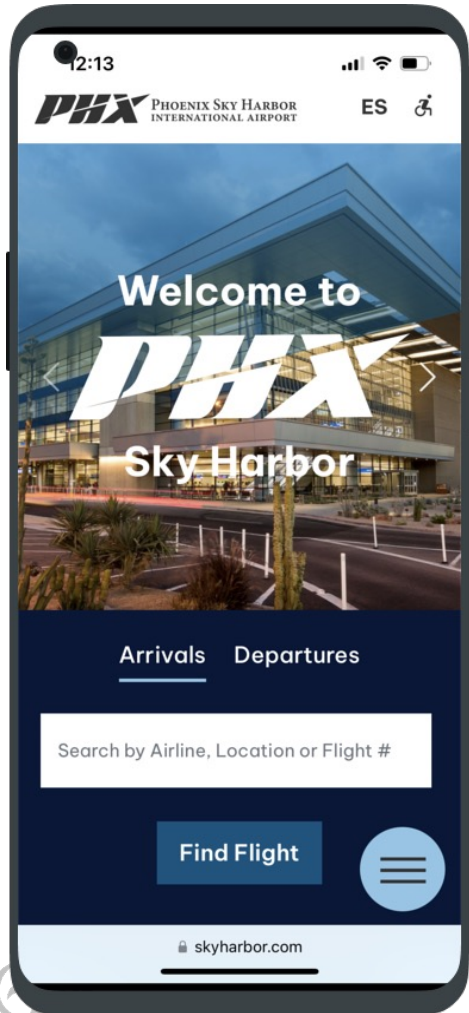


**Automated Vehicle Identification System**

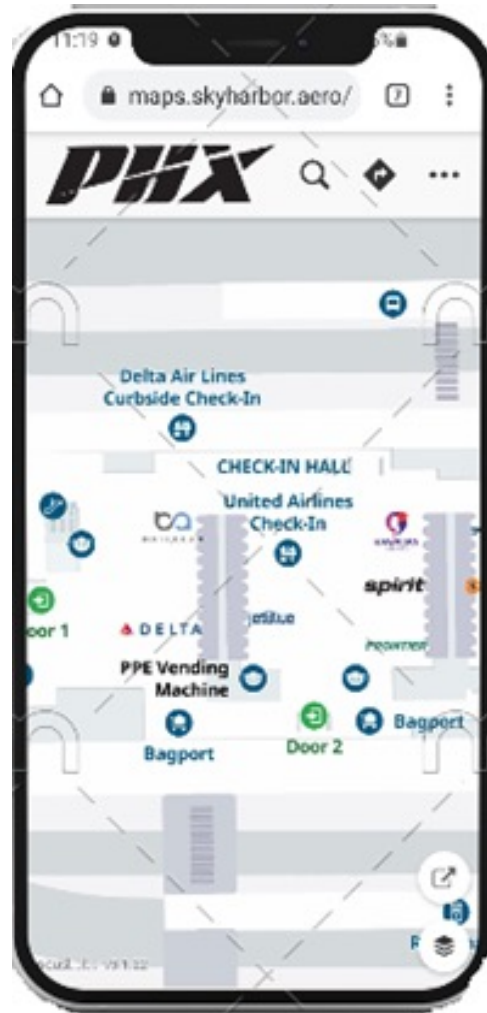
# Surface Management System



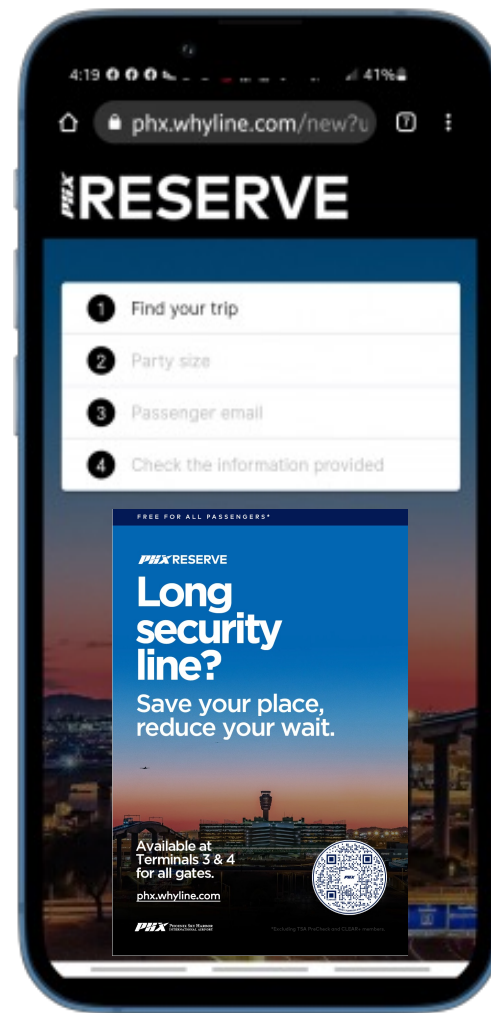
