Philadelphia International Airport (PHL) Northeast Philadelphia Airport (PNE)

Mike Morris and Camille Tomlin

Information Technology

March 26, 2024

City of Philadelphia, Department of Aviation

PHL PNE
PHILADELPHIA INTERNATIONAL AIRPORT
NORTHEAST PHILADELPHIA AIRPORT

Department of Aviation's Information Technology Dept.

Use this link to watch video: https://www.youtube.com/watch?v=nCCxU6rUaRg

Overview

The IT department serves as the technological backbone of PHL. We implement, manage, and maintain critical systems and infrastructure. Our goal in doing this is to ensure seamless operations (keeping the lights on) and strategic alignment with business objectives (making sure you have what you need to do your job or project) and airport ops.

Where to find us:

IP2 2nd Floor

How to contact us:

Helpdesk@phl.org

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# Impact on the Department of Aviation's Mission & Vision

Vision

We are a World Class Global Gateway of Choice

Mission

Proudly Connecting Philadelphia with the World

IT is a **support** department, with a goal to ensure that the technology and infrastructure at PHL are sufficient to **advance the success of the DOA and our partners at the Airport** and to provide a technological **foundation for innovation**.

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IT Management

Allen Mehta
CIO

Mike Morris
VP Client Engagement

Camille Tomlin
VP Infrastructure
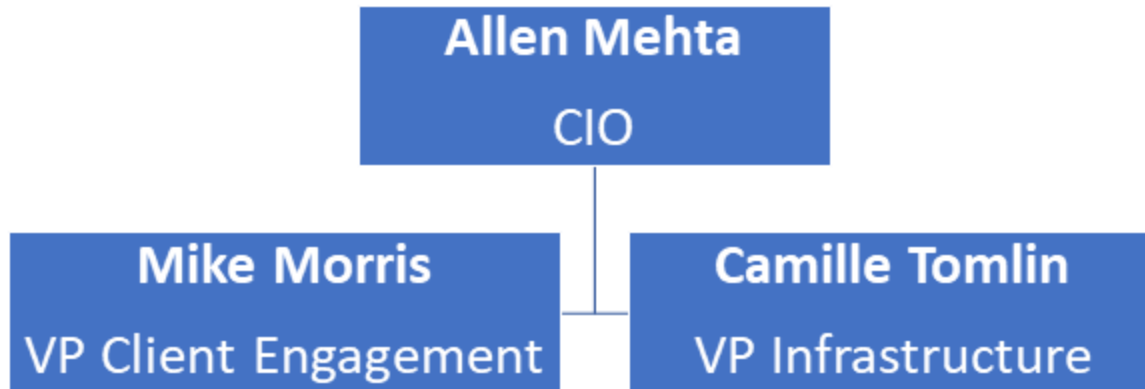
- **IT Client Experience** vs. **IT Infrastructure**: While the **CIO** focuses on the supporting the Airport through long term *strategic* goals, **Client Engagement** supplies and supports the DOA and our partners with the *equipment* and *services* they need, while **Infrastructure** keeps the Airport *wired*, *connected*, and *secure,* making sure the DOA can use networks and data to make informed decisions and conduct business.
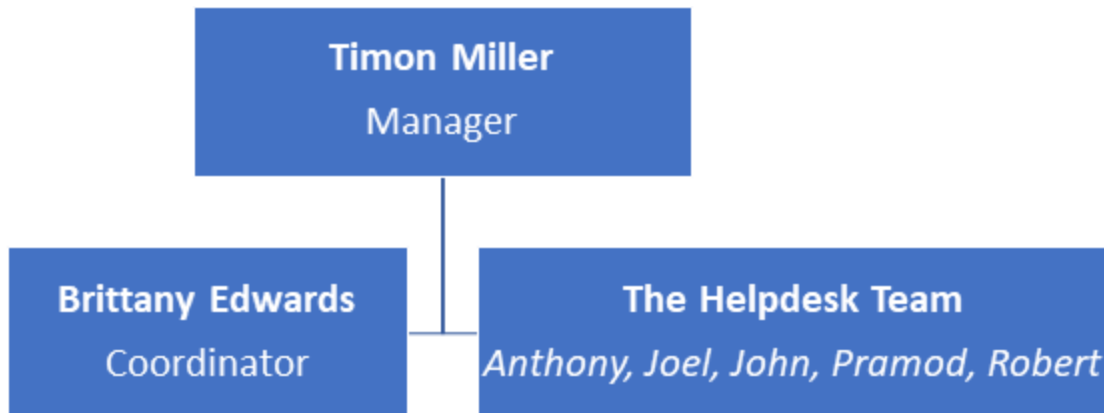
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IT Client Engagement
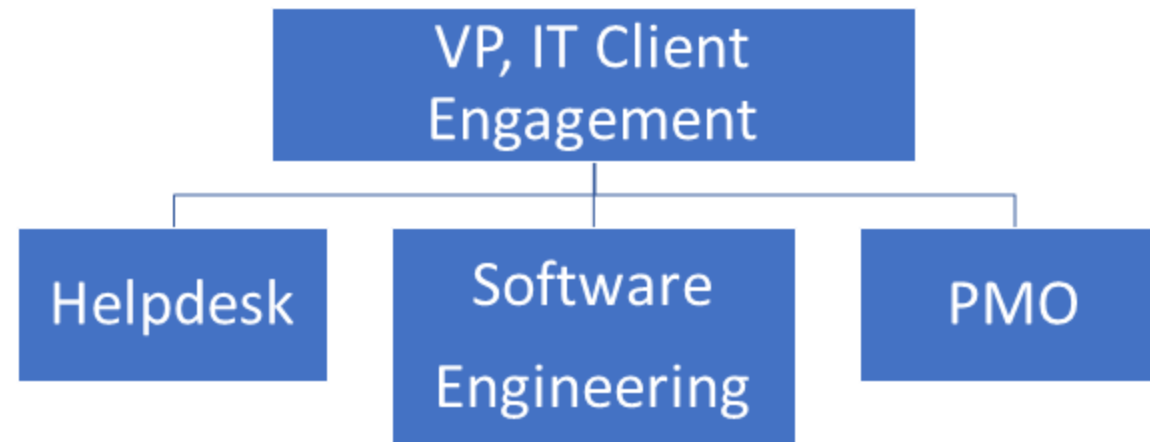
IT Client Engagement: The Helpdesk

