

City of Phoenix Aviation Department
Business Education Series

Airport Technology & Opportunities



June 16, 2026

PHX DVT EYR



**ALL ABOUT
AVIATION**

Business Education Series

AGENDA

- Organization
- Airport Technology
- Technology @ Work PHX, DVT, GYR
- IT Focus Areas
- IT Procurement and Contracting
- Upcoming Opportunities



ORGANIZATION



Jamie Ritchie
Assistant CIO



Ram Chirumamilla
Business Applications & GIS



Mike Gander
Network Services



Ben Armour
Infrastructure & Cybersecurity



Alvin McDonnell
Core Aviation Business Systems



Younis Elzaharna
Digital Services



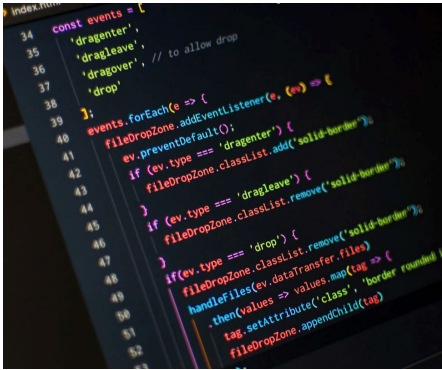
Genie Usher
Administrative Services



Drew Douglas
Project Management Office



Key Functions



Business Applications



Passenger Processing Systems



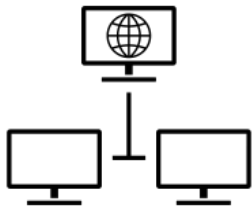
Airport Systems



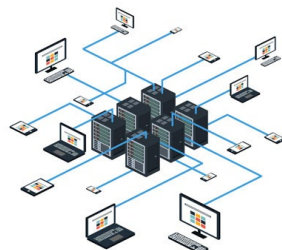
Digital Services



Geographic Information System



Network Infrastructure



