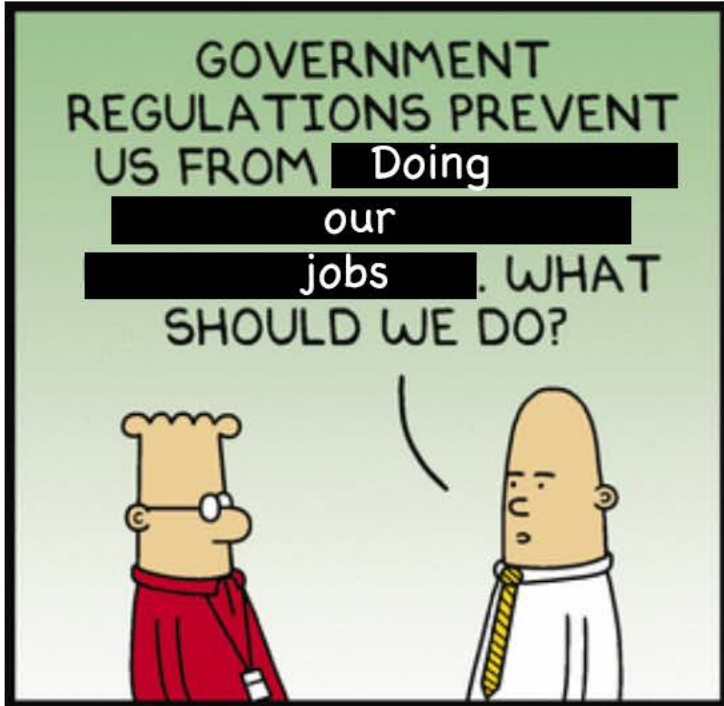


# Technology and Innovation @ PHL

*“Just Plane Fun”*

*Matt Crowley, CM, CISSP*

*Spam: [Matthem.Crowley@phl.org](mailto:Matthem.Crowley@phl.org)*



DILBERT.COM @SCOTTADAMSSAYS



© 2018 Scott Adams, Inc./Dist. by Andrews McMeel



# The Situation



- City-owned, enterprise fund
- Residual agreement
- Airport-run IT
- FY20 IT Op. \$17MM
- Current IT Capital ~\$80MM
- Airport in 2 counties
- Residency requirement
- Civil service + Exempt
- Various unions
- Pay vs. Local Private Firms



# PHL IT in 2017

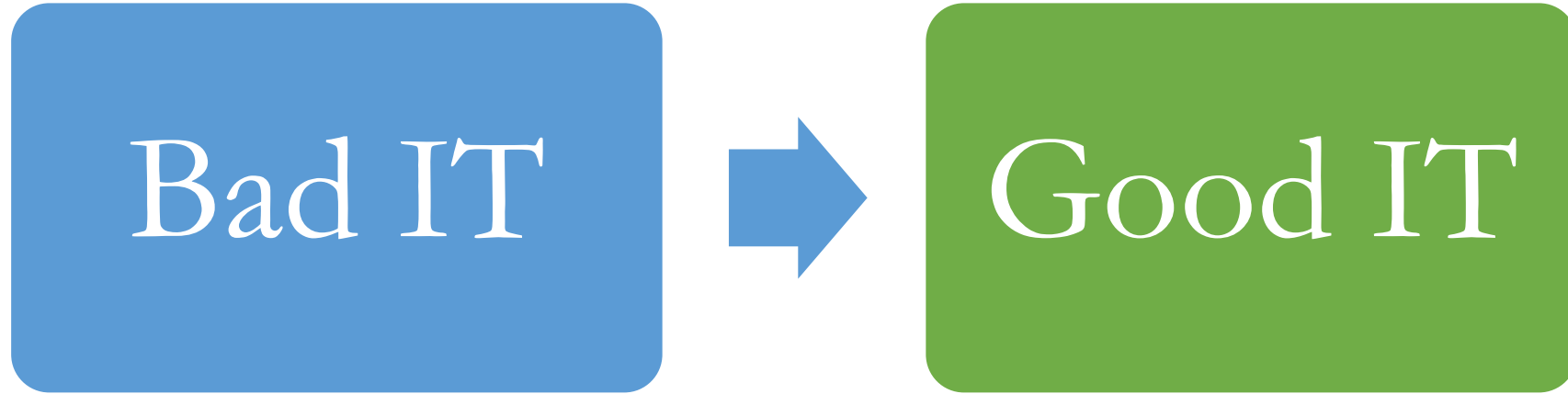
## *The Good:*

- Smart folks
- Some assessments
- Large capital commitment
- Backing of CEO
- Desire to change