The helpdesk serves as the front door to IT; a single point of contact through which the people and resources of the IT department may be engaged. The helpdesk also provides deskside support and other services.

Timon Miller
Manager

Brittany Edwards
Coordinator

The Helpdesk Team
Anthony, Joel, John, Pramod, Robert

- No matter what – email helpdesk@phl.org and your request or question will be routed appropriately.

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IT Client Engagement: Software Engineering

Shishu Tanwar
Manager

- Business Analysis
- Development
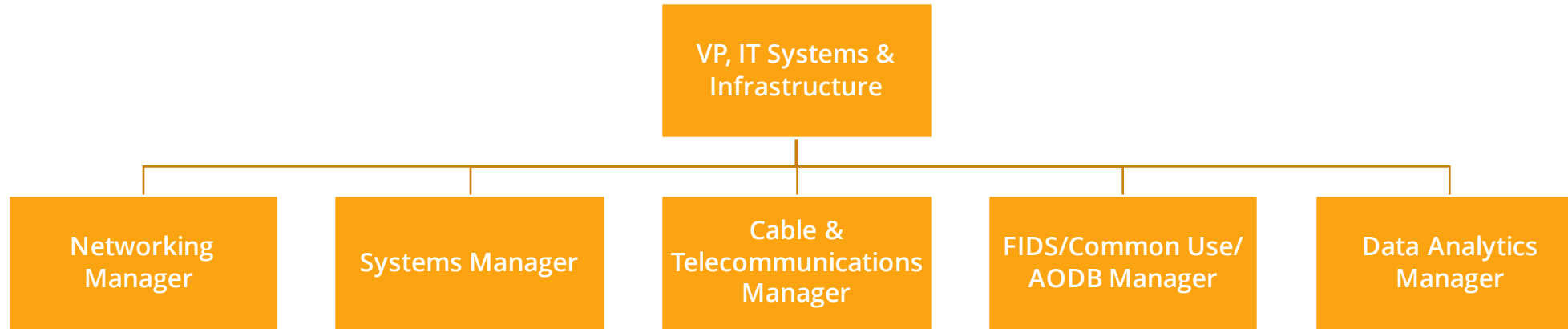- Quality Assurance