Server, Storage & Data Center Administration



Client Computing & Desktop Support



Project Management

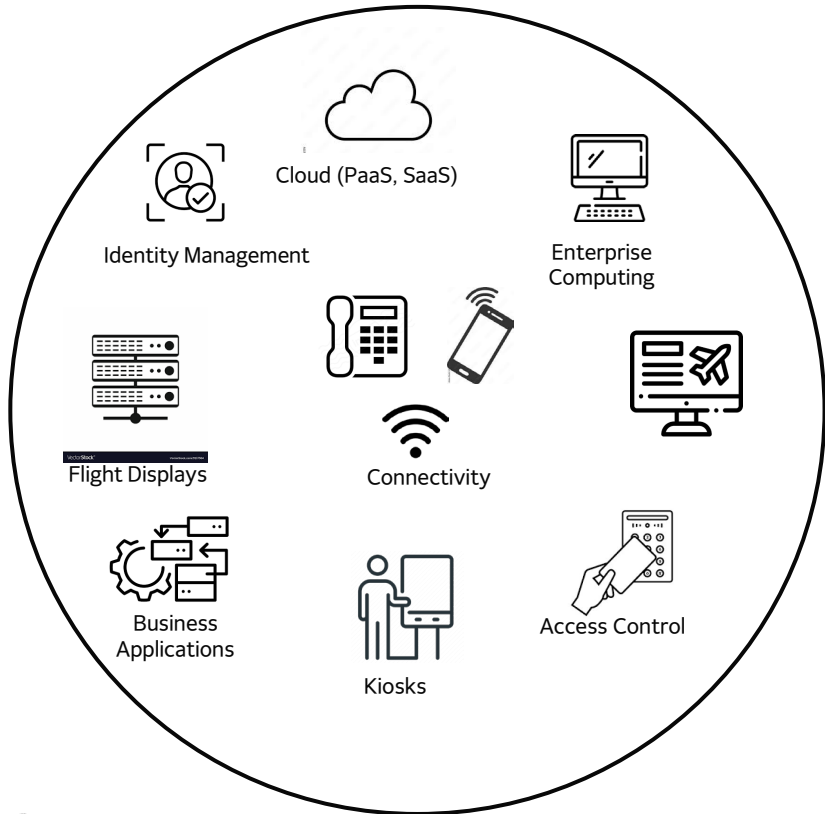


Security & Compliance

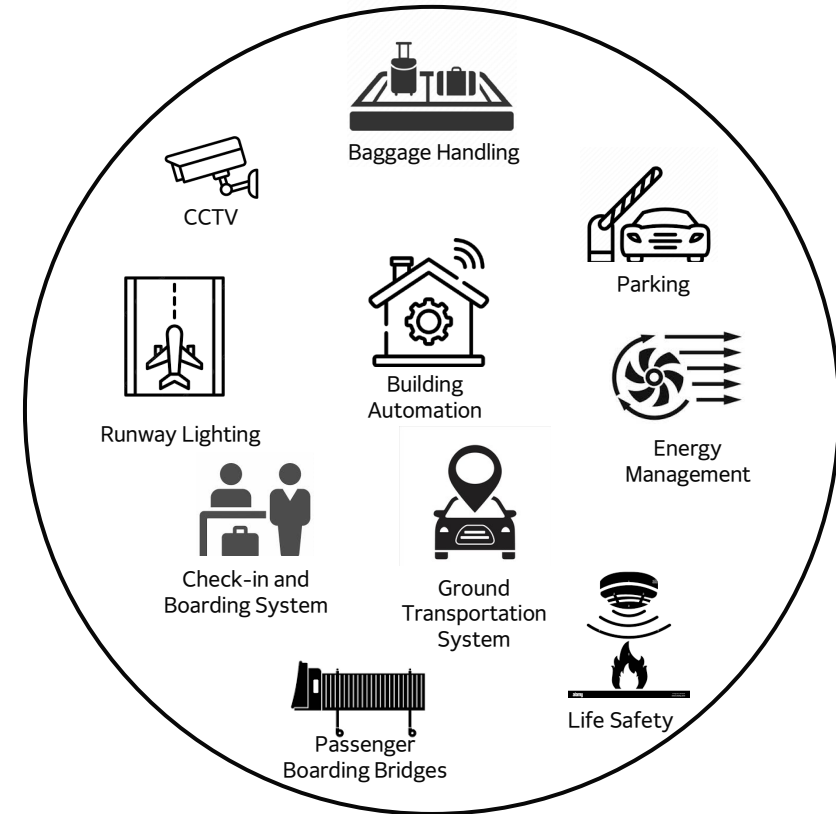


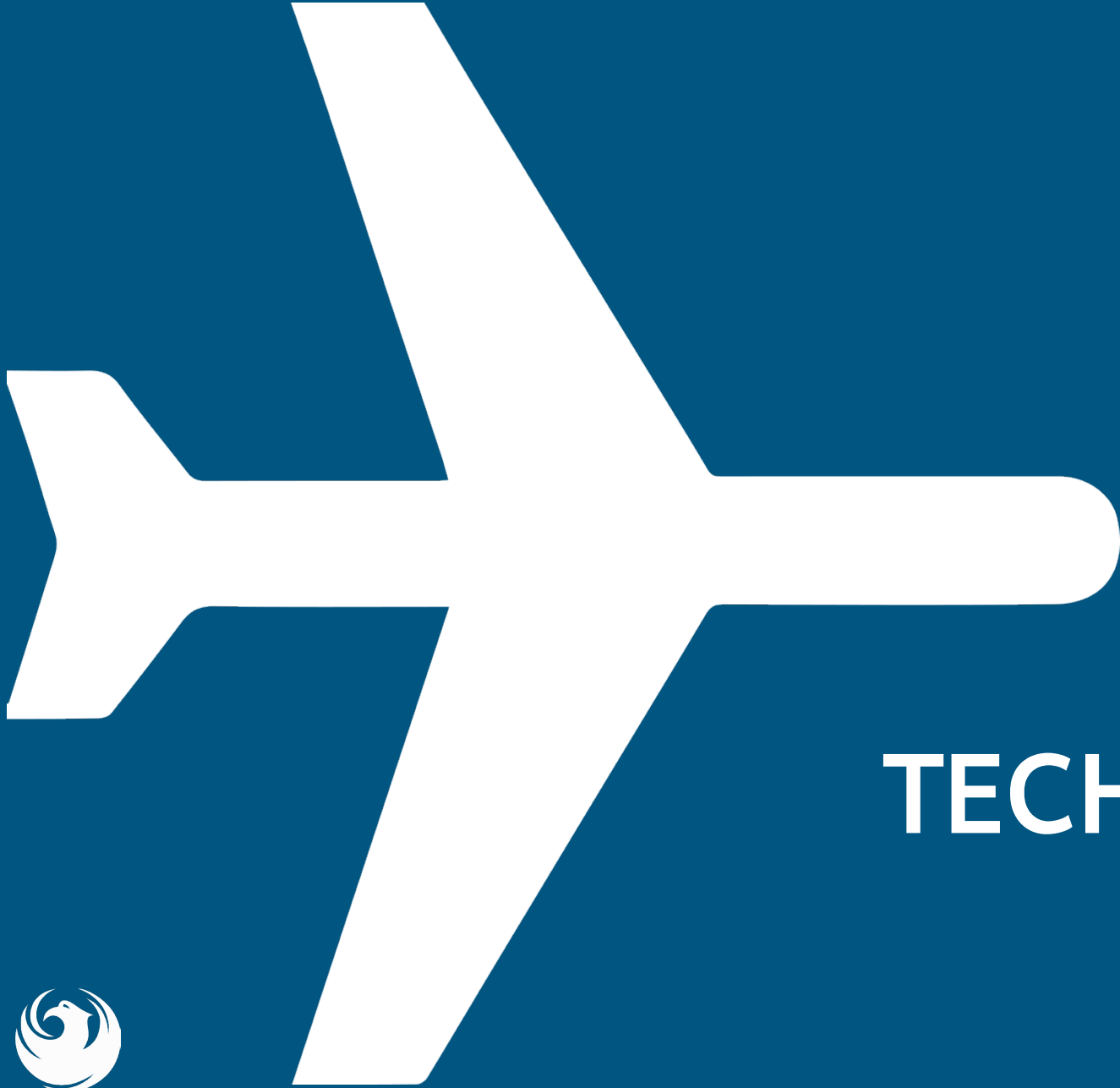
Airport Technology Landscape

IT SYSTEMS



OT/ ICS SYSTEMS





TECHNOLOGY @ WORK PHX, DVT, GYR

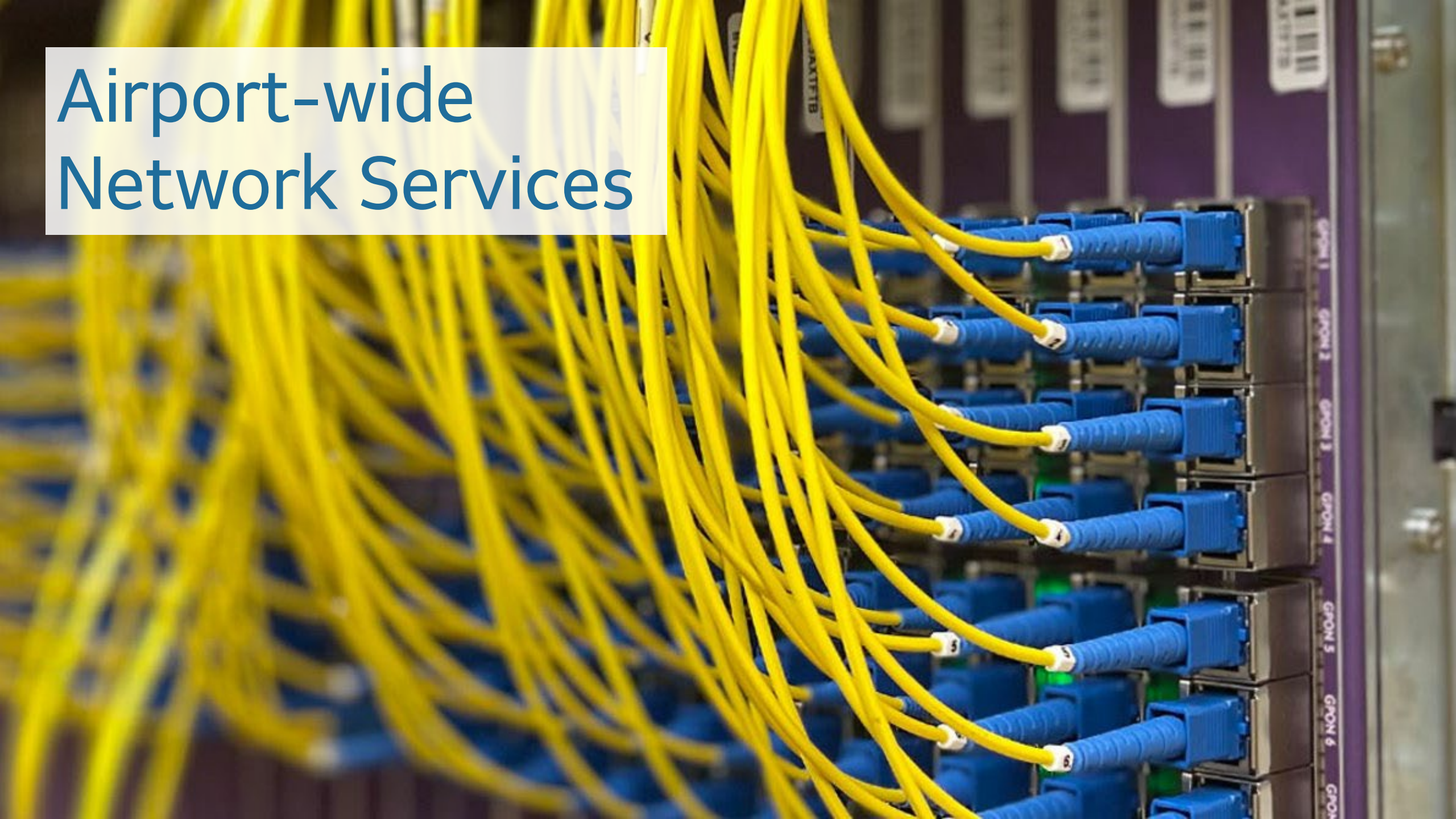




IT Infrastructure Administration

Servers, Storage, Backups
(On-Prem and Cloud)