# DIGITAL TECHNOLOGY



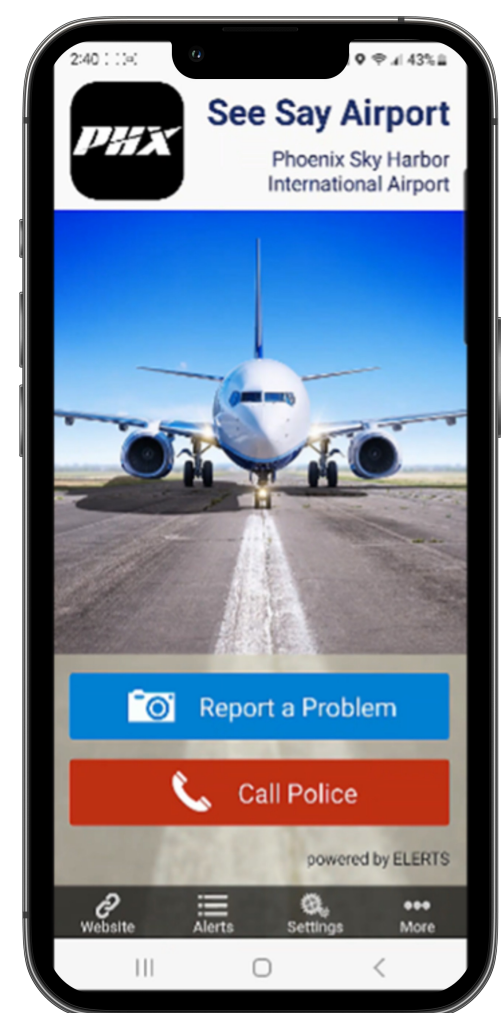
Sky Harbor website



PHX Interactive Digital Map  
([www.maps.skyharbor.com](http://www.maps.skyharbor.com))