IT Client Engagement: The PMO

Jay Preston
Portfolio Manager

PM Team
Carlo, Dave, Gary, Mal, Phil, Samantha, Selena, Zach

Roxanne & Ray

IT Systems & Infrastructure

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                        ┌──────────────────────┐
                        │ VP, IT Systems &     │
                        │ Infrastructure       │
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Networking Manager	Systems Manager	Cable & Telecommunications Manager	FIDS/Common Use/ AODB Manager	Data Analytics Manager

IT infrastructure covers the technology resources and services that support PHL's computing needs. This includes physical hardware like servers, networking equipment, data centers, telecommunications, as well as software applications, operating systems and data storage solutions.

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IT Infrastructure: Cabling & Telecommunications

Performs fiber and cable management and administers and maintains PHL's telephone system. This includes installing, repairing and upgrading cable, fiber or copper wiring, tipping and splicing fiber, wall jack installation, antenna installation, extending voice and data circuits for PHL and tenants.

Highlighted Stats

- Approx. 500 fiber strands from the CUB to all terminals and building
- Approx. 650 miles of communication cabling throughout PHL
- 281 White courtesy phones
- 366 staff phone
- 409,868 inbound phone calls each year
- 121,404 outbound phone calls each year

IT Infrastructure: Networking

Implement, maintain and secure PHL's network to ensure reliable and efficient communication and data flows internally and externally. This includes management of the internet service provider (ISP), routers, switches and wireless access points.
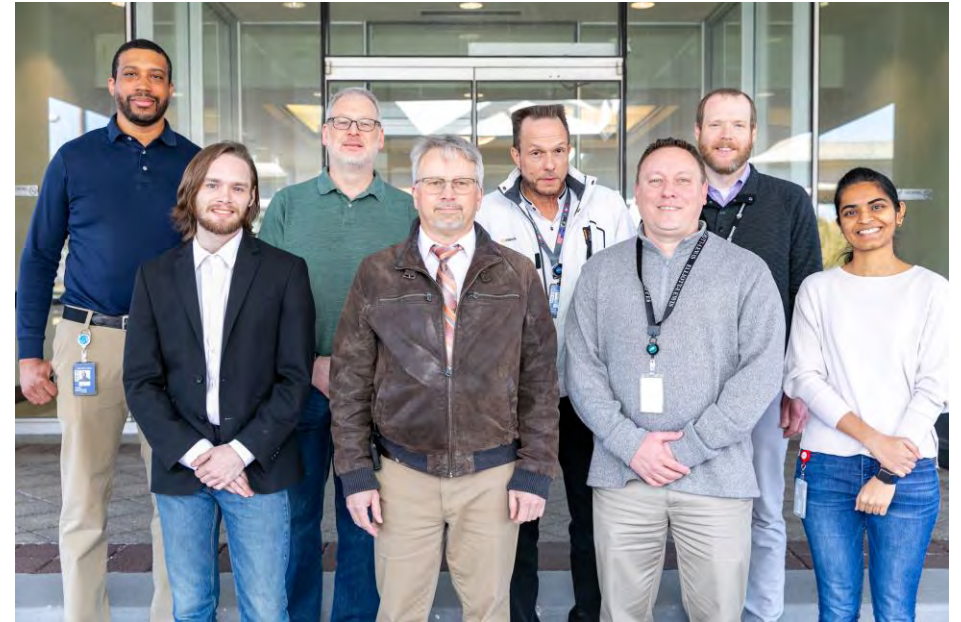
Highlight Stats

- 2,862 devices connected to our network and monitored
- 767 Switches/Access Points monitored
- 203 parking related devices monitored

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IT Infrastructure: Systems

Administer core infrastructure systems, such as Microsoft O365 including user accounts, Azure and AWS cloud environments, physical and virtual servers, email, file back-up and disaster recovery.