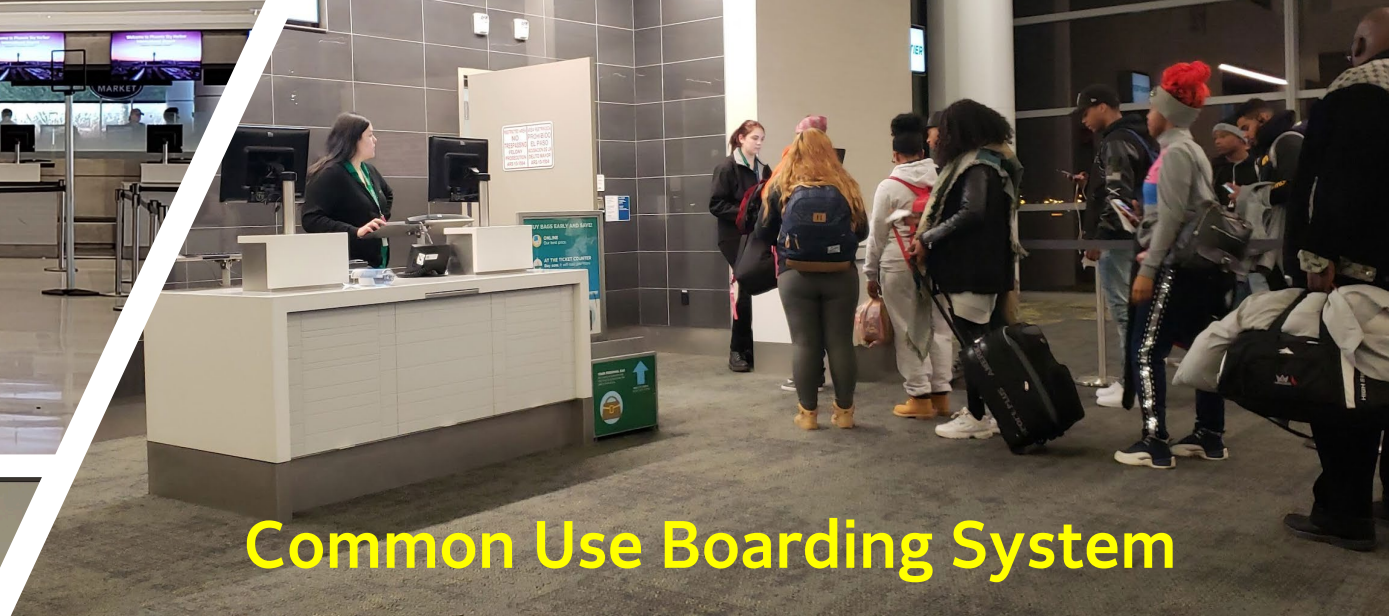
Airport-wide Network Services



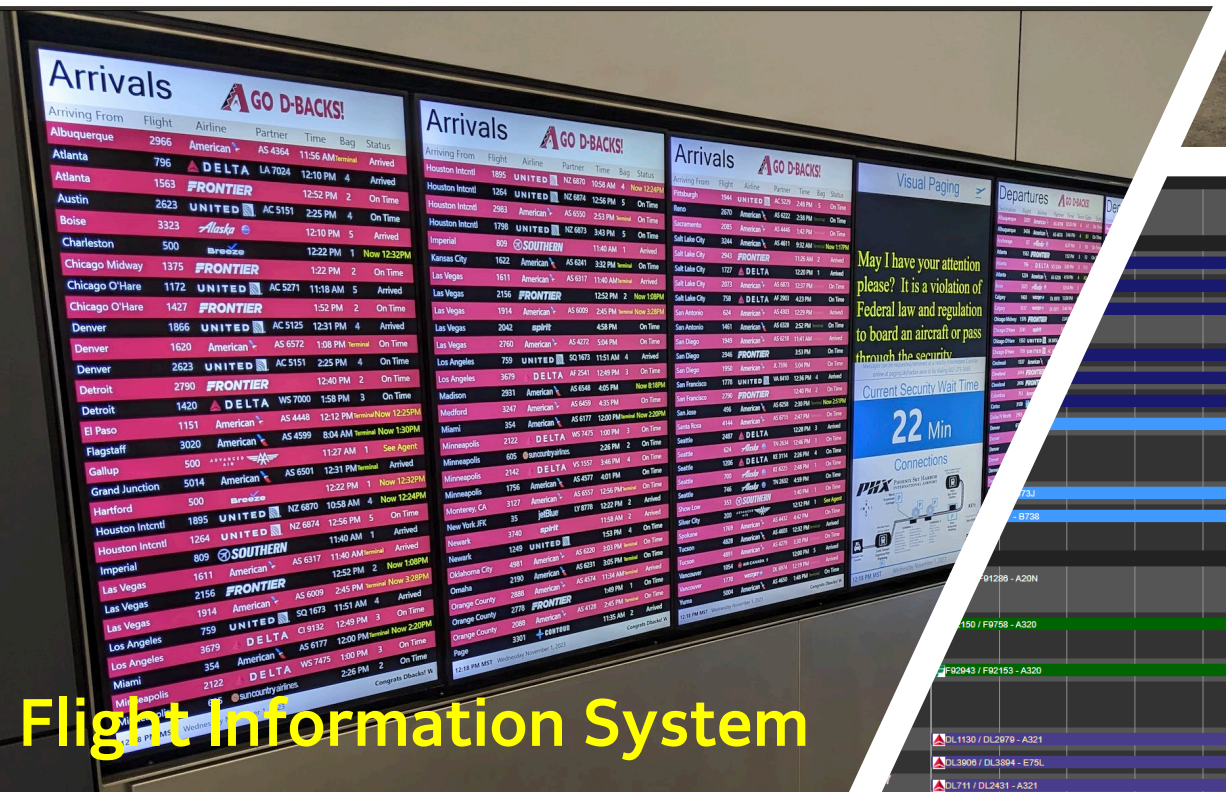
Passenger Facing Technology



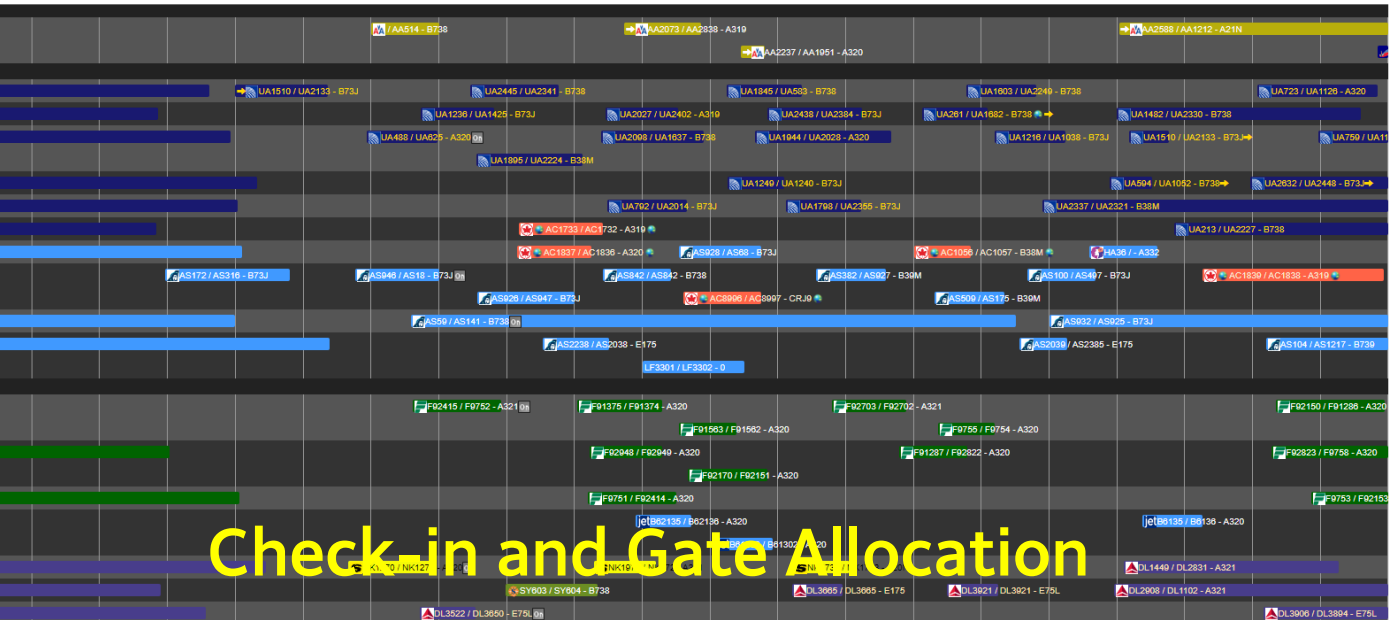
Common Use Check-in System



Common Use Boarding System



Flight Information System



Check-in and Gate Allocation

Public Address System