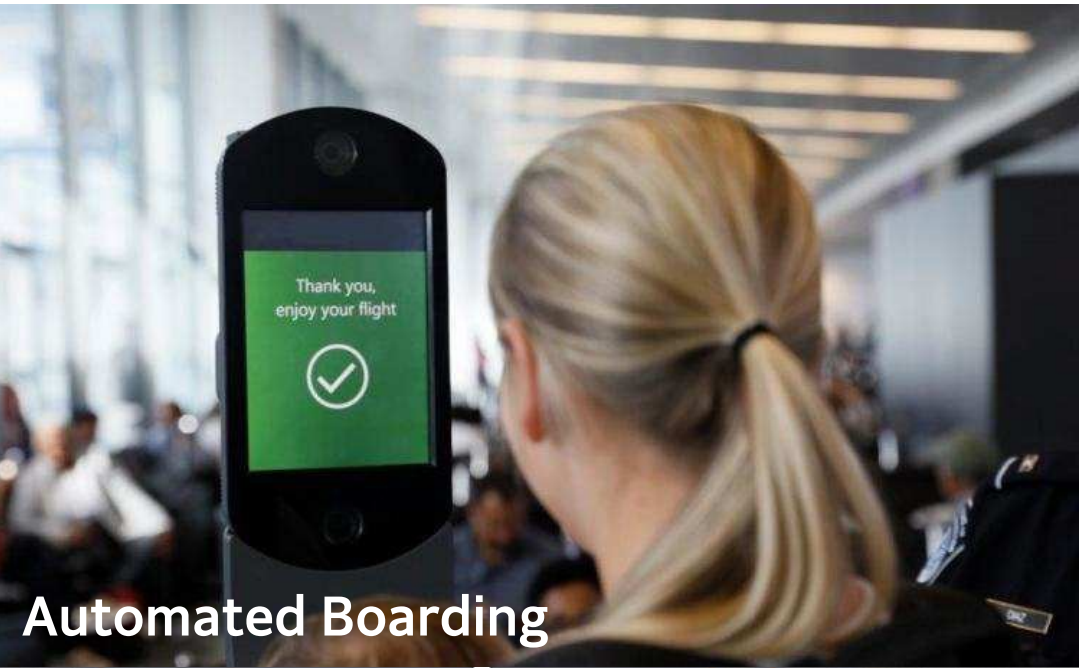
PHX *RESERVE*  
Virtual Queueing



ELERTS "See Say" App

# EMERGING TECHNOLOGIES

Curbside Traffic Monitoring



Automated Boarding



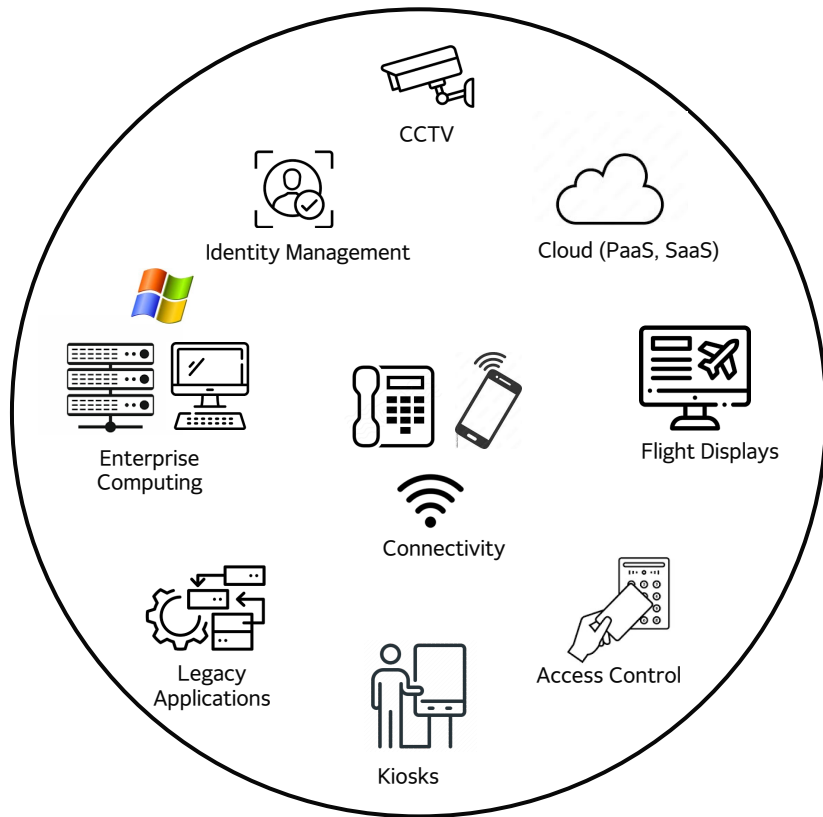
Perimeter Intrusion Detection



Aircraft Turnaround Management

# AVIATION TECHNOLOGY = IT + OT

## IT SYSTEMS



## OT SYSTEMS



# TYPES OF IT SOURCING

1



## Commercial-Off-The-Shelf (COTS)

- Hardware (e.g., Servers, Storage, Switches / Routers, Computers, etc.)
- Software (e.g., GIS, ERP, MS Office, Windows, Asset Management, etc.)