Highlighted Stats
- 320 virtual servers
- 900 active mailboxes
- 32,000 emails received daily
- 3,500 – 4,000 emails sent daily
- 1,500 Teams Chat messages daily
- 1,300 OneDrive files view/edits daily

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IT Infrastructure: FIDS/ Common Use / AODB

Manages PHL's Airport Operational Database Information System (AODB), Multi-User Flight Information System (MUFIDS), Advertising, Visual Paging, Airline Common Use System, Airport Common Use Baggage Management System (IBMS).
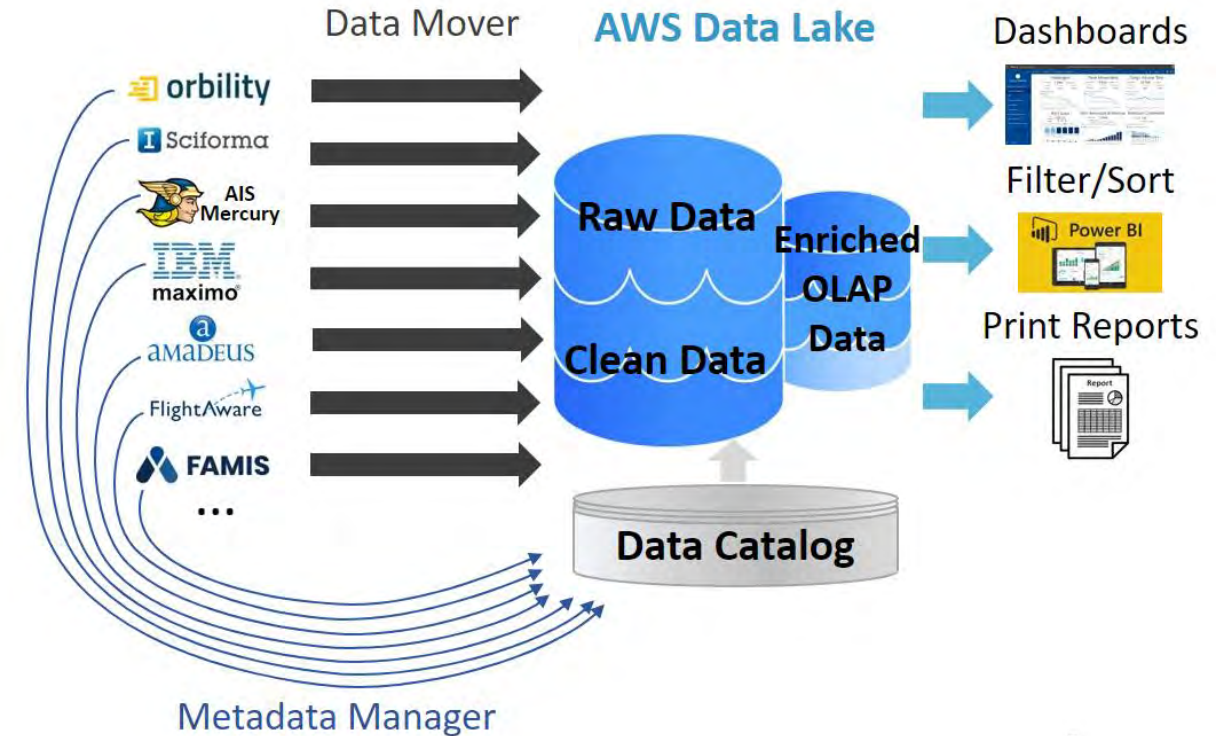
Highlighted Stats
- 1,492 displays throughout the terminals
- 6 Airlines use the common use system

IT Infrastructure: Data Analytics

Data Analytics team gathers, ingests, sanitizes and analyze vast amounts of data from various sources, including flight information, Maximo reports, and weather. This data will be available for PHL to make data-driven decisions using self-service BI tools.

Highlights Stats:
- There are approx. 100 different systems in use by DOA

Current Initiatives & Projects

- Windows 11 Upgrade
- MUFIDS
- Microsoft Cross-tenant access with OIT
- New Internet Service Providers
- Fiber Audit
- SharePoint

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Successes: Now and in the Future

- Move to IP2
- Multi-Cloud infrastructure (Azure & AWS)
- New Data Center in IP2
- Cost savings with custom computers
- Better communication
- 24/7 Network Operation Center
- Incorporating automations and artificial intelligence in workflows

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Thank You!

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