Parking Revenue Control System



Ground Transportation Management System



Airport CCTV System

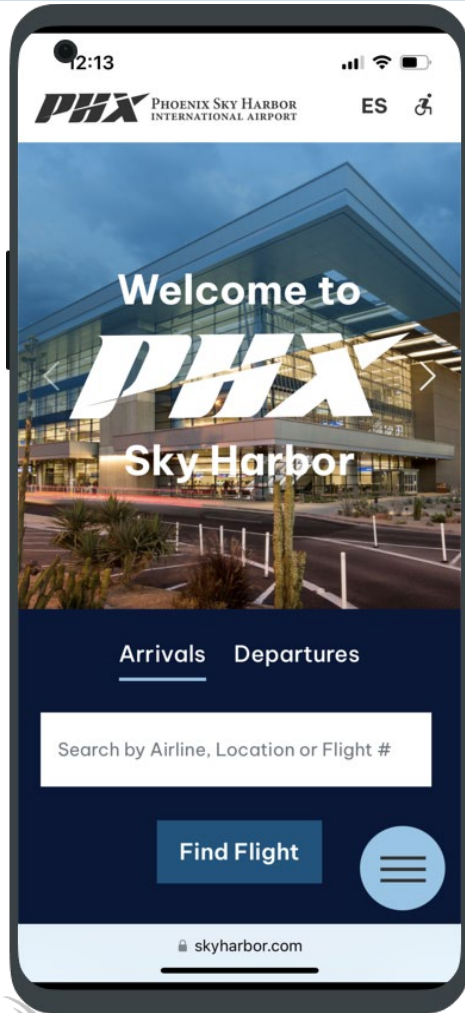


Airport Operations Center

Audio/Visual
Radio Communication
Dispatch
Video Wall
Conferencing
IT/OT Systems



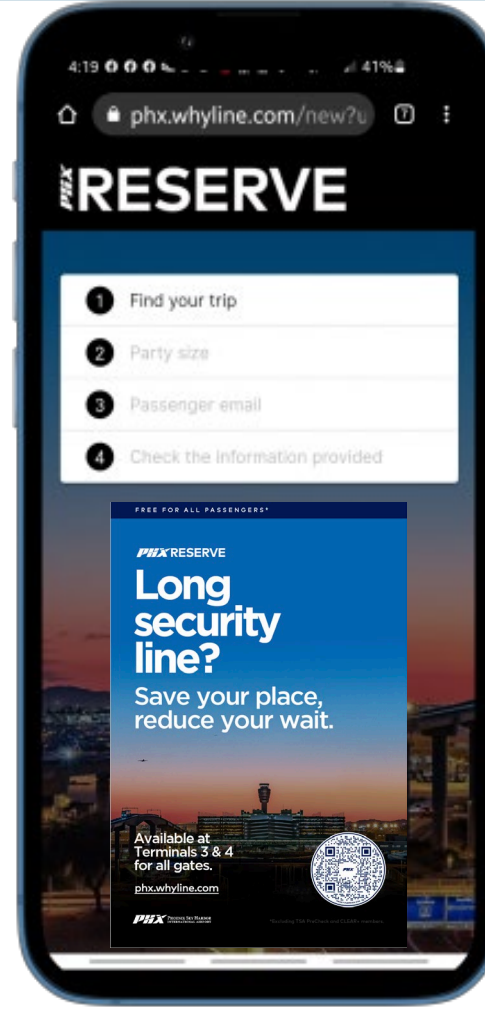
DIGITAL TECHNOLOGY



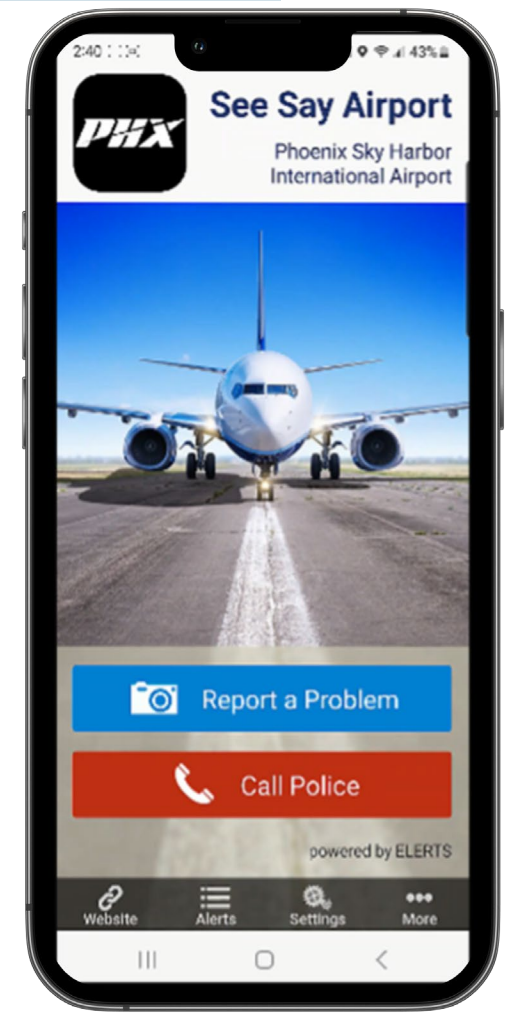
