Actsoft

City of New York

Office of Operations

Population:
8,478,072 (No. 1)

Govt Employees:
285,000

Address:
Mayor's Office of Operations
253 Broadway
10th Floor
New York, NY 10007

Phone:
(212) 788-1400

Capabilities Statement:
Link

Cage Code:
644Y5

UEI Number:
CRZ1A1JTLQB6

DUNS#
12-474-2474

FedRAMP

GovRAMP AUTHORIZED Software as a Service (SaaS)

Site:

https://www.nyc.gov/site/operations/index.page

Mission:

The Mayor's Office of Operations was created in 1977 by Executive Order. The office was designed to plan, coordinate, and direct governmental operations and hold City agencies and offices accountable. Operations has since grown into a project and performance management, research, and customer service engine that works to make New York City a fairer and more equitable place for all its residents.

With more than 45 agencies and offices and over 350,000 employees, the City relies on Operations to strengthen efficiency and coordination within government. To serve this purpose, Operations provides City agencies and offices with research and analysis, project and performance management, and advisory support. Some of these projects include key mayoral initiatives like One NYC, Vision Zero, and IDNYC. The office also publishes the Mayor's Management Report, the only publication of its kind in the country to track agency performance year-over-year.

Contacts and Stakeholders Information:

Dan Steinberg - Director of Operations
(212) 788-1400

Actsoft Workforce Manager for Gov:

- DHS signed the Authority to Operate (ATO) on Sept 12, 2024
- FPS completed their internal ATO in June 2025
- WFM for Gov passed three (3) Third Party Assessor Organizations (3PAO) Audits, the Initial Audit and two Annual Audits
- WFM for Gov is GovRAMP Authorized