## *The Bad:*

- Shadow IT (The Home Depot)
- IT = ARFF
- No strategy/policies/standards
- Lack of coverage/organization
- No desire to change

# The Plan



### "Freshly connecting Philadelphia with the World"



**of Organization - Governance**

PHILADELPHIA INTERNATIONAL AIRPORT

© 2018 PHL

### PHILADELPHIA INTERNATIONAL AIRPORT

**What?**

- 1. [Illegible]
- 2. [Illegible]
- 3. [Illegible]
- 4. [Illegible]

**Why?**

- 1. [Illegible]
- 2. [Illegible]
- 3. [Illegible]
- 4. [Illegible]

### PHILADELPHIA INTERNATIONAL AIRPORT

**What?**

**Current Initiatives**

- 1. [Illegible]
- 2. [Illegible]
- 3. [Illegible]

**Goals**

1. [Illegible]	[Illegible]
2. [Illegible]	[Illegible]
3. [Illegible]	[Illegible]

### PHILADELPHIA INTERNATIONAL AIRPORT

**What?**

**Strategic Initiatives**

- 1. [Illegible]
- 2. [Illegible]
- 3. [Illegible]



### PHILADELPHIA INTERNATIONAL AIRPORT

**What?**

- 1. [Illegible]
- 2. [Illegible]
- 3. [Illegible]
- 4. [Illegible]

[Illegible]	[Illegible]
[Illegible]	[Illegible]
[Illegible]	[Illegible]
[Illegible]	[Illegible]

### PHILADELPHIA INTERNATIONAL AIRPORT

**What?**

**Operational & Safety**

Area	Current	Target
1. [Illegible]	[Illegible]	[Illegible]
2. [Illegible]	[Illegible]	[Illegible]
3. [Illegible]	[Illegible]	[Illegible]
4. [Illegible]	[Illegible]	[Illegible]
5. [Illegible]	[Illegible]	[Illegible]
6. [Illegible]	[Illegible]	[Illegible]
7. [Illegible]	[Illegible]	[Illegible]
8. [Illegible]	[Illegible]	[Illegible]
9. [Illegible]	[Illegible]	[Illegible]
10. [Illegible]	[Illegible]	[Illegible]

### PHILADELPHIA INTERNATIONAL AIRPORT

**What/Why?**

**Operational & Safety**

- 1. [Illegible]
- 2. [Illegible]
- 3. [Illegible]

### PHILADELPHIA INTERNATIONAL AIRPORT

**What/Why?**

**Operational & Safety**

- 1. [Illegible]
- 2. [Illegible]
- 3. [Illegible]

### Philadelphia International Airport - NIST Cybersecurity Framework




- 1. [Illegible]
- 2. [Illegible]

### Philadelphia International Airport - NIST Cybersecurity Framework



### PHILADELPHIA INTERNATIONAL AIRPORT

**Operational & Safety**



**Why?**

- 1. [Illegible]
- 2. [Illegible]
- 3. [Illegible]



### PHILADELPHIA INTERNATIONAL AIRPORT

**Operational & Safety**

**Operational & Safety**

- 1. [Illegible]
- 2. [Illegible]
- 3. [Illegible]
- 4. [Illegible]



### PHILADELPHIA INTERNATIONAL AIRPORT

**Operational & Safety**

**Operational & Safety**

- 1. [Illegible]
- 2. [Illegible]
- 3. [Illegible]
- 4. [Illegible]
- 5. [Illegible]
- 6. [Illegible]

### PHILADELPHIA INTERNATIONAL AIRPORT

**Operational & Safety**

**Operational & Safety**





**TRUST THE PROCESS**

SO



# PHL IT in 2019

## *The Good:*

- Even more smart folks
- Standards-based
- Sense of Urgency
- Predictable delivery
- Trust the service
- Smarter, happier, healthier

## *The Not So Good:*

- Still fighting a few shadows
- Growing pains
- Lack of Urgency
- The Jones'

# PHL IT in 2020

- Performance-based tracking
- Alternative incentives
- Greater maturity
- Leader in Cybersecurity and Cyber Risk
- University Partnerships
- Education Pipeline
- Continued commitment to diversity
- Data data data data
- Continue to learn from you