Sky Harbor website



PHX Interactive Digital Map



PHX RESERVE
Virtual Queueing



ELERTS "See Say" App



GIS Applications

Recent Inspections

Daily November 29, 2023-1st Shift
Randy Anderson
Discrepancies : 0

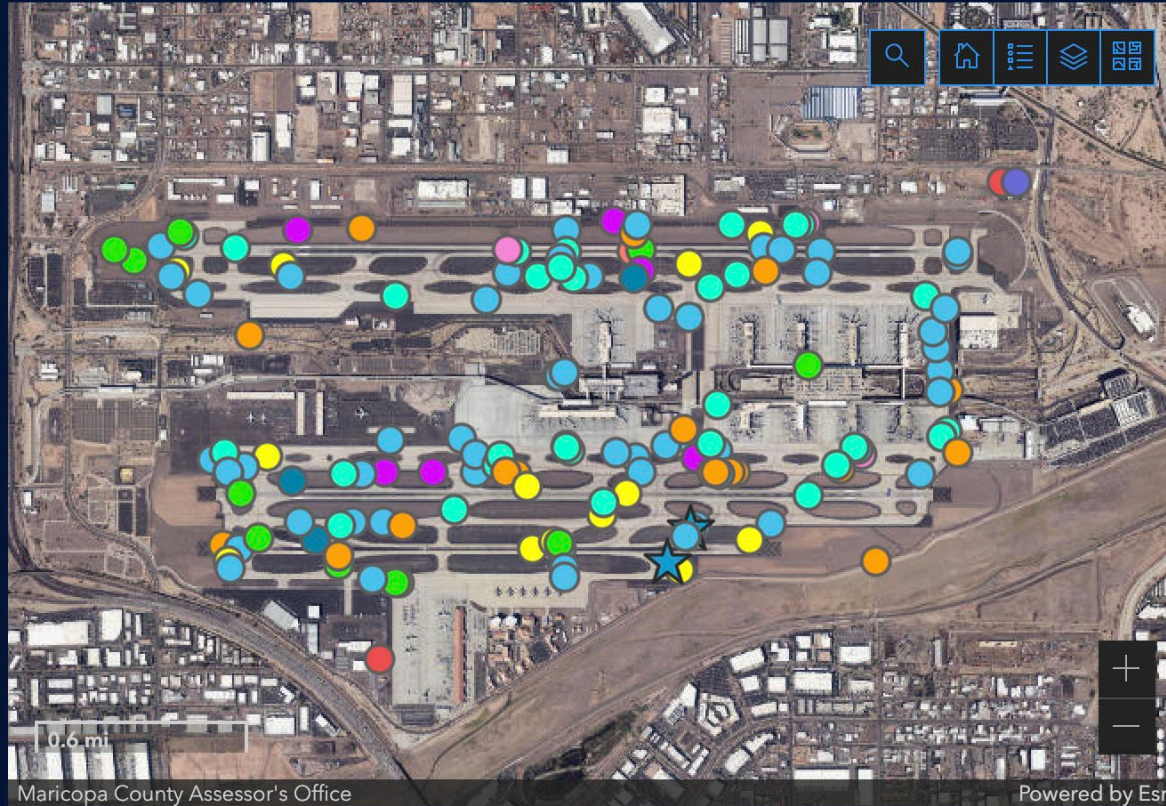
Special November 29, 2023-1st Shift
Randy Anderson
Discrepancies : 0