2



## Purpose-built IT Systems

- Airport Operational Systems
- Passenger Processing Systems
- OT Systems

3



## Technical IT Staffing

- Contract staff in various IT domains

4



## Professional Services

- Project Management Services
- Consulting Services



# TYPICAL PROCUREMENT METHODS

- Request for Quotes (RFQ)
- Invitation for Bids (IFB)
- Request for Proposals (RFP)
- Request for Qualifications (RFQu)
- Revenue Contract Solicitation (RCS)
- Qualified Vendor Lists (QVL)

## Aviation IT

IT is the Subject Matter  
Expert

## Aviation Contracts & Services

Central point of contact for  
all Procurement matters



# COOPERATIVE CONTRACTS



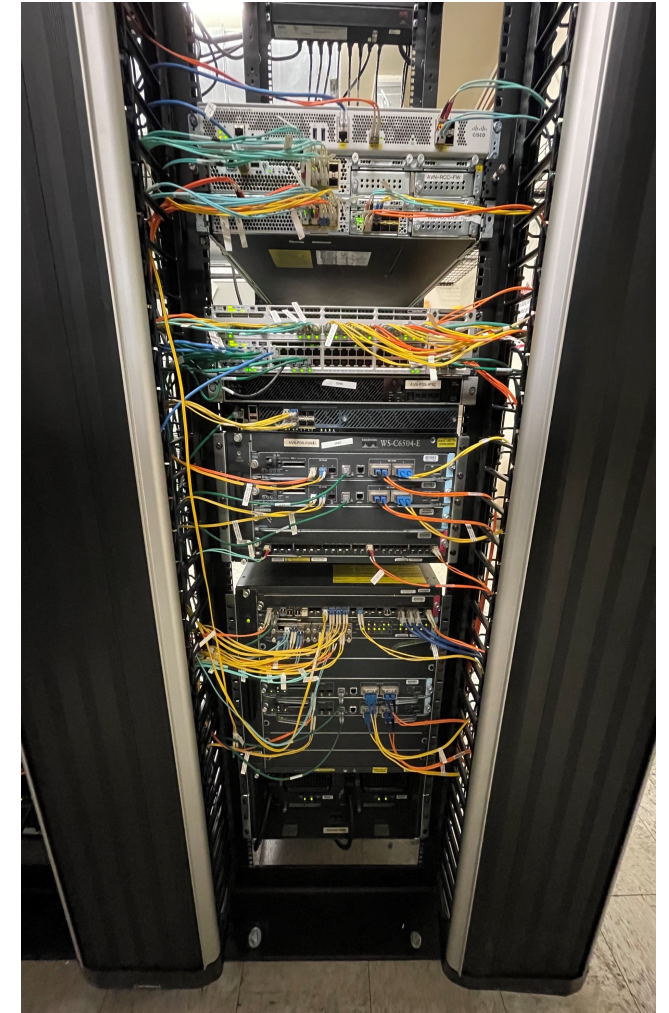
Information Technology Solutions &  
Services Contract

Network and Telephony Equipment &  
Service Contract



# UPCOMING OPPORTUNITIES

- Public Address System (PAS) Replacement
- Network Replacement
- IT Contract Staffing Services
- Passenger Emergency Duress System (PEDS) Replacement
- Passenger Flow Management System
- Customer Relationship Management (CRM)
- IT Project Management and Consulting Services
- Digital Marketplace

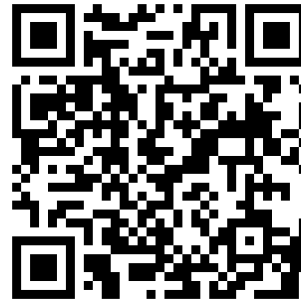


# RESOURCES

Register as a Vendor:



Monitor Current Solicitations:



Get Small Business Certification Info:



Learn About Outreach Events:



**Have More Questions? Contact Us**



[busopps.aviation@phoenix.gov](mailto:busopps.aviation@phoenix.gov)



(602) 273-3390

Visit Our Business Website:



# CONTACT INFORMATION

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# THANK YOU



## ALL ABOUT AVIATION

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