Special November 28, 2023-1st Shift
Walter Peoples
Discrepancies : 1

Daily November 28, 2023-1st Shift
Walter Peoples
Discrepancies : 1

Inspection Details

Paved Areas: Satisfactory
Safety Areas: Satisfactory
Lighting: Satisfactory
Marking: Satisfactory
Signs: Satisfactory
Snow: N/A
ARFF: Satisfactory
Fueling Operations Facility: Satisfactory
Fueling Operations Vehicles: Satisfactory



Discrepancies

Select an Inspection to Filter

PT139 MARKINGS : Edge Line
Work Order: Yes / ID:
Unsatisfactory: Markings not to Standards
Walter Peoples - November 28, 2023 (1 Days)
Scheduled

PT139 MARKINGS : Edge Line
Work Order: Yes / ID:
Unsatisfactory: Markings not to Standards
Walter Peoples - November 28, 2023 (1 Days)
Scheduled

PT139 MARKINGS : Hold Position Mkg
Work Order: Yes / ID:
Unsatisfactory: Faded
Mike Portik - November 21, 2023 (8 Days)
Scheduled

PT139 MARKINGS : Enhanced Centerline
Work Order: Yes / ID:
Unsatisfactory: Chipping/Flaking
Mike Portik - November 20, 2023 (9 Days)
Scheduled

Discrepancy List

Discrepancy Details

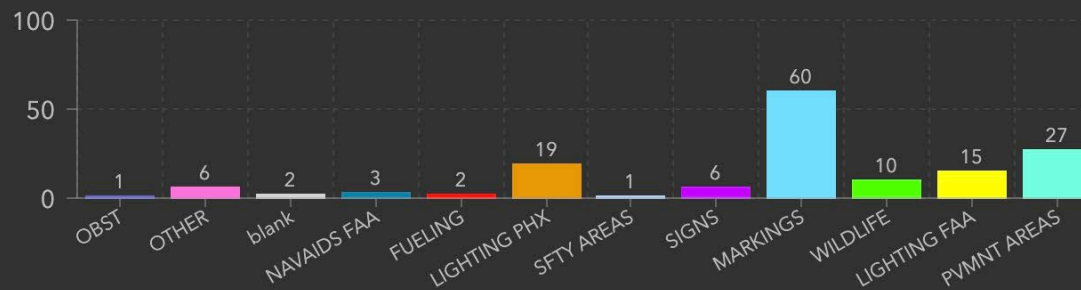
Discrepancy Counts

15 Emergency
113 Scheduled
22 Same Day

152
Total

2
Ready for Reinspection

Part 139 Inspection Dashboard



Discrepancy Type

Inspection Count

Daily Inspection

Other Inspection

TECHNOLOGY FOCUS AREAS

Artificial Intelligence

- Implement AI solutions that improve safety, operations, and customer experience while addressing data quality, governance and workforce readiness

Digital Transformation

- Enterprise data + analytics platform
- Enable real-time operational insights
- Digitize and automate business workflows





TECHNOLOGY SOURCING AND WAYS TO ENGAGE



IT Sourcing Needs

1



Commercial-Off-The-Shelf (COTS)

- Life Cycle replacement
- Hardware (Servers, Storage, Network, Computers, etc.)
- Software (GIS, ERP, MS Office, Windows OS, Asset Management, etc.)

2



Airport IT Systems

- Airport Operational Systems
- Passenger Processing Systems
- Industrial Control Systems

3



Technical IT Staffing

- Contract staffing in various IT domains
- Desktop Support
 - Application Development
 - Network Engineering
 - Systems Engineering
 - Database Administration
 - Cybersecurity
 - GIS, etc.

4



Professional Services

- Project Management Services
- Technology Consulting Services
- Turnkey/SOW-based services

5



Maintenance and Tech Support

- Ongoing maintenance for various IT/OT systems
- L1/L2 break-fix services
- Boots on the ground
- Technician-level resources



Procurement Types

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

Central Point of
Contact

Aviation Contracts &
services



Subject Matter
Expert

Aviation IT



Cooperative Procurements



Information Technology
Solutions & Services Contract

Network and Telephony
Equipment & Service Contract



Airport Construction Projects

- Systems and Technologies
- Low voltage infrastructure
- Master Systems Integrator

Common Use Systems (Check-in, Kiosks, Boarding)
Access Control System
Baggage Handling System
Flight Information Displays
Baggage/Gate Display System
Dynamic Signage
Queue Wait Time System
Automated Vehicle Identification
Network Expansion (Cable Plant, Switching, Routing)
Public Address System
Parking Revenue Control System
Passenger Emergency Duress System
CCTV
Wi-Fi
DAS

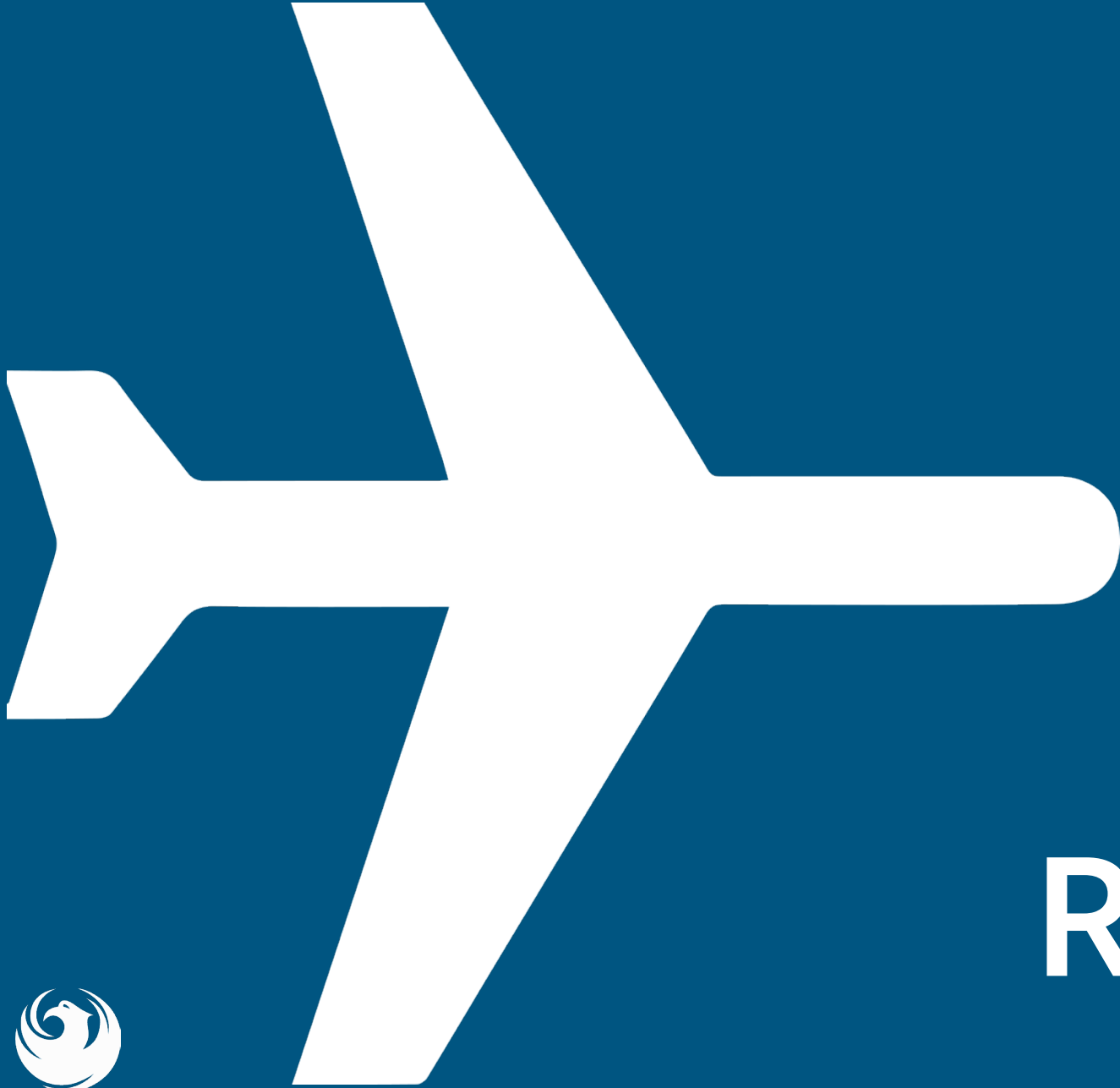
Design, Procurement, Installation, Testing
and Commissioning of systems



Upcoming Opportunities

- Passenger Flow Management System
- Airport IT Consulting
- Public Address System Replacement (Construction Project)
- Electronic Waste and Sanitization Recycling
- Terminal 3 Processor Improvements (Construction project)
 - Self Bag Drop
 - Baggage Handling





BUSINESS RESOURCES



RESOURCES

Vendor Registration



Small Business Certification



Aviation Outreach Events



Aviation Interest List



Aviation Business Website



Have More Questions? Contact Us



busopps.aviation@phoenix.gov



(602) 273-3390

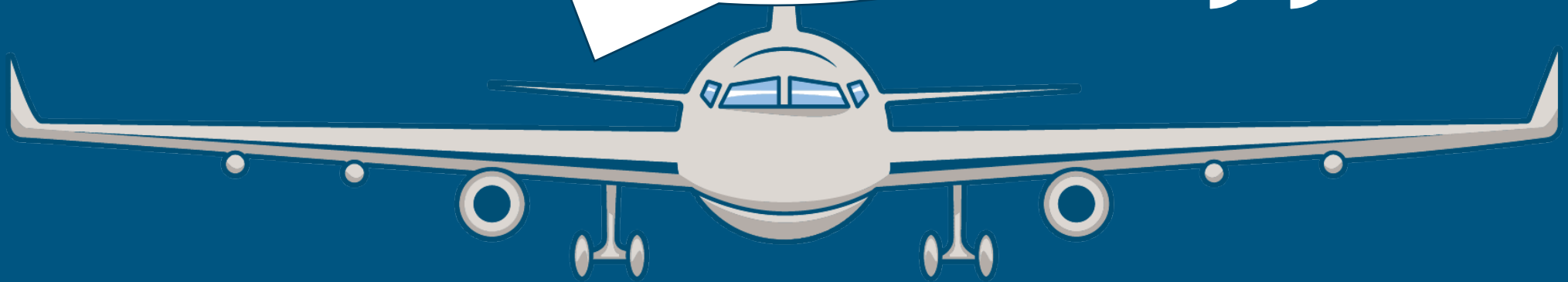


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Questions?

Please type them in
the chat box.

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